

Local P-Card: Declines. MCC Overrides and Limit Increases.

Find out why your transaction declined via the following methods.

1. Call the number on the back of your p-card. You may be required to provide the following information for verification:
 - a. Card Information (16 digits, expiration date, CDV, card name, etc.)
 - b. Last 4 digits of your Employee ID (instead of the last 4 digits of your SSN)
 - c. Address (this can be found on your expense report – upper right corner)
 - d. Your work phone number
 - e. Your work email address
2. Contact AP P-Card and ask us why your p-card declined: <https://uh.edu/office-of-finance/ap-p-card/contacts/>
3. Log into CitiManager and see why the p-card has declined.

Most common reasons for declines.

Entering incorrect information (e.g., expiration date, PIN, billing address, etc.).

If your transaction declined because of incorrect information entered when the purchase was attempted, you will need to process the transaction again with the correct information. *(Note: Citibank will block transactions if too many incorrect attempts are made.)*

Transactions exceeding the monthly credit or single transaction limit.

If your transaction declined because the transaction exceeded the credit or single transaction limit, you will need to request CDA approval for AP to assist with a limit increase via DocuSign and include the below information. The requested limits will temporarily replace the current limit unless otherwise specified. This approval only applies to the specific transaction for which the override request is approved by the CDA.

The Merchant Category Code (MCC) is not allowed.

For an override request, you will need to include the below information via the DocuSign request form. Once the College Division Administrator (CDA) approves the transaction and it is sent to AP, a member of the AP P-Card team will assist with the override within 24 business hours.

OVERRIDES WILL ONLY BE AVAILABLE THE DAY THE OVERRIDE IS REQUESTED. THE CDA WILL NEED TO APPROVE THE REQUEST WITH THE FOLLOWING INFORMATION INCLUDED VIA THE DOCUSIGN TEMPLATE.

1. Vendor Name
2. Cardholder Name
3. Local P-Card Last 4 digits
4. Amount
5. Purpose
6. Benefit



P Card MCC Override and Limit increases
Eligible for matching