

Pcard Frequently Asked Questions

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CARDHOLDER/CARD MANAGER CHANGES & EXTENDED LEAVE

Q: How do I cancel my purchasing card?

- A. Send an email to the Purchasing Card Administrator (tlcoss@bgsu.edu) requesting the account be closed. Return the card to the Purchasing Department at 103 Park Ave. Warehouse.

Q: Can a pcard be transferred to a different employee?

A: Cards cannot be transferred to another individual. The pcard will need to be cancelled and an application submitted for the new cardholder.

<http://www.bgsu.edu/content/dam/BGSU/purchasing/documents/p-card/PCard-Application.pdf>

Q: May I allow someone else to use my Purchasing Card?

A: Cardholders may allow co-workers to use their pcard. The cardholder may choose to use the Departmental Purchase Log which is designed to help the cardholder keep track of others who are using the card. This can be found at the Purchasing Card website under forms: <http://www.bgsu.edu/purchasing/purchasing-card-administration.html>

Q: What if the cardholder or approver will be on an extended leave?

A: For the cardholder, use the Delegate feature in your Dashboard to allow someone to create expense reports on your behalf. For approvers, use the Vacation Approval Delegation found under Options in Chrome River.

DECLINED TRANSACTIONS

Q: Under what circumstances might I be declined when using my Purchasing Card?

A: The purchasing card will be declined if:

1. The cardholder has exceeded the designated daily or monthly transaction limit.
2. The cardholder attempts to use the card for a blocked supplier-category.
3. The cardholder has failed to activate the card by calling the toll free number.
4. The expiration date or 3-digit security code is not entered or entered incorrectly when the vendor is processing the card.
5. The billing address does not match the address on the pcard account. Contact the PCard Administrator (2-8595) for your billing address.

Q: What if my Purchasing Card is declined?

A: Contact the Purchasing Card Administrator (2-8595) and they will determine why your card was declined and assist with a resolution. If you are in travel status and the Pcard Administrator is unavailable, contact the 800 number on the back of the card, being sure to give them the last 4 digits of your employee ID number.

EXPIRED, REPLACEMENT AND LOST/STOLEN CARDS

Q: My card is expiring next month, how do I get a replacement card?

A: The month before your card is due to expire you will be sent a notice that your new card has arrived. You will exchange the old card for the new one in the Purchasing office. If your card expires and you have not received a notice, please contact the Purchasing Card Administrator (2-8595).

Q: Does my card expire at the beginning or the end of the month?

A: Your card is good through the last day of the month.

Q: How do I obtain a new card if my name is changed or the magnetic strip is bad?

A: Send a written request via email to the Purchasing Card Administrator. The bank will be contacted and a new card issued.

Q: How long before I receive my new card?

A: 5-7 business days.

Q: What should I do if my card is lost or stolen?

A: If your P-Card is lost or stolen you should report it immediately to JPMorganChase, 1-800-270-7760 or the P-Card Administrator, 2-8595 or tlcoss@bgsu.edu.

You may be asked for some basic information about your credit card account by the customer service representative, in order to verify that you are indeed the cardholder. Please keep in mind that we do not use your social security number instead your employee ID is given as your SSN.

LIMITS

Q: Is there a maximum amount I may spend?

A: Yes, your card has a transaction limit of \$3,500, a monthly limit of \$15,000, and a limit of 12 transactions per day. If any of these limits are exceeded the card will be declined.

Q: What if I have a purchase that exceeds these limits?

A: Purchases for goods which exceed the \$3,500 transaction limit must be processed through Falcon's Purch. Purchases for services which exceed this amount can be sent to Accounts Payable for payment via a Payment Request:

<http://www.bgsu.edu/content/dam/BGSU/finance-and-administration/controller/documents/Payment%20Request%20form%20-%20A.pdf>

RECEIPTS

Q: What if I am missing a receipt?

A: You will need to contact the vendor and request a copy of the receipt.

Q: How long do I have to keep the receipts?

A: The paper copies need to be kept for 15 months, unless it is for a grant in which case the guidelines for the grant should be observed. Your scanned documents will be stored electronically for the required 4 years.

SALES TAX

Q: The supplier charged Ohio sales tax on my purchase. What should I do?

A: If the charge is from an in-state merchant, the cardholder should contact the merchant and request a credit be issued for the tax and applied to the card.

TRANSACTIONS

Q: What happens if I do not reconcile my transactions?

A: Your card is subject to temporary inactivation if your transactions aren't reconciled within 20 days of the posting date on the transaction. If there is a reason why you are not reconciling a transaction, be sure to add the item to an expense report and enter an explanation for the delay.

Q: What do I do if a transaction appears in Chrome River and I don't recognize it or isn't the correct amount?

Contact the vendor for further information, being sure to provide the date of the transaction, the amount and the last 4 digits of your pcard number. Be aware that not reconciling the transaction in Chrome River does not withhold payment to a vendor. Once the transaction has posted the vendor is guaranteed payment and you must contact them to resolve the issue.

If the vendor is not cooperating in getting the issue resolved, you should then dispute the charge by contacting JPMorgan at 1-888-297-0768 within 90 days.

MISCELLANEOUS

Q: May I use my card for cash or cash advances of in ATM machines?

A: No, cash advances are not allowed. Contact the Pcard Administrator (2-8595) if you feel you have a need that can't be met due to this restriction.

Q: May I use my card when traveling on University business?

A: Airfare, car rental, lodging and conference registration can be facilitated on the pcard. Restaurant and gas purchases are not allowed and must be paid out of pocket and then reimbursed. The exception to this is when feeding and transporting student, contact the Purchasing Card Administrator (2-8595) for further information.

Q: May I use my card for food purchases?

A: The following food purchases are allowable on the pcard:

- Retreats and workshops
- Student recruit meals
- Student meals

- Campus events involving students or potential students

Itemized receipts must be obtained for these purchases and supporting documentation including a stated business purpose, date, location, and a list of attendees. Alcohol is not allowed on the pcard under any circumstance.