Payment Card FAQs

In the document, you will find common questions and answers related to global payment cards at NYU. If you need step-by-step directions, visit the Payment Card Training and Resources page on the Travel and Expense website.

General

Q: How do I activate my new payment card?

A: Call the phone number listed on the sticker of your new payment card. You will need your verification ID (your University Net ID), University billing zip code (10012), and your NYU business phone number. The instructions will prompt you to download the BofA Global Card Access (GCA) app on your mobile phone. You need to set up your 4 digit PIN (personal identification number) at activation. This PIN can be changed at your discretion.

Q: What is the billing address and zip code associated with the NYU payment cards?

A: The billing address is **194 Mercer Street, 9th Floor, New York, NY 10012**. You may be asked to enter this address at the point of sale. You may also be asked to confirm this address, or any of the information below, if you are speaking with the Bank to verify your identity as the cardholder.

- Card Address: 194 Mercer Street, 9th Floor, ZIP CODE 10012
- Phone number = your work phone extension : e.g., 212-998-XXXX
- Verification ID = your NETID, e.g., ab123
- Employee ID = your Employee "N Number" (back of your badge): e.g., N12345678

Q: Why do I have to wait until after the statement cycle closes before I can submit my P-Card/CTA department travel Card/Fleet Card report in Concur?

A: The payment card expense reports cover all transactions on the card for the full statement cycle. Some expenditures on the final days of each month take at least 3 days to be posted and pre-populated in the Travel and Expense solution. Please wait until after the 3rd day of the following month before finalizing and submitting your monthly payment card expense report to your Card Approver.

Q: What information do I need to gather from travelers using my CTA department travel card in order to reconcile the transactions in Concur?

A: Certain information is required when selecting expense types during CTA transaction reconciliation (e.g., **Airfare** requires airline name, length of flight, class of service). Review the **CTA cardholder responsibilities tip sheet** for details on what to share with travelers that will be using your CTA department travel card for their travel purchases.

Q: What do the various statuses of my payment card expense report signify?

The most commonly seen statuses on payment card expense reports include:

- **Pending ERP Validation** - the system is performing a budget check against FAME for the chartfields selected; if there are any budget failures, the report will be returned to the users with a comment.
- **Pending External Validation** - the report is in the automated audit step; this can take up to 48 hours depending on the number of reports that that are being processed system-wide. Note that the Recall button is not visible during this step so the user or delegate will need to wait for this step to be completed before the reported can be recalled to make edits.
- **Approval for Processing** - the report is with the AP Audit team to review potential exceptions as a result of the automated audit
- **Review / Approval** - the report is with the approver(s) (e.g, Supervisor, Budget Approver, Cost Object, Fiscal Officer, VP/Dean, SLT) to review and approve. The

Recall button is available during this step if a user or delegate needs to recall the report in order to make edits.

Approvers

Q: Why do I receive reminder emails to approve a payment card Expense or Statement Report?

A: Automatic reminder emails are sent to Approvers indicating that they have a monthly statement to review for all cardholders in their approval portfolio, whether or not each cardholder has yet to submit the monthly Report.

Q: When do I have to approve the monthly statement reports?

A: All monthly Expense/Statement reports must be reviewed by the **10th calendar day following the close of each monthly cycle**. Late notices will be sent to each Approver if there are any cardholders in their approval portfolio with monthly Reports that have yet to be submitted to the Approver or yet to be reviewed/approved.

The Approver's Fiscal Officer will receive a notice if any monthly Reports remain outstanding past the deadline. Cards may be suspended if the monthly Report is not reviewed and approved or returned for adjustments by the 15th day of the month.

New Cardholders

Q: What are the different types of payment cards and what are they used for?

A: Definitions and examples of uses for the various types of NYU payment cards are available in the NYU Global Payment Card Policy. Please review the policy in detail prior to obtaining and using a payment card.

Q: How do I request a new individual T&E Card, P-Card, or Fleet Card?

A: Access the Travel and Expense solution and submit a Payment Card Request. Use this **Payment Card Request** tip sheet as a resource.

Q: Can I submit a new card request for an employee that will be joining NYU before their first day of work?

A: No. New cards can only be requested once the new employee is auto-imported from Workday (PeopleSync) into Travel and Expense via the nightly file feed because the cardholder name pre-populates from their HR data and is not editable.

Once the employee can access Concur, they can submit the request for a new card or assign a delegate who can prepare and submit a new card request on their behalf.

Q: Can I edit the request for a new payment card if it has already been submitted?

A: Yes, as long as the request has not been approved, you can recall the request, make edits and re-submit it.

Q: Why am I receiving a red alert when I try to submit my request for a new card and how do I resolve it?

A: Review the alert for further details. A typical reason for the red alert is that new card requests require that the new cardholder complete the NYU iLearn FIN 212 training course and attach the certificate of completion to the card request in Concur before the request can be submitted. Click **Attachments** and then attach a copy of the FIN 212 course certificate of completion. When you click Submit, the red alert should clear.

General Payment Card Questions

Q: I accidentally used my NYU BofA card for a personal expense. How do I account for it in my expense report and how do I pay NYU back?

A: To account for personal expenditures on your expense report, mark the **expense type** for such transaction(s) as **Personal/Non Reimbursable** and include the reason why it was accidently charged on the NYU BofA card in the **Comment** field. To pay NYU back, follow the existing process, as prompted in Concur, for returning funds to the university through the Bursar's office. If you become aware of misuse after your Expense Report has been submitted, you will follow the same process for returning funds to the University via the Bursar's office. There is an Excel form required to accompany a return of funds by cash or check; the form contains instructions on this process and will automatically download to your computer from this link.

Q: What are the standard payment card limits?

A: Single transaction limit is

- P-Card, Cross Border, Global Currency, and Student Card: $2,500
- Fleet Card: $250
- Department Travel Card (CTA): $20,000
- T&E Card: $7,500

Monthly transaction limit is

- P-Card, Cross Border, Global Currency, and Student Card: $10,000
- Fleet Card: $5,000
- Department Travel Card (CTA): $20,000
- T&E Card: $10,000

Q: When does my monthly limit reset?

A: Your monthly limit will reset on the 1st of every month.

Q: How can I request an increase in my monthly limit?

A: Submit a Payment Card Request in Concur and select request type "02 Credit Limit Change Request." Use this **Payment Card Request** tip sheet as a resource.

Q: How do I change the default chartfield?

A: Within Travel and Expense, powered by SAP Concur, each expense report is defaulted to the user's default chartfield as sourced from their PeopleSync profile. However, the default chartfield for the expense report can be changed at the Report Header level, thus changing the default for ***all*** transactions on the report. Or, users have the ability to reallocate a specific line to a chartfield other than the default and thus only change ***that line item's*** chartfield. Use this **Allocating Expenses** video or tip sheet as a resource.

Q: Can a payment card have more than one default chartfield?

A: No, a payment card is limited to one default chartfield, which is defaulted from the user's profile data as sourced from PeopleSync.

Q: Why was my transaction declined?

A: Below are reasons why your transaction can be declined:

- You have reached your monthly limit
- The transaction exceeds the single transaction limit
- The merchant entered the wrong account number, expiration date or security number
- You are using your NYU payment card with an unauthorized supplier or attempting to purchase an unauthorized item or service
- The bank marked your transaction as suspected fraud
- The bank wants to validate online purchases prior to authorizing the charge
- Your address verification failed at the time of the online purchase
- You may be required to enter your pin and/or zip code associated with the card to authorize the purchase (reminder that the zip code is 10012 for all NYU payment cards)

To determine why your transaction was declined, contact the bank directly.

Q: What if my card is lost, stolen or has fraudulent charges?

A: The cardholder's responsibility is to contact the bank directly to report the card lost or stolen, or if there has been any suspected fraudulent activity.

- **If your card is lost or stolen, call: 1-888-449-2273.**
- **Do *not* pause to contact the Payment Card Team or FinanceLink.**
- **You can also use the BofA GCA app to *Lock Your Card*.**

For cards that are lost or stolen, a dispute ticket should be opened with the bank to include all the transactions that were not intentional purchases of the cardholder. Do NOT submit a notice in Concur. Call the bank immediately to report the issue and communicate any followup afterward with the Global Payment Card team at payment.cards@nyu.edu.

Q: Can a payment card have more than one user assigned in Concur?

A: No. In Concur, only one user can be assigned to the card. However, that user may assign a delegate to act on their behalf to complete card reconciliation each month in the expense/statement report.

Q: I'm a card approver for my department and I'm going to be out of the office. Can I designate a colleague to approve my cardholder's monthly statement report while I am out?

A: Yes, you must submit a Delegate Approver Request within the Travel and Expense system. Use this **Delegate Approver Request** tip sheet as a resource.

Q: How will I receive my monthly payment card statement?

A: With the Travel and Expense ("Concur"), all transactions in the monthly billing cycle will be populated for that month's statement report for your review. Each cardholder will attach the required documentation and submit their monthly report for the Card Approver's review.

Q: What records should I retain concerning my purchases?

A: You must obtain support documentation and the receipt for each transaction on a NYU payment card. Note: Support documentation should include an explanation and evidence of a valid business purpose for each expense.

Purchases less than $75 on the individual T&E card do not require a receipt upload unless the expenditure was a meal.

Q: How long do I need to keep my statements and support documentation for my payment card?

A: University Funded Purchases: Retain for no less than 3 years after the year in which the documentation is received.

Grant Funded Purchases: Retain for no less than 3 years after final disposition of grant.

Note: It is recommended that the card administrator retain all cardholder documentation within a central depository

Q: What purchases are allowable on the NYU payment cards?

A: Refer to the Global Payment Card Policy for guidance.

Q: What purchases are restricted on the NYU payment cards?

A: For a list of restricted items, review the Purchasing Policies and Procedures Manual

Q: How do I resolve a transaction error?

A: Most issues can be resolved between the cardholder and the merchant. If you are not able to remedy the issue with the merchant, then you can open a dispute ticket with Bank of America by calling the bank at the phone number listed on the back of the card.

Q: If I transfer to another department or school and still require the use of a card, can I keep my current NYU Payment Card?

A: No, you must cancel your current card and return it to the Fiscal Officer. Submit a Payment Card Request in Concur to cancel your card (select request type "06 Cancel /Close Card").

Then, if your new role requires a payment card, submit a request to apply for a new card (select request type " 01 New Card Request"). Use this **Payment Card Request** tip sheet as a resource.

Q: If I leave the University or no longer need my card, how do I cancel my Payment Card?

A: Submit a Payment Card Request in Concur and select request type **06 Cancel / Close Card Request**. Use this **Payment Card Request** tip sheet as a resource.

Related Resources

To learn more about using Travel and Expense, visit the Training and Resources page on the Travel and Expense website.

Additional Support

Questions? Contact the Global Payment Card Team at payment.cards@nyu.edu.