Faculty & Staff Town Hall

July 27, 2023
Agenda

UC Riverside has embarked on an important effort to update financial processes and systems across the campus. The program team hosts Town Halls as part of our efforts to prepare and educate the campus’ faculty and staff on related changes and preparation activities.

This Town Hall is recorded and will be posted to the Impact23 website under News & Events (Recorded Events).

<table>
<thead>
<tr>
<th>TOPIC</th>
<th>PRESENTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome &amp; Timeline</td>
<td>Asirra Suguitan &amp; Gerry Bomotti</td>
</tr>
<tr>
<td>Stabilization Channels &amp; Metrics</td>
<td>Josh Hoerger</td>
</tr>
<tr>
<td>Deployment Updates</td>
<td>Stephanie Flores &amp; Bobbi McCracken</td>
</tr>
<tr>
<td>Training Updates</td>
<td>Helen Kotke</td>
</tr>
<tr>
<td>Question &amp; Answer</td>
<td>Josh Hoerger</td>
</tr>
</tbody>
</table>
Stabilization Metrics

Stabilization Channels

Josh Hoerger
BFS Financial System Project Manager
Tier 1: Self-service options include training, Oracle Guided Learning (OGL), and information on the website. OGL guides can be printed or emailed for step-by-step instructions.

Tier 2: Ask your peers for help using SLACK channels. There are two types of channels: Org-channels and Community of Practice channels. Department SMAs and Extended Testers are supporting inquiries and helping identify issues during stabilization. If your question or problem persists, attend Office Hours and/or submit a ticket!

Tier 3: Reach out to the Concierge team for further assistance. You can submit a ticket in the Finance & Administration Support portal and click "Request Help," or call the Concierge helpline at 951-827-9990. Agents are available M-F from 9 am to 4 pm (closed for lunch from 12 - 1 pm).

To ensure efficient handling of your inquiries, we request that you submit them through either the portal or the concierge helpline, to minimize multiple records and speed up our response times. We appreciate your support!
Office Hours Support

Office hours are informal sessions where personnel from central offices and department volunteers assist users who have access to our new finance and research systems. **Past Office Hour recordings are being added to the webpage!**

<table>
<thead>
<tr>
<th>Topics Related To</th>
<th>Office Hours Schedule</th>
<th>Link to Join</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boundary System &amp; COA Guidance (Work Order, UCPath, and Banner)</td>
<td>Wednesdays, 3–3:30 pm</td>
<td><a href="https://ucr.zoom.us/j/93787188359">https://ucr.zoom.us/j/93787188359</a></td>
</tr>
<tr>
<td>Budget &amp; Oracle COA Management</td>
<td>Thursdays, 3-3:30 pm</td>
<td><a href="https://ucr.zoom.us/j/97174619680">https://ucr.zoom.us/j/97174619680</a></td>
</tr>
<tr>
<td>Financial Reporting</td>
<td>Tuesdays, 3–3:30 pm</td>
<td><a href="https://ucr.zoom.us/j/95567817621">https://ucr.zoom.us/j/95567817621</a></td>
</tr>
<tr>
<td>Kuali Sponsored Programs (Proposal Development &amp; Related Forms)</td>
<td>Wednesdays, 9–10 am</td>
<td><a href="https://ucr.zoom.us/j/95269242540">https://ucr.zoom.us/j/95269242540</a></td>
</tr>
<tr>
<td>Post-Award for Contracts &amp; Grants</td>
<td>Mondays, 9:30–10 am</td>
<td><a href="https://ucr.zoom.us/j/97925305538">https://ucr.zoom.us/j/97925305538</a></td>
</tr>
<tr>
<td>Procure to Pay and PCard</td>
<td>Fridays, 10:30-11 am</td>
<td><a href="https://ucr.zoom.us/j/94472310691">https://ucr.zoom.us/j/94472310691</a></td>
</tr>
<tr>
<td>Travel/Non-Travel Reimbursements &amp; ePay</td>
<td>Mondays, 10:30-11 am</td>
<td><a href="https://ucr.zoom.us/j/98498457403">https://ucr.zoom.us/j/98498457403</a></td>
</tr>
</tbody>
</table>
- [https://ucrsupport.service-now.com/finadmin_portal](https://ucrsupport.service-now.com/finadmin_portal)

- Support for Impact23, spanning Business & Financial Services (BFS), Financial Planning & Analysis (FP&A), and Research and Economic Development (RED), with integration to ITS's ServiceLink for coordination.
Stabilization Summary as of 7/25/2023

- Total Active Users: 791
- Closed Tickets: 309
- Open Tickets: 263
- Total to Date: 572

7 Day UR Count

<table>
<thead>
<tr>
<th>Date</th>
<th>Open</th>
<th>Closed</th>
<th>Awaiting Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/19/2023</td>
<td>58</td>
<td>34</td>
<td>3</td>
</tr>
<tr>
<td>7/20/2023</td>
<td>40</td>
<td>24</td>
<td>7</td>
</tr>
<tr>
<td>7/21/2023</td>
<td>27</td>
<td>12</td>
<td>3</td>
</tr>
<tr>
<td>7/22/2023</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>7/23/2023</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>7/24/2023</td>
<td>30</td>
<td>58</td>
<td>1</td>
</tr>
<tr>
<td>7/25/2023</td>
<td>25</td>
<td>21</td>
<td>1</td>
</tr>
</tbody>
</table>

Open UR's by Assignment Group

- FIN User Access: 8
- FIN Travel & Expense: 33
- FIN Procurement & Accounts Payable: 104
- FIN Payroll Coordination & Analysis: 11
- FIN ITS Administrative: 11
- FIN General Inquiry: 5
- FIN General Accounting: 7
- FIN Financial Reporting: 8
- FIN Contracts & Grants: 37
- FIN Chart of Accounts (COA) Guidance: 24
- FIN Budget: 11
Concierge agents are knowledgeable representatives who can address your inquiries, troubleshoot issues, and collaborate with you to find solutions.

**Hours of Operation**
Monday – Friday: 9:00 am – 4:00 pm
Closed for lunch from 12:00 p.m. - 1:00 p.m.

**SERVICE AREAS COVERED***
Call the Concierge Helpline at (951) 827-9990 with questions related to:

- Press 1 for Budget
- Press 2 for Financial Reporting
- Press 3 for Contracts and Grants
- Press 4 for Procurement and Accounts Payable
- Press 5 for Travel and Expense
- Press 6 for all Other Inquiries
Stabilization Summary as of 7/25/2023

- 72% of calls were answered by a Concierge Agent
- Procurement and Budget queues have the highest volume of callers
- The average duration of a call is 3 minutes

<table>
<thead>
<tr>
<th>Call Group</th>
<th>Total Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>All other Inquiries</td>
<td>35</td>
</tr>
<tr>
<td>Budget</td>
<td>43</td>
</tr>
<tr>
<td>Financial Reporting</td>
<td>12</td>
</tr>
<tr>
<td>Grants &amp; Contracts</td>
<td>15</td>
</tr>
<tr>
<td>Procurement &amp; Accounts Payable</td>
<td>54</td>
</tr>
<tr>
<td>Travel &amp; Expense</td>
<td>27</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>186</strong></td>
</tr>
</tbody>
</table>
Communication of Key Issues & Resolutions

1. Targeted Emails
2. Known Issues & CoP
3. Stabilization Digest
4. User Group: 8/3 @2pm
Deployment Updates

Stephanie Flores

Bobbi McCracken
Oracle Budget

- Final 6/30 Perm Budgets were loaded this week. The 5/31 cash balances for non-Perm Funds were loaded for Go-Live so that all funds would be available in Oracle Budget. The budget instructions were to have your Perm Budgets where you needed to spend in FY24. If that did not occur, then you need to do a temporary budget adj in Oracle Budget between your activity where the Perm Budget is and the activity where you are trying to spend while you wait for the 6/30 balances to be loaded in mid-August.
  - This is one of the main reasons for the errors that transactors are receiving.
  - Recommendation – Run the Activity Summary in Oracle Budget to view the budget

- We are aware that problems with Inter Org transfers and are currently testing a fix in the test environment. Additionally, we have a ticket in with Oracle regarding the cross-validation rules of COA combinations which is creating challenges with budget transfers via Inter/Intra Org transfers for financial aid transfers. FP&A is working directly with Grad Division and UG Financial Aid on work-around until resolved.

- The Budget Workgroup is currently reassessing reports in Oracle Budget with the aim of enhancing user-friendliness and improving the overall layout.
Oracle Budget in EACS - Department SAAs

**Critical Concept:** In Oracle Budget, each higher-level role in the hierarchy has the access/capabilities of the roles below it.

- **Power User**
  - Creates and maintains forms and financial reports
  - Controls the approval process
  - Loads data using Data Management

- **User**
  - Enters data into forms and submits for approval
  - Performs ad-hoc analysis on forms and in Smart View

- **Viewer**
  - Views and analyzes data through forms, reports, and Smart View

- **Do not** provision Power Users as a User or Viewer
- **Do not** provision a User as a Viewer
- Users will need to be provisioned for each department they need to manage
- A Viewer should only be provisioned once

<table>
<thead>
<tr>
<th>Name</th>
<th>ORG-Power Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gupta, Shelley</td>
<td>21</td>
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<tr>
<td>Kreuter, Shellee</td>
<td>40</td>
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<tr>
<td>Lai, Kennett</td>
<td>13</td>
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<tr>
<td>Latham, Eric</td>
<td>15,35</td>
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<tr>
<td>Levario, Luisa</td>
<td>25,38</td>
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<tr>
<td>Manor, Laura</td>
<td>24,41</td>
</tr>
<tr>
<td>McDade, Kim</td>
<td>26</td>
</tr>
<tr>
<td>McFadden, Susan</td>
<td>28,30</td>
</tr>
<tr>
<td>Meermann, Katie</td>
<td>11</td>
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<tr>
<td>Miller, Sarah</td>
<td>18</td>
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<tr>
<td>Phung, Yung</td>
<td>14</td>
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<tr>
<td>Rackstraw, Alissa</td>
<td>11</td>
</tr>
<tr>
<td>Roddy, Susana</td>
<td>32,33,36</td>
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<tr>
<td>Rodriguez, Alison</td>
<td>10,37</td>
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<tr>
<td>Rodriguez, Jackie</td>
<td>20,31,42</td>
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<tr>
<td>Ruiz, Veronica</td>
<td>19,20,28,30,31,39,42</td>
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<tr>
<td>Smith, Dylan</td>
<td>40</td>
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<tr>
<td>Tapia, Yadira</td>
<td>28,30,39</td>
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<tr>
<td>Tavizon, Sally</td>
<td>10,37</td>
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<td>Williams, Cindy</td>
<td>12</td>
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<td>Aldana, Maria</td>
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<td>Alvarez, Luis</td>
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<td>Bates, Jacqueline</td>
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<td>Calloway, Katrice</td>
<td>12</td>
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<tr>
<td>Cason, Sean</td>
<td>32,33,36</td>
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<td>Cortez, Chrysa</td>
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<td>Dacanay, Chris</td>
<td>19</td>
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<td>Farias, Jennifer</td>
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<td>Gerry, Cheryl</td>
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<tr>
<td>Gonzales, Andrea</td>
<td>22</td>
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</tbody>
</table>
Chart of Accounts

**ORACLE COA MANAGEMENT**

1. All the Flex 2 codes that were mistakenly marked as G instead of F have been corrected. As a result, users are advised to review and update their Purchase Orders (POs) and any other instances where the incorrect G codes were used.

2. Please remember to factor in time for the approval process when requesting changes to the COA hierarchies. Once the requests get to FP&A, we are committed to processing within 3 business days. Updates from OCM are pushed nightly to Oracle GL which in turn updates the COA Golden Tree Viewer.

**ORACLE COA GOLDEN TREE VIEWER**

Golden Tree Viewer updates that are currently in the works:

- Adding "search by description" capabilities
- Showing the budget only segments (BC75 – BC77)
- Scheduled updates of Flex2 with UCPath data. The first UCPath file has been received and so Flex 2 will be updated for new Faculty appearing in UCPath by Friday (7/28).
How can I see approved segments?

1. While in Oracle COA Management, click on Views.
2. Click on UCROFC.
3. Click on the COA segment that you want to view.
4. Click to highlight (for example, ALL00000) to download everything in the file. Alternatively, you can click a lower level and it will download everything below that point (i.e., Clicking on ORG1000000 will download items for ORG10.)
5. Click the Download button.
6. Click the link to the Excel file in the lower left corner of the screen.
7. **Resulting Excel file has the data that can be searched.**
PPM Processing Times

- NCE and Amendments received in June were recently manually updated in PPM
- Kuali award notices are being distributed; however, PPM updates are in progress
  - Goal is to resolve backlog over the next two weeks
    - Priority to New Awards
    - Kuali has been successfully integrating to extend PPM dates
  - Team will be working toward a Service Level (SLA) of 2 days
- Reminder:
  - June costs will be converted in early August, so cost data will be incomplete in PPM until the conversion is completed
  - PPM (and Oracle GL) uses "Advisory" controls, meaning transactions resulting in overdrafts will not be prevented. However, PPM does have strict requirements related to project begin and end dates and combination validation rules do require a budget to exist
- Guidance is being developed on requests for additional project codes. Please feel free to provide information on related needs via the ticketing system; this will help inform the guidance.
# Upcoming System Deployments

<table>
<thead>
<tr>
<th>Target</th>
<th>Application Name</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul</td>
<td>Guest Traveler Routing</td>
<td>Final testing, deployment expected next week.</td>
</tr>
<tr>
<td>Aug</td>
<td>Web Recharge</td>
<td>• <strong>Legacy</strong>: Currently working on converting the legacy Web Recharge application to read-only per user requests.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• <strong>New</strong>: In August, the Web Recharge application will undergo an additional development and testing cycle.</td>
</tr>
<tr>
<td>Aug</td>
<td>Looker</td>
<td>• <strong>Phase 1 Payroll Distribution</strong>: Targeting early August</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• <strong>Phase 2 Finance (Oracle GL &amp; Budget)</strong>: Targeting mid-August</td>
</tr>
<tr>
<td>Aug/Sept</td>
<td>Salary Cost Transfer Tool</td>
<td>Planned for late August/early September</td>
</tr>
<tr>
<td>Aug/Sept</td>
<td>Non-Salary Cost Transfer Tool</td>
<td>Planned for late August/early September; dependent Looker</td>
</tr>
<tr>
<td>Aug</td>
<td>Ledger Reconciliation</td>
<td>Planned for mid-August; involves updating LRSS Matrix for COA</td>
</tr>
<tr>
<td>Aug</td>
<td>VCUA Gift Acceptance</td>
<td>Planned for August</td>
</tr>
<tr>
<td>Oct</td>
<td>Payroll Certifications</td>
<td>Certifications of payroll under COA</td>
</tr>
</tbody>
</table>
Suppliers and Other Payees

- The Oracle term for vendors and payees is "Supplier"

- As discussed in previous Town Halls and User Group meetings, suppliers will maintain their information using the Supplier Portal
  - This process will ensure personal protected information is appropriately secured
  - Avoids duplicate suppliers
  - Once established, suppliers are available for use for other types of payments, so it is important to obtain required information upon establishment of the supplier
  - Allows PO suppliers to upload insurance and other required certifications

- When campus department users initiate a request, a valid email address associated with the supplier/payee must be provided

- Challenges were initially experienced individuals logging into the supplier portal
  - Enhancements are underway to improve communication
  - A guide has been developed for non-PO Suppliers (i.e., ePay and Concur non-employee payees) to assist payees with completion of the required information (see below).
Need to setup a Non-PO Supplier for Concur and ePay

The "UCR Supplier Requestor JR" is needed to request a new Oracle Supplier and Payee. Departments are requested to instruct non-PO suppliers/payees to follow this guide carefully and update their profile with their personal information in all relevant fields. Completion of the profile will enable the payee for use in ePay or Concur.

Concur Delegates will be able to assign affiliate (guest traveler) routing for use in Concur next week. In the meantime, we encourage users to take the first step and request a new Oracle Supplier so that it is ready for Concur use once the new system is available.

Creating a Profile in the UCR Supplier Portal:
https://drive.google.com/file/d/1AoFadA2TymLOgMajDaL80abkDAtH-QKY/view?usp=sharing
Training Updates & Reminders

Revised Processes

Helen Kotke
Financial Systems Trainer
Chart of Accounts Reminder

**Contract & Grants projects – No Flex1 or Flex 2**
- Contracts and grants projects (i.e., project values beginning with “K”) may not utilize the Flex1 and Flex2 fields.
- The Projects Portfolio Management (PPM) module uses the POETA F values.
- Any boundary system that utilizes the GL chartstring involving a “K” project will automatically interface with PPM using the POETA F.
- To keep all systems synchronized, a GL chartstring using a “K” project value must use the default Flex1 and Flex2 values (i.e., all zeros).

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**General Ledger - COA Chartstring**

<table>
<thead>
<tr>
<th>Entity</th>
<th>Fund</th>
<th>Activity</th>
<th>Account</th>
<th>Functn</th>
<th>Program</th>
<th>Project</th>
<th>Flex 1</th>
<th>Flex 2</th>
</tr>
</thead>
</table>

**PPM Subledger - POETA F Chartstring**

<table>
<thead>
<tr>
<th>Project</th>
<th>Expenditure Org</th>
<th>Expenditure Type</th>
<th>Task</th>
<th>Award</th>
<th>Funding Source</th>
</tr>
</thead>
</table>

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**Non Contract & Grant Funds associated with a Faculty member – Use FLEX 2**
- Non-contract and grant funds associated with a faculty member’s portfolio of resources should be coded using the appropriate Flex2 value in the budget and financial transactions. These actions will enable the generation of non-contract and grant faculty portfolio reports.

Several departments have requested additional K project values to assist with tracking expenditures for contract and grant awards. The Accounting Office will be developing criteria and procedures for these requests in the coming weeks. Stay tuned for further updates and information to be shared soon.
Most budgets were loaded into Oracle without using Flex fields. Therefore, when viewing the budget in Oracle, defaulting to the NO FLEX option is recommended unless any budgets have explicitly moved.

To request new Flex2 values, the Org CFAO should submit the request to stephm@ucr.edu. Please ensure the request includes the following:

- First and Last Name
- NetID
- Employee ID
- The non-C&G fund sources that require tracking with the Flex2 value
Introducing the SmartView Training for Oracle Budget!
The new Chart of Accounts (COA) management tool, Oracle COA Management has launched and is available as an App in R'Space!

To initiate a request, please consult your CFAO for guidance on the process for your Org and they can provide a step-by-step guide, if necessary.

Prior to submitting a request, it is important to familiarize yourself with the guidelines for COA values and descriptions found in the Chart of Accounts Overview training.

Turn on Oracle Guided Learning for guidance: How to Install Oracle Guided Learning Extension Manually

Attend Office Hours

The new Oracle COA Golden Tree Viewer is in R’Space under Tools. Changes initiated and approved in the Oracle COA Management production environment will be visible in the new Golden Tree Viewer on 7/5.
The COA validation process involves a check to ensure that the COA elements (entity, fund, activity, function, program, project) are linked via a valid budget entry.

Permanent budgets as of 5/31 converted to Oracle Budget, but the carry forward balances associated with COA combinations in permanently budgeted funds were not.

If a COA combination does not exist AND it is anticipated that there will be carry forward funding into FY24, the current workaround is to do a Temp Adjustment moving $1 from BC75 to another BC to process transactions (similar to a Zero$ BEA).

Note this workaround should only be performed if the COA combination is valid and a carryforward budget is reasonably expected. Final 6/30 Perm Budgets will be loaded by 7/24, and Final Rollover (CFD) Balances will be loaded in early August.
Correct Function

The conversion of budget data included a function clean-up. The administrative functions in Colleges/Schools used to be function 40, but it should be function 43, for example.

Please run the Activity Summary report in Oracle Budget to see the correct function to use for your transactions.
Need to setup a Non-PO Supplier for Concur and ePay

The "UCR Supplier Requestor JR" is needed to request a new Oracle Supplier and Payee. Departments are requested to instruct non-PO suppliers/payees to follow this guide carefully and update their profile with their personal information in all relevant fields. Completion of the profile will enable the payee for use in ePay or Concur. Concur Delegates will be able to assign affiliate (guest traveler) routing for use in Concur next week. In the meantime, we encourage users to take the first step and request a new Oracle Supplier so that it is ready for Concur use once the new system is available.

Creating a Profile in the UCR Supplier Portal: https://drive.google.com/file/d/1AoFadA2TymLOgMajDal80abkDAh-QKY/view?usp=sharing
Non-Catalog Requisition Forms

- **Non Catalog Requisition < $10K for Goods**
  - < $10K
  - Goods & Services
  - Non Catalog
  - Catalog (if needed)

- **Non Catalog Requisitions > $10K for Goods**
  - > $10K
  - Goods & Services
  - Non Catalog
  - Catalog

- **Non Catalog Requisition for Lump sum Services – Restricted Categories**
  - Lump sum Services
  - Restricted Categories
Freight (Shipping & Handling)

Freight as well as shipping and handling line should be added as a line item with category as ‘Freight[543100]. On PO, freight and shipping/handling line will be always non-taxable. If freight or shipping handling line is taxable then taxability nature will be taken care at Invoice level by AP team. So, procurement doesn’t need to worry about taxability.

If freight or shipping charges are below $500 then please update invoice and receiving close tolerance as 100% so that line will be closed on PO. Because on such PO’s, AP will not match invoice with PO freight or shipping line item.

Whereas, if freight or shipping charges are above $500 then please don’t update invoice and receiving close tolerance. Because in such cases, AP will match invoice with PO freight or shipping line item.
**PCard Questions**

Create Requisition using a PCard: Check out the OGL guide on this topic. It is also included in the Buying and Paying Workshop with a case study on this specific process. To view the step-by-step PDF guide for Create Requisition using PCard, please visit [here](#). Please note this process is optional to assist units with tracking requests fulfilled with the PCard.

Need a PCard? Take the new and improved Procurement Card (PCard) Training under the Specialized Processes and Programs learning path! It includes requesting a PCard, using the PCard, Expense Report processing, and more! Important reminders regarding PCard usage:

- **PCard EACS Setup:** To ensure card transactions are associated with the correct profile in Concur, PCard Holders must be set up in EACS.

- **Timing of Card Charges:** Card charges typically appear in Concur within 3-5 days after the purchase is made.

- **PCard Expense Reports:** It is essential to submit the PCard Expense Report to your Financial Approver by the 28th of the month (allowing three days after the 25th statement closing for transactions to post and for you to distribute within the same period) and ensure approval before the last day of each month. Access this detailed [step-by-step guide](#) for completing the monthly PCard Expense Reports.
What about PCTs? .... Expense Report Processing

General Process:
• Navigate to the Expense Report
• Update the Report Header **DO NOT CHANGE THE REPORT NAME**
• Identify allocation(s)
• Enter details and itemize (if applicable) for each expense

Once the statement is closed:
• Generally 26th of each month
• Once all transactions have been classified and reconciled, then click Submit Report to submit the expense report to the designated approver
• Must be done before the accounting period closes

Concur Travel and Expense
PCard Distribution Expense Reports

Overview
This guide outlines the steps necessary to process expense reports in Concur Travel and Expense. This process is completed by the PCard Holder or the DCA (Department Card Administrator). A Financial Approver also needs to be set up for the accountability structure that is chosen to ensure that whoever it routes to can approve it.

PCard Holders MUST have the “PCard Holder” roles within Concur so that charges connect to the user. Otherwise, they could be confused with T&E Card transactions.

Notes: Transactions will be viewable within Concur within 3-5 days of the charge being made.

Topics Covered
- Navigate to the Expense Report
- Update the Report Header
- Identify Allocation
- Enter Allocation Details and Itemize (if applicable)

Steps to Take
To log in to Concur, complete the following steps:
1. Visit UCR RSspace -  
2. Complete Duo Authentication if prompted
3. Select Authorized Apps
4. Select Concur Travel and Expense
5. Enter your UCR NetID with “@ucr.edu” added to the end - ex. NetID@ucr.edu
6. Select Sign in with University Credentials
After the report is submitted, a pop-up will appear confirming the status.

In the box on the “Manage Expenses” screen a banner will appear at the bottom which reads “Pending ERP Validation.”

This indicates that the system has not yet checked to confirm that the COA values that were entered are correct.

This process runs every 20 minutes. Once the submitted report has passed this validation, the report will go to the approver for review and approval. If it failed, it will remain stating “Sent Back to User – Concur System.” This is process happens for both requests and expense reports.
ePAY – What’s Remaining in the Online Payment System

RETIRING FROM EPAY
MOVING TO CONCUR

SINGLE PAYEE/VENDOR, SINGLE PAYMENT

- Membership (reimbursement)
- Petty Cash
- Reimbursement
- Refunds
- RHA (Housing Use Only)

BUSINESS MEETINGS, ENTERTAINMENT & OTHER OCCASIONS

- All Categories

REMAINING IN EPAY

SINGLE PAYEE/VENDOR, SINGLE PAYMENT

- Honoraria to Non-UC Employee or Non-UCR Student
- Human Subject Payment
- Performance Agreement
- Stipend to Non-Student
- Casual Labor
- Game Official
- Homestay
- Library Acquisitions (ORG16 access only)
- Other

MULTI-PAYEE/SUPPLIER, MULTI-PAYMENTS

- Honoraria to Non-UC Employee or Non-UCR Student
- Human Subject Payment
- Refunds
- Stipend to Non-Student
- Casual Labor
- Game Official
- Homestay
Department SAAs play an important role in provisioning access to our campus users. Various requests have been distributed to Department SAAs regarding important role provisioning related to the new systems to enable the appropriate workflow of transactions and system integration, such as the need to immediately provision: Concur Phase II roles, specifically PCard Holder and Financial Approver, to enable the US Bank interface of PCard transactions. [Click for guidance.](#)

All roles involved in the procurement workflow, such as Procurement Financial Approver, Payables Financial Approver and Receiving roles for every Accountability Structure containing a Procurement Transactor. Without these roles, the routing will fail and the transactions cannot proceed.

Oracle Financials Training Roles: Please note that participants cannot join training workshops without appropriate roles assigned by the Dept. SAA in Oracle Financials Training, which is separate from production (Oracle Financials). [Click to view roles.](#)

To obtain access to a new system, users are required to collaborate with their Department SAA (System Access Administrator).

To locate your Department SAA in R'Space, please follow these steps:

- Click on EACS Accountability Report
- Select Click here for SAA Names
- Search for your SAA by Org Value
Reduced Tax Rate & Compliance with BUS-70:
When selecting "Yes" for reduced tax rate or BUS-70, carefully evaluate if the order qualifies. In most cases, the answer is no. Incorrectly selecting "Yes" will route the requisition for unnecessary Central Procurement approval.

Owning Department Field: This field affects the approval routing for your requisition, so it is important that the appropriate ORG, DIV, or Department value is entered to ensure the requisition routes to the appropriate approver(s).

Department Transactor: If you are the Department Transactor, make sure to enter YOUR NAME in the suggested buyer field for orders below $10,000. This helps with routing the approval correctly. If you have not been assigned as the Transactor, go back to Process Requisition and reassign it to yourself.
Approval Process:
• Requisition approver levels
• PO Approval
• Change Order Approval

Review Approval Routing:
• Navigate through the requisition
• From the Actions menu, select “View Document History”
• Select the step you would like to view
• Review the routing and comments
**PO Creation – Transactor Reminder**

**For transactors, when a requisition has completed the approval routing, it will return to the transactor for action!**

Create a Purchase Order
1. Procure to Pay
2. Purchase Orders
3. Select the Requisition Lines Requiring Actions
4. Select all rows associated with the specific requisition number
5. Add to document builder
6. Click OK
7. Click Create
8. A confirmation pop-up will appear. Click OK
Update a PO Row to Non-Taxable
1. In the PO, select the Schedules tab
2. View
3. Columns
4. Add "User Defined Fiscal Classification field"
5. change that field to "Override to Non-Taxable" and click Save
If there is a freight line, bring the Receipt Close Tolerance Percent and the Invoice Close Tolerance Percent to 100.

**Complete Freight**
1. In the Additional Information section, select Schedules
2. Select the **Freight** line
3. Click the **Pencil** icon to edit
4. Update **Receipt Close Tolerance Percent** and the **Invoice Close Tolerance Percent** to 100
5. Once done, click **OK**

**Caution!** ONLY complete the freight line (if there is one). Closing all the rows will close the PO.
Communicate PO – Transactor Reminder

When issuing a PO:
1. Select Email from the Communication Method dropdown
2. Enter your email into the Bcc box to receive a copy of the email
3. Click Submit

If the selected supplier is a Punchout Supplier, additional considerations and steps are needed to ensure that the PO is processed/communicated correctly.
The “Override B2B communication” checkbox will appear if this is a non-catalog requisition for a punchout supplier.

These steps are critical because if incorrectly processed, a transaction could get communicated to the supplier for fulfillment that is meant to be documentation-only OR a transaction that does need to go to the supplier won’t be communicated.
**Auto-Rejection**

- Purchases entered in punchout catalogs that are greater than $10,000 (except for certain restricted catalogs Sysco, Amerisource Bergen, ePlus, and McKesson)

- If no approver was set up through EACS, then the requisition will auto-reject

**Purchase Order (PO) Conversion Reminder**

Specific base criteria were used to determine conversion eligibility for each PO type. However, due to variances in data structures between eBuy and Oracle, it is possible that certain POs meeting the criteria may not have successfully converted. Read [Purchase Order Conversion for Oracle Procurement](#) for guidance and next steps.

*If your PO did not convert – create a new requisition!*
1. From the home screen, select **Requisitions**
2. On the Requisitions page, review recent requisitions or click **View More** or **Manage Requisitions**
3. Filter based on the parameter options (such as Entered by, Supplier, Requester, Etc.). For additional options you can click **Advanced**.
1. From the home screen, select **Purchase Orders**. On the PO page, **click one of the icons** on the right to find POs. The **Tools** will take you to a detailed Search. (**Magnifying glass** will give you a simple search; the **List icon** will show recently opened POs).

2. Filter based on the parameter options. For additional options you can click **Advanced**.
What Does the Status Mean?

The new Procurement Statuses guide contains statuses and descriptions for:

- Requisition Statuses
- Purchase Order Statuses
- Fund Statuses
Still Pending? Was there a Change Order?

Job aid on how to create and review the approval process related to Change Orders.
1. From the home screen, select **Payables Invoices**. On the Invoices page, **click one of the icons** on the right to find Invoices. The **Tools** will take you to a detailed Search. (**Magnifying glass** will give you a simple search; the **List icon** will show recently opened POs).

2. Filter based on the parameter options. For additional options you can click **Advanced**.
Worklist Creation

The worklist is a helpful way to manage notifications within Oracle.

Open Worklist:
1. Click bell icon
2. Select Show all
3. Click Worklist
4. My Tasks – Shows all notifications

Create a View:
5. Click the plus icon
6. Enter a name and workflow pattern
7. Once set, click OK
Where is “Okay to Pay”? (Receiver Role)

Reminder, “Okay to Pay” is not an Oracle term. A department-designated Receiver is identified for each department (due to the separation of duties, this should be a different person than the Transactor). If you are a Receiver that needs support, many Oracle Guided Learning guides are available to walk you through new processes (ex., Receipt Types, Create Receipt, and Partial Receipting).

If you are getting Receiver notifications but are not the Receiver, create and submit a change order to the PO to update the Receiver to the correct individual.
**AP Invoice Report**

**Invoice Holds in Oracle Financials**

- **System Hold** – Automatic hold created by the system
- **AP Communication Hold** – Hold identified by AP. Reason documented by AP. ([link to quick reference guide](#))

Review comment, take action (if appropriate), write a comment back to AP, and acknowledge the hold.

---

**How will you know that an invoice is on hold?**

- **AP Communication Hold** – System notification (bell icon/worklist) or UCR AP Report for Invoices
- **System Hold** – UCR AP Report for Invoices

---

**How to run the report:**

- **Open the report**
  - **Magnifying glass** – Search “AP Invoice”; uncheck exact match; location - all; sub-folder checked; type - report
  - **Folders** – shared folders/custom/UCR/reports/financials/accounts payable/BI
- **Select the Owning Department**
- **Select the Output Type** and click Apply
- **Review the Hold Reason column** in the report to determine if any should be remedied by the department
# Department Action Hold Reasons

<table>
<thead>
<tr>
<th>Hold Reason</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Ordered</td>
<td>Amount billed exceeds amount ordered.</td>
</tr>
<tr>
<td>Account Received</td>
<td>Account billed exceeds amount received.</td>
</tr>
<tr>
<td>Cannot close PO</td>
<td>Cannot close PO before schedule is fully delivered.</td>
</tr>
<tr>
<td>Cannot try PO close</td>
<td>Cannot close PO because invoice has unreleased holds.</td>
</tr>
<tr>
<td>Consume Quantity</td>
<td>Billed quantity exceeds consumed quantity.</td>
</tr>
<tr>
<td>Final matching</td>
<td>PO was already final matched to another invoice.</td>
</tr>
<tr>
<td>Insufficient funds</td>
<td>Insufficient funds exist for this invoice.</td>
</tr>
<tr>
<td>Maximum consumed quantity</td>
<td>Billed quantity exceeds consumed quantity by tolerance amount.</td>
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<tr>
<td>Maximum ordered amount</td>
<td>Billed amount exceeds ordered amount by tolerance amount.</td>
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<tr>
<td>Maximum received quantity</td>
<td>Billed quantity exceeds received quantity by tolerance amount.</td>
</tr>
<tr>
<td>Maximum scheduled amount</td>
<td>Variance between invoice and schedule amount exceeds limit.</td>
</tr>
<tr>
<td>Ordered Quantity</td>
<td>Billed quantity exceeds ordered quantity.</td>
</tr>
<tr>
<td>PO not approved</td>
<td>Invoice matched to unapproved purchase order.</td>
</tr>
<tr>
<td>Price</td>
<td>Invoice price exceeds purchase order price for PO or receipt matched invoice line and exceeds consumption advice price for consumption advice matched invoice line.</td>
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<tr>
<td>Quality</td>
<td>Billed quantity exceeds accepted quantity.</td>
</tr>
<tr>
<td>Received quantity</td>
<td>Billed quantity exceeds received quantity.</td>
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<tr>
<td>Receiving exception</td>
<td>Exception exists for purchase order receipt.</td>
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**Department Action – Invoice System Holds QRG**
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This column was added to reflect the Burden Cost, aka "indirect costs" associated with Contract and Grant PO purchases. For further guidance on this topic, you can refer to the resource: Contract and Grants Burden Costs Guide.

The column was added so that the encumbrance total on the Financial Transaction Detail Report would align with the amounts reported on the UCR Purchase Order Encumbrance Report.
Current Training Available:
• Reporting Tools and Dashboards (Web-based training/Workshop)
• Video Walkthroughs:
  • Looker – Finance
  • Looker – Payroll Distributions

Upcoming Training:
• Updated Reporting Tools and Dashboard
• Case Study Demo Videos
  • Looker – Finance
  • Looker – Payroll Distributions

Additional communication and support information to come as we progress towards early August when there will be a month's worth of data within the system.
Training Feedback?

Think the training is great? Think it is not? Needs improvement?

Please share actionable feedback so that we can continue to make the courses more impactful!

Link to Survey
Faculty Workshops! Coming up!

These workshops are opportunities to practice content provided in the Web Based Trainings.

*Participants should only register for one of the two sessions based on if the Faculty, Researcher, PD/PI use the contracts & grants.*

<table>
<thead>
<tr>
<th>Package:</th>
<th>9/7/23 8:30-9:30</th>
<th>10/9/23 9:30-10:30</th>
<th>11/17/23 12-1pm</th>
</tr>
</thead>
<tbody>
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Link to Learning Path
What’s Available on the Websites?

Impact23
• About the project
• Stay connected (recorded meetings, etc.)
• Cutover & FYE Close details
• Concur, Kuali, Oracle & Reporting
• Training (Learning Paths, Oracle Guided Learning, Concur FAQs, & Oracle FAQs)
• Support (Known Issues Tracker, Communities of Practice, Office Hours, Help Tickets, & Concierge Line)

FP&A – New Financial Information tab
• COA Management Guide
• Installing SmartView
• OGL Extension
• Budget Q&A
• Budget Support
Question & Answer

Enter your questions in the Q&A feature
Thank you!

Website: Impact23.ucr.edu