
T-Card Solution (TCS) System Webinar—Transcript

INTRODUCTION

Slide title: T-Card Solution (TCS) System

UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

T-CARD SOLUTION (TCS) SYSTEM

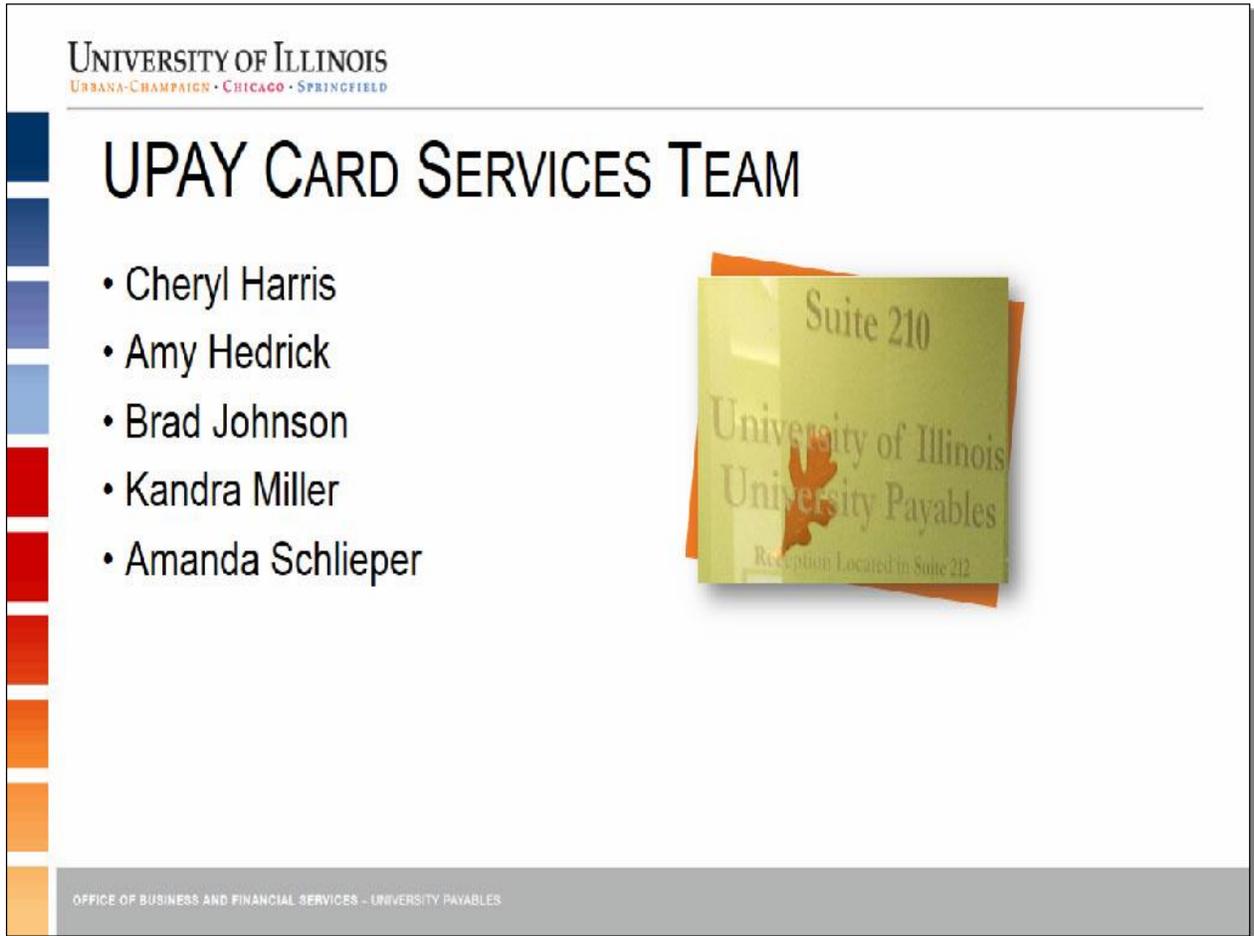
University Payables | October 23, 2013

OFFICE OF BUSINESS AND FINANCIAL SERVICES - UNIVERSITY PAYABLES

Script:

Welcome to the T-Card Solution System webinar! UPAY Card Services is excited to introduce you to this new system that will help Department Card Managers or DCMs and their Delegates administer the T-Card program for their assigned units. Throughout this webinar, we will also refer to the system as TCS.

Slide title: UPAY Card Services Team



UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

UPAY CARD SERVICES TEAM

- Cheryl Harris
- Amy Hedrick
- Brad Johnson
- Kandra Miller
- Amanda Schlieper



OFFICE OF BUSINESS AND FINANCIAL SERVICES - UNIVERSITY PAYABLES

Script:

These are the UPAY Card Services team members. They include Cheryl Harris, Amy Hedrick, Brad Johnson, Kandra Miller, and Amanda Schlieper. DCM's, with the assistance of UPAY Card Services, are responsible for the administration, oversight, and compliance of the University's card programs.

Slide title: Agenda

UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

AGENDA

- Goal
- Overview
- Features
 - Request a new T-Card
 - Modify a Profile
 - Cancel a T-Card
 - Perform a Search (Query)
 - Using the Act As Function
- Summary
- Question and Answer

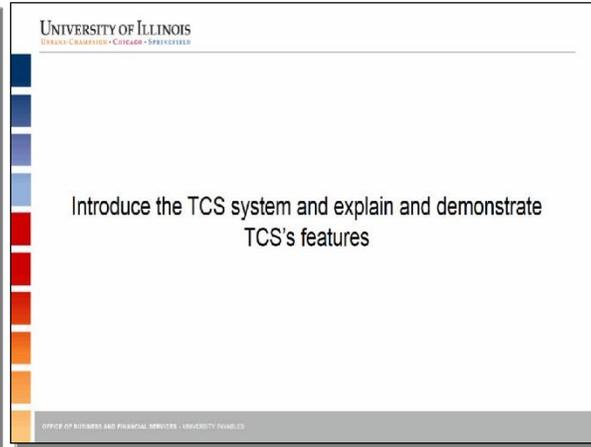
OFFICE OF BUSINESS AND FINANCIAL SERVICES - UNIVERSITY PAYABLES

Script:

Here's the agenda. We'll review the webinar's goal, give you an overview of TCS, and demonstrate five of its key features. We'll conclude with a summary and then host the question and answer session. We will also pose a question after demonstrating a feature.

WEBINAR GOAL

Slide title: Webinar Goal



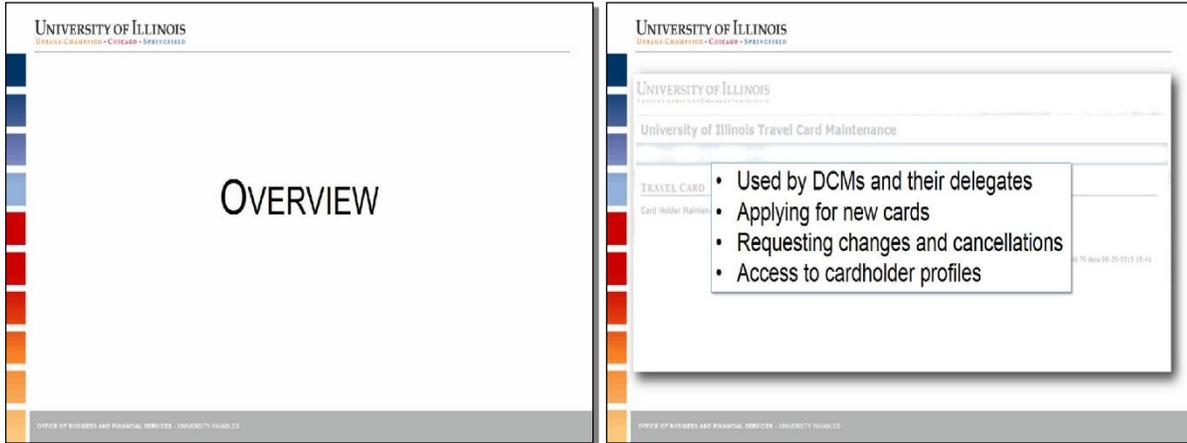
Script:

The goal of this webinar is to introduce the TCS system and *explain and demonstrate its features*.

OVERVIEW

Slide title: Overview

Slide content or image(s):



Script:

TCS will be used by DCMs and their authorized Delegates. It will streamline these two T-Card processes of applying for new cards and requesting changes and cancellations. It will also give the DCM access to cardholder profiles. TCS contains similar information to that found in the Purchase P-Card Web Solution software. TCS is a simple system that is easy to learn and use. A job aid for each feature is available for reference and a version of this webinar will also be posted on the OBFS website.

Remember this DCM Bank Application Form? With the deployment of TCS, you will no longer need to submit this form to UPAY Card Services.

Let's begin by taking a look inside the T-Card Solution system.

This is the first page you see when you login.

Clicking the Card Holder Maintenance Link, takes you to the main page, which is the Search screen.

At the top, there are three links: Home, Act As, and Logout. At the right is your name and netid. This information is always visible during your session.

Below that are the Search, Clear, and Report buttons. On that same row, you also have the option to generate a Detail or List report.

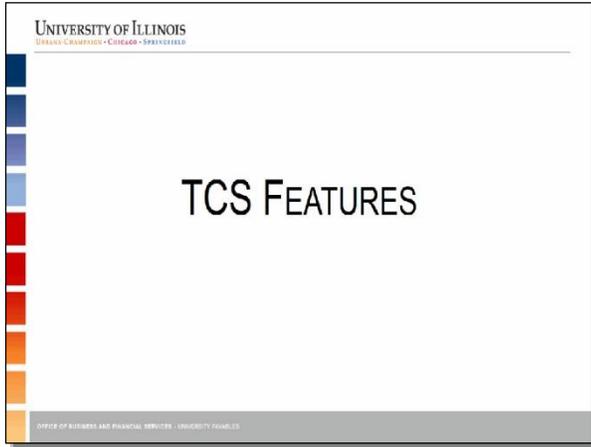
You can also sort the report generated by the cardholder's Name, the Name on Card, UIN, or the T-Card status. When a search is conducted and a record selected, information is displayed in five sections of tabs.

The five sections are: Cardholder Information, Card Parameters, Department Manager, Comments, and Shipping Information.

Now, let's examine some key features of the system. This will provide you a better understanding of its capabilities.

TCS FEATURES

Slide title: TCS Features



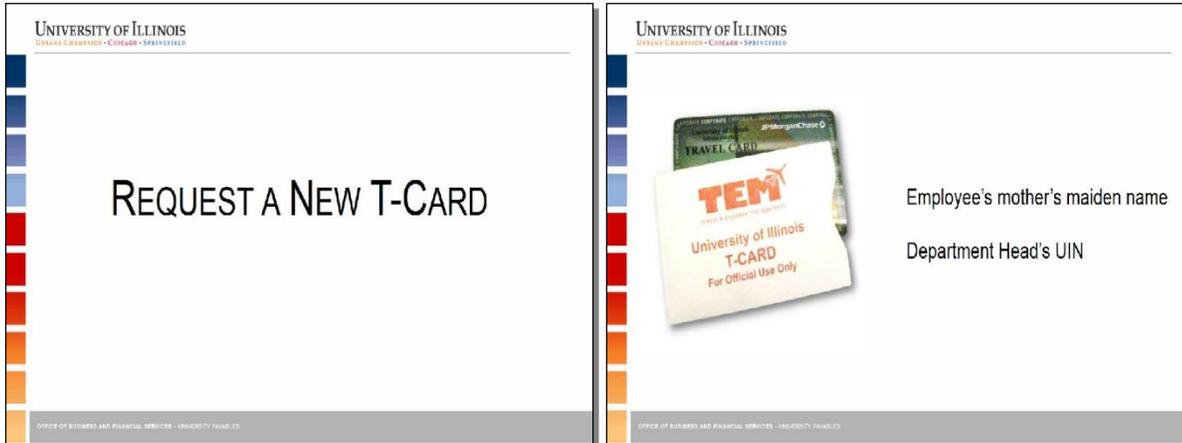
Script:

Let's look at TCS's five key features. We'll follow two University DCMs as they navigate the system.

This is John. He'll demonstrate how to request a new T-Card, modify a profile, and cancel a T-Card. And this is Lisa. She'll perform searches and use the *act* as feature for a delegate.

REQUEST A NEW T-CARD

Slide title: Request a New T-Card



Script:

John has a new employee, Jane, who needs a T-Card. There are two pieces of information required before he can request a new T-Card, the employee's mother's maiden name and the department head's university identification number or UIN.

To request a new T-Card, John logs into TCS using his ID and Password, and clicks the Card Holder Maintenance link. He enters the employee's UIN and hits enter or clicks Search.

After selecting the employee's name, he adds the missing information under each tab. Most of the permanent information in TCS is pre-populated based on the employee data in Banner. If there is information missing, it is usually because the content in that field can be modified at any time.

The Comments tab can be used to provide details about the request. On the Shipping Information tab, be sure to enter the complete US postal campus address of the employee, including the Mail Code or Mail Stop numbers.

Next, John selects the Card Parameters tab to verify that the status shows Generate Application. If any field is incomplete, John can change the status to Draft Application and click Submit to complete the process later. Since he has all the information, he leaves it as Generate Application and clicks Submit, which saves the record.

Next, John clicks the Print Auth/Agreement button to print the *T-Card Authorization Agreement and Application Information* Form. He obtains the signatures of the employee and department head, and he faxes or emails the form to UPAY Card Services. UPAY Card Services will verify the information entered in TCS, confirm receipt of this form, and that the employee has completed the T-Card training and quiz.

Finally, he files the original form. Please note that DCM's have the option of generating this completed *T-Card Auth/Agreement form* using TCS, or completing and printing it from the OBFS website.

Remember, *the T-Card Auth Agreement Form must be signed and dated by the employee and department head before faxing or emailing it to UPAY Card Services.*

Polling Question

UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

POLLING QUESTION

UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

What Status should be selected when requesting a new T-Card?

- a. To be Modified
- b. Generate Application
- c. In Process
- d. Pending

OFFICE OF BUSINESS AND FINANCIAL SERVICES • UNIVERSITY PAYABLES

What Status should be selected when requesting a new T-Card?

- a. To be Modified
- b. Generate Application*
- c. In Process
- d. Pending

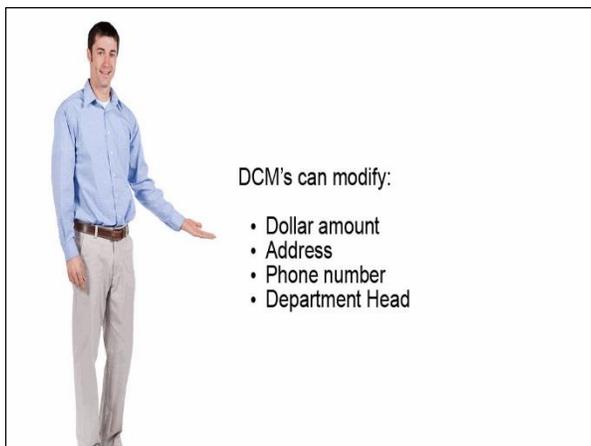
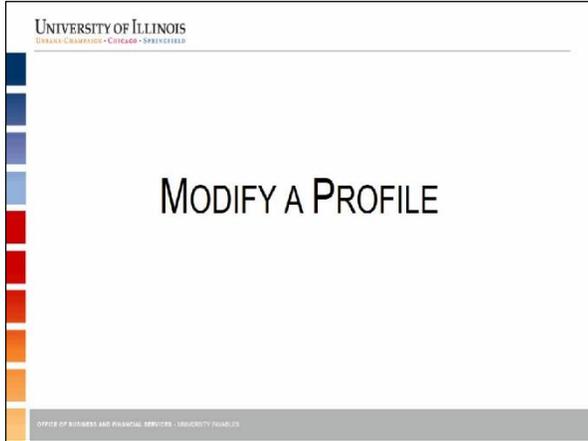
Script:

Now here is a poll question for you to answer. What Status should be selected when requesting a new T-Card? We just watched as John performed the task to request a card for Jane. This status must be chosen in order for UPAY Card Services to process the request.

The correct answer is Generate Application.

MODIFY A PROFILE

Slide title: Modify a Profile



Script:

Another feature of TCS allows for the DCM to modify the record of an employee with an existing T-Card. Only profiles with issued cards can be modified.

John has a T-Card holder named Mary. Her last name has changed, so he has to modify her profile.

How does he do this in the T-Card Solution?

John logs into TCS and clicks the Card Holder Maintenance link. He enters Mary's UIN and hits enter or clicks Search. John selects her issued card from the list. *Remember, only profiles with issued cards can be modified.*

Next, he clicks the Cardholder Information tab. In the Name on Card field, he replaces her current last name with her new last name. Next, John selects the Card Parameters tab and changes the status from "Issued" to "To Be Modified". He selects the Comments tab and enters a note, such as "Employee's last name has changed."

Finally, he clicks Submit which saves the changes. Then UPAY Card Services can process the request.

Please note that DCMs can also modify the dollar amount, address, phone number, and department head fields.

Polling Question

UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

POLLING QUESTION

UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

What Status should be selected when updating Cardholder information?

- a. In Process
- b. Pending
- c. Generate Application
- d. To Be Modified

OFFICE OF BUSINESS AND FINANCIAL SERVICES UNIVERSITY PAYABLES

What Status should be selected when updating Cardholder information?

- a. In Process
- b. Pending
- c. Generate Application
- d. To Be Modified*

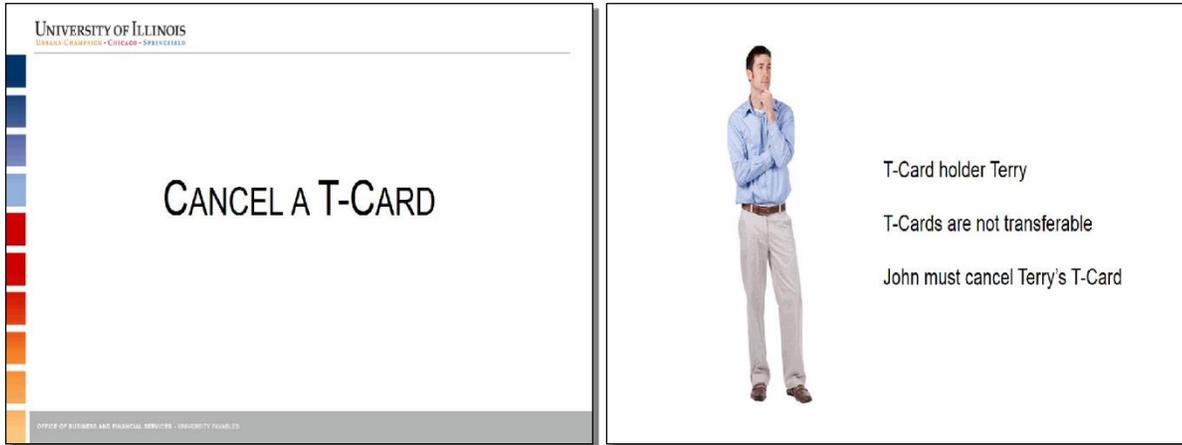
Script:

Please answer the following question. What Status should be selected when updating Cardholder information? We saw John update the record for Mary because her name changed. This status must be chosen in order for UPAY Card Services to process the request.

The correct answer is To Be Modified.

CANCEL A T-CARD

Slide title: Cancel a T-Card



Script:

The final feature John will perform in TCS is to cancel a T-Card.

John, who is in the College of Education, has a T-Card holder, Terry, who is transferring to the College of Engineering. John knows that T-Cards are not transferable. He also knows that he will no longer be Terry's DCM, which means he won't have access to his profile once he transfers. Therefore, John must cancel Terry's T-Card before he leaves the unit.

To do this, John logs into TCS and clicks the Card Holder Maintenance link. He types in Terry's UIN and hits enter or clicks Search. Once the search finds Terry's profile, John clicks his name and selects the Card Parameters tab.

Then he changes the status to "To Be Deleted". Next, John clicks the Comments tab. Here, he types a note, such as "Employee is leaving the unit, please cancel the card."

Finally, he clicks Submit which saves the changes. Then UPAY Card Services can process the request.

If needed, Terry's new DCM can request a T-Card for him.

Polling Question

The image shows two presentation slides side-by-side. Both slides have the University of Illinois logo at the top left and the text 'OFFICE OF BUSINESS AND FINANCIAL SERVICES UNIVERSITY PAYABLES' at the bottom. The left slide has a large 'POLLING QUESTION' in the center. The right slide contains the following text:

UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

What must a DCM do if a T-Card holder transfers to another department?

- a. Cancel the T-Card
- b. Change the spending limits
- c. Update the address
- d. Nothing

What must a DCM do if a T-Card holder transfers to another department?

- a. Change the spending limits
- b. Cancel the T-Card*
- c. Update the address
- d. Nothing

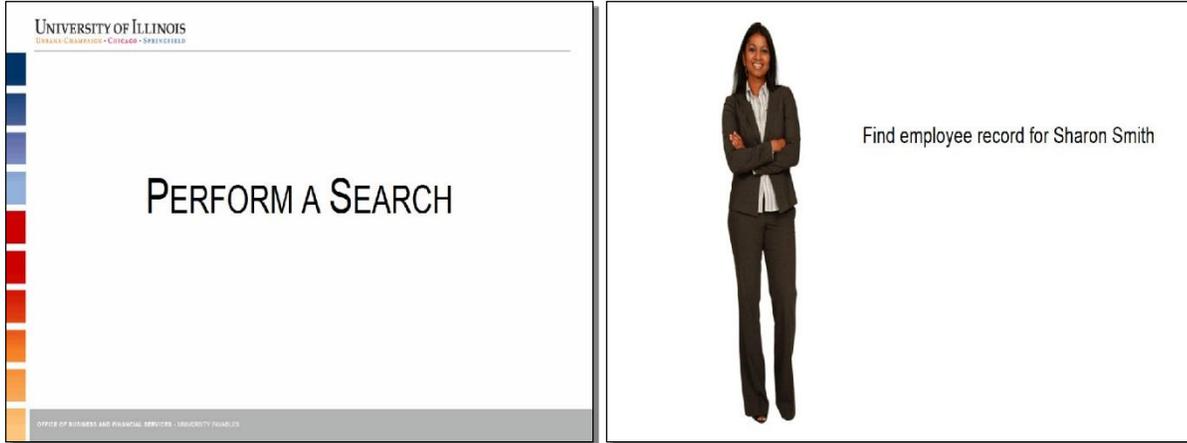
Script:

Please answer the following question. What must a DCM do if a T-Card holder transfers to another department? The same process must be completed if a Cardholder leaves the University.

The correct answer is Cancel the T-Card.

PERFORM A SEARCH

Slide title: Perform a Search



Script:

Now let's follow the other DCM, Lisa, as she performs a search. Lisa wants to use the search feature to find the employee record for Sharon Smith. To do this, she logs in to TCS and clicks the Card Holder Maintenance link.

After entering Sharon's UIN, she clicks Search. Sharon's card record will display. From this screen, she can click any segment of the record to view Sharon's details, modify the profile, or cancel a card.

Lisa now decides she wants to see a list of all the Active T-Card holders. From this screen, she clicks Back to Search, which takes her back to the Search screen. In the Card Parameters section, she selects "Issued" from the Status menu hits enter or clicks Search.

Only employees assigned to an org she manages will appear in the search results. She can then select any record from the resulting list to view details or perform any of the tasks demonstrated.

Please note that search results can be displayed on the screen or a report can be generated using the Report option on the top of the screen.

Polling Question

UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

POLLING QUESTION

UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

What searches can DCMs perform in TCS?

- Open T-Card transactions
- Rejected TEM expense reports
- Names of Cardholders in their department
- List of DCMs

OFFICE OF BUSINESS AND FINANCIAL SERVICES • UNIVERSITY PAYABLES

What searches can DCMs perform in TCS?

- Open T-Card transactions
- Names of Cardholders in their department*
- Rejected TEM expense reports
- List of DCMs

Script:

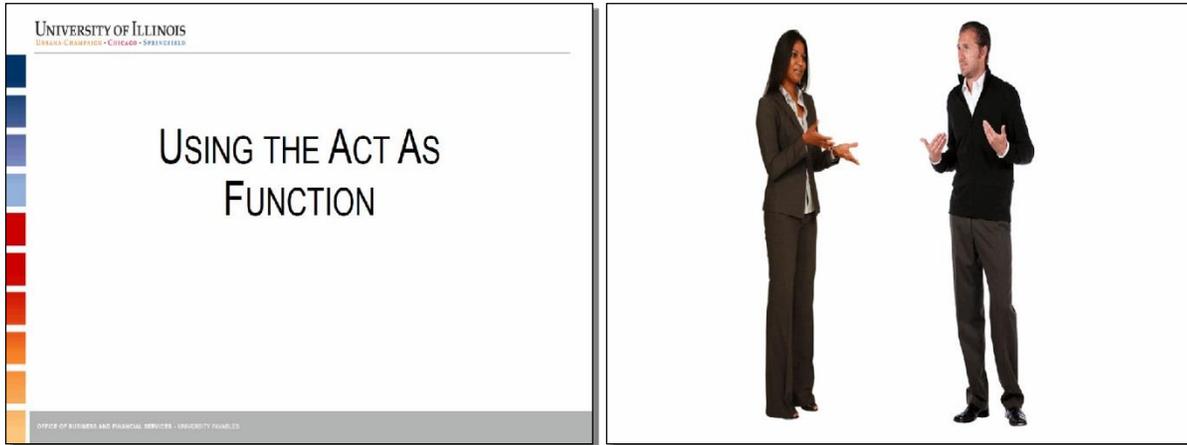
Please answer the following question. What searches can DCMs perform in TCS? Please note that TCS and TEM are not linked to each other.

The correct answer is Names of Cardholders in their department.

Remember, only employees in the orgs assigned to a DCM will appear in the search results.

USING THE ACT AS FUNCTION

Slide title: Using the Act As Function



Script:

The final TCS feature to demonstrate is the “Act As” function. Lisa is going to be out of the office for two weeks, and she has set up Andy as her Delegate in the Purchase, P-Card Web Solution* Software. She did this so that Andy can perform all of her usual DCM tasks. Basically, Andy will be able to *act as* Lisa while she is out. But first he has to start a delegation session in TCS.

To do this, Andy logs in to TCS and clicks Act As. He selects Lisa’s name from the Name list and clicks Submit. Here [*highlight area*] he confirms that he’s now “acting as” Lisa. He can now perform any of the tasks we have demonstrated in TCS.

To end the delegation session, Andy clicks Act As and then clicks Reset. To exit TCS, he clicks Logout.

***NOTE: Delegates have to complete the DCM training and must have authorization from the Dept. Head before being assigned the role.**

Polling Question

UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

POLLING QUESTION

UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

Who can make modifications to T-Card Cardholder information in TCS if the DCM is out of the office?

- a. T-Card Cardholder
- b. Delegate
- c. Department Head
- d. Bank

OFFICE OF BUSINESS AND FINANCIAL SERVICES • UNIVERSITY PAYABLES

Who can make modifications to T-Cardholder information in TCS if the DCM is out of the office?

- a. T-Card holder
- b. Delegate*
- c. Department Head
- d. Bank

Script:

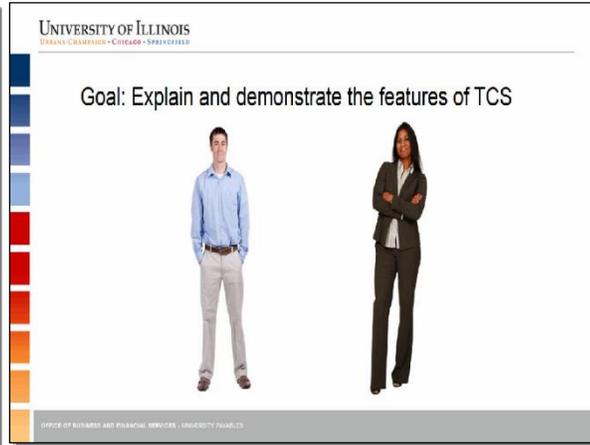
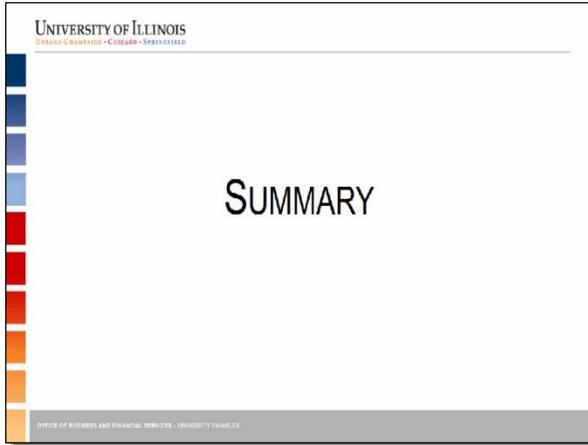
Please answer this final question. Who can make modifications to T-Cardholder information in TCS if the DCM is out of the office? This person can Act As the DCM in order to perform the features demonstrated in TCS.

The correct answer is Delegate. Please note that the Delegation must be established in the P-Card Web Solution software in order to use this feature in TCS.

That concludes the last demonstration of the five key features of the TCS system!

SUMMARY

Slide title: Summary



Script:

The goal of this webinar was to explain and demonstrate features of the T-Card Solution system. You followed John and Lisa as they explored five of the key features in TCS.

John requested a new T-Card, modified a profile, and canceled a T-Card. Lisa performed a search, and her colleague Andy acted as her while she was out of the office.

Slide title: Summary



UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

SUMMARY

- Job aids
 - *Request a T-Card*
 - *Modify, Cancel, or Suspend a T-Card*
 - *Search for a T-Card*
 - *Act As a DCM Delegate*
- OBFS website (obfs.uillinois.edu)

OFFICE OF BUSINESS AND FINANCIAL SERVICES - UNIVERSITY PAYABLES

Script:

The steps to perform the five TCS features that were demonstrated are also available as job aids. They can be found by navigating to the OBFS website.

Slide title: Summary

UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

SUMMARY

UPAY Card Services Help Desk

- cco@uillinois.edu
- (217) 244-9300
- (800) 260-9113
- Monday – Friday, 8 a.m. – 4 p.m.

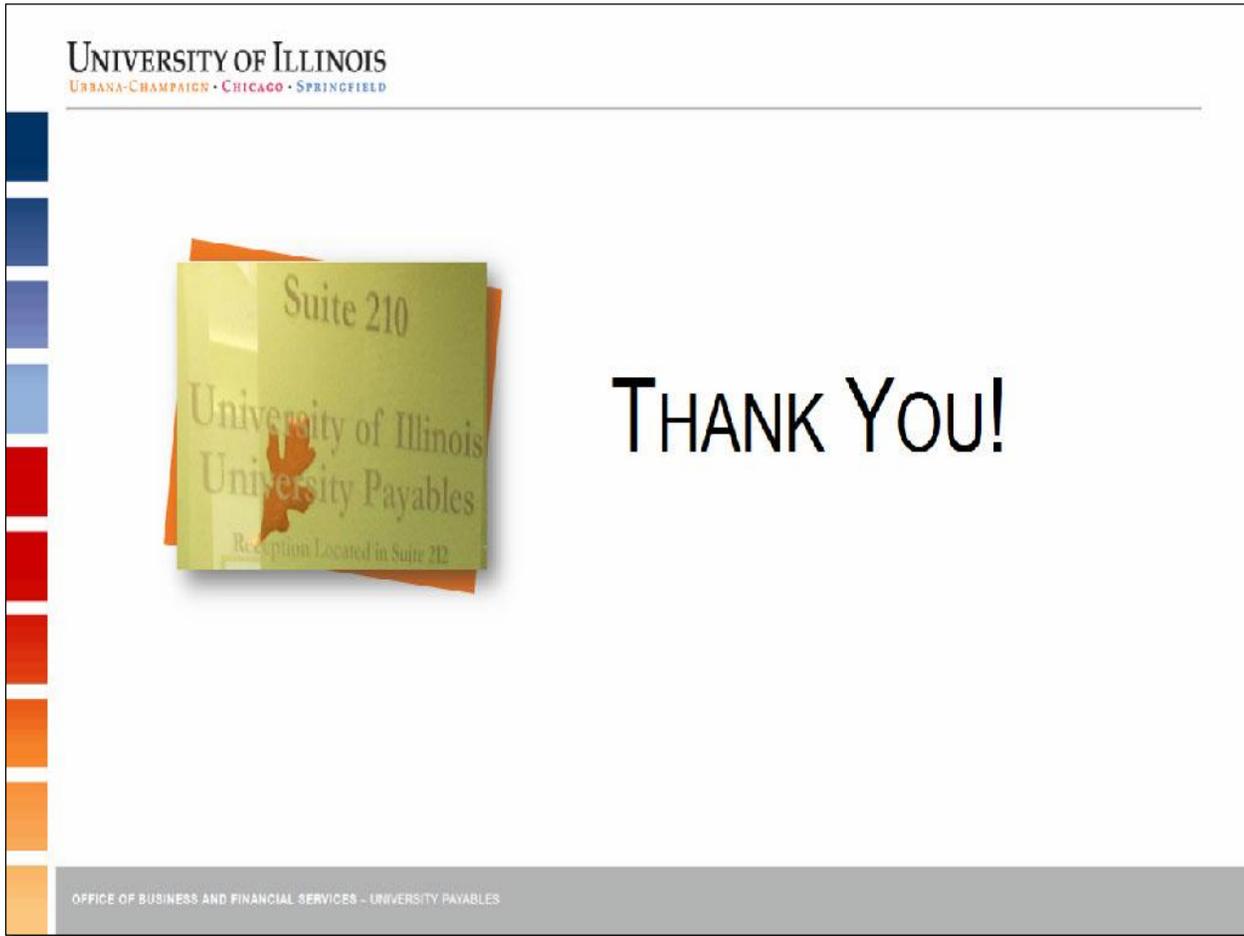
OFFICE OF BUSINESS AND FINANCIAL SERVICES - UNIVERSITY PAYABLES

Script:

If you have any questions about what was presented today, please contact the UPAY Card Services Help Desk at the email address or phone numbers on the screen. The Help Desk is available Monday through Friday from 8:00 a.m. - 4:00 p.m.

UPAY Card Services is also developing a quiz for DCM/Delegates to complete to verify that they have attended or viewed the TCS presentation and understand this new process. Access to TCS will be granted to the DCM and/or Delegate once UPAY Card Services has verified that the TCS presentation was attended or viewed and the certification quiz successfully completed. Please note that if a Delegate is assigned in the P-Card Software that UPAY Card Services does not have authorization for or who has not completed the required DCM training, the delegation will be removed. You can call or email UPAY Card Services if you have any questions or concerns.

Slide title: Thank You!



UNIVERSITY OF ILLINOIS
URBANA-CHAMPAIGN • CHICAGO • SPRINGFIELD

Suite 210
University of Illinois
University Payables
Reception Located in Suite 212

THANK YOU!

OFFICE OF BUSINESS AND FINANCIAL SERVICES - UNIVERSITY PAYABLES

Script:

Thank you for watching this webinar introducing the TCS system!