

1) How much can I spend using my card?

Your spending limits were determined when you applied for your card, either standard limits of \$2500 per transaction or extended limits of \$5000 per transaction. Splitting of purchases to circumvent the single purchase limit is prohibited.

2) Where can I use the PCard and what can I buy with the Card?

The PCard can be used with any vendor that accepts Visa™ for the purchase of such items as supplies, travel costs, registration fees, books, memberships, subscriptions, etc. PCard may not be used for items available on the Marketplace. In many cases, the PCard may replace small purchase vouchers, petty cash purchases and personal reimbursements. Small Purchase Policy guidelines for purchases less than \$5,000 are to be observed. Your card can be used per the selection you made on the web application form under "type of spending", i.e. Standard, Travel, Meals. These are defined as follows: Standard - includes routine supply and service expenses. This does not include travel type expenses. Travel - includes expenses such as airfare, hotels, car rental, other transportation and parking. This does not include personal meals while in travel status. Meals - refers to the purchase of food and beverages for entertainment purposes only. Not to be used for personal meals while in travel status. NOTE: Sam's Clubs and Costco do NOT accept Visa credit cards (only debit cards). BJ's Wholesale does accept Visa credit cards.

3) How do I raise the per transaction limit on my PCard?

The cardholder can request this change through the NCSU Card Center. Once the request gets College level approval, it routes to Purchasing for processing. Please allow 3 days for processing time.

4) Are there items I can't use my PCard to buy?

Yes: a) Items not in your card's spending group type – changes may be requested through the NCSU Card Center. b) Personal meals when in travel status c) Gift cards for employees d) See the Non-Allowed spending list on the Purchase Card web page. e) Use of debarred vendors – see purchasing guidelines f) Hazardous chemicals **A reasonable guideline to use would be to ask the question, "Does this purchase have a valid business purpose?"

5) Do I have to pay taxes when I use my PCard?

No, the sales tax exemption number is on your PCard. For further details on sales tax exemption, review the tax information at the Controller's home page. There are certain items that are still taxable. Certificate of Exemption is available at the PCard web page as well as the Controller's website.

6) What should I do if my card is declined?

Contact the Purchasing Card Administrator at 515- 6130. The cause for a declined transaction will be identified and provided to the cardholder.

7) What address should I give to vendors who ask for a billing address or phone number for verification?

The billing address is: NC State University, 2721 Sullivan Drive, Campus Box 7212, Raleigh NC 27695. Billing telephone number is (919) 515-8097.

8) What if the card is LOST or STOLEN?

The cardholder should call the PCard Administrator immediately at 515-6130 or 515-8097. We recommend that you write down the complete card number and keep it somewhere secure in your office or home. After hours and on weekends, please contact Bank of America directly at 1.888.449.2273 to report the lost or stolen card.

9) What should I do if there is a questionable transaction on my card?

If you see a charge that you don't recognize, you can research the transaction in Financials. From the NCSU Card Center, click on View, Transactions. Under the "Merchant Information" heading, click on the merchant name. There may be a phone number listed for that vendor, so that you can call for more information. If no phone number is listed, research the vendor on the internet and verify where the item was shipped to. If you determine the transaction to be fraudulent, call the PCard administrator immediately. Your account will have to be closed and replaced.

10) What if the original documentation is missing or insufficient?

Make every effort to obtain complete original documentation. If you provide a copy of a receipt, also note the reason you are submitting a copy.

11) Does an international purchase need to have a receipt in USD?

Is a receipt required for transaction fee for an international purchase? The receipt for an international purchase can be in foreign currency. No receipt is required for the "international transaction" fee since this is the bank's charge for conversion. Simply write that additional CPS number on the corresponding receipt.

5) What do I do about a Lost Receipt?

The Cardholder should make a reasonable effort to get a duplicate receipt from the vendor. If that is not possible, the [missing receipt form](#) should be used. This form will only be allowed as a rare circumstance. It must be filled out COMPLETELY and signed by the Cardholder and their Supervisor.

4) How often should I reconcile my PCard transactions?

Transactions are loaded daily from BOA into Financials, so you can reconcile the charges as they are posted. You don't have to wait until the end of the billing cycle to reconcile.

6) How do I submit my PCard statements?

PCard statements are to be scanned into Financials by the published deadline. (allow for system processing time) Off-campus locations send hard copies to Campus Box 7212; Attention PCard Program

Missing receipt form- http://materialsmgmt.ofb.ncsu.edu/PCard-Services/pdf/Missing_Receipt_Form.pdf

Increase request form- http://materialsmgmt.ofb.ncsu.edu/PCard-Services/pdf/Pcard_Transaction_Increase.pdf