

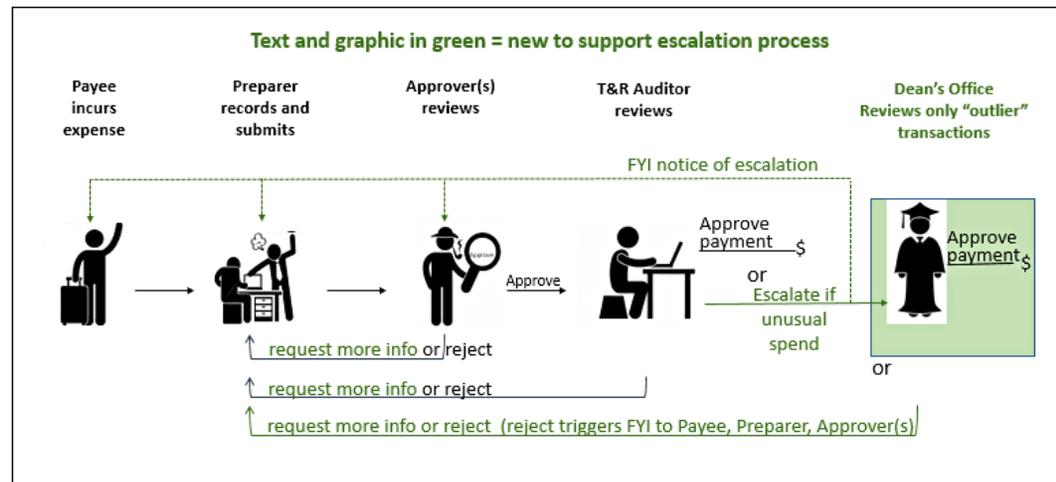
Escalation Designee Procedure— Rollout February 29, 2016

Page or scroll through, or choose what you would like to learn about below.

New Escalation Process

On February 29, 2016, Stanford is rolling out a new escalation process for the approval of business expense transactions, including both Expense Requests and PCard transactions. The purpose of the new process is to allow the business unit (Dean's office or department financial management) to have visibility into and final approval of unusually high-cost business expenses.

Dean's office reviewers (called "escalation designee") have been identified by Stanford business units and assigned escalation approval authority. Escalation to the designee will **only** occur if a transaction has unusually high cost and has already been approved by all other approvers in the standard approval workflow. The Travel and Reimbursement department (T&R) will escalate a transaction to the designee for final review and approval.



Note: When a transaction is escalated, the payee, preparer, and all approvers in the workflow are notified.

As the escalation designee, you will receive a notification describing the reasons for escalation. Your role is to review the transaction and either approve or reject. See below for details:

[Review an Escalated Expense Requests Transaction](#)

[Review an Escalated PCard Transaction](#)

Escalation Designee Procedure– Rollout February 29, 2016

Review an Escalated Expense Requests Transaction

Step	Procedure	System
Review the Notification	<ul style="list-style-type: none"> • Access notification from email or your Oracle Worklist. • Review Escalation Reason from T&R (red text) • Review transaction details and attachments: <ul style="list-style-type: none"> • Review header info including Business Purpose • Access Full View and review applicable details • Review attachments • Determine if the cost should be approved or rejected, or if you need more information to make the decision. 	
Approve the Transaction	<ul style="list-style-type: none"> • Scroll to the bottom of the notification. • Enter a Note that clarifies or explains why the cost is justified. • Click Approve. <p>Preparer is notified that the transaction has been approved.</p>	

Escalation Designee Procedure– Rollout February 29, 2016

Request More Info from Preparer

If you need a better explanation from the preparer, or if a receipt or document is missing, you can send a request directly to the preparer.

- Scroll to the bottom of the notification.
- Enter a **Note** to the preparer that describes exactly what information or attachment you need.
 - Refer to the expense lines in question by expense type and line number
 - Be as specific as possible about the information or attachment needed
- Click **Request More Info**.

The preparer will then receive a notification containing your request to which they can reply directly back to you.

When the preparer replies with the information you will receive another notification to review and approve.

Response

Rejection reason(s): Incorrect allocation or expenditure type Class of Airfare Insufficient Business Purpose Local Travel
 Missing documentation/receipts Other

Note: Jennifer please provide more information/justification for airfare cost, cash expense, line 1|

[Return to Worklist](#) Display next notification after my response

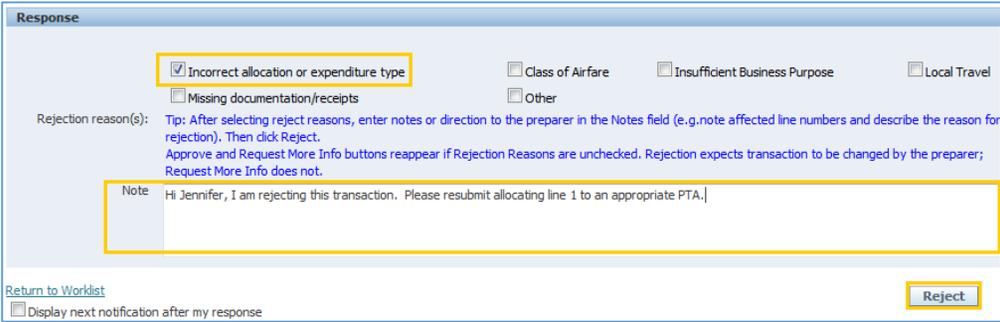
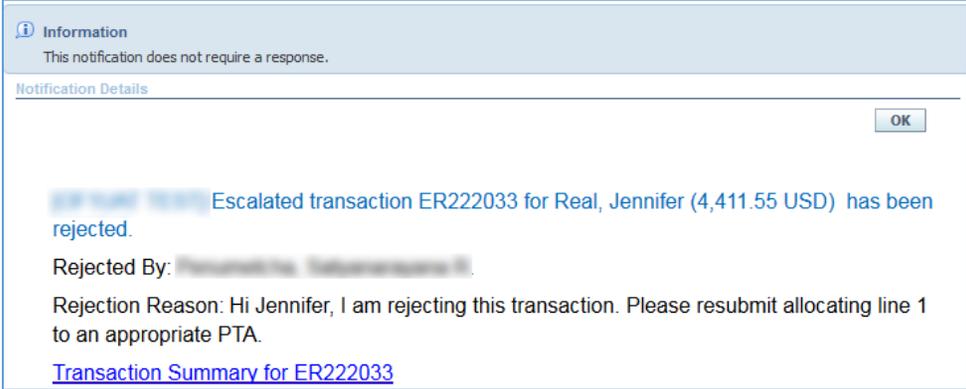
Escalated Transaction ER222033 for Real, Jennifer (4,411.55 USD)

From Real, Jennifer	Transaction for Real, Jennifer	SUNet ID jensreal
To [redacted]	Business Purpose Business Purpose for example transaction for escalation.	Transaction Total 4,411.55 USD
Sent 19-Feb-2016 15:14:11	Advance Applied 0.00 USD	Reimbursement Amount 4,411.55 USD
Due 22-Mar-2016 15:14:11	Note from Travel & Reimbursement Requested Info Line Number 1, 2 and 3 exceed guidelines for expense type.	Replied Info Hi Satya, this was an emergency last minute trip. Therefore this was the lowest available fare. See attached for list of all available fares.
ID 122953262		

Instructions

1. Open [Full View](#) to review transaction details
2. Open [attached receipts](#) (i.e. backup documentation)

Escalation Designee Procedure– Rollout February 29, 2016

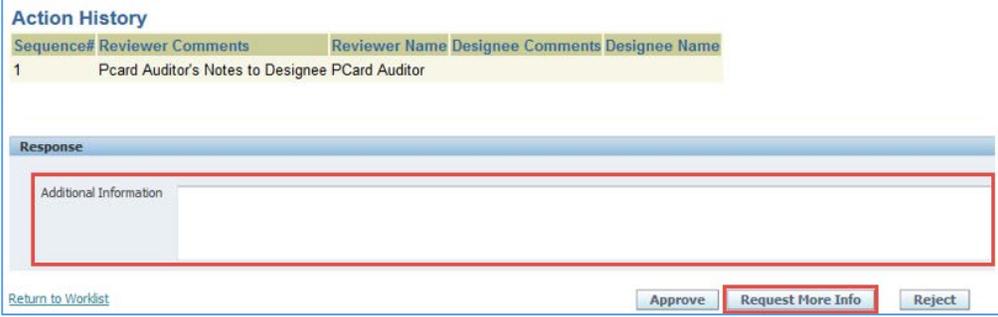
Step	Procedure	System
<p>Reject the Transaction</p>	<ul style="list-style-type: none"> • Scroll to the bottom of the notification. • Select one or more Rejection Reasons. • Enter Notes to further explain the reason for rejection and what must be done for approval. • Click Reject. <p>Note: Select Other if no other listed reason applies. Be sure to explain in Notes</p> <p>The preparer will receive a notification of the rejection.</p>	 <p>The screenshot shows a 'Response' window with several rejection reasons: 'Incorrect allocation or expenditure type' (checked), 'Missing documentation/receipts', 'Class of Airfare', 'Other', 'Insufficient Business Purpose', and 'Local Travel'. A 'Note' field contains the text: 'Hi Jennifer, I am rejecting this transaction. Please resubmit allocating line 1 to an appropriate PTA.' A 'Reject' button is visible at the bottom right.</p>  <p>The screenshot shows an 'Information' window with the message: 'This notification does not require a response.' Below it, 'Notification Details' are shown: 'Escalated transaction ER222033 for Real, Jennifer (4,411.55 USD) has been rejected.' The rejection is attributed to 'Jennifer' with the reason: 'Hi Jennifer, I am rejecting this transaction. Please resubmit allocating line 1 to an appropriate PTA.' A link for 'Transaction Summary for ER222033' is provided at the bottom.</p>

Escalation Designee Procedure– Rollout February 29, 2016

Review an Escalated PCard Transaction

Step	Procedure	System																																																														
<p>Review the Notification</p>	<ul style="list-style-type: none"> • Access notification from email or your Oracle Worklist. • Review Message about unusually high cost. • Review transaction details and attachments: <ul style="list-style-type: none"> • Review Business Purpose • Review Expense Type and Number of Attendees • Review attachments • Review Action History for comment from PCard Auditor about unusually high cost. • Determine if the cost should be approved or rejected, or if you need more information to make the decision. 	<div style="border: 1px solid #ccc; padding: 10px;"> <div style="text-align: right; margin-bottom: 5px;"> <input type="button" value="Approve"/> <input type="button" value="Request More Info"/> <input type="button" value="Reject"/> </div> <p>From: PCard Auditor To: [Redacted] Sent: 19-Feb-2016 16:13:14 ID: 422953278</p> <div style="border: 1px solid red; padding: 5px; margin: 5px 0;"> <p>Message</p> <p>Unusually high cost per Meal - Dinner attendee. University Guideline for Meal - Dinner threshold is \$80</p> </div> <div style="border: 1px solid red; padding: 5px; margin: 5px 0;"> <p>Transaction Id 2829308 Card Number XXXX-XXXX-XXXX-3269 Card Holder Name Planning Office Department Name Planning Office Verifier Name Banerjee, Satarupa Merchant Name ORENS HUMMUS SHOP Transaction Date 20-AUG-2015 Business Purpose Business purpose for example transaction for escalation. Amount 264.37 Expense Type Meal - Dinner Number of Attendee 2 Status APPROVED</p> <p>PCard line details</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Number</th> <th>Project</th> <th>Task</th> <th>Award</th> <th>Exp. Type</th> <th>Line Amount</th> <th>Allocation Reason</th> </tr> </thead> <tbody> <tr> <td>10</td> <td>1120527</td> <td>1</td> <td>GAWTZ 55110</td> <td></td> <td>264.37</td> <td></td> </tr> </tbody> </table> <p>PCard Tax details</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Number</th> <th>Project</th> <th>Task</th> <th>Fund/Awd</th> <th>Exp. Type</th> <th>Line Amount</th> <th>Allocation Reason</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>PCard Routing Lists</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Seq Number</th> <th>Person</th> <th>FYI List</th> <th>Action</th> <th>Action Date</th> <th>Comments</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Banerjee, Satarupa</td> <td></td> <td>VERIFIED</td> <td>19-FEB-2016</td> <td></td> </tr> <tr> <td>1</td> <td></td> <td></td> <td>APPROVED</td> <td>19-FEB-2016</td> <td>ACTIONED BY: SBANRJEE</td> </tr> </tbody> </table> <div style="border: 1px solid red; padding: 5px; margin: 5px 0;"> <p>PCard Audit Compliance</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Compliance Reason</th> <th>Compliance Description</th> <th>Auditor's Remarks</th> </tr> </thead> <tbody> <tr> <td>Escalation</td> <td>Needs approval from designee</td> <td></td> </tr> </tbody> </table> <p>Action History</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Sequence#</th> <th>Reviewer Comments</th> <th>Reviewer Name</th> <th>Designee Comments</th> <th>Designee Name</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Pcard Auditor's Notes to Designee</td> <td>PCard Auditor</td> <td></td> <td></td> </tr> </tbody> </table> </div> </div> </div>	Number	Project	Task	Award	Exp. Type	Line Amount	Allocation Reason	10	1120527	1	GAWTZ 55110		264.37		Number	Project	Task	Fund/Awd	Exp. Type	Line Amount	Allocation Reason								Seq Number	Person	FYI List	Action	Action Date	Comments	0	Banerjee, Satarupa		VERIFIED	19-FEB-2016		1			APPROVED	19-FEB-2016	ACTIONED BY: SBANRJEE	Compliance Reason	Compliance Description	Auditor's Remarks	Escalation	Needs approval from designee		Sequence#	Reviewer Comments	Reviewer Name	Designee Comments	Designee Name	1	Pcard Auditor's Notes to Designee	PCard Auditor		
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Step	Procedure	System
<p>Approve the Transaction</p>	<ul style="list-style-type: none"> • Scroll to the bottom of the notification. • Enter Additional Information that clarifies or explains why the cost is justified. • Click Approve. <p>Verifier is notified that the transaction has been approved.</p>	 <p>The screenshot shows the 'Action History' section with a table containing one row: '1 Pcard Auditor's Notes to Designee PCard Auditor'. Below this is a 'Response' section with an 'Additional Information' text area. At the bottom, the 'Approve' button is highlighted with a red box, along with 'Request More Info' and 'Reject' buttons.</p>
<p>Request More Info from Preparer</p>	<p>If you need a better explanation from the verifier, or if a receipt or document is missing, you can request more information.</p> <ul style="list-style-type: none"> • Scroll to the bottom of the notification. • Enter a comment in the Additional Information field that describes exactly what information or attachment you need. <ul style="list-style-type: none"> • Be as specific as possible about the information or attachment needed. • Click Request More Info. <p>Your request will be sent to the PCard Auditor, who will then send the request to the verifier.</p>	 <p>The screenshot shows the same 'Action History' and 'Response' sections as above. In this step, the 'Request More Info' button in the bottom right corner is highlighted with a red box.</p>

Escalation Designee Procedure– Rollout February 29, 2016

Step	Procedure	System
	<p>When the verifier replies with the information you will receive another notification from the PCard Auditor to review and approve.</p> <p>See Reviewer Comments in the Action History section for the response from the verifier.</p>	
Reject the Transaction	<ul style="list-style-type: none"> • Scroll to the bottom of the notification. • Enter Additional Information to further explain the reason for rejection and what must be done for approval. • Click Reject. 	