

P-Card Details

Rev 8/5/2021

BOOKMARK the “P-Card Resources” webpage:

<http://kcparesprod.weebly.com/p-card-resources.html>

Location: Resident Productions Online Kiosk > Resources > P-Card Resources

This is the single resource for all the P-Card documents you’ll need throughout the year.

OVERVIEW

A “P-Card” or Purchasing Card is a university credit card. Krannert Center’s curriculum is one of the few on campus that allows students to use a credit card as part of their educational experience. This massive, mind-numbing document contains the practical details of P-Card use and receipt processing at Krannert Center. Sections are meant to be read in the order below. Several sections will refer to other documents. Those documents are ALL found on the *P-Card Resources* page. All uses of “me” and “I” refer to Bill Kephart. “Superstar” can point you to important orientation quiz answers. Use the Main Menu to navigate this document.

NOTE: The university also has a “T-Card” or Travel Card (for travel & food expenses), but only a few Stage Management students will receive those. Their rules for usage are distinctly different and are not covered here.

MAIN MENU

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BILL & TONYA (& CINDI)

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This section is for NEW P-Cardholders:

I, Bill Kephart (kephrt@illinois.edu), and Tonya Bernstein (tbernste@illinois.edu) manage P-Cards for Level 21 grads.

Tonya and Bill work as a team.

Tonya specifically manages P-Cards for the Costuming grads, but Bill is responsible for ALL grads with P-Cards.

Tonya is liaison between the Costume grads and Bill.

Most grads submit their receipts directly to Bill.

Costumers submit their receipts directly to Tonya. She reviews/edits/logs them, then she FORWARDS them to Bill.

Tonya has her own workflow and receipt requirements, so if you are a Costumer with an issue or question, START with TONYA and follow TONYA'S instructions.

Bill will notify ALL of you if you have a missing receipt or receipt issues.

Tonya assists costumers in resolving their issues and will send additional reminders/follow-ups.

Bill works with everyone else.

Where Tonya needs assistance, Bill will work directly with a Costumer.

If Tonya and Bill have P-Card issues they can't resolve or P-Card holders who are not following their direction, they will involve Krannert's Department Card Manager, Cindi Howard (choward1@illinois.edu).

COMMUNICATIONS

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ALWAYS read these emails:

- **"PCARD:"** in the subject line = these are from Bill Kephart.
- Emails sent by **"OBFS Card Services"** or generally **"Card Services"** = these are from the university's P-Card department.
- Emails sent by **"Bank of America Merrill Lynch"** (BAML) = these are from the bank issuing your card.

If you get an email from either of the last two, and you don't understand it, forward it to me; I'll help.

Per the above format, the most common emails I send are the following:

"PCARD: Missing Receipt"

- In this case, I see you have a charge in the P-Card system, but you have not sent me a receipt.
- **You need to respond within 24 hrs.**
- If you are unable to send the receipt, you need to explain what's going on.
- If I need to remind you of the same receipt more than once, I'll CC your supervisor and the subject line will reflect the urgency (e.g. PCARD: Receipt WAY OVERDUE" or "Second Reminder").

"PCARD: Receipt Issue"

- In this case, I have the receipt, but there's an issue.
- **You need to respond within 24 hrs.**
- While a receipt issue could be any number of things, typically the receipt you submitted does not match the charge posted in the P-Card system.
- These emails will explain the issue and what I need.

Yearly: ORIENTATION & CERTIFICATION

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The following training/certification will be required depending on your status:

Training/Certification	Who Takes It	When	What is it?
On Canvas: P-Card Orientation & Quiz	ALL grads who have or are getting a P-Card, as well as ALL UBAs .	NOW	Krannert-required internal training. Explains Krannert-specific procedures as well as the practical use of the card not covered in the university's training.
On AbilityLMS: P-Card Certification	NEW cardholders BEFORE they get their cards. NOT required for RETURNING P-Card Grads or UBAs.	Upon Notification (any day now)	University-Required Training/Certification. Explains the university P-Card policies and the roles and responsibilities of P-Card users.
On AbilityLMS: P-Card Re-Certification	EVERYONE at the university who has a P-Card, including NEW P-Cardholders who just took the training a couple months earlier. NOT required for UBAs.	Upon Notification (sometime in Dec)	University-Required Training/Certification. Same course as above. Primarily intended as a yearly review for everyone at the university.
On Canvas: Undergrad Buying Assistant Policy & Quiz	Only UBAs take the quiz, P-Cardholders do not.	NOW	Krannert-required internal training. Explains Krannert-specific procedures and defined roles specific to UBAs and their supervising grad.

Regarding the university's P-Card Certification course, the easiest way to understand it:

NEW cardholders take the Certification TWICE their first year.

Those who've had their cards for a year take it ONCE.

Bill will notify via email when the certification course is ready. There is a button on the P-Card Resources webpage that directly links to the P-Card Certification module, and above that are the instructions (and tips) for taking the course (***P-Card Certification Instructions***).

For current cardholders who want to take the fall certification now, DO NOT TAKE IT! If you take it before the university's re-certification period, it will NOT count toward that re-certification. Only NEW cardholders take it during orientation (Aug) prior to new P-Cards being issued.

Yearly: SIGNING P-CARD APPLICATIONS & EXCEPTIONS

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Before the school year begins the following documents must be signed:

P-CARD APPLICATION

- Required for NEW cardholders ONLY.
- This is credit card application with many of the fields pre-filled.
- Completing it requires you confirm and enter personal information for submission to the university (Card Services) and the credit card company (Bank of America, Merrill Lynch).
- The form fields are completed and signed via Adobe Sign.
- After completion and signature, this form will not be officially processed until you successfully complete the university's P-Card Certification course. Card Services is notified automatically of your P-Card Certification status. It doesn't really matter whether you take the certification before or after the application is completed, but your application will not be processed until Card Services has BOTH the application and the Certification notice.

P-CARD EXCEPTION REQUEST

- ALWAYS required for ALL P-Cardholders (new and returning) at the beginning of the academic year.
- This document is only valid for a single academic year and is required for any grad student using a P-Card (which is an uncommon practice at the university).
- Completing it requires you confirm your name, UIN, and sign.
- The form fields are completed and signed via Adobe Sign.
- After completion and signature, no other steps are required.

Yearly: NEW & REPLACEMENT P-CARDS

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P-Cards may arrive any time during the year. New cardholders get theirs at the start of the semester – after their certification and application are verified – but REPLACEMENT cards may arrive any time during the year (more on that below). **WHENEVER** you receive a new P-Card, you should refer to the ***P-Card PIN Registration and Activation*** document.

This document serves 3 purposes:

1. It explains how your P-Card will arrive.
2. It details the steps to PIN and P-Card activation in a VERY SPECIFIC ORDER.
3. It explains what documents Bill Kephart needs once your card is activated.

Superstar say, take a moment RIGHT NOW to check out that short document.

New Cards for Current Cardholders:

Current cardholders, you will receive a new P-Card under the following circumstances:

1. Replacement of a lost card. (Which will never happen because you won't lose your P-Card, ever. EVER.)
2. Upon request, to replace a damaged card.
3. Automatically, if your card must be cancelled due to fraud.
4. **And here's the weird one: a replacement card arriving for no reason at all.**

Actually, there IS a reason for #4: security. This typically happens to 3rd-year grads and to all staff after a couple years. Because your card has been active for a while, the card company sends you a new card to preemptively avoid fraud on that card – even if it's a full year before the expiration date. Neither you nor I will know it's coming, but you will need to activate it per the instructions in the ***P-Card PIN Registration and Activation*** document.

Basics: P-CARD WORKFLOW

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If you really want to understand how this whole thing works, Superstar say, READ THIS:

When you charge something, the vendor submits the charge electronically to the university P-Card system.

YOU do NOT have access to that system, so you cannot review which purchases have posted.

I get an email that notifies me that you have a charge waiting to be reconciled.

It notes the date and amount of the purchase, but it does NOT note WHAT you bought.

Reconciling requires that I confirm that the receipt you submitted EXACTLY matches the charge posted online.

COSTUMERS submit their receipts to Tonya who edits as necessary and forwards them to me.

The rest of you will submit them per the instructions on the ***Receipt Form*** (more on that in the sections below).

If the submitted receipt matches the posted charge, I can reconcile the charge.

A reconciliation report is generated for each transaction, and it is combined with your receipt to create a final document for the Krannert business office to log in the university's accounting system (Banner).

Once it is in Banner, the university pays the credit card company, which, by this time, has already paid the vendor.

This workflow breaks down when I am unable to reconcile a charge for any reason.

Typical reasons:

- You forgot to submit a receipt before the charge posted (24hrs!)
- The receipt you submitted doesn't match the posted charge.
- The receipt you submitted does not meet the minimum requirements for a valid receipt.

Other reasons may be the fault of the vendor:

- The vendor issued the receipt with a single total, but when they actually charged the card, they SPLIT UP the charge.
- The vendor issued the receipt with an estimated cost. This is common with shipping. Perhaps the vendor didn't note it was estimated (or you overlooked that fact), and they charge your card the actual shipping cost changing the receipt total.
- The vendor applied a credit to your purchase but did not send you a receipt for that credit. This is common for online credits/returns. More on that in the "[After Buying: CREDITS – Refunds/Returns](#)" section below.

Unfortunately, as you do not have access to the P-Card system, there isn't much you can do to prevent the vendor/billing issues above (other than make sure the submitted receipt doesn't specifically note totals/shipping are estimated).

Whatever the case, I cannot reconcile the charge until you submit a matching receipt.

I will notify you per the communications noted earlier, and it is up to you to contact the vendor immediately for an accurate receipt (and resubmit it).

Basics: P-CARD STATS & DEADLINES

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\$5,000/ Transaction

\$5,000/Monthly Cycle

Note: Per the limits above, yes you can make a single, huge \$5,000 purchase, but your card will be declined until the balance resets at the end of the cycle.

Cycle ends on the 24th or every month and balance RESETS to \$0.00 on the 25th of every month.

- If you want to know how much you have left before exceeding your limit, YOU will need to call the bank (BAML) Global Card Services (800-316-6056) as no one else can call on your behalf.
- In the event you need to spend more than your limit, see me or your supervisor for a solution.

Submit all receipts within 24 hrs!

WHY: I typically reconcile ONCE a week. I am required to reconcile all charges within 7 business days after the charge posts. If I notice a missing/incorrect receipt during reconciliation, I will immediately notify you ***BUT*** by the time you submit it, I will likely not process it for another several days, so it will be officially overdue. Hence the 24 hr. deadline.

EXCEPTION: For online purchases, the vendor may not immediately charge you, and you'll need to wait for a final receipt. Just LET ME KNOW that you are waiting on the vendor.

Billing Address (for online purchases):

YOUR NAME as it appears on the card

Company: **KRANNERT CENTER**

Address Line 1: **KRANNERT CENTER**

Address Line 2: **500 S GOODWIN AVE**

City: **URBANA**

State: **IL**

ZIP: **61801**

*Note: Even if you list the company as "Krannert Center," **Address Line 1 should always be "Krannert Center"** It is not uncommon for some vendors to decline your credit card as some verification systems will flag that as an incorrect address.*

Tax Exempt Number = IL E9989-9779

This is printed on your P-Card. More on this in the **Tax Exemption & Vendor Tips** document referenced below.

Before You Buy: RESTRICTED & PROHIBITED PURCHASES

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Before detailing the purchasing process, you need to know what you CANNOT buy.

Review the ***Restricted and Prohibited Purchases*** document on the P-Card Resources page.

The list is very specific, but notice some of the common themes:

- Anything that involves a contract/terms & conditions.
- Anything which puts university money in a vendors' account where it could accrue interest: deposits, gift certificates.
- Purchases that personally benefit the buyer.
- Anything related to travel (because those require a T-Card): transportation, lodging, food.
- Potentially dangerous items: chemicals, weapons, pharmaceuticals.

PROHIBITED VENDORS:

Amazon. Due to failed negotiations between the university and Amazon.com, you are PROHIBITED from purchasing from Amazon. Reimbursements are also NOT allowed. If you try to purchase from Amazon, the university will CANCEL your P-Card. If you pay for something personally on Amazon and request a reimbursement, your reimbursement will be declined. You will be notified if this changes.

Before You Buy: FOOD & BEVERAGE GUIDELINES

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SIMPLE RULE:

If ANY PORTION of a food/beverage purchase will be consumed by a University of Illinois STUDENT OR EMPLOYEE, you CANNOT purchase it with your P-Card.

Food is a weird one. As a restricted purchase it is only allowed under specific conditions.

While this tends to affect Stage Managers and Props students the most, you never know when you might need to sew a meat dress or build a set out of crackers, so **Superstar say, BE SURE TO READ *Guidelines for Food & Beverage Purchases on the P-Card Resources page.***

Before You Buy: NEVER PAY TAX!

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REMEMBER:

If you pay tax on a purchase you will be REQUIRED to get it credited back.

SIMPLE RULE:

If a vendor does not offer tax exemption or way to credit back the tax you pay, you CANNOT buy from that vendor.

The biggest hassle buying for the university is making sure to NOT pay tax. While it may take a few extra steps to ensure this doesn't happen (and in rare cases, prevent you from buying what you really want), it takes a BUNCH MORE steps to get it credited back when you do pay it. That said, in some cases it is unavoidable. Some vendors, like Etsy, refund the tax in a separate transaction AFTER you make the purchase. In those cases, you'll need to additional steps to get the tax returned.

Superstar say, STOP AND READ *Tax Exemption & Vendor Tips on the P-Card Resources page.* It explains everything and Superstar love it.

Just to reiterate, as stated on page 1 of that document, it IS ACCEPTABLE to pay tax AS LONG AS the vendor can credit it back. But again, that's gonna mean more work for you, so avoid those vendors when possible.

On page 2 of that document is a chart of the common tax exemption procedures for several local stores. Note there are several (indicated by red text) which require you fill out some brief tax exemption paperwork with EVERY purchase.

Why CAN'T I just pay tax? The university is a tax exempt institution because the state gives the university tax dollars. When you pay tax on a purchase, you end up giving that money back to the state, where it will eventually get transferred back to the university. It's a bunch of transactions and tracking that do not need to happen. Not paying tax keeps the money in one place. AND IT IS A REQUIREMENT. ***If you submit a taxed receipt, you will be required to get that tax refunded. No Exceptions.***

While Buying: SHOPPING TIPS

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"Tips" sounds casual, but paying attention to these will prevent hassles...

For physical stores:

1. TELL the cashier the purchase is for the university and it is tax exempt.
2. PROVIDE cashier with whatever they need to locate our tax exemption.
3. CONFIRM the tax was exempted BEFORE you leave the store. (If not, visit the customer service desk and resolve it.)
4. PUT the receipt WITH YOUR P-CARD – NOT in a bag or pocket – BEFORE you leave the store.

For online/phone:

1. KNOW your billing address.
2. BEFORE you submit an order, confirm tax is exempted (call if necessary).
3. CONFIRM receipt total and/or shipping are NOT estimated.

While Buying: RECEIPT REQUIREMENTS

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REMEMBER:

1 Charge = 1 Receipt

1 Credit = 1 Receipt

You must submit every receipt -AND- Every receipt must EXACTLY MATCH the charge in the P-Card system.

Per the above, you MUST get a receipt for EVERY charge or credit -AND- Each receipt must EXACTLY MATCH the total posted in the P-Card system.

As noted in the "[Basics: P-CARD WORKFLOW](#)" section, sometimes the receipt you were initially given - or thought was final – does not match that posted charge. Whatever the reason, you will be required to contact the vendor for a matching receipt. A receipt that does not match that total should NOT be submitted, as it cannot be used.

Receipt Details

All receipts must have the following information provided by the vendor:

- Vendor name
- Vendor address OR email OR website
- Transaction date
- LINE ITEM description and price
- Total
- Your P-Card number or Krannert as billing/shipping address

Most final/official receipts will have this information.

Things that WON'T work:

- A packing slip, which may have almost everything, but no line item amounts or a total.
- A credit card with a slip that has a total, but no line-item descriptions/amounts.
- A line-item receipt with the total cut-off at the bottom.

If the receipt does not meet the minimum standards, Tonya or I will request a replacement.

But for physical locations in particular, YOU should make sure it's usable BEFORE you leave the vendor. This can particularly be an issue with some "Mom & Pop" vendors that may only issue you a simple register receipt with a single total, no line items, and little contact info (e.g. antique shop, vintage clothing store). The best solution is to have them write down what you bought on a piece of stationary with their contact info, OR AT THE VERY LEAST, take one of their business cards with you. While that won't provide line-item details, you will at least have an official "company" document.

Emails as Receipts

Typically this is just the same as above, but where it gets weird is when a vendor issues you a CREDIT, but doesn't have a way to generate an official credit receipt. This is not uncommon. In this case, request the vendor send you an email which specifically includes the following:

1. A reference to the original ORDER NUMBER being credited (or YOU can include that in your request).
2. The AMOUNT credited.

For a description of how to submit this, see the "Receipts with Supporting Documents" in the "[After Buying: RECEIPT FORM - Overview](#)" section below.

Vendors Who Won't Respond to Receipt Requests

Using email is also an effective approach when a vendor sucks and just can't get around to sending you a receipt because they are lame and don't care. The Krannert Costume Department can personally verify such vendors exist. Again, this typically happens when a credit has been issued but a receipt has not be provided. In this case write an email to the vendor where ***YOU*** include:

1. A reference to the original ORDER NUMBER being credited.
2. The AMOUNT credited.
3. And ask the vendor to simply VERIFY the transaction took place.

If you can get someone in their organization to send an official confirmation, that can be used as a receipt.

As above, for a description of how to submit this, see the "Receipts with Supporting Documents" in the "[After Buying: RECEIPT FORM - Overview](#)" section below.

After Buying: RECEIPT FORM – OVERVIEW

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REMEMBER:

1 Receipt = 1 Receipt Form

You must submit every 1 receipt with 1 Receipt Form attached

The **Receipt Form**, downloadable via a button located on the P-Card resources page, is key to this paperless system. **Superstar say, take a moment RIGHT NOW to download, save, open, and READ it – ESPECIALLY the instructions!**

In addition to the form and instructions, you'll notice the **Cheat Sheet** on the 3rd page of that document. Everything on that sheet is found in this document, but it's a quick way to remind yourself of the basics. As noted in the form instructions, the instructions & Cheat Sheet are NOT submitted with the Receipt Form but should be saved separately for reference as needed.

Receipts with Supporting Documents

In general, feel free to attach anything you think may help clarify/explain an order or charge.

As noted in the [While Buying: RECEIPT REQUIREMENTS](#) section, it is not uncommon to get a credit receipt that is simply an email noting the credited amount and referencing the original order number, BUT does NOT include the original receipt total or items purchased. In that case, do the following:

1. Attach that email to the Receipt Form as you would any receipt.
2. After the email page(s), attach a copy of the ORIGINAL receipt (which should note the order # referenced in the email).
3. Put a note in the Purchase Description that explains the email is referring to the attached original receipt.

And as usual, submit as a single PDF.

Who Submits and Why

YOU must submit YOUR receipts via YOUR email.

EXCEPTION: Undergrad Buying Assistants (UBAs) in Costuming may submit a P-Cardholder's receipt using the UBA's email.

For a variety of reasons, ONLY YOU can submit YOUR receipts. This requirement is waived for Costumers with a UBA. UBAs may submit receipts via their email address, BUT the "Name on Card" MUST be that of the Buyer.

Can Someone Fill Out My *Receipt Forms* For Me?

Yes, AS LONG AS YOU submit them via YOUR email and YOU are listed as the “Name on Card.”

EXCEPTION: *Undergrad Buying Assistants (UBAs) in Costuming may submit a P-Cardholder’s receipt using the UBA’s email.*

If you’re sharing duties on a show and you have someone else managing the receipts, either a fellow grad or a UBA, it’s fine if they fill in the forms for you, BUT the “Name on Card” must be that of the P-Cardholder AND the P-Cardholder must submit it. Only UBA’s may submit a receipt using their own email, BUT the “Name on Card” must be that of the P-Cardholder.

How Many Forms Can I Attach to an Email?

ONE Receipt Form per Email.

Why? This makes filing and locating receipt emails much less confusing for Tonya and me.

Can I Combine Multiple Receipts and Forms into a Single PDF?

Superstar say, DO NOT combine multiple *Receipt Forms* into a single PDF.

YOU: But why Superstar? That sure seems more efficient!

SUPERSTAR: Okay, go ahead and try it...

YOU [after trying it]: OMG! What happened to all the form fields I filled in?!

SUPERSTAR: Each form field has a name hidden inside Acrobat. When you enter a value in a form field it is assigned to that name. If you have multiple copies of the same form in a PDF, Acrobat can only hold one value for that named field. As a result, if you type a vendor name in the vendor field, that name will appear in the vendor field of ALL the forms in the PDF. So if you fill out a bunch of Receipt Forms and combine them, suddenly all of the field values will be replaced by the values from only ONE of those forms, overwriting all the values you previously entered. So, now that you ignored my advice and tried it, would you like to try it again?

YOU: No, Superstar. I have learned your painful lesson.

More on the *Receipt Form* in the next 2 sections...

Receipt Form: RECEIPT FORM - ACCOUNTS

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For those who have not used a P-Card, there are different formats for reporting different account types. The *Receipt Form* has those formats/prompts BUILT IN to the “Account Name or Code” drop-down list. Some contain actual instructions. The whole point of including these is to save you remembering the various formats.

DROPDOWN EXAMPLE: **SHOW (be sure to include hyphen)> ShowNameOrAbbrev – DeptToCharge** [e.g. “Hamlet – Lighting”]

This dropdown item contains the following information in the following order:

1. The account type = **SHOW**
2. A textual example of what is needed = **ShowNameOrAbbrev – DeptToCharge**
3. An actual example = **Hamlet – Lighting**

So, in the example above, if you are submitting a receipt for a show, you’d find the Show item in the dropdown list, and it prompts you to tell me the show name and which budget line to charge and put a with hyphen between the two. If you are making a purchase on behalf of the lighting department for a production of Hamlet, you type in “Hamlet – Lighting.”

While there may be some additions/changes with each revision of the form, the current choices are presented list below:

- –
- **SHOW (be sure to include hyphen)> ShowNameOrAbbrev – DeptToCharge** [e.g. “Hamlet – Lighting”]
- **DEPT> DeptNameOrCode** [e.g. “Costuming” or “O441”]
- **EVENT> S475 – EventName** [e.g. “S475 – CrazyAssDrummers”]
- **SPLIT RECEIPT (# = number of splits/accounts)> SPLIT x #** [e.g. “SPLIT x 2”, and explain in Description]
- **CLASS/TUITION DIFF/TTD22 (use Course #, NOT Name)> THEA#####** [e.g. “THEA199AS” or “THEA222”]
- **THEATRE DEPT ACCOUNTS (via Cathy Feely or Stacey Elliott)> TST## or TAF## or TPR##** [e.g. TST56”]
- **CFOP/CFOAP> Contact Bill Kephart if all you have is a CFOP/CFOAP** [e.g. "1-302063-262007-262012"]
- **REIMBURSEMENT> See attached "Cheat Sheet" for Reimbursement instructions.**
- **Got a weird account? Contact Bill Kephart for help!**

The idea is you can just choose your account type from the dropdown list then type over the prompt/example. If this format thing is confusing as a NEW P-Cardholders, ask a classmate who already has a card for help in choosing the right format.

Why Is That List So Whack?

Before explaining some of those account choices, you need to know why this system is actually NOT whack:

This is a CFOAP: **1-302063-262007-124842-262012**

This is a Krannert Internal Code: **O112**

That 25-digit CFOAP (or CFOAPL) is the “hidden” UNIVERSITY account number that you are referring to with one of the choices above. That account has a certain amount of money in it.

That Krannert Internal Code references a sub-account, used by Krannert only, which points to (a) smaller pool(s) of money within that CFOAP account. In the example above, O112 is one of three sub-accounts under that CFOAP.

Some account types (like *CLASS/Tuition Differential/TTD22*) have sub-sub-accounts tied to specific classes and reference even further divisions of that money within Krannert,

Rather than having you reference a full CFOAP, internal code, and whatever other codes I need, those account formats above give me just enough information for my accounting spreadsheet to extrapolate the rest.

Or, as Superstar say, that system def less whack than alternative reporting methods.

Notes on Some of Those Accounts

The one thing that list does require is for you to know WHICH account type is being charged. The Account Name drop-down list is generally in order by most common use. Unless you are a Stage Manager, most of the time you will be buying for a SHOW or a DEPT, maybe an EVENT, so you won’t need to use the prompts for those weird accounts. And clearly, some of those choices are INSTRUCTIONS, NOT account types. Below are some notes to better understand the formats above:

DEPT: All departments in Krannert have an internal code. If you know it, use it (it’s short and more specific), otherwise just write out the department name – either is acceptable.

EVENT: If you are charging something to an Event (aka a Marquee Event) you ALWAYS reference “S475” then just add the name of the group performing. Unlike SHOWS (resident productions), Events don’t have sub-accounts for each production department.

SPLIT RECEIPT: see separate section below.

CLASS/TUITION DIFF/TTD22: This category references a budget used by SOME Krannert courses. DO NOT use this budget for what you assume is a class purchase UNLESS your instructor SPECIFICALLY DIRECTS YOU to use it. And if you do use it, please do NOT enter a course NAME in this field. It is USELESS to me, and I’ll need to contact you for the COURSE NUMBER. Ask your instructor for that course #.

THEATRE DEPT ACCOUNTS: These are typically ONLY used by Stage Managers for unique off-site productions or expenses. They should not be confused with “SHOW” accounts. And as the note says, they will be provided by the Theatre Dept.

CFOP/CFOAP: This drop-down item is an INSTRUCTION. If all you have is a CFOAP (or a CFOP, the abbreviated version of a CFOAP) please run it past Bill instead of writing it down. He likely already has an account name for the CFOAP, and if he doesn’t, he’ll need to get more info from you. You should only enter a “raw” CFOAP in the Account Name field if he directs it.

REIMBURSEMENT: This drop-down item is an INSTRUCTION. Do NOT write/choose “REIMBURSEMENT” from the drop-down list. As it directs, refer to the Cheat Sheet where you will find an abbreviated version of the steps described in the separate “Reimbursements” section below.

And as that last INSTRUCTION says, just ask me if you are totally confused by the account you’ve been given.

“Split” Receipts

A “Split” receipt is a receipt where different items on the receipt are charged to different accounts. Per the Account Name drop-down prompt above, you’ll simply note “SPLIT x” and the NUMBER of accounts being charged, e.g. SPLIT x 3, then explain the breakout in the Purchase Description field. This is the ONE INSTANCE when you are required to enter Account information in the Purchase Description field.

Take a look at the EXAMPLE below:

You purchased several items from a single vendor for a total cost of \$100.

You put “\$100” in the Receipt Total field.

As the items will be split between 3 accounts, you put “Split x 3” in the Account Name field.

They will be split up as follows:

- *A vacuum and dust pan (\$50) for the Production Department (aka “O145”) intended for general use not specific to a show.*
- *Some drywall (\$30) to be charged to the Scenic budget for the show “That Damn Cabinet!” (aka “Damn Cabinet”).*
- *Some primer (\$20) for the drywall charged to the Paints budget for that same show.*

In the PURCHASE DESCRIPTION field, you used the format below to describe the split:

FORMAT (Based on a “Split x 3”)	PURCHASE DESCRIPTION
AccountName1Here = \$0.00 Beneath amount, describe items charged to Account 1.	O145 = \$50.00 Vacuum cleaner, dust pan.
AccountName2Here = \$0.00 Beneath amount, describe items charged to Account 2.	Damn Cabinet – Scenery = \$30.00 Drywall for kitchen area.
AccountName3Here = \$0.00 Beneath amount, describe items charged to Account 3.	Damn Cabinet – Paints = \$20.00 Primer for kitchen drywall

Notice the following in the above description:

1. Each account name is written per the appropriate format in the drop-down list.
2. The TOTAL of all the splits EXACTLY MATCHES the Receipt Total.

Reimbursements

EXCEPTION: Undergrad Buying Assistants (UBAs) in Costuming are PROHIBITED from submitting reimbursements or making purchases intended for reimbursement.

Avoid being reimbursed for purchases. It takes weeks for the money to hit your account, AND you will NOT be reimbursed for any tax you paid (AND since you personally bought it, you probably paid tax). All that said:

1. For the Account Name, choose the appropriate format for the account which will be paying you back. (Do NOT simply write “Reimbursement” as I will have NO IDEA what account is reimbursing you.)
2. In the PURCHASE DESCRIPTION add:
 - ***REIMBURSEMENT***
 - Your UIN (so your university account can be referenced for direct deposit)
 - Describe the purchase as usual.

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Receipt Form: RECEIPT FORM - PURCHASE DESCRIPTIONS

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Your description in the Purchase Description field is included in my weekly financial reports to your department. Where possible, I literally copy/paste that description into the report. For this reason, a good description is very helpful in officially communicating to your supervisor what was purchased.

Okay. I'll be honest with you. Because I can easily edit your Purchase Descriptions the following is not a huge deal. That said, vague descriptions present the following issues:

- I need to retype your description with something better.
- If the receipt has cryptic abbreviations for what you purchased (common on some register receipts), neither I nor anyone else can easily figure out what you purchased.

As for what's good/bad, **Superstar say, consider the following EXAMPLE:**

You are in the Props Master for a production of "That Damn Cabinet!"

To construct the titular cabinet, you purchase the following:

- *angle brackets*
- *wood glue*
- *epoxy*
- *sheet metal screws*
- *wood screws*

On the Receipt Form, you list the Account Name as "Damn Cabinet – Props"

What is the best way to describe your purchase? See the table below:

Purchase Description	Good/Bad?	Why?
"Supplies for show props."	BAD	Obviously you're buying props-related supplies for a show – that's clear from the ACCOUNT NAME or CODE field. "Supplies" tells me nothing.
"Hardware for show props."	BAD	Again, duh, I know you're buying for props for a show. Hardware covers the angle bracket and screws, but what about those adhesives? Not specific enough.
"Misc supplies for cabinet"	BAD	Good that you did not include "show props," and good that you mentioned what they will be used for, but BAD because don't know what you bought!
"Hardware & adhesives"	OK	Not bad, although those are pretty broad categories. *IF* you were buying those for a specific element in a show, *AND IF* your supervisor wants you to keep track of what materials are being used for what elements, it would BETTER to mention they are for the cabinet. This is NOT required but can be helpful.
"For cabinet: angle brackets, wood glue, epoxy, sheet metal screws, wood screws"	WOAH!	While it's always acceptable to list every item in detail, it doesn't need to be THAT specific, so if you want to save some time, see the next one...
"Brackets, adhesives, screws for cabinet."	JUST RIGHT!	You hit the main categories of the items purchased. Yes, you combined the specific screws and adhesives, but if, say, someone wants to buy more of that awesome epoxy you used on the cabinet (which I'm glad you mentioned), they can search past reports for key words, and this description is specific enough it should narrow or point them to the relevant receipt(s).

Superstar say, just try to grasp concept, perfection not expected.

After Buying: HOW MANY RECEIPTS DO I SUBMIT?

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REMEMBER:

1 Charge = 1 Receipt

1 Credit = 1 Receipt

When you are faced with multiple purchases and credits from a single visit to a vendor it can be confusing as to what you need to submit. Note the reminder in red, above, and consider the following EXAMPLE:

Despite your best efforts, the cashier at the store screwed up. You told them you are tax exempt, but they accidentally charged tax. So now you have a taxed charge on your P-Card. You take the receipt to customer service, explain the situation, and request the tax be credited back. Rather than simply credit back the tax itself, they refund the ENTIRE amount of the taxed purchase, THEN they charge you again for all the items but this time they leave off the tax. That visit to customer service just put two more receipts in your hand. Now you have 3 receipts:

- *the taxed receipt*
- *the refund of the taxed receipt*
- *an untaxed receipt*

You are all like AAARGH! What do you do with all of these?

ANSWER:

You must submit every receipt. Count them. One charge or credit = 1 receipt. So, you need to submit 3 receipts.

After Buying: CREDITS - REFUNDS/RETURNS

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By now, you know what to DO with a credit receipt: you treat it just like any receipt.

So in this section, I just want you to keep in mind a few things about refunds/returns:

- For online refunds/returns, YOU are the one responsible for making sure the vendor has actually credited you.
- If you paid tax on any order, you will be REQUIRED to get that tax refunded.
- For online refunds, it is COMMON for a vendor to simply credit you, but never send you a receipt for that credit.
- For online refunds, you may not even know you were credited until I see it in my system and notify you.
- For in-store refunds of a taxed purchase, the example in the “How Many Receipts...” section above – where you end up with 3 receipts – is a COMMON way to refund and re-charge a purchase.
- An online return typically incurs shipping expenses and sometimes restocking fees, which, if you are managing a production budget, you will likely pay/lose from your budget.

Below, I’ll address a couple of these:

Vendors Who Credit But Don’t Send a Receipt

In this case, I am typically the first one to notice this. It is VERY COMMON for me to send someone a “PCARD: missing receipt” email because I see a credit, but I don’t have a receipt from you. While you might have known a credit was coming, there’s not much you can do about it without a receipt. No big deal. **You just need to contact the vendor and have them send you a receipt.**

As detailed in “[While Buying: RECEIPT REQUIREMENTS](#)” some vendors don’t have an official credit receipt, and all they can do is send an email noting the order and credited amount. That takes some extra steps to submit (see “Receipts with Supporting Documents” in the “[After Buying: RECEIPT FORM – OVERVIEW](#)” section), but otherwise, no issue. As for vendors who are not responsive to a request for a receipt, that too is covered in “[While Buying: RECEIPT REQUIREMENTS.](#)”

Paying Return Shipping and Restocking Fees

Costumers are CONSTANTLY buying multiple items then returning all but the few they use. That’s just how fitting costumes works. The complexity of tracking all those returns is the primary reason Costuming grads work exclusively with Tonya instead of me. So for the Costuming grads/UBAs, **TONYA will explain how to reduce these seemingly unavoidable costs.**

For the NON-costumers BILL says: unless your supervisor directs otherwise, you shouldn’t be buying and returning a bunch of stuff. Those charges are avoidable with planning.

After Buying: LOST RECEIPTS

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To avoid losing receipts ALWAYS put them WITH your P-Card, NEVER stuff in pocket or shopping bag.

BEFORE I leave a store, I stand aside, fold up my receipt, and put it in the sleeve with my P-Card. I have not lost a receipt. While there is a form for lost receipts, it is the ABSOLUTE last resort, and it won't be made available to you until you have exhausted all other options. If you are regularly losing your receipts, the Department Card Manager, Cindi Howard, will be notified and your P-Card may be suspended or cancelled.

Card Issues: DECLINED/FRAUD/LOST/STOLEN/DAMAGED

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Declined

Typical reasons your P-Card may be declined:

- You're over your monthly limit and didn't know it.
- For an online order the **address format** or card info may be wrong.
- Your P-Card has been frozen due to suspected fraud or another issue (typically Bill would have been called in this case).
- Issues with your P-Card at the university/Card Services level causing it to be suspended or cancelled.
- It just ain't working on a particular machine in a particular store.

Solutions:

1. Start by calling the Global Card Services number on the back of the card. See if they can explain it.
2. If no issue there, contact Bill, and he'll contact Card Services and see if they have an explanation. *Note: Bill can inquire about your P-Card status within the university, but he cannot resolve issues at the bank level.*
3. If there is no explanation, maybe the chip is trashed, or it just didn't work that day on that vendor's machine. Only a second attempt to use it elsewhere will confirm whether it's the card which is damaged. If so, see the "Damaged" section below.

Fraud

We once had \$500 worth of Disney World tickets charged to a grad's P-Card. Sadly, he was not invited to join the buyer. Every year a few of us have our card info stolen.

If fraud, or suspected fraud, is detected on your card:

1. The bank will contact ME asking for you.
2. I will freak-out and contact you IMMEDIATELY. I will reach out to everyone who works with you until I hear from you.
3. Because it is YOUR card, the bank will NOT provide me with any details, and I cannot resolve any issues, so I will have YOU contact them. It could be a charge they suspect as fraudulent is actually legit (like the time a Prop's bought a camo Bible) – but only YOU can verify that for them.
4. ALWAYS let me know WHY they called.
5. If your card has been compromised, the bank will send you a new card, typically within a few days. *NOTE: If you're in a buying panic and need it overnighted, try to convince them to waive any expedited shipping (tell them you can't approve that expense).*

Lost/Stolen

If your card is lost or stolen:

1. IMMEDIATELY call the bank, (BAML) Global Card Services: 888-449-2273 (currently)
2. Then immediately notify me – as I'll need to watch for any fraud.

Damaged

If your card gets so beat up it's difficult to use:

1. Call the Global Card Services number on the back of the card and request a new one.
2. Do NOT pay for/request expedited shipping. *NOTE: If your card is unusable, you're in a buying panic, and you need it overnighted, try to convince them to waive any expedited shipping (tell them you can't approve that expense).*

A NOTE TO STAGE MANAGERS

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Y'all buy atypical stuff on atypical accounts and are often tasked with buying food/beverages. More than anyone, you may face uncertainty as to what you can buy with your P-Card and what account you should use. If you're faced with any purchasing requests or accounts which you find confusing or potentially prohibited, just shoot me an email or call rather than just going ahead with it. I'll help you!

Cough Drops

Buy HERBAL cough drops, and simply note "herbal cough drops" when you describe them in the Purchase Description.

Uh, that's random.

I mention this, because you'll commonly buy cough drops, and in the past there's been all kinds of confusion as to whether these can be purchased, because some cough drops are classified as "pharmaceuticals" – a PROHIBITED P-Card purchase. I still hear people say you have to describe them as "candy" or you'll get in trouble. Wrong. I, me, Bill, and my alter-ego Superstar can tell you with CERTAINTY, you CAN buy cough drops with your P-Card, just BE SURE to get HERBAL cough drops to avoid any controversy.

THIS WAS INFORMATIVE YET HORRIBLE

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