

## **Corporate Credit Card Program (One Card VISA)**

### **FREQUENTLY ASKED QUESTIONS**

#### **How do I apply for a Corporate Credit Card?**

Complete a Cardholder Application Form located on Procurement Website and email to [purchasing@trentu.ca](mailto:purchasing@trentu.ca)

#### **How do I activate a new card before I use it?**

New cards will be received in the mail from US Bank Canada with an instruction overview to activate your card and assigning a personal PIN. Contact US Bank Canada at 866-686-2209 to activate your card.

#### **When is it expected that I will allocate my transactions?**

Each month's transactions must be allocated with valid supporting documentation before the 7th day of the following month (E.g. card transactions dated in April should be submitted in Chrome River by May 7th). Cardholders will receive daily reminder they have pending transactions one day after transactions appear in the cardholder's eWallet in Chrome River.

#### **Why has my credit card been declined by a supplier?**

If your card has been rejected by a supplier, it will be for one of the following reasons:

- The card has reached its daily or monthly transaction limit
- The supplier has been purposely excluded from the card program and the merchant code has been blocked
- There may be a problem with the merchant
- Your card may be flagged for fraudulent activity

Contact US Bank Canada Customer Service for assistance 1-800-588-8065.

#### **What are the benefits of using a corporate credit card for travel?**

Using the corporate credit card offers numerous benefits for corporate travel. If a university employee is traveling on behalf of the University, the credit card must be in the employee's name to be able to take advantage of the travel insurance associated with the card. Further, using the card reduces the need for out-of-pocket expenses and use of personal funds.

#### **Does my corporate credit card have any impact on my personal credit rating?**

No, the card does not impact personal credit.

#### **How do I cancel my Trent University credit card or request any changes?**

Complete a Cardholder Maintenance Form located on Procurement Website and email to [purchasing@trentu.ca](mailto:purchasing@trentu.ca)

#### **What do I do with my credit card if I am taking a leave (i.e. medical, maternity, etc.)?**

Complete a Cardholder Maintenance Form located on Procurement Website and email to [purchasing@trentu.ca](mailto:purchasing@trentu.ca)

**I need to make a purchase over my transaction limits, what do I do?**

Complete a Cardholder Maintenance Form located on Procurement Website and email to [purchasing@trentu.ca](mailto:purchasing@trentu.ca)

**Where do I find the forms to apply or change the Corporate Credit Card?**

Access the Procurement Website through myTrent under *Finances* and select the Resources for Staff icon.

Once on webpage, select Corporate Credit Card (VISA). Forms contain links for easy document access.

**Who do I contact if needing support for Emburse/Chrome River allocations?**

Contact Accounts Payable [accountspayable@trentu.ca](mailto:accountspayable@trentu.ca)

**I accidentally used the Corporate Credit Card for a personal transaction. How do I correct?**

To reimburse the University, the cardholder is required to provide a cheque or debit for the ineligible amount payable to Trent University with the Emburse/Chrome River expense report ID number referenced. The Accounts Receivable office is located in Blackburn Hall, Suite 114 to make reimbursement.

**I have lost my Corporate Credit Card. What do I do?**

Contact US Bank Canada Customer Service 1-800-588-8065 to report lost or stolen cards, fraudulent activities, disputes and general card inquiries. US Bank Canada will issue a replacement card as necessary.

**I made a GL allocation error in Emburse/Chrome River. Can this be corrected?**

Updates to GL can be made directly in Emburse/Chrome River by the cardholder prior to approval by budget account holder. Approved GL allocations within Emburse/Chrome River will not be eligible for account reallocation after posting to Colleague.