

FAQ

FlexCard Transaction Processing in Gateway

1. **What is a FlexCard, and how are its transactions processed in Gateway?**
 - a. A FlexCard is UCSB's purchasing card. Each FlexCard transaction in Gateway creates a unique invoice linked to a "FlexCard Purchase Order" (PO) number beginning with "FX." Each invoice must be allocated and approved individually.
 - i. See the [Allocator Instructions](#) for more detailed information
 - b. Transactions first post to the General Ledger (GL) using the card's default CCOA. The Invoice Allocator is responsible for assigning the invoice to themselves, updating the CCOA if needed, and submitting it for departmental approval.
 - c. You can search for FlexCard POs and invoices in Gateway by clicking the User icon on the upper-right of Gateway, clicking Manage Searches, clicking FlexCard under UCSB Shared Favorites, and clicking either FlexCard Cardholders or FlexCard Invoices
2. **What is the deadline for allocating and approving FlexCard transactions?**
 - a. FlexCard transactions must be allocated and approved within **30 calendar days** of the invoice import date (the date the transaction appears in Gateway), not the card swipe date.
3. **What roles are involved in FlexCard processing, and how do I get them?**
 - a. There are two main roles, Allocator and Approver:
 - i. **Invoice Allocator** – Assigns and updates CCOA values. Must have access to the department's default Financial Reporting Unit (FRU). Allocators can assign any GL FRU or project value.
 - ii. **Approvers** – Approvers can approve or revert invoices, but cannot edit them.
 1. **Department Invoice Approver** approves invoices with GL CCOA values.
 2. **Project Analyst** approves invoices with Project CCOA values.
 - b. To request either role, contact your Role Security Administrator (RSA) to submit a role ticket specifying the role and FRU values.
4. **How do I handle invoices that are incorrectly routed or need corrections?**
 - a. Use the **Revert workflow** option to send the invoice back to the Invoice Allocator.
 - b. Click the three dots next to *Workflow* (right-hand side) and select **Revert workflow to a previous step**, and select the Invoice Allocator step.
5. **How do I match FlexCard transactions to authorization forms and update account strings?**
 - a. FlexCard transactions automatically match to the FlexCard PO via daily import.
 - b. If you need to match an invoice to a FlexCard Authorization form:
 - i. Use **Add New PO**.
 - ii. The CCOA from the Authorization form will auto-import.
 - iii. Zero out the original U.S. Bank line item so only the Authorization form's CCOA applies.
 - iv. Update all Commodity Codes and account values to avoid errors.
6. **How are taxes and freight costs handled in FlexCard allocations?**
 - a. **Vendor Receipt = Source of Truth.** The Gateway invoice must match the vendor receipt. Make edits at the **Header-Level only** (not Line-Level).
 - b. **Sales Tax & Shipping/Handling:** Allocators should ensure these amounts match the receipt. Adjust the line item amount so the total matches the receipt.
 - c. **Use Tax:** Assessed automatically via a third-party tax engine. For accurate calculation, allocators must update the **Commodity Code** and **Ship-To address**.
 - i. Commodity Codes starting with 1–6 = taxable goods.

- ii. Commodity Codes starting with 7–9 = non-taxable services.
- d. For tax questions, contact Ron Hirst at rphirst@ucsb.edu or submit a [help ticket](#)
- 7. **What is the requirement for creating receipts for FlexCard invoices?**
 - a. A **cost receipt must be created** in Gateway for every FlexCard invoice. This verifies that goods/services billed were received.
 - b. Receipts do not need to be completed before allocating and approving, but receipts should be created promptly.
 - c. Submit receipts on either the FlexCard Card PO or the FlexCard Authorization PO.
 - d. Documentation required:
 - i. An itemized order document (with unit costs).
 - ii. A signed and dated receipt showing what was received. This can be a handwritten signature on the receipt, e-signed (e.g., DocuSign), or an email from the recipient confirming receipt
- 8. **What are the key points regarding default values and error prevention?**
 - a. FlexCard transactions default to:
 - i. **Commodity Code = 99999999 FlexCard - Default Only(523220)**
 - ii. **Account = 523220 FlexCard Default Expense**
 - b. Update the Commodity Code first, save, update the Account, then save again.
 - i. The **Expenditure Type** should always be the same value as the Account.
 - c. The Invoice Allocator **must** update these values. If not, the invoice will be returned.
 - d. **Tip:** Review the entire invoice before approving to ensure data accuracy.

Other Important Information

- 1. **Can I process Amazon purchases with my FlexCard directly through [Amazon.com](https://www.amazon.com)?**
 - a. Yes. You may purchase through the Gateway Amazon punch-out **or** directly on Amazon.com. Both methods utilize the UCSB Amazon Business Prime account.
- 2. **How do I handle international orders with a FlexCard?**
 - a. International orders require a **FlexCard Authorization form**. Export control review is built into the workflow. Charges will post in U.S. dollars, so no currency conversion details are needed.
- 3. **What should I do if a Commodity Code isn't mapped to an account?**
 - a. Email the Gateway Help Desk at gatewayhelp@bfs.ucsb.edu
- 4. **How do I get a new FlexCard?**
 - a. Review the [training material](#)
 - b. Complete the [FlexCard Exam](#) in the Learning Center
 - c. Submit a New FlexCard request via [ServiceNow](#)

Allocator Instructions

FlexCard Allocator Instructions

Gateway is now home to FlexCard transaction management (i.e., allocation, approval, and receipts). Each FlexCard on campus now has a master PO, which acts as a vendor blanket for FlexCard charges. Once you receive your FlexCard master PO number, you can use it to view every invoice charged to your card. To allocate a FlexCard invoice (i.e., a charge), you must have the proper access. The access you need is called “**Jaggaer Allocator**.” Your RSA must request this access for you. In addition, your RSA must request that you be assigned to your department's default FRU.

Once you have access to your FlexCard invoices, follow the steps below to allocate charges.

Steps to Allocate FlexCard Invoices

1. **Access Invoices**
 - a. Go to your Gateway Flags and select the invoices.
2. **Open an Invoice**
 - a. Select an invoice (invoice numbers begin with “JG”).
 - b. If the upper corner button says “**Assign & Further Action**”, click it to edit the invoice.
3. **Verify Shipping Information**
 - a. In the center of the page, confirm or correct the **Ship To** section.
4. **Enter FlexCard Authorization (optional)**
 - a. In the **General** section under **FlexCard Information** (left-hand side), enter the FlexCard Authorization for your charge.
5. **Correct Tax Information**
 - a. If tax appears in the line item, remove it from there and enter it in the header instead.
6. **Update Commodity and Account Codes**
 - a. If no FlexCard Authorization is matched, update both the **Commodity Code** and **Account Code**.
 - b. Reminder: Enter the **Commodity Code** → click **Save**. Enter the **Account Code** → click **Save**.
 - c. Verify that the **Expenditure Type** is the same value as the **Account Code**..
7. **Allocate the Charge**
 - a. Update the **CCOA** information.
 - b. If you need to split a charge by **amount** (rather than percentage), do this at the **line-item** level.
 - i. Click the **three-dots** next to the line item price, then click **CCOA**. From here, you can add line-item level splits by dollar amount.
8. **Match a FlexCard Authorization (if applicable)**
 - a. If a FlexCard Authorization exists for this invoice/charge:
 - i. On the line item, click the **three-dots**.
 - ii. Select “**Add New PO**.”
 - iii. Search for the FlexCard Authorization and click the **plus sign** to match it.
 - iv. Adjust the invoice/charge amounts by zeroing out the original invoice line.
9. **Move the Invoice into the approval workflow**
 - a. Select “**Approve/Complete & Show Next**” in the upper right corner.

Additional FlexCard Information

1. **Cost Receipts**
 - a. A cost receipt must be created for every invoice/charge, but it is not necessary to be completed before the invoice is allocated and approved.
 - b. If no FlexCard Authorization is matched, create the receipt in the **FlexCard Master PO**.
 - c. If a FlexCard Authorization is matched, create the receipt in the **FlexCard Authorization PO**.
2. **FlexCard Transaction Timeline**
 - a. Allocators and Approvers have 30 calendar days to allocate and fully approve transactions in Gateway. This timeline begins from the **Submit Date** under **AP Export Information**.
3. **Important Reminder**
 - a. When a FlexCard transaction appears in Gateway, the expense has already been posted to the card's default CCOA. The Gateway process simply reallocates that expense as needed.