Purchasing Card Questions and Answers...

Q: **Who is our card vendor?**

Q: **How is the merchant paid?**
A: Merchants are generally paid within two to three days of your purchase through Paymentech’s electronic payment system.

Q: **Who is responsible for payment to Paymentech?**
A: The Business Office pays Paymentech through a central billing system. Cardholders are only responsible for verification and review of transactions charged on your card.

Q: **How are purchases assigned to me?**
A: Your purchasing card has a unique cardholder account code to which your individual purchases are charged.

Q: **Will I see a record of my purchases?**
A: You can review your transactions on-line on a daily basis. Each month you will receive a reminder to log on and review your transactions at the monthly cut off date. You will have 5 to 6 days to review your transactions prior to their posting to the general ledger. At this time you will also be required to submit your receipt envelope to the Business Office.

Q: **Are my records reviewed?**
A: Yes, after you review your transactions, your department chair, cabinet officer or the Business Office, as appropriate, must approve the charges. Your receipts are also reviewed by the Program Administrator.

Q: **Will the purchasing card have any impact on the cardholder's personal credit reference?**
A: No. The purchasing card is a corporate liability card, not a personal liability card.
Q: **Under what circumstances might my credit card be declined?**
A: Your card will be declined if:
   i) you have exceeded your designated monthly credit limit (refer to your individual cardholder profile); and/or
   ii) you attempt to use the card for a blocked merchant category, such as unauthorized travel-related expenses.

Q: **What do I do if my credit card is declined at point-of-sale?**
A: Call your Program Administrator and explain the situation. They can call Customer Service (1-800-270-7760) to have the purchase manually authorized, if appropriate.

Q: **What about sales tax?**
A: The College's established tax policies are the same with the purchasing card as they are when paying by check.

Q: **What if my card is lost or stolen?**
A: You are responsible for the security of your purchasing card and all its transactions. If your card is lost or stolen, immediately contact Paymentech Customer Service at 1(800)-270-7760 to block the use of the card. A report will be filed and a replacement card issued.

Q: **What if I don’t recognize a charge listed on my statement?**
A: If you think a charge has been made in error, contact the merchant to whom the payment was made. If you can’t resolve the item in question, contact Paymentech to place the item in dispute.

Q: **What if a charge I did not authorize appears on my statement?**
A: Contact Paymentech immediately. If there's any chance of fraudulent activity, the account will be closed, and a new account number will be reissued to you.