Student Organization
Purchasing Card Program
# Table of Contents

Policies and Regulations ........................................................................................................................................... 5
Overview/Reconciliation Process .............................................................................................................................. 9
Cardholder Responsibilities ......................................................................................................................................... 10
Treasurer Responsibilities .......................................................................................................................................... 10
  Attachment process: ........................................................................................................................................... 10
  Validation process: .............................................................................................................................................. 13
Reallocator ................................................................................................................................................................. 14
Approver (Advisor) .................................................................................................................................................. 14
Beginning-To-End Transaction Process .................................................................................................................... 16
Data process ............................................................................................................................................................... 16
Money process ............................................................................................................................................................ 16
Trademark Database Information .............................................................................................................................. 17
  Search by vendor: ............................................................................................................................................... 17
  Search by product: ............................................................................................................................................... 18
What is an Itemized Receipt ..................................................................................................................................... 19
Online Purchasing Procedure .................................................................................................................................... 19
How to Return Merchandise .................................................................................................................................... 20
Reimbursement Procedure ......................................................................................................................................... 20
Amazon Sales Tax Reimbursement Information ....................................................................................................... 20
FAQ ........................................................................................................................................................................... 21
  Is my purchasing card a credit card or debit card? .............................................................................................. 21
  What is an itemized receipt? ................................................................................................................................. 21
  I forgot to get an itemized receipt, what do I do? ................................................................................................. 21
  I lost my itemized receipt, now what? .................................................................................................................. 21
  What do I do if the Vendor can’t print an itemized receipt? ................................................................................. 21
  I forgot to have the vendor remove the sales tax. Can it still be removed? ......................................................... 21
  I’m only getting an item engraved; do I need to work with a licensed vendor? .................................................. 21
  My receipt total is under $200. What do I do with the receipt? ........................................................................... 21
  My receipt total is over $200. What do I do with the receipt? ............................................................................... 22
  Can I make a purchase online? ............................................................................................................................ 22
  Can I tip a delivery driver or a waiter/waitress at a restaurant? ......................................................................... 22
  Can I scan all of my receipts into one file and then attach that one file to every transaction .......................... 22
  When looking at a transaction status, it reads “validated”. What does that mean? ......................................... 22
  When looking at a transaction status, it reads “reallocated”. What does that mean? ...................................... 22
  When looking at a transaction status, it reads “approved”. What does that mean? ........................................ 22
  Does the receipt amount have to match the transaction amount? ....................................................................... 22
  Can I pay multiple invoices with one transaction if the invoices are from the same vendor? ......................... 22
  How do I know if a refund (credit) has been placed on my p-card? ................................................................. 22
A transaction posted with a negative number, why? .................................................................23
My p-card has stopped working, why? .........................................................................................23
Can I increase my credit limit? .................................................................................................23
What happens if a restricted or unallowable item has been purchased with the P-card? ........23
Can anyone from my organization obtain a p-card? .................................................................23
Can a cardholder use their p-card to pay for hotel rooms even if he/she won’t be present at the hotel? ..........23
The gas station doesn’t have an attendant and the pump printer is out of paper, how can I get an itemized receipt? ............................................................................................................23
Can my advisor use his/her departmental p-card to make club purchases? ..........................23
Can I use my p-card at Sam’s Club? ......................................................................................24
My receipt is very long. What can I do? ..................................................................................24
What does the dispute button do, can I use it? ......................................................................24
EMV Chip Card .........................................................................................................................25
PIN Information .......................................................................................................................26
Introduction

As an Iowa State University (ISU) student holding an officer position for a student organization, you have been trusted to carry a credit card with the university’s name on it. This credit card is called a purchasing card (p-card). You are solely responsible for your p-card.

The intent of the p-card is to reduce the number of paper vouchers processed and to gain purchasing power at vendor establishments that do not accept our vouchers. For the cardholder and his/her student organization, using the credit card will provide quicker turn-around time on orders, widespread acceptance by vendors, and reduced paperwork processing.

Each Student Organization Purchasing Card is issued to a named individual and Iowa State University is clearly indicated on the card as the corporate buyer of products and services.

The Campus Organizations Accounting (COA) Office, the University Internal Audit Office and the State of Iowa Auditor’s Office will monitor the performance of the Student Organization Purchasing Card Program.

Questions or concerns should be directed to:

Tim Livengood
Student P-Card Administrator
Campus Organizations Accounting
1580J Memorial Union
(515) 294-6015
tliven@iastate.edu

For all non p-card questions, please contact the COA front desk:
(515) 294-1633

P-Card Activation

To activate your card:

Call US Bank at 1-800-344-5696
You may need this information:
Last 4 of SSN: 0000 – ALL ZEROS!

Business phone: (515) 294-6015
Billing Address: Campus Org Accounting
1580J Memorial Union
Ames, IA 50014

NOTE: During the activation of your purchasing card, you will be prompted to select a 4-digit Personal Identification Number (PIN)
Policies and Regulations

The following policies are subject to change and are not meant to be an all-inclusive list. All other Campus Organizations Accounting policies are in effect as well.

1. You may not share your purchasing card (p-card). Only you, the cardholder, may possess and use the p-card. This is part of an agreement with U.S. Bank. It will be considered a violation of policy if the p-card is shared. If a violation occurs, the p-card may be terminated and the student organization may not have an opportunity to obtain another p-card for that academic year.

Every organization can have two p-cards. If more than two p-cards are needed, please contact the student p-card administrator, tliven@iastate.edu. Cardholders must be listed in the Student Organizations database as an officer. Please work with Student Activities, located in the East Student Office Space Memorial Union, if a change is needed.

2. If your organization is having shirts, banners, mugs, pens, etc. made, a picture of the design, graphic, artwork, print, engraving, etc. needs to be electronically attached to the transaction along with an itemized receipt. You will also need to attach an approval email from the Trademark Department (see example below) if trademarks are being used. If attaching a trademark approval email, be sure to include the entire email (including the date received information).

If ISU owned trademarks, e.g. ISU, Cyclones, Cy, Campanile, etc. are being used, please refer to the following website. http://www.trademark.iastate.edu/orgs

Summary (what needs to be attached to your transaction)

Always needed…
- Itemized receipt
- Picture of design, graphic, artwork, print, engraving, etc. (a link to the artwork will not be accepted)

May be needed…
- Entire approval email from the Trademark Department including date received (if using trademarks)

NOTE: The number of items listed in the Trademark approval email needs to match the itemized receipt e.g., if the itemized receipt lists 5 shirts, the trademark approval email needs to be for 5 shirts. If an additional order is made (including a reorder) or a change to the number of items is made, a new form will need to be submitted. Every order (and even every exact re-order) needs to have a new form.
Trademark Approval Email Example

Subject: testing - OITUR
Date: Thursday, July 17, 2014 9:32:26 AM Central Daylight Time
From: trademark@iastate.edu
To: trademark@iastate.edu

Darci Kester  
testing  
515-294-4402  
kester@iastate.edu

Thank you for completing an internal Trademark Use Form. Your submission has been reviewed by the Trademark Licensing Office.

The submitted artwork is approved. Please attach a copy of this email to your P-card transaction.

The order (testing) is exempt from royalties.

Comments: testing

PLEASE NOTE: The guidelines for University trademark use by student and campus organizations have been revised. Under the revised guidelines, an important factor that will be considered for reviews will be how your organization is recognized with the University based on the Student Organization Recognition Policy (SORP) set by the Student Activities Center. [http://policy.iastate.edu/policy/sorp/#StudentOrg]

Thank you.

Trademark Licensing Office  
Iowa State University  
1350 Beardshear Hall  
Ames, IA 50011-2038  
Phone: 515-294-4402  
Fax: 515-294-8926  
trademark@iastate.edu

If a violation occurs, the ISU Trademark Department may impose damages and fine your organization. Also, the transaction will considered “unallowable” and may be moved to the cardholder’s ubill.

Please contact the Trademark Department if you have any questions about your design, graphic, artwork, print, engraving, etc. [http://www.trademark.iastate.edu]

3. All student organization purchases must be made with a student organization p-card whenever possible.

4. The p-card is meant to purchase items from vendors for the purpose of benefiting your student organization. Personal purchases are prohibited. All personal purchases will be moved to the cardholder’s ubill. Purchases must be made with the implied consent of both the treasurer and the advisor of the student organization.
5. Iowa State University is a sales tax exempt entity. It is the responsibility of the cardholder to ensure State of Iowa sales tax is not charged on purchases. If members of the student organization are traveling out of state, sales tax exempt information can be found on the COA homepage under the COA P-card link. [http://www.purchasing.iastate.edu/salestax.html](http://www.purchasing.iastate.edu/salestax.html)

When you receive your p-card, you will be provided with a sleeve in which to store your p-card. Iowa State University’s Federal Excise Tax number and Sales Tax number will be listed on one side of the sleeve.

6. Purchases that are prohibited:
   - Drones (UAS), parts to build drones (UAS)
     - Note: exceptions may be possible, contact Jamie Rehlander Barker
   - Alcohol
   - Controlled substances, pharmaceuticals
   - Drug paraphernalia
   - Guns and ammunition

Most other purchases are acceptable. Some examples are:
   - Airline tickets
   - Rental cars
   - Hotel rooms
   - Services
   - Food, supplies, etc.

7. Gifts, gift cards, and prizes:
   - Gift cards cannot be used to reimburse individuals.
   - Gift cards must be given away as gifts. They are not to be used by the student organization to purchase merchandise.
   - Gift cards and prizes must be given away within 10 days from purchase. They cannot be kept for future events.

   If the dollar amount of a gift, gift card, or prize is under $100.00, you must provide the following information along with the itemized receipt:
   - Full name (first and last) of recipient
   - Item that was received
   - Exact dollar amount of item received, do not round dollar amounts
   - Reason recipient received item
     - Use Prize/Gift form located on the COA homepage under Forms or COA p-card

   If the dollar amount of a gift, gift card, or prize is $100.00 or greater, it becomes taxable income. A W-9 form must be completed by the gift, gift card, or prize recipient. The completed W-9 form must be taken to the COA office (please attach a note with student p-card administrators name on it); do not scan and attach W-9 forms to transactions.

   You must also provide the following information along with the itemized receipt:
   - Full name (first and last) of recipient
• Item that was received
• Exact dollar amount of item received, do not round dollar amounts
• Reason recipient received item
  ▪ Use Prize/Gift form located on the COA homepage under Forms or COA p-card

• W-9 forms can be downloaded from the COA homepage.
  [http://www.controller.iastate.edu/campusorg/forms.htm](http://www.controller.iastate.edu/campusorg/forms.htm)

• If a W-9 form is needed, please make sure the recipient completes, and returns, the form before the prize is awarded.

8. Limit increases/splitting transactions:

• Every p-card has a transaction limit and a monthly limit. Limits are determined by your organization. The maximum allowed limits are $1,000/transaction and $5,000/month. If your organization needs limits higher than $1,000/transaction and $5,000/month on a permanent basis, a memo/email from the organization advisor needs be sent to the student p-card administrator, tliven@iastate.edu, specifying what limits are needed and why.

• Do not split transactions! For example, if you are purchasing $1,200 worth of merchandise and your transaction limit is $1,000, do not split the transaction into two or more payments. If you are making a large dollar purchase and your p-card needs a higher limit temporarily, please contact the student p-card administrator by email, tliven@iastate.edu. Include in your request, the amount(s) needed and the duration needed, e.g. two days, one week, etc. Please carbon copy the advisor, treasurer, and cardholder of your organization.

• Please plan ahead, allow two to three days for your limit(s) to be increased.

• If possible, combine multiple transactions into one transaction, e.g., hotel rooms, registrations, dues, etc.

9. Original, itemized receipts must be provided to the treasurer immediately after a purchase is made. It is the cardholder’s responsibility to obtain itemized receipts. Itemized receipts must show all items purchased and the associated dollar amount of each item. If the vendor cannot provide you with an itemized receipt, ask the manager to please write down the following information on a separate sheet of paper (letterhead of vendor preferred):

  • date of purchase
  • all items purchased, the associated cost of each item, and the total purchase price
  • vendors phone number
  • managers title
  • managers printed name (first and last)
  • managers signature

It is very likely the manager will be contacted to verify the purchase.

The handwritten itemized receipt must be attached to the individual transaction along with the credit card receipt that was originally provided by the vendor.
Note: invoices, packing slips, and emails may be used in place of an itemized receipt if the needed information is listed on the documentation (items purchased, dollar amounts, etc.).

Please see the “Receipt Examples” section.

10. The cardholder must contact U.S. Bank and Campus Organizations Accounting immediately when:
   - The p-card is stolen.
   - The p-card is lost.
   - There is suspected fraudulent use.

Please enter the phone numbers into your cell phone so you will have them if needed.

11. If your organization has a change in officers (cardholder, treasurer, advisor), please contact the student p-card administrator, tliven@iastate.edu immediately. New officers may need to complete training. All p-card activity needs to cease until training has been completed.

12. When closing your account, please take your p-card to the COA office. The student p-card administrator will shred your p-card, close your account with U.S. Bank, and close your file in the COA office. It is imperative your account is closed properly.

Overview/Reconciliation Process

An overview of the online reconciliation process is as follows:

1. U.S. Bank sends batched transaction data to ISU twice per week: Tuesdays and Thursdays. Once the information posts to the ISU Access Plus system, automated emails are sent to the student organizations’ treasurers.
2. The treasurer electronically attaches an itemized receipt to the transaction. Every transaction needs a receipt. Do not attach multiple, non-related, receipts to one transaction.
3. The treasurer then validates the transaction (and takes the original itemized receipt to the advisor if the transaction amount is over $200). All W-9s, that are needed, are taken to the COA office.
4. COA office staff reallocates the transaction.
5. The advisor approves or rejects the transaction. Advisors are required to keep all original receipts with values over $200 for 1 year. Retention starts the day the transaction occurred.

Steps 2-5 are done in Access Plus.

Timeline for each step in the process:

2 & 3. Validator: 10 days maximum
4. Reallocator: 10 days maximum
5. Approver: 10 days maximum

The day the treasurer receives the automated email is considered the “post-date” for the transaction. From that date, the transaction must be closed within 30 days.

Note: After 10 days from the transaction post date, if the cardholder or treasurer has not performed his/her duties, any open transaction may be moved to the cardholder’s ubill.
Note: After 30 days from the transaction post date, any unapproved transactions may be moved to the cardholder’s ubill.

Cardholder Responsibilities

The cardholder’s responsibilities/duties are as follows:

1. Make a purchase for the student organization following the policies and regulations.
2. Give the original itemized receipt from the purchase to the student organization treasurer as soon as possible.

Note: After 10 days from the transaction post date, if the cardholder or treasurer has not performed his/her duties, any open transaction may be moved to the cardholder’s ubill (see Overview/Reconciliation Process).

Treasurer Responsibilities

The following responsibilities/duties are to be carried out within 10 days of the transaction posting:

1. Attach an itemized receipt to each individual transaction in Access Plus.
2. Attach a list of prize recipients to an individual transaction if required.
3. Take completed W-9 form to the COA office if required.
4. Determine if the transaction receipt needs to be taken to the organization advisor.
5. Validate each individual transaction in Access Plus.

Note: After 10 days from the transaction post date, if the cardholder or treasurer has not performed his/her duties, any open transaction may be moved to the cardholder’s ubill (see Overview/Reconciliation Process).

Attachment process:

The programming system will send the treasurer an automated email when a transaction has posted to the University credit card account from a cardholder in your student organization. The treasurer logs in to Access Plus and clicks the uBusiness tab. After clicking CO-USER on the left of the screen, click Inbox located at the top of the screen. The treasurer will then see the transactions that are waiting to be processed. Click on an individual transaction. With the receipt from the cardholder in hand, check to make sure the information correctly matches what is on the screen. Before validating the transaction, click Attachments, located at the middle left of the page. Next, click Import Attachment. A pop-up window will appear; make sure to change the Form Type to Itemized Receipt. The original itemized receipt must be scanned, a picture taken, etc. and saved as a file in order to be imported. Accepted file types are: Excel, .pdf, .jpg, .gif, and .tiff files. Enter the file location and click Import. The system will automatically name the file. After importing the appropriate file, click Close.

Note: Receipts can be very long. It is acceptable to cut receipts into sections if needed (or take multiple pictures). If using multiple sections/pictures, be sure there is some overlap on each section (last item or two on one section should be visible on the next section). Overlap is needed to verify a section of the receipt isn’t missing.
**Treasurer: The Validator**

1. Log into Access Plus
2. Go to Business tab
3. CO-USER
4. INBOX
5. Click on individual transaction to attach receipt
6. Click Attachments
7. Click Import Attachment
Treasurer: The Validator

8. Change Form Type to Itemized Receipt
9. Enter file location for scanned receipt
10. Click Import
11. Click Close

Example of Completed Attachment Process
Validation process:

Click Inbox located at the top of the screen. Click a transaction with an electronically attached receipt. Enter a general description of what was purchased and click Validate at the bottom of the screen. Once the transaction has been validated, the treasurer will take the itemized receipt to the advisor if the transaction amount is over $200. If the transaction is $200 or less, the treasurer may elect to keep the receipt or dispose of the receipt.

Note: Receipts may be needed to return merchandise at a later time.
Note: The dispute button has been disabled, it does nothing. If you wish to dispute a transaction, please contact the COA student P-Card Administrator.
Reallocator

Each day, the COA office staff will check to see if there are transactions that require processing. The COA office staff will check for any unallowable purchases and assign class codes to each transaction. The transactions will then be reallocated.

Approver (Advisor)

When a transaction is ready for final approval, the advisor will receive an automated email from the programming system. This is the final step before the transaction posts to the account and appears on the project statement. The advisor will log in to Access Plus and click the uBusiness tab. After clicking e-Forms Approval on the left of the screen, make sure to set E-Form Type to PCARD. With that done, click For Approval at the top left of the screen. The advisor will then be able to see the transactions that are waiting to be processed. Click on an individual transaction. To see attached receipt, click Additional Info, then click Attachments located at the middle left of the page. To view the receipt, click on the file located under PURCH Transaction Number. When ready to approve or reject the transaction, return to the For Approval and click on an individual transaction. After reviewing the transaction, click either Approve or Reject at the bottom of the screen. If rejecting a transaction, please leave a comment. Note: Advisors are required to keep all original receipts with values over $200 for 1 year. Retention starts the day the transaction occurred.

Note: After 30 days from the transaction post date, any unapproved transactions may be moved to the cardholder’s ubill.

Advisor: The Approver

1. Log in to A+
2. uBusiness tab
3. e-Forms Approval
4. Set E-Form Type to PCARD
5. Click For Approval
6. Click on individual transaction
7. Click Additional Info
Advisor: The Approver

8. Click Attachments
9. Click attached file
10. Return to e-Forms
11. Click For Approval
12. Click on individual transaction
13. Approve or Reject transaction
Beginning-To-End Transaction Process

- Cardholder makes a purchase and immediately gives itemized receipt to Treasurer.
- US Bank sends batched transaction data to ISU twice per week: Tuesdays and Thursdays. Once the information posts to the ISU Access Plus system, automated emails are sent to the student organizations’ treasurers.
- Treasurer has 10 days from the date the transaction posts to electronically attach an itemized receipt and validate the transaction. If the transaction is over $200 the original itemized receipt is taken to Advisor.
- Upon the reallocation of the transaction by the COA office staff, Advisor receives an automated email notification. Advisor must approve, or reject, the purchase within 10 days of receiving email notification. If the transaction is over $200, Advisor keeps the receipt for 1 year. Note: Receipt retention is for State of Iowa audits.
- Money is then transferred from student organizations’ accounts to the ISU account. Once per month US Bank withdraws money from the ISU account.
- Note: After 10 days from the transaction post date, if the cardholder or treasurer has not performed his/her duties, any open transaction may be moved to the cardholder’s ubill (see Overview/Reconciliation Process).
- Note: After 30 days from the transaction post date, any unapproved transactions may be moved to the cardholder’s ubill.

Data process

Money process
Trademark Database Information

A link to trademark information is available on the Campus Organizations Accounting (COA) homepage. http://www.controller.iastate.edu/campusorg/homepage.html

Follow the steps below to access the trademark database.
1. Go to the COA homepage
2. Click Trademark Info
3. Click Trademark Database
4. Click ISU Web Licensees
5. Sign in under the Guest Account, no account name or password is needed

Database Searches

Search by vendor:
1. Click Search
2. Enter Business Name
3. Click Perform Find
4. Check the results

Note: The business name must match what is in the database. Therefore, you may have to try variations of the company name.

If the vendor you are searching is not licensed, a pop-up box occurs (see example below).
**Search by product:**
1. Click Search
2. Enter Product Description
3. Click Perform Find & Sort
4. A list of ISU Trademark Licensed Vendors will open
5. Click Return to Main Screen to perform another search

**Note:** The product description must match what is in the database. Therefore, you may have to try variations of the product description.
What is an Itemized Receipt

An itemized receipt will list every item purchased along with its corresponding price.

A good way to think of an itemized receipt is this…. Anyone should be able to take your itemized receipt back to the vendor and purchase exactly everything that you originally purchased.

Online Purchasing Procedure

You may elect to purchase items online. Online purchases are very similar to point of sale transactions. However, there are a few differences to be aware of.

1. Billing address and billing phone number: Please use the address and phone number below:
   - If you received your p-card before 06/01/2016:
     Campus Org Accounting  
     1580J Memorial Union  
     Ames, IA 50011  
     Phone number: (515) 294-6015
   - If you received your p-card after 06/01/2016:
     Campus Org Accounting  
     1580J Memorial Union  
     Ames, IA 50014  
     Phone number: (515) 294-6015

2. Shipping address: Please ship your merchandise to a location different than the billing address.

3. Itemized Receipts: Itemized receipts will need to be attached to each individual transaction. In many cases, vendors will send confirmation emails. A confirmation email is acceptable as long as it contains the following information:
   - a. Company Name
   - b. Itemized purchase description
   - c. Cost per item and total cost of the order

A screenshot of a confirmed order will also work as long it contains the information above.

Packing slips are usually unacceptable; most of the time they lack the necessary information.
How to Return Merchandise

If you need to return merchandise, please follow the instructions below.

+ 1. Many times vendors will keep original receipts when you return merchandise. Therefore, copy the itemized receipt from the original purchase before returning the merchandise. This way the treasurer will have a receipt to attach to the original purchase.

2. Return the merchandise and have the vendor credit your p-card. DO NOT accept cash. Make sure to get a credit receipt so your treasurer can attach it to the credit transaction. Note: A credit transaction will post to AccessPlus as a negative number.

3. The treasurer will attach the receipts and validate the transactions following the normal procedures.

If, for some reason, there has been a failure to comply with the above instructions, email the Student P-Card Administrator for further instructions.

Reimbursement Procedure

If a transaction charge has been moved to your ubill, and you wish to be reimbursed, please follow the steps below.

1. Pay your ubill (you don’t need to pay it in full, just the transaction amount)

2. Have your treasurer fill out a voucher and attach the following documentation:

   a. Original charge on your ubill
   b. Proof you have paid your ubill
   c. The original itemized receipt, W-9’s, artwork, etc.

If you no longer have the itemized receipt you will need to contact the vendor and get a duplicate itemized receipt.

Amazon Sales Tax Reimbursement Information

As of 1/1/2017 Amazon is charging Sales Tax on some purchases

Please follow the instructions below to obtain a sales tax refund.

If sales tax was charged on your Amazon purchase please provide the COA manager, Jamie Rehlander-Barker (jlrb@iastate.edu), with the following information:

- Name of the p-card holder
- Email that was used to place the order with Amazon
- Invoice that shows the sales tax charged to the p-card

The COA office will process the sales tax refund claim. The refund will be placed on the p-card used to place the original order.
FAQ

Is my purchasing card a credit card or debit card?
- Your p-card is a credit card. You may not receive cash advances through the card.

What is an itemized receipt?
- Please refer to the online training “What is an itemized receipt” section.

I forgot to get an itemized receipt, what do I do?
- If you forgot to get an itemized receipt, you need to return to the vendor and get a duplicate itemized receipt. Most vendors are happy to help.

I lost my itemized receipt, now what?
- If you lost an itemized receipt, you need to return to the vendor and get a duplicate itemized receipt. Most vendors are happy to help.

What do I do if the Vendor can’t print an itemized receipt?
- There may be times when the vendor you are working with cannot provide you with an itemized receipt. If this happens, ask the manager to please write down the following information on a separate sheet of paper (letterhead of vendor preferred):
  - date of purchase
  - all items purchased, the associated cost of each item, and the total purchase price
  - vendors phone number
  - managers title
  - managers printed name (first and last)
  - managers signature
It is very likely the manager will be contact to verify the purchase.

The handwritten itemized receipt must be attached to the individual transaction along with the credit card receipt that was originally provided by the vendor.

I forgot to have the vendor remove the sales tax. Can it still be removed?
- In most cases, you can receive a credit for the sales tax. Have the vendor credit your p-card. If the vendor will only give you cash, you must fill out a deposit slip and deposit the money into your organizations account.

I’m only getting an item engraved; do I need to work with a licensed vendor?
- You need to work with a licensed vendor only if the engraving has Iowa State University owned trademarks.

My receipt total is under $200. What do I do with the receipt?
- If the total receipt amount is $200 or under, you may elect to keep or dispose of the receipt.
My receipt total is over $200. What do I do with the receipt?
- If the total receipt amount is over $200, you must take the original itemized receipt to your advisor.

Can I make a purchase online?
- Please refer to the online training “Online Purchase Procedure” section.

Can I tip a delivery driver or a waiter/waitress at a restaurant?
- Yes, you may. Write down the tip amount on the itemized receipt before scanning and attaching it to the transaction.

Can I scan all of my receipts into one file and then attach that one file to every transaction?
- No, you may not.

When looking at a transaction status, it reads “validated”. What does that mean?
- Validated means the treasurer has done his/her part of the process.

When looking at a transaction status, it reads “reallocated”. What does that mean?
- Reallocated means the COA staff has done their part of the process.

When looking at a transaction status, it reads “approved”. What does that mean?
- Approved means your advisor has done his/her part of the process and the transaction will be closed soon.

Does the receipt amount have to match the transaction amount?
- Yes, if the amounts do not match, please send the COA student P-Card Administrator an email explaining the discrepancy.

Can I pay multiple invoices with one transaction if the invoices are from the same vendor?
- Yes, you may. In fact, it is encouraged.

How do I know if a refund (credit) has been placed on my p-card?
- A refund (credit) will post as a negative number.
A transaction posted with a negative number, why?
- A negative number is a credit from the vendor. Process the transaction as you normally would (there no need for a receipt with a credit transaction).

My p-card has stopped working, why?
- Possible reasons:
  - You have exceeded your monthly limit
  - You have exceeded your transaction limit
  - Your p-card has a hold on it because of possible fraudulent activity
  - Your p-card has been canceled

Can I increase my credit limit?
- Yes. Refer to the online training.
  - Blackboard: Campus Org. Accounting Student P-Card Training
    - Mandatory Reading
      - Policies and Regulations
        - #7

What happens if a restricted or unallowable item has been purchased with the P-card?
- The charge will be moved to the cardholder’s ubill.

Can anyone from my organization obtain a p-card?
- No. Only registered students who hold an office position in the organization may have a p-card.

Can a cardholder use their p-card to pay for hotel rooms even if he/she won’t be present at the hotel?
- Yes, this is allowed at most hotels. Contact the hotel and ask what their procedures are.

The gas station doesn’t have an attendant and the pump printer is out of paper, how can I get an itemized receipt?
- If the gas station doesn’t have an attendant, the pump is out of paper, it’s in the middle of the night, etc. take a picture of the pump showing the price per gallon and total gallons and dollar amount.

Can my advisor use his/her departmental p-card to make club purchases?
- No, departmental cards cannot be used.
Can I use my p-card at Sam’s Club?
- Yes, Sam’s Club is now accepting VISA. Note: the COA office has a Sam’s Club membership for student organizations. Please stop by the COA office for further details, or email coa@iastate.edu.

My receipt is very long. What can I do?
- It is acceptable to cut receipts into sections if needed (or take multiple pictures). If using multiple sections/pictures, be sure there is some overlap on each section (last item or two on one section should be visible on the next section). Overlap is needed to verify a section of the receipt isn’t missing.

What does the dispute button do, can I use it?
- The dispute button has been disabled, it does nothing. If you wish to dispute a transaction, please contact the COA student P-Card Administrator.
EMV Chip Card

All purchasing cards will now be issued with an embedded EMV chip. EMV chips are being used by the credit card industry to enhance fraud protection. Using your EMV chip card is very similar to how you currently use your non-EMV chip card (see instructions below).

Here's a quick look at some FAQs and how to use your new card:

WHAT MAKES AN EMV CHIP CARD DIFFERENT?
Chip technology adds a layer of data security that combats counterfeit fraud and protects your card information when used with chip-enabled card readers.

HOW DOES IT WORK?
Your card includes an embedded microprocessor (the EMV chip) that stores encoded account data. To ensure compatibility with all card terminals, it also features a magnetic stripe on the back.

- **EMV Chip Validation:** At EMV chip-enabled merchants, you will insert your card into the terminal and provide a signature to complete the transaction. On rare occasions, you may be prompted to provide your Personal Identification Number (PIN) instead of your signature.

- **Magnetic Stripe Validation:** If a merchant doesn't have chip-enabled point-of-sale devices, you can swipe your card to make your purchase.

For more detailed information please visit the U.S. Bank EMV website.
[www.usbpayment.com/emv](http://www.usbpayment.com/emv)
PIN Information

During the activation of your purchasing card, you will be prompted to select a 4-digit Personal Identification Number (PIN).

In most situations a PIN number will not be required. However, you may need your PIN number if you are using your purchasing card at an unattended point of sale system or traveling abroad.

PIN numbers will not give you access to cash withdrawals.

For additional information, please review the U.S. Banks – list of Frequently Asked Questions.

For more detailed information, please see the U.S. Bank EMV website.
www.usbpayment.com/emv