

# **IMAGING PCARD DOCUMENTATION**

*USNH Financial Services - FAST*

# Imaging PCard documentation

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### **OVERVIEW**

This proposes that we will image all PCard transactions in operation at the University System of New Hampshire for FY08 starting in July. In concert with the successful implementation of imaging all departmental invoices which is now fully distributed to each institution and/or Business Service Center, this would round out the coverage USNH Financial Services currently provides for all payment documentation.

The goal of the project is to impact the users as little as practicable by modifying existing PCard procedures to incorporate the required document prep. We would be annexing similar processes that are already in place and familiar to the departmental users from the vendor invoice image processing. The documentation would be indexed by the invoice number, in the same manner that we are currently indexing all other invoices. The invoice number is what currently is the primary access point to invoices and is the primary identifying value presented in detail ledger reports. We expect that there may be a need to retrieve the PCard support by cardholder, if that is confirmed during a pilot, options for that will be examined.

It should be noted that not all impacts or issues have been completely worked out. We have identified all the areas we believe would be impacted, and presented what we believe will be workable for both FAST staff and the departmental user. However, the proof of concept will be in identifying some specific areas to work out the "kinks" and make certain the concepts prove out in practice.

### **DOCUMENTS TO BE PROCESSED**

Beginning with all transactions appearing on the July 2007 monthly Account Manager Statement, all supporting documentation currently collected as part of the month end Account Manager Procedures would be addressed. The current procedures call for each card holder's Account Manager to collect and assemble all supporting documentation for each purchase in a package by month and cardholder. These packages, with barcode identifiers and preparation of the paper, as described below, are the items targeted for processing.

This does **not** propose to image any historical PCard documentation from prior to FY08. Those items would continue to be candidates to be palletize for term storage under existing procedures.

To assist each unit with backlog at the point that each becomes part of this process, FAST will undertake coding each unit's backlog. The material must delivered to FAST as complete monthly packages for each cardholder. FAST will prepare and code the entire backlog for each unit. Depending upon the volume delivered at any one time FAST will get the items processed as quickly as possible. Units should expect a processing time of one month for each month's worth of transactions.

## **PROCESS METHODOLOGY**

Current process provides a full listing of all purchases processed each month for each cardholder each Account Manager is responsible for. The list is automatically generated and distributed via email at the close of each month (as of the last day of each month). The same document is distributed to both the Account Manager and the Business Manager. The listings are provided in a manner to support each cardholder's activity on a separate page or pages so that each list can act as a lead sheet, or check-off sheet. Examples of a current document are in the appendices.

The Account Manager is currently required to attach appropriate supporting documentation for each purchase to the listing provided for each of their cardholders. Any transaction on the list provides a reminder for the Account Manager to solicit the documentation from the cardholder, if not already in their possession. All transactions are required to have appropriate documentation. Refer to the PCard Manager documentation for more complete details.

This project would require the following alterations to existing practice.

1. The existing month-end notice would continue to be sent to the Account and Business Managers each month. This notice contains the invoice number (if the transaction has posted by the time the report is generated), vendor name and amount by card number (the card number is masked to protect against miss-use) and cardholder name as well as a secondary list of the invoice. Currently, not all transactions received for each cardholder would have been invoiced to the ledgers as of the last day of each month, so not all items on the monthly statement will have invoice numbers listed. On average, 75% of all transactions are posted to the general ledger within 8 days of receipt (see chart in appendix for FY 2003 to 2005 statistics). The invoice number is the primary key for indexing and retrieval of the image from the imaging system, as with all other invoicing documentation.

To facilitate collection of this information and minimize the impact on users a weekly listing of the invoice numbers used by each of their cardholders will be sent to the account managers, in addition to the monthly report. This list will be formatted to support identification of the transaction as well as enabling placement the data directly into existing Invoice-Bar-Code-Printing mechanism which will allow the Bar Code tags to be generated for the PCard activity in the same manner using the same tools and the same labels as the departments currently do for all other invoices. (See sample of proposed weekly listing in the appendix)

All existing daily, weekly and month-end cardholder, account manager and business manager notifications will remain unchanged. This will support ongoing notice of activity and provide listings of those that are 1) not yet posted and 2) support ongoing documentation requests from the users.

Based on the experience of the pilot users of this project, Account Managers may choose to provide the package on a weekly basis rather than monthly. Whichever is chosen must be applied consistently for each individual cardholder.

2. The Account Managers would then take the list of invoice numbers and print barcode labels using the same Word/Excel mail-merge in use for vendor invoicing. Since the mail-merge is designed for the Avery 5267 labels (80 per sheet), the Account Manager could fill-in any remaining spaces in the spreadsheet with invoice numbers from vendor (non-PCard) invoicing so that that labels didn't go to waste, if that is of concern, or could print only their PCard Bar Code labels at one time – the choice is theirs. (It is unlikely that each every Account Manager will be given a number of invoices evenly divisible by 80 with no remainder each and every month.)

The Account Manager departments will need to stock laser labels in the proper format (for example; Avery 5267) to print the labels when received. This is the same as what is currently required for invoice processing.

3. As the Account Manager reviews the monthly statement, the barcode labels will be affixed to the first sheet of each transaction's support in the existing package. The package would be reviewed and assembled in all other respects just as it is today.
4. Account Managers will be requested to complete their review of the required material, assemble, affix barcodes, generate and attach an imaging batch cover sheet (similar to the imaging batch cover sheet prepared by them for their invoices) and deliver to the scanning center by the 1<sup>st</sup> of the following month. FAST will process all activity on a first come first serve basis with expected turn-around time of scanned and imaged within 1 week of receipt. It should be noted that if a department holds all their activity for multiple months – the 1 week processing time will be elongated.
5. Issues the Account Manager should be aware of – or items that need to be further discussed;
  - The need for the invoice number to be associated with each transaction increases the need for each account manager to make certain all their activity should be processed and posted as close to the end of the month as possible.
  - Because these labels will be generated using the same tools and methods as existing invoices labels – the user can add invoices numbers to any listing and print them at any time. They do not need to wait until the weekly report is delivered.
  - Although additional material can be added subsequent to initial scanning and indexing, this is a much more labor intensive effort. Due to the increased costs of processing in this manner, every effort should be made to provide complete material initially.

## **DETAILS ON BAR-CODE AND DOCUMENT PREP**

On a weekly basis, FAST will generate an email containing two parts; (see Sample Proposed Weekly Listing in appendix) the first part is a list of the invoice number, vendor name and amount by card number (partial) and cardholder name, the second part simply lists the related invoice numbers in sequential order broken in chunks of eighty invoice numbers so that they can be easily be cut-and-paste into the barcode mail-merge tool. The first part will help assign the barcode labels generated to the appropriate supporting documentation. If fully using a sheet of labels is an issue, any remaining spaces in the barcode mail-merge can be filled with regular invoice numbers from the Account Manager's vendor invoicing.

As with preparation of the departmental invoices, the barcode will be affixed to the first page of the documentation, location is not important. If there is not a clear space to affix the label – it may be affixed to a blank sheet of paper and placed in front of the first sheet. This will identify the following as a new document and the scanner will read the barcode as the primary index key.

The remainder of the preparation is the same as for all other invoices. No staples, paper clips should be removed, no pages less than a half sheet, etc.

The documentation is prepared and assembled as usual. The package or batch consisting of the batch cover sheet followed by all documentation for all transaction related to that cardholder for this period properly prepared and bar-coded is then delivered to 1 Leavitt Lane for processing. The user should retain the monthly listing for their records until such time as they are comfortable the delivered documentation is available in the imaging system.

### **SECURITY – ACCESS**

The model currently in place for all other invoicing activity is predicated on the approvals process within Banner. As PCard invoices do not process via the Banner approval process, this model will be slightly modified. We will use the responsible orgn code associated with each card in the FTVCARD table as well as the orgn codes on the transaction to determine the security that needs to be assigned.

### **LIMITATIONS – RESTRICTIONS**

There is no expectation to image documentation prior to FY08.

### **TURN-AROUND EXPECTATIONS**

We are expecting to receive this activity in groups. This is more activity in one time than is generally received for departmental invoices. Based on current loads and expected throughput from the departments, we would look to providing a turn-around time of one week after receipt.

Estimated volumes are approximately 10 to 12,000 transactions in a month. If we average 2.5 pages per transactions we have approximately 25 to 30,000 pages for these transactions.

Expected time-line is as follows:

End of Month (month 1 for purposes of discussion)

Weekly lists of PCard transactions and their related invoice numbers have been delivered to the account managers during the month via email

At month end, the monthly statements are delivered to the cardholder, account manager and business manager.

By the end of month 2 – documentation is collected and packaged as outlined above.

End of month 2 – documentation for all month 1 activity is submitted for image processing. And activity for month 2 is now assembled.



# **APPENDICES**

## SAMPLE OF CURRENT BUSINESS MANAGER LISTING

Subject: Monthly PCard Statement (05/01/2002-05/31/2002)  
 Date: Mon, 3 Jun 2002 08:46:54 -0400  
 From: BANNER Finance Production <BANNER.Finance.Prod@unh.edu>  
 To: Chris Gagne <cgagne@mail.plymouth.edu>

Business Manager: Christine M Gagne  
 cgagne@mail.plymouth.edu  
 #####  
 Account Manager: Darlene E Brill  
 Email: dbrill@mail.plymouth.edu  
 #####  
 =====  
 Credit Card No: \*\*\*\*\*302341  
 Cardholder Name: Darlene E Brill  
 =====

Invoice Date	Bank Date	Sweep Date	Transaction Amount	+Charge/ -Credit
Invoice Num	Vendor Name			
Seq Num	Fund	Orgn Acct Prog Actv Line	Amount	
4/30/2002	5/3/2002	5/14/2002		
S0044202	BOISE OFFICE IN#049592		27.60	+
1	6U0000 PSDSP1 711000 050		27.60	
5/13/2002	5/15/2002	5/23/2002		
S0047779	BOISE OFFICE IN#338460		15.75	+
1	6U0000 PSDSP1 711000 050		15.75	

=====  
 Credit Card No: \*\*\*\*\*432598  
 Cardholder Name: Stephanie A Gould  
 =====

Invoice Date	Bank Date	Sweep Date	Transaction Amount	+Charge/ -Credit
Invoice Num	Vendor Name			
Seq Num	Fund	Orgn Acct Prog Actv Line	Amount	
4/30/2002	5/2/2002	5/7/2002		
S0041544	LEARNING PUBLICATION		67.40	+
1	6U0000 PSWC01 711000 050		67.40	
5/2/2002	5/6/2002	5/16/2002		
S0045091	FOUNDATION FOR MEDIA E		344.50	+
1	6U0000 PSWC01 711000 050		344.50	
5/7/2002	5/10/2002	5/20/2002		
S0046645	SPRINGER PUBLSH CO. IN		49.71	+
1	6U0000 PSWC01 711000 050		49.71	
5/8/2002	5/10/2002	5/20/2002		
S0046646	BACCHUS & GAMMA PEER N		141.90	+
1	6U0000 PSWC01 711000 050		141.90	

## SAMPLE OF WEEKLY IMAGING LISTING

Subject: Weekly PCard Imaging List (02/18/2008-02/24/2008)  
 Date: Mon 2/25/2008 9:27 AM  
 From: Banner Finance Production  
 To: Chick, Judy

=====  
 Credit Card No: \*\*\*\*\*776396 (02/18/2008-02/24/2008)  
 Cardholder Name: Boothe, Tara N.  
 =====

Invoice Date	Bank Date	Sweep Date	Transaction Amount	+Charge/ -Credit
Invoice Num	Vendor Name			
Seq Num	Fund	Orgn	Acct	Prog
			Actv	Line
				Amount
2/4/2008		2/6/2008		2/19/2008
S0836652		COURTYARD BY MARRIOTT-		790.67
1	1ASATH	USWBKB	710110 020	USUMBC
				790.67

=====  
 Credit Card No: \*\*\*\*\*064002 (02/18/2008-02/24/2008)  
 Cardholder Name: Borek, Scott G.  
 =====

Invoice Date	Bank Date	Sweep Date	Transaction Amount	+Charge/ -Credit
Invoice Num	Vendor Name			
Seq Num	Fund	Orgn	Acct	Prog
			Actv	Line
				Amount
1/16/2008		1/18/2008		2/18/2008
S0836003		NWA AIR	0122159559753	
1	1ASATH	USMHCY	710205 020	
				5.00
1/16/2008		1/18/2008		2/18/2008
S0836004		NWA AIR	01221595139086	
1	1ASATH	USMHCY	710205 020	
				105.00
2/1/2008		2/4/2008		2/18/2008
S0836025		INTERNATIONAL TRANSACTION		
1	1ASATH	USMHCY	710205 020	
				1.31
2/1/2008		2/4/2008		2/18/2008
S0836026		INTERNATIONAL TRANSACTION		
1	1ASATH	USMHCY	710205 020	
				2.38
2/1/2008		2/4/2008		2/18/2008
S0836027		NATIONAL CAR RENTAL		
1	1ASATH	USMHCY	710205 020	
				131.19
2/1/2008		2/4/2008		2/18/2008
S0836028		HOLIDAY INN EXPRESS		
1	1ASATH	USMHCY	710205 020	
				238.46

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**(These numbers can be pasted into existing Bar-Code printing spreadsheet)**

S0836652  
 S0836003  
 S0836004  
 S0836025  
 S0836026  
 S0836027  
 S0836028



Number of days	Calendar month												Grand Total	Percent	Percent
	January	February	March	April	May	June	July	August	September	October	November	December			
0	7	6	14	6	5	102	9	2	6	21	11	4	193	0.04%	0.04%
1	1,756	1,957	2,477	2,581	2,230	1,392	1,065	1,198	1,401	2,131	1,801	1,303	21,292	4.95%	4.99%
2	2,908	3,128	3,268	3,880	3,223	2,508	2,255	2,270	2,282	3,202	2,167	1,477	32,568	7.56%	12.55%
3	1,858	1,867	2,364	2,570	2,008	1,312	1,481	1,416	1,840	2,127	1,357	1,095	21,295	4.95%	17.50%
4	2,251	2,640	3,272	3,535	2,867	2,135	2,229	1,836	2,020	2,834	2,046	1,455	29,120	6.76%	24.26%
5	1,875	2,171	2,145	2,429	2,246	1,877	1,814	1,724	2,242	1,798	1,514	1,066	22,901	5.32%	29.58%
6	1,670	1,683	1,833	2,088	1,954	1,543	1,484	1,458	1,825	1,605	1,383	849	19,375	4.50%	34.08%
7	1,909	1,994	2,130	2,330	1,899	1,606	1,441	1,708	2,051	1,941	1,579	1,196	21,784	5.06%	39.14%
8	15,253	16,765	17,505	14,917	15,011	10,999	10,495	12,863	11,198	14,409	10,822	8,175	158,412	36.79%	75.93%
9	2,638	506	2,683	2,807	493	1,026	1,527	1,123	2,919	915	1,056	753	18,446	4.28%	80.22%
10	2,920	4,124	4,642	3,603	3,726	3,104	3,137	2,550	2,747	4,165	3,444	2,521	40,683	9.45%	89.67%
11	2,555	1,593	509	440	1,902	595	1,224	1,029	3,072	518	240	1,136	14,813	3.44%	93.11%
12	1,233	487	302	995	210	117	106	410	178	129	720	594	5,481	1.27%	94.38%
13	485	152	207	721	181	80	123	357	143	425	246	837	3,957	0.92%	95.30%
14	402	298	200	591	438	176	274	127	169	137	356	1,385	4,553	1.06%	96.36%
15	177	178	126	148	155	82	65	101	110	78	86	434	1,740	0.40%	96.76%
16	47	81	85	86	60	45	45	60	61	75	94	272	1,011	0.23%	97.00%
17	38	96	98	83	48	32	32	47	53	59	51	836	1,473	0.34%	97.34%
18	68	444	66	91	71	53	21	45	70	73	64	825	1,891	0.44%	97.78%
19	44	26	69	49	72	32	35	50	36	24	30	413	880	0.20%	97.98%
20	25	26	104	68	63	20	19	39	42	59	46	288	799	0.19%	98.17%
21	37	32	77	53	51	25	24	57	27	43	72	431	929	0.22%	98.38%
22	29	40	45	62	26	11	25	33	35	43	39	315	703	0.16%	98.55%
23	15	16	30	17	22	17	19	22	36	28	19	178	419	0.10%	98.64%
24	19	18	38	34	22	11	9	19	38	25	20	118	371	0.09%	98.73%
25	22	12	21	30	15	14	6	22	18	22	13	419	614	0.14%	98.87%
26	14	9	20	20	9	12	4	28	9	20	16	386	547	0.13%	99.00%
27	15	13	46	15	13	3	6	14	30	23	15	123	316	0.07%	99.07%
28	14	18	15	17	21		11	28	24	19	20	320	507	0.12%	99.19%
29	14	10	22	17	29	6	8	28	10	10	16	305	475	0.11%	99.30%
30	8	8	21	7	26	8	3	9	1	19	8	210	328	0.08%	99.38%
31	5	14	17	5	12	4	1	12	19	12	8	181	290	0.07%	99.44%
32	6	3	15	8	39	4	3	15	6	9	15	396	519	0.12%	99.56%
33	7	1	5	7	5	1	2	13	2	6	4	57	110	0.03%	99.59%
34	6		45	8	2		3	7	13	2	8	65	159	0.04%	99.63%
35	5	4	15	7	24		2	11	12	9	9	229	327	0.08%	99.70%
36	4	5	4	9	29	2	2	17	7	2	11	228	320	0.07%	99.78%
37	1	2	9	1	15	4		3	2	15	9	225	286	0.07%	99.84%
38	5	4	7	3	11	2		1	3	3	8	111	158	0.04%	99.88%
39	2		8	5	21		2	16	2	3	9	18	86	0.02%	99.90%
40	1		3	6	3	1		6	2	2	3	7	34	0.01%	99.91%
41	1	2	10	9	3		1	1	5	10	1	8	51	0.01%	99.92%
42	3		6	6	10		1	5	6		4	7	42	0.01%	99.93%
43	6		1	7	12			11	6		2	10	55	0.01%	99.94%
44			2		11					5		4	22	0.01%	99.95%
Grand Total	40,363	40,436	44,576	44,388	39,299	29,120	29,032	30,794	34,780	37,061	29,444	31,265	430,558		