

PCard FAQ's

1. What if I have lost my PCard?

- Call Bank of America immediately at 1-877-451-4602 to verify no fraudulent charges have been made, cancel the card and ask for a replacement.
- Notify pcardadmin@wpi.edu.

2. My PCard will be expiring, what should I do?

- Bank of America will automatically send renewal cards approximately one month prior to the expiration date. Mail Services will send your new PCard to your department.

3. I work remote, how do I obtain a PCard.

- Complete the Application for PCard in Workday. After approval your PCard will be delivered to your department, and your administrator will send you the PCard.

4. I need a temporary increase to my PCard, what should I do?

- Search PCard in Workday and navigate to the task "Create Request". Use the request drop down and select all, then PCard increase. Complete the necessary steps to request a PCard increase.

5. How do I dispute a PCard charge?

- Call the Supplier first to resolve the issue. If not resolved, call Bank of America at 1-877-451-4602 and dispute the charge within 60 days.
- Notify pcardadmin@wpi.edu.

6. I have noticed a fraud charge, who can help clear this issue?

- If you see charges that you didn't make, you need to call Bank of America immediately at 1-877-451-4602 to cancel the card and report the fraud.
- Notify pcardadmin@wpi.edu.
- If charges are deemed fraudulent, they will not be removed from your Workday account; a credit will be issued by BOA to offset the charge. Create an expense report in Workday, add the credit and debit to the same expense report and use the same Worktags to zero out the balance.

7. I am leaving WPI, what should I do with my PCard?

- Verify all transactions have been signed off and approved.
- Contact pcardadmin@wpi.edu and let them know you are leaving WPI.
- Give your PCard to your department administrator and have them destroy the card.

8. I am traveling internationally; do I need to do anything ahead of time to my PCard?

- Cardholder must notify Bank of America Fraud Department at 1-877-451-4602 prior to traveling out of the country otherwise BOA may suspend the charges during travel.

9. I accidentally used my PCard for a personal charge, what should I do?

- Create an expense report in Workday to include these charges. Use expense item “Personal Expense” and check the Personal Expense checkbox.
- Write check, payable to WPI, for the reimbursement amount due and deliver to Financial Services in Boynton Hall 2nd floor.

10. I forgot the PIN for my card, what should i do?

- Call the automated line, 888-233-8855. Enter card #, Verification ID, and Phone #.

11. Why is my card being declined?

- There are several reasons why your card might be declined.
 - You have exceeded your credit limit.
 - Your card is frozen due to suspected fraud.
 - The billing address was entered incorrectly on the merchant’s site.
 - Contact pcardadmin@wpi.edu for assistance.

12. When do I need to reconcile PCard charges in Workday?

- PCard charges should be expensed within 30 days of the end of a trip or from date of purchase. PCard charges that are not expensed within 90 days will result in the pcard being suspended.