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To: All P-card holders

From: pcardpurch-bounces@list.pitt.edu

Subject: New Chip-enabled P-card and PayPal

What to do if PayPal rejects your new chip-enabled P-card

If your P-card purchase must go through PayPal (e.g. some journal subscriptions will only accept payment through PayPal), your new chip-enabled P-card might get rejected even if you have updated the P-card's expiration date in your PayPal account.

To resolve this issue, the **cardholder** should contact PayPal directly at this number: 1-888-221-1161. A PayPal representative will ask for confirmation of the card's verification code (CVC) and the card's expiration date. Once both are confirmed, the PayPal representative will reset the P-card's values, and the problem will be resolved.

If you have any questions, please contact Rachel Walsh, P-card Program Specialist at rwalsh@cfo.pitt.edu.

Note – Rachel is not authorized to place calls to PayPal for the cardholder (only the cardholder can do that), but she is available to offer guidance and answer questions.

Thank you,

University of Pittsburgh - PantherExpress Payment Processing and Compliance