

Purchasing Cardholders - FAQs
WHO DO I CALL -- for Card Related Problems?

Q. What is my account verification code?

The account verification code consists of nine digits; the first five are '9's, the last four are the last four of your social security number.

Q. When do I call the Program Administrator @ 814-732-1304 or 732-2725?

You should call Accounting when you experience:

1. Declined charge due to credit line increases/exceeding credit limits.
2. Declined charge and you need vendor-type blocking removed from your card.
3. Refer a NEW SUPPLIER to add to the Purchasing Card Program.

Q. When do I call the Global Card services on the back of the Card @ 1-888-449-2273, available 365 days/year, 24-hours/day?

Most Service Issues can be handled through the Global Card services line at 1-888-449-2273. These service issues could include:

- Transaction disputes or LOST OR STOLEN CARDS.
- Spending availability and status of a disputed transaction.

Q. What should I do if FRAUD or a charge I didn't authorize appears on my statement?

Contact Global Customer services immediately. If there is a chance of fraudulent activity, the account will be closed, and a new account number will be issued to you immediately.

Q. What should I do if my card is DECLINED at the vendor/merchant?

When your card is declined, the first thing you should do is call your Program Administrator to find out if the charge can be put through.

Quite frequently cards are declined because the merchant is coded with an incorrect vendor classification. For example, if you are shopping for a software program in a computer supply store, the store may be coded inadvertently as a utility.

Other reasons for declined charges include exceeding spending limits and merchant blocking (certain types of merchants are not allowed within policies). Some of these problems can be resolved by calling the Program Administrator who may follow-up with Customer Service.

Q. How do I DISPUTE the charge on my statement?

When your goods are LOST in-transit from the supplier, or your charges are posted incorrectly, goods may be Damaged or Returned due to receipt of an incorrect item or quantity, take the following action:

1. Attempt to correct the error with the vendor.
2. If you cannot resolve the problem with the vendor, call the Customer Service Hotline Immediately.
3. Federal regulations require that you notify Bank of America in writing within 60 Days of the first statement date which the disputed charge occurred.
4. Global Card Service can FAX you a Dispute Form to place the item in dispute. After you complete the form, you can fax it back. Notify Accounting.

Q. What kind of restrictions or controls are placed on my card?

Monthly Spending Limits: \$2,500

Single Transaction Limits: \$500

Merchant Blocking: Certain category codes are blocked at the Program level.

Types of merchants excluded/blocked from Purchasing Program includes: Cash, Furriers, Clocks, Jewelry, Watches, Repair Shops, Casinos and Utilities.

Q. How do I report my purchases? How will this affect my University budget?

You must attach all original copies of card receipts and invoices or packing slips to the credit card *Memo Statement* (described below) and send these to the Accounting Office at the end of each month. The *Department Activity Log* form can be used to track purchases throughout the month.

The Accounting Office will compare your *Memo Statement* report you send to them each month with the transactions appearing on the Bank of America bank statements. The charges appearing on the statements will then be posted to your departmental budget.

You must make sure there are sufficient funds available in your budget BEFORE you use your purchasing card. If your credit card purchases exceed the funds available in your budget, your credit card will be VOIDED.

Q. Will I receive a report of my purchase?

Credit Card MEMO Statements will be mailed to the cardholder every month. The memo statements will itemize all card purchases made since the last statement. You should review these statements for accuracy and report any discrepancies or disputed charges. Match each transaction against your card receipts, attach the receipts that appear on the statement to the statement, and send the statements to the Accounting Office. You may want to copy statements and receipts for your records.

Q. Who is responsible for returning goods purchased on the credit card?

You should make arrangements to return merchandise to the vendor. You should also review the credit card memo statements to ensure that proper credit was received for the returned goods. NO CASH REFUNDS ARE PERMITTED.