Procard – Quick Reference Tool

Contacts –
Questions about training, applications, exception requests, changes, transactions declines should be referred to Procard@umass.edu

Questions about records retention or audit responses should be directed to
   • Angel Falcon – Procard Auditor – alf@admin.umass.edu or 413.545.1429

Web Links –
Procard Home Page – http://www.umass.edu/procurement/Procard/procard_index.html
Procard Forms – http://www.umass.edu/procurement/Procard/Forms.htm
Procard - Restricted Commodities – http://www.umass.edu/procurement/Procard/procard.html#_Toc404411348
Procurement – Commonly Used Contracts – http://www.umass.edu/procurement/commcont.html
Sales Tax Exemption Certificate – Form ST-5 - Sales Tax Exempt Purchaser Certificate Form
Travel Card Program – http://www.umass.edu/procurement/Travel/Travel_Overview.html

How to Reminders –
Report a Card Lost/Stolen –
   • Report a lost or stolen Procard to Citibank immediately at 1-800-248-4553 (24 hours/day, 7 days/week)
   • When you call, review any recent activity to be sure it is legitimate
   • Record the date and time of your call to Citibank
   • If you are not sure where your card is, assume it is lost or stolen

Cancel/Suspend a Card –
   • Email the Procard & Travel Card Program Manager to request that your Procard be canceled and as of what date if you are terminating your employment or transferring to a new department
   • Cut up or shred your card
   • Finalize your last statement or forward any pending receipts to your records manager to complete
   • Contact the Procard & Travel Card Program Manager for advice on any type of extended leave of absence (i.e., sabbatical, military, personal, sick).

Dispute a Charge –
   • You should try to work out any dispute with the vendor (most are resolved in this manner)
   • If credit is given ensure it is applied to your Procard
   • If you are unable to resolve the issue with the vendor, then you should call 1-800-248-4553 and file a dispute with Citibank
     - These disputes must be made within 60 days of the transaction date

Grant Account – Contacts and Reference Documents –
Contact your specific Grant Accountant or Denise Storm - dstorm@admin.umass.edu – 413.545.7011.
   • Guidelines for Charges to Sponsored Projects Funded by Federal Agencies
   • 2CFR200 Uniform Administrative Requirements for Federal Grants

Ideas for Procard use –
   • Advertising
   • Lab Supplies
   • Printed Media Subscriptions
   • Auxiliary Services Catering
   • Memberships
   • Take Out Food for Meetings/Events
   • Books
   • Postage (USPS, UPS, Fedex)
   • Memberships
   • Postage (USPS, UPS, Fedex)