

Purchasing Credit Card Frequently Asked Questions (FAQ)

How do I activate my new card?

Call the toll free number on the back of your new card to activate. New cards must be activated within 7 days of receipt. When prompted to enter the last 4 digits of your social security number please enter the last 4 digits of your Ball State ID Number.

How do I request a new card?

Complete the Purchasing Card Agreement Application above and return to purchasing department via email to pcard@bsu.edu or campus mail for processing.

How do I request a name change on an existing card?

Request all name changes through pcard@bsu.edu

How do I reset my Smart Data password?

Ball State users do not have access to reset their own passwords, please notify pcard@bsu.edu for assistance. Once password has been reset by purchasing card administrator, JP Morgan will email you a new temporary password and directions for signing on.

How do I allocate charges in Smart Data?

Be sure that you are using FireFox as your web browser. Charges will be available to allocate through Smart Data within 3-4 business days after purchase. Purchasing recommends that charges be allocated as soon as they are available through smart data. This will help in eliminating completing JV's for each charge if completed before end of the month. If FOAPAL'S need to be added notify pcard@bsu.edu.

How do I make food purchase?

Food purchases need to be authorized and can be done by completing the Food Authorization form.

How do I scan receipts?

Please refer to: Purchasing Card Statement Retrieval and Receipt [Upload Procedures](#)

How do I cancel a card for our department?

All Purchasing Cards should be immediately canceled if a staff member terminates employment, transfers to another department or assumes different duties that do not require the use of the p-card. Purchasing Cards are canceled by the procurement card administrators in the Purchasing department. All cards must be HAND delivered to Purchasing Services at 3401 N Tillotson Ave at door #3.

