

Procurement and Travel Card Program - Frequently Asked Questions

1. What documentation is required for transactions?

Itemized documentation is required for all purchases. This may be an itemized receipt or invoice, either is acceptable as long as it clearly shows what was purchased and the corresponding amounts. In some cases, other forms of documentation, such as packing slips or order confirmations may be submitted if receipts or invoices are not available. Providing as much supporting documentation as possible helps reduce follow-up questions during the review and audit process.

2. Who is allowed to approve card transactions?

Approvers must be individuals who are either:

- Administratively senior to the cardholder, or
- Have budget authority over the account being charged

Cardholders or any other individual completing any administrative work cannot approve transactions. This helps maintain proper internal controls and supports segregation of duties.

3. How do logs and notifications work for approvers who are also cardholders?

Approvers will use a single set of login credentials to access the system, even if they are also cardholders. This allows them to manage their own transactions and approve others' transactions from the same account. Both primary and secondary approvers will receive monthly email notifications alerting them to any transactions that require their review or sign-off, including delinquent items.

Due to system limitations, approvers may see transactions from other cardholders within the same department, even if they are not responsible for them. To review only the transactions you are accountable for, use the filters in Works to isolate the relevant cardholder's activity. You may disregard any transactions that are not assigned to you.

4. What are reconciliation expectations?

Timeliness is critical to ensure proper general ledger (GL) charges and card balance replenishment:

- The billing cycle is from the 1st of the month through the end of the month. If the last day falls on a weekend, the billing period will end on the prior Friday.
- By the end of the billing month, the following must be completed:
 - o Cardholders must allocate transactions, upload receipts and sign off.
 - o Approvers must review and approve all transactions.

This ensures proper posting to the GL and timely balance replenishment. If transactions are not allocated correctly before the deadline, a journal entry will be needed. If both sign-offs are not

completed, card balances will not be replenished. Once sign-offs are completed post-deadline, replenishment may take a few days, but you do not have to wait for the next monthly cycle.

5. What is the recommendation for document retention?

We recommend that departments maintain digital records of all transactions. However, departments may choose different methods, such as retaining hard copies. Please consult with your business office to determine the record retention process that applies to your department.

6. Bank of America is asking for a “verification ID”. What is that?

The “verification ID” for each procurement card is the cardholder’s WIN (Western Identification Number). The bank may also ask for additional information including the address, phone number, or previous charges that are linked to a specific card.

7. I can’t remember my password and have been locked out of the BOA Works system. How can I reset it?

If you are locked out and have forgotten your password, you can attempt to use the "Forgot Password" option. However, it is a known bug in the BOA Works system that the “Forgot Password” option generally does not work. With that, please send an email to the Procurement Card Program inbox at acnt-procard@wmich.edu. The Program Administrator will send a password reset link with instructions.

After six failed login attempts within a five-minute time frame, your account will be locked. You will want to email the Program Administrator at acnt-procard@wmich.edu and request to be unlocked.

8. How can I increase my credit limit?

A cardholder is only allowed to increase their allowance on their cards if they currently reconcile their accounts every month, or in some cases if the allowance is needed for a one-time purchase. To do so, please fill out the Procurement Card Program Maintenance Form found on the procurement card program website and submit it to acnt-procard@wmich.edu.

9. I have a charge on my card that I didn’t make. What should I do?

If you have a fraudulent charge on your card, please call the Bank of America Fraud department (1-866-500-8262) immediately to report the charge. They will research the charge and go through the process for you. Please contact the Program Administrator at acnt-procard@wmich.edu to alert them that a new card will be coming due to fraudulent charges on a current card.

10. How do I reset my PIN for the BOA Works card?

To reset your PIN, call Bank of America's cardholder services directly at 1-888-233-8855. You will need to verify your identity, so be prepared to provide information such as your 16-digit card number, phone number associated to the card (most likely your WMU phone number), Verification ID (WIN – on the back of your Bronco ID). PIN resets cannot be completed online or through the BOA Works system. For security purposes, only the cardholder can initiate the PIN reset request.

11. What happens if a personal purchase is made on a procurement card?

Please contact the procurement card program administrator at acnt-procard@wmich.edu for instructions on how to pay back the university for the personal purchase. You will need to complete a Cashiering Department Deposit Form and write a check to WMU.

Procurement Card Declined Card Error Codes Defined

When a card has been declined by the bank, the cardholder or procurement card administrator can view the decline reason code by accessing the card in the WORKS system and then selecting "Auth Log" from the "Actions" option. Depending on the decline reason code, there are a multitude of options that the cardholder can do.

Declined By Score 1

This code references that the bank recognizes this charge as a potential fraud, and has therefore disabled the card from being authorized. The cardholder will need to call the fraud support number (1-866-500-8262) and verify the charges for the block to be taken off. If the card is a department card, the individual listed on the first line of the card will need to call the fraud center.

This error could also occur because the cardholder is attempting to bypass using the PIN number at checkout. With the new chip credit card, the PIN is required in order to process payments when used at stores, and will give an error when it is ran as credit. If the cardholder doesn't know/never set up their PIN, they can call the support number on the back of the card and follow the prompts to create one.

Not Enough Money

This code references the fact that there are not enough funds on the card available to make the purchase. The cardholder will need to sign off on transactions from previous months that are still outstanding or wait until the end of the month to make additional purchases.

Individual MCCG Include (No Match)

This error code references the fact that the purchase being made is to a vendor or MCC code that is blocked from making purchases under their current card profile. If the purchase is for a contractor, the cardholder will need to send an invoice to Accounts Payable instead of using the procurement card. If it is for a hotel or other needed purchase, the cardholder will need to provide additional information to the program administrator who can temporarily switch their profile to allow for the purchase as needed.

Account STDL Is Exceeded

This error code references that the transaction amount is over the single transaction limit. The cardholder will need to contact the program administrator for further instructions for the purchase.

Reversal

This error code references incorrect billing information inputted online or provided to the vendor. The exact name on card needs to be entered or provided and the address needs to be:

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