

## P-Card FAQs

### What do I do if my card is lost or stolen?

Call Citibank immediately at 1-800-790-7206 to report a card lost/stolen. A new card will be generated and mailed to the BSC. We will contact you when your replacement card arrives.

### What is my limit and how do I raise it?

Generally, initial P-card limits are set to not exceed \$10,000, with a single transaction limit not to exceed \$2,500. Limits can be increased after 6 months and adjusted upon completion of a Procurement Card Change Form, which can be found on the BSC website.

### What if my card is declined?

A credit card transaction may be declined for several reasons. You should confirm your card number and expiration date with the vendor and/or confirm with Citibank that you are not over your transaction or monthly limit. If you are still unsure as to why your card was declined, you should contact the BSC Credit Card Unit for further assistance.

### What if I can't see my charges in SFS?

Log into Citibank and make sure charges are shown on your statement. If the charges have not posted to your account, the vendor has not charged your card yet. All credit card charges should appear in SFS the day after they are posted to your Citibank account. If not, you should contact the BSC Credit Card Unit at 518-457-4272 and we will check on the status of your account.

### What if there are charges I did not make on my card?

If there are fraudulent charges on your card, immediately contact Citibank at 1-800-790-7206 to advise them you did not authorize those charges. Note that the charges will show in your SFS account, and once Citibank determines the charges are fraudulent, a corresponding credit will appear in SFS.

### What happens when my card expires?

New cards are automatically generated at least 30 days before the card expires. Renewal cards are sent to the BSC. As soon as we have verified your address, we will mail the new card to you.

### What is the billing address for my card?

1220 Washington Ave., Building 5, Albany, NY 12226



Office of General Services  
Business Services Center

## Procurement Card (P-card) Reference Guide

### Contact

Business Services Center  
Credit Card Unit  
1220 Washington Avenue  
Building 5, Floor 6  
Albany, NY 12226-1990  
p. 518.457.4272  
f. 518.485.7047  
[bscfinance@ogs.ny.gov](mailto:bscfinance@ogs.ny.gov)

Visit the BSC online at  
<http://bsc.ogs.ny.gov/>

Citibank Customer Service  
1.800.790.7206  
<https://home.cards.citidirect.com>

Andrew M. Cuomo  
Governor  
State of New York

RoAnn M. Destito  
Commissioner  
Office of General Services



Office of  
General Services

## I've received my purchasing card. what should I do?

### 1. Activate Your Card

- Sign the back of your new card.
- Confirm receipt of your card and select your own custom 4-digit PIN by calling the toll-free or collect phone number on the activation sticker on your card
- If your new Chip and PIN card is replacing an old card, destroy your old card by cutting it in half.

### 2. Then Login

- Go to <https://home.cards.citidirect.com> and follow the prompts for Self Registration for Cardholders.
- After successfully registering your card with Citibank, you should select the "Set Alerts" tab and sign up for Citibank statement e-mail notifications. All statements and transaction reporting will be electronic, and you will not receive statements in the mail.

### 3. How to use your Chip & PIN card for the first time at the chip-enabled terminal


- Your first Chip transaction must be at the chip-enabled Point of Sale (POS) terminal that is attended by a person (not self-service)
- Insert the card, chip first, into the terminal and do not remove it until the transaction is complete.
- Confirm the purchase amount and sign the terminal receipt.
- Until you complete your first chip transaction at an attended terminal, your PIN will not be accepted at chip-enabled, self-service terminals.
- Subsequent chip transactions will prompt for a PIN.

### 4. Cardholder Responsibility Overview

- At the end of every billing cycle, cardholders should log on to the Citibank website to download and print their statement.
- All individual charges need to be verified in SFS by the cardholder/proxy and approved in SFS by the supervisor/approver.
- Please retain your Citi statement and all backup documents (receipts) according to your agency's policy.

## SFS Reconciliation Basics

Once you start using your procurement card, you will need to reconcile your charges. To begin the process, print out and review your monthly Citibank statement.

- Sign into the Statewide Financial System (SFS).
- Click 'SFS Applications' > 'SFS Financials' > 'eProcurement' > 'Procurement card center' 'Reconcile Statement'
- Select 'Cardholder/Reconciler' role in the 'Role Name' drop down box, and click the 'Search' button. This should pull up your procurement card transactions.
- Click on the Account Distribution icon: 
- Your default coding should automatically be populated. If you need to change your coding, you can do it here. If you have any questions on coding, you should contact your agency's budget office.
- Once you have verified that the coding is correct, Click 'OK' to get back to your transactions. You can now put a check mark in the box to the left of the transaction line, select 'Verified' in the status column, and save your changes.
- Budget check automatically runs at 8:00 am, 12:00 pm and 5:30 pm every day. NOTE: You can't save changes to your reconciliation while budget check is running. If you are in SFS at these times, save all changes a few minutes before 8:00 am, 12:00 pm and 5:30 pm. If you do not save changes before budget check starts, you will lose work.
- After a budget check has run, go back into your Procurement Card Transactions, and make sure the Budget Status reads 'Valid'. If this is the case, the transactions are ready to be approved by the P-card approver. If the budget status reads 'Error', there is something wrong with the coding in the Account Distribution page. You should contact your agency's budget office for the correct coding.
- SFS P-card "How-to" videos are available on the BSC website at: <http://bsc.ogs.ny.gov/>

## Guidelines

As a P-card holder, you are entrusted and responsible for all purchases made on the card. Please safeguard the P-card by taking the following precautions:

- Do not give your card number to anyone (other than for official business transaction)
- Do not photocopy your card
- Do not include your full card number in any email correspondence

Items that can be purchased with the procurement card include:

- Preferred Sources items
- Goods and services available through OGS statewide contracts
- Maintenance/Repairs
- Supplies/Materials
- Equipment
- Printing
- Conferences/Seminars
- Freight

The following items are prohibited from Procurement card use:

- Personal purchases not for state business
- Travel/Entertainment (i.e. airline, car rental, lodging)
- Rent for state facilities/offices
- Cash Advances
- Cash Refunds
- Formal Agency Contract Payments