# Budget & Finance Weekly Digest

**April 18, 2023** | 117th Edition

# Announcements

**Outstanding Card Charges Report**

A new report has been released in the Business Analytics Hub (BAH) containing detailed information for Procurement Card, Travel and Entertainment Card, and centrally billed airfare/hotel charges that are awaiting action from a cardholder/traveler or a department approver. These charges have been received by Concur from the university's bank but have not yet posted in Oracle.

The report contains the following pages:

1. Aged Transactions – Lists all credit card charges that are nearing 365 days past the date the charge was posted to UC San Diego by the bank.
2. Unassigned Card Charges – Lists all credit card charges that have not yet been assigned to an expense report in Concur.
3. Charges by Cardholder – Lists all outstanding credit card charges regardless of credit card posting date.

Please use this report to identify and reconcile outstanding card charges. In preparation for fiscal closing, we recommend starting with the expenses on the Aged Transactions page as those are a focus for clean-up and possible charge off to default projects starting June 15th. The report can be accessed here and a forthcoming Blink page with guidance on common reconciliation issues will be published shortly.

**Air Travel Updates & Reminders**

American Airlines

Effective April 2023, American Airlines changed the way it shares booking content via what is known as New Distribution Capability (NDC). As this content just launched, the impact to UC travelers is not fully known but coupled with news of reduced support staff and a focus on leisure travel, we want you to be aware. There could be downstream effects in terms of support and lack of content in booking platforms and with our partner travel agencies. Please be assured that impacts are not a function of our booking platform or travel agencies but rather with the way American Airlines is sharing their data. American Airlines' decision will potentially impact your travel experience and we recommend opting for other airlines for your business needs when feasible.

Seat Selection

Due to the complexity of the airline industry, seat selection can be tricky. There are many factors that impact seat availability. For the best travel experience, we recommend making your seat selection directly on the airline's website or in the airline's mobile app.

Many of our partner airlines offer priority seat selection to our UC San Diego travelers. Best practices for accessing these benefits include:

1. Save your airline loyalty program numbers in your Concur profile.
2. After your ticket has been confirmed, take the Airline Record Locator (PNR) from the Balboa invoice to the airline website and select your seat there.
3. Note that seat selection is based on availability.

**Oracle Financials Cloud Scheduled Maintenance**

Oracle production environment will be down for maintenance on **Friday 04/21/2023** from **7:00 PM** through **12:00 AM.**

**Project Portfolio Management Generate Invoices Job**

Regularly scheduled "Generate Invoices" job runs at 6am, 10am and 2pm daily PST. For some contracts, draft invoices created may be wiped out with the subsequent job run if those draft invoices have not been submitted for approval. Our UCSD-ITS team has a High Priority ticket open with Oracle regarding this issue. Oracle identified a fix, which will be pushed to PROD this upcoming Friday, 4/21.

For created events without a draft invoice after the scheduled job runs, the workaround is to manually run "Generate Invoices" job and submit the draft invoice for approval right after completion of the job. Click here to link to Knowledge Based Article (KBA) on How to run the Generate Invoices.

If you still do not see a draft invoice upon successful run of the job, please let us know by opening a Services and Support ticket.

If you still see this happening after 4/21, please report it via S&S.

**Resolved - User Name on Select Cost Transfers**

A previously reported issue referenced in B&F Weekly Digest 1/24/23 where some cost transfers were referencing the Initiated By and Approved By as a different user than the person who actually took action has been resolved.The information has been corrected for both existing and new transfers, with the correct usernames displayed.

**Links Restored on Internal Controls Checklist**

Recently, it was discovered that the checklist for internal controls had broken links to Blink resources. The issue has been resolved, so please be sure to download the latest version of the checklist from Blink: Best Practices in Internal Controls.

Watch recorded office hours and more on our UC San Diego Budget & Finance YouTube channel.

**UC San Diego Travel: Before You Go**

**Thursday, April 20 @ 9:00am - 11:00am**

The course will include an in-depth explanation of topics covered in the Concur Travel and Expense eCourse. This course will be especially valuable for employees who travel or book business travel and want to further their understanding of travel preauthorization and UC San Diego's instance of Concur Travel booking tool. Intended for travel arrangers, delegates, travelers, and financial managers who are familiar with Travel Policy G-28 and would like to learn about more advanced Concur Travel terminology and concepts.

Topics Covered:

- Review the process to request travel preauthorization via Concur Request.
- Be able to request a new University Travel & Entertainment Card.
- Learn how to book travel via Concur Travel.

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**Fund Management Office Hours**

**Every Thursday @ 11:00am - 12:00pm**

Come get your questions answered and solidify your knowledge and understanding from a useful and fun information packed session. Don't miss it!

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**UC San Diego Travel: Reporting Expenses**

**Thursday, April 20 @ 1:00pm - 3:00pm**

Intended for: Those involved in the process of trip reconciliation for business travel at UC San Diego, including travelers, preparers (Concur Delegates) and approvers.

The course provides an overview of UC San Diego travel policy and procedure, including summarized guidelines, resources, and information about online tools.

In this course, you will learn about Concur processes for prepaying travel and claiming expenses after the business trip occurs in accordance to Travel Policy G-28.

Topics Covered:

- Arranging for prepayment of fees, such as registration.
- Making deposits, such as for hotels.
- Reporting expenses.
- Claiming traveler reimbursement.

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**Financial Operations Office Hours**

**Friday, April 21 @ 9:00am - 10:00am**

Join the Financial Operations team this Friday for updates on Generate Invoice Job issue (reported to Oracle), PADUA 2.3 release, Inventory Updates, Wire Fee Process and Open Q&A. We look forward to seeing you there!

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**Oracle: Buying and Paying for PO Requisitioners**

**Thursday, April 27 @ 9:00am - 11:00am**

This course includes hands-on instruction on the use of Oracle Procurement & Payables. It focuses on topics such as shopping for and purchasing goods and services, searching across UC San Diego requisitions and POs, closing POs, processing nonPO payments, and checking invoice status. This course will be especially valuable for individuals responsible for departmental purchases who want to further their understanding of buying on campus.

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**Hot Topics: Fiscal Close**

**Wednesday, May 3 @ 11:00am - 12:00pm**

Join Integrated Procure-to-Pay Solutions for its next session of Hot Topics to learn how to best prepare your transactions to meet the fiscal year deadlines for the Procure-to-Pay and Travel & Expense spaces.

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**Reporting 1:1 Sessions**

Sign up for a 1:1 Zoom session to meet with a member of the BI & Financial Reporting team who can answer your specific questions about financial reporting and dashboards/panoramas in the Business Analytics Hub (BAH).

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## Have Finance-related questions?

Call the UC San Diego Finance Help Line.

**(858) 246-4237** **Tuesdays - Thursdays | 10:00am - 12:00pm & 1:00pm - 3:00pm**

Call the UC San Diego Finance Help Line! Knowledgeable agents are standing by to assist you and answer Finance-related questions.

*Click to access the Event Calendar on Blink, which showcases a consolidated view of Office Hours, Instructor-Led Training sessions, and Hot Topics.*

*Be sure to try out the different calendar views in the upper right corner!*

**Win a $25 VISA Gift Card by Completing the FY24 EPBCS Budget Process Evaluation**
If you helped to prepare your department's FY24 budget plan in Oracle Planning and Budgeting (EPBCS), we want to hear from you! In our ongoing efforts to improve the campus budget process, we're rolling out an evaluation survey to get your feedback. This evaluation covers the tasks that you completed in EPBCS as well as the support and communications you received from CBO during the budget development phase. It should take you less than 10 minutes to complete, and if you do you will be entered to win one of four $25 VISA cards that we are giving away to thank you for your partnership and participation.

Your feedback is valuable to CBO. We will use the results of the evaluation to identify potential improvements in both process and system for the next budget development cycle, so make sure your voice is heard! The survey is available at this link and will remain open through Friday May 5th. In the May 9th Weekly Digest we will announce the winners of the gift cards. Thank you in advance for your participation!

**The Support Framework: Your Guide to Finding Help**
Learning all there is to know about budget & finance can feel daunting.

The **Support Framework** is designed to help the Budget & Finance community, including faculty or staff with financial responsibilities, identify their resources based on the following questions:

- What can I do **on my own**?
- Where can I **get help**?
- Who can **help escalate**?
- How do I **suggest enhancements**?

Bookmark or download a copy for quick links to various resources available to you.

## Support Framework

Not sure where to find answers? Our support framework is designed to help the Budget & Finance community, including faculty or staff with financial responsibilities, identify resources.

### TIER 0 — What Can I Do On My Own?

**Applies to you if you:**
- Want to find published support information anytime
- Don't want to wait in line for your question to be answered
- Don't know who your department Subject Matter Experts (SME's) are

**Self-Service Resources:**
- Your immediate Supervisor
- Budget & Finance User Group
- Knowledge Base Articles
- Community of Practice
- Published Information in Blink
- Training Videos

### TIER 1 — Where Can I Get Help?

**Applies to you if you:**
- Have a question that is unable to be answered by your department SME or self-service resources
- Have a question that can be quickly answered by a knowledgeable representative
- Need to process a transaction in Services & Support
  - E.g. "I need you to process/approve/route…"

**Resources:**
- Attend an Office Hours session
- Contact the Finance Help Line
- Submit a request ticket in Services & Support

### TIER 2 — Who Can Help Escalate?

**Applies to you if you:**
- Are unsure how to submit your request/ticket
- Have submitted a ticket and are not receiving a response
  - Please try to give agents enough time to process your requests before escalating the ticket
- Identify something that does not seem to be working properly

**Resources:**
- Contact the central support team directly at financesupport@ucsd.edu
- Submit a ticket to Budget & Finance Support
- Find the form in our Request Catalog to process your transaction request

### TIER 3 — How Do I Suggest Enhancements?

**Applies to you if you would like to suggest:**
- An enhancement to a financial system
- Idea to streamline a financial business process
- Oracle & Concur financial reporting enhancement

**Resources:**
- Budget & Finance Suggestion Box
- Business Analytics Hub Help Page

View the full Support Framework on Blink.

UC San Diego
BUSINESS AND FINANCIAL SERVICES

Each Tuesday, the Weekly Digest provides important updates related to Budget & Finance, including Oracle Financials Cloud and Concur Travel & Expense.
**Our goal is to deliver timely information that matters to you.**

Not sure where to find answers? Get started using our Support Framework.

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UC San Diego

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