



Division of  
**Finance and  
Administration**

BOWLING GREEN STATE UNIVERSITY

# Purchasing Card Manual

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## OVERVIEW

The BGSU Purchasing Card (PCard) is a Bank of America Visa card that is designed to create a more efficient and cost effective procurement process for limited dollar purchases from vendors that accept Visa. This program will allow the cardholder and authorized users to facilitate emergency supply purchases in which there isn't time to process the order through Falcons Purch. Additionally, Services which cannot be obtained through Falcon's Purch can be paid with the PCard.

Oversight for the BGSU Purchasing Card Program will be provided by the Purchasing Department. Responsibility for appropriate administration and card usage rests with individual cardholders and departments. The Purchasing Department monitors departmental compliance with the BGSU Purchasing Card Program.

For the purposes of this manual, "P-cardholder" is defined as the person in whose name the card is issued. The terms "individual card user", "privileged user" and "Pcard User" all refer to any employee using a Pcard for a transaction.

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## APPLICATION PROCESS

PCards are issued in the name of a University employee who will be responsible for its appropriate use. The pcard is not tied to an employee's personal credit records; it can neither hurt nor help personal credit. It should be noted that it could negatively affect employment performance and continuation, if not handled compliantly.

Any employee that feels their department would benefit from the use of a pcard should contact the [PCard Administrator](#). The PCard Administrator and the department budget administrator will discuss the needs of the department and determine if the pcard would be beneficial to them. Once the need for a pcard has been identified, the potential cardholder should submit a [Cardholder Application](#) form to the Purchasing Department.

After the application is completed and all appropriate signatures have been obtained, the form must be submitted to the Purchasing Department ([purchasing@bgsu.edu](mailto:purchasing@bgsu.edu)) for processing. Once processed by Purchasing, Bank of America will send the card to the PCard Administrator within 10 business days. The PCard Administrator will then contact the cardholder to establish a **mandatory initial cardholder training session**. The cardholder will receive their pcard at this training session and will be given instruction on

### PCard Basic Information

#### Standard Limitations:

- \$3,500 per transaction
- \$15,000 total spend per month
- 12 transactions allowed per day

activation. **The card will need to be activated prior to the first purchase; otherwise the transaction will be declined.** The cardholder will also be asked to sign a Cardholder Agreement form within 3 business days of receipt of the card or the card will be suspended until the signed form is received.

If standard limitations will be exceeded for a special circumstance or in an ongoing manner, the cardholder should ask for an exception consideration by requesting an [Exception Form](#). **Otherwise the transaction will be declined.** An exception form should be submitted at least **5 business days in advance** of the need.

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## Security and Appropriate Usage

- 🔒 Cardholders may use the card to make purchases in person at a merchant location, over the phone, through the U.S. Postal Service and online via a secure website.  
(Secure websites will have an “s” in the address bar: <https://>.)
  - 🔒 Cards should be kept in a secure location, such as a locked drawer, safe, or wallet.
  - 🔒 Orange credit card sleeves are provided with all new pcards and cardholders are asked to keep the card in the sleeve to avoid accidental personal purchases.
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## DEPARTMENT-WIDE USAGE

### For Cardholders:

It is the **cardholder’s responsibility** to know what the card is being used for, so they can determine if the purchase is allowable on the pcard. It is the responsibility of the cardholder to know who has possession of the card or card number and to make sure receipts and all applicable documents are submitted for reconciliation. A [Department Purchase Log](#) can be used to keep track of these pcard purchases. The cardholder remains liable and responsible for all transactions made on their card as the card is issued in their name.

Cardholders *may* allow other employees within their department to use the card and sign for purchases, but this allowance is **NOT REQUIRED**. This privilege may be revoked by the Finance and Administration Division (F&A Division) if repeat violations occur from an individual card user. **No purchase shall be made on a pcard without a prior conversation occurring with the pcardholder to confirm compliance.**

The cardholder responsibility should be respected by the privileged users of the department. At the first sign that privileged users are not following proper protocol and policy, it is expected that the cardholder will escalate the situation to the Department Head for resolution. Where resolution isn’t provided, the Procure to Pay Manager, Director of Business Operations, and Controller are available for additional assistance.

### For Pcard Users, not the Cardholder of Record:

The Pcard User should understand that it is a privilege to utilize another employee’s pcard, and that privilege may be revoked at any time per the discretion of the cardholder and/or F&A Division. The expectation is that the user will prepare all documentation necessary to submit the reconciliation in a timely manner and facilitate any additional information that may be requested by Business Operations. Given this partnership with the Cardholder of Record, the users should become familiar with this manual as well.

When making a purchase on another employee’s pcard, the user will show their BGSU ID to the vendor if identification is requested. If the vendor does not accept this, a valid driver’s license should be furnished.

### Approver Role Designation:

If an approver role is desired, an FMS Security Request should be submitted. Approvers should be familiar with the requirements listed in the manual and should **return** any reconciliation reports that do not meet the criteria listed herein before allowing them to be submitted to the F&A Division for final approval. A [checklist](#) has been created to assist with this review process.

## ABSOLUTE RESTRICTIONS

### Personal Purchases

No **personal purchases** may be made with the card. When using the card, individuals are authorizing the commitment of University funds and are accountable in the same way they would be held accountable for authorizing a purchase order or payment request.

### Gifts

Gifts are not permitted on the University Pcard. Gifts of any sort should be scrutinized for compliance with University policies, and if allowable purchased out of pocket and reimbursed. If you feel you have an exception contact Purchasing/Controller's Office.

### Donations

Donations of any kind are prohibited.

### Independent Contractors

Paying an independent contractor with a university pcard is prohibited. The process to hire an independent contractor at the University can be viewed under <https://www.bgsu.edu/purchasing/vendor-data-forms.html>.

### Faculty/Staff Meals

In general, meals for faculty/staff are not allowed on the pcard. Few exceptions exist. See Business Meals section under Food for more detail.

### Ebay

Purchases from **eBay** are not allowable on the pcard. If there is a need to make a purchase from eBay, contact the Purchasing department at 419-372-8411.

### On-Campus Purchases

The pcard is not to be used for **on campus purchases**, i.e. Bookstore, Dining, Ticket Office, etc. These purchases should be charged directly to the department by the cashier at the point of sale.

**Exception:** Gift card purchases from Falcon Outfitters - should *always* be purchased with a pcard.

### Other Restricted Purchases/Merchants

- Vendors Accessible in Falcon's Purch (limits processing fees and duplicate payments)
- Drones
- Tents
- Furniture
- Charter Bus Transportation
- Contractual terms and conditions that restrict pcard payment and/or require PO only
- Software/Subscriptions/Cloudbased Apps/Domains/Software Licensing
- Computers/Hardware (Refer to IT Device Form)
- Jewelry stores
- Florists
- Video stores
- Cable and satellite services
- Producers of hazardous substances unless pre-approved by EHS
- Biological agents (at or above Biosafety Level 2)
- Radioactive material
- Any other item or agent that may cause harm to humans, animals, or the environment except for consumer commodity goods
- Firearm manufacturers
- Entertainment/Recreation (amusement parks, museums)
- Gas stations
- Amazon
- Alcohol

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## HIGH RISK PURCHASES

### PayPal

The use of a financial service such as **Pay Pal** is discouraged and should only be used in cases where it is the only means to make a valid, authorized business purchase. If a financial service is the only way the purchase can be made, the cardholder must obtain a receipt from both the financial service and from the merchant providing the product. The merchant receipt must show the item description, the quantity and the price of the product purchased.

### Gift Cards

Gift cards are permitted to be purchased on the pcard as long as there is a substantiated business purpose. Recipient information and proof of receipt by the recipient will need to be collected and submitted timely for the reconciliation process.

The ***preferred method*** for gift card purchases is Amazon e-giftcards on the Amazon punchout.

Consult Procure to Pay Manager and/or Controller for pre-approval in these instances regarding gift card purchases:

- *Gift cards higher than \$50*
- *Bulk Purchases of Gift Cards in Advance*
- *Gift Cards for Confidential Studies*

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## DOCUMENTATION

Documentation serves a variety of purposes and will always be required. In the case of approval/review, it will substantiate the business purpose and provide all necessary information to ensure the appropriate and continued usage of the pcard. In the case of historical/audited record, it will demonstrate the internal controls that are required as a responsible higher educational institution. A single report should tell the entire story of that purchase, including: dates, amount, items purchased, and business purpose. For this reason, it may be necessary to attach documents repeatedly for similar purchases. It is not enough to have a verbal conversation with the approver at each step. Any pertinent information to support the story of the purchase should be attached in the reconciliation tool.

A single report should tell the entire story of that purchase, including:

- Date Of Purchase
- Date Of Event
- Amount,
- Items Purchased
- Business Purpose

## Required Documentation for General Purchases:

Documentation must be obtained for all purchases. Unless otherwise specified in above sections, acceptable documentation can be a register receipt, an invoice, a packing slip, or an e-mail confirmation. This documentation must contain the following information:

- The vendors' name
- The date of purchase
- A list of each item that was purchased and the dollar amount for each item
- A total amount that matches the total in Chrome River for the transaction

### LOST/MISSING DOCUMENTATION:

IF THE DOCUMENTATION FOR A TRANSACTION IS LOST, THE CARDHOLDER MUST CONTACT THE VENDOR TO RECEIVE A DUPLICATE RECEIPT.

**PLEASE NOTE:** A credit card slip showing total transaction information and authorization information **IS NOT** an acceptable form of documentation. **Itemization is required.**

Uploaded documentation should be kept until the reconciliation has completed approval workflow. At this point the documentation is part of the transaction's historical record.

Transactions purchased with grant funds may require longer retention periods subject to Federal Grant regulations.

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## ALLOWABLE PURCHASES & REQUIRED DOCUMENTATION

It is the responsibility of the cardholder to obtain the required approvals as stated in the University's [Business Entertainment and Travel policies](#) **before** facilitating purchases for food and/or travel on the pcard.

### FACULTY/STAFF TRAVEL RELATED PURCHASES

#### ***Types of Expenses Allowable on Pcard:***

- Conference Registration
- Lodging
- Transportation to destination city (such as flight, train, rental car)
- Parking (if cardholder)
- Tolls (if cardholder)

***Not Allowable on Pcard -BUT-*** Reimbursable to Individual if a *reasonable/necessary* business purpose exists:

- Entertainment\*
- Food purchases (per diem rate will be paid, if applicable)
- Gas \* (mileage rate will be reimbursed, if applicable)
- Ground Transportation necessary for event participation destination city (Uber, taxi, trolley)

\* Faculty/staff who are responsible for student-recruiting and student travel may be granted an allowance for these purchases which are otherwise restricted. Contact the [PCard Administrator](#) to request these

allowances.

***Neither Allowable NOR Reimbursable:***

- Flight insurance
- Extra Ground Transportation for personal benefit, sightseeing, other meals/participation otherwise provided for as part of the conference/event
- Bus Charter Transportation

## **Specific Documentation for Travel Expenses**

**Required Documentation:**

- Agenda or other documentation showing: dates of event, business purpose of event (topics, etc.), location
- If multiple attendees, a list of travelers is required
- Cost comparison (completed **in advance** of travel) for *atypical* modes of travel (see “misc notes on travel”)
- Business purpose for additional travel days outside of the allowed travel days (see “misc notes on travel”)

**Misc. Notes on Travel:**

- The mode of travel should always be the lowest cost and most expeditious method available – anything different requires a cost comparison for the additional methods AT THE TIME of booking the transportation. The lowest cost of the travel methods compared will be accepted by the University.
- One travel day before and after the conference/event is allowed in most cases – anything different requires a justified business purpose for the additional days and the expenses incurred
- If you will be traveling out of the country be sure to call the number on the back of your pcard to inform Bank of America that they will be seeing activity on the card for overseas vendors.
- Points, miles, and travel rewards should not be utilized as payment for University travel. BGSU will not reimburse the personal points, miles, and travel rewards for any individual.

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## **MEALS**

### **BUSINESS MEALS**

***Specific Documentation Required:***

- Itemized Receipt (clearly documenting items and tip)
  - Food items should be reasonable in portion, quantity, and appropriate for the purpose of the business meal
  - Excessive spending will be scrutinized and may require reimbursement by the pcard user
  - Alcohol should never be purchased on the pcard
    - Foundation funding accounts have exceptions
- Flyer/Marketing Material showing:
  - Evidence of the business purpose for event
  - Open to the public statement (public could be BGSU community, BG community, or focused group)
- In the absence of a flyer/marketing material, agenda showing topics for discussion

Types of Meals generally classified as  
**Business Meals:**

- Recruiting – faculty/staff/student/athletes
- Retreats/Workshops – extended hours over normal meal times
  - Should be infrequent (less than twice a year)
- Open Houses / Large Marketing Events
  - Should be open to the public and marketed as such
- Meetings over meals with external participants with a justified business purpose and future benefit of the University



- List of attendees, if not open to the public

### STUDENT GROUP MEALS

#### Specific Documentation Required:

- Itemized Receipt (clearly documenting items and tip)
  - Food items should be reasonable in portion, quantity, and appropriate for the purpose of the business meal
  - Excessive spending will be scrutinized and may require reimbursement by the pcard user
  - Alcohol should never be purchased on the pcard
- Flyer/Marketing Material
- In the absence of a flyer/marketing material, documentation showing list of invitees or attendees (Ex: email/calendar invitation)

#### Types of Meals generally classified as Student Group Meals:

- Events that contribute to the education/experience of students
- Department Meet and Greet
- Open Houses

### Meals/Events Supported by Registration Fees (Programming)

Food purchases for events paid via registration fees by attendees is allowable when the event registration fee is deposited into the department's budget. Examples include BGSU hosted conferences and community programs where a participation fee is assessed.

### Miscellaneous Meal Guidelines:

- An itemized receipt showing exact food items is ALWAYS required.
- A 15% tip is expected, up to 20% is allowable (***anything above is a personal preference and reimbursement to the University is required***)

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## SOFTWARE, COMPUTERS AND PERIPHERAL DEVICES

A [Technology Review](#) must be submitted for software *not currently available or approved* for installation at BGSU. This may include but is not limited to, cloud-based software, desktop-based software, mobile apps and domain purchases.

Purchases for computers and specific peripheral devices should be purchased directly through ITS. However, most small office equipment and accessories can be purchased through Falcons Purch. A listing of these requirements can be found on the [ITS Device & Accessory Purchasing Guidelines](#) website.

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## RECONCILIATION

### ChromeRiver Tool

ChromeRiver is the application used by the university for individuals to reconcile charges made using Pcards.

Charges will automatically download from the Bank of America platform daily on business days. The download date will depend on the posting date between Bank of America and a given merchant.

#### NOTE #1:

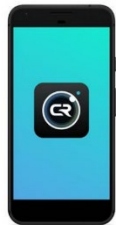
ALL EMPLOYEES WILL ALSO USE THE CHROMERIVER TOOL TO FILE FOR TRAVEL REIMBURSEMENT AND BUDGET ADMINISTRATORS WILL REVIEW/ APPROVE THOSE REIMBURSEMENTS IN THE CHROMERIVER TOOL.

Reports created in Chrome River are electronically routed to the appropriate approvers by email based on the budget used on the report. The system contains policy direction that includes violation warnings. Should any of these warnings be identified, it will open a text box requiring additional information pertaining to the potential violation. Additional approvals are required via the electronic workflow for certain Pcard transactions or reimbursable expenses. Approvers will also be alerted that a report has a potential policy violation.

**NOTE #2:**

REQUESTS FOR REIMBURSEMENTS  
CANNOT BE PROCESSED ON THE  
SAME REPORT WITH PCARD  
TRANSACTIONS.

Expenses entered in Chrome River will not post to the budget until all necessary approvers have approved the report, including final approval from the Finance and Administration Division.



### **CR Snap App**

ChromeRiver has an app to capture receipts and immediately upload them to your ChromeRiver account when you get back to your desk. It is very simple to use and is available for Android and Apple users. Please click these links for more information: [CR Snap for Android](#) and [CR Snap for Apple](#)

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## **DEADLINES**

### ***Initial Report Deadlines***

#### **Cardholder Responsibilities**

Transactions are imported once a day from the Bank of America platform to the Chrome River tool. All transactions must be reconciled within **20 calendar days** of the posting date by submitting the appropriate documentation for review. Cardholders will receive an email from Chrome River each Monday which will provide a list of outstanding transactions and the post date of those transactions.

#### **Approver Responsibilities**

Once the expense report has been submitted, the designated approver must approve the expense report or return it back to the submitter for corrections within **10 calendar days**.

This schedule is necessary to keep the number of open transactions manageable for all staff, keep budgets as accurate as possible, and to keep the information current to help facilitate disputed claims when the need arises.

#### ***Special Circumstances/Inability to Reconcile***

If there is a special circumstance that is preventing a transaction from being properly reconciled, please keep it in your draft transactions, but add a comment weekly to update the Business Office on the progress of the resolution of the matter. This will prevent you from having a past due transaction logged against your card.

#### ***Returned Report Deadlines***

If the appropriate documentation isn't provided accurately, it will be necessary for Pcard staff to return the transaction for appropriate resolution. Resolved/Resubmitted Documentation should be resubmitted for review within **5 business days** of the return comment from the returning party to avoid past due transactions being logged.

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## VIOLATIONS AND CONSEQUENCES

Violations will be logged as the matrix shows below. Communication via the comments section in ChromeRiver will be necessary to avoid the logging of an offense.

**Violation Matrix**

	Violation / Non-Compliance	1 <sup>st</sup> Offense	2 <sup>nd</sup> Offense	3 <sup>rd</sup> Offense
Tracked Over Lifetime	Unauthorized / Accidental Personal Purchase	<ul style="list-style-type: none"> <li>Cardholder / approver notified</li> <li>Cardholder must provide proof that funds were reimbursed within a week</li> </ul>	<ul style="list-style-type: none"> <li>Cardholder / approver / department head notified</li> <li>Card suspended until cardholder provides proof that funds were reimbursed</li> <li>Cardholder Responsibility Agreement must be completed by cardholder</li> </ul>	<ul style="list-style-type: none"> <li>Cardholder / approver / department head notified</li> <li>Card subject to privileges revoked immediately</li> </ul>
	Intentional Personal Purchase (Fraud)	<ul style="list-style-type: none"> <li>Card subject to privileges revoked immediately</li> <li>Internal Audit notified</li> </ul>	N/A	N/A
	Missing Receipt or Documentation	<ul style="list-style-type: none"> <li>Cardholder / approver notified</li> </ul>	<ul style="list-style-type: none"> <li>Cardholder / approver / department head notified</li> <li>Card suspended until Cardholder Responsibility Agreement is completed</li> </ul>	<ul style="list-style-type: none"> <li>Cardholder / approver / department head notified</li> <li>Card subject to privileges revoked immediately</li> </ul>
Tracked Annually	Unallowable Purchase	<ul style="list-style-type: none"> <li>Cardholder / approver notified</li> </ul>	<ul style="list-style-type: none"> <li>Cardholder / approver / department head notified</li> <li>Card suspended until issue is resolved</li> <li>Card suspended until mandatory training and Cardholder Responsibility agreement is complete by cardholder</li> </ul>	<ul style="list-style-type: none"> <li>Cardholder / approver / department head notified</li> <li>Card subject to privileges revoked immediately</li> </ul>
	Deadline Exceeded / Past Due Transactions (20 Days)	<ul style="list-style-type: none"> <li>Cardholder / approver / direct supervisor notified</li> <li>Card suspended until issue is resolved</li> </ul>	<ul style="list-style-type: none"> <li>Cardholder / approver / direct supervisor / department head notified</li> <li>Card suspended until mandatory training completed</li> <li>Training resources sent to cardholder</li> </ul>	<ul style="list-style-type: none"> <li>Cardholder / approver / direct supervisor / department head notified</li> <li>Card subject to privileges revoked immediately</li> <li>Cardholder must resolve all outstanding transactions</li> </ul>

### Definitions of Above Violations

Unauthorized Purchases – defined as goods or services purchased which have not been authorized by the department. More than three (3) logged instances over the lifetime of the cardholder, will cause a revocation of Pcard privileges.

Personal Purchases – defined as anything that is not purchased for use and ownership by the University. It is a violation of the University PCard Program to contribute to ANY personal purchase or personal transaction with a University pcard, regardless of whether the cardholder intends to reimburse the University for the purchase. More than three (3) logged instances over the lifetime of the cardholder, will cause a revocation of Pcard privileges.

Fraudulent use / Falsification of Documentation/Abuse of the pcard will result in immediate suspension of privileges and may result in corrective action up to and including employment termination and/or criminal action. In addition, the University will seek restitution for any inappropriate charges.

Missing Receipt/Documentation- An itemized receipt and supporting documentation is not attached to a transaction. The cardholder should act diligently to obtain this documentation or receipt from the original merchant, if the original was lost. When the cardholder is unable to provide the appropriate documentation

or if no response is received timely, the instance will be logged as “missing documentation”. More than three (3) logged instances over the lifetime of the cardholder, will cause a revocation of Pcard privileges.

Unallowable Purchases – defined as goods or services which are authorized and necessary for the operation of the University’s education mission, but not allowed on the pcard given operational protocols, e.g. tents, gifts, Independent Contractors. More than three (3) logged instances over an annual period, will cause a revocation of Pcard privileges.

Deadline Exceeded – Cardholder/approver has not submitted/approved transactions in accordance with requirements explained under the “[Deadlines](#),” section of this manual.

More than three (3) logged instances over an annual period, will cause a revocation of Pcard privileges.

### Imputed Income

Questionable purchases and/or missing documentation that cannot be resolved will be reported to the IRS as income on behalf of the purchaser.

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## TAX INFORMATION

### Ohio Sales Tax

BGSU is a tax-exempt State of Ohio supported university. Merchants should be informed of our tax-exempt status at the time of transaction. Merchants may request a copy of [BGSU’s Tax Exemption Certificate](#) for their files. A copy of this certificate may be reproduced, faxed, mailed, or e-mailed as needed.

If sales tax is inadvertently charged to the pcard, the cardholder can contact the vendor and request a reimbursement.

### Other States/Sales Tax

BGSU is not always considered tax-exempt in other states. Certain taxes assessed by cities (tourist assessments) are legitimate and will be paid by the University. For out of state sales tax information, contact the Controller’s Office.

## Out of Compliance Activities to Avoid

### Cash or Cash-type Transactions

– defined as cash, cash in addition to purchase, cash in lieu of credit for return or exchange of a purchase. It is a violation of the University PCard Program to obtain cash or conduct cash-type transactions using the University pcard without prior approval.

### Split Purchases – “split”

purchases occur when single purchases costing more than

\$3,500, or your particular transaction limit, are split into multiple pcard transactions to circumvent the \$3,500 maximum transaction limit. It is a violation of the University PCard Program to “split purchases.” Proper procedure would be to request a limit exception.

## **DISPUTED CHARGES**

If any questionable transactions appear on the cardholder's account for which there is no information, or if the amount does not match receipts, contact the merchant regarding the transaction. If the merchant agrees that an error was made, the merchant will make an adjustment which will post as a credit to the account. The cardholder must add the credit to an expense report in Chrome River along with the original charge. The approver must approve the adjustment received (credit), and verify the adjustment is being applied to the department or grant which was originally charged.

If the merchant does not agree to make an adjustment, the transaction should be disputed by contacting Bank of America using the Global Card Access phone number on the back of your pcard. Bank of America will then investigate the transaction. Be aware that the cardholder may be contacted for further information. Transactions must be disputed within 60 days of the post date. It is the responsibility of the cardholder to dispute erroneous transactions in accordance with the process described above.

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## **LOST OR STOLEN CARD**

The pcard is the property of BGSU and should be protected and secured just like any other credit card.

If a card is lost, misplaced, or stolen, the cardholder should notify Bank of America Card Services at 1-888-449-2273 immediately. The PCard Administrator should also be notified immediately after the Bank of America phone call to communicate the situation. A temporary hold can be placed on the card to prevent further transactions until the status of the card is determined.

If the card is found and a report of transactions shows that it has not been used fraudulently, the hold can be removed by notifying the PCard Administrator. If the card is not found, the cardholder should notify Bank of America Card Services at 1-888-449-2273 to cancel the card and have a new card issued.

If the card has been stolen, it must be cancelled immediately by the cardholder. This can be done by contacting Bank of America Card Services at 1-888-449-2273. Once this has been completed notify the PCard Administrator. Once cancelled a new card will be issued and the cardholder will be contacted when the new card arrives. The PCard Administrator will reach out to schedule a time to pick up the new card once received. Pickup location will be: Huntington Building located at 1851 N. Research Drive, Bowling Green, OH 43403.

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## **CARD EXPIRATION, CANCELLATION AND REPLACEMENT**

PCards will expire five years from the date issued and are active through the last day of the expiring month indicated on the card. The Purchasing department will notify all cardholders via email at least 30 days before the card expires and provide instruction on obtaining and activating the new card.

If a cardholder moves to a different department, they must notify the PCard Administrator. The existing card

will be canceled. If it is determined that a pcard is needed in the employee's new position a new [PCard Application and User Agreement](#) form will need to be submitted.

If a cardholder is leaving employment at the University, they must inform the PCard Administrator and return the card to the Purchasing Department to ensure that the account is cancelled.

Occasionally, a pcard becomes so worn that it will not function in card reading equipment. A cardholder may request a replacement card from the PCard Administrator. This new replacement card will have the same account number as the previous card and will be sent directly to the PCard Administrator. Upon receipt of the new card, the old card must be returned to the Purchasing Department to be properly destroyed.

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## PCARD ADMINISTRATION CONTACTS

Contact Bank of America for lost, stolen cards and transactions disputes. All other inquiries should be directed to purchasing.

**BANK OF AMERICA**  
PH: 888-449-2273

Name	Phone	Email	Contact Regarding
Jacob Konecny	419-372-8395	<a href="mailto:konecnj@bgsu.edu">konecnj@bgsu.edu</a>	<ul style="list-style-type: none"><li>• PCard applications</li><li>• PCard exceptions</li><li>• ChromeRiver system inquiries</li></ul>
Lorna Przeslawski	419-372-9289	<a href="mailto:lornap@bgsu.edu">lornap@bgsu.edu</a>	<ul style="list-style-type: none"><li>• PCard audit</li><li>• ChromeRiver reconciliation inquiries</li></ul>
Kristina Rhine	419-372-4694	<a href="mailto:krhine@bgsu.edu">krhine@bgsu.edu</a>	<ul style="list-style-type: none"><li>• Escalations</li></ul>
Purchasing Main Line	419-372-8411	<a href="mailto:purchasing@bgsu.edu">purchasing@bgsu.edu</a>	