

## What To Do When You Have .....

### Lost/Stolen ProCard:

1. Call JP Morgan Chase immediately at **1-800-316-6056** to cancel the card and have a replacement sent. *TIP:* Program this number into your cell phone.
2. Contact the ProCard Staff for additional assistance.

NOTE: If bank asks you to verify the address where to send the new card, it is "910 Yukon Drive, Suite 209". All cards must go to this address.

### Disputes Regarding ProCard Charges:

1. Work with your reconciler to dispute the charge through PaymentNet.
2. Contact the bank directly to report the problem.

### Fraud/Compromised Card:

Fraud is big business! A compromised card does not mean you did anything wrong. It takes 1-2 weeks to get a replacement card.

1. Bank contacts you.
  - a. Direct Call – work with them on the phone. If you feel uncomfortable answering any questions, state you will call them back. Call 1-800-316-6056 and let them know you were contacted about possible fraudulent charges on your card.
  - b. Message Left – Call 1-800-316-6056 and let them know you were contacted about possible fraudulent charges on your card.
2. You find unauthorized charges.
  - a. Work with your reconciler to report the issue through PaymentNet or contact the bank at 800-316-6056 to report the problem.
  - b. Contact the ProCard Staff for additional assistance.

NOTE: See the note under Lost/Stolen ProCard.

### Declined Transactions:

1. Verify with the vendor the correct card number, expiration date, CVC code, billing address, and phone number.
2. Check PaymentNet for the decline reason. Instructions on how to do this are on the website.
3. Call JP Morgan Chase at 1-800-316-6056 to see if they have a reason for the decline.
  - a. The bank doesn't have a record of the decline; it is a vendor/vendor's bank problem so contact them.

- b. If the bank says yes, note the reason. If it is a blocked code, ask for the code number. Contact the ProCard Staff for assistance

### FedEx – Department Account

1. If your department doesn't have an account, contact the ProCard Staff by email to get one created. Required information: department name, deliver address (street and room), city, state, zip code, contact person and phone number.
2. Once the account is open, register online at [www.fedex.com](http://www.fedex.com).
3. All FedEx receipts must include both a "ship to" and "shipper" address.
4. All packages must be business related.

### Sample Ship to Address for Fairbanks Cardholders:

Department Name  
Attn: Cardholder Name, PCP  
Street Address  
PO Box #  
Fairbanks, AK 99775-xxxx  
  
Phone Number:

**DO NOT SHIP MERCHANDISE TO UAF  
CENTRAL RECEIVING OR YOUR HOME  
ADDRESS.**

**CARDS ARE NOT TO BE SHARED.**

**CARDS ARE FOR BUSINESS USE ONLY.**



## ProCard Survival Guide

### UAF ProCard/Travel Card Contact Info

#### Staff Members

Denise Moe  
ProCard Administrator  
Phone: 907-474-7374  
Email: [denise.moe@alaska.edu](mailto:denise.moe@alaska.edu)

#### Web Address

<http://www.uaf.edu/procurement/proc-card-travel-card-infor/>

#### Location

3295 College Rd, Suite 103, Fairbanks

#### Address

UAF Procurement & Contract Services  
PO Box 757940  
Fairbanks, AK 99775-7940

## ProCard Reconciliation Information

ProCard transactions are reconciled weekly in PaymentNet, a web based program. Reconciliation is for charges that post at the bank from Friday through Thursday. These charges will post to Banner at noon on Tuesday. **CARD MUST BE RECONCILED BY NOON TUESDAY.** Once a charge is posted to Banner, it can only be moved by Journal Voucher (JV). Excessive JV's can lead to ProCard cancellation.

Cardholders and Reconcilers need to work together to ensure that all accounting information is updated properly.

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My Reconciler

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Phone	Email
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Receipts should be turned into the reconciler, if applicable, and matched to the logs and monthly statements. The reconciler prints the monthly statement from PaymentNet.

Purchase receipts and other documentation is matched to the statement. Statements are signed by the cardholder and approving official certifying that they are appropriate and necessary for University related purchases and kept in the department.

Cardholders have access to PaymentNet to review their purchases. The Organization ID, user ID, default password and a link to the website are emailed to you in two (2) emails from JPMorgan Chase when we finish setting up your account. Instructions for setting up your profile; paying your bill on-line; and looking up why your card was declined instructions can be found on our website. Please call for assistance.

## ProCard Basic Information

### Receipt Maintenance

Receipts are required for all purchases. Receipts must document the purchase and should contain the following information:

- Order Date/Delivery Date
- Vendor Name
- Items Purchased
- Cost(s)

Freight/Shipping Charges  
Total Transaction Amount

Types of documents that can be used as receipts include:

- Itemized register receipt.
- Subscription/registration form.
- Print screen of order summary.
- Priced and itemized packing slip.

If you do not have a receipt you must:

1. Contact the vendor to request a receipt. Document who you spoke to, when, and the conversation outcome.
2. If purchased on-line, sign in and see if you are able to view order status and retrieve a receipt.
3. As a last resort, complete the on-line Lost Receipt Form.

### Record Retention

Records are kept in the department for 7 years for fund 1 purchases. For grant purchases, records are kept for 3 years **after the end** of the grant.

### Tax Exempt Status

Tax exempt is printed on the face of your ProCard. Tax exempt status applies to all purchases made in-state or online, and to items that are shipped to Alaska. Tell the cashier that you are tax exempt before items are purchased. Check your receipt to ensure tax wasn't charged before you leave the register.

## Allowable & Non Allowable Purchases

Follow department purchasing procedures. For grant purchases, the cardholder is responsible to ensure the purchase is allowed by the grant.

To clarify if purchase is allowable on the ProCard at all, contact the ProCard Staff.

### Allowable Purchases

Office, Lab, Teaching, Computer, Professional, Technical, Scientific, Program, Project and Field Camp Supplies; Registration/Membership Fees; Freight/Shipping; Software; Books; Postage; Advertising; and services not listed as unallowable.

### Unallowable Purchases

Representational items (may be allowed with **prior** permission from the ProCard Administrator), Capital

equipment, Firearms or ammunition, Restaurant meals, Hazardous materials (allowed if approved by department Safety Officer), DEA licensed substances, Contracts, Live animals, Charters, Leases, Travel expenses, Moving expenses, Removal of hazardous or radioactive materials, Consulting services, Medical payments, Legal services, Gift cards, Payments to individuals, employees, or students, Honorariums, Student aid, Revenue refunds, Tuition, Personal purchases, Gifts, and purchases which are split to remain below the competitive procurement thresholds.

For a complete list see the ProCard Manual.

## Popular Account Codes

Usage of appropriate account codes is important. To assist you, below is a list of the most frequently used codes.

- 3222 – Software License/Maint Fee
- 3331 – Duplicating Charges
- 3332 - Printing – Non Resale
- 3351 – Freight & Parcel Post
- 3444 – Postage
- 3445 – Audio Conference Charge
- 3446 – Cellular Phone Charges
- 3501 – Other Advertising/Publicity
- 3510 – Recruitment Advertising
- 3661 – Tuition/Registration Fees
- 3774 – Equipment Maintenance Service Contracts
- 3775 – Equipment Maintenance
- 4010 – Office Supplies
- 4011 – Teaching Supplies (may include office and computer supplies). See account definition
- 4012 – Professional, Technical & Scientific Supplies
- 4014 – Computer Supplies
- 4015 – Program/Project Supplies (may include office and computer supplies). See account definition
- 4075 – Field Camp Supplies
- 4111 – Vehicle, Aviation & Boat Fuel (only in University vehicles)
- 4112 – Vehicle, Aviation, Boat Parts, Supplies & Accessories (only for University vehicles)
- 4221 – Periodical Subscriptions & Books

The complete account code list, with definitions, is located at: <http://www.alaska.edu/controller/accounting-manual/>