

FREQUENTLY ASKED QUESTIONS ABOUT THE PROCARD

1) May I use the department's procard that a coworker has?

No, only the cardholder may make purchases with the procard. Ask the cardholder to make the purchase for you. * Go to [pg. 4, Procard Security](#)

2) Why was my card declined?

There may be several reasons why a transaction is declined:

- Merchant category is blocked by the State or the University
- Exceeds single purchase limit
- Exceeds monthly credit limit

Contact the PCPA (extension 4-3492) to determine the exact reason for the decline. * [Go to pg. 6, Limitations on all Procards, Single Transaction Limit, Monthly Credit Limit.](#)

3) Do I need a monthly log if I have no transactions?

Transaction logs must be submitted every month, even when there is no activity.

4) Why do my logs need to be approved by my reviewer of record?

The most important requirement for the success of the procurement card program is that someone with greater financial responsibility than the cardholder approves the procard expenditures. This process provides the necessary checks and balances to ensure proper oversight of University funds. * [pg. 9, Monthly Log Approval.](#)

5) What happens if I lose a receipt?

First, attempt to get a copy from the merchant. If they will not supply a copy, write out the information to explain who, what, where, why, when and how much. Document your attempts to get a copy from the vendor. Auditors and Reviewers will still find that a receipt is missing, but the transaction will be explained.

6) How do I get my credit limit increased?

The cardholder's department head should email the University's PCPA (LZiaradenmark@towson.edu) with the requested limit and justification for the increase. * Go to [pg. 5, Single Transaction Limit and Monthly Credit Limit.](#)
NOTE: approval is required by the departments' dean and the Budget Officer for all academic departments.

7) Why didn't I get a bank statement this month?

You will not receive a statement for any billing cycle in which there are no transactions posted to your account. If you do not receive a statement by the 5th of the next month, or any time that you are concerned, contact the PCPA (43492). * Go to [pg. 7, Monthly Bank Statement.](#)

8) Why do I get an error report and all of my information disappears when I reconcile on line?

Check to ensure that you haven't entered an apostrophe or colon.
The web system will only accept numbers and letters, no special characters.

9) Why do I have to use Maryland Correctional Enterprises (MCE) or buy from other contracts that cost more money?

As a part of the University System of Maryland (USM), we are required by law to make all furniture purchases from MCE. Other contracts may be set up to meet Minority Business Enterprise (MBE) or Small Business Reserve (SBR) requirements. As more purchases are made on contracts, more savings are realized. * [Go to pg. 6, Procurement Policies and Procedures.](#)

10) May I purchase flowers or balloons with my pcard?

Yes, if it is for a campus-wide event or for a student event. No, as an item of sentiment such as a gift for a sick co-worker.

11) Why do you always ask about my charges?

The State Comptroller's Office in Annapolis requests information about specific transactions each month, usually because a merchant's name appears to be a personal purchase. The University's Procurement Card Program Administrator (PCPA) must contact the cardholder to respond. * [Go to pg. 1, Corporate Purchasing Card Overview.](#)

12. How long must we keep procurement card records?

Completed procurement card logs and records must be kept in a central location within the department for four years. * [Go to pg. 7, Documentation and Reconciliation.](#)

***Corporate Procurement Card Manual**