PROCARD FAQS

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|  | Procard Question | Answer |
| 1. | **Do I have to activate my new Procard?** | Yes, call the number on the sticker on the front of card or activate it online at [www.access.usbank.com](http://www.access.usbank.com) |
| 2. | **Do I have to do a Cardholder agreement form for each card?** | No, only one per cardholder is needed. |
| 3. | **Is the new Procard still a VISA card?**  | No, it is a Mastercard. |
| 4. | **Do I have to turn in my old Procard?** | Yes, bring all of your old cards with you when you pick your new card(s) up. |
| 5. | **Why did I only get one card when I have multiple indexes I charge to?**  | In the new system you will still be able to allocate any transaction out to any index, therefore you don’t need multiple cards. |
| 6. | **Can I use the new Procard just like the old one?**  | Yes. |
| 7. | **Do I have to have a separate card for Foundation indexes?** | Yes, since Foundation has a different tax exempt number, charges need to go on a different card. |
| 8. | **Can we still put registrations and airfare for employees and students on the new Procard?**  | Yes, with an approved copy of the travel authorization also attached as part of your backup documentation. |
| 9. | **Is there anything new we can use the Procard for?**  | Yes, restaurants, fast food, catering and services are now allowed on the Procard. |
| 10. | **What does it mean in the US Bank Access online where it talks about reallocation?** | This is where you can choose what index you would like the transaction to come out of in your Banner budget. |
| 11. | **Does every transaction have to be reallocated?**  | No, you have a default index and it will come out of it if you do not reallocate the transaction. |
| 12. | **What do I do with my receipts?**  | Receipts will be scanned and uploaded by you to each transaction on US Bank Access online. |
| 13. | **Do I have to attach my receipts online?**  | Yes, all receipts will be attached per transaction on US Bank Access online. |
| 14. | **In the US Bank Access Online system, my default index is incorrect. How do I change that?**  | Send the Procard Administrator, McKenzie Roberts, an email with what it needs to be and it will get updated. |
| 15. | **Can we put student group travel on the new Procard?**  | Only if you have a student group travel Procard. If you need this special Procard, please fill out a request form found online. |
| 16. | **Do we have to have a separate card for Study Abroad?** | Yes, you will need a separate card for any Study Abroad programs. Please fill out the online request forms. |
| 17. | **Do I have to keep paper records and also get my supervisor to sign off on it?** | No, you do not need to also keep paper records. We do recommend you keep a digital copy separate from US Bank Access Online. Your supervisor will approve your charges through the US Bank Access online system. |
| 18. | **What about my Procard records for the old Procard?** | Records must be kept for five years plus the current fiscal year. |
| 19. | **When I try to reallocate a transaction, I can’t get my index to come up?** | In the US Bank Access online, the indexes are required to be six (6) digits. A leading zero (0) will need to be added. For example, if your index is 48000 it would need to entered as 048000. The leading zero will not need to be added to grant and foundation indexes. |