Managing Corporate Card Transactions – Using Assigned and Unassigned Burst Reports

Presented by: Employee Travel and Reimbursement and the Office of Education for Research Administration & Finance

Session Learning Objectives

- Explain untimely postings
- Examine Duke's strategy for managing untimely corporate card transactions
- Explore strategies for managing corporate card transactions
- Explain how to use Unassigned and Assigned burst reports
  - Report content
  - Report distribution

Untimely Postings
Definition

- Untimely postings
  - Corporate card transactions not included in an expense report and posted to the general ledger in a "timely" manner
- Why is timely posting important?
  - Ensures general ledger accuracy
  - Ensures project expenses post during appropriate project period
  - Ensures funds spent in support of a specific, clear, compliant business purpose

The Goal:
No Untimely Postings!

But at a minimum – all expenses in a report supported with a receipt and business purpose prior to the untimely posting deadline.

GAP 200.029, Corporate Cards – Untimely Posting of Transactions

- ET&R posts to the ledger all corporate card transactions considered untimely in alignment with the Untimely Posting Schedule

Transaction Period (BofA Posting Dates)	Due Date to ET&R	Fiscal Month Posting
Jan 1 – Jan 31, 2021	03/15/2021	March 2021
Feb 1 – Feb 28, 2021	04/15/2021	April 2021
Mar 1 – Mar 31, 2021	05/17/2021*	May 2021
Apr 1 – May 15, 2021	06/15/2021	June 2021
May 16 – May 31, 2021	07/15/2021	July 2021
Jun 1 – Jun 30, 2021	08/16/2021*	August 2021
Jul 1 - Jul 31, 2021	09/15/2021	September 2021
Aug 1 - Aug 31, 2021	10/15/2021	October 2021
Sep 1 - Sep 30, 2021	11/15/2021	November 2021
Oct 1 - Oct 31, 2021	12/15/2021	December 2021
Nov 1 - Nov 30, 2021	01/18/2022*	January 2022
Dec 1 - Dec 31, 2021	02/15/2022	February 2022

GAP 200.029, Corporate Cards – Untimely Posting of Transactions

Types of Untimely Transactions

Assigned – Not Approved	Unassigned
Included in an expense report, but not routed for full approval	Expenses not included in an expense report; therefore no documented business purpose
Typically have a documentation supporting the expense report	Expenses may or may not have attached receipts
ET&R posts expenses to GL account 695685	ET&R posts expenses to GL account 695695

GAP 200.029, Corporate Cards – Untimely Posting of Transactions

Card Suspension Process

Duke University/MNMC	DUHS

• **Unassigned transactions**
   ▪ Posted to losses and damages
   ▪ Will result in card suspension
	• **Unassigned transactions**
	   ▪ Posted to losses and damages
	   ▪ Will result in card suspension

• **Assigned transactions**
   ▪ Posted to losses and damages
   ▪ Reoccurring issues
      • May result in card suspension
      • Disciplinary action for expense delegate
	• **Assigned transactions**
	   ▪ Posted to losses and damages
	   ▪ Will result in card suspension

• **Request for reinstatement after 90 days**
   ▪ Must provide receipts
   ▪ Management Center approval required
	• **Request for reinstatement after 90 days**
	   ▪ Must provide receipts
	   ▪ Management Center approval required

How can I manage corporate card transactions to prevent untimely postings and card suspensions in my business unit?

Use Unassigned and Assigned Burst Reports

Assigned/Unassigned Burst Reports

Assigned – expense reports with corporate card transactions not routed for all levels of approval.

Unassigned – list of corporate card transactions not included in an expense report.

- Includes all card transactions posted by Bank of America as of the prior business day
- Is static; therefore, real-time changes are not included
- Includes two tabs – one for unassigned transactions and another for assigned transactions

Report Distribution

TRaC Rep	Business Manager	Mgmt Center	Cardholder
Outstanding Transactions Assigned and unassigned transaction reports sent every Monday		*Outstanding Transactions* Assigned and unassigned transaction reports sent first Monday of the month	
Untimely Transactions Assigned and unassigned transaction reports sent every Wednesday		*Untimely Transactions* Assigned and unassigned transaction reports sent first Wednesday of the month	*Untimely Transactions* Unassigned transaction reports sent first Wednesday of the month

- Reports are not sent electronically to expense delegates.
  - TRaC Rep/Business Manager distribution is required

Report Distribution
Email Text – Outstanding

Travel Reimbursement & Corporate Card Representatives

This is the weekly update to notify you of outstanding Corporate Card transactions for the employees to which you are assigned. The attachments provided include a list of cumulative transactions that are outstanding as of the previous day.

The report labeled Unassigned will reflect transactions that have not been incorporated into an expense report. It is critical that expense reports are created and receipts uploaded for the unassigned transactions, since no action has been taken at this point. The report labeled Assigned will reflect a list of expense reports that include corporate card transactions which have not been routed for all levels of approval. Please follow up with the individuals with whom the workflow is currently assigned, so these are incorporated with the current fiscal month posting.

Please work with your departmental initiators to ensure processing is completed and expense reports are received in ET&R by the 15th of the upcoming calendar month to ensure timely processing on a monthly basis.

As a reminder, these are outstanding transactions as of the prior days activity.

Please contact Employee Travel & Reimbursement at Concur-ExpenseSupport@duke.edu with any questions you may have.

We appreciate your assistance with this process.

Employee Travel & Reimbursement

Report Distribution
Email Text – Untimely

Travel Reimbursement & Corporate Card Representatives

This email represents the official notification for the End of Period posting of untimely transactions scheduled for **08/16/2021**. All uncleared corporate card transactions with a Posted Date (Bank of America posting date) prior to **07/01/2021** will be charged to one of the g/l accounts described below depending on the status of the transaction at the time of the posting. *Please note that these g/l accounts cannot be reversed by departments.*

695685 – Unapproved Corporate Card Transactions; Assigned corporate card expenses without complete approval.

695695 – Unassigned Corporate Card Transactions; Unassigned corporate card expenses with no action taken.

To assist you with managing this process, the Employee Travel & Reimbursement (ET&R) team is providing a list of the outstanding transactions that meet the criteria for this untimely posting.

The report labeled Assigned will reflect a list of expense reports that include corporate card transactions which have not been routed for all levels of approval. These transactions will be charged to g/l account 695685 and the funding sources recorded in the individual expense reports. In the event the funding sources are grant codes, the default travel cost object will be used, if one exists and is not a grant code. If one does not exist or the default is a grant code, the default cost center on the position is used.

The report labeled Unassigned will reflect transactions that have not been incorporated into an expense report. These transactions will be charged to g/l account 695695 and the default cost object as described above.

As a reminder, all transactions with a posting date prior to **07/01/2021** that have not been incorporated into an expense report, routed for all levels of approval and received in ET&R by **08/16/2021** will be included in the untimely posting review. Expense reports received in ET&R by this deadline will be posted using the normal process.

Prompt action is necessary to avoid corporate card suspension based upon the designated Corporate Card Expense Report Policy.

Please work with your cardholders and departmental initiators to ensure timely processing on a monthly basis.   Expense reports should be completed and approved by the 15th of each month for all transactions in the prior month. Our goal is to minimize the number of untimely postings and have little to no impact on cardholders.

Please contact Employee Travel & Reimbursement at Concur-ExpenseSupport@duke.edu with any questions you may have.

We appreciate your assistance with this process.
Employee Travel & Reimbursement

Report Distribution
Email Text – Card Holder Untimely

<u>Subject Line - Assistance Needed : Corp Card Charges over 30 Days</u>

Dear Cardholder,

Employee Travel & Reimbursement colleagues are sending this email to assist you with managing the Corporate Card process for transactions greater than 30 days.

A list of the Unassigned Corporate Card transactions with corporate card posting dates prior to <u>**08/01/2021**</u> is attached for your use. Please submit the original receipts for all transaction(s) listed in the attached file to your departmental representative who processes these transactions on your behalf. If you have already submitted the original receipts to your departmental representative, please remind them to process the expense reports within the next 5 business days.

Your departmental business manager and Travel Reimbursement & Corporate Card representative (TRaC Rep) receive weekly email notifications for all transactions and can access reports in Concur to monitor on a daily basis. They should be using these resources to ensure all levels of approval for your corporate card transactions are completed by the published deadline.

You will receive an automated email notification if there are expense reports in your queue ready for you to review and approve.   Please submit expense reports using the Concur Online Expense Report system or the Concur Mobile Application.

https://shib.oit.duke.edu/idp/profile/SAML2/Unsolicited/SSO?providerId=concur

As a reminder, the final deadline for all outstanding transactions with a posting date prior to <u>08/01/2021</u> is <u>09/15/2021.</u> Your assistance with processing these outstanding transactions is needed to ensure no corporate card suspensions are applied based upon the designated Corporate Card Expense Report Policy.

If you have any questions related to the approval process, please contact your departmental representative or business manager.

We appreciate your prompt attention to these outstanding transactions.

Duke University
Employee Travel & Reimbursement Team

Let's explore the reports ...

Status is Important

Status	Meaning	Action
Not submitted	Expense report has not been submitted by the employee	• Has the employee been "notified?" • If notified, follow-up with employee for submission
Submitted & Pending Departmental Approval	Expense report is with the department approver for review	• Follow-up with department approver
Pending Funding Approval	Expense report is with a funding source approvers for review	• Follow-up with funding approver
Submitted & Pending Management Center Approval	Expense report is with a management center for review	• Follow-up with management center approver
Sent Back to User	Expense report has been returned to employee	• Follow-up with employee/expense delegate • Expense delegate receives notification of return if employee has given access to email • Comments will be included
Submitted & Pending Review & Approval by ET&R	Expense report with ET&R for final approval	• No action required

Keys to Success

- Have a defined process in your business units
    - Who distributes report information to employees and expense delegates?
    - Business Units often copy and paste lines of the report for distribution

- Understand the difference between the Monday and Wednesday reports
    - Monday contains **ALL** corporate card transactions
    - Wednesday contains **POTENTIALLY UNTIMELY** corporate card transactions
    - Pay attention to transaction dates and untimely posting deadlines
    - Make sure you are communicating about the most pressing transactions. Communication around every transaction or expense report is not necessary. Focus on transactions close to being untimely.

- Unassigned transactions may or may not have receipts
    - Remind employees to leverage electronic receipt options

Resources

- Concur – Concur.duke.edu
  - Dedicated website
  - Quick Reference Guides
  - Video demos
  - Business Process Changes
  - Policies & Procedures
- Travel & Reimbursement Related Policies - https://finance.duke.edu/travel/policies
- ET&R Customer Service
  - Concur-ExpenseSupport@duke.edu
  - 919-668-3877

Thank you!