



State of Kansas
PCard Disputes and Incorrect Charges
Statewide Management, Accounting and Reporting Tool

Date Created:	04/27/2021
Version:	2.0
Purpose:	<p>There may be times when an agency needs to dispute an incorrect charge on a PCard.</p> <p>This training document can assist agencies with the process of managing a disputed or incorrect PCard charge in SMART.</p>
Definitions:	
<p>Disputes: 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, it is referred to as a dispute in SMART.</p> <ul style="list-style-type: none"> Agency must contact the PCard Issuer (currently UMB) to obtain credits for disputes. <p>Incorrect Charges: Too little/too much charged by supplier, or sales tax charged.</p> <ul style="list-style-type: none"> Agency must contact the supplier directly to obtain credits for incorrect charges, damaged goods, etc. If agreement cannot be reached with the supplier for incorrect charges, the agency can then contact UMB for assistance in obtaining the credit. <u>Exception:</u> UMB cannot assist agencies in obtaining credits for Kansas sales tax due to VISA rules. 	
Notes:	VISA rules limit the amount of time in which credits can be requested; therefore, <u>agencies should contact UMB and/or suppliers as soon as possible for both disputes and incorrect charges.</u>
Security:	The PO Agency PCard Approver, Reconciler or Reconciler/Approver role is required to perform this function.
Managing Disputes and/or Incorrect Charges in SMART	
Fluid Navigation:	Requisitions & PCards > Procurement Cards > Manage PCard Transactions > Reconcile Statement
Classic Navigation:	NavBar > Navigator > Purchasing > Procurement Cards > Reconcile > Reconcile Statement

Use the **Reconcile Statement Search** page criteria to locate PCard transactions to be reconciled.

Click the **Search** button.

Note: It can be helpful to clear or extend the Transaction date field beyond the one-month that defaults in.

On the **Reconcile Statement** page select the **Billing** tab.

Transaction	Employee Name	Card Issuer	Card Number	Trans Date	Merchant*	*Status	Transaction Amount**
37		UMB	*****	09/24/2020	GRAINGER	Initial	68.17
38		UMB	*****	09/24/2020		Initial	27.50
39		UMB	*****	09/14/2020		Initial	16.15

Enter an appropriate **Description** and enter the amount that is being disputed (incorrect) in **Dispute Amount**.

Reference	Description	Billing Date	Billing Amount	Currency	Prepaid Ref	Dispute Amount	Credit Collected
37	Overcharge	09/28/2020	68.17	USD		33.43	<input type="checkbox"/>
38	6483887498	09/28/2020	27.50	USD		0.00	<input type="checkbox"/>

Select the **Transaction** tab and insure that disputed row **Status** remains as **Initial** or **Staged** until the credit for the disputed amount is received.

Click the **Save** button.

Note: 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.

Transaction	Employee Name	Card Issuer	Card Number	Trans Date	Merchant**	*Status	Transaction Amount**	Currency
37		UMB	*****	09/24/2020	GRAINGER	Staged	68.17	USD
38		UMB	*****	09/24/2020	GRAINGER	Initial	27.50	USD
39		UMB	*****	09/14/2020	GRAINGER	Initial	16.15	USD
40		UMB	*****	09/18/2020		Initial		USD
41		UMB	*****	09/29/2020		Initial		USD
42		UMB	*****	09/18/2020		Initial		USD
43		UMB	*****	09/25/2020		Initial		USD
44		UMB	*****	09/22/2020		Approved		USD
45		UMB	*****	09/19/2020		Initial		USD

Review Disputed Transactions

Fluid Navigation:

Requisitions & PCards > Procurement Cards > Manage PCard Transactions > Review Disputes

Classic Navigation:

NavBar > Navigator > Purchasing > Procurement Cards > Reconcile > Review Disputes

Note:

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. They are to be used strictly for tracking purposes.

Use the **Review Disputes Search** page to review transactions that have disputed amounts associated to them.

Click the **Search** button.

Note: It can be helpful to clear or extend the Transaction date field beyond the one-month that defaults in.

The **Review Disputes** page shows all PCard transactions with:

- an associated Disputed Amount
- that has not been collected
- and not built to voucher

Collected	Dispute Amount	Card Number	Description	Trans Date	Transaction Amount	Currency	Merchant
<input type="checkbox"/>	33.43	*****	Overcharge	09/24/2020	68.17	USD	GRAINGER

Comments can be entered by selecting the **Comments & Attachments** icon.

Collected	Dispute Amount	Card Number	Description	Trans Date	Transaction Amount	Currency	Merchant
<input type="checkbox"/>	33.43	*****	Overcharge	09/24/2020	68.17	USD	GRAINGER

Enter a comment and/or attachment then click the **OK** button.

Note: Comment and attachments on **ProCard Comments** stay with the transaction and are also viewable from the **Reconcile Statement** page.

The screenshot shows the 'ProCard Comments' window. At the top, it says 'Line 1' and 'Description Overcharge Reference'. Below that is a search bar and 'Transaction Line Comments'. A text area contains the comment: 'Contacted supplier about incorrect charge Date, Time'. Below the comment area is an 'Associated Document' section with an 'Attachment' field and buttons for 'Attach', 'View', and 'Delete'. At the bottom, there are 'OK' and 'Cancel' buttons. A red arrow points to the 'OK' button.

Once the credit is received, the agency can select the **Collected** check box from the **Review Disputes** page.

Click the **Save** button

The screenshot shows the 'Review Disputes' page for 'Procurement Card Transactions'. There are checkboxes for 'Display Unmasked Card Number' and 'Run Budget Validation on Save'. Below is a table titled 'Transactions with Dispute' with columns: Transaction, Collected, Dispute Amount, Card Number, Description, Trans Date, Transaction Amount, Currency, and Merchant. The first row has 'Overcharge' as the description, a date of '09/24/2020', and a transaction amount of '68.17 USD'. The 'Collected' checkbox is checked. Below the table are 'Save' and 'Notify' buttons. A red arrow points to the 'Save' button.

Completing Transaction After Receiving Credit

Back on the **Reconcile Statement** page, the comments entered on the **Review Disputes** page are accessible from the **Comments & Attachments** icon.

Click the **OK** button.

The screenshot shows the 'Reconcile Statement' page with a 'ProCard Comments' window overlaid. The window shows 'Line 30' and the same comment as in the first screenshot. Below the comment area are 'OK', 'Cancel', and 'Refresh' buttons. A red arrow points to the 'OK' button.

The **Credit Collected** checkbox will display as checked from the **Reconcile Statement** page, **Billing** tab.

The screenshot shows the 'Reconcile Statement' page with the 'Billing' tab selected. The table has columns: Reference, Description, Billing Date, Billing Amount, Currency, Prepaid Ref, Dispute Amount, and Credit Collected. The 'Overcharge' row (Reference 14) has a 'Dispute Amount' of '33.43' and its 'Credit Collected' checkbox is checked. A red arrow points to this checkbox.

Verify or Approve the original PCard transaction **AND** the credit transaction.

Click the **Save** button.

Note: 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 is collected and provide for more visibility into what transpired.

Reconcile Statement
Procurement Card Transactions

Display Unmasked Card Number
 Run Budget Validation on Save

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Bank Statement

Transaction	Employee Name	Card Issuer	Card Number	Trans Date	Merchant	*Status	Transaction Amount	Currency
10		UMB	*****	09/29/2020				
11		UMB	*****	09/14/2020	GRAINGER	Initial	238.75	USD
12		UMB	*****	09/18/2020	GRAINGER	Initial	93.07	USD
13		UMB	*****	09/14/2020	GRAINGER	Initial	82.13	USD
14		UMB	*****	09/24/2020	GRAINGER	Approved	68.17	USD
15		UMB	*****	09/24/2020	GRAINGER	Initial	27.50	USD
16		UMB	*****	09/14/2020	GRAINGER	Initial	16.15	USD
17		UMB	*****	09/18/2020	GRAINGER	Approved	-33.43	USD

Exception: Charged Kansas Sales Tax

Note:

When sales tax has been charged by the supplier the agency should approve the original PCard transaction total and pay the total PCard transaction amount.

The agency will then need to contact the supplier directly to request a credit for the taxes paid.

The tax amount can be noted in the Dispute Amount field for tracking purposes.

Entering the Dispute Amount will **NOT** stop the PCard transaction from building to a PCard voucher

Approve to pay the original PCard transaction total.

Reconcile Statement
Procurement Card Transactions

Display Unmasked Card Number
 Run Budget Validation on Save

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Bank Statement

Transaction	Reference	Description	Billing Date	Billing Amount	Currency	Prepaid Ref	Dispute Amount	Credit Collected
1			09/18/2020	1,043.70	USD		0.00	<input type="checkbox"/>
2			09/23/2020	888.84	USD		0.00	<input type="checkbox"/>
3			09/21/2020	733.99	USD		0.00	<input type="checkbox"/>
4			09/17/2020	319.65	USD		0.00	<input type="checkbox"/>
5		Charged Sales Tax	09/18/2020	238.75	USD		23.88	<input type="checkbox"/>
6			09/29/2020	211.49	USD		0.00	<input type="checkbox"/>

Reconcile Statement
Procurement Card Transactions

Display Unmasked Card Number
 Run Budget Validation on Save

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Bank Statement

Transaction	Employee Name	Card Issuer	Card Number	Trans Date	Merchant	*Status	Transaction Amount	Currency
1		UMB	*****	09/17/2020		Initial	1,043.70	USD
2		UMB	*****	09/21/2020		Initial	888.84	USD
3		UMB	*****	09/18/2020		Initial	733.99	USD
4		UMB	*****	09/15/2020		Initial	319.65	USD
5		UMB	*****	09/14/2020	GRAINGER	Approved	238.75	USD
6		UMB	*****	09/29/2020		Initial	211.49	USD
7		UMB	*****	09/19/2020		Initial	208.74	USD
8		UMB	*****	09/15/2020		Initial	166.84	USD
9		UMB	*****	09/10/2020		Initial	141.96	USD

Buttons: Save, Cancel, Approve, Validate Budget