

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.

Why do I need to complete a new application? The new One Card allows for different limits for different categories (purchasing vs. travel). In order to capture this information a new application has been developed. In addition, the Office of Foreign Asset Control requires anyone applying for a credit card to complete an application and include their home address. Some of our long-time cardholders do not have the home address information on file, and therefore everyone is asked to complete a new application.

Where do I find the application form? During the transition period the application form for the new One Card will be a paper form and will be provided to the Financially Responsible Individual for your specific area. After the transition period, 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](#).

When will I receive my One Card? The program will be rolled out across all campuses between September and December, 2016. A schedule is being developed.

How will reconciliation change? Reconciliation in PaymentNet will not change. The only changes will be that some travel related expenditures will now appear on the monthly statement. These may require additional review to ensure they conform to policy.

How do I run only the One Card statement instead of the Pcard statement? When you set the criteria on the Report Detail page for the Statement of Account-PeopleSoft, add a second line (in addition to the Post Date) for: "AND"- Field = Acct Number; Operation = Begins With; Value = 5563. This additional step will not be required once you have transitioned fully to the One Card (once you stop using your purchasing card, the statements will no longer be included in the report).

What if my current Pcard or Travel Card is due to expire soon? – Anyone who has a card that will renew in September or October will automatically receive a renewal card. If you have a need to use the card before your new One Card is received, you will need to go through the steps to have it activated.

If your current card renews in November or December you will not receive a renewal card. If your Financially Responsible Individual determines you need a One Card, a new application will need to be submitted.

What if I have merchants who automatically bill my Pcard 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.

I completed training when I was issued my Pcard. Will I need to complete training again when I get the One Card? Training requirements will depend on what options your Pcard had and compared to what options are selected for your One Card. The following chart will help you determine if you need to complete the One Card training.

If I Currently Have This Card:	And My Future Card Will Be:	Type(s) of Training Required
Purchasing Only	One Card Purchasing Only	None – No Additional Training
Purchasing Only	One Card Purchasing + Travel	Online Travel Training, Pass Quiz
Purchasing w/ Transportation	One Card Purchasing + Travel	Online Travel Training, Pass Quiz
Purchasing w/ Transportation	One Card Purchasing Only	None – No Additional Training
Travel Card	One Card Travel Only	Online Travel Training, Pass Quiz
Travel Card	One Card Purchasing + Travel	Online Purchasing & Travel Training, Pass Both Quizzes

If I Currently Serve as:	Types of Training Required
Approving Official	Online Purchasing & Travel Training, Pass Both Quizzes
Editor	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.

I've received my new One Card, what do I do with my old Pcard? Your previous card will be closed 7 days after you acknowledge receipt of your new card. It is not necessary to return the old card to Supply Chain. You should destroy and dispose of it.

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 reporting structure, with different Approving Officials.