Agenda

• Introducing the presenters
• Goals
• P-Card updates
• Best practices
• Survey results
• What is allowed/prohibited on the P-card
• Question and answer
Goals for Fiscal Year 21-22

- Preferred Payment Project - Identifying suppliers who are willing to process credit card payments
- AggieDash and P-card - Hiring a student intern to work with AggieDash P-card data and set up meetings with departments to discuss findings
- New interactive training
- DocuSign project
- P-card reconciliation moving from KFS to Concur
Best Practices

Keeping Good Documentation/Require Receipts
Always obtain the appropriate source documentation from the supplier for every purchase and forward to your Fiscal Officer within 5 days of receipt of goods

Utilize a Purchase Log
In order to reconcile P-Card transactions, a P-Card log can be used to reconcile the monthly statement and to assist with any returns or disputes
Best Practices

Require the Business Purpose
Fill out the business purpose in the PCDO explanation field

Fiscal Officers should review purchases within 30 days
If the FO waits beyond 60 days, we cannot dispute any transactions with the bank if necessary.
Best Practices

Ensure there is proper separation of duties for the purchasing card
The fiscal officer should not be subordinate to the cardholder.
Purchases are to be verified and properly received.

Enroll in US Bank Access Online
Receive real time fraud alerts through text messages or e-mail. You have 15 minutes to respond if a transaction is valid.
Survey Results

• Purpose:
  • Nearly 300 responses
  • Determine what is working
  • Share some of your “pain-points” related to the program
  • Adjust and improve our services
  • Better serve you and the UC community.
What is your preferred payment method for making low-dollar purchases?

- **2016**
  - UCD Buy: 26%
  - KFS: 2%
  - P-Card: 72%

- **2018**
  - AggieBuy: 26%
  - KFS: 2%
  - P-Card: 71%

- **2021**
  - AggieBuy: 43%
  - KFS: 9%
  - P-Card: 53%
Survey Results

P-CARD POLICIES AND PROCEDURES ARE EASY TO FIND/ACCESSIBLE TO ME (2021)

- Strongly Disagree: 2.01%
- Disagree: 7.38%
- Neutral: 10.74%
- Agree: 32.21%
- Strongly Agree: 47.65%

P-CARD POLICIES AND PROCEDURES ARE EASY TO FIND/ACCESSIBLE TO ME (2018)

- Strongly Disagree: 0.57%
- Disagree: 7.10%
- Neutral: 19.60%
- Agree: 13.92%
- Strongly Agree: 58.24%

P-CARD POLICIES AND PROCEDURES ARE EASY TO FIND/ACCESSIBLE TO ME (2016)

- Strongly Disagree: 2.18%
- Disagree: 5.33%
- Neutral: 15.98%
- Agree: 21.07%
- Strongly Agree: 54.72%
Survey Results

I FEEL THE P-CARD PRODUCT MEETS MY PAYMENT NEEDS WHEN MAKING PURCHASES (2021)

- Strongly Disagree: 1.75%
- Disagree: 5.61%
- Neutral: 3.51%
- Agree: 26.67%
- Strongly Agree: 62.46%

I FEEL THE P-CARD PRODUCT MEETS MY PAYMENT NEEDS WHEN MAKING PURCHASES (2018)

- Strongly Disagree: 3.49%
- Disagree: 9.88%
- Neutral: 29.00%
- Agree: 25.87%
- Strongly Agree: 60.47%

I FEEL THE P-CARD PRODUCT MEETS MY PAYMENT NEEDS WHEN MAKING PURCHASES (2016)

- Strongly Disagree: 0.73%
- Disagree: 2.66%
- Neutral: 9.44%
- Agree: 33.41%
- Strongly Agree: 49.88%
Survey Results

P-CARD POLICIES AND PROCEDURES ARE CLEAR AND EASY TO UNDERSTAND (2021)

- Strongly Disagree: 1.35%
- Disagree: 7.41%
- Neutral: 9.43%
- Agree: 31.99%
- Strongly Agree: 49.38%

P-CARD POLICIES AND PROCEDURES ARE CLEAR AND EASY TO UNDERSTAND (2018)

- Strongly Disagree: 0.57%
- Disagree: 7.41%
- Neutral: 21.65%
- Agree: 13.11%
- Strongly Agree: 57.26%

P-CARD POLICIES AND PROCEDURES ARE CLEAR AND EASY TO UNDERSTAND (2016)

- Strongly Disagree: 0.97%
- Disagree: 6.78%
- Neutral: 17.92%
- Agree: 22.03%
- Strongly Agree: 51.82%
Survey Results

P-CARD POLICIES AND PROCEDURES ARE CLEAR AND EASY TO UNDERSTAND (2021)
- Strongly Disagree: 1.35%
- Disagree: 7.41%
- Neutral: 9.43%
- Agree: 49.38%
- Strongly Agree: 31.99%

P-CARD POLICIES AND PROCEDURES ARE CLEAR AND EASY TO UNDERSTAND (2018)
- Strongly Disagree: 0.57%
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P-CARD POLICIES AND PROCEDURES ARE CLEAR AND EASY TO UNDERSTAND (2016)
- Strongly Disagree: 0.97%
- Disagree: 6.78%
- Neutral: 17.92%
- Agree: 51.82%
- Strongly Agree: 22.03%
Survey Results (P-Card Staff)

AVAILABILITY AND ACCESSIBILITY OF STAFF-SATISFACTION (2021)

- Very Low: 1.14%
- Low: 1.14%
- Neutral: 15.97%
- High: 41.44%
- Very High: 40.30%

AVAILABILITY AND ACCESSIBILITY OF STAFF-SATISFACTION (2018)

- Very Low: 1.08%
- Low: 1.08%
- Neutral: 17.33%
- High: 45.85%
- Very High: 34.66%

AVAILABILITY AND ACCESSIBILITY OF STAFF-SATISFACTION (2016)

- Very Low: 0.81%
- Low: 1.08%
- Neutral: 9.76%
- High: 31.71%
- Very High: 29.27%
Survey Results (P-Card Staff)

COURTESY AND PROFESSIONALISM OF THE P-CARD STAFF-SATISFACTION (2021)
- Very Low: 0.00%
- Low: 5.98%
- Neutral: 8.76%
- High: 85.26%
- Very High: 0.00%

- Very Low: 0.72%
- Low: 1.09%
- Neutral: 13.77%
- High: 41.67%
- Very High: 42.75%

COURTESY AND PROFESSIONALISM OF THE P-CARD STAFF-SATISFACTION (2016)
- Very Low: 0.27%
- Low: 0.81%
- Neutral: 4.59%
- High: 33.51%
- Very High: 33.78%
I WAS ABLE TO EASILY LOCATE AND ACCESS THE TRAINING CLASS (2021)

Strongly Disagree: 0.34%
Disagree: 1.02%
Neutral: 4.75%
Agree: 25.08%
Strongly Agree: 68.81%

I WAS ABLE TO EASILY LOCATE AND ACCESS THE TRAINING CLASS (2018)

Strongly Disagree: 0.00%
Disagree: 1.93%
Neutral: 5.47%
Agree: 39.55%
Strongly Agree: 53.05%

I WAS ABLE TO EASILY LOCATE AND ACCESS THE TRAINING CLASS (2016)

Strongly Disagree: 0%
Disagree: 1.94%
Neutral: 5.48%
Agree: 39.35%
Strongly Agree: 52.23%
Training

THE ONLINE MATERIAL WAS CLEAR AND UNDERSTANDABLE
(2021)

- Strongly Disagree: 0.68%
- Disagree: 2.36%
- Neutral: 5.07%
- Agree: 29.39%
- Strongly Agree: 62.50%

THE ONLINE MATERIAL WAS CLEAR AND UNDERSTANDABLE
(2018)

- Strongly Disagree: 0.00%
- Disagree: 1.28%
- Neutral: 10.26%
- Agree: 35.58%
- Strongly Agree: 52.88%

THE ONLINE MATERIAL WAS CLEAR AND UNDERSTANDABLE
(2016)

- Strongly Disagree: 0.77%
- Disagree: 1.80%
- Neutral: 10.31%
- Agree: 38.66%
- Strongly Agree: 48.20%
What issues have you encountered with employees not following P-Card policies or procedures? (Select all that apply)

- Failure to turn in statements and/or receipts: 46.97% (2018), 33.64% (2021)
- Insufficient documentation for purchases: 37.88% (2018), 30.00% (2021)
- Making prohibited purchases: 46.97% (2018), 20.00% (2021)
- Other issues: 25% (2018), 16.36% (2021)
How easy is it to complete the P-card reconciliation process on the P-Card document in KFS?

- Very Easy: 45.35%
- Somewhat Easy: 25.58%
- Neutral: 18.02%
- Somewhat Difficult: 8.14%
- Very Difficult: 2.91%
Are you using the P-card more or less since the pandemic started in March 2020?

- Same: 49.83%
- Less: 28.52%
- More: 21.65%
Since the single transaction limit was increased to $9,999.99, do you find it easier to use the P-card?

- Same as before: 61.51%
- No: 0.34%
- Yes: 38.14%
Are you familiar with virtual payments of the Payment Plus program?

- Yes: 62.46%
- No: 37.54%
Are you familiar with the university preferred payment methods?

No: 85.03%
Yes: 14.97%
Preferred Payment Terms

- Credit card payment through US Bank’s Payment Plus program (Preferred)
  - NET terms – the UC will disburse payment immediately upon invoice approval

- ACH payment through BNY Mellon’s PaymodeX Premium program
  - NET 30 terms – the UC will disburse payment within 30 days of the invoice received date
  - Only businesses (not individuals) are permitted to enroll in PaymodeX

- ACH payment through BNY Mellon’s PaymodeX Basic program
  - 2/10 NET 30 terms – the UC will disburse payment within 10 days of invoice received date (less a 2% discount); if not paid within 10 days, the UC will disburse payment within 30 days of invoice received date (no discount taken)

- ACH payment through BNY Mellon’s PaymodeX Basic program
  - NET 45 terms – the UC will disburse payment within 45 days of the invoice received date
Uses for P-card (under $9,999 per transaction)

- Advertisements (7361 commonly blocked)
- Books and dues
- Classroom supplies
- Cleaning supplies
- Journals (not to publish)
- Lab supplies
- Landscaping supplies
- Memberships, Professional
- Gift Card/Gift Certificate
- Computer accessories
- Internet/Online payment mechanisms (i.e. PayPal) where payee can be identified
- Training materials
- Non-inventorial equipment
Unallowable Purchases for P-Card

- Personal charges
- Split purchases
- Travel expenses
- Parking
- Catalog items in Aggie Buy, campus contracts
- Firearms, ammunition, and/or explosives
- Hazardous material
- Animals
- Cash advances
- Internet/Online payment mechanisms (e.g. eBay) where payee cannot be identified
- Purchases with large agreement vendors (other billing mechanisms are in place)
Software Purchases

- User submits zero dollar request in KFS to have T&Cs reviewed for the software they want to purchase
- The Approval Form for Software and Related Services would need to be attached to that KFS request.
- Once approved, user can use PCARD if they wish to remit payment.
- PCOD doc references request in KFS.
- KFS doc has all the proper ‘back-up’
Please allow repair charges again.

Unfortunately this is something that we cannot control. 5402, the prohibition against contracting out for covered services, is a UC policy that is strictly enforced. That being said, please ask us if you feel that a repair or service request does not fall under 5402 and we will look to see if we can make an exception.

Robert Fischer is the bomb.

We know.

I do not want the pcard to be replaced by Aggie Buy

It won’t. There will always be a need for the P-card (more specifically if it is not in AggieBuy and you follow P-card policy, please use the P-card).
I am meticulous in sending in my p-card details, yet I often receive curt and unpleasant communications from P-card staff that documentation is missing.

We understand that P-card details can be considered cumbersome when reconciling transactions but because we get audited and also do self-auditing it is critical that all documentation is accounted for.

Less frequent training would be sufficient.

It is in UCOP policy that mandatory training takes place annually.

Sometimes there are some vendors that are blocked that I really need to order items for specialty research work.

There are exceptions that can be made, contact our department if you deem necessary.
### Contact Information

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<th>Service</th>
<th>Contact Information</th>
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| **Campus Procurement Card Coordinator** | • General questions about the purchasing card program, including the application process, the status of an application, or satisfying the training requirement  
• Card charge/credit disputes  
• To report lost/stolen cards  
• To cancel a card when the cardholder is leaving the department       |
|                              | Robert Fischer  
(530) 754-1361  
pcardhelp@ucdavis.edu                                                      |
| **Campus Procurement Card Program Administrator** | Vartan Vartkessian  
(530) 754-1388  
vvartkessian@ucdavis.edu                                                      |
| **U.S. Bank Customer Service** | To report a lost/stolen card, unauthorized charges, and disputed charges when resolution cannot be reached with the vendor       |
|                              | (800) 344-5696  
[Online Customer Service](#)                                                      |
| **Campus Police Department**  | Report cards stolen while on campus property; for cards stolen off of campus property, report to the local police for that area       |
|                              | (530) 752-1230                                                      |