Agenda

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Duke@Work Online Expense Report Tool

Demo

• Access through Duke@Work:
  – http://work.duke.edu

• A supported browsers list is located on the right hand side of the Duke@Work portal homepage.

• Disable pop-up blockers for the Duke@Work site.
Select the “MyInfo” tab.

Users can select “Travel and Expenses” to enter their expenses or another employee’s expenses and to view expense reports that have been created.

Users select “My Trips and Expenses” to go directly to their expenses.
Duke@Work Online Expense Report Tool

Expenses Home Page

Employee can enter expenses and view reports including status.
Enter expenses and view reports including status for those employees to which you have access. Expense reports for other employees can only be created from the “My Employee” link. Work with Business Managers when access to other employees is needed.

Employees can skip the expense report summary screen and immediately enter an expense report. Please note: Travel expense reports cannot have overlapping dates. Multiple expense reports can be created for Corporate Card Non-travel and Out-of-Pocket Non-Travel Expense Reports.

Allows initiators/employees to see a list of all corporate card transactions not assigned to an expense report. Transactions are updated daily.
Duke@Work Online Expense Report Tool

“My Trips and Expenses” and “My Employees”

- Selecting “My Trips and Expenses”, provides a list of expense reports.

- Selecting “My Employees”, provides a list of all employees for which the user can enter trips. Once an employee is selected (gold highlight), a list of expense reports will display.
When accessing the My Employees list, initiators can use the filter function to easily find an employee on the list.

When filtering, a new line appears. Enter information in any column to filter data. Users can delete the filter at any time.

Columns can also be sorted in ascending or descending order by activating “sort” by moving the mouse to the right side of each heading.
Duke@Work Online Expense Report Tool
“Expense Reports List”

• From the expense report list, several key pieces of data are available:
  – The report number along with start and end dates for the expense.
  – **Destination** – Location for a trip or the purpose of a reimbursement
  – **Reason** – Duke business reason for the expense
  – **Paid by Company** – Total dollar amount of the expense paid via the corporate card
  – **Reimbursement** – Total dollar amount of out-of-pocket expenses reimbursed to the employee
  – **Total Cost** – Total cost to Duke for that expense report
  – **Processing Status** - Location of expense in the approval process
    • *In process (In processing)* – expense is in a saved state
    • *Released for approval* – expense has been completed and is at some point in the approval workflow
    • *Approved* – Displays only after ET&R approval
    • *Approved for Payment* – Displays only after ET&R has posted the expense to the general ledger
  – **Approval Status** – provides link to review the workflow
  – **Attachments** – provides link to any attachments associated with the expense
From the expense report list, highlighting an expense form, allows additional actions:

- **Display/Print** – displays a PDF version of the current expense form
- **Change** – change an element of the expense form (can be changed after approval)
- **Copy** – copy the highlighted expense to use as a foundation for a new expense
- **Delete** – delete a trip prior to it being approved for payment (posted)
- **Create New Expense Report** – create a new expense
- **Copy to Other Employees** – copy all the details for the expense to a new employee.
Duke@Work Online Expense Report Tool

My Employees Page

Column in the “Employee List” highlights those employees with corporate card transactions that need to be assigned to an expense report.

When an employee is highlighted, the “Credit Card Imports” tab shows corporate card transactions specific to the highlighted employee which have not been included in an expense report.

<table>
<thead>
<tr>
<th>Last Name (Surname)</th>
<th>First Name</th>
<th>Personnel No.</th>
<th>Office</th>
<th>Telephone No.</th>
<th>Cost Center Name</th>
<th>E-Mail</th>
<th>CC Trans. to Assign</th>
</tr>
</thead>
<tbody>
<tr>
<td>BLACKMON</td>
<td>CYNTHIA</td>
<td>297026</td>
<td></td>
<td></td>
<td>EMPLOYEE TRAVEL &amp; RE</td>
<td><a href="mailto:CYNTHIA.BLACKMON@DUKE.EDU">CYNTHIA.BLACKMON@DUKE.EDU</a></td>
<td>YES</td>
</tr>
<tr>
<td>SCOTT</td>
<td>KAY</td>
<td>383998</td>
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<td>EMPLOYEE TRAVEL &amp; RE</td>
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<tr>
<td>DAVIS</td>
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<td>387406</td>
<td></td>
<td></td>
<td>CARD PROGRAM SVC</td>
<td><a href="mailto:KD.DAVIS@DUKE.EDU">KD.DAVIS@DUKE.EDU</a></td>
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<tr>
<td>SIMMONS</td>
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<td>415393</td>
<td></td>
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</tr>
<tr>
<td>BUREL</td>
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<td>622489</td>
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<td>DISBURS SVC TRAINING</td>
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<table>
<thead>
<tr>
<th>Amount</th>
<th>Currency</th>
<th>Date</th>
<th>Description</th>
<th>Document Number</th>
<th>Credit Card Company</th>
<th>Last 4 Digits of CC Number</th>
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<tr>
<td>31.20</td>
<td>USD</td>
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<td>SMITHS</td>
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<td>85.38</td>
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<td>07/30/2013</td>
<td>AMERICAN AI 0017295025434</td>
<td>TX01846837000000859</td>
<td>Bank of America</td>
<td>5083</td>
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</table>
Duke@Work Online Expense Report Tool

Schema – Domestic Trip

Select “Start” to move forward.

Select the appropriate expense report schema. For travel expense reports, the schema determines G/L code for most receipts. For Nontravel, the G/L is determined by the expense type for each receipt.
Step 1: “General Data”
Select dates using the calendar of trips.

Select to upload attachments. Report must be saved prior to uploading. This button is only available here.

Military time required for travel expense reports. Time is not required for non-travel expense reports.

The trip destination is required. For a travel expense report, “Destination/Purpose” should only include the physical destination. For a out-of-pocket non-travel and corporate card non-travel, include the purpose of the expense report in this field.
“General Data” – Travel
Bottom of Screen

Although not required, ET&R recommends completing these fields.

Enter mileage as appropriate.

The cost center defaults based upon the individual. Select this link to change and/or split fund the cost assignment.

Upon completion of the expense information, select the appropriate step. It is recommended that attachments (found at the top of the page) are uploaded after saving the expense report and before entering receipts.
“General Data” – Calendar of Trips

Top of Screen

When users select “Calendar of Trips”...

Dates selected for this expense.

Dates where expenses already exist.

Please note: if users attempt to create a travel expense report when that type of expense report already exist for the selected dates, users receive the “Dates already in use” error message. Users will need to find the expense report with the dates already in use and add expenses to that report.
“General Data” – Attachments

Top of Screen

Once the appropriate “General Data” is entered, save the expense report and upload attachments.

Select browse to find the location of PDF attachments.

Select “Upload”

Once upload is complete, a document number will be displayed.

Please note: receipts cannot be deleted once attached. Best practice is to include all receipts in one PDF; however, multiple receipts can be added to an expense report.
“General Data” – Cost Assignment

*Bottom of Screen*

When users select “Change Cost Assignment”...

Complete the cost assignment percentage and tab to enter either a cost center or WBSE (grant funding). If split funding, select “accept and new entry” to enter the remaining funding source.

If split funded, once data is entered, the split funding will be visible.

Once cost assignments are complete, “save draft” and “exit to general data”.
“Enter Receipts”
Travel Expense Report

Enter Receipts – Key Points

• Since corporate card transactions are automatically pulled into an expense report, Duke had to decide how to “map” corporate card transactions to specific expense types.

• This mapping was done based up on the Merchant Category Codes (MCC) that are assigned to vendors. MCCs are assigned based on the vendor’s primary business and each individual location of a vendor has influence on the MCC used for the location.

• In many instances, the MCC could really map to several different expense types depending on how Duke is using the vendor’s goods/services. Duke had to pick one for mapping purposes; therefore, MCCs were mapped to the most restrictive expense type or what was correct for a vendor a majority of the time.

• When transactions are pulled in with an incorrect expense type, an initiator has the ability to change the transaction to the appropriate expense type.
Travel Expense Report

Enter Receipts – Top of Screen

- Corporate card transactions that are travel related automatically pull into the “Enter Receipts” for the identified date range. Range can be expanded using the drop down menu.

- Select the corporate card transactions that should be included in the expense report either individually by highlighting the line or by using the “Select All” action button.

- Once highlighted, select “Include in This Expense Report” to drop the receipts into the expense report.

- If not including all transactions, use ‘Shift’ to select multiple adjacent transactions and ‘Ctrl’ to select multiple non-adjacent transactions.

Please note: only expense types that might apply to travel appear. Expense types that do not apply are not displayed; therefore this message appears.
A “Status” of green indicates no additional details are required. A “Status” of red indicates additional details are required.

For “green” transactions, users can complete the “Description” and “Business Purpose” fields to provide details on the transaction. Each field is limited to 55 characters. Data entered here, will display on reports.
For “red” status transactions, the description and business purpose fields **must** be completed. Additionally, specific information on documentation requirements is included in the comments box. Users can complete the data in the comments box and/or add attachments as necessary.
In the event expense type mapping does not properly identify the expense, users can change the expense type associated with a transaction by selecting the appropriate travel expense type from the drop down list. Please note: expense types will map to the G/L associated with the selected travel schema unless there is a specific G/L listed beside the expense type.
Once all corporate card charges are appropriately handled, add any out of pocket expenses that might be associated with the trip. Notice the “Origin” of the expense identifies how it was entered.

To add out-of-pocket expenses to a report, select the appropriate expense type. A drop down menu is available listing the available expense types. Out-of-pocket types do not start with PPD.

Provide information for the “Receipt Amount” and the “Receipt Date”. The “Short Info” field can be used to provide additional information about an expense (i.e.: a brief description or daily breakdown of a lump sum). The check for the “Paper Receipt” field should be removed if no paper receipt exists to support the expense.
Travel Expense Report

*Enter Receipts – Bottom of Screen (cont.)*

- For both corporate card and out-of-pocket receipts, several action buttons are available when a receipt is highlighted and opened.

- **Accept** – includes the receipt and entered data about the receipt in the expense report.
- **Accept and New Entry** – accepts the receipt and adds a new line where an out-of-pocket expense can be entered.
- **Change Cost Assignment** – changes the receipt’s cost assignment.
- **Enter Itemization** – allows a receipt to be broken down across different expense types. Is only live when the expense type allows for itemization.
- **Check** – validates that information is consistent with form parameters.
- **Copy** – copies the highlighted out-of-pocket expense to a new receipt line.
- **Delete** – deletes an out-of-pocket expense or moves a corporate card expense from the expense report to the buffer.
Travel Expense Report

Enter Receipts – Bottom of Screen (cont.)

- The cost assignment can be changed for a specific receipt when the cost assignment is entered with that receipt.

Cost assignment can be by dollars or by percentage.

The cost assignment for the receipt is pre-populated with the cost assignment for the entire expense. Use the delete and new entry buttons or overwrite the existing lines to input the cost assignment applicable only to the specific receipt.
When all receipts are entered and explained, select “Save Draft”. To move to the next step, select “Review”.

<table>
<thead>
<tr>
<th>No.</th>
<th>Status</th>
<th>Expense Type</th>
<th>Receipt Amount</th>
<th>Receipt Date</th>
<th>Short Info</th>
<th>Paper Receipt</th>
<th>Confirmed</th>
<th>Origin</th>
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<td>PFD-Dinner</td>
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<td></td>
<td>PFD-Air Fare</td>
<td>233.80</td>
<td>07/30/2013</td>
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<td>003</td>
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<td>Other Expense</td>
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<td>TPS</td>
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<td>Entered Manually</td>
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<tr>
<td>004</td>
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<td>20.00</td>
<td>07/31/2013</td>
<td>at airport</td>
<td></td>
<td></td>
<td>Entered Manually</td>
</tr>
</tbody>
</table>
“Review and Send”
The action buttons that appear are based upon the final action taken. If a user selects “Save and Send for Approval” the button changes to 

"Save and Send for Approval". 

Reminder: Make sure receipt PDF is attached before submitting the expense report.

Comments that will be available to submitters to review can be added here.
Travel Expense Report

Review and Send – Bottom of Screen

The cost assignment reflects the total cost of the trip and the amount that will post to the G/L including out-of-pocket and corporate card expenses for all funding sources in the expense report.

Represents corporate card payments. For out-of-pockets expense reports, this will be zero.

Represents amount due to employee. If a trip is exclusively paid for by the corporate card, the “Amount Paid Out” will be zero.

The cost assignment reflects the total cost of the trip and the amount that will post to the G/L including out-of-pocket and corporate card expenses for all funding sources in the expense report.

Select “Display Expense Form” to view the PDF that includes expense details. This PDF is also accessible by drilling into the financial statement.
"Completed"
Once the “Save” or “Save and Send for Approval” action is completed, exiting the expense returns users to the “Trips and Expenses” page for either themselves or the individual for which they have entered the expense. Confirm the “Processing Status” heading indicates the appropriate status.
The Travel and Expense PDF contains complete details for the expense based upon the specific information provided in the online expense form.

The Travel and Expense PDF and the receipt PDF is what is available for review by approvers.

Once the expense is approved by ET&R, the Travel and Expense PDF will be viewable in SAP by drilling down through the appropriate financial statement. Receipts are only available to employees or those with initiator access through the My Expense tab of the Duke@Work portal.
Duke@Work Online Expense Report Tool

Schema – Corporate Card Nontravel
Corporate Card Non-Travel Expense Report

General Data

Complete all “General Data” information as applicable to the travel expense.

- Calendar of Trips to select and see available dates.
- Add attachments after saving the report.
- Best practice: submit corporate card nontravel expense reports weekly.
- For a nontravel report, “Destination/Purpose” should reflect the purpose.

- Change/split fund cost assignment as appropriate.
- Once all general data is complete select “Save Draft” then attach receipts.
- After attaching receipts, move to the next step, “Enter Receipts”.
Corporate Card Non-Travel Expense Report

Enter Receipts – Top of Screen

- Corporate card transactions automatically pull into the “Enter Receipts” for the identified date range.
- Select the corporate card transactions that should be included in the expense report either individually by highlighting the line or by using the “Select All” action button.
- Once highlighted, select “Include in This Expense Report” to drop the receipts into the expense report.
- If not including all transactions, use ‘Shift’ to select multiple adjacent transactions and ‘Ctrl’ to select multiple non-adjacent transactions.
As with travel expense reports, users can complete the “Description” and “Business Purpose” fields to provide details on the transaction for “green” transactions. Each field is limited to 55 characters. Data entered here will display on reports.
For “red” status transactions, the description and business purpose fields must be completed. Additionally, specific information on documentation requirements is included in the comments box. Users can complete the data in the comments box and/or add attachments as necessary. Once data is entered, the expense transaction status changes to “green”.
In the event expense type mapping does not properly identify the expense, users can change the expense type associated with a transaction by selecting the appropriate expense type from the drop down list. Please note: expense types will map to the G/L listed beside the expense types.
Corporate Card Non-Travel Expense Report

Enter Receipts – Bottom of Screen (cont.)

Once all corporate card charges are appropriately handled, select “Save Draft” to save data. To move to the next step, select “Review”. Please note: only corporate card charges can be included in this type of expense report. Out-of-pocket expenses **must** be included in an out-of-pocket nontravel report.
The action buttons that appear are based upon the final action taken. If a user selects “Save and Send for Approval” the button changes to.

Reminder: Make sure receipt PDF is attached before submitting the expense report.

Comments that will be available to submitters to review can be added here.
The cost assignment reflects the total cost of the trip and the amount that will post to the G/L including corporate card expenses.

Select “Display Expense Form” to view the PDF expense report that includes expense details. This PDF is accessible by drilling into the financial statement.

Represents corporate card expenses.

Represents amount due to employee. For Corporate Card Non-Travel Expense Reports, the “Amount Paid Out” will be zero.
Once the “Save” or “Save and Send for Approval” action is completed, exiting the expense returns users to the “Trips and Expenses” page for either themselves or the individual for which they have entered the expense. Confirm the “Processing Status” heading indicates the appropriate status.
How Do I Handle...?
Addressing Specific Situations
Addressing Specific Situations

2. Reassigning corporate card transactions
3. Corporate card travel expenses prior to trip dates – airline tickets, conference registration fees, etc.
4. Receipt Itemization – Used to take out sales tax or to split a large receipt across multiple expense types.
5. Employee Transfers
6. Terminated employees
Addressing Specific Situations (cont.)

7. Sponsor/3rd party is paying for a portion of a trip
8. Advances
9. Gift Cards purchased with a corporate card
10. Disputing a Charge
11. Personal Charges
12. Group Travel – used infrequently so will be discussed at the end of training***
Situation 1: 
Card Holder Makes Purchase for Another Person

• Most common examples:
  – Purchasing travel for another Duke Employee
    • Best practice solution: reassign the travel expenses to the employee to include in the employee’s trip report.
  – Purchasing travel for someone who is not a Duke employee. This includes Duke students who are not employees.
    • Best practice solution: process a Corporate Card Non-Travel Expense Report including detailed information on the nature and business purpose of expense in the card holder’s name.
    • Please note: an AP Check Request (nonemployees) or a paper Travel Form (Duke students) may also be necessary for any out-of-pocket expenses incurred.
Situation 1: Card Holder Makes Purchase for Another Person (cont.)

- Purchasing non-travel items on corporate card for another Duke employee (example: books, copy services, catering, etc.)
  
  • **Best practice solution:** process a Corporate Card Nontravel Expense Report recording the employee’s name in the description field.

- Purchasing non-travel items on corporate card for someone who is not a Duke employee. This includes Duke students who are not employees.
  
  • **Solution:** process a Corporate Card Nontravel Expense Report including detailed information on the nature and business purpose of the expense.
Situation 2: Reassigning Expenses

When reassigning expenses, go to “Manage Corporate Card Transactions” link on the My Expenses home page. Please note: Business managers will identify individuals that will have permission to reassign transactions. Initiators requiring this access should work with their business manager.
Situation 2:  
*Reassigning Expenses (cont.)*

Select the “Change” button to begin the reassignment.

**Card Transactions**

<table>
<thead>
<tr>
<th>Personnel No.</th>
<th>Empl/appl.name</th>
<th>Date</th>
<th>Description</th>
<th>Loc.currency</th>
<th>Document No.</th>
<th>Settlement Date</th>
<th>Last 4 of CC Number</th>
<th>Prev. owner</th>
<th>Reas.</th>
</tr>
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<tbody>
<tr>
<td>00024129</td>
<td>GWENDOLYN K HALL-DIFABIO</td>
<td>08/22/2013</td>
<td>COURT YARD BY MARRIOTT-NOL</td>
<td>13.34</td>
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<td>08/26/2013</td>
<td>1887</td>
<td></td>
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<td>08/25/2013</td>
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<td>16.67</td>
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<tr>
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<td></td>
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</table>
Situation 2: Reassigning Expenses (cont.)

Use the drop down list of names in the “Employee/appl.name” column and designate who should be assigned the transaction. Please note: users can only reassign transactions to employees in their “My Employees” list. Once the appropriate transactions are reassigned, select “Save”.

<table>
<thead>
<tr>
<th>Personnel No</th>
<th>Empl/appl.name</th>
<th>Date</th>
<th>Description</th>
<th>Loc.code</th>
</tr>
</thead>
<tbody>
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<td>JING AN CHENG JIAN P.</td>
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<tr>
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</tr>
<tr>
<td>00024129</td>
<td>J MICHAEL WOODARD</td>
<td>08/23/2013</td>
<td>HISTORIC HOTEL BETHLEHEM</td>
<td></td>
</tr>
<tr>
<td>00024129</td>
<td>HEIDE E HARRIS</td>
<td>08/23/2013</td>
<td>INN ON THE SQUARE</td>
<td></td>
</tr>
<tr>
<td>00024129</td>
<td>MYRTLE P LAWSON</td>
<td>08/24/2013</td>
<td>BELLA SKY HOTEL APS</td>
<td></td>
</tr>
<tr>
<td>00024129</td>
<td>BARBARA R HOLBROOK</td>
<td>08/26/2013</td>
<td>MT SNOW LODGING &amp; SPA</td>
<td></td>
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<tr>
<td>00024129</td>
<td>VICKIE S HOLLEMAN</td>
<td>08/26/2013</td>
<td>HILTON MELBOURNE SOUTH WH</td>
<td></td>
</tr>
<tr>
<td>00024129</td>
<td>CYNTHIA A BLACKMON</td>
<td>08/24/2013</td>
<td>MARRIOTT RESORTS RICH2590</td>
<td></td>
</tr>
<tr>
<td>00024129</td>
<td>KAY C SCOTT</td>
<td>08/22/2013</td>
<td>HOTEL LOS DELFINES</td>
<td></td>
</tr>
<tr>
<td>00024129</td>
<td>TASHIA S SIMMONS</td>
<td>08/22/2013</td>
<td>COURTYARD BY MARRIOTT UAB</td>
<td></td>
</tr>
</tbody>
</table>
Situation 2: 
Reassigning Expenses (cont.)

Once a transaction is reassigned, the “Previous Owner” and “Reassigned by” columns will display a name. While best practice is to only reassign transactions once, the tool will allow up to three reassignments. The person receiving the transaction is notified of the reassignment via email.
### Situation 2: Reassigning Expenses (cont.)

<table>
<thead>
<tr>
<th>Category</th>
<th>Schema</th>
<th>Reassign to Employee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Employee (Travel &amp; Non-Travel):</td>
<td>Non-Travel Corporate Card</td>
<td>No, do not reassign. Record individual’s name under description on the expense report.</td>
</tr>
<tr>
<td>a) Duke Student not on Payroll</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b) Non-Duke Student</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c) Guest speaker</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d) Visitor</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e) Recruitment for Potential Hires</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee Non-Travel Expenses:</td>
<td>Non-Travel Corporate Card</td>
<td>No, do not reassign. Record employee’s name under description on the expense report.</td>
</tr>
<tr>
<td>Employee Travel Expenses:</td>
<td>Travel Schema</td>
<td>Yes, reassign to the employee who traveled</td>
</tr>
<tr>
<td>applicable to all employees including Post Doc Associates, House Staff, and students on the biweekly or monthly payrolls.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: If clinical departments have House Staff residents, the GME organizational unit for the residents should be assigned to the clinical departments.
Situation 3:  
*Travel Expenses Prior to Trip Dates*

• Often airline tickets and conference registration fees are purchased well in advance of the actual travel dates. In this situation, create a travel expense report using the actual travel dates, complete all appropriate information, and route the expense report for approval.

• This allows the expense to post to the G/L.

• When the next expense associated with the trip requires action, open the original travel expense report and add the new expense, complete all appropriate information, and route the expense report for approval.

• This process can be repeated until all expenses associated with the trip are processed.
Situation 3:  
*Travel Expenses Prior to Trip Dates – (cont.)*

- When pulling in receipts when you initially create the travel expense report, use the “Receipts within Custom Period” feature since the trip dates will not have corporate card transactions that require action.
- When the trip occurs, “Change” the travel expense report and enter new corporate card and out-of-pocket expenses. Add receipt attachments as necessary.
Situation 3: Travel Expenses Prior to Trip Dates (cont.)

- When changing a trip, please note the “Summary” in “Step 3 – Review and Send” will reflect the cumulative cost. **Do not try to manipulate the expense report.** SAP’s programming will not post corporate card transactions twice or reimburse employees the same money twice.

In this example a $719.14 lodging expense was added to a $598.60 airline expense previously posted. The total amount is reflected but only the new amount will post. Approvers will see the new amount to post reflected in their Universal Worklist.
Situation 4: 
*Receipt Itemization*

- Used to take out sales tax or to split any large receipt across multiple expense types.
- Receipt itemization is performed in Step 2 “Enter Receipts” once the transaction is included in the expense report.
- Receipt Itemization should be used to pullout breakfast, lunch and dinner from a hotel bill.
Situation 4:  
*Receipt Itemization (cont.)*

- Use the drop down of the expense types to create the new receipt.
- Once expense type is identified, select “Create Receipt” button.
Situation 4: Receipt Itemization (cont.)

- Using the expense type selected, create one or more itemized receipts changing the dates as necessary.
- Select “Create Receipt” to move forward.
Situation 4: 
Receipt Itemization (cont.)

- New receipts can continually be created until the “Amount to Itemize” is emptied.
- When all receipts are entered, the amount left in the “Balance” will be expensed to the original expense type.
- NC Sales tax will also be charged to 146100. It is the only option.
Situation 5: Employee Transfers

• If possible, limit the need for expense reports in anticipation of the transfer.

• Create expense reports for all outstanding corporate card transactions or other expenses prior to the transfer.

• As of the date of transfer, the department will lose access to the employee. Once this occurs there are two options:
  – Employee initiates the expense report.
  – The new initiator initiates the expense report.
  – Remember the old department will likely have funding source approval.
Situation 6: *Terminated Employees*

- If possible, limit the need for expense reports in anticipation of the termination.
- Best practice is to create expense reports for all outstanding corporate card transactions or other expenses prior to termination.
- Visibility of the corporate card transactions is tied to how initiator access is assigned:
  - If DUID access, can see transactions after termination.
  - If organizational unit access, cannot see transactions after termination.
- Transactions should be visible through reports.
Situation 6:  
Terminated Employees (cont.)

• If transactions are visible,
  – Reassign through “Manage Corporate Card Transactions” list.
  – If not visible in “Manage Corporate Card” list, contact ET&R and ask that transactions are reassigned.
  – Reassigned transactions should be handled through the Corporate Card Non-Travel Expense Report with detailed documentation included.

• If transactions are not visible,
  – Will be included in untimely posting reports sent to TRaC Reps and Business Managers.
  – May or may not be sent to initiators based upon DUID or organizational unit access.
Situation 7:
*Sponsor/3rd Party Paying for a Trip*

• In situations where a sponsor/3rd party is paying Duke for travel an employee made and paid for using his/her corporate card, take the following action:
  – Create a travel expense report upon completion of the trip to ensure expenses are posted.
  – Once money is received from the sponsor/3rd party, deposit the payment to the same cost object and G/L account where the original expense was posted.
  – Open the travel expense report, attach the Bursar receipt and provide the name of organization providing the refund, amount of check, check number, and Bursar receipt number in the “Comments” box.
  – Save and send for approval so approvers are aware the sponsor payment has been received.
  – *Do not change anything else on the expense report.*
Situation 8: *Travel Advances*

- Travel advances are still submitted via paper forms with Employee Travel and Reimbursement creating the travel expense report.
- The sequencing of corporate card transactions on trips where advances are necessary, may require two expense reports to be created for the same trip.
- Since use of advances is limited, please contact Employee Travel and Reimbursement for more specific guidance.
Situation 9: Gift Cards Purchase with a Corporate Card

• Used typically to pay experimental subjects.
  – Provide detailed notes explaining the number, value and reason for the purchase.
  – Fax IRB data disclosure forms (names, SSN, home address) to Employee Travel and Reimbursement. Write the expense report number on documentation.
  – Employee Travel and Reimbursement will match the documentation to the expense report in SAP.

• If gift cards are being given for other reasons, fax names, SSN, and home address as this information may be required for tax purposes.
Situation 10:  
_Disputing a Charge_

• Contact Card Services. They will advise the department on the best process of handing the dispute based on the specifics of the situation.
Situation 11: Personal Charges – Travel

• In the event the corporate card is used for personal charges for travel:
  – Enter the amount of the personal expenses as a negative amount using the Over Department Allocation (ODA) expense type.
  – Document the personal items/reason for entering the credit amount.
  – If out-of-pocket expenses are due to the employee, the ODA will reduce the amount reimbursed and the amount posted to the cost object.
  – If there are no out-of-pocket expenses or the amount of personal expense is in excess of ODA, this report creates an amount due Duke.
  – The employee writes a check to Duke for the amount due and submits check with a copy of the travel summary report to Employee Travel and Reimbursement.
Situation 11: 
**Personal Charges – Corporate Card Nontravel**

- In the event the corporate card is used for personal charges for nontravel:
  - Request check from employee and deposit to appropriate cost object and G/L account 695600 (G/L account where corporate card charge will be posted).
  - Obtain Bursar receipt, and create a Corporate Card Nontravel Expense Report adding the corporate card transaction charged in error using expense type Losses and Damages (695600) and charging the same cost object where the check was deposited.
  - Attach a copy of the Bursar receipt and include the reason for the charge, amount of check, check number, and Bursar receipt number in “Comments”.
  - Send the expense report through for approval and posting.
Situation 12:  
*Group Travel*

- Group is defined as five or more people.
- If the card holder is the lead traveler, include all expenses on the lead traveler’s travel expense report and attach documentation listing the names of all travelers.
- If the card holder is making purchases on behalf of the lead traveler, reassign all expenses to the lead traveler to be included on his/her expense report attaching documentation listing the names of all travelers.
- In the event that card holder charges cannot be reassigned to the lead traveler, create a corporate card nontravel expense report and attach documentation listing the names of all travelers.
Approvals
Approvers receive an email notification when an expense report is awaiting approval and take action via the Universal Worklist (UWL).

Expense forms will automatically route based on decisions made at the department and funding source level. Routing does not follow current WORKS routing.

Due to these changes, corporate card expenses may be approved by roles that in WORKS did not approve corporate card expenses.
Approval Workflow

Expense Report Created by an Initiator

Initiator

Dept. Designee

-Funding Source-

Employee

ET&R

-OR-

Supervisor

*Optional Funding Source Thresholds*

*Optional If management center approval required*
• Designated Departmental Dollar Threshold approvers are based on the Funding Source organizational unit and threshold limits.
• Management Center approval applies to specific positions that are flagged in the tool.
• For expense reports that have an initiator, employees will approve the expense report between the optional funding source approval and management center/ET&R approval.
Approvals

Workflow (cont.)

Federal Grant

• Ex. 10% to Federal Grant and 90% to WBS Element restricted code. It will go to Federal Grant.

WBS Element

• Ex. 90% to Cost Center and 10% to WBS Element. It will go to WBS Element.

Cost Center
Approvals

**Workflow (cont.)**

- Cost Center
- Travel 1 & Travel 2 (Optional)
- Financially Responsible Person 1 & 2
- Organizational Unit Designee (higher level)

- WBS Element
- Travel 1 & Travel 2 (Optional)
- Grant Manager 1 & 2
- Organizational Unit Designee (higher level)

• If a data field is open, workflow will find the first completed data field.
Approvals Emails

• Once a workflow is initiated, email notifications are sent. The notifications provide a link taking approvers to the universal worklist where the expense can be reviewed.
Approval Email Notification

• An email notification will be as follows:

Details on Slide 79
Details on Slide 80
Details on Slide 81
This email provides you with a summary of the expense report created on your behalf including your name, department, and trip number.
### Approver Email Notification (continued)

#### Funding sources, mileage, per diem, and expense type details

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2030001</td>
<td>5R21-AI-085238-02</td>
<td>11.40 *</td>
</tr>
<tr>
<td>2032879</td>
<td>1DP2-HD075699-01 SUB #2-P2032510</td>
<td>11.40</td>
</tr>
</tbody>
</table>

* Cost object used in workflow for the funding source approval step.

**Warning:** The following WBS elements are final or ended: [2030001 2032879]

<table>
<thead>
<tr>
<th>Miles</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>2.80</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accomodations Per Diem</th>
<th>Meals Per Diem</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>No.</th>
<th>Expense Type</th>
<th>Vendor</th>
<th>Receipt Amount</th>
<th>Receipt Date</th>
<th>Short Info.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Breakfast</td>
<td></td>
<td>10.00</td>
<td>11/10/2014</td>
<td>Starbucks</td>
</tr>
<tr>
<td>2</td>
<td>Internet Fees</td>
<td></td>
<td>10.00</td>
<td>11/10/2014</td>
<td>Surfing</td>
</tr>
</tbody>
</table>
Approver Email Notification (continued)

TRIP COMMENTS SECTION:
Testing the updates to the email related to approver comments and it's author.

APPROVER COMMENTS SECTION:
Created: DONALD W. WITTEN on: 12/04/2014 09:47:45
These are the approver comments from the TV_DESIGNEE approver. These comments should appear on the email that is sent to the next approver. I bet that they do and that it looks correct. Thank you Dale for all your fine work.

Created: DONALD W. WITTEN on: 12/04/2014 09:53:58
These are the comments that were added by the Funding Source approver. The comments are added in the UWL, and should be presented in the email sent to the next approver. All the comments included in the comment box should be included in the email that is sent to the next approver. I need to fill up the approver comment box to test and confirm that the whole comment will be included in the email. How many more characters does this comment box include, I don’t know that I can come up with a whole lot more to type here. I’m running out of things to say so will start type a bunch of other stuff: Archive Lin Image: TR546568FA958C17F0E10080009803655C. That just one additional thing I can type.

https://ept.oit.duke.edu/irj/portal/MyUWL

System = PPT

Comments recorded throughout the process

A link for the approver to click on to process the workflow by performing tasks, such as approve it, return it for correction, or forward it to someone else who should approve it.
In the Duke@Work Universal Worklist, information from the highlighted line is displayed at the bottom of the screen.

Employees can review general expense information, view attachments, add comments, and take action on the expense. Additionally, by approving the workflow they are legally certifying the expense.
Approvals Employee (cont.)

• **Approve** – approve the expense and send it based upon workflow to the next approval level.

• **Reject** – completely reject the workflow and send it back to the initiator. This is used in situations where Duke will not be paying the expense. Recommended that this is rarely used and must include comments.

• **Return for Correction** – returns the workflow to the initiator and the workflow can be modified and resubmitted. Comments must be included.

• **Display Expense Form** – allows approver to view the PDF of the expense.
Approvals

Departmental/Funding Source

In the Duke@Work Universal Worklist, information from the highlighted line is displayed at the bottom of the screen.

Approvers can review general expense information, view attachments, add comments, and take action on the expense.

Approvers can review comments by selecting “View Memos”. 
Approvals
Departmental/Funding Source

• **Approve** – approve the expense and send it based upon workflow to the next approval level.

• **Reject** – completely reject the workflow and send it back to the initiator. This is used in situations where Duke will not be paying the expense. Recommended that this is rarely used and must include comments.

• **Return for Correction** – returns the workflow to the initiator and the workflow can be modified and resubmitted. Comments must be included.

• **Display Expense Form** – allows approver to view the PDF of the expense.

• **Forward** – send the workflow to any Duke employee who then has permission to approve the expense. Please note: the approver forwarding the workflow foregoes his/her approval rights.

• **Assign To Me** – allows approver to takeover the expense report and making it unavailable to other approvers.
Corrections

• When a trip is returned by an approver, it will be sent to the person that initiated the expense. Once the correction is made, the expense will be routed again through the approval chain.

• An email notification is sent to when an expense is returned.

-----Original Message-----
From: WF-Admin [mailto:wf-batch@pptsap.mc.duke.edu]
Sent: Tuesday, February 10, 2015 4:37 PM
To:
Subject: RETURNED: Trip 7000026880 for GRANT, S

Trip 7000026880 for STEPHANIE GRANT has been returned for correction by DONALD W WITTEN JR.

*** Return for Correction Comments: ***
-----------------------------------------------
Returning this for correction, please make the necessary changes. Thank you

Click the link below to obtain Universal Worklist on the Portal:
https://ept.oit.duke.edu/iir/portal/MyUWL

System = PPT
Corrections (cont.)

If an approver returns an expense, the initiator will receive an email and will need to access his/her Universal Worklist.

Information from the highlighted line is displayed at the bottom of the screen.

Users must select “View Comments” to see comments provided by the approver. Returned expenses should always include comments.

Selecting “Correct Trip” allows the user to make necessary changes to the trip.
Approvals

Permissible on Grant Funding

- If any portion of an expense report is being allocated to a sponsored project, the expense report should be reviewed to determine if the charge is permitted on the grant prior to approving the expense report and charging the expense to the project.

- For travel expense reports, funding source approvers should review sponsor/federal restrictions on travel expenses.

- As a reminder, a meal where alcohol is served should never be charged to a federal award, even if the expense is split funded. Please see G/L description 693200 for more information.
Communication
Communications

Corporate Card Transactions

• Each Monday, initiators will receive an email indicating their assigned employees have corporate card transactions to address which are less than 30 days old.

• The email link takes initiators to the “Manage Corporate Card Transactions” page.

• Sample of email language:

  Initiator,
  This notice is being sent to inform you of outstanding Corporate Card transactions on the accounts to which you are assigned. Please take action to clear the outstanding transactions included in the link below. If you do not have the information needed to clear these transactions, please contact the cardholder as quickly as possible. This action is necessary to ensure all transactions are cleared within the current fiscal period.

  Please contact Employee Travel & Reimbursement at OnlineTravel@Duke.edu with any questions you may have.

  Thank you for your assistance.
  Employee Travel & Reimbursement
Business Processes
Business Process

Changes

• Corporate card receipts should be attached via a PDF upload to expense reports. Receipts can be reviewed by approvers during workflow and accessed by the employee/initiators after the expense report posts through the portal.

• Document retention of receipts:
  – Original paper receipts must be maintained for Federal Contracts.
  – The missing receipt can be used in the event receipts are lost.
  – For non-federal contracts, original paper receipts can be destroyed once the expense report posts for payment.
  – Please note: document retention for corporate card transactions cleared in WORKS has not changed – original paper receipts must be maintained for seven years.
Business Process

Changes (cont.)

• Card holders will approve expense reports and included transactions in the Universal Worklist. Card holder signatures on paper statements will no longer be required since approval is occurring electronically.

• Funding source approval occurs through workflow routing. Financially responsible parties and grant managers will now approve corporate card transactions.
Business Process

Best Practice

• Bundle corporate card non-travel expense reports based upon dates in order to minimize the number of reports that route for approval.

• You have options on how you bundle: One option is to bundle corporate card non-travel expense reports based upon dates.

• Another option is to bundle corporate card non-travel expenses by funding source. Recommendation: Bundle expenses into an expense report on a weekly basis.

• Depending on the frequency of use, transactions can be “bundled” on a weekly, biweekly or monthly basis.
Reports
Reports

- All travel reports are available through the Finance Tab of the Duke@Work portal.
- If individuals need access to the Finance Tab, contact the department business manager who can work with the department’s SAP Administrator to get access to this role.
• **Travel Report to Support FAM Guidelines** – provides opportunity to view expense reports where departmental funding sources were used, but the department did not approve the expense.

• **Travel Report – General Trip Data** – provides a wide range of general data about a trip including the total cost of the trip.

• **Travel Report – Cost Assignment** – can identify expenses charged to a specific cost center/WBS element.

• **Travel Report – Expense Type Detail** – can identify expenses based on expense types.

• **Travel Report – Corporate Card Transactions** – provides information on corporate card charges based on selection criteria including posting status.
Reports

Travel Reports – Corporate Card Transactions

- Provides a variety of selection criteria that can be used together to narrow down information returned.
- Replaces WORKS reports.
- Provides ability for initiators, TRaC Reps, and business managers to monitor expense report activity that includes corporate card transactions on a broad scale.
General Information
Removing an Expense Report from Workflow

• If you initiate an expense report and select “Save and Send for Approval” it creates a workflow that routes to the appropriate approvers.

• If you need to pull the expense report out of workflow:
  – Highlight the expense and select “Change”:

  – Once the expense report is launched, go to Step 3 by selecting the “3” box at the top:

  – Then, select “Save Draft”:

  – This will pull the expense report out of the current approver(s) Universal Worklist and change the “Processing Status” to “In Processing”.

• If you need to **make a change to an expense**, you can take the same above steps, but go to Step 3 and select “Save and Send for Approval” instead of “Save Draft”. This will restart the workflow with the reflected changes.

  – If you make a change and select “Save Draft” instead, the workflow will **not** be restarted until you reopen the expense by selecting “Change” and then “Save and Send for Approval” at Step 3.
Scanning Guidelines

• If at all possible, scan original receipts; fax and emailed copies often do not provide high quality scans.
• In order to pay, scanned images must be legible. Scanning at a lower resolution can make data unreadable.
• Scan all receipts in portrait view and ensure they all face upright.
• Tape small receipts to 8 ½ x 11 sized paper prior to scanning.
• Avoid covering text/data with tape. Tapes may not be totally translucent and will black out data. Tape can also dissolve the ink on the receipts.
• Use blue or black ink for notations. Other colors do not scan well.
• Do not use highlighters as data is often blacked out during scanning.
• Documents with shading may not scan well. Avoid using shading in spreadsheet attachments.
• When copying receipts to be scanned, ensure ink cartridge is not low.
• Departments should maintain all original receipts until the expense report is approved (and out-of-pocket expenses reimbursed) by ET&R and in alignment with departmental/funding source requirements.
Contact Information

• Questions about assigning an expense to a sponsored project, consult the project’s grant manager or contact Research Cost & Compliance at rcc-cert@duke.edu.
  – For training opportunities, go to http://finance.duke.edu/research/training/index.php

• Questions about disputes, new cards, card limits, etc.
  – Card Services – 681-0208 and select Option 1
  – Email: corporatecard@duke.edu

• Questions about new online functionality, expense reports, untimely postings, etc.
  – Employee Travel and Reimbursement – 668-3877
  – Email: onlinetravel@duke.edu.