CSUSB CORPORATE CARD APPLICATION TUTORIAL

How to apply for a new card, update an existing card

Concur Corporate Card
New Application, Update Existing Card Process

The CSUSB Corporate Card application process allows you to apply for a new card or update an existing card. In Concur, you may complete the following tasks:

- ✓ Apply for new CSUSB Corporate Card
- ✓ Request a change to your credit card limit
- ✓ Suspend/Reinstate/Cancel your card
- ✓ Change/update the name on your card/account
- ✓ Add/Change Business Units and Travel Options

Sign into Concur

Sign on to Concur through MyCoyote

Navigation: Go to ***CSUSB.edu*** > Click on "***My Coyote***" in the upper right-hand corner of the main CSUSB website. Sign in using your Single Sign On > Click on the "***My Employment***" tile. Click on the "***Travel/Corporate Card***" tile. You will be signed into the Concur application.

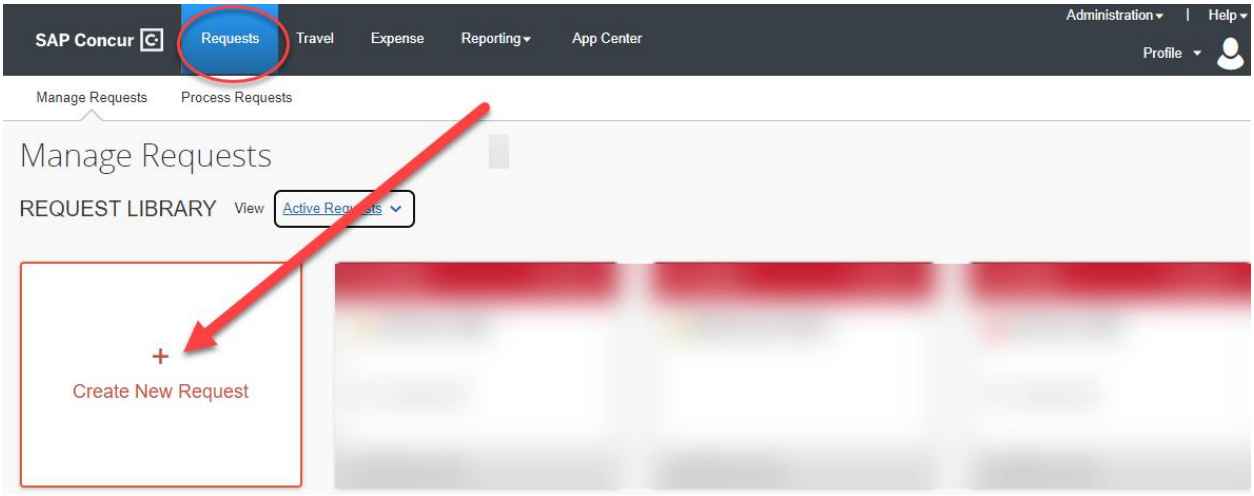
Proceed to the proper sections below:
Section 1 - File a New Card Application

Section 2 - Update an Existing Card

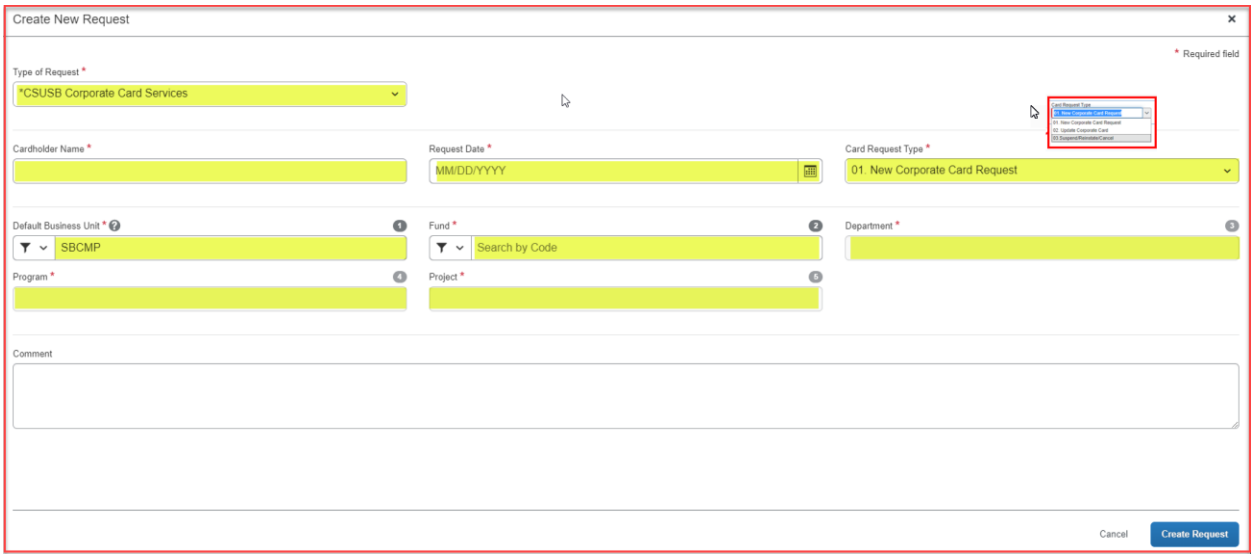
- Change credit card limit
- Suspend/Reinstate your Card
- Update your name on your physical card
- Update Business Units

Section 1 - File a New Card Application

Once you have logged into Concur, you will be on the main landing page. Click on the "***Requests***" tab located at the upper left side, and click on **Create New Request**



The following screen will appear. In the "***Type of Request***" field, use the drop down and select the "***CSUSB Corporate Card Services***" option. Complete the fields as indicated:



Cardholder Name: Enter the cardholder's name. NOTE: If you are attempting to complete a Corporate Card request for someone other than yourself, you must complete it under their profile as a delegate. See Procurement for assistance.

Request Date: Enter the current date

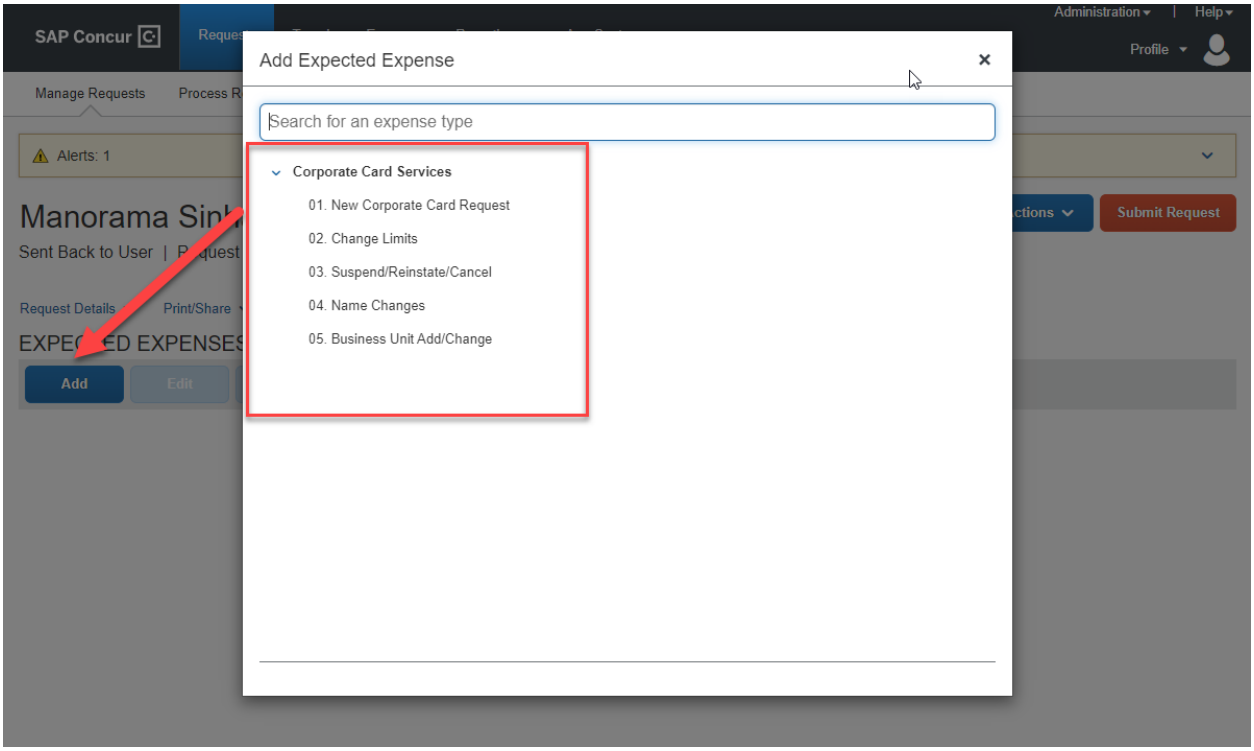
Card Request Type: Use the dropdown to select the type of request. Choose the following:

1. ***New Corporate Card Request*** – Select this in order to begin a new application

Default Business Unit: Enter your home or default business unit. This is generally your home department chart field string.

Once you have completed the fields, click on "Create Request" and continue the application phase.

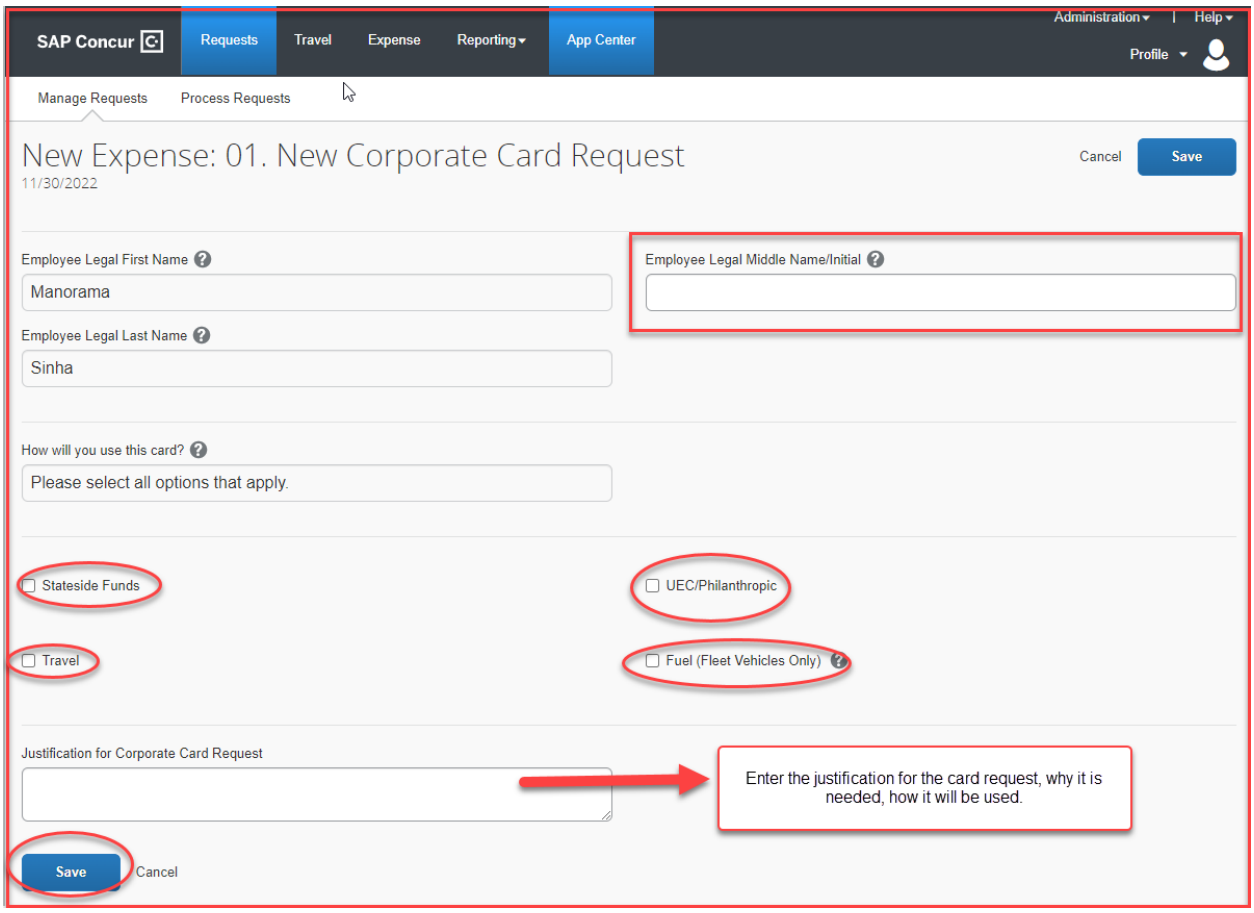
A pop up will appear. To continue your new application, click on "**Add**" and choose "***New Corporate Card Request***"

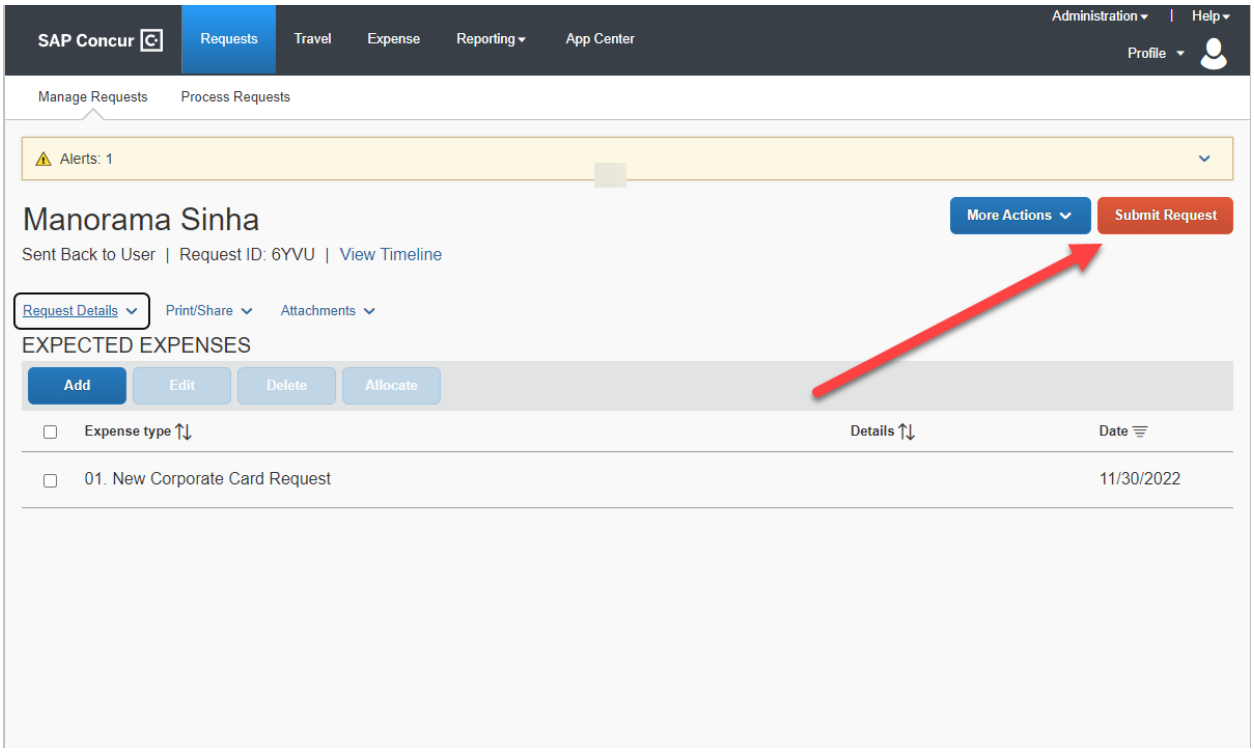


The screen below will appear. Note that your first and last name will default from the feed coming into Concur from the Human Resources file. You will not be able to alter your first or last name in Concur. If your name appears incorrectly, please contact Human Resources to update your information. You may enter your middle name if you like.

Choose how you will use the card on campus. This ProCard is designed to be a single card that can be used for all campus business units for both travel and purchases. Due to the various purchase restrictions between business units, Merchant Category Codes (MCC Codes) will be activated based on how you have indicated that you will use the card. Note that the "Fuel" selection is specific to UPD/Facilities fleet vehicles only. Fuel used during travel will be included in the travel option. Select all the options that apply by clicking the appropriate check boxes.

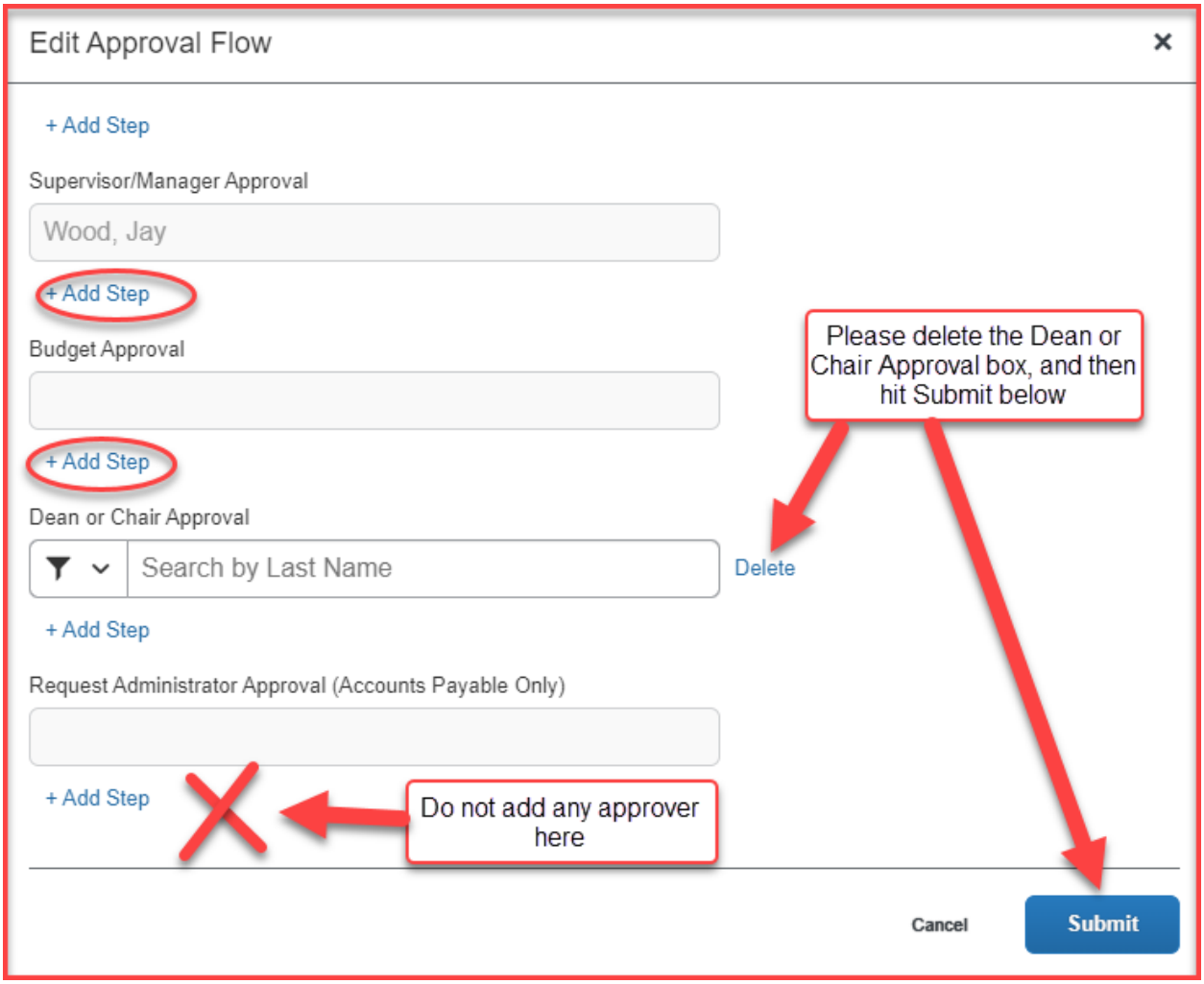
Enter the justification for the new card request. Click "***Save***" and hit Submit Request.


SAP Concur
Requests
Travel
Expense
Reporting
App Center
Administration
Help
Profile
Manage Requests
Process Requests
New Expense: 01. New Corporate Card Request
11/30/2022
Cancel
Save
Employee Legal First Name
Manorama
Employee Legal Middle Name/Initial
Employee Legal Last Name
Sinha
How will you use this card?
Please select all options that apply.
Stateside Funds
UEC/Philanthropic
Travel
Fuel (Fleet Vehicles Only)
Justification for Corporate Card Request
Enter the justification for the card request, why it is needed, how it will be used.
Save
Cancel


SAP Concur
Requests
Travel
Expense
Reporting
App Center
Administration
Help
Profile
Manage Requests
Process Requests
Alerts: 1
Manorama Sinha
Sent Back to User | Request ID: 6YVU | View Timeline
More Actions
Submit Request
Request Details
Print/Share
Attachments
EXPECTED EXPENSES
Add
Edit
Delete
Allocate
Expense type
Details
Date
01. New Corporate Card Request
11/30/2022

The screen below will appear. Please delete the Dean or Chair Approval box, and then hit submit below. Validate that your manager's name is populated in the "Supervisor/Manager Approval" field. Your default manager will be set as the approver of your card application and any changes you request to your card. If your managers name is incorrect or missing, please notify the Procurement Card Administrator. The Budget Approval box will remain blank, if you need to add any approvers, please use +Add Step, and add a user added approver. **DO NOT ADD any approver below the Request Administrator Approval box.**

If everything is correct, click on "***Submit***" to send your request through the approval workflow in Concur.



This completes the application process. Once approved, your card application will be routed to the ProCard Administrator in the Procurement Department for review. You will be notified when your card has been ordered and has arrived.

Section 2—Update Corporate Card

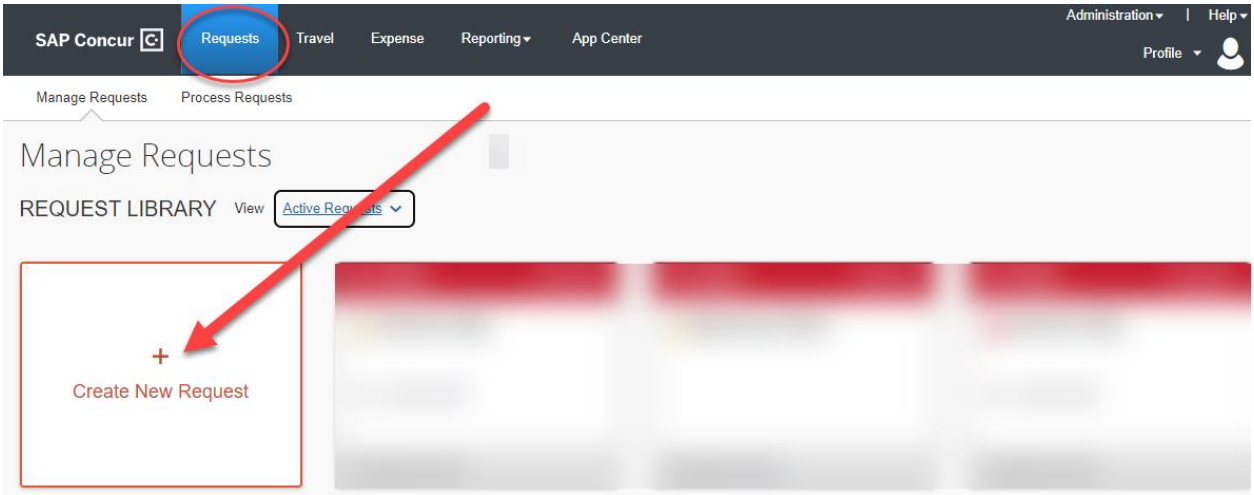
In this section, you will learn how to update an existing card account:

- ✓ Request a change to your credit card limit
- ✓ Suspend/Reinstate/Cancel your card
- ✓ Change/update the name on your card/account
- ✓ Add/Change Business Units and Travel options

To get to the card application/update form, sign on to Concur through MyCoyote. Follow the instructions on page 1.

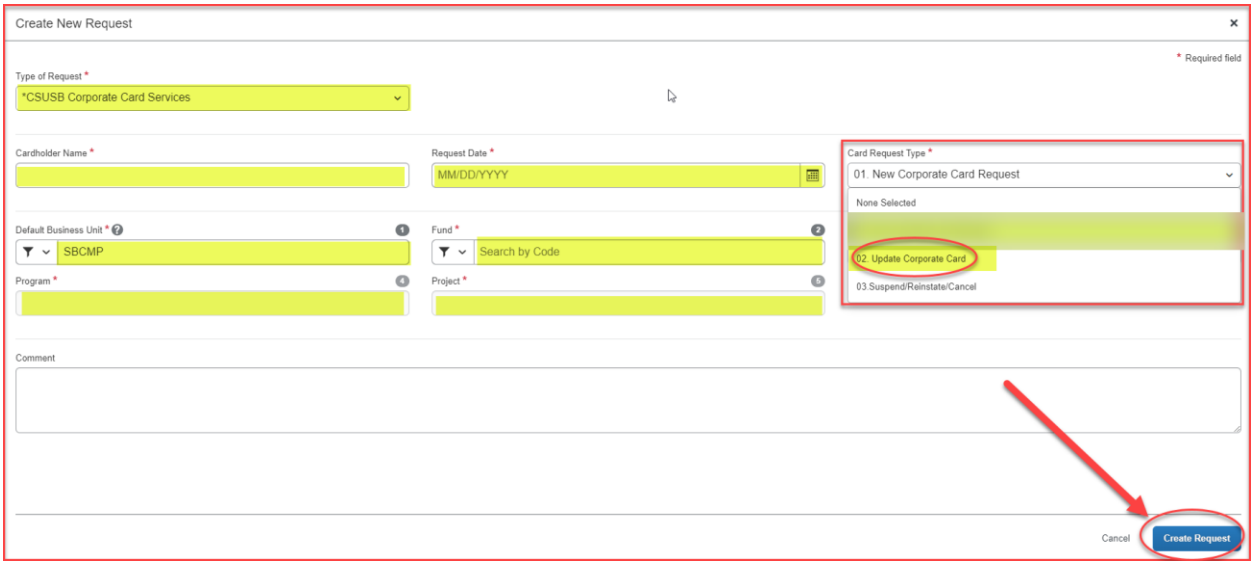
Update an Existing Card - **Change Limits**

This allows you to request a permanent or temporary increase or decrease to your credit limit. Click on the "***Requests***" tab located at the upper left side, and click on **Create New Request**

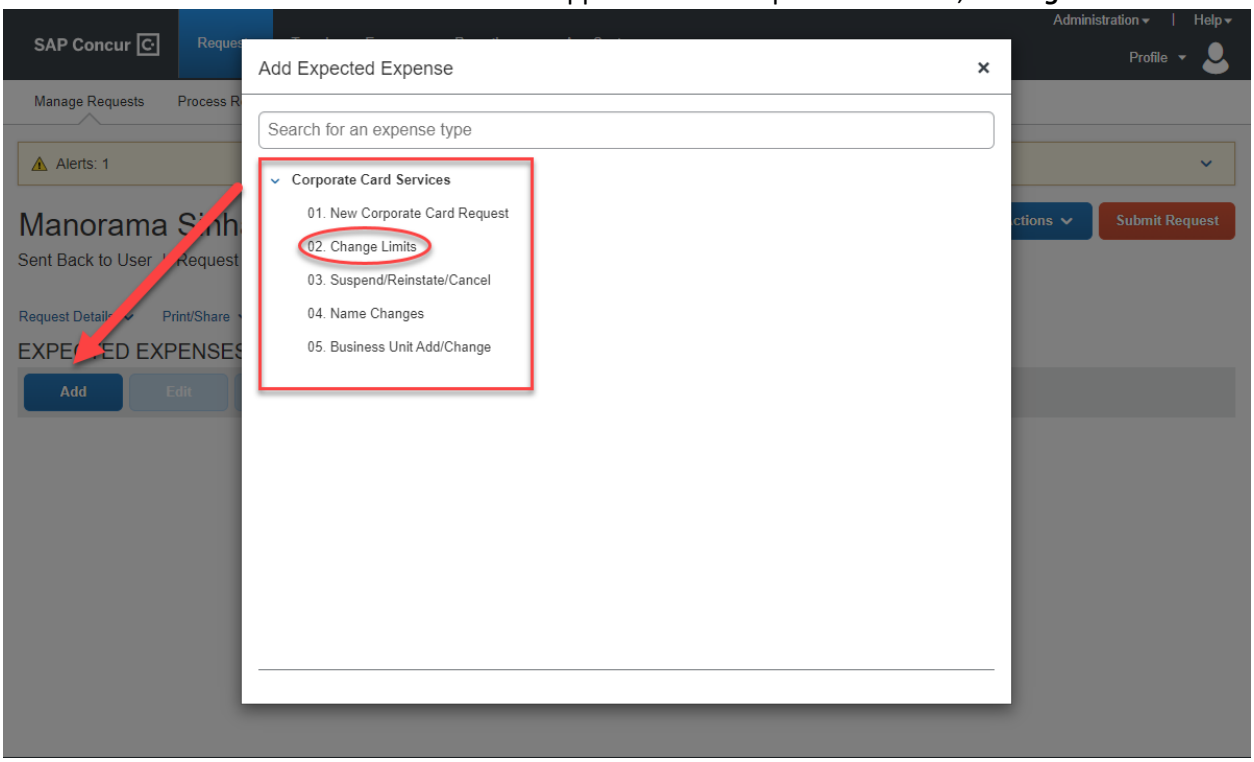


The following screen will appear. In the "***Type of Request***" field, use the drop down and select the "***CSUSB Corporate Card Services***" option. Complete the fields below highlighted in yellow. Select 02. Update Corporate Card and Create Request.

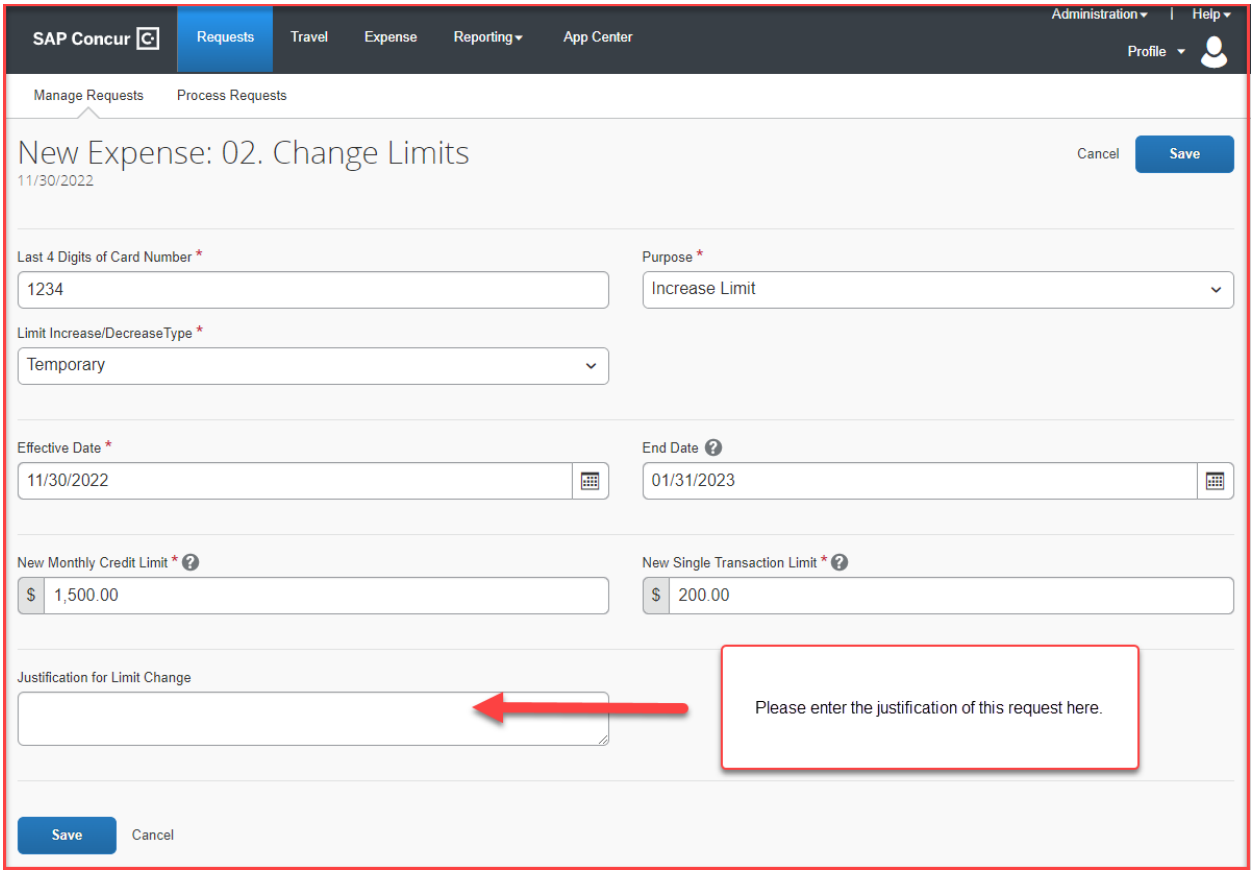
- Enter the ***Cardholder Name***
- Enter the ***Request Date***
- Select from the Dropdown Menu under Card Request Type:
  - ***02. Update Corporate Card***
- Enter your default ***Business Unit, Fund, Department, Program and Project***
- Enter any ***Comments*** necessary
- Click "***Create Request***" in the right-hand corner



Click on the "***Add***" tab. The screen below will appear: Click on option number 2, "***Change Limits***".



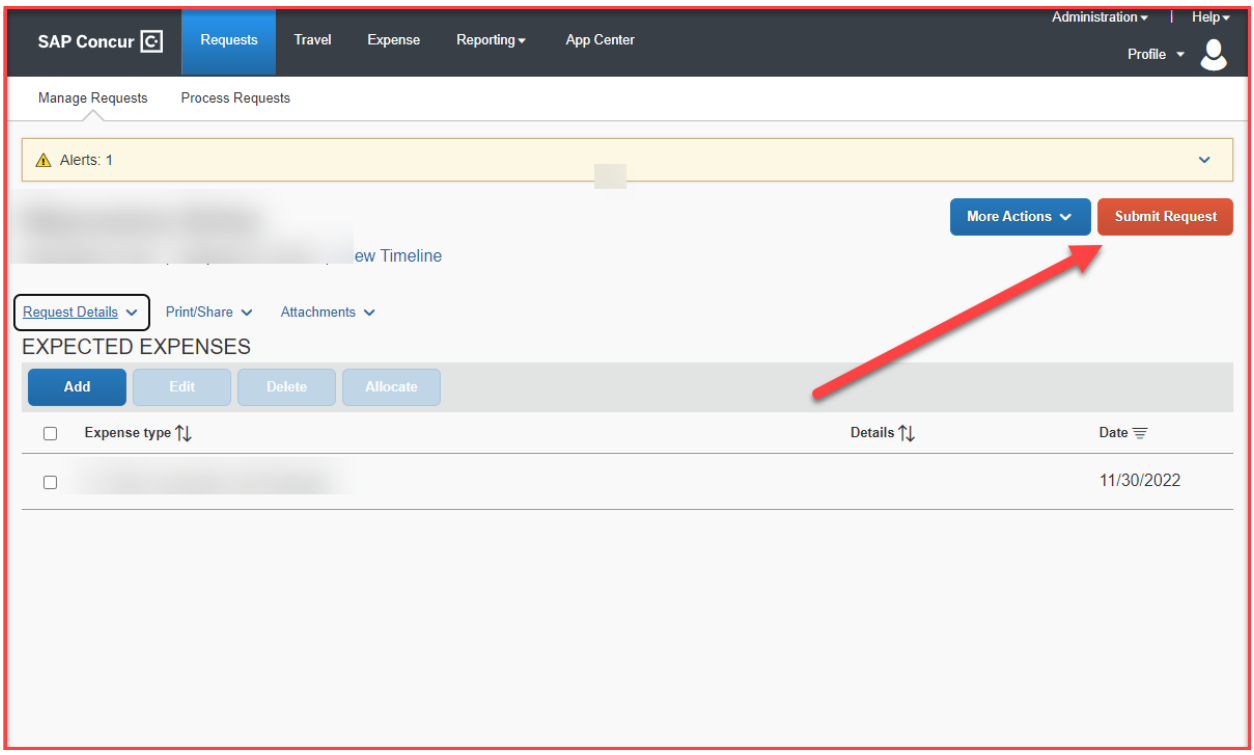
The screen below will appear. Complete the fields as required.



- Enter the last ***four digits*** of your card number
- Indicate if the request is ***"temporary***" or "***permanent***"
- Select the option to either "***increase***" or "***decrease***" your limit.
- Choose the ***effective date***. If the increase is temporary, indicate an ***end date***.
- Indicate the ***monthly credit limit and/or single transaction limit*** requested.
- Enter the ***justification*** for this request.

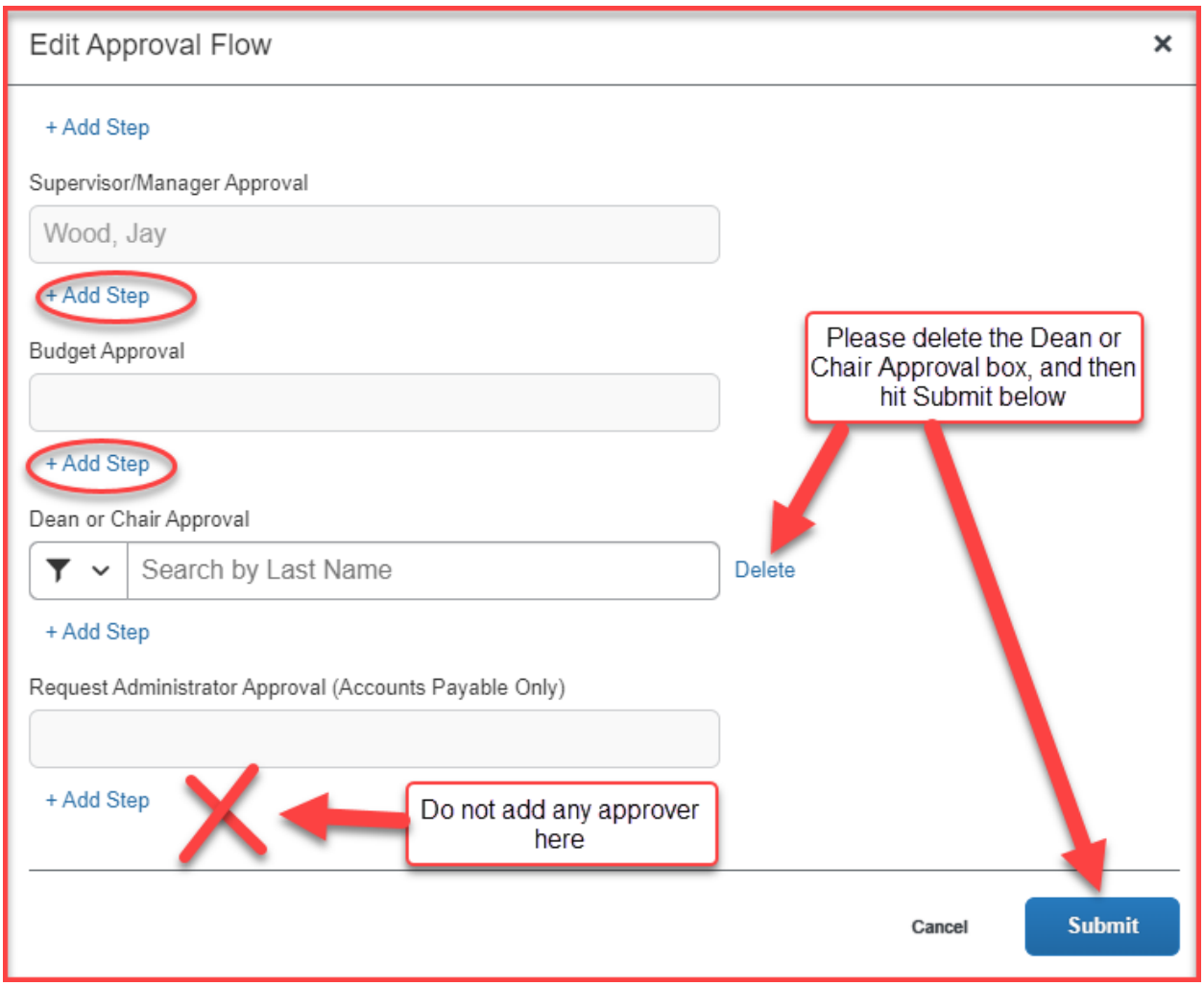
Click "***Save***"

After clicking "***Save***", click on Submit Request.



The screen below will appear. Please delete the Dean or Chair Approval box, and then hit submit below. Validate that your manager's name is populated in the "Supervisor/Manager Approval" field. Your default manager will be set as the approver of your card application and any changes you request to your card. If your managers name is incorrect or missing, please notify the Procurement Card Administrator. The Budget Approval box will remain blank, if you need to add any approvers, please use +Add Step, and add a user added approver. **DO NOT ADD any approver below the Request Administrator Approval box.**

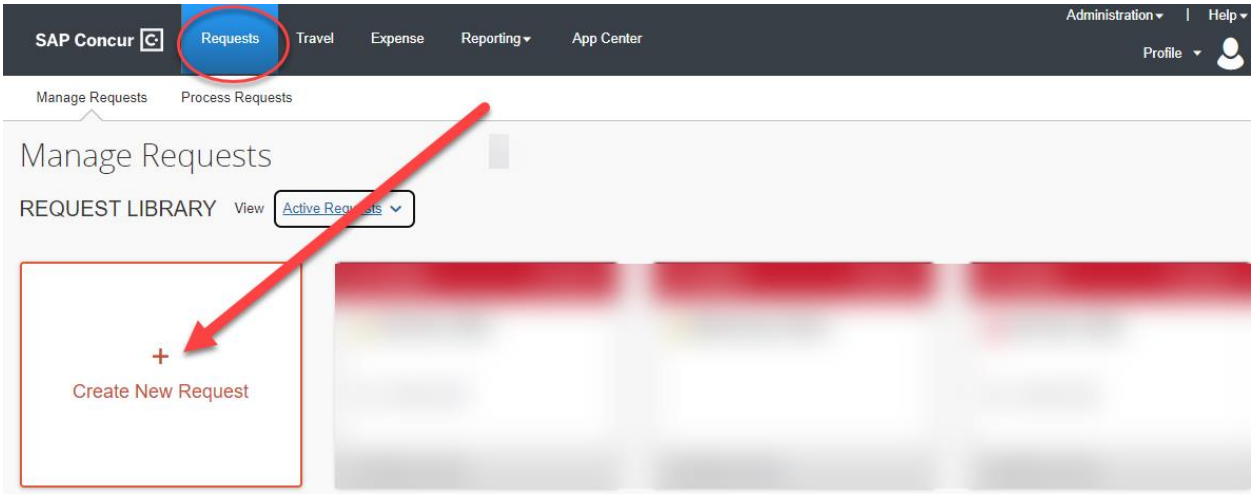
If everything is correct, click on "***Submit***" to send your request through the approval workflow in Concur. Once approved, it will be routed to the ProCard Administrator to fulfill.


Edit Approval Flow
+ Add Step
Supervisor/Manager Approval
Wood, Jay
+ Add Step
Budget Approval
+ Add Step
Dean or Chair Approval
Search by Last Name
Delete
+ Add Step
Request Administrator Approval (Accounts Payable Only)
+ Add Step
Please delete the Dean or Chair Approval box, and then hit Submit below
Do not add any approver here
Cancel
Submit

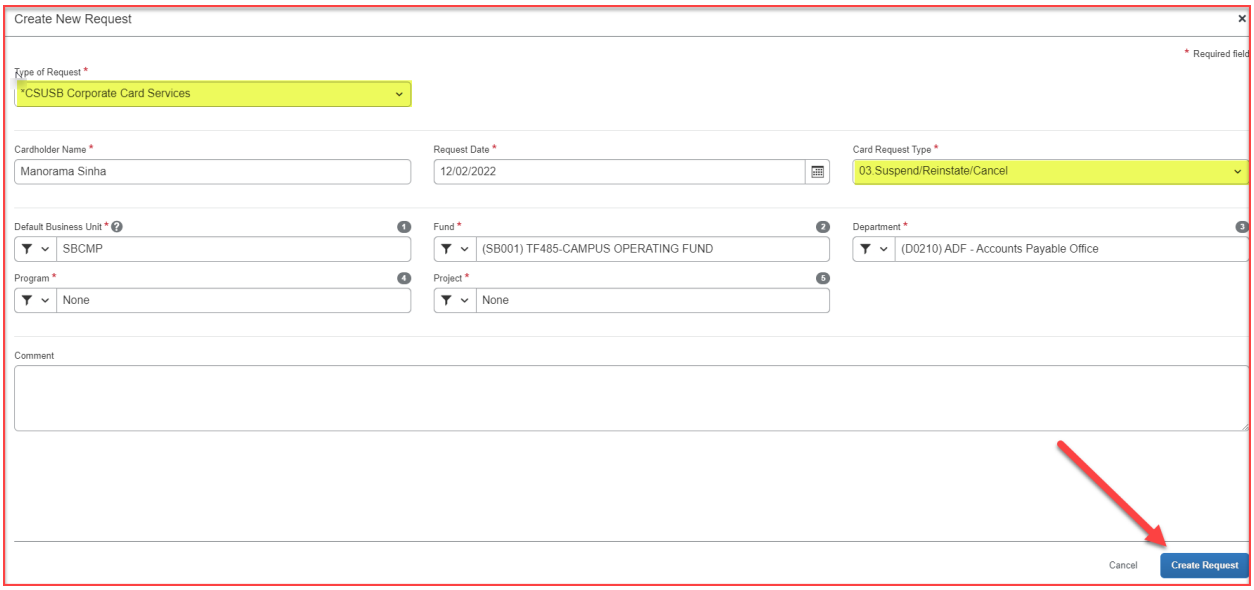
Update an Existing Card - **Suspend/Reinstate/Cancel**

The following will instruct you on how to request a suspension of your card, to reinstate your card after a suspension or to cancel your card account entirely.

Click on the "***Requests***" tab located at the upper left side, and click on "**Create New request**".

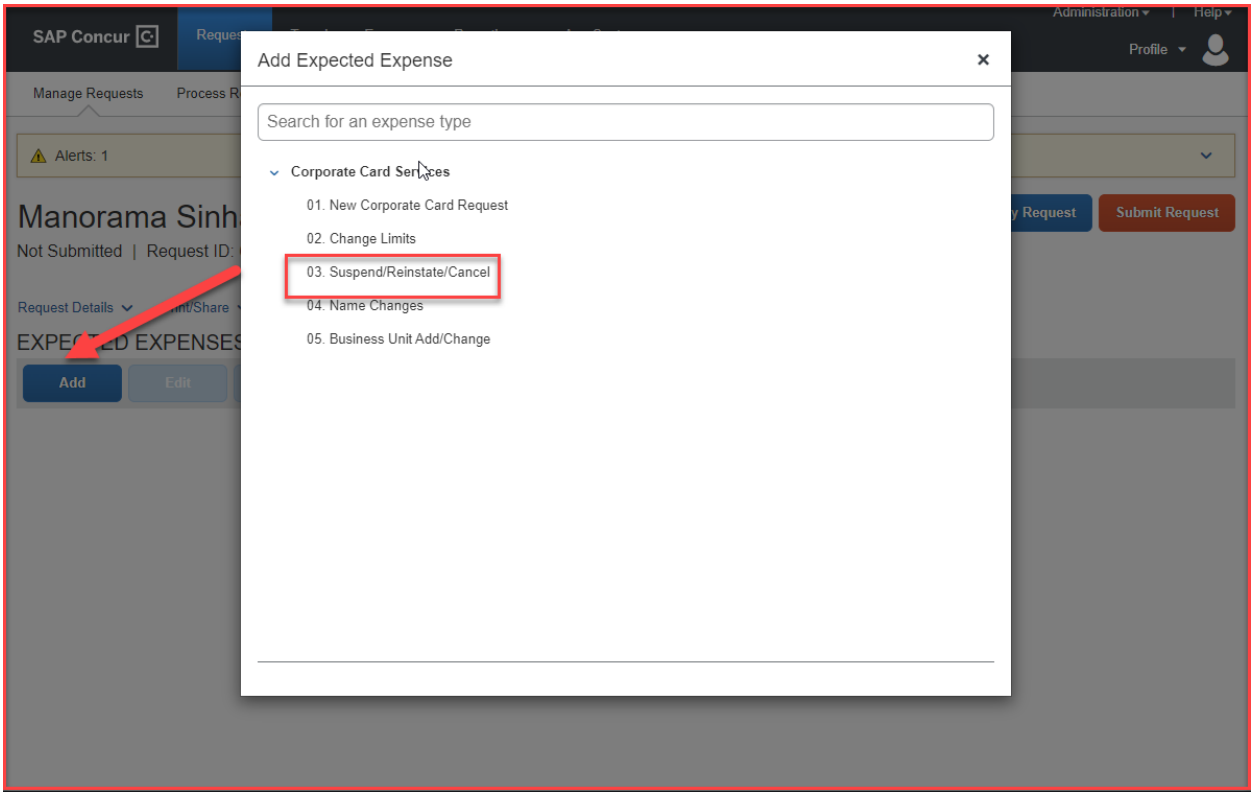


The following screen will appear. In the "***Type of Request***" field, use the drop down and select the "***CSUSB Corporate Card Services***" option. Complete the fields below.

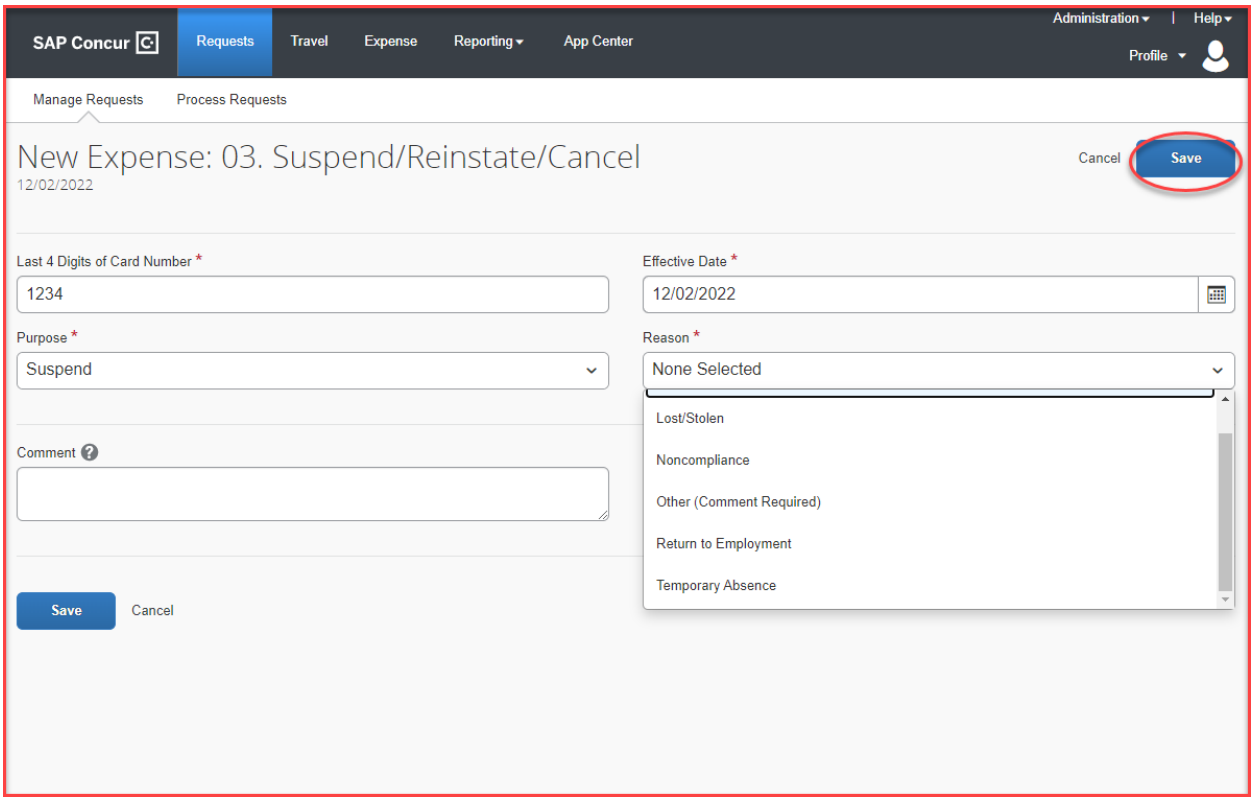


- Enter the ***Cardholder Name***
- Enter the ***Request Date***
- Select from the Dropdown Menu under Card Request Type:
    - ***03. Suspend/Reinstate/Cancel***
- Enter your default ***Business Unit, Fund, Department, Program and Project***
- Enter any ***Comments*** necessary
- Click "***Create Request***" in the right-hand corner

Click on the "***Add***" tab. Choose "***03. Suspend/Reinstate/Cancel***" from the Corporate Card Services menu.



The screen below will appear. Complete the fields as required.



Choose from the following purposes:

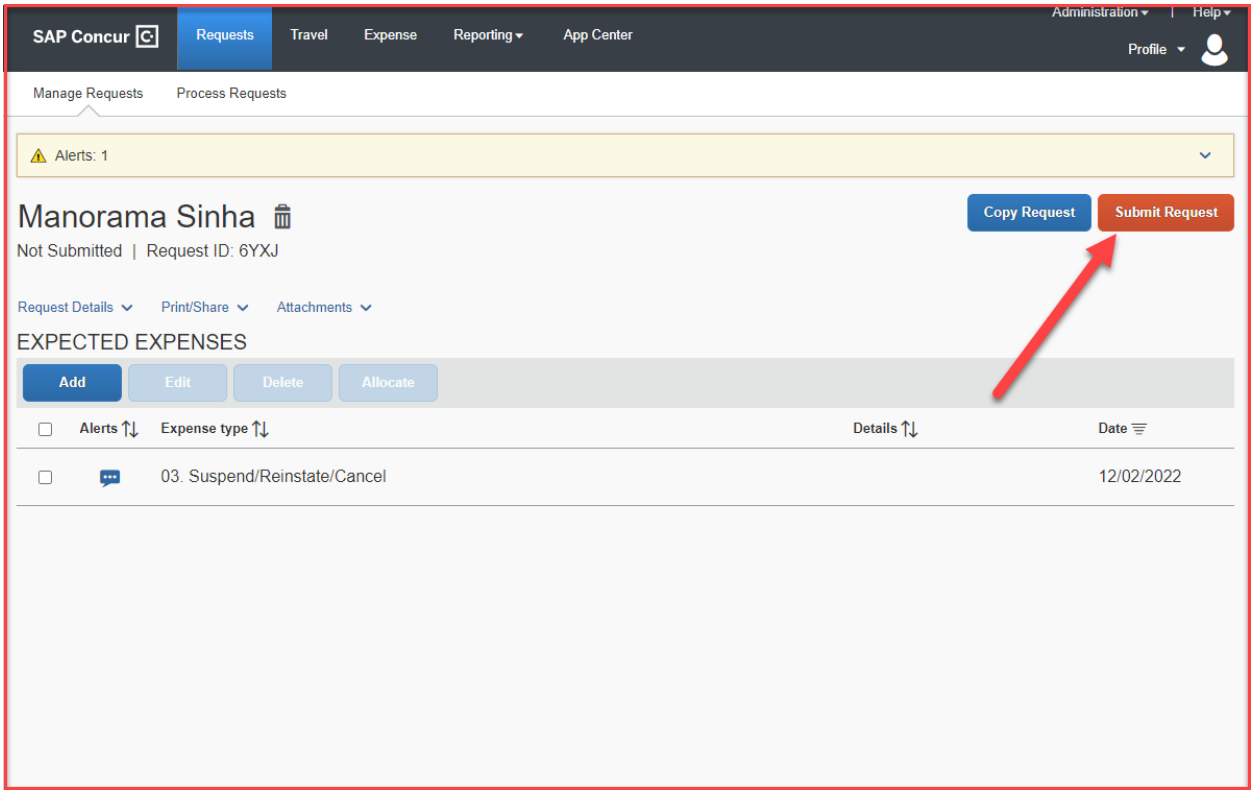
- **Cancel**—This cancels your card account permanently. Please return your card to the ProCard Administrator
- **Reinstate**—This option allows you to reinstate your card after a temporary suspension
- **Suspend**—This option allows you to temporarily suspend your card. Use this option if you will be on an extended leave or vacation.

Choose the appropriate reason:

- **Lost/Stolen**— Use this option to report your lost or stolen Corporate Card to the ProCard Administrator. IMPORTANT: Please call US Bank immediately to report your lost or stolen credit card at 1-800-344-5696.
- **Noncompliance**— This option is generally used by management to suspend a card for a cardholder who has violated ProCard policy.
- **Other (Comment Required)** – Please complete the comment section to explain in detail.
- **Return to Employment**— Use this option to return a card to active use.

- **Temporary Absence**— Use this option to temporarily suspend an active card while the cardholder is on extended leave or vacation.

Click "***Save***" and hit "**Submit Request"**.



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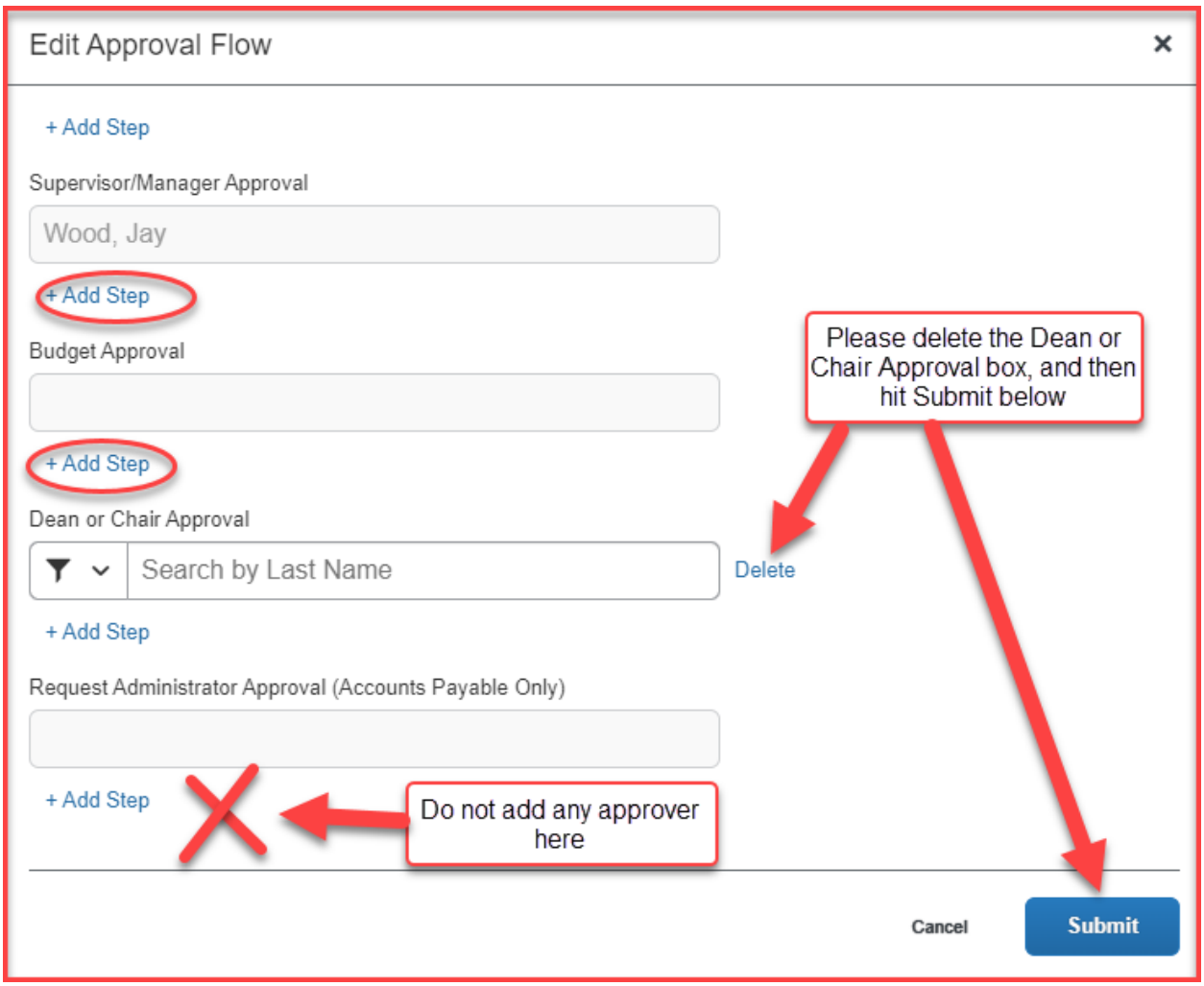
If everything is correct, click on "***Submit***" to send your request through the approval workflow in Concur. Once approved, it will be routed to the ProCard Administrator to fulfill.

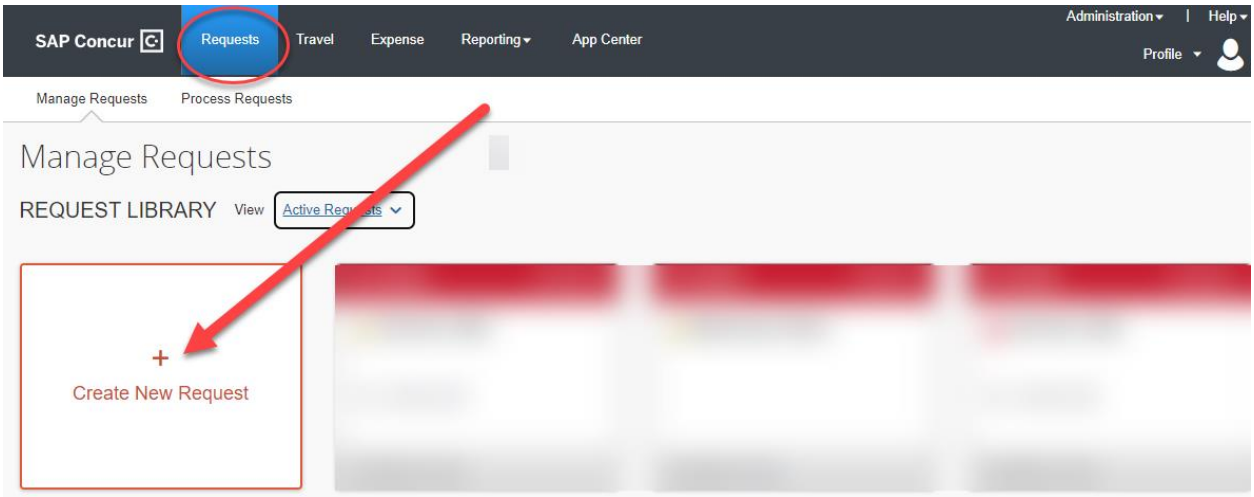

Edit Approval Flow
+ Add Step
Supervisor/Manager Approval
Wood, Jay
+ Add Step
Budget Approval
+ Add Step
Dean or Chair Approval
Search by Last Name
Delete
+ Add Step
Request Administrator Approval (Accounts Payable Only)
+ Add Step
Please delete the Dean or Chair Approval box, and then hit Submit below
Do not add any approver here
Cancel
Submit

Update an Existing Card – **Name Changes**

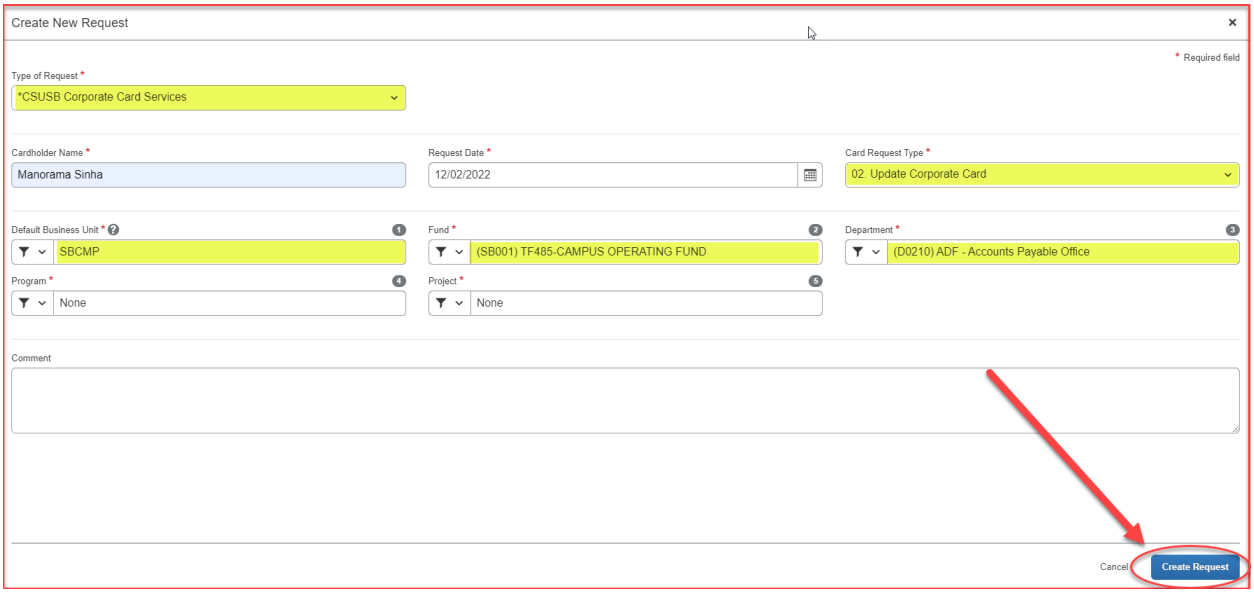
This section will instruct you on how to update your name and request a replacement card.

Note: Your first and last name is defaulted from data extracted from the Human Resources database. If you have not yet requested HR to update your information in the HR database, you must first do this to ensure that your updated information is flowing into the ProCard system. You cannot make a change to your default name directly in this system.

Click on the "***Requests***" tab located at the upper left side, and click on "**Create New request**".



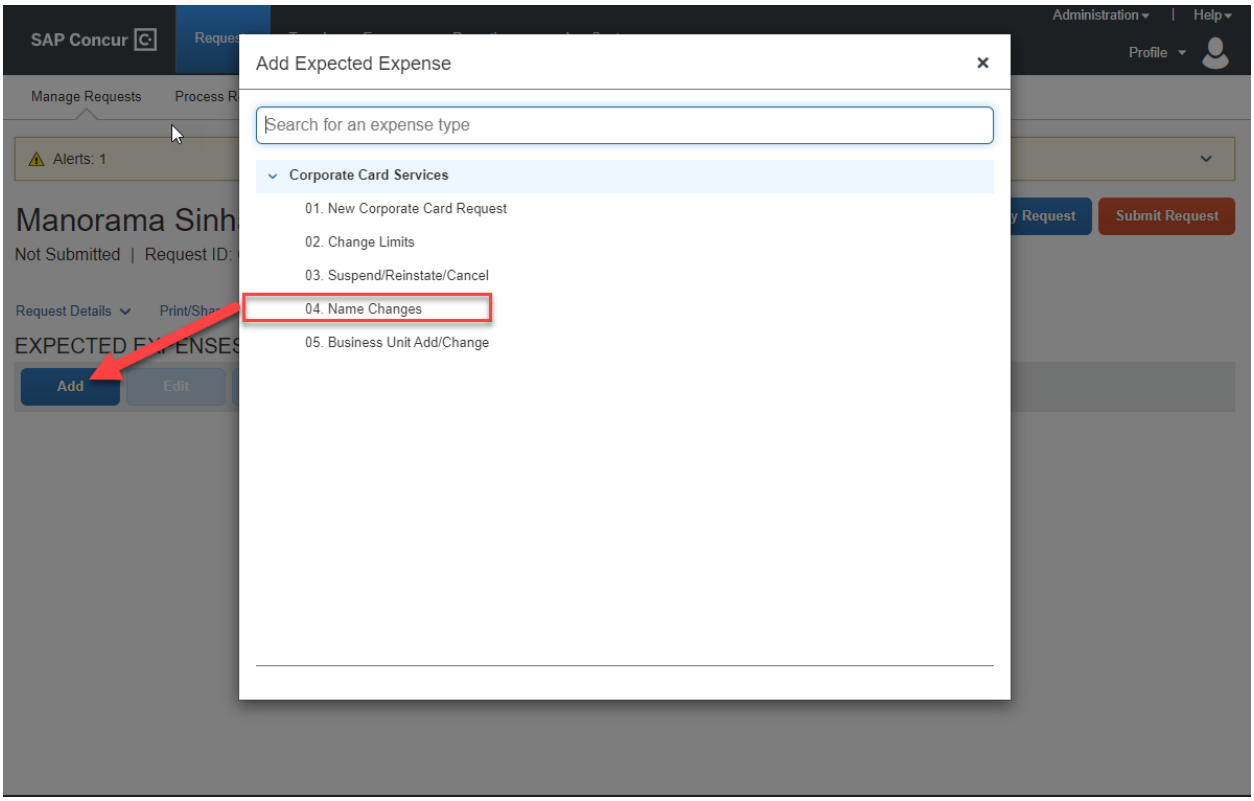
The following screen will appear. In the "***Type of Request***" field, use the drop down and select the "***CSUSB Corporate Card Services***" option. Complete the fields below.



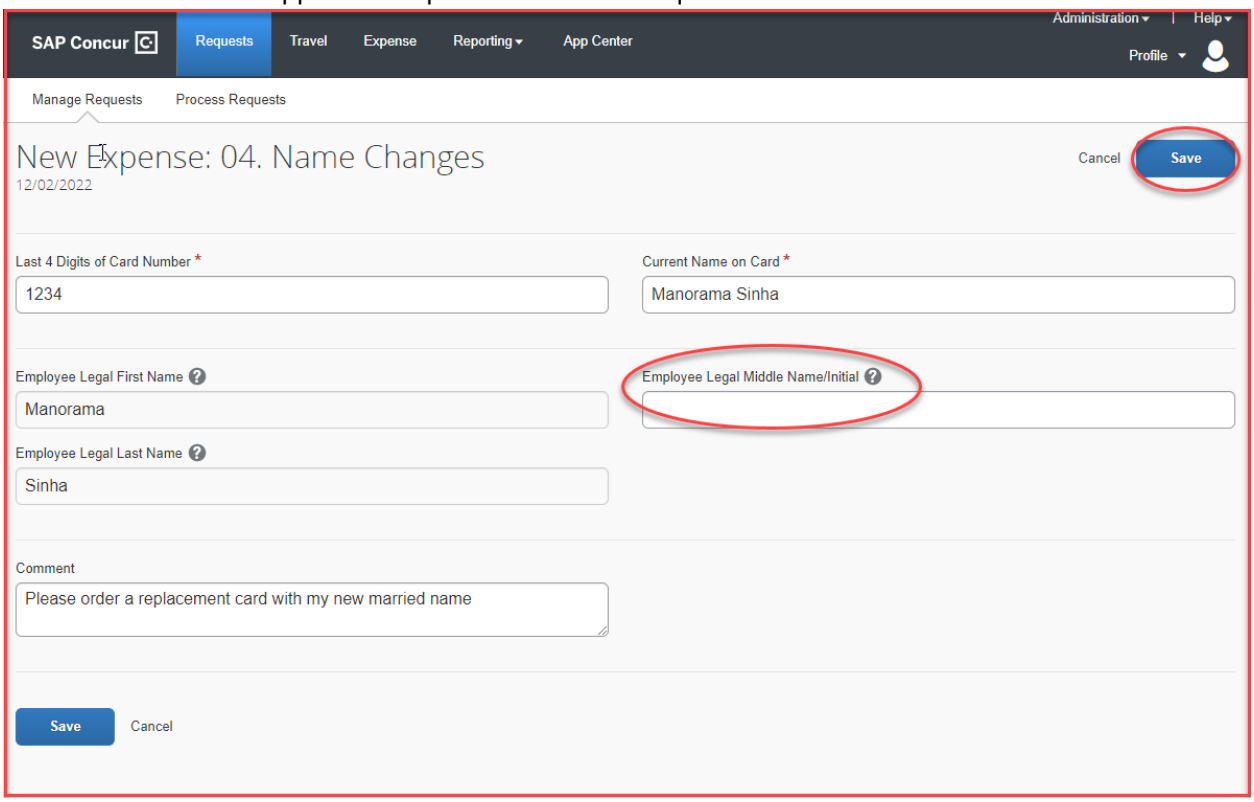
- Enter the ***Cardholder Name***
- Enter the ***Request Date***

- Select from the Dropdown Menu under Card Request Type:
    - ***02. Update Corporate Card***
- Enter your default ***Business Unit, Fund, Department, Program and Project***
- Enter any ***Comments*** necessary
- Click "***Create Request***" in the right-hand corner

Click on the "***Add***". Choose "***04. Name Change***" from the Corporate Card Services menu.



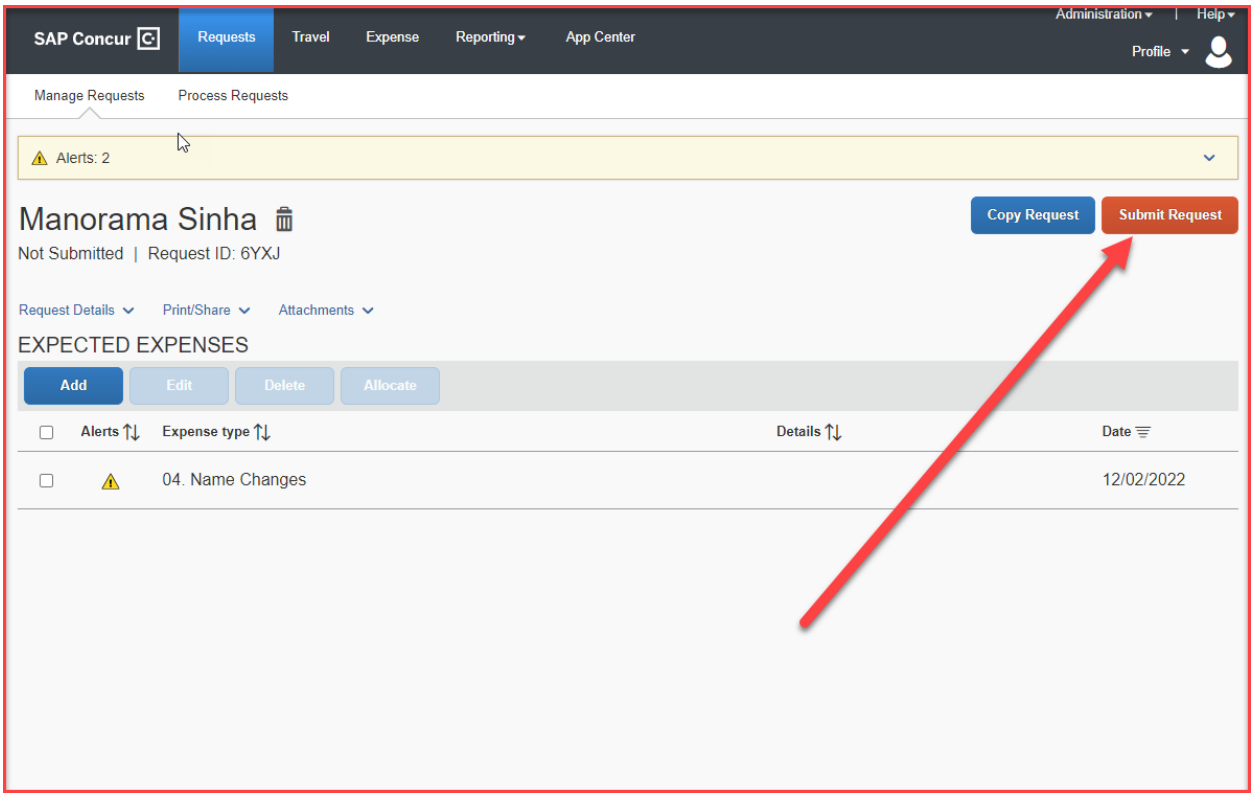
The screen below will appear. Complete the fields as required.



Enter the following:

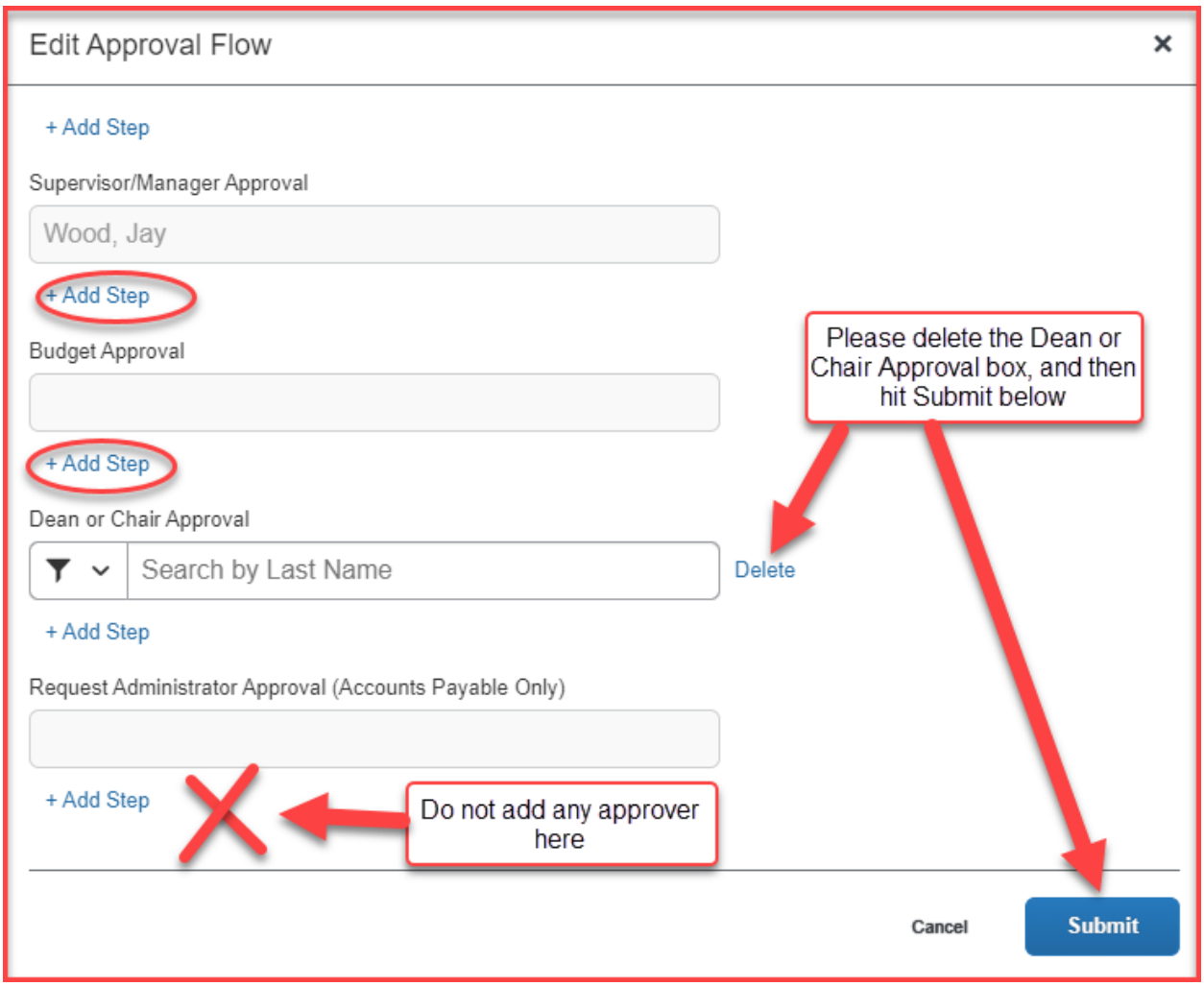
- **Last 4 Digits of Card Number –** Enter the last four digits of your existing card number. This number will be used by the ProCard Administrator to validate your information.
- **Current Name on Card –** Please list the name as it appears on your current card.
- **Employee Legal First Name –** This is defaulted from the Human Resources system and cannot be altered in this system. If this name is incorrect, please contact HR to update your employee profile.
- **Employee Legal Middle Name/Initial –** This is an optional field. If you wish for your middle name or middle initial to appear on your card, please enter it here.
- **Employee Legal Last Name –** This is defaulted from the Human Resources system and cannot be altered in this system. If this name is incorrect, please contact HR to update your employee profile.
- **Comments** – Please enter any comments necessary.

Click "***Save***". After clicking "***Save***", you will return to the following screen, hit "**Submit Request"**.



The screen below will appear. Please delete the Dean or Chair Approval box, and then hit submit below. Validate that your manager's name is populated in the "Supervisor/Manager Approval" field. Your default manager will be set as the approver of your card application and any changes you request to your card. If your managers name is incorrect or missing, please notify the Procurement Card Administrator. The Budget Approval box will remain blank, if you need to add any approvers, please use +Add Step, and add a user added approver. **DO NOT ADD any approver below the Request Administrator Approval box.**

If everything is correct, click on "***Submit***" to send your request through the approval workflow in Concur. Once approved, it will be routed to the ProCard Administrator to fulfill.


Edit Approval Flow
+ Add Step
Supervisor/Manager Approval
Wood, Jay
+ Add Step
Budget Approval
+ Add Step
Dean or Chair Approval
Search by Last Name
Delete
+ Add Step
Request Administrator Approval (Accounts Payable Only)
+ Add Step
Please delete the Dean or Chair Approval box, and then hit Submit below
Do not add any approver here
Cancel
Submit

Update an Existing Card – **Business Unit Changes**

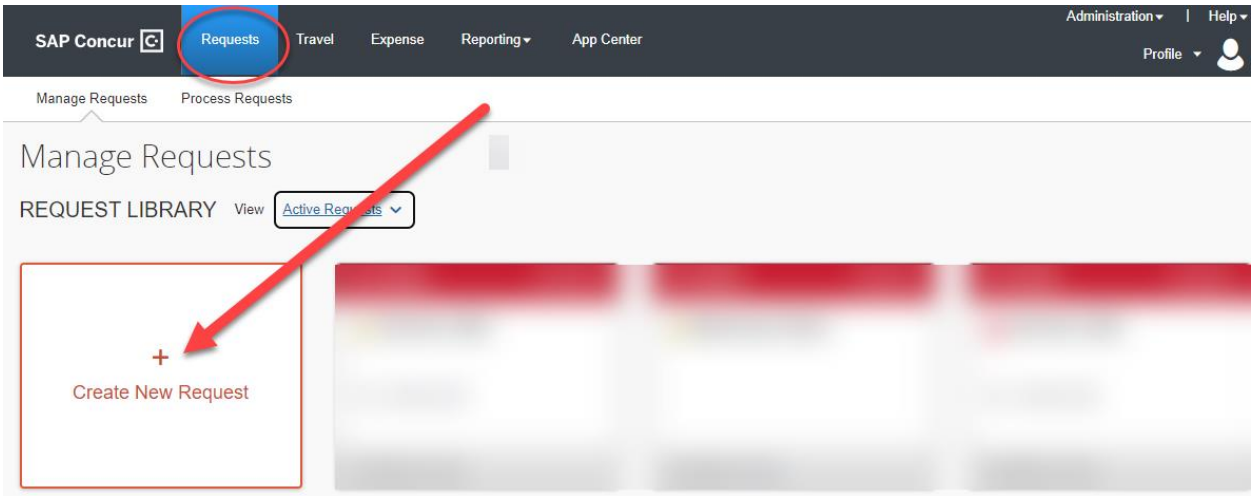
This section will instruct you on how to update the business units you are using with your card.

The new Corporate Card is designed to be used across all business units on campus, which means that you can charge auxiliary funds and state funds to this single card. You may also use your card for travel expenses for both auxiliary and state travel as well.

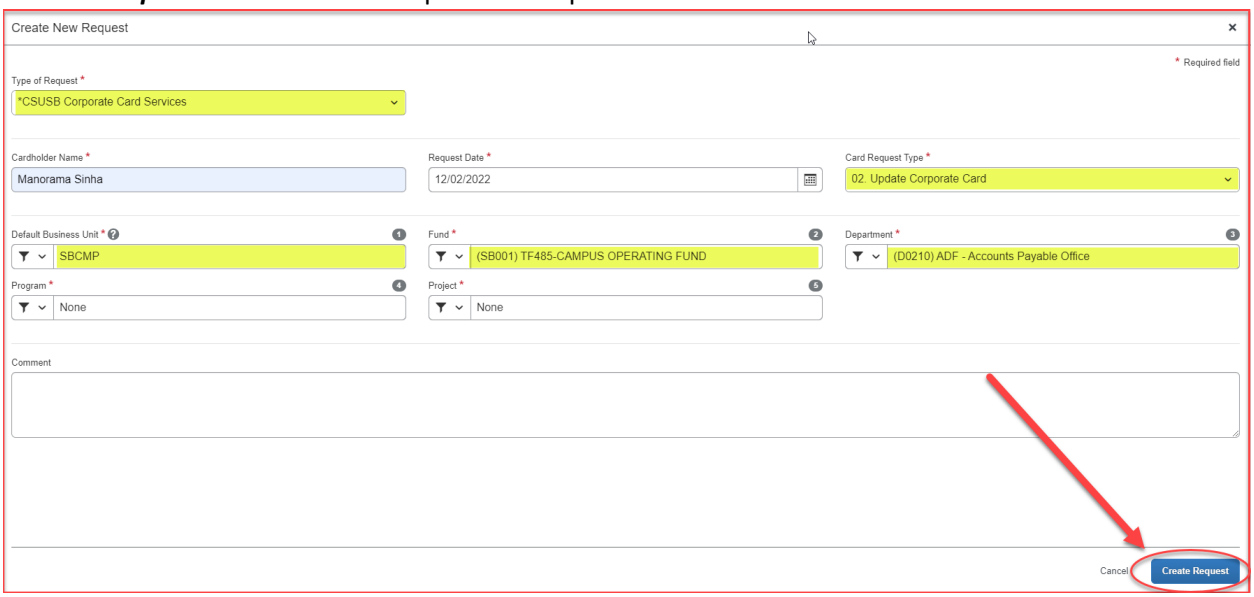
When you first apply for a new card, you are asked for how you will plan to use the card. The reason this is requested during the initial application phase is so that the ProCard administrator can activate the appropriate Merchant Category Codes (MCC codes) for your card. This allows your card to be used to make those purchases. For example, if you do not check the box to indicate that you are using your card for travel, you will not be able to use the card with airlines, hotels, car rental businesses, etc.

To update your card, proceed with the following guidelines.

Click on the "***Requests***" tab located at the upper left side, and click on "**Create New request**".



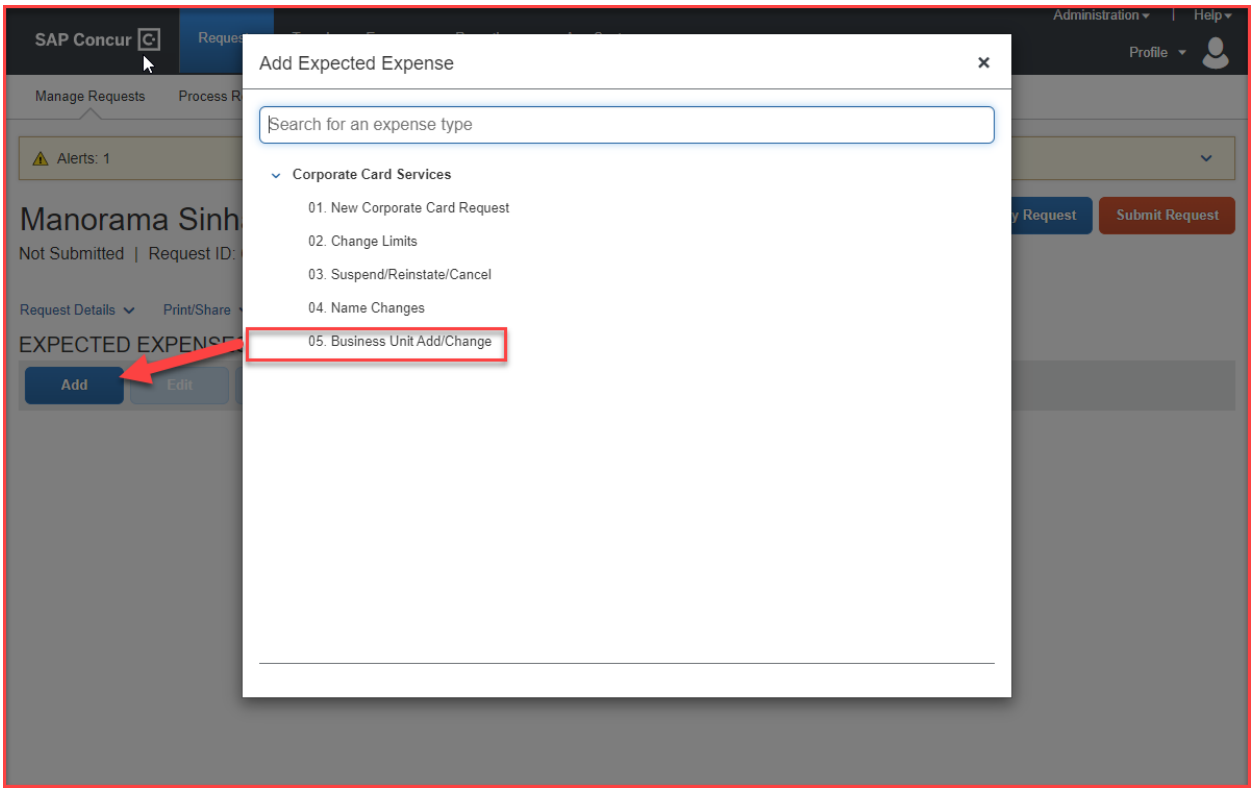
The following screen will appear. In the "***Type of Request***" field, use the drop down and select the "***CSUSB Corporate Card Services***" option. Complete the fields below.



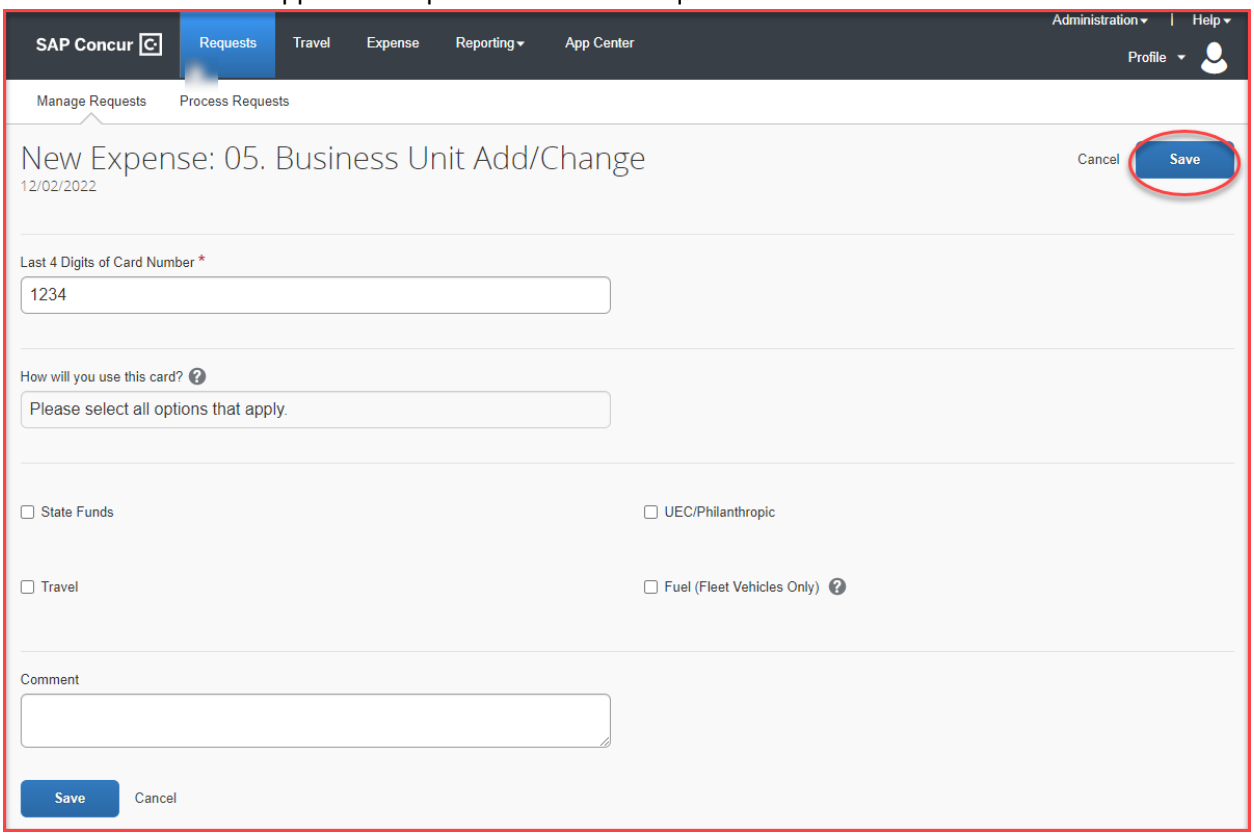
Enter the ***Cardholder Name***

- Enter the ***Request Date***
- Select from the Dropdown Menu under Card Request Type:
  - ***02. Update Corporate Card***
- Enter your default ***Business Unit, Fund, Department, Program and Project***
- Enter any ***Comments*** necessary
- Click "***Create Request***" in the right-hand corner

Click on the “Add” tab. Choose “***05. Business Unit Add/Change***” from the Corporate Card Services menu.



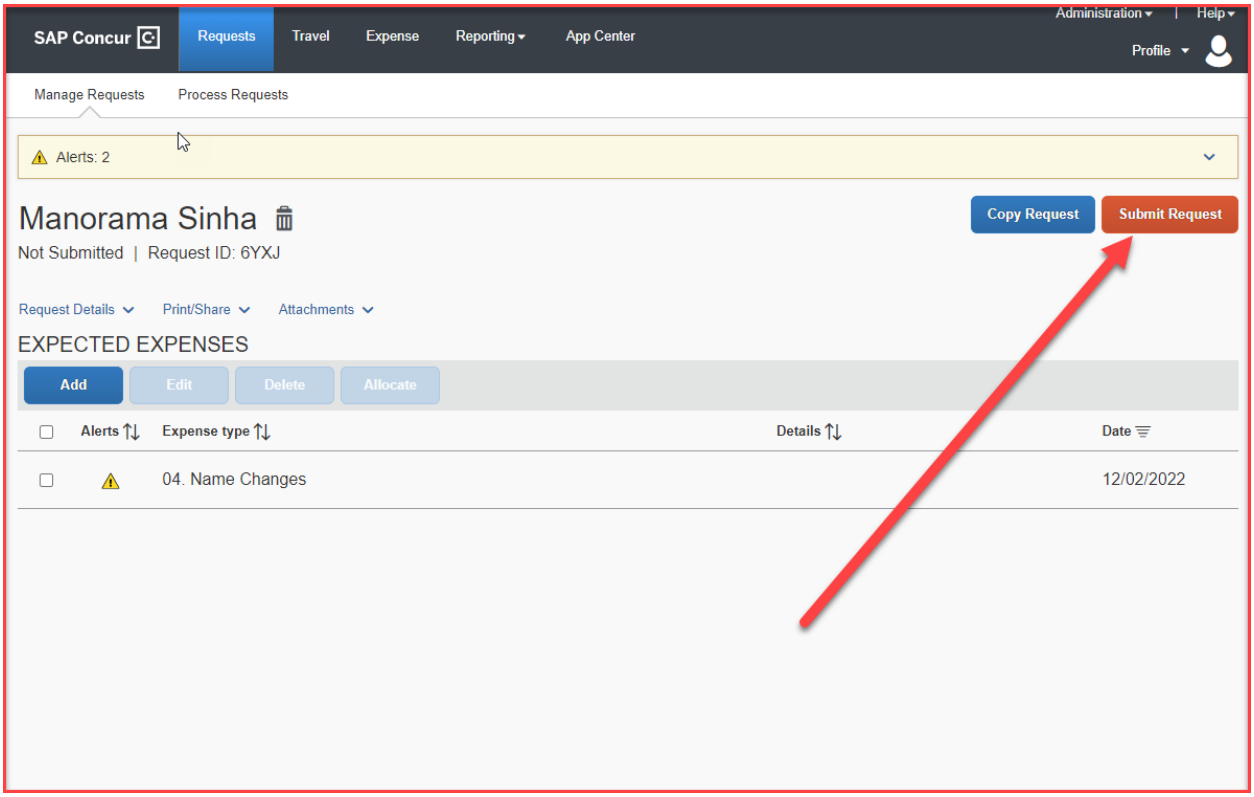
The screen below will appear. Complete the fields as required.



Enter the following:

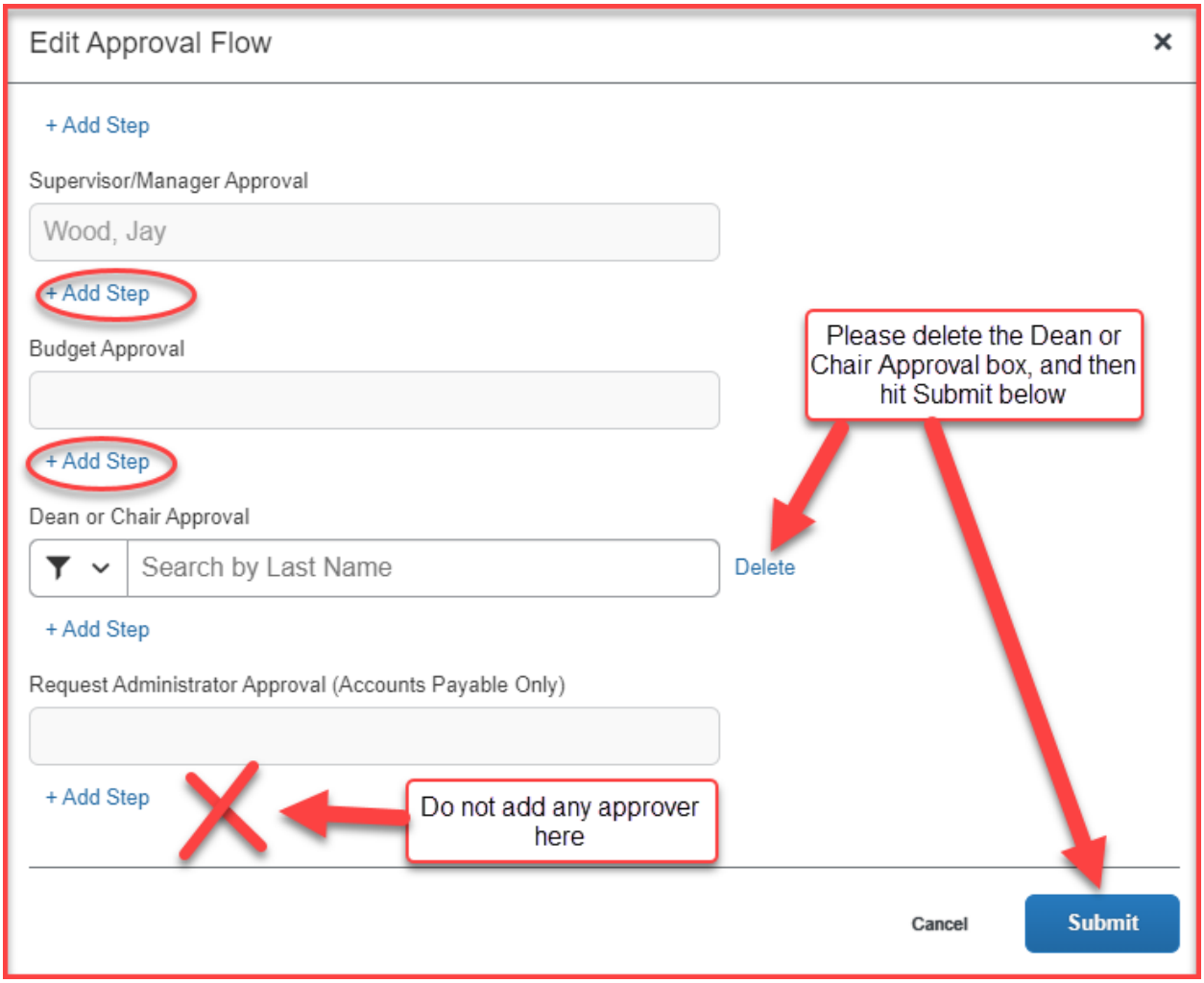
- Ensure that the Dropdown is set to ***"05. Business Unit Add/Change"***
- ***Last 4 Digits of Card Number –*** Enter the last four digits of your existing card number. This number will be used by the ProCard Administrator to validate your information.
- ***How will you use this card?*** – Use the check boxes below this field. Click all that apply:
    - ***State Funds -*** This activates all MCC codes allowable for state fund purchases
    - ***UEC/Philanthropic*** – This activates all MCC codes allowable for UEC/Phil funds, including Sponsored Programs
    - ***Travel*** – Choose this option if you plan to use the card for travel. This option includes travel for both state and auxiliary funding.
    - **Fuel** – This is a restricted category and only allowable for the purchase of fuel for on-campus fleet vehicles only. This includes police vehicles for the University Police Department and utility vehicles for Facilities use. Do not choose this option for personal vehicles, mileage or travel. Fuel for rental cars and mileage is included in the travel option.
- **Comments** – Please enter any comments necessary. Click "***Save***".

After clicking "***Save***", you will return to the following screen, hit "**Submit Request"**.



The screen below will appear. Please delete the Dean or Chair Approval box, and then hit submit below. Validate that your manager's name is populated in the "Supervisor/Manager Approval" field. Your default manager will be set as the approver of your card application and any changes you request to your card. If your managers name is incorrect or missing, please notify the Procurement Card Administrator. The Budget Approval box will remain blank, if you need to add any approvers, please use +Add Step, and add a user added approver. **DO NOT ADD any approver below the Request Administrator Approval box.**

If everything is correct, click on "***Submit***" to send your request through the approval workflow in Concur. Once approved, it will be routed to the ProCard Administrator to fulfill.



Thank you!