Concur P-Cards frequent asked questions

1. **Will there be any training?**
   a. There are short targeted training videos available to everyone.
   b. Here is a weblink to and overview of the process: Payment Cards in Concur Overview
   c. Additional training videos: http://it.tamus.edu/concur/training/
      i. Adding Payment Card Expenses to a Report
      ii. Itemizing a Payment Card Expense
      iii. Allocating (Splitting) a Payment Card Expense

2. **A Webex session has been set up 9/12 at 9am. In TrainTraq it is course# 2113526 or you can register for this course at the following link:**
   https://apps7.system.tamus.edu/TrainTraq/web/CourseDetails.aspx?cnum=2113526
   a. The Webex link will be emailed to you before the session.
   b. TAMU will be conducting this Webex so some information may not necessarily pertain to AgriLife. If you have any questions after the Webex, please contact AgriLife and we will be happy to answer any questions that you have.

3. **Routing – Will it be the same as travel?**
   a. Routing will initially be set up by copying the existing routing for travel expense reports.
   b. Routing will be available for you to see on FAMIS screen 919. Enter the type and expense.
      i. Type = Travel expense reports = E
      ii. Type = Travel requests = R
      iii. Type = Payment expense reports = P
   c. If you want the exact same routing as travel, no action is necessary on your part.
   d. If you want to make changes, please complete the attached form and submit to AgriLife Security to be updated. FORM - CONCUR ROUTING FOR PAYMENT CARD
   e. For routing questions, please contact Mary Castoria, 979-845-4794 or Mary.castoria@ag.tamu.edu

4. **Routing – will SRS be included in the routing?**
   a. Yes, SRS will be included in the routing. SRS routing will follow the same format that travel expense reports currently follow.

5. **How do I assign a delegate?**
   a. See instruction page attached – How to add a delegate.
   b. Same process end users (cardholders) would use for travel delegates.
   c. There is not a limit on the number of delegates that can be assigned.

6. **How will I be able to identify payment card versus travel card transactions?**
   a. Travel card transactions appear with an orange icon
   b. Payment card transactions appear with a blue icon

7. **Can I submit transactions for multiple cards on one payment expense report?**
   a. We encourage one card per report to help with expediting auditing/process by all approvers (department, SRS and back office).
   b. If a low number of transactions on cards, then cards can be combined into one payment expense report.
   c. Departments will not be charged per payment card expense report. This fee will be paid centrally.

8. **What are the deadlines for submitting expense reports?**
   a. Transactions must be imported into an expense report within 30 days of the transaction.
      i. Ex: if a transaction posts on 9/24/18, then you would have until 10/23/18 to add it to a payment expense report.
   b. Reports must be submitted within 45 days of the end of the Citibank statement cycle.
      i. Ex: for that same transaction (9/24/18), it will appear on the 10/03/18 Citibank statement, cardholders will have until 11/17/18 to SUBMIT the expense report.
   c. Reports can be submitted sooner than the deadline.
   d. Reports do not have to wait for the statement to close before submitting the payment expense report. Ex: if you only have a few transactions and do not anticipate any other expenses, then you can submit before the 45 days.
   e. If you have numerous transactions, then we encourage you to submit more frequently (ex: if 100 transactions a month, then submit weekly). This will help expedite routing and auditing for all users (department approvers, SRS and back office)
   f. One option could be to submit one report for local and one for state (especially if a large volume of transactions).
   g. We will still send out reminders to notify you when a payment card statement is available from Citibank.
   h. GCMS is not going away, it can still be utilized to review card activity, check balances, credit available, credit limits, etc.
   i. It will still be the department's responsibility to reconcile the statements in GCMS with the transactions submitted in Concur on payment card expense reports.

9. **What happens if I don't submit an expense report before the deadlines?**
   a. If payment card expense reports are not submitted within 45 days of the close of the Citibank statement cycle, payment cards will be suspended until all outstanding charges are submitted and complete routing/processing.
   b. Reports will be sent out to departments (business office) on a regular basis that will allow them to assist cardholders in submitting reports (similar to what you receive for travel)

10. **What will happen to the transactions that are on the 9/3/18 Citibank statement? The conversion from GCMS to Concur takes place before the end of the statement.**
   a. All transactions that post to Citibank on or prior to 8/31/18 will be in GCMS. Those transactions MUST be reallocated prior to noon on 9/4/18. FAMIS will pull these transactions from Citibank and post them to FAMIS on 9/6/18 in August business.
   b. All transactions that post to Citibank on or after 9/1/18 will automatically be fed into Concur. This process may take 1-2 days to process from Citibank to Concur, so you may not see transactions in Concur exactly on 9/1/18. The last few days of the billing cycle include a weekend and a bank holiday so the number of transactions that could be

impacted are minimal. If any transactions do post during this time, you will have until approximately 10/17/18 to submit them on an expense report.

11. **Do I have to have receipts for all transactions? With a travel card receipts are not required for certain expenses.**
    a. Itemized invoices/receipts are required for ALL transactions charged to the payment card.
    b. Documentation should include all pertinent information to document the expense.
    c. If using state funds, state documentation must also be included. In addition to the receipt/invoice, this could be in the form of an order form, order confirmation, quote, etc.

12. **Can equipment be purchased with the payment card?**
    a. Yes, equipment can be purchased with the payment card in accordance with your delegated purchasing limits. Please remember you current monthly and single transaction limits may need to be adjusted for this type of purchase.
    b. Any purchase over $10,000 must be submitted via AggieBuy as a requisition and routed to Purchasing to process accordingly.
    c. Assets will be created the same way they currently are for payment card.
    d. The preliminary fixed asset may be built in FAMIS or Canopy.
        i. Canopy
            1. Create a non-purchasing preliminary asset
            2. Update the asset data
            3. Mark asset with assigned number
        ii. FAMIS
            1. Screen 360, select option 4 – create non-purchasing preliminary asset
            2. Complete the preliminary fixed asset screens (360-362)
            3. Mark asset with assigned number
    e. Using either method will require you to enter the asset number in Concur on the transaction form.
    f. The asset will also need to be approved by Property Management. They will need the following information and documentation to approve the asset:
        i. Document number and asset number assigned in Canopy or FAMIS
        ii. Copy of the invoice/receipt

13. **Will I be able to allocate across different system parts?**
    a. Yes! Concur has the capability to cross system parts. You can allocate to any valid account for any system part that is using Concur.

14. **Right now, I have a separate card for 02-TAMU, 06-Research and 07-Extension. Will I need to keep all three of these cards?**
    a. It will not be necessary to keep all three cards since you will be able to allocate expenses across other system parts.
    b. New cardholder applications will be processed based on the person's adloc. This is the same process currently with travel cards.
    c. Existing cardholders will have some flexibility to decide which card to keep.
        i. Keep the card you are adloc'd to.
        ii. Keep the card that you typically use for the majority of your expenses.

15. **I have multiple cards in my name so that people can check them out. If I have to close cards and only have one I won't have enough available credit to conduct our business.**
    a. As you consider consolidating cards, we will work with you to adjust credit limits accordingly to meet your business office needs.
    b. Also, you might consider issuing cards to some employees to help reduce the check in/check out process if you feel that it would improve your office efficiencies. An advantage of this is that cardholders will be submitting payment expense reports. By submitting they are acknowledging the charges made using the card.

16. **Will there be reports to tell me what charges need to be submitted?**
    a. Yes, we will create new reports that will detail credit card charges that are over 30 days and over 45 days.

17. **What about personal charges? I know with travel I can mark an item as personal if I accidently use the incorrect credit card.**
    a. Personal charges on the payment card are not permitted. There will NOT be an option to check a box to mark personal.
    b. If you accidently charge a personal expense to the card, contact the vendor to see if they can credit the payment card and charge your personal credit card.
    c. If they are not able to do this then contact your business office/manager immediately. You will need to repay this amount and the business office will submit the funds to Banking & Receivables to process as a deduct from expenditure.
    d. This is the same process that we are currently using with this type of situation.
    e. As a reminder, repeatedly using a payment card for personal charges could result in suspension or permanent closing of the payment card.

18. **Can the Concur mobile app be used to capture receipt images?**
    a. Yes, the mobile app will work with payment card to allow you to take a photo of your receipt. It will automatically attach to the transaction and be included with your expense report.

19. **Who can I contact for more information.**
    a. Disbursements/Payment Card staff will be happy to assist you as start using Concur for payment cards.
        i. Jay Avila at 979-845-6147 or jay.avila@ag.tamu.edu;
        ii. Li Su at 979-845-2553 or LSU@ag.tamu.edu;
        iii. Kim Payne at 979-845-4764 or kpayne@ag.tamu.edu; or
        iv. Shiao-Yen Ko at 979-845-4778 or s-ko1@tamu.edu