

Pcard Office Hours: Tips on Matching Purchase Card Logs and Invoices Up to and Over the Micro Purchase Threshold Q & A

Office Hours Session held on 11/16/16

Q: Why can't I do a partial match of an invoice to a log that has multiple line items?

A: Currently the financial system (NBS) is not designed to handle matching a P-Card Invoice to a multiple line P-Card Log.

Q: Would it be easier to combine invoices instead of partial match in the program?

A: This is dependent on how the merchant bills. If a merchant bills separately for each item shipped, and there is a one-line log, the cardholder can partially match each invoice to the one-line log. If you have a specific example or additional questions, please contact the [NIH Purchase Card Helpdesk](#).

Q: When I have an order for a multiple line item, I usually state "please see the worksheet requisition for actual line items," would this pose as an issue if audited?

A: The cardholder's purchase card file should indicate exactly what was purchased. Cardholders are not required to list each item on a separate line in NBS unless property is purchased. As long as a cardholder has documentation to support what was purchased, this should not be an issue in an audit.

Q: How do you match a credit to the actual log or document number?

A: Please refer to the Q & A word document from the March 2015 Office Hours posted on the [NIH Purchase Card Website](#). You may also access NBS Job Aids and NAVs on the [NBS Acquisition Portal](#).

Q: How do you cancel any remaining balance on an invoice that was partially received on?

A: Please reference the NBS VAS on the [NBS Acquisition Portal](#) on how cancel partial logs. Please note, NBS will not allow a user to Partial Match and cancel in the same statement period. If a cardholder partially matches to a log in the current statement period, they should wait until the following statement period before cancelling the remaining balance on the log.

Q: Please tell me what AP match means again.

A: AP stands for Accounts Payables. This is the financial payment process that is completed by NBS and OFM towards the end each month.

Q: Referring back to multiple log items. I am at the point of giving up on adding a shipping line item with its own OC code as this now has trouble matching.

A: Can you provide an example? In general to enable easier matching, cardholders should create a single line log for the full amount of the order that includes shipping. If you have additional questions, please contact the [NIH Purchase Card Helpdesk](#).

Q: I am having difficulty entering the location when trying to check out. I find the location, however after selecting it won't load into the screen on the cart. Any suggestions.

A: Please submit a NBS IT Helpdesk ticket for technical support.

Q: What is a NAV?

A: As described on the NBS Portal, “NAVs provide step-by-step, role-specific navigational instructions for NBS (grouped by NBS role or system process)”. NAVs are located on the [NBS Acquisition portal](#).

Q: And, what notebook/ documents are you referring to?

A: Please clarify your question. Documentation such as pre-approvals, invoices and receipts must be maintained for every purchase made in the cardholder’s purchase card file.

Q: When entering DCIS, Item #100 what Kind of procurement is a PCard?

A: When the purchase card is used as a payment mechanism for awards over the micro-purchase threshold, the transaction must be reported to DCIS. For these types of awards, the purchase card is not a kind of procurement, it is simply a payment mechanism. The selection for item 100 in DCIS must be based on the type of procurement action/contract that is being awarded. Please consult with the [DCIS Help desk](#) if you have additional questions.

Q: When you receive a partial credit from a vendor, should you clear the credit or match it to the disputed charge and then clear the other credit when it comes in?

A: Ideally the credit should be matched to the disputed charge. Often the cardholder may receive a temporary dispute credit from the bank and also a credit directly from the merchant. In this case, the first credit should be matched to the disputed charge. The other credit can then be cleared. There is no standard answer for this scenario though and should be addressed on a case by case basis.

Q: Are these sessions held monthly?

A: At this time, these sessions are held every 2-3 months, but will take the suggestion to host these more frequently into consideration.

Q: A vendor charged my purchase card during the November 2016 reconciliation period and the shipping delivery is still pending (haven't yet received the items). I contacted the vendor and they confirmed that the delivery/arrival date would be 11/22/2016. I have already completed my November 2016 and is with my CAO. Should I go ahead and dispute the charge?

A: The guidance provided for this inquiry during the session was not to dispute the charge in NBS; however, if the goods have not been received by the vendor as promised; the cardholder should follow-up with the vendor. If the cardholder cannot resolve with the vendor directly and the items cannot be shipped, they must submit a formal dispute with JP Morgan within 90 days of the transaction postdate. The JP Morgan dispute form can be located on the [purchase card website](#).

Q: Hi, would we be able to receive answers to all of the questions from today?

A: Yes, a consolidated Q&A document will be distributed.

Q: Why not dispute the charge and then note that the charge is being credited?

A: Anytime a charge is disputed in NBS, the disputed amount will automatically be paid out of the cardholder's default CAN. If it turns out later the disputed charge was correct, it is too late to match the transaction to the log that cites the correct CAN.

In the particular case where an order has not yet arrived but is expected, the cardholder must follow up with the merchant for a status and notate the file. Filing a formal dispute with the bank is not necessary unless the order cannot be shipped for some reason and the merchant cannot provide a credit for the order. Questions as it relates to Disputes and Credits really need to be addressed on a case by case basis. For additional questions on disputes, please contact the [NIH Purchase Card Helpdesk](#).

Q: Part of my question was answered by Patrice, vendor allowed to bill as shipped. However I have an order created last fiscal year and the multiple charges total less than credit card log. The vendor is saying they cannot recharge for total correct amount. I cannot create another log because money will be lost. I disputed charges so reconciliation could be completed thinking that the vendor would be able to send credit and recharge for correct lump sum amount. CDW is saying this cannot be done. What can I do to correct this action? I believe a caller just answered, will this require a can change form or is there something else I can do? I think the meetings are great.

A: Disputed charges are still paid for against a Card Holder's default CAN. If the disputed charge should not have been applied to the default CAN then a manual CAN change request form should be submitted to OFM.

Q: Perhaps you could provide us a document or email that shows the answers to our questions today to use as a reference. Good questions and related issues that many experience was discussed today. The host provided very useful information and answers.

A: Yes, a consolidated Q&A document will be distributed.

Q: Maybe include frequent issues that come through as NBS tickets.

A: Yes, we will take frequent issues reported to the purchase card helpdesk and discuss potential topics for future sessions.

Q: Is there some way to attend the sessions online without having to also dial in? I think that would have made the sessions a lot easier to attend.

A: Not at this time, an attendee must dial in for the audio portion of the session.