



## Frequently Asked Questions

### What transactions do I have access to see?

You will only be able to see transactions that are connected to Orgs that you have access to. If you need additional Org access, your supervisor or department's authorizing agent will need to submit the PS Security Access form.

### I'm not seeing transactions that I expected to see.

Please make sure that your filters are set properly. If you want to reconcile transactions, make sure that Reconciled = No or Blank. If you want to approve transactions, make sure Reconciled = Yes. If you want to see which transactions have been approved, make sure Approved = Yes. If you reconcile or approve transactions for multiple cardholders, you can also search by Name or EMPLID. You can use these search filters to reconcile and/or approve transactions for one cardholder at a time. If you are still not able to see transactions, it is likely that there is an issue with your security access. If a PS Security Access form has not been submitted then you will need to work with your supervisor or department's authorizing agent to get the form submitted. If the security form has been submitted and you are still having issues, please contact [Pcard@ou.edu](mailto:Pcard@ou.edu) or [Pcard@ouhsc.edu](mailto:Pcard@ouhsc.edu) for further assistance.

### Is there a way to see all of my transactions at once and not just individually?

Yes, there is a query named OU\_PCARD\_TRANS\_SUMMARY that will provide a list of transactions tied to your Org access. The query includes fields such as: Transaction ID, Transaction Date, Post Date, Supplier, Chartfield Spreads, Cardholder, Amount, etc. To run the query from the PeopleSoft home page, select Reports & Query Viewer and navigate to Query Viewer. Type in the query name and click the Excel hyperlink. It will prompt you to input the date range (this can be cycle dates or another date range) and then you will click View Results. You can also save this query to your favorites list by selecting Add to Favorites. You will see this option the first time you search for the query and it will be on the right-hand side of the screen.

### Do I have to reconcile my own card?

Most cardholders reconcile their own transactions but your department can designate a single person to be the Reconciler. Cardholders will not be able to approve their own transactions.

### Does my Org access match my other PeopleSoft Org access?

Yes, it can match your other PeopleSoft Org access. However, it was not originally set up this way. Pcard Org access was initially granted based on your default chartfield spread. Your default chartfield was based on your default department number/old chartfield spread in Works. If you need additional Org access, please have your supervisor or department's authorizing agent submit the PS Security Access form.

### I'm getting error messages for example: "not authorized to access" or "data integrity error." What do I do?

Please contact our offices at [Pcard@ou.edu](mailto:Pcard@ou.edu) or [Pcard@ouhsc.edu](mailto:Pcard@ouhsc.edu) for assistance. We will review the issue and help troubleshoot.



**I've reconciled my transaction but want to go back in and change/update something. How can I do that?**

For Reconcilers, once you have selected the Reconciled Box and saved the transaction, you will not be able to make any changes to the chartfield spread. However, your approver can make any necessary changes before they approve the transaction. Please note that if an Approver reviews and approves the transaction before the Cardholder/Reconciler has a chance to reconcile then the Cardholder/Reconciler cannot make any changes to the transaction. Once the transaction has been approved, it cannot be updated. If changes need to be made to the chartfield spread after a transaction has been approved then a Cost Transfer will need to be processed after cutoff.

**Do I have to attach support in order to reconcile a transaction?**

Yes, attachments are required and you will not be able to save a transaction without an attachment. Reconcilers and approvers can attach additional documentation at a later date if needed.

**I attached the wrong document by mistake. How do I delete the attachment?**

You cannot delete an attachment. Please make sure the correct attachment has been added as a secondary document and then email [Pcard@ou.edu](mailto:Pcard@ou.edu) or [Pcard@ouhsc.edu](mailto:Pcard@ouhsc.edu) for assistance. The Pcard office will need to know the transaction ID and the name of the attachment that needs to be deleted.

**As an approver, will I receive an email or other notification letting me know when transactions are ready for my review?**

No, you will not receive an email or any type of notification. Reconcilers will need to notify you once transactions are ready for your review. We recommend working with your department reconcilers to create a best practice plan for your department.