

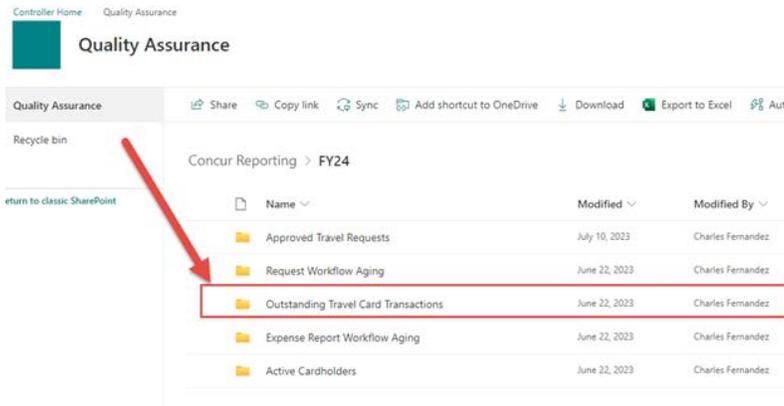


Guide to Monitoring and Clearing Outstanding T-Card Charges

The Controller's Office provides a report that is run every business day detailing the outstanding T-card charges for the whole university. This report can be found at travel.fsu.edu under **Concur Reporting - Login Required** link on Resources box located at the left side of the web page. This link leads directly to Sharepoint, which will require you to use your FSU ID and password to log in.

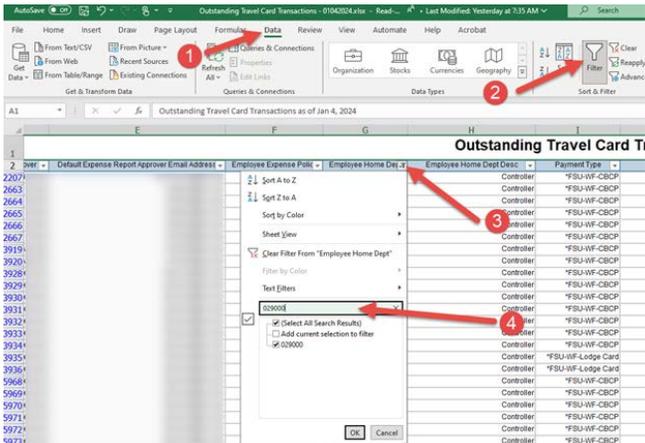


On the Sharepoint site, select the **Outstanding Travel Card Transactions** folder to access and download the report.



The report is in excel format and can be sorted by Department ID in order to assist budget managers with monitoring the outstanding T-card charges in their department. Filter for your department by performing the following actions:

- Select the **Data** tab on Excel.
- Select **Filter**.
- Select the filter icon next to the **Employee Home Department** header. You can search or filter down for departments here.





Different columns on the report provide information helpful for drilling down to the charges that need to be prioritized for processing.

- **Name on Card** (Column J): Cardholder responsible for processing charge. The charge should appear on their Concur Profile.
- **Payment type** (Column I): This will let you know if this is a T-card transaction (FSU-WF-CBCP) or a transaction on the Airfare card (FSU-WF-Lodge Card).
- **Download Date** (Column M): When the charge posted to Available Expenses on the traveler's Concur profile.
- **Transaction Status** (Column N): States whether the charge has been assigned to a report or remains unassigned and in Available Expenses.
- **Report Status** (Column Q): Details whether or not the report has been submitted for approval with one of the following statuses
 - Is "Not Submitted" which means the T-Card change has been moved to an expense report, but the report has not been submitted for approval yet.
 - Is "Submitted & Pending Approval" which means it is at the Default (Supervisor) approval step.
 - Is "Pending Cost Object Approval" which means it is in the budgetary approvers' queue.
 - Is "Approved and in Accounting Review" which means it is at the FSU Foundation approval step.
 - Is "Approved and Pending Processor Manager" which means it is in the Central Travel Office's approval queue.
 - Or is "Sent back to User" which means one of the approvers sent it back to the traveler for revision and resubmission.

T-card transactions must be processed as soon as possible after the end of the trip. This report provides information on how old they are based on the date of the charge, or the trip end date if it is assigned to a report. It will also provide information on where the charge is in the travel process. The Controller's Office recommends prioritizing charges:

- Starting with the oldest transactions and working toward being more recent.
- Identifying employees no longer with the university and reaching out to travel@fsu.edu to begin the process of opening their profile so a delegate can submit expense reports on their profile.

If you are missing receipts, the Missing Receipt Declaration can be entered by the traveler for any expense other than Airfare, Lodging, and Car Rental.

- Avis has a very easy to use missing receipt site: [Avis Car Rental Receipt | Avis Rent a Car](#).
- Airfare receipts can be obtained through the Missing Receipt link on the Concur homepage if booked with CTP or on the World Travel missing receipt link in the FAQ section of travel.fsu.edu.
 - CTP missing receipt link: [Print My Invoice \(graspdata.com\)](#)
 - World Travel missing receipt link: [Print My Invoice \(graspdata.com\)](#)
- Reach out to travel@fsu.edu if you are missing receipts from very old transactions at hotels and having trouble getting them from vendors. Charges need to be processed and we can accept a memo stating the charges were for FSU business purposes and that you have attempted to get the receipt. This memo needs Dean/Department Head signature and can be attached as the receipt for that charge in the expense report.



All T-card charges must be processed in an expense report. Once old charges have been identified and prioritized, the department will need to work to clear these charges. Sometimes charges are outstanding due to a few common circumstances.

1. The T-cardholder is no longer employed by the university.
 - a. In this case, contact travel@fsu.edu to get the cardholder's Concur profile reactivated and an exception added to allow a travel delegate to submit the charges in an expense report on behalf of the cardholder.
 - b. Once the profile has been opened, have the delegate work to get the transactions moved into an expense report and submitted.
 - c. If receipts are missing and you are unable to obtain them from the vendor, contact travel@fsu.edu and we will work with you to get the charges processed.
2. The vendor made an error with the charge.
 - a. All T-card charges MUST be entered on an expense report and processed. Keep in mind that the cardholder has 60 days to dispute charges with Wells Fargo. Try to get errors fixed by the vendor prior to this deadline. Dispute the charge if the vendor does not resolve the situation. The Dispute form can be found here: [Dispute Form \(fsu.edu\)](#).
 - b. The best-case scenario is that the vendor is contacted and provides a refund. Then the refund and the original charge will be moved into an expense report and processed together. Concur can handle \$0 expense reports. Enter a brief comment explaining the situation.
3. An approver in the workflow no longer works for the current department or the university.
 - a. Concur approval workflow is determined by information in OMNI HR and OMNI FI. Get the supervisor updated in OMNI HR or the budget approver updated in OMNI FI.
 - b. Once updated in OMNI, this information will sync overnight with Concur. Recall and resubmit the expense report to reset the approval workflow to the current approvers.
 - c. If the information is correct in OMNI, but expense reports are still not routing correctly, reach out to travel@fsu.edu so the travel team can assist with correcting the workflow.