

**1. May I use the department's ProCard that a coworker has?**

No, only the cardholder may make purchases with the procurement card. Ask the cardholder to make the purchase for you. [Card/Account Security, Page 12](#)

**2. Why was my card declined?**

There may be several reasons why a transaction is declined:

- Merchant category is blocked by the state or university
- Exceeds single purchase limit
- Exceeds monthly credit limit
- Incorrect billing information was supplied to the merchant.
- The purchase has been flagged as a potential fraudulent purchase by US Bank.

Contact the university Procurement Card Program Administrator (PCPA), [pcpa@towson.edu](mailto:pcpa@towson.edu), to determine the exact reason for the decline. [Account Maintenance, Page 13](#)

**3. Do I need a monthly log if I have no transactions?**

Transaction logs must be submitted every month, even when there is no activity. [Records Retention, Page 19](#)

**4. Why do my logs need to be approved by my reviewer of record?**

The most important requirement for the success of the procurement card program is that someone with greater financial responsibility than the cardholder approves procurement card expenditures. This process provides the necessary checks and balances to ensure proper oversight of university funds. [Records Retention, Pages 19-20](#)

**5. What happens if I lose a receipt?**

First, attempt to get a copy from the merchant. If they will not supply a copy, recreate one with enough information to explain who, what, where, why, when and how much. Document your attempts to get a copy from the vendor. Auditors and reviewers will still find that a receipt is missing, but the transaction will be explained. [Records Retention, Page 19](#)

**6. How do I get my credit limit increased?**

The cardholder's department head and/or reviewer should email [pcpa@towson.edu](mailto:pcpa@towson.edu) with the requested limit and justification for the increase. [Account Maintenance, Page 13](#)

**7. Why didn't I get a bank statement this month?**

You will not receive a statement for any billing cycle in which there are no transactions posted to your account. If you do not receive a statement by the fifth of the next month, or any time that you are concerned, contact the [pcpa@towson.edu](mailto:pcpa@towson.edu). [Records Retention, Page 20](#)

**8. Why do I get an error pop-up and all of my information disappears when I reconcile online?**

Check to ensure that you haven't entered an apostrophe or colon. The web system will only accept numbers and letters, no special characters.

**9. Why do I have to use Maryland Correctional Enterprises (MCE) or buy from other contracts that cost more money?**

As a part of the University System of Maryland (USM), we are required by law to make all furniture purchases from MCE. Other contracts may be set up to meet Minority Business Enterprise (MBE) or Small Business Reserve

(SBR) requirements. As more purchases are made on contracts, more savings are realized. [Prohibited Purchases, Page 16](#)

**10. May I purchase flowers or balloons with my procurement card?**

You may purchase these items for a campus-wide event or student event. You may not purchase flowers or balloons as items of sentiment, such as a gift for a sick co-worker. [Prohibited Purchases, Page 15-17](#)

**11. Why do you always ask about my charges?**

The State Comptroller's Office in Annapolis requests information about specific transactions each month, usually because a merchant's name appears to be a personal purchase. The university PCPA must contact the cardholder to respond. [Reviews & Audits, Page 23-24](#)

**12. How long must we keep procurement card records?**

Completed procurement card logs and records must be kept in a central location within the department for five years. [Records Retention, page 19](#)