



## **Purchasing Card (PCard) User Guide**

December 2012



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## ***PURPOSE OF PURCHASING CARD***

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The Purchasing Card (also abbreviated as PCard) offers an alternative to our existing procurement processes and provides an efficient method of purchasing and paying for goods and services costing less than \$5,000. The Purchasing Card Program will allow you to purchase goods and services for Saskatoon Health Region (SHR) business purposes directly from any supplier that accepts MasterCard.

This Program has been designed to meet your needs and those of the SHR. Please read this manual carefully for a clear understanding of the Program prior to signing the Cardholder Agreement. The Cardholder Agreement must be signed prior to being issued a Purchasing Card.

The Program has been established in accordance with the SHR Purchasing Card Policy [imbed a link to policy here]. You should be aware of this policy and restrictions prior to obtaining and using the PCard.

### **Background**

Supplier payments account for a relatively small proportion of the total dollar value of payments made by the SHR but represent a large number of the total transactions. The majority of these supplier payments are for low dollar value purchases. PCards have been introduced into the SHR to create efficiencies when processing these low dollar value transactions.

The benefits of using a PCard are significant for both the Cardholder and the SHR:

1. Eliminates the need to use personal funds and obtain reimbursements.
2. Allows for faster receipt of goods.
3. Improves our relationships with suppliers as a result of timely payment.
4. Reduces the number of requisitions and associated purchases orders, invoices, and cheques thereby enabling the SHR to focus on value-added activities.
5. Reduces our reliance on petty cash.

### **What is a PCard**

The PCard is a corporate credit card issued in the employee's name, whereby:

1. The Cardholder uses the MasterCard to purchase goods and services that are for SHR business purposes.
2. Use of the card for personal purchases is strictly prohibited and subject to disciplinary actions.
3. The Cardholder is responsible for obtaining and maintaining proper receipts and completing a monthly reconciliation.
4. The SHR is liable for all charges made by the Cardholder and is billed centrally for these charges.

## ***CARD USE GUIDELINES***

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1. Each Cardholder is issued a PCard that has a unique number. The card is signed by the Cardholder and is only to be used by that employee.
2. The PCard is a corporate credit card that **must** only be used to make authorized SHR purchases in accordance with the SHR's established policies and procedures.
3. The PCard has limits in place to manage the risk to the SHR. The dollar limits are in Canadian dollars. The following items have limits or restrictions on them:
  - Transaction Limit: single purchase limit including taxes, shipping and handling
  - Monthly Spending Limit: total of transactions during monthly cycle

When applying for a PCard, employees can select one of the following combinations:

| Combination | Transaction Limit | Monthly Spending Limit |
|-------------|-------------------|------------------------|
| (a)         | \$ 500            | \$ 2,000               |
| (b)         | \$1,000           | \$ 4,000               |
| (c)         | \$2,500           | \$10,000               |
| (d)         | \$5,000           | \$20,000               |

Both the Applicant and the Approver need to consider the role of the Applicant when selecting the appropriate limits.

In exceptional circumstances, there may be a need for higher limits. Cardholders may apply for higher limits by submitting an authorized Change Request Form (<http://infonyet.sktmhr.ca/financialservices/Documents/2011.04.04%20Change%20Request%20Form.xsn>) to the Program Administrator. Each request received will be reviewed to determine viability.

4. In addition to transaction limits, each card has restrictions placed on the type of goods and services it can be used to acquire. These restrictions are based on Merchant Category Codes (MCC). A MCC is a number assigned to a business by MasterCard or VISA when the business first starts accepting one of these cards as a form of payment. The MCC is used to classify the business by the type of goods or services it provides.
5. PCards should be used to purchase goods and services costing less than your approved transaction limit provided they are not included on the Restricted Purchases list (see page 5) and that they are not items that are carried in inventory by Supply Chain Management and Support Services. Please refer to their various [online catalogs](#) for a list of items held in inventory.
6. The PCard should not be used to purchase Capital Equipment. For the SHR, capital equipment means furniture and equipment that are held for use in the provision of services with a value of \$5,000 or more and more than one year useful life.
7. PCards can be used to acquire goods and services in person, over the telephone, by fax and via the Internet provided these goods and services are not on the Restricted Purchases list or carried in inventory by Supply Chain Management and Support Services.
8. Cardholders are required to obtain and retain detailed receipts and other appropriate documentation for all purchases. The Cardholder is responsible for completing a reconciliation of their purchases to an online expense report and submitting these receipts.
9. It is recommended that purchasing transactions be reviewed weekly by Cardholders. Cardholders and Approvers are required to review, reconcile and approve all transactions by the 7th business day following the end of the cycle.
10. To manage the PCard properly, the Cardholder should use the following practices:
  - When not being used, the PCard should be kept in a secure location.
  - Do not lend/share the card (minimizes risk of misuse or lost/stolen cards).
  - The Cardholder should inform the Program Administrator of any changes in their business address, telephone number, default cost centre, name, or change in care group.

## ***RESTRICTED PURCHASES***

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The PCard must **not** be used for the following:

### 1. Personal Use

The PCard is not to be used for personal use. Use of the PCard is restricted to SHR business purposes only.

### 2. Sub-Dividing Purchases

Purchases costing more than your transaction limit cannot be divided between multiple transactions to circumvent the transaction limit.

Example 1: If your transaction limit is \$5,000, attempting to purchase goods or services worth \$6,000 by putting \$3,000 on the PCard today and the remaining \$3,000 on the PCard tomorrow.

Example 2: The requirement is for several pieces of the same equipment and they are purchased over a number of days.

Both of the above purchase examples should be requested on a purchase requisition through Purchasing and Contracts. For clarification on sub-dividing purchases or to request a competitive bid process, please contact Purchasing and Contracts. Contact information is available on their website at:

[http://infonet.sktnhrc.ca/materials\\_management/Services/PurchasingStandardization.htm](http://infonet.sktnhrc.ca/materials_management/Services/PurchasingStandardization.htm)

### 3. Inappropriate Purchases

Inappropriate purchases are restricted goods or services that should not be purchased with a PCard. In addition to personal expenses, the PCard is not to be used to purchase any goods or services from the list below even if they are for SHR business purposes. There are compliance, standardization issues or Canada Revenue Agency reporting requirements related to many of these items.

- Non-SHR use items
- Alcoholic beverages
- Donations
- Services including but not limited to construction, renovations or architectural services, consulting services, independent contractor services or employment services, legal fees and maintenance contracts
- Purchases of items held in inventory by Supply Chain Management and Support Services
- Items that are centrally purchased by Information Technology Services for computers and related equipment including but not limited to: desktops, laptops, notebooks, monitors, printers, toner, ink, accessories, networking equipment, cables, disk media, drives, RAM, software. Exception: IT cardholders responsible for purchasing items listed above.
- Telecommunication services, such as cell phones, pager services, other wireless devices, internet access, cable service, wireless access. Exception: Those sites/staff not included in SHR

centralized billing.

- Leases for vehicles, equipment, building space, etc.
- Professional fees (please refer to the [Payroll Manual](#) regarding professional fees payment or reimbursement of professional fees).
- Email purchases (email is not a secure method of transmitting PCard information)
- All auction sites – this includes live and online sites such as Ebay or Kijiji
- Internal service providers (e.g. Starbucks, Food & Nutrition Services, Parking)
- Gasoline and other petroleum products with the exception of Cardholders who are responsible for the operation of SHR owned, rented or leased vehicles or who are responsible for facility maintenance
- Food and beverage expenses (for example, restaurants, fast food outlets, alcoholic beverage store, food and beverage dispensers) with the exception of catering
- Travel and entertainment expenditures such as airlines, rail, bus, lodging, restaurants, and entertainment tickets with the exception of **lodging and rental cars** for SHR employees when traveling in North America on SHR business.
- Conference optional events such as golf tournaments and site tours

## ***APPLYING FOR A PCARD***

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The following is a summary of the steps involved in requesting a PCard:

### **Step 1**

An employee who wishes to receive a PCard must complete the [PCard Application Form](#) online and submit it to someone with signing authority for the cost centre that the default code combination the card will be associated with.

The Purchasing Card User Guide should be reviewed at this time to ensure that a PCard is the best purchasing tool to use.

### **Step 2**

The approver of the Application Form must be someone with signing authority for the default code combination that the card will be associated with. Generally this will be the Manager responsible for the Facility/Fund and Cost Centre combination. In all cases, the form must be approved by a person with higher authority than the Cardholder. The person approving the Application Form electronically is the Approver.

The Approver will be notified by email that they have an Application Form waiting their approval and they are responsible for reviewing the Application Form and approving or declining it online.

### **Step 3**

The Program Administrator will process the application with the Bank of Montreal (BMO) and distribute the PCard. The Program Administrator will contact the Cardholder upon receipt of the MasterCard

from BMO. At this point, the Cardholder must book a time to participate in the mandatory training and PCard issuance session.

#### **Step 4**

The PCard will not be released until the Cardholder attends mandatory training which includes PCard usage, training on the PCard system, which involves reconciling and printing monthly expense reports, and signs the Cardholder Agreement and Cardholder Acknowledgement of Responsibilities.

It is the responsibility of the Cardholder to ensure they understand their responsibilities and have been properly trained in the appropriate use of the PCard.

#### **Step 5**

Activation of the PCard will be required by following the authorization process provided by BMO.

#### **Step 6**

Cardholders and Approvers will be given access to *details* Online, which is the online reconciliation system provided by BMO. Usernames and temporary passwords will be issued to Cardholders and Approvers.

## **ORDERING**

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The following section provides various options available for purchasing goods with the PCard.

Purchases can be made via:

1. Telephone
2. Fax
3. In Person
4. Internet

### **1. Placing an order by TELEPHONE**

- a) Inform the supplier that the purchase is with a SHR PCard to receive the benefit of any applicable negotiated SHR pricing.
- b) Provide your name as it appears on the PCard, the PCard number and expiry date
- c) Give accurate delivery information, including:
  - Contact name
  - Department
  - Building and room number
  - Street address
  - Phone number
- d) Request that:
  - A **priced** packing slip or a **detailed** sales receipt be enclosed with the goods
- e) Cardholders may want to keep track of the order by recording it in a PCard Purchase Log (Appendix G). The PCard Purchase Log is a useful tool when reconciling the PCard Expense report to the receipts should a transaction appear for which there is no receipt. These transactions may relate to items that have been ordered by phone and which have not been received. The log would have records of these orders.

## **2. Placing an order by FAX**

- a) Complete a PCard Fax Form (see Appendix C).
- b) Fax the form to the supplier.

When ordering goods from outside Canada, fax:

1. Shipping to Canada Instructions for Credit Card Purchases (see Appendix D), and
2. PCard Fax Form (see Appendix C) to the supplier and Percy H. Davis (Customs Broker) at (306) 244-7470.

This information is required by SHR's customs broker to clear goods crossing the border.

Purchases made outside Canada will be converted to Canadian funds by the card issuer at a rate equal to the Interbank rate on the day the transaction is posted to the card account.

If an order is from out of country, applicable duty and/or taxes will be incurred in one of two ways:

1. VIA THE SHR's CUSTOMS BROKER  
All courier shipments requiring customs clearance are forwarded to the SHR's custom broker, Percy H. Davis. The brokerage charge will be posted to their cost centre.
2. VIA CANADA POST  
Canada Post will require payment before a package is released.

### **3. Purchasing goods or services IN PERSON**

- a) Inform the supplier that the purchase is for the SHR to receive the benefit of any applicable negotiated SHR pricing.
- b) Give the supplier the PCard for processing.
- c) Obtain the credit card transaction slip **and** detailed sales receipt from the supplier at the time of the purchase.
- d) Check the purchase card slip to ensure the proper price is charged.

### **4. Purchasing goods on the INTERNET**

- a) The supplier's website must disclose its protection of privacy policy.
- b) The ordering site must be encrypted or protected by a trusted SSL (Secure Sockets Layer) certificate (i.e. the address window must start with https://) to ensure security of the PCard number and order information.
- c) If the website is not a trusted site, a security alert, as shown below, will appear. Purchases from these websites are not recommended.



- d) Look for a lock  or key  on your screen. This indicates the current security mode. When a key appears unbroken, data sent between the Cardholder's browser and the web site is secure; if the key appears broken the data is being sent unencrypted. A lock appears in the lower right-hand status bar during a secure session. No lock is visible during normal unencrypted sessions.
- e) When possible, print copies of completed online orders or obtain electronic confirmation to use as supporting documentation for the PCard reconciliation. This confirmation needs to be detailed and match the total charged to the card. Cardholders may have to ask the supplier to send an email confirming the order. Cardholders may want to keep track of the order by recording it in a PCard Purchase Log (Appendix G).
- f) Verify the record back to the order once it is received and follow up on any orders that have not arrived within the expected timeframe.

## Special Supplier Circumstances

### 1. Merchant Category Codes (MCC)

Embedded on each card will be any restrictions that have been established by the SHR, such as monetary limits and certain Merchant Category Codes (MCC). Some of the MCC are "blocked" from usage in the program. If the Cardholder presents the PCard to any of these suppliers with blocked MCCs, the transaction will be declined.

Examples of blocked suppliers are:

- Airlines
- Financial institutions such as banks and trust companies
- Government payments such as fines, tax payments, court costs

Note: If Cardholders require a merchant code to be unblocked, for example, to ship goods via Air Canada Cargo, please send an email to [Finance-PCardAdmin@saskatoonhealthregion.ca](mailto:Finance-PCardAdmin@saskatoonhealthregion.ca) requesting the code be unblocked for a specific time frame.

### 2. Supplier Rejects Card

If the supplier rejects the PCard, it will be for one of the following reasons:

- The PCard has reached its transaction or monthly limit.
- The incorrect information was entered from the PCard.
- The address given does not match the address linked to the Cardholder's PCard.
- The supplier is not currently a Mastercard Merchant.
  - In this case, the Cardholder should complete a Supplier Referral Form (see Appendix E) and forward it to the Program Administrator.
- The supplier has been purposely excluded from the PCard Program, therefore the Merchant Category Code has been blocked.

## ACCESSING PCARD INFORMATION ONLINE

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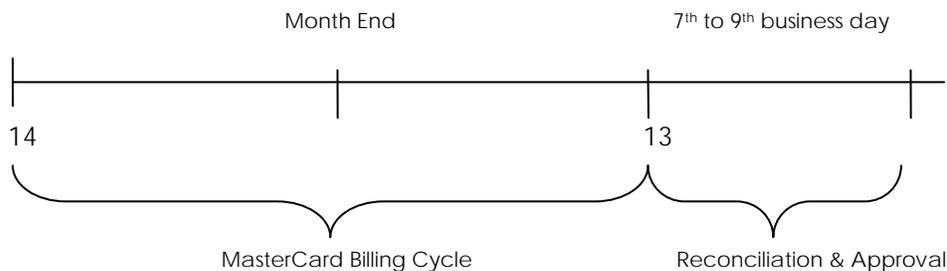
The SHR Purchase Card Program uses the Bank of Montreal (BMO) PCards. The BMO Purchase Card Program provides Cardholders and Approvers with the ability to access PCard transactions using BMO's web-based software, *details* Online. A link to this is located on the SHR Infonet at [http://infonet.sktnhr.ca/financial\\_services/PCardLinks.htm](http://infonet.sktnhr.ca/financial_services/PCardLinks.htm) or it can be accessed directly at <https://www.bmodetailsonline.com/>

*details* Online enables Cardholders and Approvers to review, reconcile and approve all purchase card transactions online. Cardholders are required to access *details* Online in order to reconcile transactions. Transactions appear 24–72 hours after the purchase is recorded by the merchant.

### Timeline for the PCard Cycle

Our BMO MasterCard cycle runs from the 14<sup>th</sup> of the month to the 13<sup>th</sup> of the following month, for example, one cycle would be from July 14<sup>th</sup> to August 13<sup>th</sup>. All transactions for the cycle can be reconciled and Expense Report are available to print at the end of each PCard cycle which is the 13<sup>th</sup> of the month.

The Cardholders and Approvers have until the 7<sup>th</sup> business day after the end of the cycle to reconcile and approve all on-line transactions that were processed during the cycle. Cardholders are required to submit their Expense Report and supporting receipts to the Program Administrator by the 9<sup>th</sup> business day after the end of the cycle.



The following is a summary of the steps involved in accessing PCard information online and reconciling your transactions.

### Step 1: Login to *details* Online

- Go to [www.bmodetailsonline.com](http://www.bmodetailsonline.com) using your web browser (i.e. Internet Explorer).
- Enter your User ID and Password, and click on <GO>.

## Step 2: Searching Transactions

On the Home page, a section labeled **Alerts** notifies the Cardholder of any transactions that require reviewing or of any previously reviewed transactions rejected by the Cardholder's Approver responsible for approving the transactions.

The screenshot shows the BMO details Online interface. At the top, there is a blue header with the BMO logo on the left, the text "BMO details Online" in the center, and the Diners Club International logo on the right. Below the header is a navigation bar with tabs for "Home", "Statements", "Transactions", and "Reports". The "Transactions" tab is highlighted with a red circle. To the right of the navigation bar, there are links for "Contact Us" and "Logout".

Below the navigation bar, the main content area is divided into several sections:

- Welcome, SHR Cardholder**: A greeting message with a "Help" button.
- Your last visit was on at**: A section with a "My Profile" button.
- Alerts & Notifications**: A section with three bullet points:
  - ▶ Data Last Loaded on May 31, 2012
  - ▶ You have 0 Transactions waiting your approval
  - ▶ You have 0 Rejected Transactions
- Account Summary**: A section with two tabs: "Account Summary" (selected) and "Last Statement". It displays the account number "XXXX XXXX XXXX 2963" and a table with the following data:

| Credit Limit | Current Balance | Credit Available |
|--------------|-----------------|------------------|
| 10000.00     | 0.00            | 10000.00         |

A "View details" link is located below the table.
- e Statement**: A section with a "File Format" dropdown menu and a "Download" button.
- Quick Links**: A section with links for "Statements" and "Transactions".

Select the **Transactions** tab from the menu bar at the top of the screen to navigate to the **TRANSACTION** home screen.

**TRANSACTIONS**

INSTRUCTION: To locate transactions, specify the search criteria below and click the "Locate Transaction" link on the left hand navigation menu.

[Transactions](#)  
[Locate Transaction](#)**Hierarchy Information**

Hierarchy Name LABORDE, CARRIE L

**Search**Transactions **View**General Ledger **Date**From  

MM/DD/YYYY

To  

MM/DD/YYYY

Processing 

Type

**Amount**From To **Status****Addendum Type****ID**

1. From the **Search** drop-down arrow field select **Transactions**, **Adjustments** or **All Record Types**.
2. From the **View** drop-down field, select **General Ledger**.
3. Enter the date range, dollar amount, and any other search criteria.  
Note: "From" search date is always needed, but the "To" date which is the end of the search period can be left blank.
4. Click **<Locate Transactions>** to navigate to the **TRANSACTIONS>GENERAL LEDGER MODULE** screen.

A transaction summary for each transaction that meets the search criteria will appear as illustrated below. This is the General Ledger view.



Search by

TRANSACTIONS > GENERAL LEDGER MODULE

INSTRUCTION: The General Ledger View provides the ability to view and/or modify multiple transactions at a time. To retain any changes made, remember click the "Save Changes" Link located on the left hand navigation menu. NOTE: You must use "Save Changes" prior to moving to another page.

Sort By

- Transactions
  - Transaction Home
  - Transaction Detail
- General Ledger
  - Split Record
  - Validate GL
- Approval
  - Unapprove Selected
  - Approve Selected
  - Approve All
- General
  - Refresh Page
  - Cancel Changes
  - Save Changes

List of Transaction ( 1-5 shown of 52 )

| # 285745753 ACKLANDS-GRAINGER INC - INDUSTRIAL SUPPLIES NOT ELSEWHERE CLASSIFIED [ 5085 ], SASKATOON - 490.16 CAD, LABORDE, CARRIE L ( Acct # XXXX XXXX XXXX 8921 ) |            |                   |            |            |            |   |           |
|---|------------|-------------------|------------|------------|------------|---|-----------|
| Tran. Status  | New        | Approval Comments |            |            |            | <input checked="" type="checkbox"/> Click to validate GLs |           |
| Proc Date   | 05/15/2012 | Tran Date         | 05/14/2012 | GST        | 22.28      | Element   | Value     |
| Addendum  |            |                   |            | PST        | 22.28      | Facility/Fund*  | 1121      |
| Group ID  |            |                   |            | Unknown    |            | Cost Centre*  | 711650000 |
| Record Type   | Purchase   |                   |            | Unknown    |            | Account*  | 4350000   |
| Customer Code   |            |                   |            | Unknown    |            | do not use  |           |
| Description   |            | Total Tax         | EST        | 44.56      | do not use |   |           |
|   |            | Tran. Total       | 490.16 CAD | do not use |            |   |           |
| # 285844360 AMRE SUPPLY - ELECTRICAL PARTS AND EQUIPMENT [ 5065 ], SASKATOON - 192.27 CAD, LABORDE, CARRIE L ( Acct # XXXX XXXX XXXX 8921 )                         |            |                   |            |            |            |   |           |
| Tran. Status  | New        | Approval Comments |            |            |            | <input checked="" type="checkbox"/> Click to validate GLs |           |
| Proc Date   | 05/16/2012 | Tran Date         | 05/15/2012 | GST        | 8.74       | Element   | Value     |
| Addendum  |            |                   |            | PST        | 8.74       | Facility/Fund*  | 1121      |
| Group ID  |            |                   |            | Unknown    |            | Cost Centre*  | 711650000 |
| Record Type   | Purchase   |                   |            | Unknown    |            | Account*  | 4350000   |
| Customer Code   |            |                   |            | Unknown    |            | do not use  |           |
| Description   |            | Total Tax         | EST        | 17.48      | do not use |   |           |
|   |            | Tran. Total       | 192.27 CAD | do not use |            |   |           |
| # 285844361 AMRE SUPPLY - ELECTRICAL PARTS AND EQUIPMENT [ 5065 ], SASKATOON - 1,321.32 CAD, LABORDE, CARRIE L ( Acct # XXXX XXXX XXXX 8921 )                       |            |                   |            |            |            |   |           |

**Step 3: Reconciling Transactions**

Timelines for Review

Cardholders and Approvers must review and approve all transactions by the 7<sup>th</sup> business day after the end of the billing cycle. Failure to reconcile the on-line records by the 7<sup>th</sup> business day after the end of the billing cycle and to send the Expense Report plus proof of purchase (receipts) to the Program Administration by the 9<sup>th</sup> business day after the end of the billing cycle may result in cancellation of PCard privileges.

New Transactions to Review

Cardholders can identify the transactions by the Transaction Status. **New** transactions are those transactions that are waiting to be reconciled by the Cardholder.

Please refer to the following list which shows the icons that you will find in *details* Online as well as their meaning.

| Status Icons  | Meaning          |
|---|------------------|
|    | New              |
|    | Reviewed         |
|    | Approved         |
|    | Locked           |
|    | Disputed         |
|    | Rejected         |
| Split Icons   | Meaning          |
|    | Split Incomplete |
|    | No Split         |
|    | Split Enabled    |
| Addendum Icons  | Meaning          |
|   | Car Rental       |
|  | Courier          |
|  | Fleet            |
|  | Generic          |
|  | Invoice          |
|  | Lodging          |
|  | Payment          |
|  | Purchasing       |
|  | Services         |
|  | Travel           |
|  | Telephony        |

Cardholders will need to refer to their paper receipts and any supporting documentation (i.e., purchase log, quote sheets, email approvals, and any other required prior authorizations) when reviewing and reconciling transactions.

### Verifying Coding and Descriptions

Cardholders must verify the default general ledger coding, taxes charged, and the transaction amount and should add a description of the purchase in the Description field. Ensure descriptions are accurate and provide enough detail of the transaction. This field holds up to 150 characters and will assist the manager/supervisor with their approval function.

### Disputed Transactions

Should the transaction involve a dispute with a supplier and has not been resolved, the Cardholder should change the Transaction Status to Disputed and provide adequate commentary for the Approver to review.

## Step 4: Editing Transactions

Cardholders can change any transaction information (i.e., the default general ledger codes, tax status, etc.) from either the General Ledger or the Approval view screen or Transaction Detail view screen.

**BMO details Online**

Home | Statements | **Transactions** | Reports

Search by: [ ] [Go]

TRANSACTIONS > GENERAL LEDGER MODULE

INSTRUCTION: The General Ledger View provides the ability to view and/or modify multiple transactions at a time. To retain any changes made, remember click the "Save Changes" Link located on the left hand navigation menu. NOTE: You must use "Save Changes" prior to moving to another page.

Sort By: Tran ID [v] Ascending [v] [Go]

List of Transaction ( 1-5 shown of 52 )

| # 285745753 ACKLANDS-GRAINGER INC - INDUSTRIAL SUPPLIES NOT ELSEWHERE CLASSIFIED [ 5085 ], SASKATOON - 490.16 CAD, LABORDE, CARRIE L ( Acct # XXXX XXXX XXXX 8921 ) |                   |             |            |                       |            |                          |  |
|---|-------------------|-------------|------------|-----------------------|------------|--------------------------|--|
| Tran. Status  | Approval Comments |             |            | Click to validate GLs |            |                          |  |
| Proc Date   | Tran Date         | GST         | Value      | Element               | Value      | Description              |  |
| Addendum  |                   | PST         | 22.28      | Facility/Fund*        | 1121       | ROYAL UNIVERSITY HOSPITA |  |
| Group ID  |                   | Unknown     |            | Cost Centre*          | 711650000  | PLANT MTCE - GENERAL     |  |
| Record Type   | Purchase          | Unknown     |            | Account*              | 4350000    | MTCE & REPAIRS-BLDG/GRND |  |
| Customer Code   |                   | Unknown     |            | do not use            |            |                          |  |
| Description   |                   | Total Tax   | EST        | 44.56                 | do not use |                          |  |
|   |                   | Tran. Total | 490.16 CAD | do not use            |            |                          |  |
| # 285844360 AMRE SUPPLY - ELECTRICAL PARTS AND EQUIPMENT [ 5065 ], SASKATOON - 192.27 CAD, LABORDE, CARRIE L ( Acct # XXXX XXXX XXXX 8921 )                         |                   |             |            |                       |            |                          |  |

Approval: Unapprove Selected, Approve Selected, Approve All

General: Refresh Page, Cancel Changes, Save Changes

After you are done editing the transactions – you need to make sure that you hit “Save Changes” before moving on or else the changes will not be updated. Take a second look to make sure that all your changes have updated appropriately before moving on to the next transaction.

Coding – It is important to use appropriate account codes (segment 3). This allows for reporting expenditures in the correct category and determining appropriate taxation. For a complete list of account codes, please refer to the [Financial Code Lookup](#).

## Step 5: Allocating Transaction Amounts

Some purchases may need to be assigned to more than one code combination. This is done by clicking on the "Split" hyperlink for a particular transaction, which takes the Cardholder to the "Transaction Splits" screen.

To allocate the transaction amount to different code combinations:

- Select the transaction (i.e., click on the top left radio button on the transaction's header bar) and then click the "Split Transaction" action.
- Select the "Add Split" action.
- Enter the actual amount or the percentage of the transaction that is to be coded differently. To add more split lines, click on the "Add Split" action. Note: Transactions can be allocated as many times as needed.
- Change the general ledger codes by selecting the split line and click the "Enter Code" action. The General Ledger information page will appear to update the codes.
- When finished splitting the transaction, click the "Recalculate Split" action.
- Click "Save Changes".

**SPLIT RECORD**

INSTRUCTION: The Split feature allows you to reallocate a single financial record to multiple General Ledgers. This feature supports redistribution by percentage or amount. To accomplish this, populate the "# of Splits" field with the number of splits you wish to have, then click the "Add Split" action on the left hand navigation menu. Populate the pertinent information per record. To complete the split process, click the "Save Changes" action, located on the left hand navigation menu.

**REFERENCE INFORMATION**

|             |                   |             |                       |
|-------------|-------------------|-------------|-----------------------|
| Record ID   | 285745753         | Record Date | 05/14/2012            |
| Record Type | Transactions      | Supplier    | ACKLANDS-GRAINGER INC |
| Name        | LABORDE, CARRIE L | City        | SASKATOON             |

**SPLIT INFORMATION**

|                 |          |
|-----------------|----------|
| # of Splits     | 2        |
| Split Total     | 490.1600 |
| Split Remainder | 0.0000   |

**PAYMENT INFORMATION**

|              |            |
|--------------|------------|
| Subtotal     | 445.60     |
| Total Tax    | 44.56      |
| Record Total | 490.16 CAD |

| Select                   | Description | Percent | Amount   | Customer Code | General Ledger Information |
|--------------------------|-------------|---------|----------|---------------|----------------------------|
| <input type="checkbox"/> | RUH         | 50.00   | 245.0800 |               | 1121.711650000.4350000...  |
| <input type="checkbox"/> | SPH         | 50.00   | 245.0800 |               | 1141.711650000.4350000...  |

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## Step 6: Approving the PCard Transactions and Printing Expense Report

After a Cardholder has completed the review and reconciliation of a transaction, the Cardholder must "approve" it.

1. Select one or more transactions with a **New** status.
2. Review the information and if you agree with the transaction(s), click **<Approve Selected>**.
3. If you agree with all the transactions on that page, Click **<Approve All>**.
4. The status of the selected transaction will be changed to Reviewed.

5. If working on multiple pages, Click **<Save Changes>** before moving to the next page or else the approval will not work.
6. Once all transactions have been verified (status is "Reviewed"), then print the Expense Report which is a summary of reviewed transactions requiring payment.
7. To access and print your Expense Report, begin by clicking on the **REPORTS** page.
8. On the **REPORTS** page, under **Folders**, click on the **Custom** folder to open it. This will take you to **REPORTS>CREATE REPORT** screen.
9. On the **REPORTS>CREATE REPORT** screen, you will see **Reports You Can Run** where the **Expense Report** is listed. Click on **Expense Report**.
10. You will now be at the screen where you need to select the parameters for the report. Please leave the **Date Switch** as **Processing Date**. Change the **From Date** to the date which corresponds with the beginning of the cycle. This would be the 14<sup>th</sup> of the previous month. Change the **To Date** to the date which corresponds with the end of the cycle. This would be the 13<sup>th</sup> of the current month. Click **Submit** and your Expense Report will appear.
11. Please note that the first time that you try to run this report, you will likely get a message that pop-ups are blocked. Please change the settings to allow pop-ups from this site. Once this is done, click **Retry** and your report request will be resubmitted and you should see your Expense Report.
12. To print the Expense Report, select **Download** from the menu at the top of the screen. This will give you the option to **Export Report To** a PDF file format and it will be easier to print.
13. Change the **Page Range** from the default, which is Current page, to **All**.
14. Click **View Report**.
15. Click on the Print Icon to print the Expense Report.
16. Attach the detailed receipt(s) to the Expense Report in the order they appear on the report. It is the responsibility of the Cardholder to ensure supporting documentation is obtained for the purchases.
17. The Cardholder shall forward the expense report and supporting receipts to the Approver in order to facilitate the Approver's online approval.

### **Step 7: Approval and Submission of PCard Expense Report to Program Administrator**

The PCard transactions must be approved online by the Approver. Approval of the PCard transactions indicates approval of the appropriateness of the expenditure and coding of the transaction. By providing the receipts to the Approver, it allows the Approver to match the expenditures to the receipts. See *Approvers Responsibilities* below.

In no instance is an individual allowed to approve their own PCard Expense Report.

Once the appropriate approvals have been obtained, the Approver will forward the Expense Report with receipts to PCard Program Administrator at the following address:

Saskatoon Health Region  
 Financial Services  
 Suite 900, 606 Spadina Crescent E  
 Saskatoon, SK S7K 3H1  
 Attention: Natalie Johnson

Alternatively, you could scan and email the approved expense reports to the Program Administrator.

Expense Reports must be received by the Program Administrator by the **9<sup>th</sup> business day** after the end of the billing cycle. An email is sent out to all Cardholders on the 1<sup>st</sup> business day following the close of the PCard cycle to let Cardholders know that they can reconcile their PCard transactions. Please note that you will only receive a message from BMO if you have transactions for the cycle period or you have not logged into BMO *details Online* between the close of the cycle and prior to the statement notification email.

## ***SUPPORTING DOCUMENTATION***

---

Every charge and credit transaction made using the PCard must be supported by valid and complete **original** documentation. The Cardholder **MUST** obtain the sales receipt and/or credit card transaction slip, packing slips or any other information related to the purchase, and attach these to the PCard Expense Report.

Not providing supporting documentation for all transactions is a Cardholder violation. Below is an explanation of what is considered acceptable supporting documentation and an explanation of what information must be included on each piece of documentation.

### **Acceptable Supporting Documentation:**

Acceptable supporting documentation (**original** documents wherever possible) is defined as:

- Receipt and credit card transaction slip from the supplier – with tax breakdown
- A priced packing slip which shows the cost of the items – including taxes
- Order forms, or a copy of the form used to pay memberships, magazine subscriptions, registrations fees and similar items
- Detailed invoice showing " *Credit Card Payment*"
- Copies of credit card transaction records sent directly from the Bank (if not provided by the supplier)
- Courier statements
- Invoice faxed from company (company fax number appears on top of page).

### **Information that must be on the Supporting Documentation:**

The documentation for every transaction on the PCard expense report must include the following information. If this information is not included in the supporting documentation then it must be written directly on the expense report by the Cardholder.

- Supplier identification (Merchant name)
- Date purchase was made
- Description and quantity of each item purchased
- Per item cost, if available
- Taxes paid, if available
- Cardholder identification – Name and number.

### **Missing Documentation**

Any missing documentation is the responsibility of the **Cardholder** to obtain and this should be done prior to the report submission deadline. To obtain missing documentation:

- a) Contact the supplier to provide a copy of the original document.
- b) If the supplier is unable to provide documentation, contact BMO directly @ 1-800-263-2263 to provide a copy of the transaction. This request can take up to 45 days to process.
- d) Any other questions please email [Finance – PCard Admin@saskatoonhealthregion.ca](mailto:Finance – PCard Admin@saskatoonhealthregion.ca)
- e) The Cardholder is required to send in the Expense Report in a timely manner with the remainder of the supporting documentation. The Cardholder should include an explanation as to why a receipt is missing and that the Cardholder is following up to obtain a receipt. The receipt should be forwarded to the Program Administrator as soon as it is received. Please indicate the Cardholder Expense Report and billing period the receipt should be filed with.

## Maintaining a Purchase Log

The Purchase Log is very useful for reconciliation of the Cardholder expense report. The Cardholder is advised to keep a Purchase Log (Appendix G) in the following situations:

- for tracking deliveries (including partial shipments),
- return of goods,
- discrepancies in the quoted and charged amount,
- if supporting documentation is not available at the time payment is made.

The following information should be recorded:

- Transaction date
- Name of the supplier
- Description of the purchase
- If required, record the code combination(s) you want the purchase(s) reallocated to
- The total dollar amount of the purchase
- Whether the purchase appeared on the Cardholder Expense Report
- Whether the transaction has supporting documentation.

## Requests for Copies of Invoices (prior months' statements)

Send requests to the Program Administrator by email at [Finance-PCard Admin@saskatoonhealthregion.ca](mailto:Finance-PCardAdmin@saskatoonhealthregion.ca) or call the Program Administrator at (306) 655-0850

To assist in locating the invoice, please supply the following information, which is available through Enterprise on the Expense Distribution Report:

- Transaction number
- Processing date

## Returns and Credits

Cardholders will need to request a credit to their PCard when they return unwanted or unused goods or where incomplete orders are received. A copy of the detailed credit transaction receipt must be retained. Cardholders should keep track of the credit on a purchase log and ensure it is coded to the same code combination as the original purchase when reconciling and reviewing it on *details* Online. Cardholders are responsible for following up on any credits not appearing on their purchase card.

No Cardholder may accept cash or a cheque from a supplier when making a return. The refund must be credited back onto the same card account.

## Disputed Items

It is the responsibility of the Cardholder to initially resolve any disputes with a supplier relating to unsatisfactory goods, late delivery, incorrect deliveries, incorrect charges from quoted prices, and all other issues directly caused by the supplier.

If resolution cannot be reached, the Cardholder should fill out the Cardholder Dispute Form (see Appendix F) and forward it to the Program Administrator.

In addition, if a Cardholder's Records do not agree with the Monthly Expense report, the Cardholder should notify BMO within sixty (60) days of the first expense report on which a disputed charge has occurred and cannot be resolved with the supplier. BMO will research the disputed charge and make any necessary adjustments or issue appropriate credits.

## APPROVER RESPONSIBILITIES

The BMO Purchase Card Program provides Approvers with the ability to access PCard transactions submitted by Cardholders. Approvers are generally Supervisors, Managers or Directors or someone with greater budget accountability identified that will approve the Cardholder's purchases. Approvers are limited by the authority that they have been delegated in accordance with the Signing Authority Policy. They will be able to approve transactions only up to the limit that they have been delegated and only approve transactions coded to the Facility/Fund and Cost Centre combinations for which they have delegated signing authority.

The Approver will be required to complete the Approver Acknowledgement of Responsibilities (Appendix B).

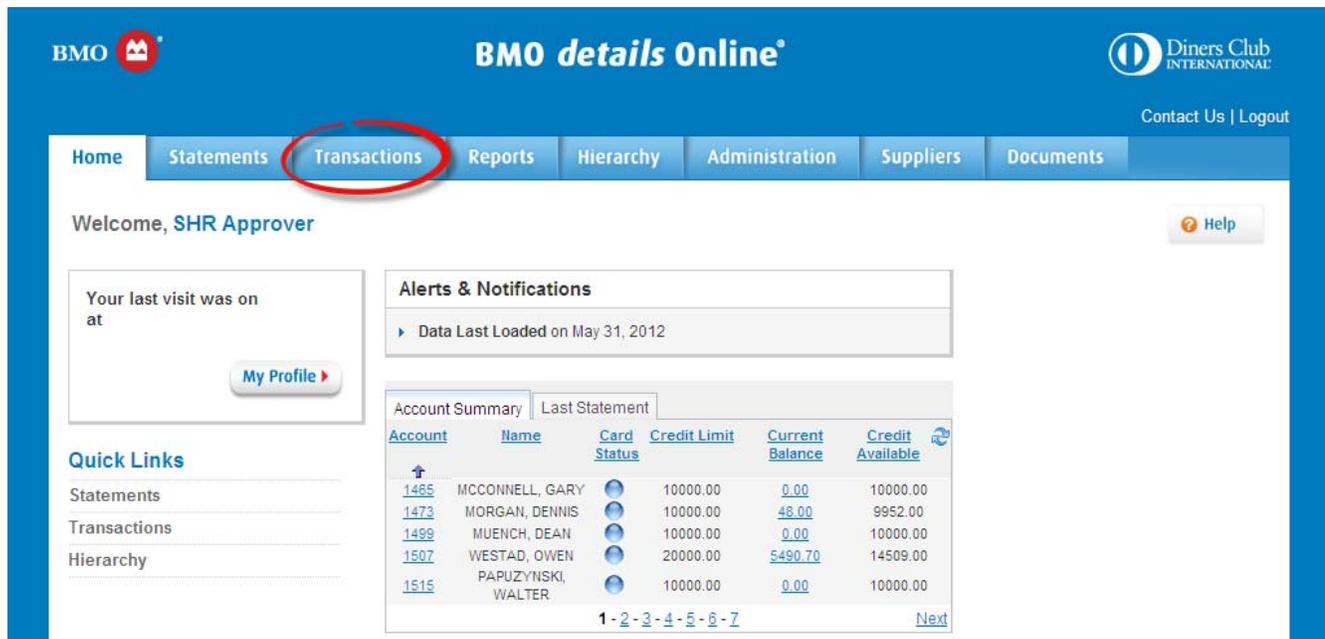
### Step 1: Login *details* Online

- Go to [www.bmodetailsonline.com](http://www.bmodetailsonline.com) using your web browser.
- Enter your User ID and Password, and click on <GO>.

Please note that if an Approver is also a Cardholder, the Approver will have 2 User IDs – one for their Cardholder role and one for their Approver role.

### Step 2: Searching Transactions

Once the Approver is logged on, a home page similar to the one shown below appears.



The screenshot shows the BMO details Online interface. The 'Transactions' menu item is highlighted with a red circle. The page displays a welcome message for 'SHR Approver' and a navigation menu with options: Home, Statements, Transactions, Reports, Hierarchy, Administration, Suppliers, and Documents. A 'My Profile' button is visible. The main content area includes an 'Alerts & Notifications' section with a 'Data Last Loaded on May 31, 2012' message. Below this is an 'Account Summary' table with columns for Account, Name, Card Status, Credit Limit, Current Balance, and Credit Available. The table lists several accounts with their respective details.

| Account              | Name               | Card Status | Credit Limit | Current Balance | Credit Available |
|----------------------|--------------------|-------------|--------------|-----------------|------------------|
| <a href="#">1465</a> | MCCONNELL, GARY    |             | 10000.00     | 0.00            | 10000.00         |
| <a href="#">1473</a> | MORGAN, DENNIS     |             | 10000.00     | 48.00           | 9952.00          |
| <a href="#">1499</a> | MUENCH, DEAN       |             | 10000.00     | 0.00            | 10000.00         |
| <a href="#">1507</a> | WESTAD, OWEN       |             | 20000.00     | 5490.70         | 14509.00         |
| <a href="#">1515</a> | PAPUZYNSKI, WALTER |             | 10000.00     | 0.00            | 10000.00         |

Approvers must access the **TRANSACTION** module by clicking on it. Approvers must then select various criteria to narrow the search for transactions they are looking for. See the page view of the **TRANSACTION** module listed below.

 Help

**TRANSACTIONS**

INSTRUCTION: To locate transactions, specify the search criteria below and click the "Locate Transaction" link on the left hand navigation menu.

- Transactions
- Locate Transaction**
- Change Hierarchy

**Hierarchy Information**  
Hierarchy Name: MGR FACILITY MAINT

**Search**

**View**

**Date** From:  To:   Type

**Amount** From:  To:

**Status**

**Addendum Type**

**ID**

Approvers should:

1. On the Search line, select "Transactions";
2. On the View line, select "General Ledger" or "Approval";
3. Indicate the appropriate period that the transaction search is needed for and
4. Select "Processing" as the Date type.

Please note that a "From" search date is always needed, but the "To" date which is the end of the search period can be left blank.

There are additional search criteria listed at the bottom of the TRANSACTION Module page including the ability to select a transaction type (i.e., Approved, Disputed, New, Rejected, Reviewed and Waiting for Approval). If the Status is left blank, *details* Online will search for all transactions regardless of their status.

After all the search criteria have been selected, click [<Locate Transaction>](#). A transaction summary for each transaction that meets the search criteria will appear as illustrated below. This is the General Ledger view.

Search by

 Help

**TRANSACTIONS > GENERAL LEDGER MODULE**

INSTRUCTION: The General Ledger View provides the ability to view and/or modify multiple transactions at a time. To retain any changes made, remember click the "Save Changes" Link located on the left hand navigation menu. NOTE: You must use "Save Changes" prior to moving to another page.

**Transactions**  
 Transaction Home  
 Transaction Detail

Sort By

**General Ledger**  
 Split Record  
 Validate GL

**Approval**  
 Unapprove Selected  
 Approve Selected  
 Approve All

**General**  
 Refresh Page  
 Cancel Changes  
 Save Changes

List of Transaction ( 1.5 shown of 183 )

| <input type="checkbox"/> # 285656222 PREMIER FARNEL00000034 - ELECTRICAL PARTS AND EQUIPMENT [ 5065 ], MISSISSAGUA - 254.30 CAD, WESTAD, OWEN ( Acct # XXXX XXXX XXXX 1507 ) |                   |           |             |   |            |                      |                          |
|--|-------------------|-----------|-------------|---|------------|----------------------|--------------------------|
| Tran. Status   | Approval Comments |           |             | <input checked="" type="checkbox"/> Click to validate GLs |            |                      |                          |
| Proc Date  | Tran Date         | Unknown   | Value       | Element   | Value      | Description          |                          |
| 05/14/2012   | 05/12/2012        | Unknown   | 23.12       |   |            |                      |                          |
| Addendum   |                   | Unknown   | 0.00        | Facility/Fund*  | 1141       | ST PAUL'S HOSPITAL   |                          |
| Group ID   |                   | Unknown   | 0.00        | Cost Centre*  | 711650000  | PLANT MTCE - GENERAL |                          |
| Record Type  |                   | Purchase  | Unknown     | 0.00  | Account*   | 4354500              | MTCE & REPAIRS - ELECTRI |
| Customer Code  |                   | 917332754 | Unknown     | 0.00  | do not use |                      |                          |
| Description  |                   | Total Tax | ACT         | 23.12   | do not use |                      |                          |
|  |                   |           | Tran. Total | 254.30 CAD  | do not use |                      |                          |
| <input type="checkbox"/> # 285656228 PREMIER FARNEL00000034 - ELECTRICAL PARTS AND EQUIPMENT [ 5065 ], MISSISSAGUA - 217.26 CAD, BLAIR, BRIAN ( Acct # XXXX XXXX XXXX 4854 ) |                   |           |             |   |            |                      |                          |

**Step 3: Reviewing Transactions:**

All transactions by the Cardholder that are to be approved will appear as Transaction Status "Reviewed". Reviewed Transactions are transactions that have a Reviewed status tell the Cardholder's direct Approver that the Cardholder has reviewed and agrees with the information in the transaction.

Approvers can review and approve transactions from the both the General Ledger and the Approval view page.

When reviewing a transaction, the Approver should:

- Review the Description field for a description of the purchase;
- Review the taxes to ensure they agree to the attached supporting documents;
- Review the coding, paying particular attention to the coding related to the purchase will be charged to;
- Check the top right of the transaction for the splitting transaction icon to see if the transaction has been allocated into more than one general ledger code. If the transaction was not allocated, "No Split" will appear when the cursor is held over the split transaction icon. If there is an allocation, this field will state, "YES" and will indicate the number of splits. Details of a split transaction can be viewed from the Transaction Detailed View screen. If less than 100% of the transaction amount is coded in the split lines, the Split field will indicate "INC" meaning the split is incomplete.
- Review the Comments field in the Transaction Detail View screen for any additional information

The Approver should match the receipts from the Cardholder with the transactions online. In the event of discrepancies, the Approver should look to resolve the transaction with the Cardholder including, but not limited to discussing the transaction with the Cardholder.

## Rejected Transactions

Where the coding is incorrect, the transaction has not been properly split, or if additional description or comments are required for the transaction, the Approver may reject the transaction and request that the Cardholder make the necessary changes to the record. These transactions tell the Cardholder that there is a problem with the transaction that needs to be resolved before the transaction can be approved. An Approver can reject a transaction and notify the Cardholder of the reason. Once the issue has been resolved, the Approver needs to go in and approve the transaction.

## Disputed Transactions

Transactions with a Disputed status tell the Approver that there is a problem with the transaction that needs to be resolved before the transaction can be approved.

The Approver can provide direction to the Cardholder in the Comments field in the Transaction Detail View screen.

## Step 4: Approving transactions:

When the Approver is satisfied that the transaction is appropriate for payment, it can be approved in the General Ledger or Approval view screen. Click **<Approve Selected>** to approve individual selected transactions or can select the "Approve All" action to approve all the transactions listed on the screen. Approvals are done on a page to page basis – you can only "approve all" one page at a time or else the approvals won't update.

The screenshot shows the BMO details Online interface. The top navigation bar includes BMO, BMO details Online, and Diners Club International. The main navigation menu has tabs for Home, Statements, Transactions, Reports, Hierarchy, Administration, Suppliers, and Documents. The Transactions tab is active. On the left, there is a search bar and a navigation menu with options like Transactions, General Ledger, and Approval. The main content area shows the 'TRANSACTIONS > GENERAL LEDGER MODULE' and a list of transactions. The first transaction is highlighted with a red circle, showing details for transaction # 285656222. The transaction is for 'ELECTRICAL PARTS AND EQUIPMENT' with a value of 254.30 CAD. The transaction status is 'New' and the approval comments field is empty. The 'Approve All' button in the left navigation menu is also circled in red.

Search by

TRANSACTIONS > GENERAL LEDGER MODULE

INSTRUCTION: The General Ledger View provides the ability to view and/or modify multiple transactions at a time. To retain any changes made, remember click the "Save Changes" Link located on the left hand navigation menu. NOTE: You must use "Save Changes" prior to moving to another page.

Sort By Tran ID Ascending Go

List of Transaction ( 1-5 shown of 183 )

|               |   |                   |            |         |       |                |                       |                          |
|---------------|---|-------------------|------------|---------|-------|----------------|-----------------------|--------------------------|
| # 285656222   | PREMIER FARNEL00000034 - ELECTRICAL PARTS AND EQUIPMENT [ 5065 ], MISSISSAGUA - 254.30 CAD, WESTAD, OWEN ( Acct # XXXX XXXX XXXX 1507 ) |                   |            |         |       |                |                       |                          |
| Tran. Status  | New   | Approval Comments |            |         |       |                | Click to validate GLs |                          |
| Proc Date     | 05/14/2012  | Tran Date         | 05/12/2012 | Unknown | 23.12 | Element        | Value                 | Description              |
| Addendum      |   |                   |            | Unknown | 0.00  | Facility/Fund* | 1141                  | ST PAUL'S HOSPITAL       |
| Group ID      |   |                   |            | Unknown | 0.00  | Cost Centre*   | 711650000             | PLANT MTCE - GENERAL     |
| Record Type   | Purchase  |                   |            | Unknown | 0.00  | Account*       | 4354500               | MTCE & REPAIRS - ELECTRI |
| Customer Code | 917332754   |                   |            | Unknown | 0.00  | do not use     |                       |                          |
| Description   |   | Total Tax         | ACT        |         | 23.12 | do not use     |                       |                          |
|               |   | Tran. Total       | 254.30 CAD |         |       | do not use     |                       |                          |
| # 285656228   | PREMIER FARNEL00000034 - ELECTRICAL PARTS AND EQUIPMENT [ 5065 ], MISSISSAGUA - 217.26 CAD, BLAIR, BRIAN ( Acct # XXXX XXXX XXXX 4954 ) |                   |            |         |       |                |                       |                          |

Once the transaction is approved, the Transaction Status will change to "Approved".

Approved transactions are those that the Approver has reviewed and agreed with the information in the transaction. These transactions can now be integrated into SHR's financial system.

## CARDHOLDER RESPONSIBILITIES

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### 1. Consequences of Inappropriate Use of PCard

#### a) Personal Purchases

Personal purchases or transactions using the PCard are NOT allowed. It is against SHR policy to use SHR funds to purchase items for personal use. Personal purchases could jeopardize the SHR's tax status, permits and supplier contracts.

**Action:**

The SHR must be reimbursed immediately for the amount of any personal purchase. If you accidentally use the PCard for a personal purchase, please issue a personal cheque made out to the "Saskatoon Health Region" and attach it to your PCard expense report.

#### b) Sub-dividing Purchases

Sub-divided purchases are defined as purchases costing more than a cardholder's transaction limit which are split into multiple transactions to circumvent the cardholder's transaction limit.

**Action:**

You will receive a warning email from the Program Administrator indicating that the PCard transaction is in violation of the Card Use Guidelines. No further action will be taken unless it is a repeat offense. If there are repeat offenses, the PCard could be suspended.

#### c) Restricted Purchases

See list of inappropriate items under Restricted Purchases on Page 5. These types of purchases are not allowed on the PCard.

**Action:**

You will receive a warning email from the Card Administrator indicating that the PCard transaction is in violation of the Card Use Guidelines. No further action will be taken unless it is a repeat offense. At that time, the PCard could be suspended.

#### d) Failure to submit monthly expense report or provide required documentation

Failure to reconcile and forward the monthly Cardholder expense report to the Program Administrator, with all supporting documentation attached, on or before the 9<sup>th</sup> business day after the end of the billing cycle.

**Action:**

The Program Administrator will send a third and final reminder email to those Cardholders who have not submitted their PCard expense reports on time. A log is kept of the delinquent Cardholders by the Program Administrator. Anyone who does not submit their expense reports for 3 consecutive months will have their PCard privileges suspended.

### 2. Cardholder Status Change

If there is a need to change any of the information pertaining to the PCard such as:

- Name change (e.g. after marriage)
- Default Code Combination change (any or all portions of the Facility/Fund, Cost Centre or Account Code combination)
- Address change
- Limit change (transaction or monthly)

The Cardholders will complete the online PCard [Change Request Form](#) which is located at the

following link: [http://infonet.sktnhr.ca/financial\\_services/PCardForms.htm](http://infonet.sktnhr.ca/financial_services/PCardForms.htm)

### 3. Change of Employment Status

In the event of Termination (retirement, do not need card, leave of absence, etc.), Approvers are required to notify the Card Administrator. Approvers are responsible for collecting the PCard and returning it to the Card Administrator.

The Approver will complete the online PCard [Change Request Form](http://infonet.sktnhr.ca/financial_services/PCardForms.htm) located at the following link: [http://infonet.sktnhr.ca/financial\\_services/PCardForms.htm](http://infonet.sktnhr.ca/financial_services/PCardForms.htm)

### 4. Lost or Stolen PCards

If the PCard is lost or stolen please follow these steps:

- a) Immediately notify BMO @ 1-800-361-3361 to cancel the PCard. To cancel the PCard, the Cardholder will need to give their name and PCard number (obtain from Card Administrator if necessary).
- b) A replacement PCard will be arranged and sent directly to the Card Administrator. The Cardholder will be notified when the PCard is available. Normally cards take 4-5 business days to be issued, but this can be reduced if there is an urgent situation. The Cardholder will not be required to attend another training session.

### 5. Forgotten Passwords

*details* Online also has a feature if users forget their password. Users must first access the Forgotten Password set-up in the Admin Module and submit their User ID, email address, security question and answer, and then type in the security number at the bottom of the screen. Once this information is registered with *details* Online, the next time the user forgets his/her password, the user can go to this function in the logon screen to gain access to *details* Online. Alternatively, you could contact the Program Administrator to reset your password.

## CARDHOLDER KEY CONTACTS

| Department                   |  |  |
|------------------------------|--|--|
| <b>Program Administrator</b> | Natalie Johnson<br>655-0850<br><a href="mailto:Finance-PCardAdmin@saskatoonhealthregion.ca">Finance-PCard Admin@saskatoonhealthregion.ca</a> | <ul style="list-style-type: none"> <li>• For disputed charges on the monthly expense report which the supplier cannot rectify. Refer to Cardholder Dispute Form (see Appendix F)</li> <li>• To inquire as to why the PCard was rejected</li> <li>• To obtain a card balance</li> <li>• To receive a refresher workshop on the PCard reconciliation process</li> <li>• To obtain copies of supporting documentation submitted with prior months' expense reports.</li> <li>• To identify suppliers who do not accept MasterCard. Complete a Supplier Referral Form (see Appendix F) and send to Purchasing Services</li> <li>• General information regarding the PCard Program</li> <li>• To report a lost or stolen card (* Also contact BMO regarding this matter)</li> <li>• Problems or concerns with the PCard provider</li> <li>• Applying and processing PCard applications for employees</li> <li>• To notify of a change on the PCard (name, limit, default cost centre)</li> <li>• To cancel the PCard</li> </ul> |
| <b>BMO</b>                   | Customer Services Group:<br>1-800-263-2263<br><br>Lost/stolen cards:<br>1-800-361-3361 (North America)                                       | <ul style="list-style-type: none"> <li>• For Emergency Card Replacement, Lost or Stolen Card Reports</li> <li>• To request a copy of missing supporting documentation for a transaction.</li> <li>• 7/24/365</li> </ul>  |
| <b>Supplier</b>              |  | <ul style="list-style-type: none"> <li>• To dispute a charge on the billing summary. If the supplier can not address the concern, contact the Program Administrator.</li> <li>• To request purchase documentation for the transaction if it has not been provided</li> <li>• To request a credit transaction slip to verify that a credit has been issued for a returned item(s).</li> </ul>   |
| <b>IT Help Desk</b>          | 655-8200 or Rural 1-866-431-1780 (Mon - Fri 07:00-17:00)   | <ul style="list-style-type: none"> <li>• To advise of changes to network accounts and share permissions</li> <li>• To request assistance with print technology devices and computer problems</li> </ul>  |
| <b>Customs Broker</b>        | Percy H. Davis<br>244-7470   | <ul style="list-style-type: none"> <li>• All courier shipments requiring customs clearance</li> <li>• Ordering goods from outside Canada</li> </ul>  |



### Cardholder Acknowledgement of Responsibilities

1. The Purchasing Card is intended to facilitate the purchase and payment of goods and services required for the conduct of SHR business.
2. I agree to use this Purchasing Card according to applicable SHR policies and procedures (e.g., SHR Purchasing Card (PCard) User Guide and SHR Purchasing Card Policy).
3. I understand I am responsible for ensuring that goods and services have been received, that purchases are lawful and proper, and that the related charges are allocated to the correct code combination.
4. Unauthorized use of the Purchasing Card is a misappropriation of SHR funds. This could result in
  - a. immediate and irrevocable forfeiture of the Purchasing Card;
  - b. repayment of unauthorized purchases;
  - c. disciplinary action up to and including termination of employment.
5. I understand that I am required to obtain appropriate documentation on each purchase, which shall include: the supplier's name, a description of the goods and/or services provided, tax breakdown, and the total transaction amount. I will ensure all transactions appearing in the BMO details Online are promptly reconciled and will resolve any discrepancies by either contacting BMO MasterCard or the supplier.
6. I understand that the Purchasing Card must be surrendered upon termination of employment, whether for retirement, voluntary separation, resignation, lay off, or dismissal. I also understand I am responsible to advise the Pcard Administrator of any status or employment changes including but not limited to name change, default code combination change, address change and limit change (transaction or monthly). I may also be requested to surrender the Purchasing Card for reasons not relating to my own personal situation, such as reorganization, or work stoppage.
7. I will maintain proper security of the Purchasing Card. If the Purchasing Card is stolen or lost, I agree to immediately notify BMO MasterCard and the Program Administrator.
8. The Purchasing Card is issued in my name. I am responsible for all purchases and credits made with my card and will not allow any other person to use it.
9. I take responsibility for my user account on the BMO *details* Online system and will not share my User ID and Password with anyone.

*This document outlines the responsibilities I have as a holder of the SHR Purchasing Card. My signature indicates that I have read and understand these responsibilities, and agree to adhere to the guidelines established for the program.*

Cardholder Name: \_\_\_\_\_ MC Number: \_\_\_\_\_  
*Please Print*

Cardholder Signature: \_\_\_\_\_ Date: \_\_\_\_\_



### Approver Acknowledgement of Responsibilities

1. I understand the Purchasing Card is intended to facilitate the purchase and payment of goods and services required for the conduct of Saskatoon Health Region (SHR) business.
2. I understand I am responsible for ensuring that goods and services have been received, that purchases are lawful and proper, and that the related charges are allocated to the correct code combination.
3. I understand I am responsible for processes to ensure cardholders' purchasing transactions comply with applicable SHR policies and procedures (e.g. SHR Purchasing Card (PCard) User Guide and SHR Purchasing Card Policy).
4. I understand I can only approve within my signing authority delegation limits as provided under Policy 7311-40-002 Signing Authority – Financial Commitments.
5. I understand my approval of transactions must be done on the BMO *details* OnLine system according to timelines set for the Purchasing Card Program.
6. I take responsibility for my user account on the BMO *details* OnLine system and will not share my User ID and Password with anyone.

*This document outlines the responsibilities I have as an approver of purchases made with a SHR Purchasing Card. My signature indicates that I have read and understand these responsibilities and acknowledge them.*

Approver Name: \_\_\_\_\_  
*Please Print*

Approver Signature: \_\_\_\_\_ Date: \_\_\_\_\_



**Purchasing Card Fax Order Form**

ORDER DATE: \_\_\_\_\_

SUPPLIER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CONTACT: \_\_\_\_\_

FAX #: ( ) \_\_\_\_\_

*Please ship the following items as indicated and process payment using MASTERCARD PCard using the Preferred Pricing that is in place with the Saskatoon Health Region.*

| Item # | Quantity | Description | Unit Price | Total \$ |
|--------|----------|-------------|------------|----------|
|        |          |             |            |          |
|        |          |             |            |          |
|        |          |             |            |          |
| Total: |          |             |            |          |

**DELIVERY INFORMATION**

- \*\*NOTE\*\*** 1. A priced packing slip or detailed sales receipt **MUST** be enclosed  
 2. Include the individual's name, department name, phone number and address

Contact Name: \_\_\_\_\_

Facility and Dept: \_\_\_\_\_

Building & Room #: \_\_\_\_\_

Street Address: \_\_\_\_\_

Phone #: ( ) \_\_\_\_\_

|                          |  |
|--------------------------|--|
| Shipping<br>Instructions |  |
|--------------------------|--|

**PAYMENT INFORMATION: MASTERCARD PURCHASING CARD**

MASTERCARD #: \_\_\_\_\_

EXPIRY DATE: \_\_\_\_\_

NAME: \_\_\_\_\_

TEL #: (306) \_\_\_\_\_

Please Print

SIGNATURE: \_\_\_\_\_

**FOR SHR INTERNAL PURPOSES ONLY**

CODING: \_\_\_\_\_



**Shipping to Canada Instructions**  
*(under development)*



### Purchasing Card Supplier Referral Form

This form is to be used to notify the PCard Program Administrator of suppliers that are not currently accepting MASTERCARD as a means of paying for goods and services. Please advise the Program Administrator as soon as possible so that BMO can recruit them as MASTERCARD Merchants for your use in the future.

Date: \_\_\_\_\_

Supplier Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_

Phone: \_\_\_\_\_ Ext: \_\_\_\_\_ Fax: \_\_\_\_\_

Sent By: \_\_\_\_\_

Department: \_\_\_\_\_

Phone: \_\_\_\_\_ Ext: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**PLEASE FAX OR EMAIL REFERRALS TO:**

Purchasing Card Program Administrator  
 Fax: (306) 655-0792  
 Email: [Finance-PCard Admin@saskatoonhealthregion.ca](mailto:Finance-PCard Admin@saskatoonhealthregion.ca)

|                        |             |
|------------------------|-------------|
| <b>OFFICE USE ONLY</b> |             |
| FAX SENT TO BMO _____  | DATE: _____ |



### Cardholder Dispute Form

Fax To: Natalie Johnson - PCard Administrator

Fax No: (306) 655-0792

| CARDHOLDER NAME | PCARD NUMBER |
|-----------------|--------------|
|                 |              |

|                  |       |
|------------------|-------|
| Transaction Date | _____ |
| Vendor Name      | _____ |
| Amount           | _____ |
| Expense Report   | _____ |
| Date             | _____ |

Please read carefully each of the following situations and check the **ONE** most appropriate to your particular dispute. If you have any questions please contact Natalie Johnson at (306) 655-0850. I am disputing this charge because, after contacting the Supplier, the following was not resolved:

**Unauthorized Mail or Phone Order**

Neither, I, nor any other authorized user on this account, has authorized this charge to my account. I have not ordered merchandise by phone or mail, or received any goods or services.

**Imprinting of Multiple Slips**

The transaction above represents multiple billing to my account. I authorized only one charge from this Supplier for this amount.

**Merchandise Not Received**

My account has been charged for the above listed transaction, but I have not received this merchandise.

**Credit Not Received**

I have received a credit transaction slip for the above listed charge, but it has not yet appeared on my account. A copy of the credit transaction slip is enclosed. The date on the slip is between 30 and 90 days old.

**Alteration of Amount**

The amount of this charge has been altered since the time of purchase. Enclosed is a copy of my sales receipt showing the amount that I authorized.

**Other (Please explain)**

