

FAQ

Is my procurement card a credit card or debit card?

- Your p-card is a credit card. You may not receive cash advances through the card.

How do I apply for a COA p-card?

- Please follow the following link for detailed information on the process.
<https://coa.studentaffairs.iastate.edu/workday-resources>

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.

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.

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 to Workday with a parenthesis around the dollar amount.

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. Have your organizations treasurer fill out and submit a p-card limit increase in Workday.

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.