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Whenever a P-card is lost, stolen, immediately report this information to Bank of America Customer Service (800-300-3084) and to your agency's P-Card administrator.

To cancel a card that was lost or stolen and order a new card, P-Card administrators should:

1. Leave the lost/stolen card active in the P-Card application until all the transactions are received from the bank. After all transactions are received, make the card inactive. (See below).
2. Call the Bank of America Customer Service (800-300-3084) to cancel the lost/stolen card.
3. You must pay the bank in full by the payment due date on their statement, regardless of the outcome of your reconciliation process. Contact Bank of America's Customer Call Center if you dispute any charges on your cards. The bank may issue a credit for unauthorized charges, but you should contact the bank regarding such charges.
4. As soon as you receive the new card number, enter it in the P-Card application.

Do not mark a card inactive until all transactions have processed in P-Card. After all transactions have processed, open P-Card, click the cardholder name, and click **Edit** next to the card. Uncheck the **Active** check box indicating the card is inactive.

Figure 1 – Activate or inactivate a card

The screenshot shows the P-Card application interface. At the top, there are navigation buttons: Reports, App Menu, Statewide Acct, Logoff, Back, and Save. The main content area is divided into two sections. The left section contains user information: First Name (S), Middle, Last Name (WALSH), E-mail (walsh@dhw.idaho.gov), and a checkbox for 'Active P-Card User' which is checked. Below this are checkboxes for roles: Verifier, Approver, Verifier All, Approver All, Admin, and Auditor. The right section is titled 'Credit Cards' and shows a table with columns: CC#, Type, Act, and Description. The 'Act' column has a red circle around it. The table contains three rows: 7000000003 (WFMC), 5000000003 (BOAV), and a partially visible row for BOAV. Each row has 'Edit' and 'Delete' links. Below the table is a 'Proxy Cards' section with an 'Add' button and a dropdown menu showing 'WFMC'. A 'Creation Date' of 11/17/2003 is displayed at the top right of the table area.

CC#	Type	Act	Description	
7000000003	WFMC	<input checked="" type="checkbox"/>		Edit Delete
5000000003	BOAV	<input checked="" type="checkbox"/>		Edit Delete
	BOAV	<input type="checkbox"/>		Save