

YESHIVA UNIVERSITY PURCHASING CARD (P-CARD) PROGRAM FREQUENTLY ASKED QUESTIONS

Q: Who is our PURCHASING CARD bank?

A: JP Morgan Chase.

Q Who is eligible for a PURCHASING CARD?

A: The PURCHASING CARD is available to full-time employees and student employees, as authorized by their School's or Division's CARD MANAGER.

Q: How do I get a PURCHASING CARD and how long does it take?

A: Complete the Purchasing Card Application and Cardholder Agreement and send it to the PROGRAM ADMINISTRATOR. Complete the required training. Your PURCHASING CARD arrives in about 2 weeks.

Q: When should I use the PURCHASING CARD?

A: The PURCHASING CARD should be used in an instance where a service or item cannot be obtained via a Purchase Order. CARDHOLDERS should use the PURCHASING CARD when ordering items from allowable merchants (see "Allowable Merchant Types" document for a complete list). Each charge must be equal or lower than your transaction limit.

Q: Why shouldn't I use the PURCHASING CARD at any merchant that accepts JP Morgan Chase MasterCard?

A: Think "Purchase Order first". P-Card Program is intended to supplement the Procurement system, not replace it. As such, there are certain charges that are prohibited for use on the PURCHASING CAR in accordance with University policies.

Q: My charge was denied. Why?

A: There are 4 reasons a charge is usually denied:

1. You have reached your MONTHLY SPENDING LIMIT.
2. Your charge is over the TRANSACTION LIMIT.
3. The merchant entered the wrong credit card number and/or expiration date.
4. You are using your PURCHASING CARD with an unauthorized merchant.

To determine exactly why your charge was denied, contact JP Morgan Chase at 800-270-7760.

Q: I am a Cardholder – What do I need to do in the P-Card Transactions Management System (PaymentNet)?

A: Login to PaymentNet on a regular basis to reconcile your transactions and change the Object Code from “437-P-Card Suspense” to the appropriate Code for the item/service purchased and mark your transactions as “Reviewed.” All transactions must be reconciled by the last business day of the month.

Q: I am an Approver/Manager - What do I need to do in the P-Card Transactions Management System (PaymentNet)?

A: Login to PaymentNet weekly (daily, if needed) to confirm the transactions are appropriate and allowable. Request back-up receipts and business purpose for questionable transactions. Make sure your CARDHOLDERS change the Object Code to reflect item/service purchased. And change the GL Account, as needed. Mark the transactions “Approved” by the 5th of the following month.

Q: Can a co-worker use my PURCHASING CARD?

A: No. Only you are authorized to incur charges, however, you may use the PURCHASING CARD to make purchases for any employee in your department.

Q: What do I do with my COMMERCIAL CARD STATEMENT?

A: Use your COMMERCIAL CARD STATEMENT to verify and track your purchases. You must retain all SUPPORT DOCUMENTATION to ensure that goods billed to the card have been received.

Q: What records should I retain concerning my purchases?

A: Keep a listing of all order verification/tracking numbers and the total amount of the order is helpful for reconciliation purposes. You **must** obtain SUPPORT DOCUMENTATION for each purchase to support the charge. This will be used to validate your monthly COMMERCIAL CARD STATEMENT.

Q: How do I change my DEFAULT General Ledger Account for my PURCHASING CARD?

A: Send an e-mail to your CARD Manager requesting your General Ledger Account be changed and give the new General Ledger Account number. The CARD MANAGER will obtain the appropriate approvals, if necessary, and e-mail the PROGRAM ADMINISTRATOR requesting that a change be made in PAYMENTNET.

Q: Whom should I contact to resolve an error or dispute concerning my account?

A: You should first contact the supplier. Most exceptions or issues can be resolved between the CARDHOLDER and supplier. If in a rare instance an issue cannot be resolved to the CARDHOLDER’S satisfaction, and the supplier is an approved and contracted supplier to JP Morgan Chase, contact JP Morgan Chase Customer Support at 1-800-270-7760.

Q: When I use the PURCHASING CARD to make a purchase, how is the transaction authorized?

A: When a CARDHOLDER makes a purchase, the supplier verifies the account number with JP Morgan Chase, and spending limits are checked automatically.

Q: What do I do if my PURCHASING CARD is lost or stolen?

A: Call JP Morgan Chase at 1-800-270-7760 and notify your CARD MANAGER and the PROGRAM ADMINISTRATOR.

Q: What do I do if I need to make a return?

A: You will need to contact the supplier directly and make arrangements for the return. Be sure to give the supplier your PURCHASING CARD number and confirmation number so your account will be credited.

Q: I am missing SUPPORT DOCUMENTATION. Where do I get another one?

A: You must contact the merchant directly to get a copy. If merchant cannot/will not provide the SUPPORT DOCUMENTATION, a Missing Receipt Affidavit must be filled out and filed in lieu of the receipt.

Q: I am leaving Yeshiva University or my current department and need to cancel my PURCHASING CARD. What do I do?

A: Advise your CARD MANAGER and give your card to the CARD MANAGER. It is the CARD MANAGER's responsibility to cut the card in half and forward the cancellation request to the PROGRAM ADMINISTRATOR.

12. KEY CONTACTS LIST

Program Administrator:

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JP Morgan Chase Customer Service: 800-270-7760

Lost or Stolen Cards: 800-270-7760

Outside of US: 801-281-5825

Procurement Services Web Page: www.yu.edu/procurement/

PaymentNet Web Page: www6.paymentnet.com