00:00:00:23 - 00:00:30:13

Patrick Etienne

Good morning everyone and thank you for joining the 2022 Camp IPPS Tips and Tricks for Procurement Card Cardholders and Delegates course. I am Patrick, the procurement card manager and your host for today's Camp IPPS course. Today, we will be reviewing tips and tricks for procurement card cardholders and delegates.

00:00:30:24 - 00:00:48:15

Patrick Etienne

A few things before we get started. This course is slated for 30 minutes. This course is best suited for those who regularly create and submit expense reports and have the role of a cardholder or delegate.

00:00:48:15 - 00:01:14:15

Patrick Etienne

Since we have a large audience for today, we kindly ask that you please turn off your cameras to reduce bandwidth and internet issues. I will do the same once I begin the presentation. Everyone is on mute. Please only unmute if prompt to do so by myself or one of the moderators.

00:01:15:03 - 00:01:37:16

Patrick Etienne

Our moderators for today are Emily Wong and Vanessa Torres. We ask that you submit any questions that you have in the last 10 minutes of today's course. We ask that you wait to submit your questions until we're almost done, as we may cover your questions.

00:01:37:23 - 00:01:55:07

Patrick Etienne

In today's presentation, we'll have about 10 minutes to answer any questions that come in via the chat. The moderators will let you know when to submit your questions in the chat. We want to ensure we don't distract attendees during the course.

00:01:56:02 - 00:02:19:10

Patrick Etienne

Any questions that we're actually not able to answer our moderators will take down your name and question and we'll send out a follow up email. I must also say, please do not direct message myself as I will not be checking the chat as we progress through this presentation.

00:02:19:10 - 00:02:42:16

Patrick Etienne

All right. So let's go ahead and jump into it. There are two types of delegates in Concur: request delegates and expense delegates. The requests and expense modules share delegates by assigning permissions to a delegate in one area.

00:02:42:21 - 00:03:23:23

Patrick Etienne

You are also assigning permission for both requests and expense. Once added, a delegate can perform all of the same actions as a normal user, except for submitting a new procurement card request or a procurement card expense report. A delegate can also submit expense reports on behalf of a cardholder when a delegation of authority request has been submitted in Concur and approved by the procurement card team.

00:03:23:23 - 00:03:43:15

Patrick Etienne

We will get into the details of the delegation of authority a little bit later in this presentation. Some of you might be familiar with how to add a delegate, but we're going back to basics in case some of you have not have a chance to add a delegate yet.

00:03:44:15 - 00:04:18:22

Patrick Etienne

Log into Concur using your single sign on. Select the profile icon on the top right of the screen, and then select profile settings. You'll select requests or expense delegate from the sidebar on the left. Select Add and start by typing in the name of the person you want to become your delegate. Type in the last name.

00:04:19:11 - 00:04:49:09

Patrick Etienne

Once you locate them, select the add button to the right. Your selected user will be added to the list of delegates. To manage their permissions, check the boxes of your preferred preferences and then select Save. The user will now be able to act on your behalf within the requests and expense module.

00:04:53:23 - 00:05:14:13

Patrick Etienne

So you've been added as a delegate. Now what. Once a cardholder has added you as their delegate, you can now go ahead and act on their behalf. From anywhere in Concur in the upper right, select the profile icon.

00:05:15:10 - 00:05:36:07

Patrick Etienne

If you are a delegate for another user, you will see a box stating acting as other user. Click on the box and select the user you will be acting on behalf of. Once you have chosen the desired user, then you can select start session.

00:05:39:00 - 00:06:03:16

Patrick Etienne

When acting as another user, a green box will display a new profile indicating that you're acting as a delegate for another user. To stop acting as another user, select the green box and then select done as acting for others.

00:06:08:09 - 00:06:29:24

Patrick Etienne

Now we've gone over a few of the basics. We're going to get into the specifics of things a delegate can and cannot do. So a delegate is there as a support cardholder and making requests or expensing transactions.

00:06:32:03 - 00:06:55:05

Patrick Etienne

Only the cardholder can assign someone as their delegate. You can be a delegate for multiple cardholders and also be their department administrator. We highly recommend that if you're the DA, that you're added as a delegate to all of your cardholders.

00:06:58:23 - 00:07:41:16

Patrick Etienne

So as a delegate, you can submit a request in Concur to cancel the card, increase or decrease limits, lift an MCC, which is a merchant category code, and update a cardholder's name or mail code. Delegates may also create expense reports, but will not have the authority to submit or approve them on behalf of the cardholder unless a delegation of authority is in place.

00:07:41:16 - 00:08:03:00

Patrick Etienne

As a delegate, you do not necessarily have assigned tasks or duties. You're kind of just over seeing. You're kind of just overseeing or assisting a cardholder that may need help with reconciling or uploading their receipts.

00:08:06:03 - 00:08:39:18

Patrick Etienne

As a delegate, you cannot. Have the procurement card team assigned you to a cardholder. Edit the notification emails that you received. Use the missing receipt icon feature if you're creating an expense report on a cardholders behalf. Submit a delegation of authority requests.

00:08:42:21 - 00:09:11:21

Patrick Etienne

Use the cardholders procurement card to make purchases. Store the card for the cardholder if they go on leave. We understand that some delegates may have over 20 cardholders and receiving cardholder email notifications and Concur can really become overwhelming for a delegate.

00:09:12:15 - 00:09:34:17

Patrick Etienne

There is an option for a cardholder to change their settings so that it will stop all Concur notification emails that their delegates would receive. Select the profile icon from the top right of your screen and then profile settings.

00:09:37:08 - 00:10:10:17

Patrick Etienne

Select expense delegates. Find a user that should no longer receive email notifications. And uncheck the receive email box. And then select save. If you wish to reverse this change in the future, you will follow the same process and check the receives email box.

00:10:11:23 - 00:10:39:06

Patrick Etienne

Unfortunately Concur capabilities do not allow for delegates to edit the notification email saying only the cardholder can do it for their own delegates. However, you can remove yourself as a delegate if you no longer wish to be that cardholders delegate.

00:10:39:07 - 00:11:03:19

Patrick Etienne

If you're transferring departments, you will need to remove yourself manually as a delegate. Concur will not automatically remove you as a delegate from your own department. So follow these steps to delete yourself as a delegate. Log into Concur.

00:11:05:24 - 00:11:34:07

Patrick Etienne

Click Profile and click profile settings. Select expense or request delegates on the left hand side. Click on delegates for, then select the person you would like to delete by checking the box on the top left of their name.

00:11:37:06 - 00:12:04:17

Patrick Etienne

Once you select your name, click delete. You have now removed yourself as a delegate. If you want to be able to do more as a delegate, we definitely have a solution for that. Delegation of authority. So what is a delegation of authority, you may ask.

00:12:07:07 - 00:12:31:15

Patrick Etienne

It is when a cardholder formally requests to delegate the ability to submit procurement card reports in Concur to their own delegates. The cardholder is still responsible for all charges on their procurement card and required to provide all supporting documentation.

00:12:34:06 - 00:12:58:17

Patrick Etienne

A cardholder can not delegate the delegation of authority requests in Concur, meaning the cardholder must be the one to submit it. Once the cardholder submits one delegation of authority request, it automatically applies to all their delegates.

00:12:59:20 - 00:13:37:16

Patrick Etienne

The procurement card team does not individually grant each delegate this access. Once a cardholder has this authority on their profile, anyone who is their delegate can submit expense reports on their behalf. In a nutshell, it means that me as a cardholder can submit a delegation of authority, request and Concur to have my delegates be able to not only create my expense reports, but click submit on my behalf.

00:13:37:16 - 00:13:58:21

Patrick Etienne

The final tip for today's course is for anyone who prepares expense reports. Let's go ahead and take a look at the COA fields within the report header of an expense report. And each field on the report header.

00:13:58:21 - 00:14:18:13

Patrick Etienne

You will see what looks like an hourglass on the left of each field. Next to that hourglass is a drop down arrow. Before you begin to search or type anything in. Best practice is to always select.

00:14:19:13 - 00:15:07:13

Patrick Etienne

Selecting either will allow you to search for either text or code. However. If you have it set to text and you type in a code, it will tell you no results have been found. In addition to that, when searching fields in the report header, you cannot manually type or copy paste a fund, Venue. Function. Program. Location. Project. Task or funding source.

00:15:07:13 - 00:15:24:16

Patrick Etienne

You can begin to type the first part you're looking for. And if you look below the gray line, you will see results narrowing down towards your search. Once you see your selection, you will want to click on it.

00:15:27:09 - 00:15:53:11

Patrick Etienne

If you're looking, if what you're looking for does not pre-populate, do not force enter it. If you do, once you click save and then go back in, the field will be blank. Concur will only say the things in the report header or allocations that are valid.

00:15:54:21 - 00:16:19:09

Patrick Etienne

In this final example. You can see that the financial unit is starting to be typed in and as more of the number is input in, it will locate the FinU listed under the gray line. You will always want to select what comes up under the gray line when searching.

00:16:19:09 - 00:16:40:03

Patrick Etienne

Again if it says no results found this means there is an error in your search or the financial unit you are trying to locate may not be valid. As promised, here are some of the links and knowledge based articles that we covered in today's course.

00:16:40:17 - 00:16:57:17

Patrick Etienne

These links are also being provided to you in the chat. This presentation will be posted on our procurement card Blink pages within the next few weeks, and a copy of the slides will be shared with registered attendees after camp.

00:16:58:19 - 00:17:07:02

Patrick Etienne

That concludes our review portion for Camp today. We're going to go ahead and spend the next few minutes answering questions that came in from the chat.

00:17:07:11 - 00:17:28:05

Vanessa Torres

Thank you, Patrick. Alrighty. So it looks like we got about three questions and so we're going to go to the first one. It says, we've seen instances where an expense report is routed to a supervisor approver rather than the financial unit approver. What are the scenarios in which this would occur?

00:17:28:05 - 00:17:48:01

Vanessa Torres

So this happens when a cardholder's profile has a supervisor listed as a default approver in expense. So this is a request that was submitted by a cardholder, a delegate, somebody in the department that said, "Hey, we want this cardholder's expense reports straight to supervisor".

00:17:48:23 - 00:18:09:09

Vanessa Torres

That is a field that used to be controlled by the department about three months ago. But we changed it because we needed to take back control of where we put the department administrator name and it locked all the fields for expense and request for routing purposes, for approvals.

00:18:09:19 - 00:18:35:15

Vanessa Torres

So if expense reports are routing to a supervisor, it means that that cardholder has a supervisor listed or B, Patrick, if you can chime in on this one, I'm drawing a blank. When your expense report is created and they're going to submit it, can't they manually add a supervisor to route to as well like somebody within the approval flow?

00:18:36:13 - 00:18:58:09

Patrick Etienne

Yes, that is correct. The message is either that it is automatically added in the profile, which means that any expense report that is in the cardholder's profile, which means any expense report that is submitted, it will be routed to that supervisor or whomever, that person that's been added within that default approval.

00:18:58:14 - 00:19:14:01

Patrick Etienne

One role, I believe, but also manually the cardholder can do so as well before they submit the expense report. They can select that it routes to their supervisor as well. So you are correct.

00:19:14:04 - 00:19:26:13

Vanessa Torres

All right. Thank you. So we just had a few more questions come in. And for time purposes, I'm just going to bounce around and answer like the quick ones. And then, Patrick, the there's one at the end. It's a little bit longer, so I'm going to add it.

00:19:27:24 - 00:19:41:17

Vanessa Torres

Okay. So if we have unique issues, should we submit a ticket in Services & Support or is there another place to ask for guidance? Yes, submit in Services & Support. We do have somebody that's going in there every single day.

00:19:41:17 - 00:20:00:00

Vanessa Torres

Our turnaround time for their initial request is a little over 24 hours. We also have office hours every single Wednesday from 9 to 10, except for today, oh wait, no, today's Thursday. And we don't get a lot of people in there some some weeks.

00:20:00:00 - 00:20:16:20

Vanessa Torres

We just sit there and talk to each other. So come in. Let us get to know you. But other than that, Services & Support. Next question. If a charge is refunded, does it have to be reconciled the same way as any other charge?

00:20:17:01 - 00:20:39:16

Vanessa Torres

Yes. So charges cannot be removed. So you'll see a refund come in. We do have on our billing page under FAQ, How to reconcile a credit. You use the same COA that you did for the original, you use the same receipt that you used for the original, and it would be processed the same as any other PCard charge.

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Vanessa Torres

Next question is how can a supervisor or a supervisor approver be removed? So that is a process that has to be done by us. So you would just submit a Services & Support ticket and say for this cardholder, please remove default approver for expense.

00:20:58:08 - 00:21:18:17

Vanessa Torres

We need you to specify which one because each field is different and how you can see that is the cardholder can go into their profile settings and look at their expense and request preferences and they can see where that supervisor's name is, whatever field that name is in that you want us to remove.

00:21:18:17 - 00:21:27:02

Vanessa Torres

Just state that in that case you can even provide a screenshot and say, "Hey, where this person's name is, please remove it."

00:21:27:02 - 00:21:49:21

Vanessa Torres

The next question is I notice that delegation of authority only allows me to submit PCard reports, but not any card reports. What would happen if a UCSD employee quits but they still have a travel report to submit on their account? How can I submit that report? Unfortunately, I can't speak to that because we don't manage the travel and expense card reports

00:21:49:21 - 00:21:58:04

Vanessa Torres

Patrick, they don't have delegation of authority for that, correct? So they would just have to reach out to Matt to find out what happened because I don't know if they have that.

00:21:58:17 - 00:22:20:12

Patrick Etienne

Yeah, that is correct, Vanessa. So as far as for the Travel & Entertainment Card, there is no delegation of authority function. So you would reach out to submit a Services & Support ticket. And Matt Oborne, who is the travel card program administrator, would be the one to respond to that case.

00:22:20:20 - 00:22:36:11

Patrick Etienne

And then I believe what they would do is actually transfer the profile, to transfer that card profile to someone that's going to be responsible for submitting that expense report on their behalf.

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Vanessa Torres

Awesome. Thank you, Patrick. And then last question that we will be able to get to is can we talk expense, expenditure types, and tax in both fields? These are where most of us get stuck and have to resubmit. How do we know the best expenditure type and what type of tax is added?

00:22:55:14 - 00:22:58:11

Vanessa Torres

Or if tax is not added, what is the reason?

00:22:59:23 - 00:23:10:14

Patrick Etienne

Yeah, I can definitely as far as speak to that just really quickly because we really don't have time and we want to be assured that we're, we know people got other courses to take here.

00:23:11:05 - 00:23:31:21

Patrick Etienne

But just quickly, the expense type decides whether the expense is taxable or not. On our Blink pages, you can go there and you can find a list of all expense types and it will indicate whether they are taxable or tax exempt.

00:23:32:04 - 00:23:54:24

Patrick Etienne

So the expense types decide whether the purchase is taxable or not. The ship-to zipcode decides what tax rate should be applied to that purchase. So for La Jolla, it would be 7.75, right? And then the sales tax on a receipt indicates whether sales tax was paid for that transaction or not.

00:23:55:08 - 00:24:15:01

Patrick Etienne

If you leave that sales tax on receipt field at zero, what will happen is that if you select a taxable expense type, oracle will apply use tax to that purchase. If you enter the tax paid on that receipt in that tax paid field, then Oracle will not apply its sales tax.

00:24:15:01 - 00:24:31:00

Patrick Etienne

I'm sorry, use tax to that purchase. That is kind of a quick run through as far as how tax is applied. If you would like to discuss as far as how taxes apply in more detail, as always, you can submit a Services & Support ticket.

00:24:31:00 - 00:24:49:03

Patrick Etienne

I know we're at time, but also please feel free to join us during office hours on Wednesdays from 9 a.m. to 10 a.m. as I'm not able to, 10 a.m., as Vanessa mentioned, where we can answer your questions live on a Zoom session and talk a little bit more in detail.

00:24:49:07 - 00:25:07:22

Patrick Etienne

Since we're at time, please don't forget to attend the Camp IPPS wrap up on Friday for a thank you and giveaways. Unfortunately, we just have to complete our training for camp today. So from myself and the rest of the procurement card team, we thank you for your time and questions.

00:25:08:10 - 00:25:09:23

Patrick Etienne

Enjoy the remainder of your day.