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Chapter 1: Terminology

Card Holder
The FIU Faculty or Staff member that has been entrusted by his/her department to hold a FIU Visa ProCard. This person is certified in its use and is responsible for providing all required documentation to their designated approver in accordance with program guidelines. ProCard holders may also be approvers but can not approve for their own Pcard transactions.

Approver
The employee designated by the department to review and approve charges for a specific department or group of cardholders.

This individual will:
- Maintain a folder/binder for all ProCard holder records that must be reconciled to the receipts, back-up and BOA cardholder Statements, filed for audit review for 5 years.
- Obtain receipts and back-up for charges made by cardholders.
- Approve transactions in PantherSoft by creating a ProCard report to capture all ProCard activity on a weekly basis.
- Determine the billing type, enter a description, the account code and Department or Project ID.
- If receipt is lost or unavailable, will assist card holder file a “Replacement Receipt Form,” signed by the card holder and kept on file [see form on page 5]. Please note: this is only to be used in extenuating circumstances and only when attempts to retrieve the actual receipts have been exhausted. It can not be used as a regular substitute.

The approver must also verify the date when merchandise is received. If the merchandise was received after the date indicated on the receipt, the actual date the merchandise was received should be noted on the receipt.

Program Payor
The individual(s) in the Controller’s office will:
- Monitor all charges are approved on a weekly basis.
- Provide approver functional support.
- Reconcile the BOA statement with approved charges.
- Create Journals to adjust approved Pcard charges in GL.
- Coordinate Monthly Credit Card Statement payment to Bank of America.
- Creates and reconcile the cash payment to BOA.
- This individual will conduct random reviews of sample Departments in order to monitor compliance of Purchasing Card Guidelines and coordinate bank payment.

Inez Stokes is the contact for the travel department.
Tracye Eades Mickle is the “Payor” for commodities.

Program Administrator
The individual(s) in the Purchasing office that handle Card holder and Approver “maintenance” including setup of user profiles, developing policies and procedures, card issuance and training, card holder limits and overrides.
Stephen Millspaugh is the Program Administrator.
Orlando Valdes is the ProCard Administrator.
P-CARD PROCESS OVERVIEW

Merchant ships the goods or provides the service

Merchant makes purchase or travel arrangements

Cardholder makes purchase or travel arrangements

Original Receipts and Valid TAR Form (for Travel Charges) within 3 days of the transaction

Merchant enters transaction into the Visa system, payment is posted by Bank of America after merchant ships product

Bank of America

The transaction for each Card holder will be loaded into Peoplesoft at the beginning of each week via encrypted file directly from Bank of America. This file contains all charges posted (paid) by the bank from the prior business week.

PeopleSoft

Payment is made electronically based on monthly bank statement

Payor

Monthly Bank Statement Reconciliation

Approver will have from Tuesday morning until the end of Business Day on Friday to review, dispute or create and submit the ProCard Report

Please note:
All travel with ProCard charges must include the following:
1) Approved copy of TAR
2) Registration fees will need a receipt and a copy of the agenda as backup
3) The airline invoice or itinerary is your receipt for airfare.

Approver maintains receipts/TAR’s on file by Cardholder name to match against ProCard report for 5 years. Back-up must include the following:
1) Signed, original receipts for all transactions
2) Monthly BOA Card holder Statement for matching against receipts and TAR’s
Florida International University Purchasing Card Program
Replacement Receipt Form

DATE OF PURCHASE ________________________________

DESCRIPTION OF PURCHASE:
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________
_______________________________________________________________________________

PURCHASE AMOUNT $ ________________________________

RECEIPT WAS (CHECK ONE) ______ LOST _______ NOT OBTAINABLE

I, _________________________________, the undersigned do certify that the above
(Type or Clearly Print Name)
purchase was made for official state business.

__________________________________________
Cardholder Signature

__________________________________________
Date
Creating a ProCard Report for your Card holder

1) Click the Create/Update link to create or update a ProCard Report. The ProCard Expense Report page will be displayed.

Note: The View link will allow you to view a ProCard Report that you have already created and submitted for approval.

Note: You will only be able to access the employees that you are “authorized” to approve for. To add or remove card holders to your list, contact Pupi Conde in the Purchasing Department.

2) Click the Add a New Value Tab.

3) Enter or Lookup the Employee ID in the EMPLID field for the individual you would like to create a ProCard report for.

4) Click Add

Note: Use the Find an Existing Value tab to retrieve and approve an existing ProCard Report that you have already created but have not submitted for approval.
The ProCard Header Page

The Report Description field will default with a value of “PCard Report”. In addition, “P-Card Charges” will automatically be selected in the Business Purpose dropdown box.

5) Enter any additional details related to this ProCard Report in the Comment field.

6) Click Continue

The Expense Report Details page will be displayed.

Populate from My Wallet

A Blank ProCard Report will be displayed. It will be necessary for you to populate this report with expenses from My Wallet.

7) Click the Populate From My Wallet link.

The My Wallet page will be displayed with a list of transactions generated as a result of your Card holder’s ProCard usage.
8) Check the “Select” box only those ProCard expenses for which you are ready to place in this ProCard Report.

**OPTIONAL**
Review Transaction Details for an Expense in My Wallet Detail

9) Click the blue highlighted “Date” link to review transaction details from My Wallet Detail.

You will not be able to update the descriptions from this screen. Once the charges are loaded into the ProCard report, you will be able to verify and update the description.

10) Click Return To My Wallet when finished. You will be returned to the My Wallet page.

11) Click Done when you have completed your selection.

The “Expense Report Details” will be displayed with the items “selected” and populated from My Wallet.
12) Click on each, blue, highlighted link under the “Expense Type” column. You will be required to enter the transaction details for each “Expense Line Items” listed on this expense report.

You will need to identify if the individual expense is Non-Travel or Travel related. A detailed instruction for completing the transaction details for each type of expense is listed as such:

Instruction on approving a Non-Travel expense continue on pages 11-18

Instruction to approving a Travel expense continue on pages 19-23
Approving a Non-Travel ProCard Charge

13) Specify “05 Non-Travel” from the Billing Type dropdown box.

14) Enter a Description of the purchase.

The best description for a ProCard transaction gives as much detail as possible as to the exact description of the purchase and the direct business purpose to the department purchasing it if it is not obvious.

Note:
The billing type, Dept or Project ID and Account that you select here will affect the accounting entries that are generated. **It is important that you ensure your selection is accurate.**

Please review the Account# for each charge. To Review and/or modify the accounting details for a specific transaction click: [Accounting For This Expense](#).
Review/Modify Accounting Details for Expense in ProCard Report

PantherSoft offers the flexibility of modifying the accounting for each transaction. You are able to change the default Account # (object code) and/or default funding source (Department or Project ID). You also have the capability to “split” an expense among multiple accounts or funding sources. Click Add to create a second accounting line.

If you update the Department or Project ID field, click on to update the required chartfields (Program, Class, Fund).

Click OK when completed, this will return you to “Add Expense page.”

NOTE:
To review the full chart of accounts, please refer to page# 12 and 13 of this guide.
**The “Account” is the six-digit number which designates the purpose for which the funds are budgeted and expended within each expenditure category. Account numbers identify very specific transactions such as office supplies, lab supplies, books, materials and supplies, food, etc.**

The table below highlights the University’s Chart of Accounts, please refer to the applicable account table [non-travel or travel] when processing your expense report. This list is also available at:

http://www.fiu.edu/orgs/controller/

- Click on Chart of account/crosswalk
- Crosswalk of New PantherSoft Account Numbers to Old SAMAS Object Codes {Revenues and Expenses}

**NOTE**

- Use only “expense” account numbers (accounts listed as 7XXXXX) when processing ProCard charges.
- Do not use “OCO” accounts (accounts listed as 721XXX) when processing ProCard charges.

---

## Travel and Non-Travel Chart of Accounts

<table>
<thead>
<tr>
<th>TRAVEL ACCOUNTS</th>
<th>IN-STATE TRAVEL</th>
<th>OUT-OF-STATE TRAVEL</th>
<th>FOREIGN TRAVEL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description</strong></td>
<td><strong>Account ALT ACCT</strong></td>
<td><strong>Account ALT ACCT</strong></td>
<td><strong>Account ALT ACCT</strong></td>
</tr>
<tr>
<td>Carrier/Airfare</td>
<td>711213 71100</td>
<td>711223 71100</td>
<td>711233 71100</td>
</tr>
<tr>
<td>Car Rental</td>
<td>711214 71100</td>
<td>711224 71100</td>
<td>711234 71100</td>
</tr>
<tr>
<td>Hotel/Lodging</td>
<td>711211 71100</td>
<td>711221 71100</td>
<td>711231 71100</td>
</tr>
<tr>
<td>Registration Fee - In State</td>
<td>711216 71100</td>
<td>711226 71100</td>
<td>711235 71100</td>
</tr>
</tbody>
</table>
| Incidental Expenses - This Includes: Parking, tolls, phone calls, internet, 
taxi, gas (for rental/lease vehicle only), baggage handling | 711216 71100 | 711226 71100 | 711236 71100 |
| - |  | - | - |
# NON-TRAVEL ACCOUNTS

<table>
<thead>
<tr>
<th>Account</th>
<th>ALT ACCT</th>
<th>Description</th>
<th>Account</th>
<th>ALT ACCT</th>
<th>Description</th>
<th>Account</th>
<th>ALT ACCT</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>772202</td>
<td>77200</td>
<td>Advertising-Employment</td>
<td>772118</td>
<td>772300</td>
<td>Independent Contractors Other</td>
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<td>77200</td>
<td>Services - Legal Fees &amp; Services</td>
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<td>Advertising-Legal</td>
<td>772141</td>
<td>772300</td>
<td>International Transaction Fees</td>
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<td>Services - Architectural</td>
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<td>Advertising-Other</td>
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<td>772137</td>
<td>77200</td>
<td>Services - Consulting</td>
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<td>772205</td>
<td>772200</td>
<td>Advertising-Promotional</td>
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<td>771100</td>
<td>Local Telephone Calls</td>
<td>772138</td>
<td>77200</td>
<td>Services - Custodial &amp; Sanitorial</td>
</tr>
<tr>
<td>772200</td>
<td>77200</td>
<td>Advertising-Services</td>
<td>771117</td>
<td>771100</td>
<td>Long Distance Telephone Calls</td>
<td>772139</td>
<td>77200</td>
<td>Services - Medical</td>
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<td>771120</td>
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<td>Bedding and Textile</td>
<td>771118</td>
<td>771100</td>
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<td>771100</td>
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<td>772300</td>
<td>Photos, Slides, Movies</td>
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<td>772300</td>
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<td>771100</td>
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<td>772300</td>
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<td>771100</td>
<td>Postage</td>
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<td>772300</td>
<td>Supplies - Library Supplies</td>
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<td>Rent of Buildings</td>
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<td>Repairs &amp; Maintenance</td>
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<td>Equipment/Furniture Under $1,000</td>
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<td>Service- Entertainment</td>
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<td>Service-Investigative</td>
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<td>772110</td>
<td>772300</td>
<td>Service-Other Professional Fees</td>
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<td>Travel - Local Telephone Calls</td>
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<td>Telephone Equipment</td>
<td>771191</td>
<td>771100</td>
<td>Toil Cars</td>
</tr>
<tr>
<td>771165</td>
<td>771100</td>
<td>Works of Art Under $1,000</td>
<td>772102</td>
<td>772300</td>
<td>Service- Professional Fees</td>
<td>771205</td>
<td>772300</td>
<td>Works of Art Under $1,000</td>
</tr>
</tbody>
</table>
5) Click **Done** to return to the “Expense Report Details” Page.
16) When you have completed your expense report and are prepared to submit, click on **Run Budget Check**.

This will automatically save your report.

**Note:** The “Submit For Approval” button will be shaded grey until the report has a Budget Status of “V”.

17) Click “OK” to continue the approval process.

18) If there are sufficient funds available to process your transaction, a budget status of “V” will appear, you will be able to click **Submit For Approval**.

[See page 19 to continue the approval process for a valid report]

**Note:** If you do not have sufficient Funds to process the expense report, the budget status will show a status of “E.” This will save the report in a pending status. [See page 17]

**Note:** Click **Save For Later** if you would like to save the report and approve at a later time.
To Retrieve a Report Saved For later

To retrieve a report that has been by clicking “Save For Later” or saved during the budget checking process and not submitted for approval:

Follow steps 1-2 for logging into the Pcard Approver module. Next, click on “Find an Existing Value” tab and enter the Report ID and click Search to open the report. Correct the budget issues and then continue through to step 20.

To Correct A Report in Budget Status “E”

There are 3 common budget exceptions that result in a budget status of “E.” Each is listed below with the corrective actions used to resolve the budget check exceptions:

**Exceeds Budget Tolerance** is one of the most common errors encountered in the system, occurring when the charge exceeds the available budget. The corrective action is one of the following:

- Locate alternate funding source. Click on the expense type and change the Account and/or Department or Project ID [Refer to page 13 to modify “accounting for this expense.”]
- Perform a Budget Transfer.

**No Budget Exists** errors can occur in both Department or Projects ID. Typically this occurs when no budget has been established for the account # you have entered.

- Modify your account number to one with established budget.
- Identify an alternate funding source.
- Request budget be established for the Account in budget error.

**Budget Date Out of Bounds** is most often associated with a closed grant. Commitment Control checks the start and end date of the grant. If the accounting date of the transaction is outside the start and end date of the grant, the transaction will fail budget check. The corrective action is one of the following:

- Identify an alternate funding source
- Contact OSRA Post Award to change (if eligible) the start or end date of the grant.
After you have identified the reason for your budget error, re-budget check the transaction repeat steps 16-18 until you have a Budget Status of “V”.

19) A confirmation page will be displayed. Click to return to the Expense Report.

20) Print out the report or write down the Report ID created and file with receipts.

NOTE: Retain this report on file, along with the original, signed receipt and BOA Statement.
Approving a Travel Procard Charge

13) Follow all approval procedures as defined in this training guide (thru page 11).

14) Click on the Expense Type Link to process the charge.

15) You will be required to assign the Billing Type for each charge on your report.

   Click on the and select the appropriate travel billing type from the drop down box, as shown in figure 1.

   NOTE
   The billing type identifies the type of charge you are processing as Non-travel or Travel related.

   For Travel charges you will need to select either:
   (02) In State,
   (03) Out Of State or
   (04) Foreign.
16. You will need to enter the Ticket Number AND the corresponding TAR# for each expense of the report.

Enter the corresponding TAR # including the five zero's in front of the number. Sample: 0000012345

17. If the TAR is encumbered under a different Dept/Project ID than the Default Dept ID, you will need to modify the accounting details for the specific transaction.

Click on Accounting for This Expense.

18. Click the icon to review all of the chart fields distributions on a single line (Account & Dept/Proj ID).
THE DEPT OR PROJECT ID MUST BE THE SAME AS THAT OF THE TAR

Verify the account number for accuracy
Additional Travel Account Numbers can be found on Page 13 of this guide

19) Click OK when completed.

20) Click to return to the “Expense Report Details” Page.
21) When you have completed each charge on your expense report and are prepared to submit, click on **Submit For Approval**. This will automatically save your report.

**NOTE:** The “Submit For Approval” button will be shaded grey until the report has a “V” Budget Status.

22) Click “OK” to continue the approval process. This will bring you back to the Expense Report Details Page.

23) Click **Submit For Approval** to submit the report for approval.
24) Click “OK.”

25) This will bring you back to the report details page.

Retain this Report on file, along with the original, signed receipt, a copy of the TAR and the BOA Monthly Statement.

A copy of the agenda must accompany the back up for all registration fees.

NOTE:
All Pcard Travel Charges MUST be approved and recorded on the second page of the Travel Reimbursement Voucher PRIOR to submitting to the Travel Department.

This travel form can be downloaded at http://finance.fiu.edu/controller/forms.html Select Travel Reimbursement Form
Chapter 3: Credits & Disputes

Credits

- Any purchases that are returned will create a credit through the ProCard process.
- A credit issued by the bank will be labeled “Purchase Adjustment.”
- There is no difference in the processing of these charges.
- When you complete approval steps 1-17 of a Non-Travel Expense, at the time “run budget check” is selected, a credit reference box will appear for the credit listed on the report. See sample below, referencing the original Pcard report in which the debit (original charge) appears. After a the credit reference is complete, click OK to continue the budget check process.
- Both the original charge (if being held) and the credit must be approved.

![Expense Report]

Credit information for line 50.

Marie Armstrong

Expense ID: 1275064
Report ID: 0000073328

Please enter information about the original expense that you are backing out with this negative amount. This could be the ID and line number of the expense report that contains the original expense, or some other reference as defined by your administrative department.

Credit Reference:

Returned keyboard from Report ID 12345

OK

Disapproval of Charges PantherSoft- The “Informal” Dispute

- Items can be disapproved if pending receipt, received damaged, returned, or for other similar reasons [please refer to page 25].
- A disapproval Code and reason are required in Panthersoft within 3 days. For any Items in Dispute, enter or lookup a Dispute Reason from the Dispute Transaction field. Some common dispute reasons are listed below. If you specify a Dispute Code of 81, an additional Result Reason field will be displayed for additional comment.
- Placing a dispute code in Panthersoft is NOT a formal dispute with the vendor or bank of America.
- Charges will not be automatically credited; the cardholder will have to initiate the request with the vendor directly or via a formal dispute with BOA.
- Once a satisfactory solution is obtained you will need to approve the charge.
- If a problem cannot be corrected by working with the vendor, then formal dispute procedures should be followed immediately.
- If a charge appears that is incorrect (amount different, cardholder did not make charge, etc.) you must notify the cardholder immediately.
- The cardholder must contact the vendor and request a correction/credit.
• You, the approver, must mark the transaction with a disapproval code, and reason [see below for sample].
• If a resolution is not obtained within 30 days, a formal dispute must be filed with Bank of America.
• Items not formally disputed with Bank of America will have to be paid by the department.
• Refer to Commercial Card Services Dispute Guide [pages 26-29] for additional information on filing a formal dispute.

Sample Dispute Codes in PantherSoft:

<table>
<thead>
<tr>
<th>Dispute Code</th>
<th>Dispute Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>080</td>
<td>Description Not Complete; If Agency Required</td>
</tr>
<tr>
<td>081</td>
<td>Charge Disapproved Other; (Comment Required)</td>
</tr>
<tr>
<td>082</td>
<td>Goods Not Received; Seeking Remedy</td>
</tr>
<tr>
<td>083</td>
<td>Unauthorized; Personnel Action May Be Required; Pay</td>
</tr>
<tr>
<td>084</td>
<td>Unauthorized; Returned For Credit; Pay</td>
</tr>
<tr>
<td>085</td>
<td>Damaged Goods; Seeking Remedy, Pay</td>
</tr>
<tr>
<td>086</td>
<td>Duplicate Charge; Requesting Credit, Pay</td>
</tr>
<tr>
<td>087</td>
<td>Over Charge; Requesting Credit, Pay</td>
</tr>
<tr>
<td>088</td>
<td>Returned; Awaiting Credit, Pay</td>
</tr>
</tbody>
</table>
A dispute is a legal process. This is intended as a guide to assist you with completing a dispute form.

The fastest way to resolve a problem with a purchase or transaction is to work directly with the merchant.

If you can't resolve the issue with the merchant, you must initiate a dispute with Bank of America within 60 days of the close of the billing cycle in which the transaction occurred.

To file a dispute, complete the Commercial Card Claims Statement of Disputed Item (Dispute Form) form. Make sure you have completed the form accurately and legibly.

- **Answer each question completely** – all information is required. If you do not provide all the information requested, the Claims Department will contact the person filing the dispute for the information, delaying the resolution of the dispute.

  - **Company Name** – the name of organization you work for.
  - **Account Number** – the 16 digit credit card account the dispute relates to.
  - **Cardholder name** – the name on the account.
  - **Billing close date** – the date of the close of the cycle in which the transaction first appeared.
  - **Transaction date** – the date the transaction was made (from your receipt or statement).
  - **Reference number** – the 23 digit reference number generated for each transaction from your statement.
  - **Merchant name and location** – the business name of the merchant and the city and state in which they are located.
  - **Posted amount and disputed amount** - the dollar amount of the transaction that posted to your account and the amount that you are disputing (e.g. you may have charged $400, but are only disputing $150 of the total amount – do not dispute the whole transaction if you are only questioning a portion of the transaction).

- **Fax the completed dispute form to:**
  1. Commercial Claims at 1-888-678-6046
  2. Tracye Eades Mickle at 305-348-7550
  3. Keep a copy of the fax transmission report
  4. File all dispute information with the ProCard records.

The form will be imaged and the dispute processed by Bank of America. If Commercial Claims requires more information, they (Bank of America) will send a letter to the cardholder at the address on file with Bank of America. You must respond to the request for more information, even if it’s to say you have no more detail, or the dispute will be considered closed.
Cardholders may call Commercial Card Customer Service at 1-800-300-3084 to check on the status of a dispute or with questions regarding a dispute.

Merchants have 60 days to respond to the dispute. The merchant may request more information during that time, or may protest the dispute. You will then have another opportunity to restate your case and the merchant has another opportunity to respond. It can take several months to fully resolve a dispute and it may also go to arbitration with the Visa/MasterCard associations.

If you disagree with the resolution of a dispute, you may contact Commercial Claims for more detail (1-800-352-4027).

If you are not satisfied with the resolution (e.g. you received a letter that stated the dispute was not filed within the allotted time, but you have confirmation that it was submitted in time), you may request the assistance of a Claims Supervisor. If the problem is not resolved to your satisfaction, please contact your organization’s Program Administrator who will work with a Bank of America Account Manager. Please keep in mind that merchants have rights under the dispute regulations and may refute the details of the dispute.

**Are you missing a receipt? There are two types of receipt requests:**

- **Replacement receipt** – if you are sure that you made a transaction and just need a copy of your receipt:
  1. Call the merchant and request a copy of the receipt.
  2. If the merchant cannot provide a copy, your organization’s Program Administrator may request a copy through their Account Specialist or Team Servicing.
  3. If allowed by your organization, use a missing receipt form.

- **Dispute receipt** – if you are not sure of a transaction, and need a copy of a receipt for verification, place the item in dispute and request a copy of the receipt.
  1. You should place the item in dispute at this time because the merchant has 30 – 45 days to provide a receipt copy, so you may miss your dispute window if the receipt arrives and you see did not make the charge.
  2. Cancel the dispute by calling Commercial Claims if the receipt shows you did make the transaction.
  3. File a dispute and select reason number 11 on the dispute form.

**Basic Dispute Reasons and General Documentation Requirements**

- **Unauthorized Transaction:** Commercial Claims always requires a signed dispute form by the cardholder declaring the charge to be unauthorized. Letters saying that the cardholder does not recognize a transaction are not sufficient. If the cardholder gave their account number to the merchant, it is considered ‘participating in the transaction’ and therefore authorized, according to Visa/MasterCard.

- **Charge Amount Does Not Agree:** Commercial Claims requires proof of the discrepancy from the customer (e.g. copy of customer’s receipt).

- **Merchandise or Service Not Received:** Provide a description of how the cardholder has attempted to resolve the matter with the merchant prior to disputing the charge and the date that they expected to receive the merchandise or service. To qualify under this category, it must be the merchant who was unwilling or unable to provide the service/merchandise.

- **Defective or Wrong Merchandise:** Merchandise/service was not as originally described. Provide an explanation how or why the merchandise/service were different.
than expected. **Substantial supporting documentation is required for quality related disputes.**

- **Recurring Charges After Cancellation:** The customer must cancel service with the merchant. Commercial Claims requires the date the cardholder cancelled the service. If the customer agreed to a free trial period, they must cancel the service with the merchant by the end of the free trial. Just closing the credit card account does not stop the charges.

- **Recurring Charges Paid By Other Means:** Provide proof that the merchant received payment using another method (e.g. copy of front and back of cancelled check, copy of cash receipt, or credit card statement showing another charge).

- **Credit Appears as Charge:** Provide a legible copy of the credit receipt.

- **Credit From Merchant Not Received:** Provide a copy of customer’s credit receipt or proof that the merchandise was returned and received by the merchant (e.g. UPS or certified postal receipt). If a credit receipt is not available, provide a letter from the merchant, with the cardholder’s name and account number in the letter, stating the cardholder should receive credit.

- **Double Charge:** Usually documentation is not required to support this claim. If the charges are airline tickets and the ticket numbers differ, the claim does not qualify for double charge.

- **Hotel Reservation Cancelled:** Commercial Claims must have cardholder’s cancellation number. If no cancellation number is regarding booking of reservations (e.g. was a cancellation policy properly disclosed) and a copy of the phone bill on which the call to cancel reservation appears.

- **Do Not Recall Transaction:** Select this category if you do not recognize a transaction and you wish to dispute the charge. Documentation of the charge will be provided to the cardholder.

- **Other:** Provide a detailed letter with any documentation that may assist the Commercial Claims area resolve the dispute.

**Important Numbers**

- Commercial Card Customer Service – Phone: 1-800-300-3084
- Commercial Card Claims – Fax: 1-888-678-6046
- Commercial Card Claims – Phone: 1-800-352-4027
- Stolen ProCard – Phone: 1-800-538-8788
- If a Card is rejected – Phone: 1-888-449-2273
# COMMERCIAL CARD CLAIMS

## STATEMENT OF DISPUTED ITEM

Instructions: Your company should first make good-faith efforts to settle a claim for purchases directly with the merchant. If assistance from Bank of America is required, please complete this form, and fax or mail with required enclosures within 60 days from the billing close date to:

**Bank of America – Commercial Card Services Operations**

P. O. Box 53142  
Phoenix, AZ 85072-3142  
Phone (800) 352-4027, FAX (888) 678-6046

Company Name: Florida International University

Account Number: __________________________________________

Cardholder Name: __________________________________________

This Charge appeared on my statement, billing close date: ________________________________

Transaction Date: ________________________________

Reference Number: __________________________________________

Merchant Name/Location: __________________________________________

Posted Amount: _____________________________ Disputed Amount: _____________________________

(Cardholder Signature) (Authorized Participant Signature) (Date) (Phone Number)

Please Check Only One

1. _____ Unauthorized Transaction: I did not authorize, nor did I authorize anyone else to engage in this transaction. No goods or services represented by the above charge were received by me or anyone I authorized. My Bank of America card was in my possession at the time of the transaction.

2. _____ Charge Amount Does Not Agree With Order Authorizing the Charge: The amount entered on the sales slip was increased from $__________ to $__________. I have enclosed a copy of the unaltered sales slip.

3. _____ Merchandise or Services Not Received: I have not received the merchandise or services represented by the above transaction. The expected date of delivery of services was __________. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response.)

4. _____ Defective or Wrong Merchandise: I returned the merchandise on __________ because it was (check one): defective; wrong size; wrong color; wrong quantity. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response.)

5. _____ Recurring Charges After Cancellation: On __________ (date), I notified the merchant to cancel the monthly/yearly agreement. Since then my Bank of America account has been charged _____ time(s). (Please enclose a copy of the merchant’s confirmation of your cancellation request.)

6. _____ Recurring Charges Already Paid by Other Means: I already paid for the goods and/or services represented by the above charge by means other than my Bank of America Commercial Card. (Please provide a copy of the front and back on the cancelled check, money order, cash receipt, credit card statement, or other documentation as proof of purchase/payment. Describe your efforts to resolve this matter directly with the merchant, the date(s) you contacted them, and their response.)

7. _____ Credit Appears as a Charge: The enclosed Credit Voucher appeared as a charge on my Bank of America Commercial Card account.

8. _____ Credit From Merchant Not Received: I did not receive credit for the enclosed Credit Voucher within 30 calendar days from the date it was issued to me by the merchant shown above. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response. Provide a detailed statement explaining your reason(s) for disputing this charge.)

9. _____ Hotel Reservation Cancelled: I made a reservation with the above hotel which I later cancelled on __________ (date) at __________ (time). I received a cancellation number which is __________. (Please describe how the reservation was cancelled, proof of cancellation and attempts to resolve this issue with the merchant.)

10. _____ Double or Multiple Charges: My Bank of America Commercial Card Account has been double charged. The valid charge appeared on __________ (date). The duplicate charge(s) appeared on __________ (date).

11. _____ Do Not Recall the Transaction: The statement has an inadequate description of the charge. Please supply supporting documentation.

12. _____ Other; Above Descriptions Do Not Apply: Please attach a detailed letter explaining the reason for your dispute and your attempts to resolve this issue with the merchant.
Chapter 4: Using ProCard Queries

Viewing Unapproved Charges for All your Card holders

**Navigation**
- Reporting Tools
- Query
- Query Viewer
- Enter Query Name
- Click Search
- When Search Results Opens, select “Run to Excel”
- Enter YOUR Panthersoft ID #
- Click View Results.

**NOTE:** To view all the unapproved ProCard charges in excel for all of your Card holders at one time use query: `FIU_PCARD_CHARGES_BY_APPR`

Viewing All Approved Charges for Individual Card holders

**Navigation**
- Reporting Tools
- Query
- Query Viewer
- Enter Query Name
- Click Search
- When Search Results Opens, select “Run to Excel”
- Enter time frame and Card Holder Panthersoft ID#
- Click View Results.

To view all approved ProCard charges in excel for individual card holders use query: `PROCARD_ACCOUNTING_CHDTL`

**NOTE:** All charges with an account # 191001 should have been recorded on the second page of a travel reimbursement for the respective TAR. Please coordinate with your travel person to make sure proper procedure is being followed. For any reimbursements that were filed with out this information, a supplemental reimbursement will need to be filed, completing the accounting for this transaction. This is extremely important [refer to page 23].
# Chapter 5: Program Contacts

<table>
<thead>
<tr>
<th>Contact</th>
<th>Problem</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stephen Millspaugh</td>
<td>Card issuance approval &amp; training</td>
</tr>
<tr>
<td><a href="mailto:stephen.millspaugh@fiu.edu">stephen.millspaugh@fiu.edu</a></td>
<td>Card holder and approver maintenance</td>
</tr>
<tr>
<td>305-348-2161</td>
<td>Card limits &amp; over rides</td>
</tr>
<tr>
<td>Orlando Valdes</td>
<td>Card issuance approval &amp; training</td>
</tr>
<tr>
<td><a href="mailto:orlando.valdes@fiu.edu">orlando.valdes@fiu.edu</a></td>
<td>Card holder and approver maintenance</td>
</tr>
<tr>
<td>305-348-2161</td>
<td>Card limits &amp; over rides</td>
</tr>
<tr>
<td>Pupi Conde</td>
<td>Card holder and approver maintenance</td>
</tr>
<tr>
<td><a href="mailto:Pupi.conde@fiu.edu">Pupi.conde@fiu.edu</a></td>
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<tr>
<td>305-348-2404</td>
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<tr>
<td>UTS User Support</td>
<td>PantherSoft log-in issues</td>
</tr>
<tr>
<td>305-348-2284</td>
<td>PantherSoft password Issues</td>
</tr>
<tr>
<td>Tracey Eades Mickle</td>
<td>Approver Functional Support &amp; Training</td>
</tr>
<tr>
<td><a href="mailto:eadesmic@fiu.edu">eadesmic@fiu.edu</a></td>
<td>Commodity related issues</td>
</tr>
<tr>
<td>305-348-2920</td>
<td>GL Adjustments</td>
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<tr>
<td>Concepcion “Conchita” Valois</td>
<td>Audit</td>
</tr>
<tr>
<td><a href="mailto:valoisc@fiu.edu">valoisc@fiu.edu</a></td>
<td></td>
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<tr>
<td>305-348-3150</td>
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<tr>
<td>Inez Stokes</td>
<td>Travel Related Issues</td>
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<tr>
<td><a href="mailto:inez.stokes@fiu.edu">inez.stokes@fiu.edu</a></td>
<td></td>
</tr>
<tr>
<td>305-348-2543</td>
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</tr>
</tbody>
</table>

How may we help you today?