



# Frequently Asked Questions

## P-Card FAQ's

**Q. What are the four numbers I should use to activate my card?**

A: This is the number you provided on your P-card application. (Last four digits of your social security number).

**Q. Why am I required to supply a PIN number when activating my card?**

A. The card you have been issued is a Chip and PIN card. The credit card industry is employing a new strategy to combat widespread fraud that has struck large merchants such as Target, Michaels and PF Chang's. Walmart is the only current large scale merchant to have equipment in place to accept this new technology so the new cards also include the traditional magnetic strip for swiping. This way the cards may be used at any business that accepts credit cards.

**Q. What do I do if my card is declined?**

A. You need to call the Purchasing Department and talk to one of the P-Card Program Administrators (303-326-1988).

**Q. What do I do if I login to ChargeRx and some of the cards assigned to me seem to be missing?**

A: Send an e-mail to [Accounting@aps.k12.co.us](mailto:Accounting@aps.k12.co.us) with a subject line of ChargeRx; list the cards you are missing in the body of the e-mail.

**Q. What do I do if I login to ChargeRx and I don't have any cards assigned to me?**

A: Make sure you are using Firefox or Chrome to access ChargeRx. If you still don't have cards assigned to you, send an e-mail to [Accounting@aps.k12.co.us](mailto:Accounting@aps.k12.co.us) with a subject line of ChargeRx; list the cards you need to manage in the body of the e-mail.

**Q. What do I do if I can't find the right account in ChargeRx for my transaction?**

A: Reference the account crosswalk e-mailed to you. If the account is on the crosswalk but not on your list, e-mail the account information to [Accounting@aps.k12.co.us](mailto:Accounting@aps.k12.co.us) with a subject line of ChargeRx. If the account is not on the crosswalk, it will need to be added. E-mail the new account information to [Accounting@aps.k12.co.us](mailto:Accounting@aps.k12.co.us) with a subject line of ChargeRx.



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**Q. What information do I need to attach to my transaction for meals and food purchases?**

A. Regulation DKC-R states all business meals must include documentation for:

1. Purpose and/or Topics Discussed
2. Participants
3. Location
4. Original Itemized Receipts

Refer to DKC-R page 2 of 2 at <http://www.aps.k12.co.us/pol-eg/SectionD/dkc.pdf>.

**Q. What do I do if I do not have a receipt to attach?**

A: Contact the cardholder or supplier to obtain an itemized receipt.

**Q. What do I do if I lose my receipt?**

A. It is your responsibility to obtain a duplicate receipt by contacting the vendor for a replacement. Most vendors only keep receipt information for 30 days from date of purchase, so act quickly. If you are unable to replace the receipt, you must reimburse the district for the purchase.

*Note: If you are able to produce a duplicate receipt after paying the district for a missing receipt, you will be reimbursed.*

**Q. What do I do if I want to purchase something over my single card limit? (\$1000 Single /\$5000 Monthly set amount in most cases)**

A. Please do not have the vendor split your purchases so they fit within your budget. If you know you are going to be making a purchase over your limit, your supervisor can e-mail Wendy Hunter - [wmhunter@aps.k12.co.us](mailto:wmhunter@aps.k12.co.us) or Alyssa Loyd - [ajloyd@aps.k12.co.us](mailto:ajloyd@aps.k12.co.us) and request an increase in your limits.

**Q. When will my purchases be available for approval in ChargeRx?**

A. Most transactions will be available within 3 days of actual purchase.

**Q. I requested a new budget account to be set up. What do I do if I don't see it in ChargeRx?**

A: E-mail the new account information to [Accounting@aps.k12.co.us](mailto:Accounting@aps.k12.co.us) with a subject line of ChargeRx.

**Q. Can I change the account nicknames being used in ChargeRx?**

A: Yes, e-mail the requested change to [Accounting@aps.k12.co.us](mailto:Accounting@aps.k12.co.us) with a subject line of ChargeRx. In future releases of ChargeRx, you will be able to maintain your own nicknames.



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**Q. Can I change or add business purposes?**

A: Yes, e-mail the requested change or addition to [Accounting@aps.k12.co.us](mailto:Accounting@aps.k12.co.us) with a subject line of ChargeRx. Please remember the list of business purposes is universally used by everyone in ChargeRx.

**Q. Can I change or add categories?**

A: Yes, e-mail the requested change or addition to [Accounting@aps.k12.co.us](mailto:Accounting@aps.k12.co.us) with a subject line of ChargeRx. Please remember the list of categories is universally used by everyone in ChargeRx.

**Q. What should I do if my card is lost or stolen?**

A. Most cards are stolen or lost on weekends. Be sure to have the Citibank number (1-800-248-4553) and your card number someplace accessible. It is your responsibility to contact Citibank as soon as possible. You will also need to contact one of the P-Card Program Administrators (303-326-1988) once you have canceled your card so they can order you another card.

**Q. Can I keep the same P-Card if I'm moving to a new APS location?**

A. With your new supervisor's approval, you can keep your old card and notify the Purchasing Department of the change.

**Q. Can I have more than one P-Card?**

A. Yes, however you must submit an online application for each card requested.

**Q. When asked for a billing address and phone number what do we use?**

A. 80 Airport Blvd., Aurora, CO 80011 | 303-326-1988.

**Q. What are the standard limits for a P-Card and can they be changed?**

A. Standard limits per card are: single purchase \$1,000 and monthly limit \$5,000. They can be changed with authorization from your supervisor.

**Q. What do I do if I need to make changes to a transaction that is awaiting approval?**

A: Ask your approver to reject the transaction. It will return to you in your "Rejected Transactions" queue. Make your changes and re-submit for approval.



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**Q. What do I do if I need to make changes to a transaction that has already been approved?**

A: E-mail the requested change to [Accounting@aps.k12.co.us](mailto:Accounting@aps.k12.co.us) with a subject line of ChargeRx-Journal entry. In future releases of ChargeRx, you will be able to pull up approved transactions, make changes and re-submit for approval.

**Q. What do I do if my transactions require more than one approver?**

A: Request the first approver sign the receipt giving their approval. Scan and attach the approved receipt to your transaction. Submit the completed transaction to the final approver. In future releases of ChargeRx, you will be able to designate multiple approvers.

**Q. What do I do if another department or budget authority needs to pay for a transaction on one of the P-Cards I manage?**

A: E-mail [Accounting@aps.k12.co.us](mailto:Accounting@aps.k12.co.us) with a subject line of ChargeRx-Forward charge. Include in your message, information about the transaction, where the charge needs to go and attach a scanned copy of the receipt.

**Q. Do I have to scan and attach all of my documentation?**

A: This is determined on a site-by-site basis. Speak with your card manager to find out how your site will handle this.

**Q. If you don't go in and accept the charge and scan the receipt within 15 days, what happens?**

A: You will receive an automated email reminding you to do so.

**Q. How do I handle suspected fraud?**

A: Contact Purchasing and call the number on the back of the card.

**Q. Will someone be available to work with high volume users to help them troubleshoot the best way to manage the new system?**

A: Yes, staff from Division of Finance will be available to assist end users.