

## One Card FAQ's

**What is a One Card?** It is one credit card that is both corporate liability and corporate pay. It has the ability to have specific Merchant Category Codes (MCC) open - Purchasing only; Travel only; or both Purchasing and Travel. The current travel card program will be discontinued by February 28, 2017.

**Why are we moving to a One Card Program?** The University's bank, JP Morgan is implementing Chip technology for their credit cards. This was an excellent opportunity for us to take a look at our current card program, 'right-size' the number of existing cards, and combine to a single corporate liability card.

**How do I get a One Card?** Not everyone will need to have a One Card, it will be based on business need and determined at the division/managerial level. You will be asked to complete an application if the Financially Responsible Individual for your College/School/Division has determined there is a need for you to have a One Card.

**Where do I find the application form?** The application form will be available through MyHR on the Self-Services tab.

**How do I find out who the Financially Responsible Individual is for my division?** This is based on the FIN Structure app located in [Web Apps](#).

**How long will it take to receive my One Card?** It will take 5-7 days from the date the application is processed.

**How will reconciliation change?** Final phase of the One Card will transition reconciliation from PaymentNet to Peoplesoft T&E Module. At that point, PaymentNet will be used on an as needed basis. ie, to review declines, limits etc

**What if my One Card is due to expire soon –** A One Card that is near expiration will automatically be issued a new card. Once Supply Chain has received the card, the cardholder will be notified if they need to complete the required training.

**What if I have merchants who automatically bill my One Card each month for an ongoing service?** As the cardholder you will need to update the card number on file for any recurring charges.

**Will I still be able to use my personal credit card and be reimbursed?** Yes, if you prefer, you may use a personal credit card to pay for your travel related expenses. Once you return from your trip, you may submit a T&E reimbursement request.

**I want to continue to earn my Frequent Flyer miles and other perk programs. Why would I want to use the University's One Card for my travel expenditures?** You may continue to be enrolled in, and receive any perks direct from airlines and hotels when you use your One Card. You will just need to update your profile with these merchants with the associated One Card number.

**Are there any policy changes related to the new One Card?** There were some minor changes to the [travel policies](#); and the previous Purchasing Card policy and procedures have been replaced with a new [One Card policy](#) and [One Card procedure](#). In addition, a handy quick reference guide outlining the differences between the [Travel Card and the One Card](#) is available.

**What training is required before I can - a One Card?** The following chart will help you determine if you need to complete the One Card training.

Type of Card	Types of Training Required
One Card - Purchasing Only	Online Purchasing, Pass Quiz
One Card - Travel Only	Online Travel Training, Pass Quiz
One Card - Purchasing + Travel	Online Purchasing & Travel Training, Pass Both Quizzes

**Where do I go for my training?** The training is all online and available through MyHR. You can find the shortcut [HERE](#).

**How do I activate my new One Card?** Call 1-866-602-8170 to activate and verify receipt of your card. JPMorgan's automated system will prompt for:

- Your 16-digit Account Number – Enter the number on the face of your One Card
- Your 3-digit Security Code – Enter the CVV from the back of the card
- Your 4-digit Access Code - Enter the last four digits of your **Employee ID** for security purposes.
- Confirmation or change of PIN - **Press 2** and create the PIN of your choice.

**What if my department needs to have a credit card for student use?** Departments, with the approval of the Financially Responsible Individual for their division, may submit a Student One Card application. These types of cards require a card custodian to be named and responsible for safe guarding and checking out the card when needed. The specific policies related to Student One Cards is contained within the One Card policies and procedures.

**How do I obtain a Cash Advance to use while traveling?** If a traveler has a business need to obtain cash while in travel status (e.g. international travel, currency conversion), a [special request form](#) must be submitted prior to the travel.

**I am responsible for making hotel arrangements for others in my department. How do I know if the hotel will physically need my card during check-in?** Some hotels will accept a corporate card over the phone; others may require a Credit Card Authorization Form to be completed. Each hotel has their own authorization form. You will need to ask the hotel what is required when making a reservation on behalf of others.

**Can I have a higher monthly limit on my One Card?** If the Financially Responsible Individual for your area agrees there is a business need for a higher limit it can be requested. Supply Chain will review the request to determine if it is appropriate.

**Can an individual have more than one One Card if they work in two different departments?** It is possible to have more than one One Card. Each card would have a different Financially Responsible individual as well as a different reporting structure.