



Purchasing Card - Frequently Asked Questions

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How do I find my credit/transaction limit?

When you receive your card you will receive documentation on the credit and the transaction limit. You may also log in to your PaymentNet profile to access your card credit or transaction limits.

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I have a purchase that is higher than my credit limit. Can I request a higher limit?

Yes. If you have a purchase that exceeds your current account limits, you can submit a Pcard Limit Adjustment Request form 2 business days prior to the purchase. This form must be signed by your supervisor and emailed to pcardsupport@dpsk12.org for processing. The approved form must be included with all other transaction support documentation for which the adjustment was granted. If your purchase is over \$3499, you will also need to provide either quotes from 2 vendors or a Single/Sole Source Provider form before your request can be approved.

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When do our Pcard Transactions need to be reconciled and approved in PaymentNet?

Any transaction that is posted to the cardholder's account by the 25th of the month, must be reconciled and approved by **5PM on the 1st day** of the following month. After that time, the transaction will be closed and the users will no longer be able to change account codes or update the approval status. If the 25th falls on a weekend or Holiday, the end of the billing cycle will close on the next business day.

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What do I do if I notice a charge on my account that I did not make?

You are the first line of defense. If you suspect fraudulent activity on your card, contact JP Morgan Chase 1-800-270-7760 and the Purchasing Card Administrator right away at pcardsupport@dpsk12.org



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What do I do if I am an Approver and I am going on an extended leave?

If you are going to be gone for 2 or more weeks or your leave falls between the 25th of the month and the 1st of the following month, you will need to advise your Manager and submit the Proxy Approver Request Form to pcardsupport@dpsk12.org 7 business days prior to your last work day. This will ensure the approving duties are assigned to another employee and required training is completed if necessary.

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I had fraudulent charges on my account and the bank has issued credit to cover these charges. How do I reconcile these charges/credits?

All charges and credits, whether they are valid or fraudulent, must be approved and documented in PaymentNet. If no receipt is available, a Miscellaneous Debit/Credit form can be used. The same accounting information should be assigned for both the debit and the credit to offset the fraudulent charge.

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What steps do I need to take if my card has been lost or stolen?

Contact JP Morgan 1-800-270-7760 and the Purchasing Card Administrator at pcardsupport@dpsk12.org as soon as you realize your card is missing.

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Am I able to use my Pcard to purchase Audio/Visual equipment?

You are able to use your Pcard to purchase Audio/Visual equipment that is priced at \$150.00 or less, with the exception of projectors. Projectors are prohibited on the Pcard. All other Audio/Visual equipment must be purchased with a PO through our contracted Vendors. In addition, anything priced higher than \$150.00 must be delivered to the warehouse first to be asset tagged and bar coded. Please contact the Audio/Visual Buyer, Linda Kammerer, if you have further questions.



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What travel related expenses are acceptable to charge on my Purchase Card?

Please look at the table below to verify what travel related purchases are and are not allowed on the Pcard.

Allowable Travel Purchases

- Conference or training registrations
- Airfare*
- Baggage
- Hotel
- Wi-Fi -if needed and used for official District business
- Ground transportation
- [Rental car with Enterprise/National Car Rental](#)

Not Allowable Travel Purchases

- Meals while traveling (These are covered by [Per Diem](#))
- Upgrades to Business Class, First Class, or Extra Leg room seating
- Early Bird seat assessments
- Wi-Fi –If not needed or used for official District business

***Airline tickets** may be purchased online or from the District’s travel agent with a District Visa card. The District’s travel agent is Frosch Corporate Travel; our contact is Dianne Hatfield, 303-874-7153. Frosch will charge a \$27.00 fee or you may make arrangements on your own.

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Can I use my pcard for upgrades or extended leg room on air travel?

No. The cost of any upgrades (including extended leg-room upgrades) to Business Class, First Class or equivalent will be borne by the traveler. Please see Regulation for Travel Expense Procedures for additional information

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Who should I contact if I purchased and received equipment that should have been sent to the warehouse for barcoding?

You will need to contact the Fixed Assets Department to bring the items over for tagging.

Please call or email first to schedule an appointment.

Fixed Assets Department
2320 W 4th Avenue, Denver 80223.
Phone: (720) 423-5653
email: Fixed_Assets@dpsk12.org

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How do I dispute a transaction amount that is not the same as the amount quoted?

If the amount in PaymentNet is not the same as what you were quoted, you should first try to contact the vendor to settle the dispute. If you are unable to resolve the discrepancy with the vendor you will need to click on the "Dispute" button on the General Details page of the transaction in PaymentNet. JP Morgan will then investigate the dispute further. The above mentioned steps must be taken as soon as the incorrect charge is identified and the transaction should be documented to avoid Accountability Program Violation Points.

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Who should I talk to about transportation requests?

DPS is liable for the safety of all students and therefore must approve all transportation requests involving students. Whenever possible we ask that you work with the Transportation Department first to make travel arrangements for students on a DPS school bus. If the Transportation Department does not have anything available you may make arrangements with one of our DPS approved vendors. If using one of these vendors, you may pay for the charges on your Pcard. You will need to notify the Pcard Team first to have your card opened for the transaction.

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Where do I find the Prohibited Transactions List for my Purchase Card?

A full list of Visa Prohibited Transactions is available in the Pcard Handbook and on the Purchasing Guidelines and Job Aides page on the Commons website.

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What should I do if I did not receive or lost my original receipt?

If you are unable to locate or did not receive a receipt for a transaction you may use an Unavailable Document Form in lieu of a receipt. This completed form should be submitted on PaymentNet as transaction documentation. Please keep in mind that all Grant Fund purchases must have original documentation and cannot use this form as a replacement.

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What do I do if tax was charged on a local purchase?

“Colorado statute exempts from state and state-collected sales tax, all sales to the United States government and the State of Colorado, its departments and institutions, and its political subdivisions (county and local governments, school districts and specialty districts) in their governmental capacities only”. As such, all purchases including those made with Pcards are tax exempt. If you are charged tax on a purchase, request a refund from the vendor by providing them the DPS Tax Exempt ID (printed on the card) and/or a copy of the tax exempt certificate, depending on the vendor requirements. If you do not get a refund for the total tax paid, the Pcard user is required to reimburse the District. This reimbursement shall be made with a personal check or money order only, in order to comply with audit/CORA requests. Please include a copy of the [Pcard Reimbursement Form](#) and send your payment to:

The Office of the Controller-Cashier

1860 Lincoln Blvd 11th floor

Denver, CO. 80203

Additionally, anytime tax is charged on your pcard you will need to document the transaction in PaymentNet. Please either attach your Pcard Reimbursement Form or document that the refund has been requested/processed. If there is no documentation Accountability Points will be assessed.

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I used my District PCard by mistake for personal use. How do I reimburse the District?

District Visa cards are strictly for DPS purchases. If a District Visa card is used in error for personal use the cardholder must reimburse the district by personal check or money order. The transaction must still be reconciled and approved in PaymentNet. A general account should be assigned. The cardholder must fill out the Pcard reimbursement form completely and submit with payment to:

The Office of the Controller-Cashier

1860 Lincoln Blvd 11th floor

Denver, CO. 80203

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What documentation do I use for metered parking?

Most parking meters do not generate receipts. Cardholders are required to use the Metered Parking Form to document these charges.

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The person that previously reconciled the transactions for our department has left the district. Who should I call to assign a new department reconciler?

Please complete a reconciler change request form and submit it to Pcardsupport@dpsk12.org for processing.

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When can I purchase food for staff on my Pcard, and what documentation do I need to provide?

Cards are approved for the purchase of food/meals (restaurants, caterers, grocery, bakery and deli items, etc.) for students, parents and for District meetings that take place within the Denver Metropolitan Area. Food/meals purchased for staff can only be for staff development/training held within the Denver Metropolitan Area. Expense Report Sheets for food/meal transactions shall provide the usual information as well as the name(s) of person(s) at the meeting, their business relationship to the District, the type of food (lunch, dinner, etc.), and the business purpose of the meeting. Food/meals purchased for parents and/or students do not need to list the names of the person(s).

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I lost my Purchase card Handbook. Where can I download a new copy?

All Pcard related policies, forms and handbooks can be found on the Strategic Sourcing web page .

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Where can I find the complete list of District policies?

All Board approved policies can be located on the Board Docs.

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Can I purchase computer software on my Pcard?

All software purchased for DPS use must be approved by DoTS. Software under \$500 can be purchased on the Pcard. If the purchase is greater than \$500, it must go through the buyer in the Strategic Sourcing Department and be purchased by a Purchase order.

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Can I purchase gift cards on the Pcard?

Gift cards **for students** can be purchased if they are for official District business and are also aligned with State Statute C.R.S. 22-1-127. Prior to the purchase, a completed [Gift Card Request Form](#) must be submitted to Pcardsupport@dpsk12.org for approval.

Gift Card Restrictions: See Below



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- Gift cards cannot be used to incentivize attendance and cannot be valued greater than \$20 per student.
- Gift cards cannot be purchased with a purchase order, nor will employees be reimbursed for gift card purchases.
- Student Activity Funds may not be used for gift card purchases of any type including those for students.
- **Purchasing gift cards for employees, board members, or other agents of the District is strictly prohibited**

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Can I purchase gifts for a DPS employee on my Pcard?

No. Gifts or flowers for staff members are strictly prohibited and will result in the cardholder being assessed accountability points.

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A cardholder mistakenly purchased food while out of town on their Pcard. Do they need to repay the district?

Meals purchased on the Pcard while traveling is prohibited. Employees traveling out of state are given a Per Diem to cover such expenses. The Pcard transactions should be coded and approved in PaymentNet and the employee must reimburse the district using the Pcard reimbursement form and submitting a check or money order to:

The office of the Controller-Cashier
1860 Lincoln Blvd. 11th Floor
Denver, CO 80203

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What happens if I accidentally destroy my card when it is received?

Please contact the Pcard Administrator, email Pcardsupport@dpsk12.org, or call JP Morgan Chase at 1-800-270-7760. A new card will be issued and delivered to the Pcard Department at 780 Grant Street, Denver CO 80203. You will be contacted once the Pcard has arrived and is available for pickup. Please allow 5-7 Business days for delivery.

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I will be travelling on District business and will need to rent a car. Can I use my Pcard for this?

Yes. You may rent a car using your DPS Pcard if you are traveling on District business. You will need to complete a Rental Vehicle Request form and submit to Pcardsupport@dpsk12.org 2 days prior to the rental so that the Pcard can be opened for the transaction. Please see the Pcard Handbook for additional car rental information.

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What steps do I need to take to enroll in the Walmart/Walmart.com Tax Exempt Program?

In order to ensure your Walmart.com purchases are not charged sales tax, please complete the following steps:

1. Create a Walmart.com account for your school/department location
2. Follow the link below to access the **Walmart Tax Exemption Program Enrollment instructions**.
3. Upload the “sales tax exemption certificate multi-jurisdiction form” ([Form DR-0563](#))

<https://www.walmart.com/taxexempt/>



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What do the different PaymentNet transaction approval statuses mean?

PaymentNet Transaction Approval Status Definitions:

- **New:** Transactions has not yet been reviewed by cardholder
- **Reviewed:** Transaction has been reviewed for accuracy by cardholder and routed to reconciler OR if the cardholder does not have a reconciler, the transaction has been reviewed and reconciled by cardholder and routed to manager for approval. Account code changes can be made and receipts can be attached by cardholder, reconciler or approver.
- **In Process:** Transaction has been reviewed by cardholder, reconciled and approved by reconciler and has been routed to the cardholders manager for final approval. Account code changes can be made and receipts can be attached by cardholder, reconciler or approver.
- **Approved:** Transaction has been approved by the cardholder's supervisor. No further changes to account codes can be made. Receipts can be attached by cardholder, reconciler or approver.

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Can we purchase a Sam's Club or Costco Membership for our school/department?

Yes. Although you are able to purchase either a Sam's Club or Costco basic business membership, our recommendation is Sam's Club:

Each Sam's Club Business Membership offers:

- Multiple memberships for only \$45 - Every Primary Membership includes 1 Complimentary Membership card at no additional cost
- Early Shopping hours – Stores open at 7 AM Monday - Saturday
- Click "N" Pull ordering - Orders placed online by 5PM are ready for pick up the next day
- Convenient store locations throughout the Denver metro area



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Applicants must have a District Pcard and all purchases, including the membership fee, should be put on the Pcard. Only the basic business memberships are authorized. **The Sam's Plus and Costco Executive memberships are prohibited.** For full restrictions and steps to apply please click on the link below.

[Sam's Club-Costco Membership Application - How to apply](#)

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