

Top Procurement Card Questions:

- 1) **How can I get set up in the WORKS system once I receive my Procurement Card?**
 - a. Once the card has been issued and has been received, the Program Administrator will send out a Welcome Email to the cardholder if it is the first Procurement Card that they have received. This email will provide the cardholder with the ability to create their account and link the procurement card to their account automatically.
- 2) **How can I get a fund/cost center added to reallocate to?**
 - a. Please send an email request to the acnt-procard@wmich.edu email box or fill out the [Procurement Card Maintenance Form](#) and provide them with the fund/cost center and description and they can insert it into the system for you.
- 3) **How can I increase my allowance?**
 - a. A cardholder is only allowed to increase their allowance on their cards if they currently reconcile their accounts every month, or in some cases if the allowance is needed for a one time purchase. To do so, please fill out the [Procurement Card Maintenance Form](#) found on the P-Card website and submit to the acnt-procard@wmich.edu email box.
- 4) **How can I cancel my card?**
 - a. If a card must be cancelled, please fill out the [Procurement Card Maintenance Form](#) found on the P-Card website and submit to the acnt-procard@wmich.edu email box. If the cardholder is planning to leave the university, they should fill this out as far ahead as possible.
- 5) **Where can/can't I use my card?**
 - a. The [Procurement Card Allowable Transactions](#) PDF under Procurement Card on the WMU website outlines the guidelines for what is appropriate and not appropriate to purchase with the card. Please note that this is a sample list and not exhaustive. Discretion on the side of the cardholder should be utilized when making any purchase.
- 6) **There is a "hold" status on my card. What should I do?**
 - a. If there is a "hold" status, it could be for multiple reasons. If it is because you have gone over your monthly limit, you must wait until the following month to be able to use the card. There also might be a hold on your card if you have failed to sign off on the transactions that you accrue. Please make sure to print out monthly statements and sign off on transactions as they come and audit the purchases to ensure that they are being used correctly.
- 7) **I have a charge on my card that I didn't make. What should I do?**
 - a. If you have a fraudulent charge on your card, please call the Bank of America Fraud department (1-866-500-8262) immediately to file a dispute. They will research the charge and go through the process for you. If the charge happens to be fraudulent, they may reissue another card to you. If the name on the card is the department and not an individual's name, contact your Program Administrator who can assist.
- 8) **My card has been declined. How can I see why?**
 - a. When a card has been declined by the bank, the cardholder or procurement card administrator can view the decline reason code by accessing the card in the Works

system and then selecting **“Auth Log”** from the **“Actions”** option. Depending on the decline reason code, there are a multitude of options that the cardholder can do.

- b. **“Declined by Score 1”** – this code references that the bank recognizes this charge as potential fraud, and has therefore disabled the card from being authorized. The traveler will need to call the fraud support number (1-866-500-8262) and verify charges for the block to be taken off. If the card is a department card, the program administrator will need to call on the cardholder’s behalf. This error could also occur because the cardholder is attempting to bypass using the PIN number at checkout. With the new chip credit cards, the PIN number is required in order to process payments when used at stores, and will give an error when it is tried to be run as credit. If the cardholder doesn’t know/never set up their PIN number, they can call the support number on the back of the card and follow the prompts to create one.
 - c. **“Not enough money”** – this code references the fact that there are not enough funds on the card available to make the purchase. The cardholder will need to rather sign off on transactions from previous months that are still outstanding or wait until the end of the month to make additional purchases.
 - d. **“Individual MCCG Include (No Match)”** – this code references the fact that the purchase being made is to a vendor or MCC code that is blocked from making purchases to under their current card profile. If the purchase is for a contractor, the cardholder will need to send in an invoice to AP instead of using the P-Card. If it is for a hotel or other needed purchase, the cardholder will need to provide additional information to the program administrator who may then temporarily switch their profile to allow for the purchase if need be.
- 9) **I’m trying to authenticate my card and it’s asking for a “Verification ID”. What is this?**
- a. The “Verification ID” for each procurement card is the cardholder’s WIN number. The bank may also ask for additional information including the address, phone number or previous charges that are linked to the specific card.
- 10) **I can’t remember my password and I have been locked out of the system. How can I reset?**
- a. If a user has been locked out of the Works system, the cardholder can reach out to the procurement card email box (acnt-procard@wmich.edu) with their request, and the program administrator can send a reset password link to their email with instructions on resetting their password. Please note that after three incorrect attempts to enter the system the user will get locked out, and even with the reset password link, they may need to wait a period of time before attempting to log in again before it will work.
- 11) **A cardholder switched to a different department. Can we still use their card for purchases?**
- a. Each procurement card is tied to a specific cardholder for their use. Once they leave the department, the card must be cancelled and reissued into another individual’s name to be able to use. It is the department’s responsibility to contact the program administrator when changes are made to ensure that cards are maintained properly.