

P-Card Services: New Bank & Card Provider Transition

Frequently Asked Questions

1. Why are we changing the cards from MasterCard to Visa?

The VISA cards provided by U.S. Bank offer a customizable PIN, enhanced security, and worldwide acceptance.

2. How do I change my card information for automatic recurring charges?

Once you have received your new Visa card, contact the merchants with your new Visa card number and expiration date.

3. When will my current MasterCard stop working?

All Bank of America MasterCards will be closed upon receipt of new card.

4. What do I do with my current MasterCard?

You will turn in your MasterCard when you come to an informational session (April/May 2017).

5. Will my PIN number change?

Yes, you can now customize your PIN with U.S. Bank.

6. Will my card number change?

Yes, all cardholders will receive new card numbers.

7. How do I pick up my new P-Card?

To pick up your new P-Card you will need to come by one of our ten U.S. Bank informational sessions (*sign-up is not required*).

8. What is an informational session?

The P-Card group is holding ten informational sessions. These sessions are for cardholders to turn in their old cards and pick up their new cards. We will have laptops to setup online services for cardholders and be available to answer any questions. Cardholders are not required to stay for any length of time at a session.

9. Do I have to come to an informational session?

Yes, we encourage all cardholders to stop by during an informational session to pick up their P-Card and ask any questions about the bank/card transition.

10. If I am a delegate for a cardholder may I come by an informational session to pick up their card?

Yes, while all cardholders are welcome to come to a session, faculty members who have a delegate are *not required* to come by.

11. What if I cannot come to one of the informational sessions?

Please contact the P-Card office for arrangements for card pickup and any specific questions you have.

12. What if I am offsite?

Arrangements will be made to ship your new cards.