

Title: College of Arts & Sciences Concur Escalation Policy
Policy Number: UD CAS
Issuing Authority: College of Arts & Sciences, Office of the Dean
Responsible Officer: CAS CBO
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Reviewing Office: Office of the Dean

I. PURPOSE

The purpose of this policy is to provide direction on the Concur Travel and Expense system reconciliation process for the College of Arts & Sciences (CAS). The goal of the policy is to ensure that each CAS employee, student, or University designee understands the protocol, restrictions, and responsibilities incumbent upon the use of the University's procurement platforms, and the acquisition and management of a UD credit card, utilized in a manner that exhibits both prudent and ethical fiscal stewardship of college resources.

II. SCOPE

This policy applies to all full and part-time faculty, research and administrative staff, students and non-employees traveling or purchasing with UD funds.

III. POLICY REFERENCES

A. UD Credit Card & UD Declining Balance Cards

- Procurement Policy (5-01):
<https://sites.udel.edu/generalcounsel/policies/procurement-policy/>
- University Credit Card Policy (5-22)
<https://sites.udel.edu/generalcounsel/policies/ud-credit-card/>
- University Travel Policy (3-07)
<https://sites.udel.edu/generalcounsel/policies/travel-and-business-hosting-policy>

IV: ESCALATION POLICY

- All purchases made with a UD credit card or declining balance card should be submitted on an appropriate expense report within 30 days of purchase. For travel expense reconciliation, cardholders should create a trip expense report with a title that contains the reason for trip and date of travel (e.g. ABC conference 3/25/25). All travel-related charges

should be moved to the report and reconciled within 30 days following the date of the trip listed the title.

- CAS cardholders will receive two reminder emails if expenses are not reconciled within the 30-day timeframe. The second and final email will provide a reconciliation due date, after which the UD credit card limit will be reduced to \$1. Once a UD credit card limit has been reduced to \$1, the cardholder will need to work with their Business Administrator to clear all open transactions. Failure to complete this task may result in the transaction being automatically redirected to the faculty discretionary account or, if there are insufficient funds, becoming the cardholder's personal responsibility. Should a cardholder's credit limit be reduced again (twice), Concur reconciliation records will be reviewed in coordination with one's supervisor, possibly resulting in the cancellation of the UD credit card account.

V: PROCESS

1. At least monthly, CAS Financial Operations, in partnership with CAS Sponsored Research, will obtain and review an itemized list of outstanding Concur transactions requiring action at the cardholder level.
2. CAS Financial Operations/CAS Sponsored Research will notify cardholders of expenses outside of the 30-day reconciliation timeframe. The notification email will contain transaction details, an updated due date (about 15-30 days from the communication date), and a date at which the credit card limit will be reduced to \$1 should the deadline not be met.
3. CAS Financial Operations/CAS Sponsored Research will send a reminder email of the reconciliation due date at least 48-hours before the deadline. Should the UD credit card limit be reduced to \$1, another notification will be sent to the cardholder and the appropriate supervisor.
4. If a cardholder's limit is reduced due to missed reconciliation deadlines, the cardholder must notify their Department Business Administrator when reconciliation is complete. The Business Administrator will coordinate with CAS Financial Operations to reinstate the original credit card limit if approved by the cardholder supervisor.
5. CAS Financial Operations and CAS Sponsored Research, in partnership with the CAS Academic Operations team, will maintain records of cardholders with reduced UD credit card limits. Cardholders whose limits are reduced more than once will require record review by an appropriate supervisor and the portfolio Associate Dean. Multiple infractions may result in cancellation of the cardholders UD purchasing card privileges.