

# Internal Charge Frequently Asked Questions

Revised 4/12/18

## CUSTOMER CARD

- 1. How do I gain access to use my DukeCard for purchasing and charging to my department code?**
  - A. The Internal Charge account is assigned to full time Duke employees via a SAP security role on your position. Contact your Business Manager or SAP Security Administrator to request access. The role name is "Internal Charge using DukeCard", under the Procurement tab.
  
- 2. Where can I use my DukeCard for making purchases charged to my department code?**
  - A. The locations are being phased in over the next four months. Your DukeCard can be presented at any Duke Stores retail locations beginning November 29, 2017. A list of Stores locations can be found on the Duke Stores website, <https://www.dukestores.duke.edu/hours/>  
  
Your DukeCard can be presented at any campus Dining retail location beginning January 15, 2018. A list of the Dining locations can be found on the Dining website, <https://studentaffairs.duke.edu/dining/locations>
  
- 3. What is the account name that was added to my card for making purchases to be charged to my department code?**
  - A. The account name is Internal Charge and is linked to the Internal Charge key on the cash registers in retail locations.
  
- 4. What do I tell the cashier to assure they do not charge my personal Flex account?**
  - A. Indicate to the cashier at the time of the purchase / transaction you would like to pay using your Internal Charge account.
  
- 5. What cost center and GL account will be billed for charges made with my DukeCard?**
  - A. The purchase will be charged to the default cost center associated with your position. The GL account is based on the location where you are making the purchase.
  
- 6. What documentation do I need to send to my department's finance office after I make a purchase?**
  - A. You should provide the purchase receipt and the business purpose to your business manager or departmental finance office.
  
- 7. Can I purchase computers, laptops, or iPads with my DukeCard?**
  - A. No, all technology purchases for items with a serial number must be purchased using a purchase order. University departments will use Buy@Duke and DUHS departments will use electronic requisitions.

**8. Can employees still make purchases using the old paper forms in retail locations (i.e. Duke Stores or campus Dining)?**

- A. For a limited time during the roll out, the cashier will accept paper or your DukeCard. After February 11, 2018, paper IRIs will no longer be accepted from full time Duke employees at Duke Stores or campus Dining locations. The NEW IRI paper form will be accepted for a limited number of approved exceptions, which are listed on the form.

**9. How should I pay using my department code when I am at a location other than Stores, Dining or DukeCard?**

- A. Use the NEW paper IRI form found on the website:  
<http://finance.duke.edu/procurement/forms/index.php>  
You will be required to include the DUID of the full-time employee authorized to charge to the code provided and will need to check the box "Other (non-retail)" and write in the location where you are presenting the form. Examples include, EOHW Travel Clinic, Surplus, University Photography, etc.

**10. If I do not want to use my DukeCard, what are other options for making a purchase and charging my department code?**

- A. You can make purchases with your p-card or with personal funds and submit a request for reimbursement.

**11. If I cannot use my DukeCard, what other options do I have for making a purchase and charging my department code?**

- A. You can make purchases with your p-card or with personal funds and submit a request for reimbursement.

Note: Check with the location where you plan to make a purchase to confirm the payment methods they accept. Almost all retail locations accept cash, Flex, Internal Charge, and credit cards. However, for example, the DukeCard Office is not authorized to accept credit cards (includes p-cards), but will accept debit cards.

**12. I am a student. How do I gain access to use my DukeCard for purchasing and charging to a department code?**

- A. Students are not eligible to have the Internal Charge account assigned. A full time Duke employee can authorize purchase by a student using the NEW paper IRI form found online. For the new form to be valid, the full time employee must provide their name and DUID in the initiator section, check the "Student Organization" box under allowed uses, and include the student name and DUID in the text section along with the items approved for purchase. *Note: the old IRI form has been retired and is no longer allowed for purchases in Duke Stores locations, on-campus Dining, Parking and DukeCard.*

The new form can be found online at <http://finance.duke.edu/procurement/forms/> under the section titled "Additional Forms"

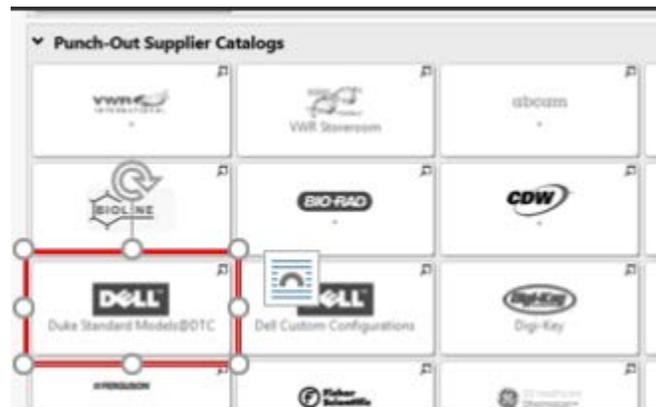
Students should sign in the Goods Receipt section at the bottom of the form when they receive the items purchased. Students are required to provide the receipts to the department authorizing the charge.

**13. How do I order a custom computer before the additional catalog options are completed?**

- A. You can create a text order to DTC with the quote number in the text description and attach the quote.

**14. When purchasing computers using Buy@Duke, how will the catalogs appear?**

- B. In Buy@Duke if you go to the MarketPlace you will see the following catalogs:



Duke Technology Center has created the Dell catalog for standard configuration (highlighted above). Catalogs are under development as of Nov 1, 2017 for Dell custom @DTC, Apple standard@DTC, and Apple custom catalog@DTC.

## FINANCE OFFICE

**15. How is the default cost center determined?**

- A. The default cost center is based on the employee position since the Internal Charge account is assigned by SAP security role. The point-of-sale system (POS) will send transactions to SAP based on the DUID number of the cardholder. SAP will determine the default cost center since the POS system does not house any cost center information.

**16. Is it possible to change the default cost center for the user at the point-of-sale?**

- A. No, the point-of-sale system (POS) does not house any cost center information.

**17. How frequently will charges associated with the Internal Charge account be posted to SAP?**

- A. Charges will post nightly after the close of the business day.

**18. Will the G/L information in SAP include the vendor name/location?**

- A. The G/L info in SAP will include the vendor name, transaction date, and transaction number in the text field.

- 19. Will it be possible to drill down from the G/L line item in order to see the receipt?**
- A. No, there is no receipt attached to the transaction in SAP. Similar to the p-card purchase procedures, the cardholder making the purchase should provide a receipt along with the business reason for the purchase to their business manager to have on file as support for the charge.
- 20. How will a department's finance team know whom to contact if a receipt is not provided for a purchase?**
- A. Each purchase charged to your department code will include the DUID (PERNR) of the customer making the purchase and the customer name. Use report transaction zf261 to identify the name of the employee on the transaction.
- 21. How will I identify purchases made with the DukeCard on my SAP financial reports?**
- A. All purchases made with the DukeCard using the Internal Charge account will appear as YA documents and with the reference field JVxx0020. Report transaction zf261 can be used to review internal charge activity.
- 22. Will additional SAP reports be available to assist me in reconciling these charges?**
- A. Yes, a new report titled Internal Charge Activity Report has been added to the SAP report list. It is transaction code zf261 or on the user menu, Financials> University Reporting>Line Item Reporting>Internal Charge Activity Report
- 23. My DukeCard charge was posted to the wrong cost center.**
- A. You will need to generate a journal entry to move the expense to the correct cost object.
- 24. My DukeCard charge was posted to the wrong GL account.**
- A. You will need to generate a journal entry to move the expense to the correct GL account.
- 25. Do I need to create a separate journal entry for each correction?**
- A. No, you can create a single journal entry using the SA document type to post all the corrections.
- 26. I need to send a new Duke employee to the DukeCard Office to request a DukeCard and charge the cost of the card to my department code. How do I handle this since I cannot assign the Internal Charge account to an employee until they have a card?**
- A. A full time Duke employee can authorize purchase of an ID for a new hire using the NEW paper IRI form found online. For the new form to be valid, the full time employee must provide their name and DUID in the initiator section, check the "DukeCard ID" box under allowed uses, and include the new employee name and DUID in the text section. *Note: the old IRI form has been retired and is no longer allowed for purchases in Duke Stores locations, on-campus Dining, Parking and DukeCard. If employees arrive at the DukeCard Office with the old form, they will be directed to secure the new form or pay using another method of payment.*

With the launch of the new Internal Charge account using the DukeCard, several scenarios exist where the NEW paper IRI form is allowed. A NEW IRI form was designed to address these issues. The NEW IRI form can only be used for specified situations as noted on the form. The OLD IRI forms are no longer

accepted in Duke Stores retail operations, on-campus Dining, Parking, and the DukeCard Office. The NEW form can be found at the following web address under the “Additional Forms” section:

<http://finance.duke.edu/procurement/forms/>

## TROUBLESHOOTING

**27. My card worked last time I made a purchase, but was denied today. Who should I contact to seek resolution?**

- A. Access to the Internal Charge account is granted through an SAP security role and is updated nightly. If you do not have access today, it is because the overnight file no longer included your DUID for activation.

**28. Can I go to the DukeCard Office and request the Internal Charge account be restored on my card?**

- A. No, the account is assigned through the SAP security role on your position and is updated nightly. You will need to contact your departmental Business Manager or SAP Security Administrator to resolve issues with the assignment of the role.

**29. The cashier charged my personal FLEX account in error. How can I be reimbursed for the charge?**

- A. You can submit a claim for reimbursement on Duke@ Work under MyInfo > My Expenses and creating a My Out of Pocket Non-Travel expense report. To prevent this issue in the future, remember to tell the cashier you want the purchase charged to your Internal Charge account.

**30. I am an affiliate and presented a paper IRI at the DukeCard Office to procure an ID for a new employee. Why did I receive a call that the DUID provided was not valid?**

- A. Only full-time employees meet the criteria for authorization to charge to department codes. The DUID is validated as part of the JV load. The JV will not load if the DUID is not for a valid full-time employee.

**31. If I have additional questions, who should I contact?**

- A. Questions should be sent to [InternalCharge@duke.edu](mailto:InternalCharge@duke.edu)