

Frequently Asked Questions

P-Cards

Introduction

This Frequently Asked Questions (FAQ) document is designed to answer P-Card questions about the GA@WORK implementation.

Best Practice

The use of this FAQ is interactive by selecting “Ctrl” and “F” simultaneously on your keyboard and using the search box for a key-word search.

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P-Card Prior Approval Requests

Question 1: Once a P-Card Prior Approval Request is created and approved, can the requested date for point of sale be changed?

Answer: After a P-Card Prior Approval Request is approved and submitted, the original form responses, including the requested point of sale date, cannot be changed. If you need to update the purchase date or provide additional information, you can add comments to the submission. These comments help keep approvers informed of important changes.

Question 2: Will each P-Card cardholder create their own P-Card Prior Approval Request?

Answer: Any GA@WORK user can create a P-Card Prior Approval Request. A P-Card cardholder can submit a request for themselves, or another user can start the request on the P-Card cardholder's behalf. All requests will be sent to both the P-Card cardholder and their approver for review, no matter who created the request. Once a request is approved, only the P-Card cardholder is allowed to make purchases with their P-Card.

Question 3: Can a single transaction have a request and a requisition?

Answer: P-Card purchases should be authorized using either a P-Card Prior Approval Request or a Requisition, but not both. A Requisition is needed only when a Purchase Order is required. For all other P-Card purchases, a Prior Approval Request is sufficient.

Question 4: Why submit a Prior Approval Request instead of a Purchase Order (PO)?

Answer: A P-Card Prior Approval Request is recommended for purchases that do not need a Purchase Order. This approach streamlines the authorization process and reduces paperwork. It also ensures compliance with the Statewide Purchasing Card Policy while minimizing administrative steps.

Question 5: What steps should agencies follow to assign request approvers for P-Card Prior Approval Requests, specifically for P-Card cardholders and their approvers?

Answer: No additional security mapping is required to create P-Card Prior Approval Requests. Requests automatically route from the initiator → P-Card cardholder → P-Card cardholder's manager.

If an agency determines that a P-Card cardholder needs an approver other than their manager, the delegation feature can be used to assign an alternate approver. All delegates must be documented and approved in the agency's P-Card Plan.

Question 6: What security role is needed to make a request on behalf of a P-Card cardholder?

Answer: No special security role is required. All GA@WORK users have access to the Request Framework and can submit P-Card Prior Approval Requests.

Question 7: How should a request be submitted for a P-Card cardholder to make a purchase with their card?

Answer: Initiate a P-Card Prior Approval Request using the "on behalf of" option. Enter the P-Card cardholder's name, and the request will route for approval to both the P-Card cardholder and their manager.

Question 8: Can a P-Card cardholder's manager update a closed P-Card Prior Approval Request?

Answer: Managers can add comments, update attachments, and manage resolution on closed requests using the "Correct" related action on the request, but cannot edit the original form responses.

Question 9: How will recurring transactions be processed?

Answer: The P-Card Prior Approval Request form allows you to specify whether a transaction is one-time or recurring. Once a recurring request is approved, the supplier will automatically bill recurring charges according to the agreed interval, such as monthly.

Question 10: Will each P-Card cardholder create their own purchase?

Answer: Any GA@WORK user can submit a P-Card Prior Approval Request, including on behalf of a P-Card cardholder. Regardless of who initiates the request, only the P-Card cardholder can make the actual purchase once the request is approved.

Question 11: How are recurring transactions processed?

Answer: The P-Card Prior Approval Request form includes a field where initiators indicate whether the transaction is one-time or recurring. Approved recurring transactions will be billed by the supplier according to the agreed schedule.

P-Card Requisitions and Purchase Orders with Card Details

Question 12: Does the P-Card cardholder need to be assigned the Buyer role in GA@WORK for their card to be used on a purchase order?

Answer: No, the P-Card cardholder does not need to have the PO Buyer role in GA@WORK. A P-Card cardholder can be assigned as the Contact Buyer on a purchase order even without PO Buyer security role. If a P-Card is used on a requisition or purchase order that the P-Card cardholder did not create, the purchase order will still route to the Contact Buyer (the P-Card cardholder) for approval.

Question 13: Are the P-Cards visible to all buyers in GA@WORK drop down boxes in requisitions and purchase orders?

Answer: No, P-Cards are not visible to all buyers by default. A P-Card only becomes visible when the P-Card cardholder is identified on a requisition or purchase order. Once the P-Card cardholder is associated with the transaction, their card is available for selection by the person creating the requisition or purchase order.

Question 14: Can the P-Card cardholder or buyer be changed after requisition or PO submission?

Answer: For purchase orders, both the Contact Buyer and the card can be updated through a Change Order. For requisitions, the requester cannot be changed after submission.

P-Card Verifications, Reconciliation, and Settlement

Question 15: How can P-Card responsibilities, including verification, be delegated in GA@WORK if the P-Card cardholder is unavailable (e.g., out or leave unexpectedly), and what policies must be followed?

Answer: P-Card responsibilities, such as verification tasks, can be delegated in GA@WORK using the system's delegation feature. If a P-Card cardholder is unavailable due to absence or unexpected departure, a designated individual may be assigned to perform these duties. All P-Card functions may only be delegated in accordance with the Statewide Purchasing Card Policy. Delegations must be thoroughly documented and formally approved as part of your agency's P-Card Plan. For step-by-step instructions to process a delegation, refer to the "*Request Delegation Change*" job aid available by searching in the GA@WORK search bar.

Question 16: Is the settlement run the responsibility of the Agency P-Card Administrator or Accounting?

Answer: Responsibility is shared between both roles. The Agency P-Card Administrator is responsible for reconciling the monthly bank statement against verified transactions in GA@WORK and confirming that all items are ready for settlement. Once reconciliation is complete, Accounts Payable, in particular the Procurement Settlement Specialist, manages the monthly settlement run and ensures that the payment is issued to the bank.

Question 17: For transactions that did not get prior approval (emergency, urgent, etc.), how do those transactions get verified?

Answer: Transactions that are permitted to bypass prior approval, such as emergency, urgent, unplanned, or non-routine purchases below the threshold stated in the Statewide Purchasing Card Policy, must still be verified in GA@WORK. The verification and reconciliation processes ensure that these transactions are reviewed and appropriately documented, in compliance with the Statewide Purchasing Card Policy. Agencies are expected to monitor these cases closely.

The Memo field in GA@WORK should always be used to provide relevant details about the purchase. This includes referencing any prior approval, if it exists, or giving a clear explanation for why prior approval was not obtained, such as an emergency or an urgent, unplanned, or non-routine situation.

P-Card Delegations and Approvals

Question 18: Can different managers (not P-Card cardholder managers) approve the transaction?

Answer: Yes, alternate approval of transactions is permitted. This can be accomplished in two primary ways. First, a manager may delegate approval authority to another authorized individual in accordance with the Statewide Purchasing Card Policy as well as any agency-specific procedures. Second, additional approvers can be added to the approval workflow on a transaction-by-transaction basis. This ad-hoc approval process provides flexibility when special or additional review is needed.

Question 19: Can workflows be set up to have multiple levels of approvals?

Answer: It depends on the item being approved.

For Requests - Requests automatically route from the initiator → P-Card cardholder → P-Card cardholder's manager.

If an agency determines that a P-Card cardholder needs an approver other than their direct manager, the delegation feature may be used to assign an alternate approver. All delegates must be documented and approved within the agency's P-Card Plan. In addition, approvers can be added to the workflow on a transaction-by-transaction basis through ad-hoc functionality, which provides flexibility for special review situations.

For other business processes, such as requisitions, purchase orders, or procurement card transaction verifications, GA@WORK uses standardized workflows that ensure all required approvals are obtained. Additional approvers can be added on a case-by-case basis using ad-hoc functionality, while the core approval workflow remains consistent across agencies to maintain statewide uniformity.

Question 20: What happens if a P-Card cardholder's manager is unavailable to approve a transaction?

Answer: If a P-Card cardholder's manager is unavailable to approve a transaction, delegation can be established in GA@WORK to ensure continuity. This allows another authorized individual to temporarily assume the approval responsibilities. All procurement card approval delegations must comply with the Statewide Purchasing Card Policy and be properly documented and approved in the agency's P-Card Plan.

P-Card Training and Support

Question 21: When will required P-Card training for P-Card cardholders begin?

Answer: Information about GA@WORK training and delivery timeframes is available through the GA@WORK Resource Library: <https://sao.georgia.gov/gawork-resource-library>.

Question 22: Will there be hands-on training or a step-by-step guide sheet?

Answer: Yes. Training will be provided through multiple methods, including job aids and eLearning modules, depending on user roles and responsibilities in GA@WORK.

Question 23: How can agencies set up one-on-one meetings if we still have questions?

Answer: Agencies may contact the State Purchasing Card Program team at cardprograms@doas.ga.gov to request one-on-one support.

P-Card System Navigation and Reporting

Question 24: Will users be able to change the labels in the system?

Answer: No. Labels and field names in GA@WORK are standardized statewide and cannot be customized by individual agencies.

Question 25: Are security roles still required for requisitions and approvals if a requester also holds a P-Card?

Answer: P-Card cardholders are not required to hold requester roles in order for requisitions to be created and submitted on their behalf; designated requesters within the agency can perform this function. However, if a P-Card cardholder is expected to create and submit requisitions directly in GA@WORK, they must be assigned the Requester role. Additionally, for Statewide Contract catalog requisitions, P-Card cardholders must be assigned the Requester role to access and submit these specific requisitions.

Question 26: Does an approval link expire if not acted on within 7 business days?

Answer: No, the approval link does not expire after 7 business days. Transactions remain in the approver's "My Tasks inbox" until the required action is taken. Pending approvals do not expire automatically and will continue to be available for review and approval until addressed.

Question 27: What are some options for navigating to tasks or reports used frequently in GA@WORK?

Answer: Options include:

1. Menu > Shortcuts > Add Shortcuts (for top tasks/reports).
2. Menu > Apps > Add Apps (for dashboards).
3. Profile > Favorites > Manage Favorites (to mark tasks/reports as favorites).
4. Related Actions > Mark as Favorite (for transactions).

Save (bookmark) icon on delivered reports.

Question 28: How are the results of incomplete or scheduled reports located?

Answer: To access scheduled or incomplete reports, watch for notifications under the bell icon when results are ready.

Go to My Profile > My Reports to find scheduled or long-running report results.

Question 29: Can P-Card cardholders view transactions they recently submitted or acted on?

Answer: Yes, P-Card cardholders can view transactions they have recently submitted or acted on within GA@WORK. To do so, P-Card cardholders may open the P-Card Cardholder Dashboard and run the available reports for a summary of recent activity. Alternatively, P-Card cardholders can search the My Tasks archive, which maintains a 90-day history of completed transactions. Using these tools, P-Card cardholders are able to review recent verifications, approvals, and other actions they have completed.

Question 30: Can a transaction be expanded to view more details?

Answer: Yes. To expand the view of a transaction:

- Open the transaction in GA@WORK.
- Select the toggle icon in the top-left corner of the transaction page.

Switch between standard view and full-screen view to display additional details.

P-Card Contract Bank and Technical Details

Question 31: Will the statements be electronic?

Answer: Monthly P-Card statements will continue to be provided electronically by the bank. These statements will not be stored in GA@WORK.

Question 32: Where does the Employee ID go in Bank of America Works?

Answer: The Employee ID is entered in the Employee ID field in Bank of America Works. It is added when setting up a new P-Card cardholder and is maintained under the Account Detail screen on the Account tab.

Additional Questions

- Please visit additional resources online here: <https://sao.georgia.gov/gawork-resource-library>
- If you have any additional questions that are not covered within this FAQ, contact your manager or reach out to Nextgen_training@sao.ga.gov.