

PCard Account Code Change Request

Support Ticket Process



Cardholders only have ongoing access to their own school/department account codes in Bank of America Works. If another department allows a school/department to access their funding, the budget holder must email approval and the full account code.

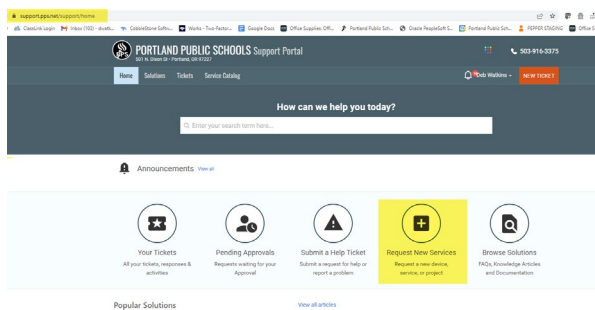
The Cardholder will not be able to directly input that account code in Works, but should follow the below procedure.

1. Sign off on the transaction in Works with your department/school's default account code and attach supporting documents as usual.
2. Complete the Account Code Change request form by submitting a Request for Services at: <https://support.pps.net/support/home>.
3. Attach approval email from the other department to your ticket.
4. A ticket number will be emailed to you.
5. Once your manager/principal has reviewed and signed off in Works, the account code will be updated by the PCard Accountant.
6. When the account code has been updated and ticket closed, an automated email will be sent.

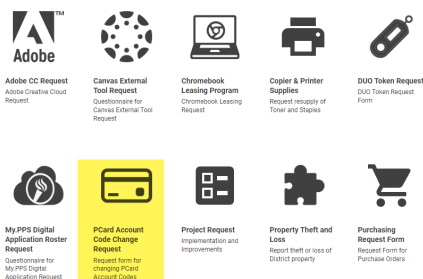
Timing: Since the PCard Accountant cannot update the account code until the cardholder's budget holder/manager/supervisor has signed off in Works, this process may take some time. For example: Cardholder purchases in August and submits the account code change request ticket, Cardholder sign off deadline is September 7th and the budget holder deadline is September 12th. The PCard Accountant must update in Works before September 30th prior to the upload to Peoplesoft.

To access the Account Code Change Request form/ticket:

1. Sign into <https://support.pps.net/support/home>
2. Select 'Request New Services'



- Select "PCard Account Code Change Request"



3. Complete the required information
4. Attach the approval email from the budget holder (not your principal/supervisor)

Transactions must be signed off in WORKS by supervisor PRIOR to submission.

- CARDHOLDER - Reconciles with department default Account Codes.
- Cardholder Supervisor - Signs off Transaction(s) in WORKS
- Attach Budget Holder approval.

CARDHOLDER INFORMATION

Cardholder Name: *

Cardholder Location (school / dept): *


REQUESTED ACCOUNT CODES:

Account Code (Fund, Function, Object, Location, Area, Project, Dept): *

PCard Account Code...

Requester *

Request for someone else

 Attach a file

5. Input the Works transaction number information and the dollar amount to be updated

TRANSACTION(S) REQUIRING ACCOUNT CODES UPDATE

Important Note:
 If only a portion of a transaction needs to be changed to the requested Account Codes, enter that amount for the Total Transaction Amount. For example, you may have a \$100.00 transaction, but only need \$50.00 allocated to the requested Account Codes.

TXN Number #1: *

Vendor #1: *

Total Transaction Amount (\$) #1: *

Amount to Update (\$) #1: *

TXN Number #2:

6. If only a portion is to be updated to the new account code, be sure to indicate the amount as per below:

TXN Number #1: *

Vendor #1: *

Total Transaction Amount (\$) #1: *

Amount to Update (\$) #1: *

7. A total of 4 transactions may be added to the ticket, but additional transactions can be added in the comment section or attached to the ticket.

If you are have more than 4 changes, please attached a spreadsheet of the additional changes you are requesting.

Brief description of need for change: *

TXN 00380777 Office Depot \$35.00
TXN 00390888 Staples \$89.00

8. When all data has been entered and the approval email attached, click on “PLACE REQUEST” at the top of the form.

PLACE REQUEST

9. You will receive an email confirming your submission with the ticket number, which can be viewed in your ticket queue.

The screenshot shows a web interface for a ticket queue. At the top, there are navigation links: 'Home / Tickets list' and buttons for 'REPLY', 'MARK TICKET AS CLOSED', and 'ADD PEOPLE'. Below this is a yellow bar indicating 'Open since 1 seconds'. The main content area displays a ticket entry: '#SR-248563 Request for Deb Watkins : PCard Account Code Change Request'. Underneath the ticket title is a profile icon for 'Deb Watkins' with the text 'reported a minute ago'. A 'Request Summary' section is visible, containing an 'Items' list. The first item is 'PCard Account Code Change Request' with a 'Stage : Requested' label. Below the item title, there is a description: 'Request form for changing PCard Account Codes' with a 'View more' link. Other details include 'Cardholder Name: : Debra Watkins' and 'Cardholder Location (school / dept): : BESC'.

10. **NOTE:** If your ticket request does not have a budget holder approval email attached, you will receive a ticket notification via email that additional information is needed and the ticket is not complete. Your account code will not be updated until that information is provided.
11. **Process Complete:** When the update has been completed, you will receive a completed ticket email confirming the update has been finished in Works.

Updated 10/2022