

Procard FAQs



Q: What if I lose my receipt or the vendor did not submit a receipt?

A: Notify the coordinator and Business Affairs Officer (BAO) in writing (via email), and document vendor, price, and brief description and purposes, and convert the email into a PDF and upload as a receipt document.

Q: What if my coordinator rejects my transaction, does this mean the vendor did not receive payment?

A: The PTMS is a separate entity. When approving/rejecting transactions, this does not mean the vendor was not paid. Once the transactions post, the vendor has already been paid.

Q: I often use Safari browser, and when I access my PTMS I receive an error message, why?

A: PTMS is most compatible with Internet Explorer. Other applications such as Safari, Firefox, or Chrome may cause errors.

Q: What if there is a transaction that posted to my account and I don't know where it came from?

A: Fill out the [Dispute Form](#), and upload form for that transaction, and send copy to Procard Office

Q: I provided the University's Tax ID number, but the vendor would like the Tax Exempt Certificate, how can I get it?

A: Notify the Procard Office, and one will be provided for you.

Q: I am on leave, and the Procard deadline is approaching, but don't want to risk my procard being shut off. Can I get an exception?

A: Yes, but you must adhere to the following steps: 1) Alert your designated coordinator, and the Procard Office immediately via email. 2) Send receipts to coordinator and Procard Office upon your return.

For additional assistance please contact the Procard office at (313) 577-3708