1. Which bank was selected as the new PCard provider?
US Bank is the new PCard provider.

2. Is this for WVU and WVURC?
Yes, this is for all WVU and WVURC PCards, as well as fleet cards.

3. Why do we have to change banks?
The State of WV’s contract with Citibank is expiring and a Request for Proposals was conducted. West Virginia University participated on the evaluation committee and US Bank was awarded the contract.

4. When will I receive my new PCard?
You will receive your new PCard during the last 2 weeks of February. Procurement, Contracting and Payment Services will receive the cards directly from the bank and will then distribute the cards to the applicable Expert Business Office (EBO).

5. How will I activate my card?
Instructions for how to activate your PCard will be included in the envelope you receive with your new PCard.

6. Will this card be chip and pin?
Yes, this card will have the chip and pin technology. Your card will be set up with a temporary PIN, which will be the last 4 digits of your WVU ID. If you do not know your WVU ID, go to: login.wvu.edu/self-service/lookup.

7. Will my card limits stay the same?
PCPS worked with each EBO to determine the card limits for each PCard. Many card limits will remain the same, but some card limits were changed slightly based on past usage. Your card limits will be included in the envelope you receive with your new PCard.

8. What should I do with my current PCard?
You will need to return your Citibank PCard to your EBO.

9. What if I have my current PCard tied to online accounts?
If your current Citibank PCard is stored in any online accounts (i.e. UPS), please remember to update those account with your new PCard information to avoid any declines.

10. When will I begin using MyExpenses for my PCard reconciliation?
PCard reconciliation will begin in MyExpenses as soon as US Bank cards are activated. All transactions that are charged to your new US Bank PCard will be pushed into MyExpenses for you (or your delegate) to approve. For more information on MyExpenses, visit: procurement.wvu.edu/payment-services/myexpenses.
11. What if I am traveling when my new card arrives on campus?
If you are traveling during the last 2 weeks of February, please make sure to notify your EBO. PCPS will work with each EBO to determine which cardholders are traveling. Citibank cards will not be canceled until those cardholders have returned.

12. Who can I contact if I am having issues with my card?
You can contact your EBO for assistance or PCPS PCard Administration directly at pcardadministration@mail.wvu.edu.

13. Are any of the PCard rules changing?
The WVU/WVURC PCard Manual will be updated during this time period to include the new MyExpenses process.

14. Do I have to retake my PCard training just because I am getting a new card?
No. If you are up-to-date on your PCard training you will not need to take your refresher training until your training is set to expire (every 2 years for cardholders; annually for coordinators).