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

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
• Auxiliary Services Catering
• Books
• Lab Supplies
• Professional & Institutional Memberships
• Postage (USPS, UPS, Fedex)
• Printed Media Subscriptions
• Take Out Food for Meetings/Events