

P-Card Declines/Override

There are different reasons that your P-Card Transactions may be declined.

Reasons for declines:

1. Entering incorrect information (e.g., expiration date, PIN, billing address, etc.)
2. Transaction exceeding credit/transaction limit
3. Merchant Category Code, MCC not allowed

You can find out why your transaction was declined by the following methods:

How to find out the reason your transaction was declined:

1. Call the number on the back of your p-card and ask the bank.
The bank may require the following information for verification:
 - Card Information (16 digits, expiration date, CDV, card name, etc.)
 - Last 4 digits of your EmplID (instead of the last 4 digits of SS#)
 - Address (this can be found on your expense report – upper left corner)
 - Your work phone number
 - Your work e-mail address
2. Contact AP (3-8700 or 3-5660) and ask why your p-card declined.
3. Log into CitiManager and see why the p-card has declined (if you do not have access, contact AP P-Card).

If your transaction was declined because incorrect information was entered when the purchase was attempted, then you will need to process the transaction again with correct information. *(Note: that Citibank will block transactions if too many incorrect attempts are made.)*

If your transaction was declined because the transaction exceeded credit/transaction limits, you will need to request the AP P-Card team to process an override. The override process will supersede the existing limits set for the card and allows the pending transaction to go through. The process only applies to the specific transaction for which the override request is made.

For an override request, please fill in the information below (via email) and submit the request to the College Division Administrator for approval. Once the College Division Administrator has approved the transaction, please submit the email to a member of the AP P-Card team and we will assist with the override within 24 hours.

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PLEASE SEND THE CDA APPROVAL FOR YOUR OVERRIDE TRANSACTION

Vendor Name: _____

Cardholder name: _____

LOCAL P-Card # (last4): _____

Amount: _____

Purpose: _____

Benefit: _____

***PLEASE NOTE: EACH OVERRIDE WILL ONLY BE AVAILABLE THE DAY THE
OVERRIDE IS REQUESTED.**

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