Suntrust PCard FAQ’s and Helpful Hints

Listed below are the Top 10 FAQ’s and Helpful hints compiled together for the Suntrust PCard program. This list is a result of end users monthly charge reviews, questions and inquiries. These are only helpful hints. Please refer to the policies and procedures for complete details and information.

Top 10 FAQ’s

1. When reconciling monthly charges, provide a description of the purchase and business reason in “Notes” for all charges on the Suntrust Enterprise Spend Platform website. See Page 2 for instructions. Blank descriptions commonly are for items coded for office supplies, books, conferences, grocery stores, local restaurants, gas stations, cards, decorations, memberships, computer supplies. Reconciliations along with the required documents are due in Purchasing by the 10th of each month. If not received you will be notified and your card deactivated.

2. No gift cards.

3. Travel charges (Subcode 54200) is for the traveler only.

4. Travel insurance is not typically approved and must be reimbursed if purchased.

5. Local restaurant meals are not travel (Subcode 54200) and must state the purpose and the group or list of attendees.

6. No personal addresses for merchandise and any type of online registration/shipment.

7. Tax Exemption Certificates are located on the Purchasing website.

8. Suntrust password reset – reset can be done from your login screen. Go to your name on the right hand side, click on drop down and choose “Password.”

9. Computer hardware purchases must be approved by IT.

10. Lost receipt affidavit forms must be signed by card holder and approver.

Training Resources:
https://purchasing.mercer.edu/policies-and-procedures/
https://esp.suntrust.com

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To quick code one or more expenses

1. Click a merchant category group icon to select an expense. As soon as you select one expense, the bulk actions pane appears. All subsequent expenses you select are added to the pane for quick coding.
   The status bar displays either:
   - A link to select all available expenses in the list (if no expenses are selected), or
   - The total number of selected expenses and a link to clear those expenses.
   The bulk actions pane also shows the number of selected expenses along with the merchant category groups they belong to.

2. Apply charge codes to your selected expenses.
   **Note:** This step overrides any codes previously applied to individual expenses. If you leave a coding field empty, this removes any value previously applied to individual expenses.

3. If one or more of your expenses have multiple coding lines, you can reset them to a single coding line using the Reset expenses with multiple coding lines to a single coding line toggle. The selected codes are applied to that single line.

4. Enter a description for the selected expenses.
   **Note:** If you leave the description field blank, any information previously applied to each expense is retained.

5. Click Complete.
   The expenses move from your To do list to your Pending approval or Completed list. If an expense is still in your To do list, you may need to complete it as you ordinarily would from the expense details pane.