

PCARD FREQUENTLY ASKED QUESTIONS

What is a PCard?

The PCard is a University issued VISA credit card for the purchase of goods and materials. It is accepted anywhere that accepts VISA. The Visa Cards are issued from Bank of America.

What is the process for getting a PCard?

The PCard application would need to be completed and emailed to pcard@uncw.edu. It can be found on the Purchasing Services webpage (<https://uncw.edu/purchasing/purchasingcard.html>). In addition, before the PCard will be issued to the cardholder, it is required that PUR 202 PCard for PCard Holders Training is completed.

How are spend limits determined on the PCard?

In consultation with their Budget Authority, Cardholders can select one of five spend levels outlined on the New Account Application.

If I cannot remember the Pin number for my PCard, can I contact the PCard team and they can provide me with the PIN or assist me in getting a new one?

The PCard team does not know any of our cardholders PIN numbers. If a PIN is forgotten or the cardholders wishes to choose a new one. The Bank would have to be contacted at the phone number on the back of PCard, (1-888-449-2273) and request made for a new PIN.

Can I use the PCard to pay for a webinar?

Yes, the PCard can be used to pay for a webinar, as long as there are not any travel related expenses involved. In which case, that would require the webinar be paid through Chrome River (UNCW Travel System).

I need to make a purchase that is greater than the single transaction limit. Can I have the vendor run my card multiple times or can I have another cardholder in my department use their PCard to pay the amount over the single transaction limit?

Neither of those options are allowed on the PCard and both are considered a compliance violation and can result in your PCard being frozen for up to 6 months. If the amount of a purchase is greater than the single transaction limit then a different purchasing method will have to be used to make the purchase. Contact the Purchasing Specialist assigned to that commodity and they will be able to assist you with other options to make the purchase.

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What do we do if a vendor charges tax on a purchase?

The University is tax exempt and our tax exempt number is on the front of the PCard. Cardholders should always make a vendor aware **prior to** completing a purchase that the purchase is Tax Exempt. If the vendor requires our Tax Exempt Certificate, copies can be made to hand-out (www.uncw.edu/accountspayable/documents/uncwsalestaxagreement.pdf.) If a vendor charges tax, the cardholder must request a credit to their PCard for the taxes paid.

Can I pay for a class at the Swain Center or The Center for Innovation and Entrepreneurship (CIE) with my PCard?

No university department can be paid with the PCard. An Interdepartmental Invoice (IDI) is used for invoicing one UNCW department to another.

What is the procedure if I accidentally use my PCard for a personal purchase?

If your PCard is accidentally used for a personal purchase. Contact the PCard team either by phone or at the dedicated PCard email address, pcard@uncw.edu, and explain what was done and the cardholder will be advised how to fix the error. This is a compliance violation and one will be issued for the violation.

If my department is having an event- off campus, can I use my PCard to purchase food for the event?

The PCard can only be used to purchase food for infrequent meeting that is taking place **on campus**. The dollar limit for this type of event is less than \$100.00 dollars per event. If you desire to have food at an off-campus event, contact the Procurement Specialist responsible for food and events for assistance, in issuing a purchase order to a vendor that can provide food for your event.

Can I use my PCard on Amazon to purchase electronic devices?

All computers and tablets have to be purchased from Dell or Apple through their punch-out catalog. Cell phones are obtained through Network & Communications and cannot be purchased on the PCard. Questions regarding purchasing any other type of electronic device, should be directed to the Procurement Specialist responsible for Computers Equipment and Supplies for guidance.

If I forget to attach a receipt or reconcile a transaction to the incorrect account code or fund how can I correct that error?

Contact your budget approver to flag the transaction and that will open the transaction back up for the cardholder to make any corrections. Remove the flag once the correction is made.

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I changed departments. Do I need to turn in my PCard and request that a new one be ordered that I can use to make purchases for my new department?

If you are only changing departments and not leaving the University. Open the PCard Maintenance Form on our website (www.uncw.edu/purchasing/purchasingcard.html) and fill out the **Change Department** section. Email the form to pcard@uncw.edu. You will be able to continue to use your same PCard.

Our student employee is graduating and my department would like to purchase a gift. Can I use my PCard to purchase a gift?

No gifts can be purchased with the PCard for a university employee or student employee. Gifts have to be paid out of personal funds.

I got a compliance violation for an inadequate receipt. I attached the receipt the vendor provided. What should I have done?

All transactions, including credits are required to have an itemized receipt. An itemized receipt should include; the name of the vendor, a description of all that was purchased, the quantity, the price per each, if any taxes were paid, and date of the transaction and the last four digits of the PCard. If any of above information is not included, the information can be hand-written on the receipt before uploading to WORKS or included in the comment box on the transaction.