

FAQ	Answer
How can I correct a transaction that has been coded to HOLDCC/6300?	<p>A number of Quick Guides are available on the following page of the University website:</p> <p>https://www.st-andrews.ac.uk/staff/money/corporatecards/</p> <p>The document Lloyds Quick Guide 5 - Correcting transactions explains how to correct this issue.</p>
What should I do if I am unable to find my charge code?	<p>Please refer to Section F of the User Manual available below for instructions on selecting a charge code:</p> <p>https://www.st-andrews.ac.uk/media/finance/documents/lloydscreditcardssystem/User%20Manual%20%20Credit%20Cardholder%20v13.pdf</p> <p>If your charge code does not appear in the search function, please ensure that you are using the wildcards (%) correctly. If you are still unable to see the required code, this may need to be linked to you by the Credit Cards team. Please email creditcards@st-andrews.ac.uk to request access to the new code.</p>
What should I do if I forget my username or password?	<p>Please refer to Section A, paragraph 3 of the User Manual, available below:</p> <p>https://www.st-andrews.ac.uk/media/finance/documents/lloydscreditcardssystem/User%20Manual%20%20Credit%20Cardholder%20v13.pdf</p>
How can I increase the limit on my card?	<p>To increase your card limit, your approver will need to email creditcards@st-andrews.ac.uk with their authorisation. This should clearly state the new limit required and whether this is a permanent or temporary increase, including the end date if necessary.</p>
How can I change my approver or reporter?	<p>You can request that your approver or reporter be changed by emailing creditcards@st-andrews.ac.uk. Requests to change your approver must come from your Head of School/Unit and the new approver must be on a higher grade than you.</p>
What should I do if I lose my PIN number?	<p>If you have lost your PIN number, please phone Lloyd's using the number on the back of your card and request a new PIN number. This will then be sent to your school or unit.</p>
How can I collect my new card?	<p>You will be notified by the Credit Cards team when your new card is ready to be collected.</p> <p>You can collect the card from the Finance Department at the Old Burgh School. If you wish for someone to collect the card on your behalf then this will not be a problem, however please email creditcards@st-andrews.ac.uk first to confirm who will be collecting it.</p>