

COVID-19 FAQs for Credit Cards, Payments and Supplier Onboarding

Is the University still processing invoices and making payments?

Yes, we are continuing to process invoices and payments during this time. To avoid unnecessary delays, all departments should remind their vendors to send invoices directly to invoices@princeton.edu to ensure timely processing. As specified on all University purchase orders, that email address is the only method available for submitting invoices. Electronic payment processing will continue on a daily basis and we are encouraging all vendors and payees to select an electronic payment method which will minimize any chance of delay. Payments by check will be processed once per week on Tuesdays. "Check Pick up" requestors will be notified when checks are printed. Checks will be available for pickup at Frist Campus Center at the Package Window - Room 110. The Mail Services Package Center is open Monday-Friday from 10:00am-6:00pm, and on Saturdays from 10:00am-2:00pm (beginning Saturday, September 4). If check pickup is required at Frist, when submitting the payment request please select "New South" handling.

If my conference is cancelled, and I have paid with a personal charge card and am having a difficult time getting my money back, will Princeton reimburse?

Expenses paid on a personal card should be evaluated using the same criteria had it been purchased on a University card. If the expense was a valid business expense, it is reimbursable regardless of how incurred (though we highly recommend use of a University card for all University expenses).

If the conference is not cancelled but the staff member is personally concerned or at risk based on their own health issues, and they want to cancel, are there any issues from an expense standpoint that should be considered?

Health and safety of the traveler should be the foremost consideration for determining attendance. To the extent expenses incurred were valid business expenses that cannot be refunded/avoided, they are reimbursable and charged against the department that initiated the expense.

I need a replacement credit card. How will I receive it?

For new and replacement card orders (fraud/lost/stolen), Bank of America (BOA) will mail the cards to Print and Mail Services at 701 Forrestal. Print and Mail will then mail the cards to the cardholders' campus addresses on file in Self Service and Tiger Hub. It is important for cardholders to ensure their addresses are updated. The Financial Service Center staff will no longer receive and mail cards, although we will continue to be your primary contact for credit card ordering/distribution questions or updates.

Prior to ordering a new card, the Financial Service Center staff will confirm that Credit Card Compliance training was completed. To prevent delays, it is important that the cardholder [Register](#) and complete the training **prior to submitting** the [Credit Card Request Form](#). Although we do not anticipate changes to our service levels, please plan for an additional day of mail time. Finally, when activating your card, to prevent potential purchasing delays we strongly encourage cardholders [to Retrieve their PIN and sign-up for Credit Card Mobile Alerts](#). For additional assistance, please contact the Financial Service Center at 609-250-3080 or finance@princeton.edu (in the email subject line, please write 'Credit Card Distribution').

How do I report a fraudulent (unauthorized) charge, or dispute a charge?

If you notice an **unauthorized** transaction in Concur, please follow these steps:

- Contact the Financial Service Center at finance@princeton.edu within 60 days of the transaction date. If we do not report the issue within 60 days, there is no guarantee that the bank will be able to create a claim and issue a credit to your account.
- We'll contact Bank of America to report the fraud. To help us more quickly report the issue, in the email subject line type 'Card Fraud for 'name''. In the body, list the unauthorized transactions and any transactions that looks suspicious prior to or after the fraudulent transaction date. When reporting the fraud to the bank, the bank will close your card and issue you a new card.
- Submit the fraudulent transaction on your Concur expense report within 30 days, and in the comment box for each transaction indicate the transaction was fraudulent and that a claim was issued. After the claim is issued 60-90 days later, a temporary credit should be applied to your account and will appear in Concur. Please submit the 'credit transaction' on your Concur expense report within 30 days after it is applied.

If you notice an **authorized transaction in Concur but wish to dispute** the transaction, please follow these steps as referenced in the [Tips to Improve Your Credit Card Experience](#) Knowledge Article:

- Contact the merchant to dispute the charge within 30 days of the transaction post date. This will provide the merchant time to review your dispute.
- If the merchant does not agree with your dispute, then contact the Bank of America Global Card Services team at 888-449-2273 within 60 days of the card transaction date to dispute the charge.
- As a reminder, for verification purposes the card billing address is Financial Service Center, 7 New South, Princeton, NJ 08544. The phone number is either 609-258-3080 or your office phone number, and your card verification number is the same as your Princeton University ID number.

Tips to avoid having your transaction declined:

- When making a purchase in person, please enter the Card PIN when swiping your card.
- For online purchases, correctly enter the expiration date, cvv code, and billing address exactly as 'Financial Service Center, 7 New South, Princeton, NJ 08544.'