February 2026 Business Partners Round Table (BPRT)
Meeting Summary

Meeting Overview

This BPRT (Business Part) meeting covered major system updates and **process changes**, compliance requirements, and operational shifts impacting Finance, Procurement, and campus operations. A recurring theme: significant CSU systemwide transitions (P2P, Concur optimization, DOA360, CHRS) are happening quickly, and teams are adapting in real time as best we can.

🏛 <u>Opening– Elena Larson, University Bursar</u>
https://www.csus.edu/administration-business-affairs/financial-services/_internal/_documents/bprt-2025-2026/2026.02/01.opening.pdf

🎉 On Base Expenditure Transfer (ExpTX) Form Back Online!

Comment Cards

🏨 <u>Hospitality Justification Forms</u>
Q: I would like to see Procurement and AP follow the same procedures in terms of hospitality justification forms and reimbursement requests. For example, when I submit a Requisition/PO, a Hospitality Justification is not required, but when I submit the invoice for payment/close the PO, the Hospitality Justification form *is* required.
A: Hospitality Justification is not required at the Requisition stage, only at the payment authorization stage. So, Procurement isn't going to ask for it, but Accounts Payable will require it.

💻 <u>P2P Resources</u>
Q: Can we have more detailed training materials for P2P?
A: To meet everyone where they are and how they learn, we have resources!
<u>Demos</u> – Recordings & Materials
<u>Learning Labs</u> – Recordings & Materials
<u>System-wide How-Tos </u>(with screen shots!)
<u>Drop In Hours</u>
Still need help? Email us: csubuy-p2p@csus.edu

Future BPRT Events – All in Zoom
- Tuesday, April 14th
    - [Register Here](#)
- Tuesday, August 18th
    - [Register Here](#)

- Wednesday, October 21st
    - [Register Here](#)

🛑 <u>Year-End Department Deadlines</u>
- Currently being updated
- Will be published once complete
- Will be sent out to BPRT Listserv

💳 ✈️ <u>Accounts Payable & Travel</u> – *Sarah David, Accounts Payable & Travel*
https://www.csus.edu/administration-business-affairs/financial-services/_internal/_documents/bprt-2025-2026/2026.02/02.apt.concur.pdf
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🛰️ **Concur Optimization Project – Go-Live March 9**

<u>Project Overview</u>
The CSU Concur Optimization Project transitions all campuses to a single, unified Concur platform with enhanced functionality.

🔬 <u>Scope includes:</u>
- Employee & non-employee travel reimbursements
- Non-travel reimbursements
- ProCard reconciliation
- Card services updates
- Hospitality Justification Form for Concur

🔐 <u>A key enhancement:</u>
Users will now be able to charge directly to Foundation (X) funds, eliminating certain reimbursed activity processes.

<u>Critical Cutoff Dates & Blackout Period Key Dates</u>
- Feb 23: Travel requests with advances must be fully approved
- Feb 28 – March 8: System blackout
- March 9: System reopens with updated interface

💡 <u>During Blackout (2/28-3/8):</u>
- No expense reports or travel requests can be created or approved
- Online booking tool unavailable
- System inaccessible
- Travel CAN occur
    - Airfare & Car Rental: Contact Christopherson Business Travel (CBT) 855.993.0930
    - Hotel Accommodations: Contact Hotel <u>directly</u> to book

💥 **Major Impact**: Expense Report Deletion

- All open or unapproved **expense reports** will be centrally deleted
- Out-of-pocket expenses removed
- Card transactions returned to Unassigned status
- Deleted reports must be recreated after March 9

This deletion is necessary due to:
- Field restructuring
- Header changes
- Payment type updates

🙋 **Questions & Answers About Deletion**

Q: Will reports be deleted even if they were already approved?
A: Yes. If they are still pending in workflow (including AP review), they will be deleted. Only fully paid/processed items remain.

Q: Will users be notified if their report is deleted?
A: Yes. Reports must be sent back in order to be deleted, which will trigger a notification. Users are encouraged to monitor their queue.

Q: Will there be a list of what was deleted?
A: No central list will be created.
Best practice: Use the "Print/Preview Report" option before blackout to retain a copy for recreation.

Q: Are individual expenses saved?
A:
- Credit card transactions will be saved (returned to Unassigned).
- Out-of-pocket expenses are not saved once deleted.
- Receipts should remain saved in the gallery.

Q: Will travel requests also be deleted?
A: No. Travel requests are not affected and will remain in the system.

✈️ **Travel Guidance During Blackout**
- Travel can still be booked in Concur through Feb 27
- During blackout, use Christopherson Business Travel (CBT)
- Airfare & car rentals direct-billed through CBT
- Hotels booked independently
- Keep all receipts for later expense reporting

✔️**Training Overview**
All sessions listed in [Financial Services Trumba Calendar](#) – **MUST** follow the CSU link **IN** the Trumba Event to receive the link to the webinar from the Chancellor's Office

Expense Training Covers:
- New Request module
- Expense reimbursements
- Card services
- Hospitality justification forms
- Local mileage option
- Travel allowance updates
- New report types
- Virtual sessions offered in early March.

ProCard Training Covers:
- ProCard holder & delegate training
- Reconciliation process
- Hospitality forms
- Expense & card service updates
- Sessions offered mid-March through April

🙋 **Training Q&A**
Q: Will ProCard training be campus-based or CO-level?
A: Primary training will be Chancellor's Office-led. Procurement may offer additional campus-specific support.

Q: Can delegates be set up for ProCard reconciliation in Concur?
A: Yes. Delegate functionality works the same across report types.

ProCard Transition Details
Q: Is ProCard reconciliation moving to Concur on Feb 28?
A: Not immediately for all cards.

💳 **Clarification on ProCard Reconciliation:**
- Existing ProCards remain reconciled in CFS.
- New Concur-specific cards will be issued.
- Once new cards are active and old cards retired, reconciliation shifts to Concur.
- Likely phased implementation (possibly March/April statement cycles).

✔️ **Reporting & Oversight**
Q: Can colleges run reports on incomplete expense reports?
A: Yes. Managers (or delegated budget analysts) can run expense status reports to identify items pending approval. Documentation available via travel@csus.edu

Communication & Change Management

Concerns were raised about:
- Short notice regarding deletions
- Communication gaps about documentation changes
- Confusion during rapid implementation

Response:
- Teams were notified late by the system consultants.
- Communication is ongoing and evolving.
- Additional resources and updates are forthcoming.
- Teams are working extended hours to minimize rework.

❗ Overall Themes
- Significant system reset due to backend structural changes
- Short timeline requiring rapid action
- Expense reports are the primary area of impact
- Travel requests remain intact
- ProCard moving gradually into Concur
- Strong emphasis on training and user preparation
- Teams working proactively to reduce disruption

Key Contacts
- Travel: travel@csus.edu
- Accounts Payable: ABA-FIN-ap-travel@csus.edu
- Procurement (ProCard): procard@csus.edu

🏷️ Procure-to-Pay (P2P) System Update – *Sebastian Head & Kathleen Paclibar, Procurement & Contract Services*
https://www.csus.edu/administration-business-affairs/financial-services/_internal/_documents/bprt-2025-2026/2026.02/03.pcs.pdf
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P2P went live January 26 and continues to evolve. Already seeing benefits of P2P: Some vendors, like Verizon, can upload invoices directly, reducing lost invoices. This has already started happening, alleviating billing/payment issues

Procure-to-Pay (P2P) Status & Support (Go-live + remaining help)

Training & office hours

Remaining lab sessions Thursday 2/19 Register HERE

Office hours: 2/20 and 2/27 – Sign-up via [Financial Services Trumba](#)

Q: Will there be more P2P drop-in hours / office hours after Feb 20?
A: Yes—office hours were extended for an additional week - this Friday 2/20 plus next Friday 2/27. After that, please connect with the P2P Team for quick answers or to schedule a meeting: csubuy-p2p@csus.edu

🚫 A major operational change: DPRs are gone → After-the-fact now = Requisition
- The old Direct Payment Request (DPR) Adobe Sign form is no longer available.
- After-the-fact purchases must now be submitted in P2P as a requisition.

🚫 Critical warning: Do NOT use "Unauthorized Purchase Request"
- The "Unauthorized Purchase Request" form exists in P2P, but the team explicitly instructed users **not to use it** because it bypasses required workflows and will be **rejected**.

❗ Required after-the-fact process (how to submit correctly)
Users should:
- Submit a requisition using the appropriate form type
  - IT, independent contractor, hospitality, etc.; otherwise use Goods & Services as the catch-all
- Clearly label "AFTER THE FACT" in both:
  - Cart Name, and
  - Reference ID field
- Attach a Justification Memo explaining:
  - what happened (exception),
  - how it happened, and
  - the remediation plan (How to avoid the situation in future)
- A screenshot-based After-the-Fact User Guide will be posted soon

💰 Payment in Advance (deposits, etc.)
- Allowed but reviewed case-by-case
- Must be clearly identified in the requisition
- Put it in both line-item description and comments to avoid confusion
- Create a separate line specifically for deposit amounts

📦 Ship-to vs Deliver-to (practical guidance)
- Ship To has essentially one option: Central Receiving
- "Deliver To" may be incomplete and suppliers often don't use it reliably
- Best current workaround: put building/room in the "Attn:" field so it prints on labels and helps Central Receiving route deliveries
  - Example: Attn: Jeanne Brewster, Sac Hall 259

Order consolidation (reduce AP invoice overload)

- AP is seeing high volumes of low-dollar invoices from PunchOut (Amazon/Staples-style) orders
- Request to consolidate small PunchOut items into fewer orders when possible instead of submitting multiple requisitions, all for under $10

👥 Supplier/Vendor management shift

- All Supplier Requests (approval and maintenance) are processed at the Chancellor's Office
- A supplier is not usable until its status shows Approved

CSU Employees & Students as Suppliers

- CSU employees and students cannot be set up as suppliers in P2P
    - Such as an employees' side businesses (because the owner is still a CSU employee)
    - The CO will deny the supplier request if an employee

🙋 Q&A

Q: Is there a contact for vendors not able to be set up in P2P?
A: CSUBUY-P2P@csus.edu – Will Route to CO, if we cannot address locally

- Start case-by-case via vendor data / supplier support.
- If vendor truly can't use the portal (no email/limited access), there is an alternate CO process to add them without completing a profile
- Users should try inviting the supplier first, then escalate if they cannot comply

Q: How will P2P affect ProCard use for departments with lots of non-traditional suppliers (e.g., student lab and materials)?
A:

- Core expectation: suppliers should be added to the system and paid via requisition
- ProCard may still be used case-by-case when a supplier will not or cannot accept a PO or in emergent situations
- Overall push is away from ProCard for convenience and toward requisitions, with exceptions handled as needed

Q: How will these changes affect payments to student reimbursements such as mileage?
A:

- Student reimbursements (like mileage) continue through Concur using the non-employee travel process/policy
- Some Concur-related supplier payments still follow the legacy/non-employee route as applicable during transition

Q: We use ProCard for faculty memberships and conference registrations—do these now have to go through P2P?"

A: Those are appropriate ProCard uses. Users can continue using the ProCard for them. Reconciliation stays in CFS for now, until the Concur/ProCard reconciliation transition occurs. Additional: Eventually, we will receive new ProCards that will all be reconciled in Concur. As long as we are using our existing ProCards, the reconciliation will continue in CFS as usual

Q: We buy sheet music from many online suppliers—can we still use ProCard outside P2P?
A: Preferred approach: get the supplier into P2P and use requisitions. If the supplier refuses POs, ProCard may be approved case-by-case.

Q: Vendors refuse POs and only take card/check—do we email for ProCard permission/temp increase, or do P2P requisition?
A: Primary expectation remains: use a requisition for supplier payment when possible. If ProCard use or temporary increase permission is needed, email process (procard@csus.edu) remains acceptable for now (until further notice). There may be a more automated workflow later as Concur evolves.

🧑‍💼 Compliance Changes, DOA, Year-End, and More! - *Daniel Manomai, Accounting Services Accounting Services*
https://www.csus.edu/administration-business-affairs/financial-services/_internal/_documents/bprt-2025-2026/2026.02/04.as.pdf
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❗ Top-level takeaways
- DOA360 / CARS workflow changes are live and important — submit DOA changes via CARS and follow the DOA approver list.
    - More on DOA in next presentation from Margaret Hwang and Yavette Hayward
- The OnBase Expenditure Transfer form was updated to include DOA approver routing; it now routes first to the DOA approver, then to Accounting Services (AS) for review. Expect a few quirks (e.g., possible self-approval) until the form is refined.
- AS processing times may be slower during staff changes and year-end. Plan accordingly.

💰 DOA / CARS — What You Need To Know
- Use the CARS request (OnBase) to add/remove DOA;
- If making numerous changes, attach the DOA spreadsheet (one example line in the OnBase form, Add Note to see spreadsheet for bulk entries
- Look up current DOA approvers with the CFS query **SA_DOA360_APPROVER_INQUIRY_PUB** (may need to schedule due to size).
- Foundation funds aren't all set up with fund-specific DOA by default — if you need fund-specific DOA, request all 5 levels per fund.
- AS verifies DOA during transfer review but cannot change DOA

💸 OnBase Expenditure Transfer form — updates & caveats

- The form now attempts to populate the DOA approver based on the original line amount and selected fund/DeptID.
- Caveats to note:
  - The form can currently allow the submitter to route approval to themselves; AS will push these back. Don't set yourself as approver.
  - Foundation DOA isn't fully fund-specific, the auto-populate logic may not correctly choose approvers for Foundation funds — fixes planned for future iterations.

🛎️ AS Service Timeframes & Year-End Planning
- Expect slower processing during staff changes and year-end activity; service guidelines were provided in the Presentation Materials.
- Emailing accts-01@skymail.csus.edu will open a ServiceNow ticket – similar to the IRT system
- If an AS ServiceNow ticket is stale, you can escalate to Daniel for follow up.
- Year-end schedule is tentative and subject to Chancellor's Office timelines; watch for updates.

💸 Required documentation for expenditure transfer requests
Attach the following to expedite processing:
- Original department request / justification
- FDW report showing actuals and available cash
  - Helps validate the transfer hasn't already been done
  - Verifies funds available to cover costs
- DOA approvals for all affected funds/DeptIDs
  - email thread or approver note attached is acceptable
- Original invoice / PO / supporting documentation that shows what was originally requested (if applicable)
- Fund allowability documentation where applicable
- Any relevant emails or notes supporting the recon/journal request (if applicable)

Events & Event Fee Request Documentation
The Event Policy and Addendum document contains the Policy (pp. 1-8), instructions and guidance on the process (pp. 9-13), the Event Fee Request form (pp. 14-18), and a sample of how to complete Section III in the request form (p.19).

Post Event Documentation
Please see the Event Instructions, Recons, Documentation workbook for each event. Please complete the appropriate worksheets and send them, along with backup to AS after your event(s). Include sponsorship packet, reconciliation, methodology (how benefit is calculated), and chart strings when possible.

MDR01 / Foundation & CapRadio changes (effective April 1)

- After April 1, ProCard and Travel card charges must be reconciled to the correct Business Unit / Fund / Account
- No more MDR01 for Foundation and Cap Radio items
- Outstanding Foundation invoices after April must be submitted to AS for wire transfer (intended for payroll items).
- Departments must retain transactional reports for items sent to UEI for audit support.

CCR (cost center / chargeback) notes
- CCR billing is maintained by service providers
    - Such as University Mail for postage, IRT for phone services and photocopiers, etc.
- Providers supply monthly uploads to AS
- Need to move CCR charges? Charge Reversals preferred over ExpTX
    - Discuss reversals with the service provider
    - Changes included in the provider's next upload (Reverse a charge and attribute it elsewhere)
- Manual transfers won't feed into Cognos the same way provider uploads do — prefer fixing at the source.
- AS can help coordinate provider conversations.

Other reminders & operational points
- Revenue contracts need AS review before signature
- ACH process is tentatively moving to Bursar (on hold)
- Bursar is primary contact for student account changes
- AS can provide training for new staff handling financial tasks — request via the accounting inbox: accts-01@skymail.csus.edu

🙋 Q&A

Q: If a CCR expense used the wrong speed type, can it be corrected via expenditure transfer?
A: It depends, but contacting the service provider for a reversal and rebill is preferred. Contact the service provider to reverse and recharge expenses. Manual transfers are possible, but provider upload reversals are preferred

Q: How do I update my email listed in P2P (old email still appears)?
A: Email: CSUBUY-P2P@csus.edu — many legacy names/emails came from the original IRT upload into CFS and may require IRT action to fully propagate across systems. P2P notifications typically still reach you even if an old email displays, but the team will work with IRT to correct it.

❗ Key contacts & quick actions
- Accounting inbox (submit tickets / transfers): [ccts-01@skymail.csus.edu
- P2P supplier / email updates: CSUBUY-P2P@csus.edu

- DOA changes / approver routing: Submit via CARS Request (OnBase) and follow DOA approver list; contact your VP/CFO office for routing/override requests.

👓 Delegation of Fiscal Authority - DOA 360 - *Margaret Hwang & Yavette Hayward, VP/CFOs Office*
https://www.csus.edu/administration-business-affairs/financial-services/_internal/_documents/bprt-2025-2026/2026.02/05.doa.360.pdf
@ 1:24:50

- Beginning in November, campus began the process of adopting the Chancellor's Office DOA levels (Levels 1–5). These determine who can approve fiscal requests.
- DOA entries are being implemented via CARS requests in OnBase.
- Yavette is doing the back-end DOA entries (with limited backup) for all of campus, so correct CARS submission is essential.

Key process / steps (practical)
1. Submit an OnBase CARS request: https://onbase.csus.edu
   a. If many Dept IDs, attach THIS spreadsheet, after entering at least ONE LINE in the Add DOA function on the CFS tab (see #3 below)
2. In the OnBase CARS form choose "Add Delegation of Fiscal Authority = Yes" and list Dept IDs (or Fund, or Program, as appropriate) + required DOA level(s).
3. Provide one example line in the CARS entry and attach the spreadsheet for bulk changes (additions and removals) — don't simply request the DOA is copied from another old DOA; check each ID (Dept, Fund, Program) for accuracy
4. DOA, unlike other approvals, must be routed to the correct financial approver (the DOA approver list is on the DOA page) not necessarily the individual's HEERA supervisor. If you can't override, send the information to the person in your area who has authority to Override.
   a. List of those individuals HERE

Approvers (high-level)
The DOA materials list the final approvers by division (e.g., Nikki Khamsouksay — President's Office; Academic Affairs — Provost/Associate Dean; ABA — Margaret Hwang / Director of Admin Finance, etc.). Follow that routing.

❗ Important notes / upcoming changes
- Currently some email approvals are being accepted as exceptions while the team resolves routing issues — that exception will end soon. Going forward, proper CARS routing (not email approvals) will be required for auditability.
- If you need override routing (for VPs, etc.), the division lead should request override access via IRT.