Why is my card not working?

1. Merchant Category Code (MCC) not approved.
2. Reached your monthly limit.
3. Exceeding single transaction limit.

What are my limits?

1. Please view our P-Card website [P-Card Website](#) under dashboard and unhide the cardholders/filter by name.
   - Click on Reports
   - Then P-Card dashboard
   - Unhide the cardholders
   - Filter by name

   [P-Card Dashboard](#)

How do I get my limit increased?

1. Complete a limit request form and return to P-Card Team.
   [P-Card Change Request Form](#)

Why do I keep getting reminder emails? I look in Oracle and see nothing.

1. Your transactions are not processed on time.
2. Make sure you look at transactions that you may have started and not finished in the update portion of iExpense.
3. Please review the unprocessed transactions on our website.
   [Unprocessed Transactions](#)

Where is my P-Card?

1. Have you completed an application?
2. Has the application been sent to P-Card Team?
3. Have you provided proof of all trainings required?
   - OnDemand iExpense User Training
   - P-Card New User Training

My card is expiring soon, will I get a new one?

1. We usually receive your card two weeks before expiration.
2. Once we receive it, we will reach out to you for an address/mailstop to send it out or arrange for pickup.

I'm trying to purchase food and my card is being declined why?

1. Food is restricted on all cards unless we've received a food memo.
2. Please visit the P-Card website to obtain a food memo and return to us.

   [P-Card Food Memo](#)

I don't know who my P-Card coordinator is, can you tell me?

1. Please visit the P-Card website look under coordinators for a full list by department.
   [P-Card Coordinators](#)

Why don't I have iExpense access?

1. Have you completed the [Request EBS/Oracle Access form](#)

P-Card team need to make sure they have linked the account in Oracle.