

Pcard/Travel Card FAQs – for Cardholders

1. How do I apply for a Pcard?

Applying for a State of Iowa Pcard is easy. Applications are available on the [State Pcard website](#).

- 1) Upon approval from your supervisor, you and your supervisor will complete and sign the [Cardholder Application](#) and forward it to the Agency Pcard Coordinator for default account coding, credit limits, and signature.
- 2) The Agency Pcard Coordinator will sign and submit the completed form to the State Pcard Program Specialist.
- 3) The Purchasing Card Policy and Procedures Manual must be read by the Cardholder and the Agreement ([Cardholder Agreement](#) or [Travel Card Agreement](#)) must be signed by the Cardholder, Supervisor, and Agency Pcard Coordinator. The signed Agreement must be received by the State Pcard Program Specialist before the card may be released.
- 4) [Cardholder Training](#) must be completed by the Cardholder (Pcard 101 or Travel Card 101, depending on the card type issued), and the State Pcard Program Specialist must receive confirmation before the card may be issued to the Cardholder.
- 5) The Cardholder must activate the new Pcard (*before* usage) by calling the 800# and following the instructions provided on the card; next, set up his/her Cardholder Account in [Access Online](#): <https://access.usbank.com>. (Enter Organization Short Name – Iowa – and click Register Online to be prompted through the set up process.) Cardholders MUST provide their State of Iowa email addresses to receive monthly statement notices.

2. I heard that services are now allowed on Pcards. Are there any special considerations for purchasing services on my Pcard?

Services up to \$15,000 do not require bids, but services over \$15,000 may require service contracts. An [Informal Quote Documentation form](#) is required with any service purchase of \$15,000-\$50,000.

3. If I make both a service and goods purchase from the same vendor, do I have to do anything different with the receipt or invoice?

Yes, the vendor must separate out the service cost from the goods cost on the receipt/invoice. The receipt must clearly identify that you purchased both services and goods. Please also make a notation on the receipt (for agency accounts payable staff) that you purchased a service, as the accounting must be coded differently.

4. Can I pay for meeting registrations with my Pcard?

No – registrations should be paid with a Travel Card. If you do not have a Travel Card, contact your Agency Pcard Coordinator to see if your Agency has a Department Travel Card or what other options exist.

5. How do I let the Accounts Payable staff know that I purchased gas for equipment and not a vehicle?

Make a notation on the receipt that indicates what the gas was for (i.e. mower, chain saw, boat, etc.). The Pcard cannot be used to purchase fuel for any state vehicle maintained by DAS Fleet. Wright Express (WEX) Cards should be used for gas/fuel purchases for Fleet vehicles.

6. If the vendor does not accept the Wright Express Card, can I use my Pcard?

No – the Pcard cannot be used in lieu of the Wright Express (WEX) Card. If the vendor does not accept the Wright Express Card, ask them to provide an invoice for payment. If they are unable to issue an invoice, you may pay for the item yourself and submit a travel claim for reimbursement.

7. How do I increase my single transaction or monthly purchase limit?

Increases or changes to Pcard credit limits must be approved by the Cardholder's supervisor and the Agency Pcard Coordinator. The [Pcard/Travel Card Change Request form](#) must be downloaded, signed, and submitted by the Agency Pcard Coordinator to the State Pcard Specialist (by fax, email, or mail) for processing.

8. When do I need to get bids for a purchase on the Pcard?

Purchasing cards are a payment method, and all Pcard purchases for goods and services must be made in accordance with State procurement policies and procedures. Before making a purchase, determine if the transaction is within acceptable Pcard limits, and is compliant with procurement guidelines, State Code and DAS Administrative Rules. Check current Master Agreements, Iowa Prison Industries (IPI) and Targeted Small Businesses (TSB) to see whether a contract for the desired goods or services exists (Note: interagency purchases (such as Iowa Prison Industries) are NOT allowed on Pcards). In general, remember the following:

- Three (3) informal quotes must be obtained for purchases up to \$50,000 **IF** purchases are:
 - a. Goods above \$5,000 from a non-contract vendor;
 - b. Services above \$5,000 from a non-contract vendor, or
 - c. From a certified TSB in excess of \$25,000.
- Purchases between \$5,000 and \$50,000 require Advanced Procurement Authority unless purchasing from a Master Agreement (a common use, competitively bid State contract).
- All purchases in excess of \$50,000 require oversight from DAS Central Procurement.
- Goods or service contracts above \$25,000 may require Iowa Department of Management (IDOM) approval.
- IT hardware or software purchases estimated in excess of \$25,000 require prior approval by the Office of the Chief Information Officer (OCIO). IT hardware or software purchases estimated in excess of \$25,000 require prior approval by the Office of the Chief Information Officer (OCIO). Contact itrequests@iowa.gov.
- A [Pre-Contract Questionnaire \(PCQ\)](#) is required with any service purchase of \$5,000 or more (one-time or in aggregate).

9. Will I receive an e-mail reminder when my Pcard statement is available?

Pcard statements are available after the 20th of each month (unless the 20th falls on a weekend or holiday). Email statement notifications from U.S. Bank can also be set up by following these steps:

- Log in to Access Online <https://access.usbank.com>
- Click on My Personal Information
- Under Contact Information, select *Email Notification* and your email address should appear.
- If not, enter your email address
- Under statement notification, ensure the status is enabled and select Save.

10. I cannot find my Pcard statement on the Pcard website. Can I just print off the transaction list instead?

No – you must print the U.S. Bank statement from [Access Online](#). To help ensure accounts are paid in a timely fashion and to avoid late fees, Cardholders must print and sign* their monthly Statements, verify and allocate transactions, attach documentation and submit this paperwork to their Agency Pcard Coordinator or Supervisor within 5 business days* from the billing cycle closing date. If you are unable to locate your statement, please contact your Agency Pcard Coordinator. (**Follow your agency's internal procedures regarding statement signatures, reconciliation, allocation deadlines, and internal processing.*)

11. How do I view and print my monthly statement?

- Log in to <https://access.usbank.com>
- Select "Account Information"
- Select "Cardholder Account Statement"
- Select the drop down arrow next to "View Statements" & highlight the month
- Select "View Statement" & print

12. Who do I contact if I cannot remember my user name or password to log in to Access Online?

Please contact U.S. Bank Customer Service at 1-800-344-5696 (number printed on the back of your Pcard). You will be asked for identity verification – your 4 digit ID number specified when your card was issued (may be your

social security number, employee ID, phone number, home address, etc.), along with the office billing address for your account, the zip code and work phone number. U.S. Bank will not release your password; they may release your user name after you answer the ID verification questions correctly. If U.S. Bank does not release your user name or activate your account, please contact your Agency Pcard Coordinator for assistance.

13. Do I have to write the cost center and object code for each transaction on my statement?

Ask your Accounts Payable department for their preference. In general, noting the Cost Center and purpose on receipts is helpful for auditing purposes – especially if you are not verifying or updating transaction allocations in Access Online and the accounting info is different from your Pcard's default accounting string. Don't know your default accounting code? Contact your Agency Pcard Coordinator.

14. Can I make FEMA or disaster related purchases on my Pcard?

In the event of natural disasters or other emergencies, contact your Agency Pcard Coordinator before making any purchases with your Pcard. Approved FEMA-related expenses should be noted on the statement and receipts.

15. What do I need to do when I receive an exception for a specific purchase on my Pcard?

Attach a copy of the email from the Agency Pcard Coordinator with the approved exception from DAS State Pcard Team to the receipt/statement. An approved exception must be received **PRIOR** to the purchase.

16. What should I do if I see a transaction on my statement that is not mine?

If you suspect fraud, immediately report it to the U.S. Bank Fraud Department at 1-800-523-9078 or contact U.S. Bank Customer Service via the number on the back of your card. Your card will be canceled and a new card will be issued. After notifying U.S. Bank, email your Supervisor, Agency Pcard Coordinator, and State Pcard Program Specialist immediately. Once U.S. Bank completes its investigation, charges will be reversed and reflected on a later statement.

17. What do I do if my Pcard is lost or stolen?

To report a lost or stolen card, immediately contact US Bank at 1-800-344-5696 and request your card be canceled (a new card will be issued). After notifying U.S. Bank, email your Supervisor, Agency Pcard Coordinator, and State Pcard Program Specialist immediately. Any unauthorized charges will be reversed and reflected on a later statement.

18. What should I do if sales tax was charged on a receipt?

It is the cardholder's responsibility to check at the point of sale to ensure sales tax was not charged. If sales tax is charged in error, the vendor shall credit the sales tax back to the Pcard; **cash refunds are strictly prohibited**. The Cardholder is responsible for contacting the vendor or service provider during account reconciliation if tax was inappropriately included. Should proof of tax exemption be requested, the Cardholder should provide the vendor with a copy of the current [Iowa Department of Revenue's Tax Exemption Letter](#).

19. The receipt the vendor gave me is not itemized. Now what?

A hand written list of detailed charges from the vendor must be attached to the receipt and include unit prices and the total amount charged. For online orders, print the screen showing itemized charges and the total amount that will be charged, including shipping.

20. Are credit card receipts or packing slips acceptable or do you need something more?

Credit card receipts with transaction totals only are **NOT** acceptable. Receipts **MUST** be itemized to include what was purchased, the cost of each item, the vendor and date of purchase, as well as the total amount due. If the packing slip shows the items delivered, the quantity and the price, and includes shipping charges, it may be used as your receipt. On all types of "receipts", please make sure that Iowa sales tax was not charged.

21. What should I do if I lose a receipt?

If an itemized credit slip/receipt is lost, the Cardholder is responsible for obtaining a copy from the vendor. If the replacement document is not an original, the Cardholder must verify the original charge or credit slip is lost and the replacement must be treated as an original by printing “only invoice available-original lost” on the replacement document with Cardholder’s signature and date. Frequently misplaced documentation may lead to card revocation.

22. When do I need to include a credit receipt?

If two transactions on the same statement result in a zero dollar amount, no receipts are necessary. If a credit is provided for a purchase that occurred on a previous month’s statement, attach the credit receipt to the monthly Pcard statement where the credit transaction appears and note the month of the original purchase to ensure the credit is applied correctly. Do NOT attach the credit receipt to the statement with the original purchase if the credit does not show on that statement.

23. My statement balance is zero because I had a purchase and a credit for that purchase in the same month. Do I have to submit my statement and receipts?

No, if the transactions offset each other, and no additional purchases were made, the statement does not need to be submitted for processing.

24. What is the difference between an Individual Travel Card & Department Travel Card?

An *individual* Travel Card is issued to an employee for that individual’s travel expenses only. Expenses for other employees cannot be charged on this card. A *department* Travel Card is issued to a Travel Coordinator within a department to arrange and pay for other employees’ travel expenses. The Department Travel card should NOT leave the possession of the Travel Coordinator.

25. Remind me – what can my Travel Card be used for?

Travel Cards are approved for 4 basic uses: 1) Airfare; 2) Out-of-state Hotels, 3) Out-of-state Car Rentals, & 4) Registrations (in-state or out-of-state). Baggage fees, shuttles, taxis, and food are expenses that may be reimbursed, but are *not allowed* on the Travel Card.

26. How do I reconcile my Travel Expenses for my Travel Pcard?

If your airline (transportation) charges and registration fees were paid for on the “Department” Travel Card, the travel coordinator for your department will gather the receipts and complete the TP (travel payment) document to U.S. Bank. If you charged these expenses along with your hotel receipts to your Travel Card you will need to complete a TP document, attach your documentation receipts to it and turn it into your Accounts Payable staff for payment and reimbursement. Reimbursable travel expenses not allowed on a Travel Card (baggage, taxi fees, food) should also be included on the TP document.

More Questions? Contact your Agency Pcard Coordinator or anyone on the State Pcard Team:



State of Iowa Pcard Team

[James Harris](#); PCard Manager, 515-745-2526

[Heather Johnson](#), PCard Administrator, 515-321-5284

pcard@iowa.gov

Get with the program – the Pcard Program!

Visit: [State of Iowa Pcard Program](#)

U.S. Bank 24-Hr Customer Service: 1-800-344-5696

U.S. Bank Fraud Department: 1-800-523-9078