

## State of Kansas

## **PCard Disputes and Incorrect Charges**

Statewide Management, Accounting and Reporting Tool

Date Created:	04/27/2021
Version:	2.0
Purpose:	There may be times when an agency needs to dispute an incorrect charge on a PCard.
	This training document can assist agencies with the process of managing a disputed or incorrect PCard charge in SMART.

#### **Definitions:**

<u>Disputes</u>: 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.

• Agency must contact the PCard Issuer (currently UMB) to obtain credits for disputes.

**Incorrect Charges**: Too little/too much charged by supplier, or sales tax charged.

- 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.
- Exception: UMB cannot assist agencies in obtaining credits for Kansas sales tax due to VISA rules.

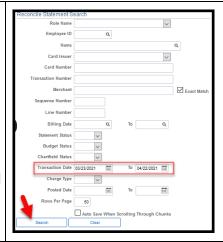
Notes:	VISA rules limit the amount of time in which credits can be requested; therefore, agencies should contact UMB and/or suppliers as soon as possible for both disputes and incorrect charges.
Security:	The PO Agency PCard Approver, Reconciler or Reconciler/Approver role is required to perform this function.
Managing Disputes and/or Incorrect Charges in SMAPT	

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.



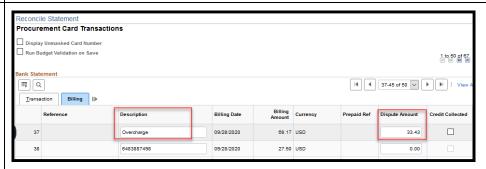
On the **Reconcile Statement** page select the **Billing** tab.



Enter an appropriate

Description and enter the amount that is being disputed (incorrect) in Dispute

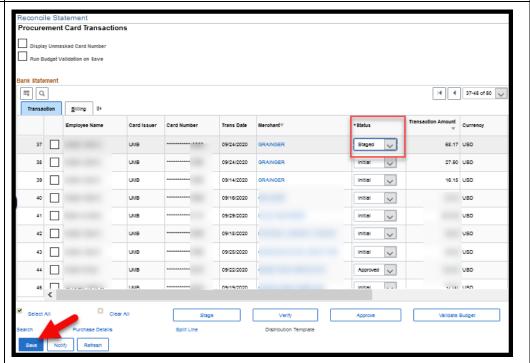
Amount.



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.

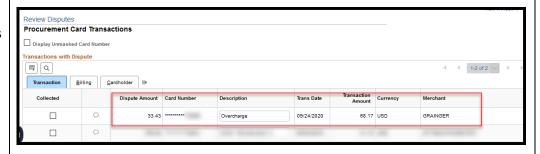
Note: If a Dispute Amount has been entered and the PCard transaction status is changed to Approved the entire PCard transaction amount will build to a PCard voucher and be paid. Entering a value in the Dispute Amount field will NOT stop a payment from being made.



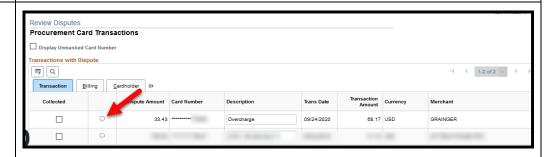
#### **Review Disputed Transactions** Fluid Navigation: Requisitions & PCards > Procurement Cards > Manage PCard Transactions > **Review Disputes Classic Navigation:** NavBar > Navigator > Purchasing > Procurement Cards > Reconcile > Review **Disputes** The **Review Disputes** page is a tool provided to assist with tracking PCard Note: 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** ~ Role Name **Search** page to review Employee ID transactions that have disputed amounts associated ~ to them. Exact Match Click the **Search** button. Sequence Number Line Number Note: It can be helpful to ~ clear or extend the Budget Status ~ Transaction date field beyond the one-month that defaults nsaction Date 03/23/2021 To 04/22/2021 iii in. Charge Type

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

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

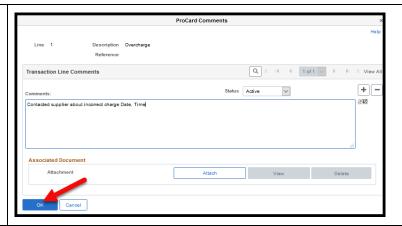


Comments can be entered by selecting the **Comments** & **Attachments** icon.



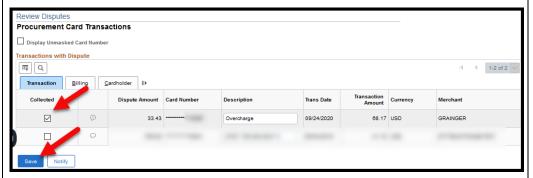
Enter a comment and/or attachment then click the **OK** button.

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



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

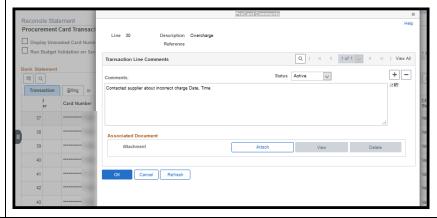
Click the Save button



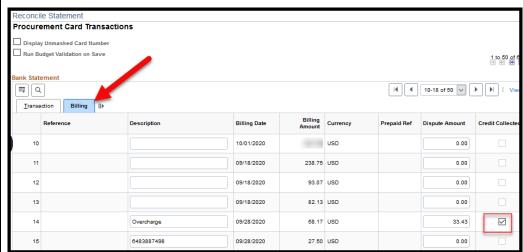
# **Completing Transaction After Receiving Credit**

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

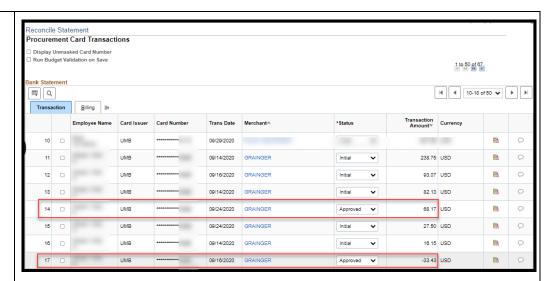


**Verify** or **Approve** the original PCard transaction **AND** the credit transaction.

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.



### **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.

