



FAQ: Goods & Services

1. What is Caltech's billing address?

California Institute of Technology (A.K.A. Caltech)
1200 E. California Blvd.
Pasadena, CA 91125

2. Approximately, how many times a week will we receive downloads?

Cards transactions are loaded daily into CardQuest.

3. Can I have my monthly limit raised?

A change limit form must be submitted to increase card limits. This form must be approved by an authorizer. The change limit form can be found on the P-Card website.

4. Will I receive a statement from U.S. Bank?

U.S. Bank does not issue paper statements. Electronic statements are available through U.S. Bank Access Online. Instructions to set up an Access Online Account can be found on the P-Card website.

5. What do I do if my card is lost or stolen?

Immediately contact a P-Card Administrator during business hours. You may also contact U.S. Bank at their toll free customer service line (800) 523-9078.

6. Do I need to submit original paper receipts?

Yes, all original paper receipts are required to be sent to P-Card & Travel Services for audit purposes. These receipts will be retained for 1 years past the current fiscal year per the requirements of FAR policy. Special envelopes will be provided for mailing the receipts to the P-Card & Travel Services department.

7. Can I use my P-Card for travel?

You can use your P-Card for travel only after:

- P-Card Travel training has been completed (for training please contact a P-Card Administrator) and
- After you have received prior approval from a Department Authorizer

8. When is the reconciliation deadline?

Reconciliation occurs the third week of the month. The dates will be posted on the P-Card website as well as posted in CardQuest. Reminder emails will be sent out prior to reconciliation day. The deadline applies to Goods & Services reports only.

9. How do I log in to CardQuest?

There will be a link in access.caltech.edu. You will enter your access ID with @caltech.edu and your access password.

10. Will someone be able to create my expense report on my behalf?

Yes, you can assign a delegate to create an expense report and make online travel reservations on your behalf using the travel portal.

11. What is Receipt Store?

Receipt Store allows the user to upload images of receipts/invoices to attach to the report.

12. What is an international transaction fee?

This is a fee charged when the card transactions require a currency conversion. The fee is a percentage of the transaction amount. This amount may vary but it is typically 1% or .8%

13. Why is my card being declined?

There are many reasons why your card could be declining; the most common reason is exceeding your single purchase limit or your monthly limit. Contact a P-Card Administrator or contact U.S. Bank's Fraud Department directly at 800-523-9078.

14. How do I dispute a charge?

The cardholder should work with the merchant first to request a credit. If the issue cannot be resolved, a dispute form can be filed directly with U.S. Bank.

15. My last name has changed, what should I do?

Contact a P-Card Administrator to order a new card with your new name.

16. How do I cancel my card?

If you need to cancel your card, contact a P-Card Administrator.

17. How do I update my statement mailing address?

Contact a P-Card Administrator for any address updates.

18. What do I do if I don't recognize a charge in CardQuest?

The first step would be to hover over the  Visa Card icon to determine where the supplier is billing from and if a phone number is present. If so, please attempt to call the supplier. If you still cannot determine what the transaction is please contact P-Card group.

19. Is it legal for a supplier to charge me extra for using the credit card?

As a result of a legal settlement to resolve claims by a group of U.S. merchants, merchants in the U.S. and U.S. territories may add a surcharge to certain credit card transactions, starting January 27, 2013.

U.S. merchants that surcharge are required, among other things, to:

- Limit surcharging to credit cards only (no surcharging debit and prepaid cards) and limit the amount of the surcharge to the applicable merchant discount rate for the credit card transaction surcharged*.
- Disclose the actual dollar amount of the surcharge on every receipt and disclose the fact that the merchant assesses a surcharge at the point or store entry and at the point of sale.

20. What does this icon mean?

Icons	What does it mean?
	Report has comments
	Report has exception which needs to be cleared
	PTAE has been assigned
	Receipt image is missing
	Receipt is attached
	Attendee information is attached
	P-Card transaction (may have additional data)