Welcome!

This presentation will be recorded

The 2022 Card Programs Forum will start shortly

All attendees are muted upon entry

Please utilize the Q&A Tool to submit questions
  • The team will address questions throughout the presentation

Presentation slides will be made available by email to all attendees
Card Programs Forum 2022

October 6, 2022
Welcome

Mike Kuhner
Assistant Vice Chancellor and Chief Procurement Officer
Supply Chain Management
Welcome

Vartan Vartkessian
Assistant Director, Business and Financial Services
Supply Chain Management
Agenda

- Welcome
- Introduction
- FY 22-23 Goals
- Card Program updates
- Best practices
- Survey results
- Preferred Payment Terms
- Question and answer session
Your Supply Chain Staff Here Today

- **Mike Kuhner**, Assistant Vice Chancellor and Chief Procurement Officer
- **Vartan Vartkessian**, Assistant Director, Business & Financial Services
- **Robert Fischer**, Banking Card Program Coordinator, Business & Financial Services
- **Jennifer Thompson**, Banking Card & Expense Management Supervisor, Business & Financial Services
- **Jim Hewlett**, Communications Analyst
- **Crystal Ross O’Hara**, Client Relationship Manager
Card Programs Overview

- **Preferred Booking Program**
  - Formerly known as “CTS”
  - Direct Bill

- **Procurement Card**
  - Used to purchase goods and some limited services

- **Travel Card**
  - Used to purchase UC Davis travel and/or entertainment
Fiscal Year 22-23 Goals

- Encourage card program growth through continued outreach

- AggieExpense (formerly AggieTravel) **Request** updates for card administration
  - All applications and changes will use **AggieExpense Request**
    - Applications
    - Increases/Decreases
    - MCC’s/Declined cards
    - Name change

- Q1 2023
Card Program Updates

- Use AggieExpense for all card reconciliation
- U.S. Bank Paperless statements
  - Unlimited access to statements
  - Sustainability!
  - Contact cardprogramhelp@ucdavis.edu for assistance with online access
Best Practices: Preferred Booking Program

- Ensure you are billing to the correct card
  - Use the PDF form to make **local hotel reservations**
  - Use AggieExpense Travel to purchase airfare
    - Choose: UCD Campus CTS for Airfare (3138)

Best Practices: P-Card

- **Utilize a Purchase Log**
  - Useful to track expenses as card is used; compare to imported expenses ready for reconciliation

- **Reconcile multiple expenses on a single AggieExpense report**
  - At minimum, one report per month (unless no expenses)
  - Depending on card usage, submit one report each week, or every other week
  - Do NOT submit one expense per report (unless you only had one for the whole month)

- **Attach ALL receipts to AggieExpense reconciliation**
Best Practices: P-Card

- Amazon Web Services: Include IET ticket in reconciliation
- Fiscal officers should review purchases within 30 days
  - Cannot dispute transactions after 60 days
- Business Purpose
  - How does the trip or event support the university’s mission of teaching, research, or public service?
- Separation of duties
  - The fiscal officer should not be subordinate to the cardholder.
  - Purchases are to be verified and properly received.
P-Card: Software Purchases

- Purchase through KFS; Pay with P-Card
- User submits **No-Cost Agreement** (NCA) in KFS to have Terms & Conditions reviewed for the software they wish to purchase
- The **Approval Form for Software and Related Services** must be attached to that KFS NCA
- Once the NCA is fully approved, the cardholder may use P-Card to remit payment
- Cardholder will reference the KFS PO/PA number in the AggieExpense reconciliation report
- KFS doc must include all the proper ‘back-up’
## Best Practices: P-Card

<table>
<thead>
<tr>
<th>ALLOWED</th>
<th>NOT ALLOWED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advertisements (7361 commonly blocked)</td>
<td>Animals</td>
</tr>
<tr>
<td>Books, Dues, and Journals (not to publish)</td>
<td>Split purchases</td>
</tr>
<tr>
<td>Classroom/Cleaning/Lab supplies</td>
<td>Travel expenses, including Parking</td>
</tr>
<tr>
<td>Computer accessories</td>
<td>Catalog items in Aggie Buy, campus contracts</td>
</tr>
<tr>
<td>Gift Cards (6540 commonly blocked)</td>
<td>Firearms, ammunition, and/or explosives</td>
</tr>
<tr>
<td>Internet/Online payment mechanisms (e.g., PayPal) where payee can be</td>
<td>Hazardous material</td>
</tr>
<tr>
<td>identified</td>
<td>Internet/Online payment mechanisms (e.g., eBay) where payee cannot be identified</td>
</tr>
<tr>
<td>Landscaping supplies</td>
<td>Purchases with large agreement vendors (other billing mechanisms are in place)</td>
</tr>
<tr>
<td>Non-inventorial equipment</td>
<td>Personal charges</td>
</tr>
<tr>
<td>Professional Memberships</td>
<td>Outbound USPS or other carrier shipping – Use AggieShip</td>
</tr>
</tbody>
</table>
AggieShip is available to UC Davis departments, as well as School of Medicine, Hospital, and ANR staff on UC Davis payroll.

AggieShip provides options to use FedEx, UPS or DHL.

AggieShip provides shippers the ability to ship internationally (documents and books, UC Davis promotional items, course materials) and certain hazardous materials, after completing the requisite training.

https://aggieship.ucdavis.edu
Mail Services

- P-Card and Travel card should not be used for shipping or mail
- Mail Services is a division of SCM’s Distribution & Logistics
- [https://supplychain.ucdavis.edu/shipping/mail-services](https://supplychain.ucdavis.edu/shipping/mail-services)
- USPS Mail Services available on campus!
- Very few reasons to use shipping and mailing services outside of Supply Chain Management
  - Remote locations
- Contact [mailservices@ucdavis.edu](mailto:mailservices@ucdavis.edu) for more information
Best Practices: Travel Card

- One trip or event per report
- Attach REQUIRED receipts to AggieExpense reconciliation
- Business Purpose
  - How does the trip or event support the university’s mission of teaching, research, or public service?
- Fiscal Officer and Department Approval required
  - Chart H differs
- Notify US Bank when traveling abroad
Best Practices: Travel Card

- Personal or accidental charges
  - Do NOT pay U.S. Bank directly
  - Reconcile as Personal or Non-Reimbursable
  - Cardholder reimburses through mybill.ucdavis.edu
### Best Practices: A side-by-side comparison

<table>
<thead>
<tr>
<th>Procurement Card</th>
<th>Travel Card</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multiple transactions on one report</td>
<td>One trip or event per report</td>
</tr>
<tr>
<td>Attach ALL receipts</td>
<td>Attach only REQUIRED receipts &amp; documentation</td>
</tr>
<tr>
<td>Business Purpose</td>
<td>Business Purpose</td>
</tr>
<tr>
<td>Fiscal approval</td>
<td>Fiscal approval</td>
</tr>
<tr>
<td>Change department = new application</td>
<td>Change department = new application</td>
</tr>
<tr>
<td>US Bank Online</td>
<td>US Bank Online</td>
</tr>
<tr>
<td>Subscriptions</td>
<td>No subscriptions</td>
</tr>
<tr>
<td><strong>For purchasing low value supplies</strong></td>
<td><strong>For Travel or Entertainment</strong></td>
</tr>
</tbody>
</table>
Survey Results

- What we learned
- Questions & answers
- What is working
- Areas for improvement
Survey Results – the fine print

Responses

309 Travel Card + 154 P-Card = 347 Responses

62% Davis Campus
19% Health Campus
19% ANR or other
Survey Results – What we learned

- 0% Prefer to use a PO!
- 17% Policies could be easier to find
- 72% Prefer online training
- 99% Prefer AggieBuy or P-Card
- B+ Card Program Team Grade
Survey Results – Your Questions

Which card do I use?

How can I buy gift cards?

I made a mistake; how can I fix it?

Why do I need an exception to pay for shipping expenses?

How can we report unusual expenses?

Why can’t we buy software with a P-Card?

My card limit is too restrictive.
Survey Results – Answers

Use the P-card for supplies and the Travel card for Travel and Entertainment expenses.

AggieBuy is the preferred method of purchasing gift cards.

Contact cardprogramhelp@ucdavis.edu to report the mistake.

With a fully approved Purchase Agreement, you may use the P-Card to pay for software purchases.

AggieShip and Mail Services are the preferred methods for outbound shipping.

Send an email for assistance reporting unusual expenses.

Speak to your fiscal officer about increasing your card limit.
Survey Results – What is working

Cards
The cards meet the campus needs
• Cards are easy to obtain and use
• Cards are convenient

Team
The Card Program team
• Robert is great!
• Every team member received a shout out in the survey!
Survey Results – Areas for improvement

Communication

Rumors and Misinformation
- Some survey comments indicated cardholders are not familiar with policy
- Need more content explaining software purchases
- Need more help when card misuse occurs

Training

More Online Resources
- Policy and Procedures
- Buying Gift Cards
- P-Card for Software
- Self-Help guides
Preferred Payment Terms

Standard Payment Terms
- Payment Plus (Preferred)
  - NET terms
- Paymode-X (ACH)
  - NET 30
- Paper check
  - NET 60

Certified Small Business Payment Terms
- Payment Plus (Preferred)
  - NET terms
- Paymode-X (ACH)
  - NET 15
- Paper check
  - NET 15
### Contact Information

#### Campus Program Coordinator
- General questions about the purchasing card program, including the application process, status of an application, or satisfying training requirements
- Card charge/credit disputes
- Report lost/stolen cards
- Cancel a card when the cardholder is leaving the department

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
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<tbody>
<tr>
<td>Robert Fischer</td>
<td>(530) 754-1361</td>
<td><a href="mailto:cardprogramhelp@ucdavis.edu">cardprogramhelp@ucdavis.edu</a></td>
</tr>
</tbody>
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#### Campus Card Programs Administrator

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<tr>
<th>Name</th>
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<th>Email Address</th>
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<tbody>
<tr>
<td>Jennifer Thompson</td>
<td>(530) 752-2091</td>
<td><a href="mailto:jenthompson@ucdavis.edu">jenthompson@ucdavis.edu</a></td>
</tr>
</tbody>
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#### U.S. Bank Customer Service
- To report a lost/stolen card, unauthorized charges, and disputed charges when resolution cannot be reached with the vendor

<table>
<thead>
<tr>
<th>Phone Number</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>(800) 344-5696</td>
<td>Online Customer Service</td>
</tr>
</tbody>
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#### Campus Police Department
- Report cards stolen while on campus property; for cards stolen away from campus property, report to the local police for that area

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>(530) 752-1230</td>
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