

## PCard FAQ

### **When do I review my PCard?**

- Please review all transactions up for sweep no later than by 5 PM on Tuesday.

### **When I click on report, my transaction is not there. What's wrong?**

- Settlement System reports are generated for specific GL sweep dates assigned to each PCard transaction. If you are unsure of the GL sweep date assigned to your transaction, go to the "Line Item Detail" and look at the sweep date. Return to the Main Page and choose the same sweep date, then click report.

### **Do I need to save receipts for all purchases I make on the PCard?**

- All receipts are required even if they are under \$75. Please attach all receipts to the corresponding sweep report. For questions regarding this policy please contact Jason Green at [jason.green@cfa.harvard.edu](mailto:jason.green@cfa.harvard.edu) .

### **Am I required to send any paperwork and/or receipts to Accounts Payable?**

- No. Proof of purchase documentation must be retained locally for a minimum of seven years. Failure to comply with this policy may result in the loss of your PCard privileges. Originals should be retained by the reviewer, Jason Green, else the cardholder is held to the audit responsibility of record retention.

### **Will I ever receive a copy of the MasterCard bill?**

- No. PCard statements were too similar to the Corporate Card statement and so to eliminate any confusion Citibank has opted not send paper statements. Cardholders can chose to view (and/or print) their statement online if they wish.  
<https://home.cards.citidirect.com/CommercialCard/Cards.html>

### **How long does it take for a transaction to be posted to the Settlement System after I have made a purchase?**

- It usually takes between 24 and 48 hours for transactions to be posted to the Settlement System. This timing is dependent on when the vendor submits the transaction to the bank, so it can take up to several days for a transaction to post. Also note that for ordered items, the company cannot charge your card until the order is shipped. Therefore, if items are shipped separately, they may be posted separately.

### **Will all transactions show up on-line?**

- All purchases made with the PCard will be posted to the Settlement System.

### **I could not make a purchase because my charge was denied. Why?**

- Call Citibank (1-800-248-4553) to find out the reason. Charges are denied most frequently because you have either exceeded your per transaction or monthly limits or you are attempting to purchase a restricted commodity, or you are using a vendor that is classified as a travel vendor.

### **Will I ever have to pay for PCard purchases myself and then wait for reimbursement?**

- No. Harvard University pays Citibank directly.

### **Will my personal credit rating ever be affected by the PCard?**

- No. Harvard University assumes complete liability for all purchases made with the PCard.

### **The default coding for my PCard transaction is wrong and I am unable to change it. Why?**

- Contact Jason Green for changes.

### **How do I update the transaction coding after the data has been swept into the General Ledger?**

- Changes to PCard transaction coding can only be made through a journal entry after the GL sweep date has passed. Contact your accounts manager to make the changes on your behalf.

**How far back can I view transactions in the Settlement System?**

- There is no limit. All PCard transactions can be viewed in the Settlement System.

**May I purchase from any vendor I wish?**

- Non-incorporated vendors and vendors that do not accept MasterCard are excluded from the PCard Program.

**May I use my PCard for travel related expenses?**

- You may **not** use your PCard for travel, or any travel related expenses. Please refer to the PCard Manual for a complete list of restricted commodities.