



# The P-Card Spotlight

Rice's Purchasing Card Information Source



VOLUME 1, WINTER 2002

## Beware of Fraud

It's that time of year again, turkey and dressing, caroling, shopping, and theft. Unfortunately, during this joyous time of year theft increases. Please be sure and know where your Rice Purchasing Card is at all times. Make sure to keep it under lock and key if you choose not to carry it with you. Guard the number and keep tabs on the people and/or vendors that you allow to use it. One easy way to make sure that your card is not being compromised is to check those P-Card Notification Emails as soon as they hit your Email box. If you notice anything suspicious or fraudulent, please contact Bank One Immediately to have the card blocked. This helps to keep Rice's loss to a minimum. Once the card has been blocked, contact Barbi Huggins at ext. 6708 or Samia Davila at ext. 6713 to report the fraud so that we can watch over the account and get your replacement card to you as soon as possible. Thanks for all your help in keeping fraud on the purchasing card low.



### Spotlight Corner

The P-card is a primary benefit for the user. The immediacy of the card makes general purchases and travel arrangements considerably easier. Use of the P-card also offers a wider range of vendors. I believe that everyone at Rice has a long-range commitment to finding better ways to diminish auxiliary paperwork. **Leah Benard-Boggs, Department of Chemistry.**

## Signature Card Changes

The signature card database is the backbone of the Buy/Pay Department, which is why we thought it could use a well deserved make-over this year. Not only do signature cards provide Buy/Pay with signature samples of all authorized signers, but they also provide precise information on continually changing approval levels, funds and orgs. It is vital to the purchasing process and on-line Banner Web Entry forms that the cards be up to date and accurate. On Friday, 22 November, all departments were sent newly designed signature cards that must be filled out, signed and returned to Buy/Pay before the holiday break. It is important to get these new replacement cards to Buy/Pay as soon as possible because all old cards will be permanently deleted on 31 January 2003. If you have any questions regarding the new cards or need more blank cards for your department, please contact our Travel Facilitator, Jennifer Samuelson, at ext. 6715 or [jsamuels@rice.edu](mailto:jsamuels@rice.edu).



## WEB NEWS

### Check this Out!

We have added a couple of new links in the purchasing card section: **Training Materials** and **Newsletter**.



The FAQ section has answers to the most frequently asked question that the Buy/Pay Department receives. Please check with this section, chances are you are not the only person to have had that question.

The location of this useful information is at [www.buypayinfo.rice.edu](http://www.buypayinfo.rice.edu).

## P-CARD DECLINES

*My Purchasing Card was declined. What should I do?*

First, call **Bank One at 800-316-6056 x 7640**. (This number is on the back of your card.) The bank can tell you why your charge was declined.

Your card may have been declined because:

- A. The wrong expiration date was used
- B. The wrong billing address was used
- C. Card Limit(s) were reached.

Every card is customized by the department to allow for:

- A. General Purchasing Only.
- B. General Purchasing with Travel and Entertainment
  - \* A limit on how much can be spent per purchase. **(single purchase limit)**
  - \* A limit on how much can be spent per cycle. **(cycle purchase limit)**
  - \* A limit on how many daily transactions can be made. **(daily transaction limit)**
  - \* A limit on how many transactions per cycle can be made. **(cycle transaction limit)**

If this is the case and the limits should be changed, talk to your department's Purchasing Card approving official.

To change limits on a Purchasing Card, Barbi Huggins, (bhuggins@rice.edu) or Samia Davila, (sdavila@rice.edu) must receive a change form (summarizing the changes in limits to be made) from the approving official within the department.

The form can be found on the Buy/Pay Web under the Purchasing Card Link, titled: *Purchasing Card Application/Change Form*. Please use the change form for existing accounts only.

## DISPUTING A CHARGE

For those disputes that cannot be resolved directly with the vendor regarding any charges appearing on the monthly statement that do not belong to the cardholder, contact a Bank One Service Representative at (800) 316-6056, ext. 7640.

The following outlines the typical steps that should be taken to resolve a dispute:

It is important to make the first contact with the bank within 60 days of the charge(s) in question's transaction date, otherwise the disputed item(s) will not be considered. During the investigation, a temporary credit will be issued to the cardholder's account for the amount questioned and any research fees. Upon completion of the investigation, Bank One will notify the cardholder of the resolution. If the dispute is not settled in the cardholder's favor, the cardholder's account may be charged for the disputed amount plus any research fees.

*Tips for Successful Dispute Resolution.*

Cardholder must contact the merchant only once to resolve the dispute.

Cardholder must tender return of merchandise.

Cardholder must have his/her receipt if questioning the amount billed.

The currency amount in the total box is the amount that will be processed.

*Time Frame.*

**Cardholder** - Notify dispute department within 60 days from the date of the statement where the first presentment of incorrect charge appears.

**Bank One** - 60 days for resolution on basic dispute types

**Merchant** - 30 days to validate charge prior to reversal  
- 45 days from our last reversal to validate the charge

*To contact the bank for a dispute.*

Phone Number (preferred): (888) 297-0768; or  
(800) 613-6056, ext. 7640

Mail: P.O. Box 2015  
Elgin, Illinois 60121-2015

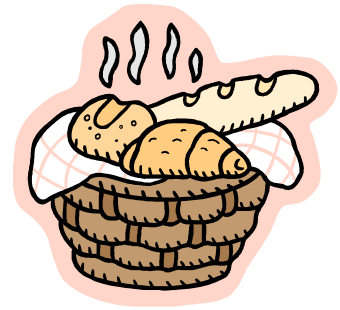
Fax: (847) 931-8861

Email: [FCCOMCARDDISPUTES@bankone.com](mailto:FCCOMCARDDISPUTES@bankone.com)

# Food For Thought

## “McDonald’s to accept plastic”

**McDonald’s Corp. will soon accept credit and debit cards for payments at restaurants across the United States.**



“The nation’s largest restaurant chain will start accepting payment by credit card by mid-2003, according to spokesman Bill Whitman. The company’s move to plastic comes in response to customers who don’t want to carry cash and who want to receive perks that come with credit- or debit-card purchase. Customers will not be required to sign for the purchase, just as at many gas stations that now allow credit and debit purchases without a signature. Burger King, the No. 2 U.S. burger chain owned by Diageo PLC (DEO: Research, Estimates), and No. 3 Wendy’s International Inc. (WEN: Research, Estimates) also are testing using charge cards, according to a report in the *Wall Street Journal*.”

**NEW YORK (CNN/Money)**

source: <http://money.cnn.com/2002/11/26/news/companies/mcdonalds/index.htm>



William Marsh Rice University  
6100 Main Street, MS # 77  
Houston, TX 77005  
(713) 348 - 6700  
(713) 348 - 6701 (fax)  
[www.buypayinfo.rice.edu](http://www.buypayinfo.rice.edu)  
[buy-pay@rice.edu](mailto:buy-pay@rice.edu) (Email)