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P-CARD USER MANUAL

CAUSES FOR MISSING TRANSACTIONS

INTRODUCTION

Several issues can contribute to missing transactions in P-Card. These issues include, but are not limited to:

- Cards are not active at the time transactions are downloaded from the credit card company to P-Card.
- Users are not active at the time transactions are downloaded from the credit card company to P-Card.
- The transaction may not be completed by the vendor (e.g. an Internet vendor) until an item is shipped, so that the transactions are not actually processed through the credit card company when you expect them.
- An incorrect card number is added to the user profile.
- Transactions are displayed on multiple pages in P-Card.

INACTIVE CARDS, NEW OR REPLACEMENT CARDS

Transaction may not appear because a card is inactive in the application. Also, if you run the **All Transactions** or a **Reconciliation** report for a selected date range, a transaction may appear for a new or replacement card that has not been made active, or a card that was made inactive after the transaction came in the download from the credit card company. It is likely that the transaction does not show anywhere else in P-Card.

To correct this problem, the administrator must **Edit** the user's profile and check the card as **Active**. (If the user leaves your agency or a card was made inactive, assign a proxy verifier to the card and or make the card active until all transactions have processed through P-Card and to STARS.) See the [Maintaining Credit Cards document](#) for details.

Figure 1 - Inactive card

The screenshot shows a web application interface for managing credit cards. At the top, there are navigation tabs: Reports, App Menu, Statewide Acct, and Logoff. Below these are buttons for Back and Save. The main content area is divided into two sections. On the left, there is a form for user profile information, including fields for First Name (S), Middle, Last Name (WALSH), and E-mail (walsh@dhw.idaho.gov). A checkbox labeled 'Active P-Card User' is checked. On the right, there is a table titled 'Credit Cards' with columns for CC#, Type, Act, and Description. The table contains three rows of data. The first row has CC# 7000000003, Type WFMC, and Act checked. The second row has CC# 5000000003, Type BOAV, and Act checked. The third row has CC# BOAV, Type BOAV, and Act unchecked. A red circle highlights the 'Act' column for the third row. Below the table, there are buttons for Edit, Delete, and Save.

CC#	Type	Act	Description
7000000003	WFMC	<input checked="" type="checkbox"/>	
5000000003	BOAV	<input checked="" type="checkbox"/>	
	BOAV	<input type="checkbox"/>	

NONACTIVE USERS

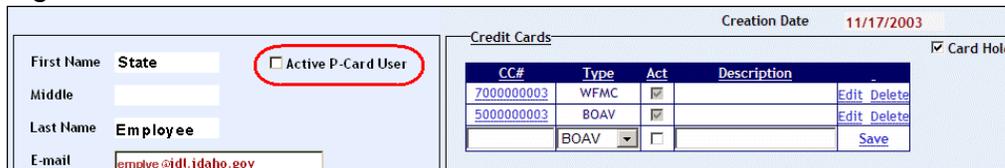
In some cases a P-Card user leaves the agency and the P-Card administrator inactivates the user in the P-Card application before all transactions are processed through the vendor and/or the credit card company. One symptom of this problem is that transactions are found on a report (e.g., the **Transactions Not Verified, Reconciliation, or Potential Post Pending** report), but cannot be found in the P-Card application itself.

Figure 2 - Find Nonactive users



Edit	Last	First	Middle	Email	Holder	Active	Created	PCA/Index
	ALLY	M					8/16/2005	10304
	APPLE	V					8/8/2007	10000
	BERG	R					8/16/2005	10030
							8/16/2005	10050

Figure 3 - Nonactive user



CC#	Type	Act	Description	
700000003	WFMC	<input checked="" type="checkbox"/>		Edit Delete
500000003	BOAV	<input checked="" type="checkbox"/>		Edit Delete
	BOAV	<input type="checkbox"/>		Save

To resolve this, change the user back to **Active P-Card User**, then a current user that is a Verifier All or proxy verifier can verify the transactions and create a transmittal that can then be approved. After the transactions are processed, you can make the user inactive again.

INTERNET PURCHASES

Transactions could be missing in P-Card if they are Internet purchases. Internet purchases typically will not actually be charged to the card until the item ships, which could be several days or weeks after an order was made online. In this case, the transactions simply have not yet been completed by the vendor.

AN INCORRECT CARD NUMBER IS ADDED

Check the user's profile and make sure the correct card number was entered. If not, inactivate the incorrect card number and add the correct one. Contact dsahelp@scs.idaho.gov to delete the incorrect card number.

TRANSACTIONS DISPLAYED ON MULTIPLE PAGES

Be sure to look for multiple "pages" of transactions in P-Card. The pages are denoted by a month/day date at the bottom of the grid (e.g. "8/5"). In addition, the **Page Size** field will be displayed above the transaction grid. You can either select the next page of

transactions or increase the page size to see all transactions on one screen ('page') or set it to zero.

Figure 4 - Transactions on multiple pages

