

FAQs Procard

How can I get a Procard? Complete the Procurement card request forms located at [link](#). Attachments A and B are for ETSU funds and attachments A-1 and B are for grant or foundation funds. Send the completed forms to Procurement for processing. You are required to attend Procard training before a Procard can be issued in your name.

Can I put apps that I need for my job on my personal phone with my Procard? No, the Procard can only be used to put apps on University owned phones. See policy FP-35.

What is my Procard limit? The limit is set by the department head or PI on a grant account at the time your Procard is requested. If you cannot remember your limit, call the customer service number on the back of your Procard. The system is automated and can tell you your monthly limit, your balance and what is available for your use.

How can I increase my Procard limit? Send an email request to increase a Procard to Helen Blevins, Procard Administrator (blevinsh@etsu.edu). The request must come from the department head or the principal investigator on grant accounts. Include the name of the cardholder, the last four numbers of the Visa account number or the Banner account number on the Procard, and the amount of the increase being requested.

Why did my Procard get declined? It is most likely the result of your monthly Procard limit being reached or using a blocked vendor type (for example, a printing vendor). Make sure you have not reached your monthly limit by calling the Customer Service number on the back of your Procard. If that is not the reason, call Helen Blevins, Procard Administrator @ 439-4741.

Can my co-worker use my Procard? It is not recommended. The cardholder is responsible for any charges placed on the Procard. No exceptions.

I am leaving the University, what do I do with my Procard? Contact Helen Blevins, Procard Administrator to cancel your Procard. She will instruct what to do with your Procard. Your Procard records are to remain in your department.

Can I buy food for a student activity on my Procard? Fast food vendors, restaurants and caterers are blocked for Procard use. Grocery stores and ETSU's campus dining service ARASERVE are the only places food can be purchased with the Procard. A purchase for any amount can be made to ARASERVE. But purchases made at a grocery store are limited to less than \$150 per event or activity. Food can only be purchased for approved University events or activities. If the event or activity includes employees only, a vice president's approval is required. The approval must be attached to the Procard receipt as part of the documentation.

Can I put services on the Procard? No services of any kind including personal services, medical services, internet services or repairs are allowed on the Procard. Services must be requested through eBucs using the Services Form.

I have been charged tax – What do I do? Contact the vendor and request a credit. Have the tax credited back to the Procard that was used for the purchase. Do not accept cash or a gift card for the refund.

Can I reserve a hotel room or pay for a hotel with my Procard? No hotel charges, deposits or reservations can be put on the Procard.

Can I have my Procard purchase delivered to my home address? NO NEVER.

Never under any circumstances have anything delivered to a home address.

Can I split purchases on two Procards? NO. The bid limit is \$5,000. You cannot split purchases between two or more Procards to get around this limit. Any purchase \$5,000.00 or more has to be bid. These purchases must be made through eBucs.

What do I do with my Procard statements? Verify all charges, staple all receipts and backup documentation to the statement. Have your department head, the principal investigator on a grant, or appropriate supervisor sign and date the statement. Only department heads and principal investigators can sign their own statements. File in your department. Do not send your Procard statements to the Procard administrator or Accounts Payable.

How long does the department have to keep Procard records? Keep all Procard records for three years plus the current fiscal year. Before records can be gotten rid of, the ETSU Records Disposal Authorization form must be completed. It can be found as attachment K in the Procard manual. Remember that your Procard records need to be shredded.

Can use a Procard to purchase gift cards? Absolutely not, under no circumstances.

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