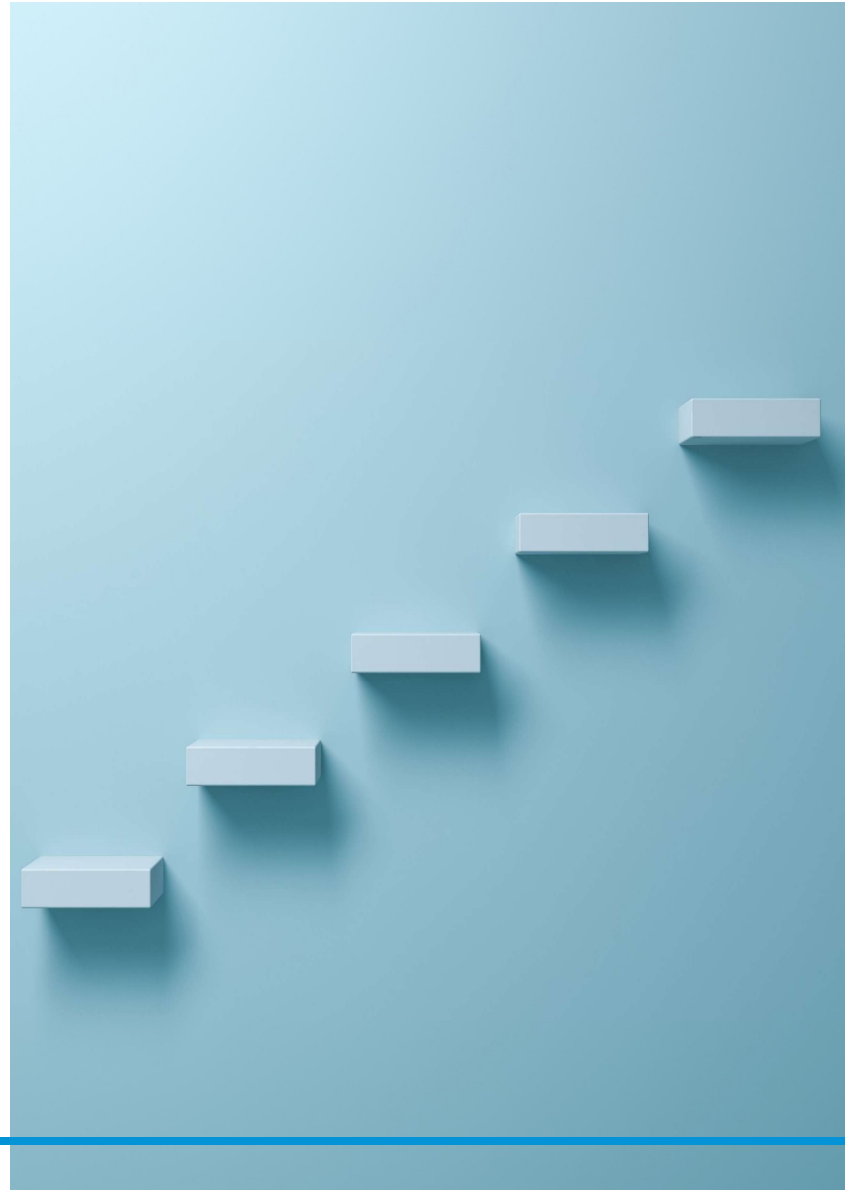# Timely PCard Processing

November 20, 2025

AGENDA

- Housekeeping

- Schedule for Past Due Transactions

- PCard Approval Timelines

- Exceptions

- Processing Recommendations

- Reporting

HOUSEKEEPING

- Slides + Processing Guide

- Questions

- Recordings: UF GO Info Sessions & Events

- Contact Us: PCard & Travel Support

SCHEDULE FOR PAST DUE TRANSACTIONS

- **Monday, Nov. 17**: Cardholders/users, delegates, and financial approvers notified of past due transactions

- **Friday, Dec. 12**: Past due transactions should be department approved by close of business

- **Monday, Dec 15**: PCards with unreconciled transactions 30 days and older will be suspended

Timely PCard Processing

PCard Approval Timelines

PCARD APPROVAL TIMELINE

PCard transactions should be approved in 15 calendar days from either the posted date (non-travel) or travel end date (travel)
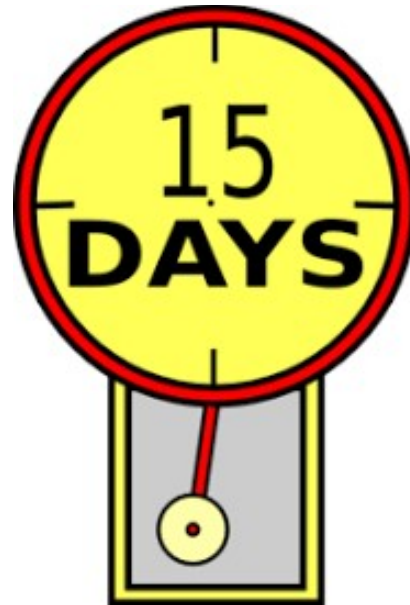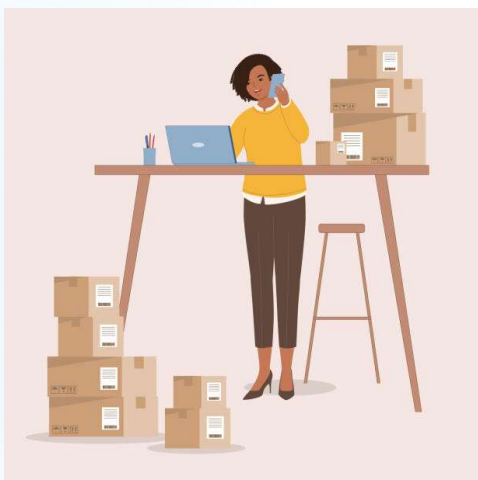
NON-TRAVEL VS TRAVEL TRANSACTIONS

Non-Travel
PCard Transactions

- Approve within 15 days of the **posted date**

Travel
PCard + Air Card Transactions

- Add to <u>trip-specific</u> Travel Report within 15 days of the posted date

- Approve within 15 days of the **travel end date**

WHAT IF TRAVEL HAS NOT HAPPENED YET?

Unassigned transactions are considered past due and grounds for suspension 30 days from the posted dated <u>regardless of expense type</u>.

<u>Travel-related</u> PCard and Air Card transactions should be:

- Assigned to a **trip-specific** Travel Report within 15 days of the Posted Date

  ➢ Report header must have the correct travel end date

- Approved within 15 days of the **travel end date**

WHY 15 DAYS?

Practicality & Efficiency

- Better memory of purchases
- Documentation is readily available

Allows Time for Disputes and Fraud Reporting

- Cardholders should make a reasonable attempt to resolve issues with the merchant prior to filing a dispute with the bank
- The bank gives cardholders 60 days from the transaction posted date to file a dispute or report fraud
  - This is bank policy: the PCard Team **cannot** make exceptions

CONSEQUENCES FOR PAST DUE TRANSACTIONS

- PCard suspension

  - PCards with transactions 30 days and older are at risk of suspension

  - The standard suspension for (a) past due transaction(s) is 4 weeks

  - If a card still has past due transactions at the end of the suspension, the card would be suspended for another 4 weeks

- Not eligible for limit increases and exceptions (temporary and permanent)

- Chronically past due PCards are at risk of cancellation

- Departments with chronically past due Air Card transactions risk having the PCards in their unit suspended

Timely PCard Processing

Exceptions

ALLOWABLE EXCEPTIONS

➢ Dispute in process with the merchant

- Pending refund, partial refund, etc.
- Resolution is either expected imminently, or charge is under 30 days old

➢ Dispute in process with the bank (merchant resolution failed)

- If a merchant cannot provide an adequate resolution within 30 days, a formal dispute with the bank is recommended

➢ Fraud reported to bank & pending bank resolution

All exceptions should be documented in UF GO.

NON-ALLOWABLE EXCEPTIONS

➢ Waiting for funding/CAS Exemption/budget transfer

- Expense should be charged to a placeholder account and journaled in myUFL when funds become available

➢ Charged sales tax

- Seek a refund when reasonable but continue to process timely

- When charged, tax becomes valid per Florida state law

NON-ALLOWABLE EXCEPTIONS

➢ Order not yet received

- If you expect to receive the order, process the charge

- If you don't expect to receive the order, cancel and request a refund

➢ Waiting on additional travel expenses (past 30 days)

- Submit a second report if additional transactions come in after the initial report is approved

NON-ALLOWABLE EXCEPTIONS

➢ Missing receipt

- Try to obtain a copy of the receipt from the merchant

- Use an alternate form of documentation (see the PCard Receipt Requirements for more information on allowable substitutes)

- Use the Missing Receipt Declaration in UF GO (see the UF GO Toolkit for Expense for a guide)

Processing Recommendations

PCARD PROCESSING RECOMMENDATIONS

- All PCard transactions (non-travel & travel) should be reviewed routinely and added to an expense report as they post to UF GO
  - "Routinely" depends on individual card usage
  - Could be as often as daily but should be no less than weekly

Available Expenses

Drag and drop files to upload a new receipt. Valid file types for upload are .png, .jpg, .jpeg, .pdf, .tif or .tiff.

View: All Expenses ▼   ↑ Upload Receipt   View   Edit   Delete   Combine Expenses   Move ∨

☐	Receipt	Payment Type↓↑	Expense Source	Expense Type↓↑	Vendor Details↓↑	Date↓⁼	Amount↓↑	
☐		UFLOR PCard	Corporate Card	Parking/Tolls/Road Charges	ETOLLAVIS U299476682	12/07/2024	$4.43	...

To find missing transactions: Card Transactions

Timely PCard Processing

PCARD PROCESSING RECOMMENDATIONS

- Transactions should start being worked as soon as they are added to a report, i.e.:

  - Select Expense Type

  - Upload documentation

  - Contact cardholder or stakeholders for additional information

  - Add comments

- If there are any concerns about the accuracy or validity of a charge, appropriate action should be taken immediately

TRAVEL TRANSACTIONS ON PCARD / AIR CARD

➢ Travel-related PCard & Air Card transactions should be <u>added to the corresponding Travel Report</u> within 15 days of the posted date.

  o Travel end date should be entered on report header

➢ Transactions in Available Expenses are considered past due 15 days after the posted date, <u>regardless of expense type</u>.

  o Once added to a Travel Report, travel transactions will not be considered past due until 15 days after the travel end date

DISPUTED OR FRAUDULENT TRANSACTIONS

- Disputed or fraudulent PCard transactions should not be processed until the dispute or fraud case has been resolved with the bank

➢ If an offsetting credit has been issued by the bank or merchant

- **Non-travel expense**: process the original transaction(s) and corresponding credit(s) on a <u>PCard expense report</u>

- **Travel expense**: process the original transaction(s) and corresponding credit(s) on either the original <u>Travel report</u> (if not yet submitted) or a second Travel report for the same trip

DISPUTED OR FRAUDULENT TRANSACTIONS

➢ If a resolution is pending:

- Put the charge(s) on a separate PCard or Travel expense report

- Select the Expense Type "Fraudulent/Disputed PCard Charge"

- Include as much detail as possible in the Purchase Description/Justification and Comment fields, e.g.:

    - Communication log with merchant

    - Date reported to the bank

- Follow-up with the merchant or bank regularly

Special Circumstances

WHAT IF THE CARDHOLDER IS NOT AVAILABLE?

- **Problem**:

    A cardholder cannot process their own transactions because they are:

    - A terminated employee
    - On extended leave

- **Solution**:

    A delegate can submit expenses on behalf of the cardholder.

WHAT IF THE CARDHOLDER IS NOT AVAILABLE?

- This process should be used **infrequently**

- Whenever possible, transactions should be submitted by the cardholder prior to their termination or leave

IF THE CARDHOLDER IS TERMINATED

- Employee's job record should be updated with HR to show terminated

- Termination will inactivate their user profile in UF GO

- Once inactivated, a delegate can submit expenses on their behalf
  - Note: person who submits cannot approve the report

- Please contact the PCard Team for assistance with:
  - Adding a delegate (provide name and UF ID for both the departed employee and the delegate)
  - Acceptable documentation if original receipts are not available

IF THE CARDHOLDER IS ON EXTENDED LEAVE

- The PCard Team can temporarily inactivate a UF GO account to allow a delegate to process on their behalf

- Contact the [PCard Team](#) with the information below:
    - Cardholder name and UF ID
    - Delegate name and UF ID (if not already assigned)
    - Justification for inactivating the account
    - Length of time needed to process (preferably a week or less)
    - Whether receipts are available for the outstanding charges
        - Only the cardholder can use the Missing Receipt Declaration in UF GO; this cannot be used by a delegate, even if the user is inactive.
        - Every attempt should be made to obtain receipts if the cardholder is still an employee.

Reporting

REPORTS

- **UF GO Unreconciled PCard & Air Card Transactions**
  - ➢ Use to identify outstanding transactions in UF GO (1-2 day delay)
  - Navigation:
    - myUFL > Main Menu > Enterprise Analytics > Access Enterprise Analytics > Team Content > Financial Information > UF GO Reports
  - Includes an aging column that calculates on posted date (PCard Only Reports) or travel end date (Travel Reports)
  - Replaced the old UF GO Unassigned Transactions report
  - Additional guidance:
    - Report Guide (via UF GO Toolkit for Expense, "Reports" section)
    - Enterprise Analytics Toolkit

Timely PCard Processing

REPORTS

- **PCard Aging Report**

  - ➢ Use to review aging trends by cardholder

  - Navigation:

    - myUFL > Main Menu > Enterprise Analytics > Access Enterprise Analytics > Team Content > Financial Information > UF GO Reports

  - Approved/vouchered transactions by cardholder for a given time frame

    - Includes age of transactions at approval

  - Additional guidance:

    - [Enterprise Analytics Toolkit](#)

Dist	Trans	Posted	Approved	Age	R
1	09/24/24	09/27/24	10/28/24	31 days	S
1	10/29/24	11/01/24	12/02/24	31 days	NI
1	07/31/24	08/01/24	08/30/24	29 days	EI

Questions?

CONTACT US!

Contact Form: PCard and Travel Support

UF Travel Department: 352-294-1114

UF PCard Team: 352-392-1331

We are happy to help!