

# UBC VISA OVERVIEW

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# OVERVIEW



- Card Types
  - Goods/Services
  - Travel
- Card limits
  - Monthly
  - Transaction
- Troubleshooting transactions

- Transaction posting and timeline for loading into Workday

- Creating expense reports
- Common issues
- Draft Expense Reports
- Credits and Refunds
- Backup documentation
- Personal Expenses
- Reminder Emails

- Workflow for review and approval

- Finding reconciliation status for transactions to confirm reconciliation is complete



## UBC VISA CARDS

- All cards are now under the UBC Visa program
- Cards originally issued as PCards have the same settings as Goods and Services only cards by default. Users can apply to add travel

| Card Type                         | Goods and Services Transaction limit(CAD) | Travel Transaction limit(CAD)              |
|-----------------------------------|---|--|
| <b>Goods, Services and Travel</b> | \$3,500                                   | \$15,000                                   |
| <b>Goods and Services</b>         | \$3,500                                   | Not allowed                                |
| <b>Department</b>                 | \$3,500                                   | No specific limit, monthly balance applies |





# GOODS AND SERVICES VS TRAVEL AND ENTERTAINMENT

- The UBC Visa uses Merchant Category Codes(MCC) to differentiate between goods and services from travel and entertainment
- When a merchant applies to accept VISA as a payment type they are assigned a Merchant Category Code
- The Visa system can check against simple MCC rules at the time of purchase
- In the credit card system there is a list of “Goods and Services”, “Travel and Entertainment” and “Prohibited” codes
- If a merchant has a code that matches our Travel and Entertainment list the transaction can be blocked for Goods and Services only cards or use a higher per transaction limit for travel cards



## TRANSACTION LIMITS

- The transaction limit for goods and services is set at 3,500CAD to align with UBC's procurement policies
- For travel expenses higher limits are available
  - There is a standing PO exemption for travel which allows us to set a higher limit
- Other items with standing PO exemptions are not reflected in the credit card program because they do not map to merchant categories



# TRANSACTION LIMIT INCREASES

- Purchase orders UBC's main process for purchases >3,500 CAD
  - Cardholders should engage the buyer for their area to evaluate their options
  - The Credit Card Team may recommend a purchase order if the case for making an exemption is not clear
- Temporary transaction limit increase
  - To get a limit increase approved the request must
    - Must justify why a purchase order is not needed or is not feasible
    - Include backup documents from the supplier substantiating price
  - Examples
    - Merchant won't accept purchase orders or other UBC payment methods
    - Rush or emergency orders requiring upfront payment
    - Purchase meets criteria for a Purchase Order Exemption



## MONTHLY LIMIT INCREASES

- The monthly cycle is 16<sup>th</sup> to 15<sup>th</sup>
  - ex. Feb 16<sup>th</sup>-March 15<sup>th</sup>
- The cards are automatically paid centrally each cycle
- On the 16<sup>th</sup> the available monthly balance on each card resets
  - Available balance **is not connected** to reconciliation
- If a cardholder uses up their monthly limit they can submit a request to temporarily increase it
- Temporary monthly limit Increases
  - Used when there is a planned or unexpected spike in spending on a card
  - Can be backed up with an explanation for why the spend is higher than normal
  - Examples of monthly limit increase reasons
    - Setting up a new lab
    - Field trip



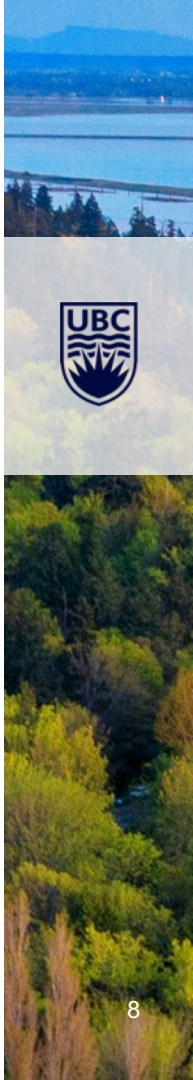
# CREDIT CARD FORMS

Credit Card forms have been built into Workday using 'Requests'

There are four request types:

|   |   |
|---|---|
| Credit Card Request   Application                 | To apply for a new corporate credit card  |
| Credit Card Request   Limit Change                | To apply for a transactional or monthly limit change on an existing corporate credit card   |
| Credit Card Request   Personal Information Change | To update personal information on an a corporate credit card                                |
| Credit Card Request   Status or Card Type Change  | To cancel, suspend, re-activate a card<br>To change the card type of a card(ex. add travel) |

Each of these will be routed to the credit card team for review. Once they have been reviewed they will be routed for approval in Workday or sent back





# DECLINED TRANSACTIONS

Card declines are usually for one of the following reasons:

## **Above transactional or monthly limit**

Consider if you require a PO. You can find the credit card forms following the steps [here](#). Select request type “Credit Card Request | Limit Change” for options on increasing card limits.

## **Card not enabled for Travel and Entertainment**

If you have a Goods and Services only card and you attempt a purchase with a supplier using a travel and entertainment merchant category code your transaction will be declined.

## **Flagged for security review**

A card or transaction can be flagged for fraud review by Scotiabank’s system.

Once this happens some or all transactions will decline.

Fraud review is occasionally triggered by legitimate transactions.

To resolve this the **cardholder** can contact Scotiabank. The cardholder will need their **date of significance** to talk to Scotiabank.

Scotiabank: Commercial Card Service Centre: 1-888-823-9657

Outside Canada and USA, Call Collect 416-750-6138



# WHEN DO TRANSACTIONS APPEAR IN WORKDAY

**Loading a transaction into Workday takes at least 1 day but usually takes 2-3.**

The most significant variable is the *merchant's* posting timeline. Some merchants will not charge a card until the order is shipped which can significantly delay when the transaction is available for reconciliation.

Once a merchant attempts to charge your card the process is:

### **Authorization**

Merchant tries to charge the card. Transaction is checked against transaction limit, monthly limit and card settings such as whether travel and entertainment are enabled. This is the step where declined transactions happen.

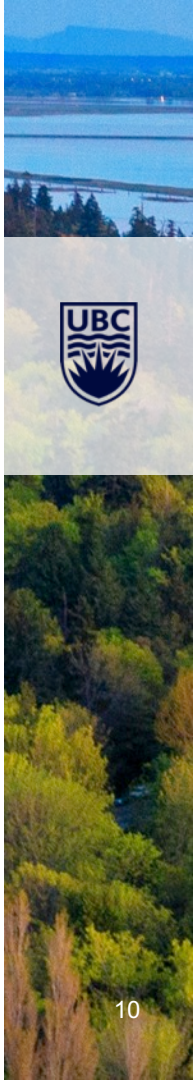
Once a transaction reaches this state it reserves the transaction amount from the monthly balance.

### **Posting**

When the merchant provides full transaction information to the bank. Timeline for posting is controlled by the merchant. Most transactions are posted 1 or 2 days after the transaction.

### **Loading to Workday**

UBC receives a file from our bank with the details of transactions posted the previous day. When these files are received they are automatically loaded into Workday and will appear in the Cardholder's Workday account.



# RECONCILIATION SUPPORT

- Instructions for reconciling the UBC Visa are available at [https://ubc.service-now.com/selfservice?id=kb\\_article&sysparm\\_article=KB0016793](https://ubc.service-now.com/selfservice?id=kb_article&sysparm_article=KB0016793)
- Users requiring support with the reconciliation process should contact the Integrated Service Centre at [isc.ubc.ca](https://isc.ubc.ca)



# CREDITS, REFUNDS & DISPUTED TRANSACTIONS

- Credits, refunds and disputed transactions must still be reconciled
- Credits and refunds use the exact same processes as other transactions
- Disputed transactions including fraud must still be reconciled
  - If the dispute is successful a credit will post to your card
  - Reconciling the disputed transaction on the same expense report as the credit can make the situation more clear
- Use the missing receipt option for these charges and credits as no backup will be available



## PERSONAL EXPENSES

If a card is used for personal expenses the cardholder must pay back the University

- In Workday there is an option to flag an item as a personal expense.
  - This will generate a payroll deduction in the system
  - There are limits to how much can be deducted from an employee's pay.  
If the personal charge is high the payroll deduction will be cancelled and the department must arrange repayment with the cardholder





# EXPENSE REPORT IN DRAFT

- A Credit Card transaction can only be attached to one Expense report at a time
  - If a credit card transaction is added to an expense report but that expense report is not submitted the transaction will no longer be available when a new expense report is created
  - Some cardholders have thought they submitted the transaction but it sits on a draft expense report
- Draft expense reports should either be submitted or cancelled
  - Instructions for [How to view, cancel or change an Expense Report](#)
  - If an end user is unsure what expense report a transaction is on they can submit an ISC ticket for support at [isc.ubc.ca/](http://isc.ubc.ca/)



# BACKUP DOCUMENTATION AND MISSING RECEIPTS

- Cardholders are responsible for collecting backup documents for their credit card transactions
- From the Expenditure guidelines:

“Missing receipt declarations are to be used when it is impossible to obtain a copy or no receipt is available. Claimant must acknowledge receipts are missing and certify the expense is for UBC related business and that it will not be claimed elsewhere.”
- Workday Expense report has a ‘Missing Receipt’ button to indicate the transactions that do not have a receipt



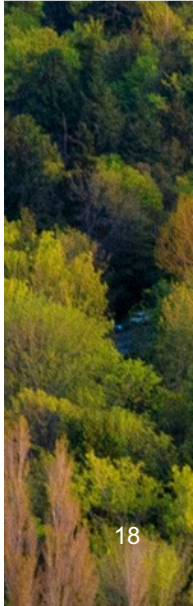
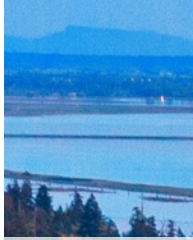


# RECONCILIATION REMINDERS AND LATE RECONCILIATION

- Reconciliation is due to be completed within 60 days of the charge posting to the account
- Reminders are sent twice a month
- The emails include information that is currently hard to access for end users
- The Expense report number for items that are in draft status is included



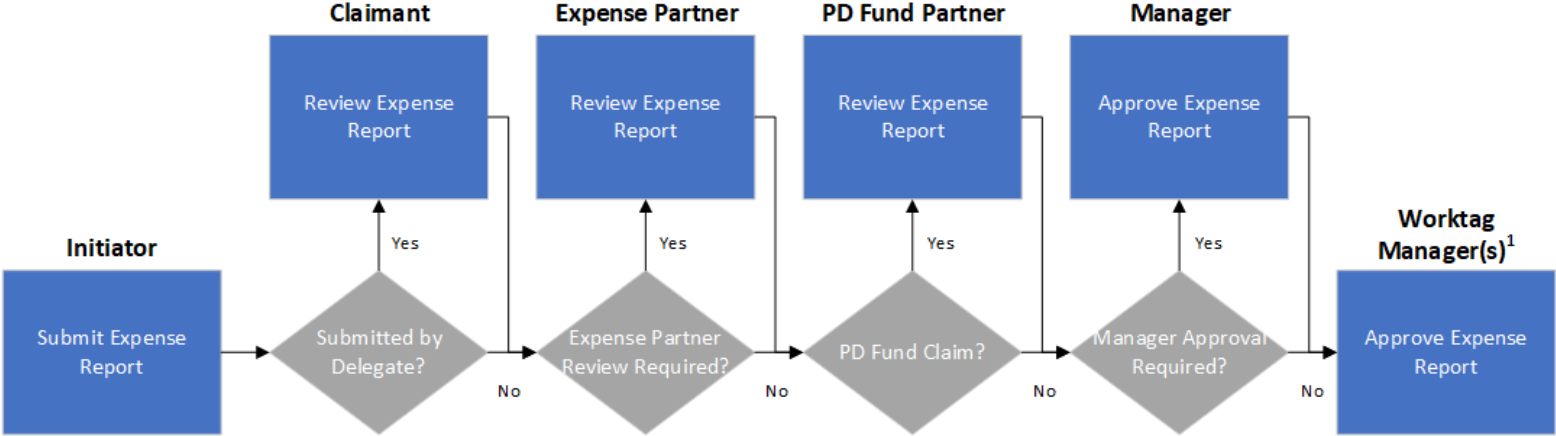
# RECONCILIATION DEMO





# EXPENSE REPORT REVIEW AND APPROVAL PROCESS

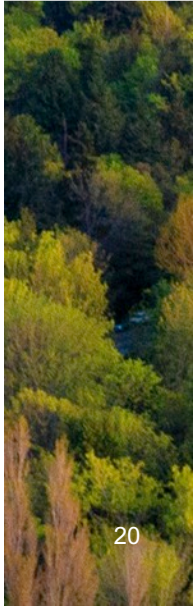
Credit Card Expenses use the same approval workflow in Workday as all other expense reports



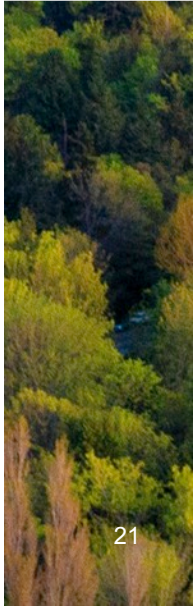
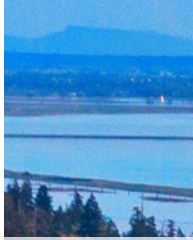
<sup>1</sup>Worktag Manager in this context refers to Program Managers, Grant Managers, Project Managers, Gift Managers, Gift Initiative Managers, and/or Cost Center Managers

# FINDING CURRENT APPROVAL STATUS

DEMO



# Q&A





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