



Purchasing Card News

Card been declined?

Contact Bank of America's customer service at 1-888-449-2273 (this number is on the back of your card) ask them why the purchase was declined. The two most common reasons for the decline are:

-Over credit limit. If this happens get with your supervisor to request your limit be raised by sending an e-mail to rhale1@uwf.edu or smorgan@uwf.edu. If the purchase is a one-time override of the single purchase limit of \$1000 we will need the vendor name, dollar amount of the purchase and description of the item(s) being purchased to make sure it is not an OCO purchase. Once we receive the information we will notify the bank of a one time authorization and contract the cardholder with the instructions for the vendor on obtaining the manual authorization number. If the decline was due to the cardholder being over their monthly limit have your supervisor send an e-mail to rhale1@uwf.edu or smorgan@uwf.edu requesting your limit be raised. We will need the new limit being requested. The bank will be contacted of the increase and the cardholder notified.

-Restricted merchant category code(MCC). Each vendor that accepts VISA is assigned an MCC. There are certain MCCs that are blocked by the State and UWF. For example Wire Transfer Money Orders, Restaurants, and Pawn Shops to name a few. Sometimes the vendor is inadvertently assigned the wrong code. If your purchase was declined and the reason was a restricted MCC contact Becky Hale at extension 2629.

If you would like to submit a P-Card question, suggestion, issue, or concern. Please e-mail it to rhale1@uwf.edu or smorgan@uwf.edu.

SAMAS logon problems?
Contact Lisa Griswold at extension 2292.