Account Maintenance Form Instructions

Use the Account Maintenance Form to request a limit(s) increase or to open the MCCs (Merchant Category Codes) on a pro-card for a particular purchase. There are 4 sections on the form. Sections 1 and 4 are required for all requests. **Backup documentation is required for all requests.** Conference registrations, invoices, quotes, confirmation emails, roster of participants, event email notifications, etc. are all examples of documentation.

Section 1 – Cardholder or Record Keeper Information. Anyone can complete this form; however this section needs to *contain cardholder or record keeper and card information*. Please print the Card Name as it is listed on the physical card. We also need the last 4 digits of the card and the index to be charged.

Section 2 – Request for Temporary Change of Credit Limit or Single Transaction Limit. **Please note that it is the responsibility of the Financial Manager of the index to be charged (listed in Section 1) to make sure that there is budget available for the requested pro-card purchase.*

There are 4 different limits on the pro-cards: Monthly Credit Limit (how much money is available for the full calendar month - $5,000 is standard), Single Transaction Limit (amount allowed for each transaction - $2,000 is standard), # of transactions allowed per month (100 per month is standard) and # of transactions allowed per day (15 per day is standard). Each of these limits can be requested for a temporary increase; however, the most common requests are the Single Transaction Limit and the Monthly Credit Limit.

Beginning and Ending Dates are necessary for each limit request. Please note that the Monthly Credit Limit is for a calendar month.

Complete this section by filling in the necessary corresponding fields and the Business Purpose field. Please round up for the dollar limits.

> *Example 1: a single transaction limit increase for an airline ticket which will cost $2495, fill in the single limit from $2,000 to $2500. Beginning date: 8/15/23 and ending date: 8/18/23. The business purpose is: airline ticket for Prof. X to go to conference ABC in TX Oct. 1-3.*
>
> *Example 2: it's getting close to the end of the month and you need to purchase a few office supplies for a new professor but the available balance on the card is less than $200. The supplies order will be over $300 and another professor just mentioned that a lab supply order for about $750 will be needed before the end of the month. Fill in the monthly limit from $5,000 to $6500. Beginning date: 8/25/23 and ending date: 8/31/23. The business purpose is: office supplies for new Prof S and lab supply order for Prof D for the XYZ lab.*

Section 3 – Request to Unblock a Merchant Category Code (MCC). Merchant Category Codes (MCCs) are how we allow or block certain purchases on the cards. MCC blocks are designed to prevent unauthorized purchases. If a transaction has been declined due to MCC, complete Section 3 including amount, vendor name, beginning and ending dates, and a Business Purpose to unblock the card. Once the card is unblocked then the transaction will need to be run again by the vendor for it to be authorized.

Section 4 – Authorization by Financial Manager/Approver(s). The Financial Manager of the index to be charged (listed in Section 1) must approve the request form. *If the request is for a single transaction limit $5,000 + then VP approval is required. In academic areas, in order to gain VP approval, the Dean's Office must first approve.*

Backup documentation for the request must be sent with the request form and is needed for auditing purposes. See examples of backup documentation at the beginning of these instructions.

Send the Account Maintenance Form and backup documentation to pcard.admin@wku.edu. An email will be sent to you when the request is completed and the card is ready.