

FAQs and What to Dos

Why is it called a procurement card, not a credit card?

- ✓ The card is a MasterCard product and its functionality is much like a personal credit card. The significant difference is that JHU cards (PCards) are centrally billed, paid in full each month, and programmed for departmental spending limits and commodities.

Are travel expenses allowed on Procurement Cards?

- ✓ The Procurement Card program is not intended for use with travel/hospitality expenses. These types of services should be procured through the University [American Express](#) travel card program (administered by the [Controller's Office, Travel Section](#)).

What if the original documentation is missing or incomplete?

- ✓ Make every effort to obtain complete original documentation, including requesting a duplicate from the merchant.
- ✓ If you are unable to obtain a receipt, or what you have is incomplete (i.e. a packing slip with no pricing detail), create a memo to include cardholder name, merchant, dollar amount of purchase and the budget to charge. You will need to add detail on the goods/services purchased and an explanation for the missing documentation.

If I am returning an item (or disputing an order) can I stop the payment?

- ✓ No. One payment is made to the bank each month for all Procurement Card charges. If an item is being returned, or if there is an erroneous charge for which a dispute has been filed, a credit will appear in the Cardholder's EASY statement. That credit should be applied to the same account (including object code) as the original charge.

What can I do about a cardholder who fails to comply with the Procurement Card Policy?

- ✓ You may find that some of your cardholders do not always adhere to the terms of the Procurement Card Policy. For example, you may have cardholders who fail to turn in their receipts in a timely fashion. By allowing the departments to place restrictions on the use of Procurement Cards, including permanently revoking the purchasing privileges of cardholders, we hope to ensure compliance with the terms of the policy.
- ✓ The Procurement Card Administrator is available to assist in the event that a department administrator and/or verifier has difficulty when attempting to enforce the policy.

Why can't my assistant request information regarding my Procurement Card?

- ✓ The only person authorized to use a Procurement Card is the person to whom it is issued. With that, neither the bank, nor the Procurement Card Administrator, are able to provide information to unrecognized parties.

What should I do if I receive a call from the bank questioning fraudulent activity?

- ✓ The bank's Early Warning Fraud Department may contact cardholders directly when any unusual transaction is detected. The cardholder may indicate that the transaction is accurate and no further action is required. If the transaction is not accurate, the bank will cancel and reissue a new card. The cardholder is not held liable for unauthorized charges.

What should I do if my card is declined?

- ✓ Cardholders are authorized to contact the bank directly for general inquiries, 800-248-4553. The cause for a declined transaction will be identified and the cardholder may then contact the merchant to correct the issue.
- ✓ If further assistance is required, contact the Procurement Card Administrator at 410/516.8383 or pcard@jhu.edu