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. Effective Tuesday, March 24, checks will be processed once per week on Tuesdays. Checks requested with “Check Pick Up” handling are highly discouraged, and will be provided on a limited, emergency only basis. “Check Pick up” requestors will be notified when checks are printed. Effective April 13, checks designated with 701 Carnegie pick up handling will be made available for pick-up at 701 Carnegie, in the inside lobby near the elevators. You will need card access to enter 701 Carnegie. All other checks will be available for pickup at Frist Campus Center at the Package Window - Room 110. Please note that Frist window hours for check pick up have changed in order to ensure the safety of staff as well as campus members. Frist window hours for check pick up are Monday - Friday from 10:00 a.m. – 6:00 p.m. If check pickup is required at Frist, when submitting the payment request please select “New South” handling. While the Financial Service Center in New South remains closed due to COVID, all checks processed with New South handling will instead be available at Frist for pickup.

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’ home/permanent 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 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’).