

PCARD TIPS AND HINTS

- **Pcard Deadline** - Pcard vouchers should be reconciled and submitted within 30 days. Failure to reconcile pcard vouchers in a timely manner may result in pcard suspension.
- Any Pcard request or inquiry should be entered as a Service Now ticket through your WesPortal. *Please make sure your supervisor is added to the "Who else would you like to be notified of this request" box for pcard requests.*
- If a smartkey needs to be updated on your Pcard voucher that you don't have security access to, please submit a Service Now ticket with the smartkey and the lines that need to be updated.

Note: This needs to be done prior to submitting the voucher.

- AP cannot submit vouchers, if a Smartkey needs to be updated on a voucher due to no access, the department who owns the Smartkey should submit. AP should not be submitting vouchers as they are the final approvers on vouchers.
- If your Pcard is lost, stolen or you suspect fraudulent charges, please contact JP Morgan customer service immediately at (800) 316-6056.
- If your Pcard expires and you receive a new one in the mail, please let AP know by submitting a Service Now ticket.
- Backup documentation should be in one scan and in the same order as the lines on the voucher.
- If a Pcard voucher needs to be denied from workflow, please contact the approver the voucher is pending with. You can see this by clicking the "[In Workflow](#)" under Approval Status on the voucher.