PROCARD FAQS

	ProCard Question	Answer
1.	Do I have to activate my new ProCard?	Yes, call the number on the sticker on the front of card or activate it online at www.access.usbank.com
2.	Do I have to do a Cardholder agreement form for each card?	No, only one per cardholder is needed.
3.	Do I have to turn in my old ProCard when I leave ETSU or move depts?	Yes, hand deliver old cards to McKenzie Brewer or Pat Wolfe when you leave ETSU or if you move depts, on or before your last day in that position.
4.	Why did I only get one card when I have multiple indexes I charge to?	In the new system you will still be able to allocate any transaction out to any index, therefore you don't need multiple cards.
5.	When I try to reallocate a transaction, I can't get my index to come up?	In the US Bank Access online, the indexes are required to be six (6) digits. A leading zero (0) will need to be added. For example, if your index is 48000 it would need to entered as 048000. The leading zero will not need to be added to Grant, Foundation or (6) digit indexes.
6.	That still didn't fix it, I got a message saying, CHART value: E (or F) is not valid. Please change the search criteria and try again. INDEX value: 0XXXXX is not valid. Please change the search criteria and try again. The segment search criteria is invalid when combined together. Please change the search criteria and try again. What do I do!?	This does not mean you don't have authority to use this index, this does mean the index you entered is not currently in US Bank. When ANY index needs to be added to the ProCard, the ProCard Administrator MUST be made aware via email. PLEASE include the area of business (ex. CON, COM, ITS, Music, S, L &E, etc.) that this index is grouped under, to allow the addition of the index to US Bank. State Fund Indexes – send the ProCard Administrator an email with the index number. NO additional approvals are needed! Grants - to add a Grant Index to US Bank, it is required that you first receive approval from the PI for the Grant as well as approval from Grant Accounting. Foundation - to add a Foundation Index to US Bank, it is required that if you are NOT the fund manager you must first receive approval from said fund manager as well as approval from Foundation Accounting. RDC or Faculty Start Up- E82XXX and E83XXX if you are NOT the person over the fund you must first receive approval from the person over this fund as well as approval from Chris Skalko. Once ALL approvals are given, at that time, please loop the ProCard Administrator back in via email and changes can then be made in US Bank.
7.	In the US Bank Access Online system, my default index is incorrect. How do I change that?	Send the ProCard Administrator, McKenzie Brewer, an email with what it needs to be and it will get updated.
8.	What does it mean in the US Bank Access online where it talks about reallocation?	This is where you can choose what index you would like the transaction to come out of in your Banner budget.

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9.	Does every transaction have to be reallocated?	No, you have a default index and it will come out of it if you do not reallocate the transaction.
10.	What do I do with my receipts?	Receipts will be scanned and uploaded by you to each transaction on US Bank Access online.
11.	Do I have to attach my receipts online?	Yes, all receipts will be attached per transaction on US Bank Access online.
12.	Does EVERY transaction have to have a receipt/attachment?	Every charge EXCEPT one, the ONLY transaction that does not require an attachment is the $12 Annual Fee but EVERY transaction must be approved and final approved. NO exceptions.
13.	Can we put student/group travel on the new ProCard?	Only if you have a student/group travel ProCard. If you need this special ProCard, please fill out a request form found online.
14.	Do we have to have a separate card for Study Abroad?	Yes, you will need a separate card for any Study Abroad programs. Please fill out the online request forms.
15.	Do I have to keep paper records and also get my supervisor to sign off on it?	No, you do not need to also keep paper records. We do recommend you keep a digital copy separate from US Bank Access Online. Your supervisor will approve your charges through the US Bank Access online system.
16.	What about my ProCard records for the old ProCard?	Records must be kept for five years plus the current fiscal year.
19.	Can food be purchased using the ProCard?	Food is allowed to be purchased for "officially sanctioned University functions" if the cardholder and the department head and/or dean are able to confirm this is to be considered a university sanctioned event, the food purchase is considered acceptable. If this is to be purchased please include a copy of their approval and any documentation that shows the event. *If alcohol is involved please reach out to the ProCard Administrator for further guidance.
20.	What is considered food?	Any consumable or an item that is used as a vehicle to put food in one's mouth. "Vehicles" include but are not limited to plates, utensils, cups, ice, water, bottled water and like items.
21.	What documentation do I need for food?	A detailed receipt showing what was purchased. Date and time of function. Where the function will take place. Attendees – be specific as to whether guests, students or just ETSU employees are in attendance. The food documentation form is able to be used if you so desire.
21.	Are there limitations on food?	- The vendor must honor our Tas Exempt certificate. - Sodexo is the University's food service contractor. Sodexo must be used for all food purchases $300 or more held in the D.P. Culp Center. - Additional limitations may apply please see the ProCard Manual or please reach out to the ProCard Administrator for further assistance. - Tipping is still held at the max of 20% as it is stated in AP policy, this includes gratuity and/or any service fees the total for this is not to exceed 20%.