

Procards: Accidental and Invalid Charges

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Accidental Personal Charges

You should avoid putting personal charges on your procurement card. These cards are not for your personal use and abuse of a university procurement card can result in disciplinary action.

In the event that you charge a personal item to your procard accidentally, you are responsible for reimbursing the University. Once you have identified a personal expense notify the Business Office at soebusinessoffice@syr.edu as soon as possible. The Business Office will direct you as to next steps.

Procard Disputes

If any invalid transactions are identified, the cardholder must contact the vendor. If the cardholder and vendor are unable to resolve the dispute, notify the [Business Office](#). The Business Office and the cardholder will then work with the JPMC University Credit Department.

Any invalid charges identified and acted upon will then be credited back to the cardholder's account. Chase will give further instructions during the credit card investigation. Invalid charges must be disputed with the bank within 60 days of the transaction.

To begin the process, [download and complete the Dispute Form](#) and send it to soebusinessoffice@syr.edu.