

# **New MasterCard P-Card Program Frequently Asked Questions (Starting Spring 2010)**

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## **Q: Why is the University switching to MasterCard from Visa?**

A: The change is being made so that transactions can be reviewed and approved online, instead of continuing with the current paper-based process. Commercial Card Online Reporting, or CCOR, is the system that was selected. It is a proprietary MasterCard system so the change is necessary to take advantage of this time and resource saving solution. This eliminates the need for the Credit Card Disbursement Authorization Form (CCDAF).

## **Q: Will we still be using First National Bank?**

A: Yes, the MasterCards will be issued through First National Bank.

## **Q: I have a Visa account. How do I get a MasterCard account?**

A: Current Visa Cardholders will have a MasterCard account set up for them unless we are informed by the department that one will not be needed.

**Q: With Visa, we have to wait until the close of the billing cycle to be able to start the payment process. Is that the same with MasterCard?**

A: No. With CCOR, transactions are updated and available for review as soon as they post to the P-Card account. While this means that transactions can be reviewed and approved daily, we are only asking Custodians and Approvers to go in weekly. This spreads the work over the entire billing cycle, a little bit each week, instead of having to do everything all at once at the end of the cycle.

**Q: Since we won't be using the CCDAF, how will Custodians get the transactions ready for payment?**

A: Custodians will review all transactions in CCOR. Each transaction will have a default Fund, Org, and Account Code already assigned. The Fund and Org are provided by the department and the Account Code is based on transaction analysis done by Purchasing and the Controller's Office. If any of those fields need to be changed, or an Activity Code or Expense Description added, the information can be edited. If no changes/additions are necessary, the transaction can be checked "Reviewed" and you can move to the next transaction.

**Q: As an Approver for Visa, all I needed to do was sign the CCDAF after verifying the information against the receipts/invoices. How will this change for me?**

A: The Approver will verify the information that the Custodian has entered for each transaction. If you agree, you mark the transaction as "Approved". If you have questions, you can contact the Custodian and/or Cardholder for more information.

**Q: In addition to the Custodian and Approver, I hear that we need to have a Backup Custodian and a Backup Approver. Why is that?**

A: Since the transactions are reviewed and approved in a secure online system, we need to set up access for Custodians and Approvers. Just like any essential job function, there is a backup that can handle the duties when the primary is unavailable. We need to know who the backups will be so we can give them proper access.

**Q: I am a Custodian/Approver and I haven't been trained on the MasterCard program. How do I get trained?**

A: Training is both online and in a classroom setting for Custodians and Approvers. Those needing training are being contacted to sign up for dates and times.

**Q: Once we start the MasterCard program, how do we request new accounts?**

A: An online form, to be completed by the potential Cardholder, has been developed and is available on the Purchasing website under the MasterCard Program tab. It is routed through email to the supervisor involved and the appropriate Vice President, if necessary. This form is a combination request and agreement, so the Cardholder will not need to sign an agreement form.

**Q: Where can I get more information about the MasterCard program?**

A: On the Purchasing website, select the option for P-Card Program II (MasterCard). There you will be able to find the updated policy and procedures, new and updated forms, and online training for Custodians and Approvers on the responsibilities of their roles.