



Purchasing Card (P-Card) Handbook

This handbook is intended for use by DOA employees and employees of agencies attached to DOA for administrative purposes under s.15.03. This document represents agency policies and procedures, not enterprise policies.

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Purpose

This document outlines the policies and procedures for acquiring and using DOA and DOA attached agency issued P-cards. It provides definitions of roles, detailed explanations of processes and guidelines, job aids, and links to resources and foundational policies.

Policy

1. The Department of Administration (DOA) requires uniform records of all P-card transaction costs to conform to state P-card policies. These rules and policies are based on the Wisconsin Accounting Manual, the State Procurement Manual, state statutes, and DOA policies.
 2. STAR (PeopleSoft) is the agency's system for managing all P-card transactions and making payments to the bank. The employee uses their P-card purchase to make a purchase from their office or the field, the transactions are subsequently loaded into the STAR Purchasing Module, and biweekly force approved for payment to the bank.
 3. Cardholders are required to attach receipts for purchases, bank statements indicating supervisor approval of purchases, and other required documentation to transactions in STAR.
 4. The Bureau of Financial Management (BFM) reviews transactions for compliance with the Wisconsin State Accounting Manual, the Procurement Manual, state statutes, and DOA policies.
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Role Definitions

Cardholder - The employee who is issued a purchasing card in their name

Cardholder Supervisor - HR supervisor of the cardholder employee

P-card Reconciler - A STAR role that grants access to transactions in STAR with the ability to update and add attachments. P-card reconcilers must be added to specific cardholders in order to access transactions. All cardholders are assigned reconcilers for their own account. Supervisors and other proxies can be granted the reconciler role and assigned to a cardholders account as appropriate upon request to the P-card Administrator.

P-card Reviewer - A STAR role that allows the review of transactions. Supervisors and other proxies can be granted the reviewer role and assigned to specific cardholders to review their transactions.

P-card Maintainer - A STAR role held by State Bureau of Procurement employees. The Maintainer corrects errors for transactions that fail to load from the bank file.

P-card Administrator - A STAR role that grants BFM staff the ability to review, approve and update transaction lines.

DOA BFM P-Card Administrator - Processes or supervises the processing of P-card applications, maintains US Bank access and provides direction to DOA and attached agency cardholders and administrators.

DOA BFM P-Card Auditors - Review transactions for compliance with Enterprise and DOA P-card policies. Communicates issues to cardholders and provides instructions and deadlines on compliance issues.

Card Vendor

State of Wisconsin P-Cards are currently issued by US Bank. Each cardholder has access to an account in USBank connected to their card. The US Bank cardholder profile is set up according to the information provided to the P-Card Administrator on the P-Card application.

The Cardholder is required to register for [US Bank Access Online](#) to monitor activity on their card and retrieve their bank statements.

The Cardholder does not have the ability to change or alter information on their cardholder account. If the cardholder needs to change any of their account information, they must contact the P-Card administrator via the [DOABFMPCARD](#) inbox.

Business Process

Obtaining a P-Card

1. All P-card applicants are required to complete the [P-card application](#).
2. Applicants must complete the required courses, **Procurement 101** and **Using Your State Issued P-Card Responsibly** available in STAR ESS Leader. When complete, the completion certificates should be saved for submission to the P-card administrator.
3. Applicants should work with their supervisor to ascertain the correct default financial coding for the P-card. For assistance, contact your program area's assigned accountant.
4. The cardholder's supervisor & the authorized sponsoring Division Administrator or designee must sign the application.
5. The cardholder's supervisor should be listed as a P-card reconciler on page 2 of the application. Any other proxy reconcilers should be requested as well.
6. The cardholder sends the completed application and certificates of completion from required courses to the [DOABFMPCARD](#) email inbox.
7. The BFM P-Card Administrator reviews the application to verify all required information is included, coding is a valid string, and required training has been completed successfully. The P-card administrator and the DOA Controller will sign the application if complete and correct. If there is an issue with the application, it will be sent back to the cardholder for revision.

8. The BFM P-Card Administrator will order the card from US Bank when the application is complete & correct, and all training has been completed.
9. The BFM P-Card Administrator will send the P card and activation instructions to the cardholder when the card is received. **Please use all zeroes if asked for the last four digits of your social security number.**
10. The cardholder must activate their p-card with USBank **AND** set up digital access to [US Bank Access Online](#) upon receipt.

Activating and Registering a P-Card

Activation

P-Cards are sent to the DOA P-Card Administrator from US Bank. The Administrator sends the cards to the new cardholders. Cardholders are provided with information on how to activate their card via email. Cardholders should activate online if possible.

Registration for Access Online

All cardholders are required to sign up to USBank Access Online to gain access to their billing statements.

1. Go to: [US Bank Access Online](#) and click the “Register Online” hyperlink.
2. When asked to enter your company short name, please use: **stwisc**.
3. Type your 16-digit account number from your card in the “Account Number” field, without spaces or dashes (e.g., 1234567891234567).
4. Select the month your card expires from the “Account Expiration Date Month” drop-down list.
5. Select the year your card expires from the “Account Expiration Date Year” drop-down list.
6. Click “Register This Account”.
7. The Licensing Agreement page is displayed for your review. If you agree, click “I Accept” to continue.
8. User IDs must be 7 to 20 characters in length and can be alpha and/or numeric. Best practice is to use your state issued IAM.
9. Passwords must be 12 to 20 characters in length with at least one alpha, one numeric and one special character, and are case sensitive.
10. User Verification authenticates your account if you forget your User ID or Password.
11. Three Authentication question fields must be completed. Select a question from each question drop- down list and enter the response for each. Record your answers, you will need these to access assistance from US Bank.
12. Complete the contact information fields; fields with a red asterisk are required.

13. Phone number fields should not include dashes, hyphens, parentheses or spaces (i.e. 6051234567).
14. When you are finished entering the card you need to register, click “Continue.”
15. If any of your entered information is not valid, the system will return an error message. You have three attempts to correct the information. If all three attempts fail, the account with incorrect information will be locked out from self-registration. You will need to contact US Bank Customer Service at 1-877-887-9260 to unlock your account.

Using a P-Card

1. The cardholder uses the p-card for state business.
2. Transactions are loaded daily into [STAR](#) by US Bank in an overnight batch.
3. The cardholder follows the first steps of the reconciliation process, entering the correct fiscal coding, attaching receipts, and any required supporting documentation in STAR at any time prior to the billing cycle force approval. Refer to the [billing cycle calendar](#) for specific dates.
4. After the two-week billing cycle closes, US Bank issues a statement online for that cycle’s purchases.
5. The cardholder retrieves their statement from US Bank online and checks it against their usage.
 - a) Cardholders are responsible for identifying fraudulent activity and contacting US Bank using the number on the back of the card.
 - b) Cardholders are responsible for resolving vendor disputes.
6. The cardholder signs and dates the statement and provides it to their supervisor for review and signature.
7. The cardholder’s supervisor reviews the cardholder’s statement to verify that the purchases were made for an approved state business purpose. If the purchases are acceptable, the supervisor should sign and date the statement.
 - a) If the purchases are not acceptable, the supervisor should return the statement to the employee and instruct the employee to provide a check, addressed to the cardholder’s agency, to reimburse the unacceptable costs. The check should be sent to the following address with a completed DOA-3301 (P-card reimbursement form) with the charge(s) that are being reimbursed clearly marked. This form is also available on the [VendorNet forms](#) page.

**BFM-P-CARD AUDIT
PO BOX 7869
MADISON, WI 53703**

- b) Signatures can be provided in one of three ways; physical signing and scanning to PDF, electronically signing via Adobe and/or DocuSign, or via emailing the statement and applying approval through the email.

- c) Questions about acceptable purchases and next steps should be directed to the [DOABFMPCARD](#) inbox.
8. The cardholder uploads their signed statement to STAR. Refer to the [reconciliation process](#) for detailed instructions.
 9. BFM conducts compliance monitoring and audits to ensure receipts, bank statements, business purposes and other required documentation are uploaded. In addition, BFM reviews and may audit transactions for appropriateness and procurement authority.
 10. Issues discovered in compliance checks and audits will be communicated to the cardholder, with instructions on next steps. Supervisors may be included in communications depending on the situation.
 11. Issues identified by auditors must be addressed by the cardholder within 14 days. Failure to address issues discovered in audit will be communicated to cardholder supervisors and may result in corrective action, up to revocation of card privileges by the P-card administrator. Violations of P-card policy may also be considered for other disciplinary actions.
 12. P-Card purchases determined to be personal in nature or in violation of other specific P-card or Travel rules must be reimbursed. Reimbursement must be made within 14 days of the discovery of the issue or the audit communication. Refer to step 7 from Using a P-Card for details regarding remitting reimbursement for P-Card charges.
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Basics of a P-Card

The DOA P-Card Program was created to simplify the acquisition and payment of goods and services made for State business. It is meant to reduce or eliminate administrative tasks that relate to other methods of purchasing. The P-Card Program is not to be used to circumvent the use of state contracts, purchasing laws, rules, policies or procedures.

All cardholders must be full-time or part-time employees of the State. Limited-term employees may receive a P-card with additional justification from the sponsoring division authority. Temporary employees working through a third-party contractor may not receive a P-card. Additionally, employees of foundations that are associated with the State are not to receive or make use of any state issued p-cards. Work units, divisions, bureaus, etc. may not be issued a P-card in their name to be shared by multiple employees.

All P-cards must be issued to a single cardholder.

P-Cards are NOT a right of employment and privilege can be removed from any employee in the case of misuse or failure to follow policies.

Use of a P-Card

Each P-card receives a credit limit for each biweekly billing cycle as well as a single purchase limit.

P-Card Spending Limits

Billing Cycle Limits- The maximum cycle limit is set by Agency policy. DOA and attached agencies have a maximum cycle limit of \$5,000 unless a business purpose for a higher cycle limit exists. Billing cycles are two weeks in duration.

Single Purchase Limits-The single purchase limit is set by the State Bureau of Procurement at \$5,000. The single purchase limit can only be exceeded with written approval from the Enterprise P-card Administrator. If the cardholder's cycle limit is set lower than \$5,000, the single purchase limit will be set to the maximum of the cycle limit.

Split & Multiple Purchase Violations-Cardholders shall not circumvent the single purchase limit by making split payments under \$5,000 to a vendor in order to pay for an item that costs more than \$5,000. Cardholders shall not spend over \$5,000 in multiple purchases in a fiscal year to a single vendor when a purchase order is required.

Requesting a Limit Increase- To request an increase in a P-card limit of any kind, please email DOABFMPCARD.

Allowable and Unallowable Common Purchase Types*

Allowable purchase examples:

- Lodging
- Printing under \$50
- Airfare
- Office supplies, cleaning supplies and first aid supplies
- Rental Vehicles
- Hotel and airport parking
- Training- registration and fees (not tuition)
- Small computer accessories (keyboard, mouse, etc.)
- Conference registration fees
- Membership/Subscription fees
- Advertisements
- Reference materials for State business

Unallowable purchase examples:

- **ANY PERSONAL ITEMS**
- **INDIVIDUAL MEALS (including when in travel status- an expense report is required)**
- **CATERING (without written approval from the BFM Catering approver)**

- **PARKING (Only exception is at hotels or airports while traveling)**
- Entertainment
- Phone bills
- Fuel/Gas (except when using a rental car rented exclusively for State business)
- Flowers/Gifts/Awards
- Leases (greater than 30 days)
- Computer software (except with a DET waiver)
- Tuition at a college or university
- Printing orders that exceed \$50
- Utility bills
- Split transactions circumventing the single purchase limit or cycle limit

***These lists are not all inclusive and are subject to change at any point in time by BFM, Procurement or the State Controller's Office. Communication will be sent to all cardholders if changes occur. All purchases must follow UTSA, Procurement and BFM policies regardless of type.**

[Common Purchase Type Requirements and Frequently Used Account Codes](#)

Reconciliation of Transactions

Reconciliation Timeline

During the open Billing Cycle:

Cardholder makes purchase(s)

Purchases are uploaded to [STAR](#) in an overnight batch

Cardholder can update coding in STAR and attach receipts and documentation

After the Billing Cycle closes, prior to Force Approval:

Cardholder must ensure coding is updated in STAR and attach receipts and documentation

Cardholder can retrieve US Bank statement from [US bank Access Online](#)

Cardholder can present the US Bank statement to their supervisor for approval and signature

Cardholder or Supervisor can upload bank statement in STAR

After Force Approval for a Billing Cycle:

Cardholder can attach receipts and documentation in STAR

Cardholder can retrieve US Bank statement from US bank Access Online

Cardholder can present the US Bank statement to their supervisor for approval and signature

Cardholder or supervisor can upload bank statement in STAR

Cardholder cannot make updates to the coding after force approval.

Coding of purchases:

When a cardholder makes a P-card purchase, it is loaded overnight into STAR from US Bank with the default coding indicated on the cardholder's application. Cardholders are responsible for selecting the appropriate coding for their p-card transactions. **At the very least the account code needs to be**

updated from the 8085000 default code. If unsure of proper coding, cardholders should contact their assigned Agency/Divisional accountant. Cardholders can reconcile their coding at any time from the date it is loaded into STAR to the day of force approval.

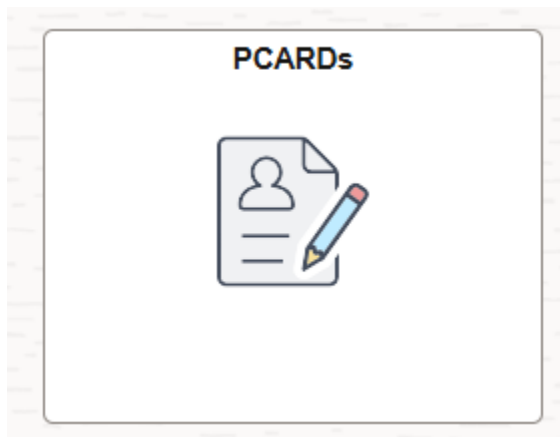
Documentation of purchases:

- A receipt is required to be attached to each Cardholder P-card transaction in STAR (except for credits).
- A business purpose for each Cardholder transaction is required to be entered in the comment box in STAR.
- A signed US Bank Statement must be attached to at least one transaction per Billing Cycle in STAR.
- Other documentation may be required for out-of-state travel, catering, travel to conferences and a variety of other purchase types. Please refer to the Common Purchase Type Requirements and Frequently Used Account Codes Guide for more information.

[Common Purchase Type Requirements and Frequently Used Account Codes](#)

Job Aid: Reconciliation prior to Force Approval

1. Login to [STAR](#) using your IAM and password
2. Navigate to the Reconcile Statement page: **FSCM Employee Self-Service > PCARDS** and click on the PCARD tile:



- On the Reconcile Statement Search page enter the cardholder information into the Employee Name box, and the US Bank Statement Date in the Billing Date box:

Name

Business Unit

Card Issuer

Card Number

Transaction Number

Merchant Exact Match

Sequence Number

Line Number

Billing Date To

- Transactions in the Billing Cycle chosen will be visible. Transaction date, Merchant, transaction amount and transaction status will be visible. Icons for transaction details, comments and attachments and chartfields are visible.

		Trans Date↑	Merchant	*Status	Transaction Amount	Currency			
1	<input checked="" type="checkbox"/>	02/27/2026	LACROSSE TRIBUNE CIRCULAT	Staged <input type="button" value="v"/>	40.99	USD			
2	<input type="checkbox"/>	03/01/2026	USAT MEDIA CO	Staged <input type="button" value="v"/>	24.99	USD			
3	<input type="checkbox"/>	03/03/2026	MADISON NEWSPAPERS	Staged <input type="button" value="v"/>	36.99	USD			

- When looking at the transactions, click on the icon furthest to the right to update coding



- Change the account Chartfield** from 8085000 to the account code that best describes what was purchased and verify that the rest of the coding is correct. To update coding, click in the appropriate box and enter the necessary alpha-numerical information for all applicable chartfields (not all chartfields pictured)

Hel

Line 1 PO Qty 1.0000 UOM EA

Billing Date 03/13/2026 Billing Amount 202.00 USD Unit Price 202.00000

Accounting Tag Transaction Unit Price 202.00000 *Distribute By Amount

Distributions

Chartfields Details/Tax Asset Information Statuses

Dist	Percent	Amount	Currency	*GL Unit	Bud Ref	Fund	Appropriation	Dept	*Account
1	100.0000	202.00	USD	50500	FY2026	16100	12600	505D000001	7312000

7. To add additional lines of coding, select the **+** box all the way to the right on the distribution line.

Activity	Source Type	Category	Subcategory	Affiliate	Fund Affil	Location		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	MADFEM8888	<input type="text"/>	<input type="text"/>

8. Click **OK** to return to the **Procurement Card Transaction** page

9. **Enter required documentation:**

- A receipt is required for every individual transaction.
- A business purpose is required to be entered in the comment box for every individual transaction.
- A signed US Bank Statement is required to be attached to at least one transaction
- Other documentation may be required depending on purchase type.

For each purchase line, navigate to the comment bubble (the icon in the center). Click on the comment bubble icon to attach receipts for the related purchase.

4	<input type="checkbox"/>	03/08/2026	DELTA ORLANDO RESORT	Staged	95.34	USD		
5	<input type="checkbox"/>	03/09/2026	JSMPROS INC	Staged	2,354.00	USD		

10. The comment and attachment box comes up when the comment bubble icon is chosen. Each attachment should have a comment.

- Enter the business purpose for the purchase in the comment box.

ProCard Comments ✕

[Help](#)

Line 7 Description
 Reference

Transaction Line Comments 🔍 | ⏪ < 1 of 1 > ⏩ | View All

Comments: Status Active + -

ENTER BUSINESS PURPOSE HERE

[Add Attachments](#)

OK Cancel

11. Click on the add attachments box (to the left under the comment box).

ProCard Comments ✕

[Help](#)

Line 7 Description
 Reference

Transaction Line Comments 🔍 | ⏪ < 1 of 1 > ⏩ | View All

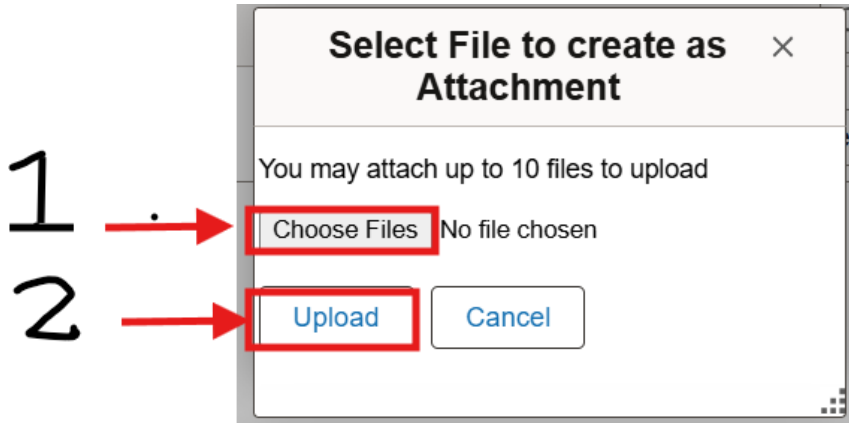
Comments: Status Active + -

ENTER BUSINESS PURPOSE HERE

[Add Attachments](#)

OK Cancel

12. The 'Select file to create as attachment' box will appear. Click Choose files to access files on your device. When you choose the file, click Upload.

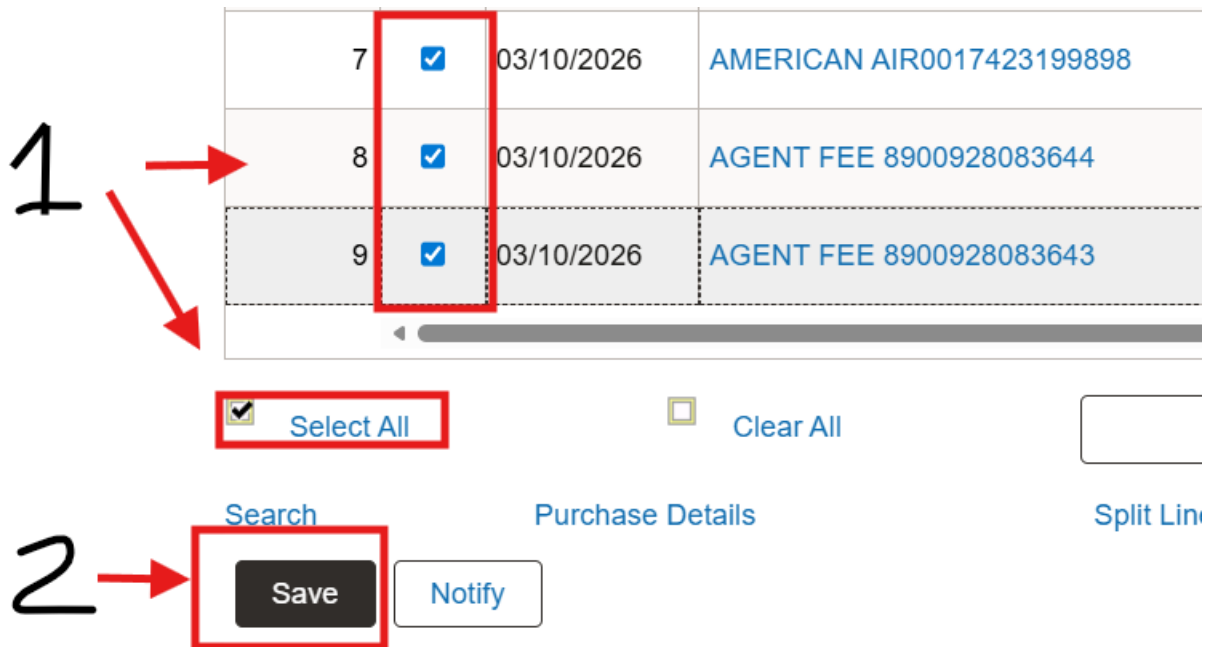


13. To attach more than one item, select the + box in the right hand side of the ProCard Comment screen, and go through steps 10-12 again. When attaching the bank statement, indicate that it is the bank statement in the comment box.
14. Once all reconciliation activities you would like to complete are finished, click **OK** to return to the **Procurement Card Transaction** page.
15. After edits are done to transactions, check the box on the left of each transaction, or click the **'select all'** box.
16. Select the **'Verify'** button, which is under the transactions

Transaction		Billing													
		Trans Date ↑	Merchant	*Status	Transaction Amount	Currency				Budget Status	Chartfield Status	Redistrib			
1	<input checked="" type="checkbox"/>	03/31/2026	██████████	Staged	██████████	USD				Valid	Valid	No			

Select All
 Clear All

17. For all transactions that have been edited, click on the **'SAVE'** button.



18. Any actions taken to reconcile the transactions should now be saved.

Job Aid: Adding documentation after Force Approval

You can still access transactions after Force Approval to add documentation. You cannot update or change coding. The following can be added at any time by the Cardholder or any P-Card Reconciler added to the Cardholder account in [STAR](#).

- Business Purpose
 - Receipts
 - Bank Statements
 - Other documentation
1. To access transactions in a prior billing cycle, enter the Cardholder name, Card Issuer (US Bank) Billing Date (the date on the USBank statement), and make sure to set the Statement Status to 'Closed'

Reconcile Statement Search

Role Name

Employee ID

Name

Business Unit

Card Issuer

Card Number

Transaction Number

Merchant
 Exact Match

Sequence Number

Line Number

Billing Date To

Statement Status

Budget Status

Chartfield Status

Transaction Date To

Charge Type

Posted Date To

2. Transactions in the closed Billing Cycle should appear. Follow steps 9 through 16 in the [Job Aid: Reconciliation prior to Force Approval](#), within this document.
3. If you have any trouble accessing closed cycle purchases, from the open cycle view, click on the blue **'Search'** hyperlink in the bottom left-hand corner of the screen.

5	<input type="checkbox"/>	02/24/2026	SPEARMC TRAINING	Closed	895.00	USD
6	<input type="checkbox"/>	02/24/2026	SPEARMC TRAINING	Closed	995.00	USD
7	<input type="checkbox"/>	02/25/2026	STAPLS7675494844000002	Closed	369.48	USD

Select All Clear All
 Purchase Details Split Line Distribution Template

4. The Reconcile Statement Search page should appear, start back at step 1 of this Job Aid.

Cardholder and Cardholder Supervisor Expectations

Supervisor Expectations

Supervisors are responsible for their employee's card use and for ensuring the card is used for appropriate State purposes. It is the responsibility of the supervisor to understand the p-card rules, monitor the usage of all employee p-card transactions through review of the employee's purchases on the US Bank statement, and take appropriate action in the event of p-card misuse. Failure to adhere to the rules and conditions of the P-card program may result in suspension or revocation of the P-card, as well as required additional training for both the cardholder and the supervisor. Additionally, failure to comply with any rules or guidelines published by the Bureau of Financial Management, the [Wisconsin Accounting Manual](#), and the [State Procurement Manual](#) may result in disciplinary action up to or including changes in employment status. Supervisors are encouraged to refer to Cardholder Expectations for other p-cardholder basics, and to reach out to the P card Administrator and/or their BFM Financial Management team for training and assistance.

The Supervisor will:

- Review the US Bank statement to ensure all transactions have been made for State of Wisconsin business and are compliant with procurement and P-Card policies.
- Sign the US Bank statement and provide to the employee for upload or upload the signed statement to STAR.
- Alert DOA BFM if misuse is suspected.
- Provide coding support or direct the employee to BFM accountant for coding support.

The Supervisor shall not:

- Give permission to or instruct employee Cardholders to utilize their P-Card in any manner that breaks P-Card use rules set by BFM, the State Bureau of Procurement or the State Controller's Office.

Cardholder Expectations

The cardholder is responsible for using their p-card for legitimate purchases related to State of Wisconsin business, maintaining proper records of all transactions, and adhering to all P-Card deadlines, including reconciliation deadlines. They are also responsible for understanding and complying with all

rules and guidelines published by the Bureau of Financial Management, the [Wisconsin Accounting Manual](#), and the [State Procurement Manual](#). Failure to comply with rules and guidelines may result in the termination of the p-card privilege and/or employment status. Cardholders who misuse their p-cards will be required to reimburse the state for inappropriate purchases, purchases missing proper documentation, and sales tax paid in error.

The cardholder is responsible for monitoring their transactions in STAR, which are downloaded from US Bank. Each transaction should be reviewed against receipts to verify that the correct amount was charged and that the charge was not fraudulent. To reduce the risk of accidental usage or fraud, never save a State issued p-card as the default card on any accounts where personal purchases are also made (i.e. eBay, Amazon, PayPal, etc.). To further prevent the risk of a fraudulent charge or inappropriate purchase, the cardholder may never physically give their card or card information to anyone other than merchants.

P-cards should be carefully guarded, and no copies should be made of the P-card ever. Never give your p-card information to a merchant via unsecured methods such as email or text message.

If you suspect fraud on your p-card, please immediately contact the 1-800 number listed on the back of the cardholder's p-card. US Bank will issue a new card and card number directly to the cardholder.

The Cardholder will:

- Follow the DOA BFM Reconciliation process and adhere to all deadlines.
- Resolve all vendor disputes.
- Report any fraudulent activity immediately to US Bank
- Register their card and retrieve their cycle statement in [US Bank Access Online](#).
- Protect the physical and digital security of the P-card at all times.
- Respond promptly to auditor questions and directions.
- Reimburse the State of Wisconsin for inappropriate or undocumented purchases.

The Cardholder shall not:

- Loan their P-Card out to any other person, even State employees.
- Make any personal purchases with a State issued P-Card.
- Circumvent Single Purchase limits with multiple transactions.
- Knowingly circumvent payable or procurement policy.

Records Retention

All P-card transactions are considered state records per Wisconsin Records Management Law. It is the cardholder's responsibility to maintain detailed records of all purchases made on a state p-card and upload them to STAR, as well as other supporting documents and the US Bank Statement. STAR serves as an official record management system according to the [Wisconsin Accounting Manual section 14-03](#). Once uploaded, the records are official and maintained in STAR according to RDA schedules. Individual departments and attached agencies may choose to retain paper copies of items once uploaded, but STAR attachments are considered the primary record according to Wisconsin Accounting Manual policy. For clarification, check with your assigned records manager.

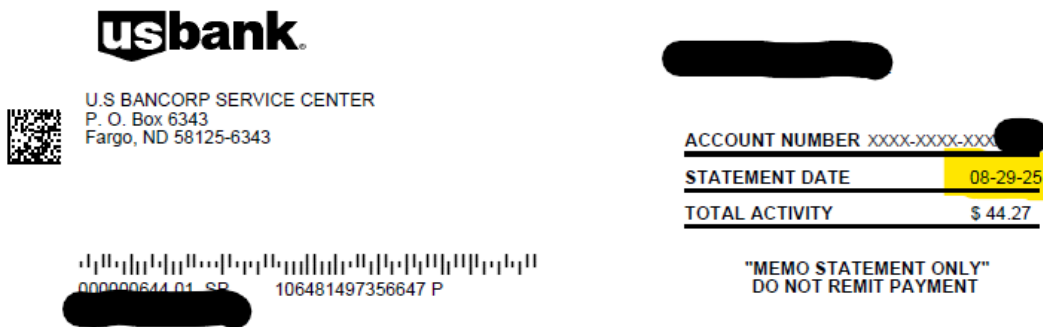
Frequently asked questions

What is the Billing cycle and Billing Date?

In STAR and in communications from P-card auditors and the Administrator, the term Billing cycle and Billing Date are used.

Billing cycle- the 14-day term for purchases, starts on a Saturday and ends on a Friday 14 days later. Refer to the State P-Card calendar for dates.

Billing Date – The statement date on the USBank statement is the ‘Billing Date’ in STAR. You can use the statement date in the reconcile statement search to bring up transactions from only the billing cycle.



What if a merchant doesn't provide a receipt?

When making any purchases, request a receipt. If you forget to ask for a receipt, contact the merchant immediately to have them provide a copy. Any purchase made without a receipt must have a [DOA-3300](#) completed and submitted to [DOABFMPCARD](#). The DOA-3300 must also be attached in STAR in place of the receipt. Frequent use of DOA 3300 may result in suspension of card privileges. Purchases that do not have a receipt or [DOA-3300](#) must be reimbursed.

What should a cardholder or cardholder supervisor do when they discover a personal purchase on their State issued P-card?

Notify p-card administrators immediately after catching the error. The cardholder should send a check and a completed [DOA-3301](#) according to the policy detailed in [Using a P-card, step 7](#). In certain situations, including frequent personal use, the cardholder may face disciplinary action including termination of their p-card account and/or change in employment status.

What happens when a cardholder makes a travel purchase that should have been on an expense report?

The cardholder is expected to reimburse the State for the expense. They are still able to submit an expense report for that purchase.

Can cardholders put catering expenses on their p-card?

Only with the written approval of a BFM Financial Manager. Email DOABFMPCARD to request catering approval. Agenda, attendee list and other documentation will be requested and reviewed. Catering approval, agenda and attendee list must be attached to the transaction in STAR as well as the receipt or invoice.

What does a cardholder do when their p-card is lost/stolen or there was fraud on the card?

Contact US Bank using the 1-800 number on the back of the card. They will issue a new card and card number. The cardholder must activate the p-card per the instructions included with their new card in the mail. They should also [contact the p-card administrator](#) so that their new card information can be added to STAR.

I cannot access STAR, what might be the problem?

To access STAR Finance, you may need to be on the State of Wisconsin network or a VPN. If access issues continue, please reach out to the DOA Help Desk doahelpdesk@wisconsin.gov or 608-267-6930

I cannot access my charges in STAR, what might be the problem?

You may need to change your search parameters if you are looking for items in a closed period. Refer to [Job Aid: Adding documentation after Force Approval](#) for details.

Additional Resources

US BANK CUSTOMER SERVICE 1-800-344-5696

US BANK FRAUD INVESTIGATIONS 1-800-523-9078

[US Bank Access Online](#)

[STAR](#)

[DOA -6264 Out of State Authorization](#)

[P- Card Application](#)

[Section F UTSA \(travel rules\)](#)

[State of Wisconsin Enterprise Purchasing Card Manual](#)

[Procurement forms](#) (3300 Missing receipt and 3301 P-card reimbursement forms can be found here)

[State of Wisconsin Procurement Manual](#)

[Wisconsin Accounting Manual 05-04](#)