1) What are some of the reasons you prefer issuing POs for items that may be purchased using a PCard?

PCard places greater burden on FAs to place orders, verify receipt of goods, track partial shipments/charges, ensure receipts are submitted, etc.

PCard places greater burden on cardholder to obtain receipts and secure approvals from Account Supervisor.

PO’s provide the leverage of non-payment until satisfactory delivery.

PO’s are used when terms and conditions or other specifications are necessary.

PO’s encumber expenditures to the project upon approval, allowing better budget management.

Approvals are obtained prior to purchase of items. Using a PO also ensures prior approval of any restricted items.

Prefer to use PO especially for new vendors (concerned with possible problems with delivery).

Prefer to use PO if an extramural account will be closing soon.

Requested or preferred by Vendor.

Department chair wishes to ensure control over department accounts used as default accounts.

PCard cannot be used for RCUH revolving accounts or UHF accounts.

Access to certain MCC’s are restricted for some PCard holders.

Projects sometimes use open PO’s for purchase of items by multiple staff members throughout the month; easier to use a PO than for a single PCard holder to make all the purchases.

Paperwork to report the purchase is too time-consuming.
2) Do you routinely issue PCards to program-level staff or does your Business Office more often make PCard purchases on behalf of your program staff?

All but two of the respondents issue PCards to program-level staff. One respondent stated that their department’s policy prohibits program-level staff from obtaining PCards; one respondent stated that one of the FA’s has a PCard.

3) Do you find the PCard reallocation and reconciliation process manageable or burdensome? If burdensome, please explain why and how it could be made easier?

All but one respondent indicated that the process is manageable. Several indicated that the recent extension of time for reconciliation has made the process more manageable. One indicated the process is manageable for the FA but burdensome for the user. One indicated that the manageability of the process is dependent upon the number of card users and amount of usage.

Burdensome aspects include:
- Corrective action due to PCard log not matching PVSNNet or wrong accounts charged;
- Time consuming to review and chase cardholders for missing items
- Constantly changing the password is burdensome
- Obtaining approvals either prior to purchase or after purchase
- User must do transaction log and reallocate on PVSNNet, which is double work

Suggestions for improvement:
- One unit requires some PCard holders to obtain advance approvals via hard copy requisitions to ensure parceling does not occur and purchases are controlled
- Allow electronic submission of receipts and logs
- Automate authorization process similar to KFS approvals
- Allow e-mail approvals of log
- Eliminate hard copy log

4) Do you have any suggestions for improving the PCard process?

Expand allowable use of PCard:
- Payments on pagers or FedEx type payments
- Issue RCUH employees UH PCards
- Purchases funded by UHF or RCUH revolving account (with FA approval, and Reimbursement to UH)
- Extend usage to travel for PCard holders (not just FA’s)
- Allow PCard use by a delegate
- Raise single purchase threshold
Go paperless:
- Eliminate the manual PCard log (4 respondents)
- Allow for electronic signatures and approvals (4 respondents)
- Allow for electronic receipts and record keeping (3 respondents)

Training: more frequent training sessions, publicize the training sessions, offer training via Halawai, improve training (users come back with many questions)

More frequent downloads of transactions into KFS (2 respondents).

Add a mass e-mail reminder every month to PCard users regarding closing date of purchasing cycle.

Establish a forum for FA’s offering tips and suggestions to help manage their PCard process.

Add a reset password/forgot password link on PVSNNet.

Provide a listing of each user’s blocked MCCs or a list of the different decline groups.

Extend 22 day cut off to 30 days for extramural accounts.

Reduce the number of blocked merchant codes.