

State of Kansas

PCard Disputes and Incorrect Charges Statewide Management, Accounting and Reporting Tool

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version:	V.1.0.
Reason for Job aid	 What steps need to be taken in SMART in regards to PCard disputes and incorrect charges? This job aid will provide the following: Instructions for customizing the "Reconcile Statement – Procurement Card Transactions' page to display the Dispute fields on the first tab. Instructions for processing Disputes and/or Incorrect Charges. Exceptions: Charged Kansas Sales Tax Review Disputes page
1. Customizing Reconcile Stater	ment – Procurement Card Transactions page
1.1 Navigation:	Reconcile Statement Search
From the Home page in SMART, on the left navigation menu, click on ' Purchasing ', click on ' Procurement Cards' , click on ' Reconcile ', then click on ' Reconcile Statement' . Search for the PCard transactions to be reconciled. In this example the Employee ID was entered. Click the ' Search' button.	Role Name: Employee ID: J000 Employee Name: Card Issuer: Card Issuer: Card Number: Transaction Number: Sequence Number: Line Number: Billing Date: Statement Status: Budget Status: Chartfield Status: Merchant: Transaction Date: Billing Type: Posted Date:

1.2	The 'Reconcile Statement –	Recordle Statement	
	Procurement Card	Empli: Name:	
	Transactions' page displays.	Display Ummasked Card Number Run Budget Validation on Save	
	Click the ' Customize' link at	Balling Customica End View Al III Transaction Billing III Card	Chartfield
	the top of the page in the	Image: Insure Card number Intercention Status Description Amount Currency Status 1 VIMB 11/16/2013 Status Status Valid Valid Valid Valid	Status Redistrip Error Valid Yes No
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		Stage Venty Approve Validate Budget Search Purchase Details Solit Line Distribution Template SMART UNPSC Codes.rdf (5 MB) SMART UNPSC Codes.rdf (3 MB)	
		Save Notify & Refresh	
1.3		Personalize Column and Sort Order	
	Scroll to the bottom of the	To order columns or add fields to sort order, highlight column name, then press the appropriate button.	
	nage and click the 'Conv	Frozen columns display under every tab.	
	Catting and link the COPY	Column Order Sort Order	
	Settings link:	Tab Transaction	
		Card Issuer	.
		Trans Date Hidden	Descending
		Merchant Frozen	
		Description	
		Currency	
		(column 18) (column 19)	
		(column 20) Diroute Amount	
		Credit Collected	
		Budget Status Chartfield Status	
		Redistrib Voucher Error	
		Tab Billing	
		Billing Date	
		Billing Amount	
		Prepaid Ref	
		OK Cancel Preview Copy Settings	
4.4			
1.4		Copy Settings	
	Click the 'Look Up' icon:	Copy Your Customization Settings	
			-
		Settings to Copy:	
		OK Canad	
1			

1.5	Select the 'Description' Setting Name:	Look Up Settings to Copy Setting Name: begins with Look Up Clear Cancel Basic Lookup Search Results View All First 1 of 1 Last
1.6	Click ' OK ':	DESCRIPTION Copy Settings
		Copy Your Customization Settings Settings to Copy: DESCRIPTION
1.7	Click 'OK ':	Bank Statement Personalize Column and Sort Order To order columns or add fields to sort order, highlight column name, then press the appropriate button. Frozen columns display under every tab. Column Order Tab Transaction (column 2) Card Issuer Card Issuer Card Number Transaction Amount Currency (column 18) (column 20) Budget Status Chartfield Status Redistrib Voucher Error Tab Billing Reference Billing Date Billing Amount Credit Collected OK Cancel Preview Copy Settings Share Settings Delete Settings

1.8	The 'Description' field will	Reconcile Statement Procurement Card Transactions
	now display between the	EmpilD: Name: Display Unmasked Card Namber
	Status and Transaction	⊡ tean bodget Valadation on Save Bank Statement Transaction deng term)
	Amount.	Card Card Limited
		2 UMB
	The 'Dispute Amount' and	4 UMB - 11/132015 BALESING Approved - PAPERTOWELS 28.60 USD B 🖓 🔂 0.00 Uaid Valid
	'Credit Collected' fields will	5 UMB 11/13/2013 EAD/A.1000 Approved - PAPERTOWELS 75/87 USD B 3 0.00 Valid
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		Barch Purchase Details SoftLine Distribution Template SMART UMPEC Codes and IS NED SMART UMPEC Codes and IS NED
2.	Instructions for Processing Dispu	ites and/or Incorrect Charges
2.1	Enter the amount that is	Recordile Statement Procurement Card Transactions
	being disputed (incorrect) in	EmpliD: Name:
	the 'Dispute Amount' field.	Bank Statement Controller Fred Von 31 @ Fred 2 at 2 Last Transaction Billing 2020 State Function Provide State Statement Votation Inservation Interaction Courses Backet StateMath StateMath StateMath
		Issaer Value annue in an annue ann
	Click the 'Save' button.	2 Utility Visit Output Visit <
		Search diffuse Delta Self Line Databation Template SMAFT LINPSC Codes and IS MB SMAFT LINPSC Codes and IS MB)
	NOTE: The 'Status' should	
	romain as (Stagod) until the	
	credit for the disputed	
	credit for the disputed	
0.0	amount is received.	
2.2	Disputes	Definition: If a procurement card transaction is identified as a
		fraudulent charge (card stolen, card number stolen), and the
		charges are completely unrelated to State of Kansas business, this
		is referred to as a dispute in SMART.
		Agency must contact the PCard Issuer (currently UMB) to obtain
		credits for disputes.
2.3	Incorrect Charge	Definition: Sales tax charged or too little/too much charged by
	incontect charge	vendor
		Agency must contact the vendor directly to obtain credits for
		incorrect charges, damaged goods, etc. If agreement cannot be
		reached with the vendor for incorrect charges, the agency can
		then contact UMB for assistance in obtaining the credit.
		Exception: UMB cannot assist agencies in obtaining credits for
		Kansas sales tax.
2.4	NOTES	VISA rules do not allow LIMP to assist agoncios in
		obtaining credits for Kansas sales tax
		obtaining creats for Kansas sales tax.
		VISA rules limit the amount of time in which credits can be
		requested; therefore, agencies should contact UMB
		and/or vendors as soon as possible for both disputes and
		incorrect charges.

2.5	Once the credit is received,	Recorcile Statement Procurement Card Transactions
	select the 'Credit Collected'	EmplD: Name: Display Unmasked Card Number
	checkbox next to the original	Casterna 1/201 View A1 # France Last
	charge.	Card Card Start Butcher Description Description <thdescription< th=""> <thdescription< th=""></thdescription<></thdescription<>
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	Pering of Approve the original	6 UMB 05232013 Amazon.com Staged 105-459354-36334 39.04 USD C Ist Valid 0.00 No No 7 UMB UMB 05232013 Amazon.com Staged 105-591550-3234 71.37 USD C Ist Valid 0.00 No No
	PCard transaction AND the	8 🖹 UMB ********* 05272013 Amazin.com Staged + 105.2853710-16510 153.30 USD 🖹 🗘 🎼 Yalid Valid 0.00 No No 9 🗍 UMB ********* 05152013 Amazin.com Approved - Line 2 Creditor Sales Tax -2.58 USD 📚 📿 🔓 Valid Valid 0.00 Yas No
	credit transaction.	Select All Clear All Stage Verify Approve Validate Budget Saarch Approve Validate Budget Saarch Approve Validate Budget Saarch Approve Validate Budget Saarch Verify Verify
		Sart Dittely Schen
	Click the 'Save' button.	
2.6	NOTES	Both the original PCard transaction and the credit PCard
		transaction should be approved at the same time so that
		both transactions will build to the same PCard voucher. This
		will help ensure that a credit was actually received and
		provide for more visibility into what transpired
		provide for more visibility into what transpired.
		• The 'Dispute Amount' and 'Credit Collected' fields have no
		functionality behind them. These fields are provided as a
		tool to assist with keeping track of PCard transactions that
		are in the Dispute process.
		If a 'Dispute Amount' has been entered and the PCard
		transaction status is changed to 'Approved' the entire
		PCard transaction amount will build to a PCard voucher
		and be paid. Entering a value in the 'Dispute Amount'
		field will NOT stop a payment from being made.

3.	Exception: Charged Kansas Sa	les Tax
3.1	When sales tax has been	
	charged by the vendor the	Reconcile Statement For this example, the PCard transaction includes Procurement Card Transactions Kansas Sales Tax in the amount of \$9.21. The
	agengcy should approve the	Englit: Itali will need to approved and paid. I he Agency will need contact the Vender directly and request a credit for the tax paid.
	original PCard transaction	Table Statement Control (Fing) View All (1997) Search Control (199
	total and nav the total PCard	Insure Austication Austication Austication Status
	transaction amount	3 UAB
		Searcy Functions Database Database Detailed Statements SMARTURPEC Codes and rCMB) SMARTURPEC Codes at rCMB)
	The agency will then need to	
	contact the vendor directly	
	to request a credit for the	
	taxos paid	
32		The tax amount can be noted in the Dispute Amount field
0.2	NOTES	• The tax amount can be noted in the Dispute Amount held (see section 2 of this document) for tracking purposes
		(see section 2 of this document) for tracking purposes.
		transaction from building to a DCard youshor
		transaction from building to a Peard volutiler.
		 If a Dispute Amount is entered and the PCard transaction
		• If a Dispute Amount is entered and the PCard transaction is built to a DCard you char, the DCard transaction will NOT
		he visible from the 'Poview Disputes' page
Л	Poviow Disputos pago	be visible from the Keview Disputes page.
4.	Navigation	Durchasing > Procurement Cards > Pesencile > Peview Disputes
4.1	Enter sourch criteria, for this	Putchasing > Procurement cards > Reconcile > Review Disputes
4.2	ovample a 'Transaction Date'	
	was entered	Employee ID:
	was entered.	Employee Name:
	Click the 'Search' button:	Card Issuer:
	chek the Scaren Batton.	Card Number:
		Sequence Number:
		Line Number:
		Billing Date:
		Statement Status:
		Chartfield Status:
		Merchant:
		Transaction Date: 04/29/2013 8
		Posted Date:
		Search
43	The results will display those	Review Disputes
ч.5 -	PCard transactions that	Procurement Card Transactions
	• the user has provu	Improv. mane. Display Unmasked Card Number
	rights to	Transaction Verministration Costomize Find Verwini 1990 Costomize Find Verwini 1990 Costomize Find Verwini 1990 Costomize Find Verwini 1990 Transaction
	mont the search	Consistent - Ansound - Ansound - Ansound - Lease - Ansound - An
	• meet the search	C 2.68
	e have a dispute	Save E Notify
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	amount entered; AND	
	 nave not built to a 	

	voucher.	
4.4	Comments entered on the	Review Disputes
	PCard transaction from the	Emplio: Name:
	Reconcile Statement page can	Display Unmasked Card Number Transactions with Dispute Customize End View AI # Frist 🕙 1.2 or 2 🕑 Last
	be viewed from the 'Review	Transaction Billing Cardholder Issail Collected Dispute Amount Card Humber Description Transaction Amount
	Disputes' page:	8.00 8.00 940 94292013 38.16 USD DESIGNED BUSINESS INTER 288 40292013 258 40292013 40292013 40292013 40292013
		Review Disputes
		Line Comments
		Line: 2 Description: A
		Reference: Transaction Line Comments Find I View All
		Comments: Status: Active .
		05/30/2013 I reconciled Visa P-card statement closing date 05/21/2013
		Associated Document
		Attachment: Attach View Delete
		OK Cancel
4.5	Comments can be entered	Review Disputes Procurement Card Transactions
	from the 'Review Disputes'	EmpliD: Name: Display Unmasked Card Number
	page by clicking the	Transactions with Dispute Transactions with Dispute Transaction Billing Cardholder Last Transaction Billing Cardholder Last
	comments icon:	Collected Dispute Amount Card Number Description Trans.Date Transaction Currency Merchant
		921 - 921 -
		2 268 **********************************
4.6	Enter a comment and click the	Device Director
4.0	'OK' button:	
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		Reference:
		Transaction Line Comments
		Enter comment here
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		Associated Document Attachmeret Attach View Delete
		OK Cancel
4 7		
4./	The comments entered on the	Procurement Card Transactions
	Review Disputes' page are	I Instruction Inst
	accessible from the 'Reconcile	Bank Statement Contents [First] Vero At] = First 3 + 3 of [Transaction] Continuity [First] Vero At] = First 3 + 3 of Continuity [First] Vero At] = First 3 + 3 of [State] Continuity [First] Vero At] = First 3 + 3 of Continuity [First] Vero At] = First 3 + 3 of
	Statement' page. Click the	Batter Dataset Coldbool Amount Mitting Datase Dataset Coldbool Col
	comments icon:	The second s

48	The comment entered on the	Descendia Statement
4.0	(Poviow Disputos' page is	
	displayed	
	displayed:	Reference:
		Transaction Line Comments <u>Find</u> View All First I of 1 Last
		Comments: Status: Active
		•
		Associated Document Attachment: Attach View Delete
4.9	Once the credit is received,	Review Disputes
	agency can select the	Emplo: Name:
	'Collected' check box from the	Transactions with Dispute Transactions with Dispute Transactions with Dispute Transactions ↓ Report Transacti
	'Review Disputes' page.	Collected Dispute Amount Card Number Description Trans.Date Transaction Currency Merchant
		921 *****************9940 Parts - 0507/2013 124.86 USD WW GRAINGER
	Click the 'Save' button:	
4.10	The 'Credit Collected' button	Reconcile Statement Procurement Card Transactions
	will display as checked from	Emplit: Name: Display fumasked Card Name: Rus Budget Valdation on Save
	the 'Reconcile Statement'	Back Statement Catalities (Fred Vere A) ■ Fred D to at 2 Last Transaction Transaction Catalities (Fred Vere A) ■ Fred D to at 2 Last Catalities (Fred Vere A) = Fred Vere A) = Fred Vere A = Fred
	page.	1 17 (UBB
4.11	NOTES	 The Review Disputes page is a tool provided to assist with
		tracking PCard transactions that are in dispute. Neither
		the 'Dispute Amount' or the 'Credit Collected' fields have
		functionality behind them that would prevent payments
		from happening. This is to be used strictly for tracking
		purposes.
		• The Review Disputes page will only display PCard
		transacations that are in dispute and have NOT been
		approved and paid. PCard transactions that have built to a
		PCard youcher will not display on this page even if there is
		a dispute amount recorded on the PCard transaction
		• The Review Disputes page was made available mid
		December of 2013 for the following roles: Agency PCard
		Approver Agency PCard Reconciler Agency PCard
		Pacon/Annrovor Agancy PCard Administrator Control
		Durchasing Administrator and Control PCard
		Administrator.