

**Q:** *What types of items or services can I buy with my procurement card?*

**A:** You may use the procurement card to purchase at any, other than prohibited, commodity/equipment provider and/or from any US service provider that will accept the card. [Procurement Card Manual](#).

**Q:** *What can I do if I believe my procurement card is compromised or lost?*

**A:** Report any lost, stolen or compromised card immediately to the Bank at 1-800-316-6056.

**Q:** *How long do I have to dispute a procurement card charge with the Bank?*

**A:** Disputes must be communicated to the Bank within 60 days of the end of the cycle (14th of the month) in which the transaction first appeared. The Bank's customer service telephone number is 1-800-316-6056.

**Q:** *Can I use my card for purchase transactions on the Internet?*

**A:** You may use your procurement card for purchase transactions over the Internet. However, you will want to make sure that if you are making a purchase over the Internet that it is at a secure website (httpS). If you are unsure you may want to call your order in.

**Q:** *What should I do if I mistakenly use my card for personal purchases?*

**A:** You should reimburse the University immediately. Be sure to document the procurement card record file with a memo explaining why the card was used for a personal purchase. You should also include some proof of reimbursement such as a University receipt or canceled check. After all documentation has been collected, either the cardholder or the reconciler needs contact the ProCard Administrator and provide them with this information.

**Q:** *What should I do if I lose my receipt?*

**A:** Try to document the file with other proof of purchase such as a packing slip or delivery receipt, if available. A duplicate receipt may be available by contacting the vendor. Alternatively, use this [Missing Documentation Form](#). Complete the form and keep it in your procurement card record file.

**Q:** *What do I do if a transaction does not appear on my procurement card transaction statement?*

**A:** You may want to wait until the next month's transaction statement is received. Often vendors will ship an item or items, but will process the payment later. If concerned, you may contact the vendor to see if and when they intend to process the transaction. If the vendor indicated that they have processed the payment and it still does not appear on the transaction statement, first call the ProCard administrator who will research it, and perhaps direct you to call the Bank's customer service department at 1-800-316-6056 to resolve the problem.

**Q:** *What do I do if I have a procurement card transaction on my Banner account that is not mine?*

**A:** Contact Emilee Pruitt at 786-6512 with the last four digits of the card number and Procurement Services will track the transaction back to the correct cardholder who will make the correction.

**Q:** *Can I use a grant funded account as my default account for the procurement card?*

**A:** No. Due to a need to accomplish a more thorough review and maintain oversight of purchases for goods or services for grant funded accounts, procurement cards will not be allowed to default to a grant funded account.

**Q:** *Are split purchases (two or more transactions from the same vendor for an order whose sum exceeds the cardholder's transaction limit) allowed on the procurement card?*

**A:** Due to capital equipment and potential competitive requirements, split purchases are not allowed on the procurement card. Repeated split transactions by cardholders may result in the revocation of your card.

**Q:** *Can a reconciler be a cardholder?*

**A:** Yes, A reconciler can be a cardholder.

**Q:** *Who should the approving official be?*

**A:** An approving official should be someone in a supervisory capacity for the cardholder.

**Q:** *Is my procurement card account subject to review or audit for compliance issues to determine that I am keeping good records or for other public procurement requirements?*

**A:** Yes, your procurement card account is subject to record review by representatives from Procurement Services. Additionally, your procurement card account is subject to audit by internal, legislative and/or federal auditors according to the circumstances and the source of funds. Thus it is important to maintain good records and accountability for purchases using the procurement card.