

PSU VISA Corporate Card Frequently Asked Questions

Is the U.S. Bank Corporate Card like other Visa credit cards?

No. Unlike other Visa cards that have a revolving line of credit, the U.S. Bank Corporate Card is a charge card. The balance is payable in full before the next billing.

Will my U.S. Bank Corporate Card affect my personal credit rating?

This account is to be used only for reimbursable university business expenses. The account is not to be used for personal charges; therefore, U.S. Bank does not report monthly activity to any credit bureau. When any portion of your account balance reaches 150 days past due, the delinquency will be reported to your credit bureau and may affect your personal credit rating. You should not reference this card as a credit liability.

Is my account ready to use when I receive my card?

No. You will need to call U.S. Bank Customer Service at 1-800-344-5696 to activate your card. At this point, your card is ready for use.

Can I access cash through my U.S. Bank Corporate Card?

Cash can be accessed at over 230,000 ATM's and 371,500 member banks worldwide. There is a 2% transaction fee when you access a cash advance with a \$2.00 minimum fee. The cash advance fee is a legitimate expense and is reimbursable on the Travel Reimbursement Form when the cash is used for authorized PSU expenses.

Is there a limit to the amount of cash I can obtain?

Because of the worldwide merchant acceptance of the Visa card, the need for cash advances is greatly reduced. Based on previous cash needs, you have been assigned an appropriate amount of cash by PSU. Your cash availability is replenished each time you make a payment to your account. In addition, ATM's are generally limited to \$200 per machine and three transactions per 24-hour period. Cash may also be obtained from a Visa Member Bank. Please verify the ATM is part of the PLUS system or Visa network.

How do I find the location of a bank or ATM?

For the nearest U.S. location, please call 1-800-THE-PLUS or 1-800-VISA-911. When traveling internationally, please call the Visa Assistance Center collect at 410-581-9994.

Whose responsibility is it to pay the bill?

It is the employee's responsibility to ensure payment in full is received at U.S. Bank prior to the next billing cycle.

On what date does my statement generate?

Your account cycles on the 25th of each month, at which time a statement is produced.

Do I wait for the Visa bill to submit my reimbursement request?

No. Please submit your reimbursement requests as you incur the charges. It is important that timely reimbursement requests are submitted to ensure prompt reimbursement.

Is it important to reconcile my statement each month?

Yes. Even though you have been reimbursed for your business expenses, you should review your statement for accuracy. This will ensure that your account always remains in proper balance. If you have not received your statement, please contact U.S. Bank Customer Service at 1-800-344-5696.

If payment in full is not received by the next billing cycle, is there a late fee?

Yes. Employees are allowed two billing cycles (60 days total) in which to pay off their card balances. The 60 day period between the time a charge is made and the time payment is due provides employees with enough time to submit requests for reimbursement, have the requests processed, receive the reimbursement, and make payment to the bank, before late charges are assessed.

What happens if payment in full is not received before the third statement?

Your U.S. Bank Corporate Card will be suspended. In addition, a delinquency fee of 2.5% is applied to the entire unpaid, past due balance of any amount that is two (2) billing cycles past due. This fee is the responsibility of the individual card holder.

What if I do not recognize a charge or need more information about a charge on my statement?

Refer to the back of your statement for billing inquiries/problems or questions. U.S. Bank must hear from you no later than 60 days from the original statement date on which the charge in question appeared. Be sure to keep records of all discussions, including the name of the Customer Service Representative. If you have any questions or need further clarification, please contact U.S. Bank Customer Service at 1-800-344-5696.

What happens once I have notified U.S. Bank of a dispute?

After U.S. Bank has received notification, U.S. Bank will place the amount in question in dispute status. While U.S. Bank is conducting an investigation, you do not need to pay the amount of the charge which is in dispute; however, you are obligated to pay the entire balance for charges that are not in question.

What if my U.S. Bank Corporate Card is lost or stolen?

Immediately call U.S. Bank Customer Service at 1-800-344-5696. A report will be filed and a new card with a new account number will be issued.

What should I do if my U.S. Bank Corporate Card fails to receive authorization for a charge?

If a merchant fails to receive authorization, they may decline the transaction. The merchant may obtain a manual (verbal) authorization by contacting U.S. Bank Customer Service at 1-800-344-5696. The customer service representative will review the status of the account, and if the account meets approval criteria, the manual authorization will be provided. Note: Some merchants have internal policies that prohibit accepting manual authorizations.

What if I have a question concerning my Corporate Card account?

Contact U.S. Bank Customer Service at 1-800-344-5696, 24 hours a day, 365 days a year.