EXPRESS CARD COMMUNITY Q&A

If you want to go fast, go alone.
If you want to go far, go together.

-African Proverb

June 11th 10-11am
The Express Card team is responsible for Express Card management & audits, and two banking service including wires and Payment Plus, UCSD preferred payment method.
TODAY'S AGENDA

• Zoom Meetings/ 1:1
• Express Card Security
• ASK Training
• Fiscal Close Dates
• Express Card Training
• General Q&A
Vanessa’s Strengths include:

- Giving a special perspective and questioning alternative scenarios.
- Using past problems to confidently create solutions.
- Explaining, describing, hosting, & public speaking.
- Making her work serve as a way of life rather than a job.
- Breaking the ice to making connections with new people.
Express Card Security measures are in place to work with cardholder card safety techniques.

Visit Blink to see how to prevent and report fraud, lost, or stolen Express Cards.

Fraud can happen to any cardholder. Please be aware of how purchases are handled.

Jasmine’s Strengths include:

Creating routines, rules, and procedures that everyone can follow.
Searching for reasons and factors that might affect a situation.
Taking serious care in decisions, choices, and obstacles.
Figuring out problems and resolving them.
Using creative thinking to be inspired by the future and what could be.
Patrick’s Strengths include:

- Analyzing problems and finding practical solutions.
- Taking ownership and committing to delivery.
- Focusing on the differences between individuals to draw the best out of each other.
- Finding energy by looking forward on what the future could become.
- Pulling people toward and building genuine relationships.
Remember

ASK has a new feature that will no longer allow for cases to be re-opened by replying directly to the email/case. Please use the green and red button within the completed email notification if further assistance is required. The email subject line will state: DO NOT REPLY
**Fiscal Close Time**

**July 1**
Transaction files received from US Bank generating an email of **July 1** or earlier, will post to the June operating ledger.

**July 10**
Corrections (index, account code, use tax) to these transactions must be made by **noon, July 10**.

**July 12**
Transactions with an ECManager IFIS postdate through **July 12** will post to the June operating ledger.

**IMPORTANT POINT!**
Fiscal year ends June 30, 2019.
UC San Diego and Financial Bulletin BUS-43 requires mandatory annual refresher Express Card training for all cardholders. Receipt and review of this email fulfills the refresher training requirement. Beginning January 1, 2020, all Express Card Cardholders must complete the Express Card Cardholders orientation via UCLearning annually.

What does this mean?

No action is required. Your refresher training date will expire on: June 1, 2020
Top Question

How come I can't hear you?

A

1. Technical difficulties with Zoom and wifi on our end
2. Please check your audio settings by using the lower left hand unmute.

Continue reviewing the next slides to see some of the questions that were ask along with our immediate answers.
Evelyn: Will the Express Card contact information and team member name information removed the website be added to an intranet (possibly under pulse.ucsd.edu)?
  • Jasmine: To reduce liability we needed to remove this information. Campus does not have access to pulse.ucsd.edu so it is best if we do not add the information there.

Heidi: Is it possible to send the training reminder again?
  • Jasmine: Express Card training is always available in UCLearning.

Jennifer: A cardholder is in a remote location for an extended period of time (e.g. at sea), who can assist with declined transaction and fraud?
  • Jasmine: Please have the ECDA submit an ASK case for the EC team to reach out to USBank on the cardholder's behalf.
  • Jasmine: Placing a travel notice on the account will help USBank know when a transaction may be valid. Cardholder's can complete this by registering their card with USBank.

Ken: Is this current: Need to order a new Express Card? As of February 11th, 2019, our processes and procedures have changed.
  • Jasmine: The team will remove this after all of the ECDAs have reviewed the enhancements.
Fnann: Should a student/staff submit an Express Cards limit increase request via an ASK case, or should their supervisor/ECDA complete this on their behalf?
- Jasmine: Please have the ECDA submit the request via ASK.

Jennifer: How quickly could we receive a temporary credit increase if the purchase is time sensitive? How could we expedite this request in this situation?
- Vanessa: The team strives for a 24 hour ASK turnover. To prioritize your case enter a Subject starting as URGENT so the team can review and prioritize your request as needed.

Jennifer: In the case of fraud should the cardholder contact US Bank directly? Should the cardholder, ECDA, or Transaction Reviewer submit an ASK case?
- Jasmine: The cardholder contacts USBank directly and no further action is required.

Sharyn: Should the transaction reviewer send an ASK case for policy violations?
- Patrick: For full transparency the account ECDA and/or TR should always submit an ASK case. It will reduce the violations notated against the department and ECDA who ultimately are responsible for all transactions completed by their cardholder.
Hanna: Can we have the use tax field editable for every transaction?

- Jasmine/Patrick: ECMManager has rules in place to reduce the amount of incorrect use tax applications such as services. Too many inaccurate use tax updates would occur if we removed these rules.

Alison: When we zero out the use tax what is the best option for "use tax is not applicable"?

- Jasmine: Please use Incorrect Tax Rate

Chuck: Can a transaction reviewer research past cardholder transactions and their associated attachments?

- Jasmine: Please use either the Attachment Tool or the Transaction History Query. Both are located on the ECMManager home page.

Jennifer: What reasons would yield a cardholder's limit be reduced to $1? How would a cardholder or the department remedy this situation?
Linda: Do all transactions need to have an attachment by a certain date in terms of end of fiscal year?

- Patrick: Attachments must be uploaded within 10 calendar days. Corrections to Express Card transactions must be completed by July 10th for index, account, and comment updates.

Sarah: Is there a way to add a comment to an Express Card transaction after the transaction has posted to a ledger?

- Jasmine: Once redistribution is complete this feature closes. Instead of a comment attachments can still be updated/added via the Attachment Tool in ECMManager.

Tisha: Are packing slips required for all transactions?

- Patrick: The Express Card team only required an itemized invoice. Your department may have an internal policy requiring packing slips so please check with your supervisor or fund manager.