

## 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.