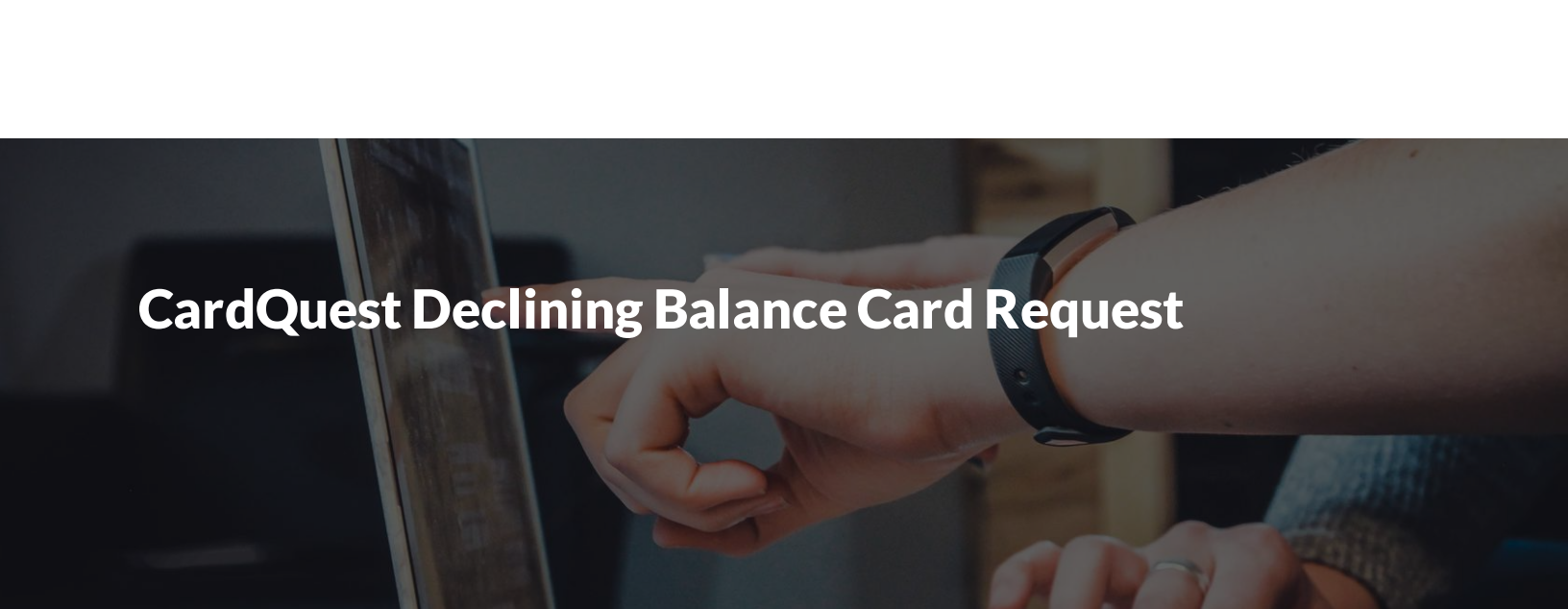




CardQuest Declining Balance Card Request



Request is a module within the SAP Concur CardQuest system used by P-Card program participants to submit needed action items. Below are the eight types of Requests that a program participant may submit. In this module, we will cover How to Submit a Declining Balance Card Request. Click on the Start button when you are ready to begin. A PDF version of the course is provided at the end; click to download. Close the window when the review of material is completed

- Delegate Request
- **Declining Balance Card Request**
- Expense Approver Update
- Low Limit Card Request
- Non-Cardholder Access Request
- P-Card Change Limit Request
- Request For P-Card
- Request to Cancel or Suspend P-Card

CARDQUEST DECLINING BALANCE CARD REQUEST

How to Submit a Declining Balance Card Request

Must Know's Before Submitting Declining Balance Card Request

- 1 One **MUST** be a CardQuest user to be able to submit a Request. Those who do not have a CardQuest profile will require a teammate to submit on their behalf.
- 2 Providing inaccurate or omitting required information will result in the Request being sent back for revisions and delaying the approval process.
- 3 The symbol * next to the label means that the field is required (no exceptions).
- 4 A Declining Balance Card is only issued to a Caltech student. The single purchase and monthly limits are established upfront, where spend limits do not refresh each month. The card expires yearly and may be renewed.
- 5 The student must have a Delegate as purchases will be reconciled by a Delegate.
- 6 The Request will require approval by the student's assigned authorized expense approver.
- 7 The P-Card Policy Acknowledgement Form must be completed by the student, which the Requestor will need to attach to the Request. The downloadable form is found below.

Submitting Declining Balance Card Request

Accessing CardQuest

Visit access.caltech.edu

Under "Links to other applications," click on CardQuest. A new page will appear where one will then enter their Caltech credentials to access CardQuest.

You are about to access:



CardQuest

Provided by: Caltech Procurement
Services

Description: Travel and expense
management solution

[Click Here for More Information](#)

Username



Password

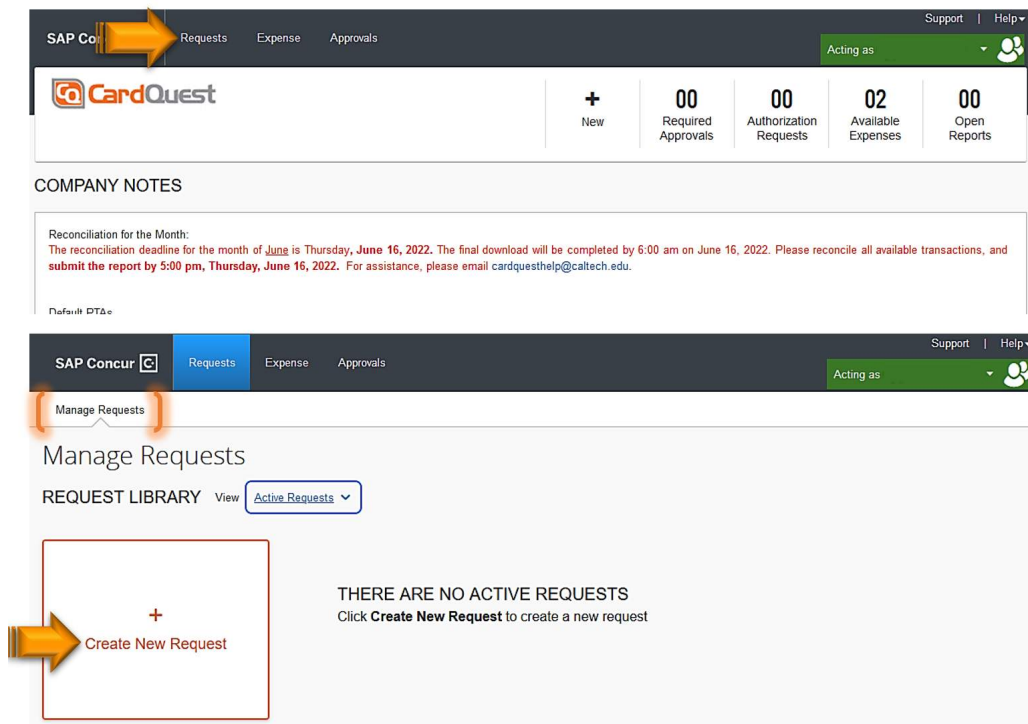


ATTENTION: If you are using a shared or publicly-accessible computer, be sure to quit/close out of the browser program completely to ensure your session is terminated.

Navigating the Landing Page

Request Module

Click on the "Requests." Under "Manage Requests," click directly on the "Create New Request" button to initiate the Delegate Request.



Creating New Request

Request Header

1. **Request Policy Drop-Down:** Select "P-Card Request Policy."
2. **Enter Your Name:** Enter your full name even if one is requesting on behalf of another user.
3. **Request Type Drop-Down:** Select "Declining Balance Card Request."

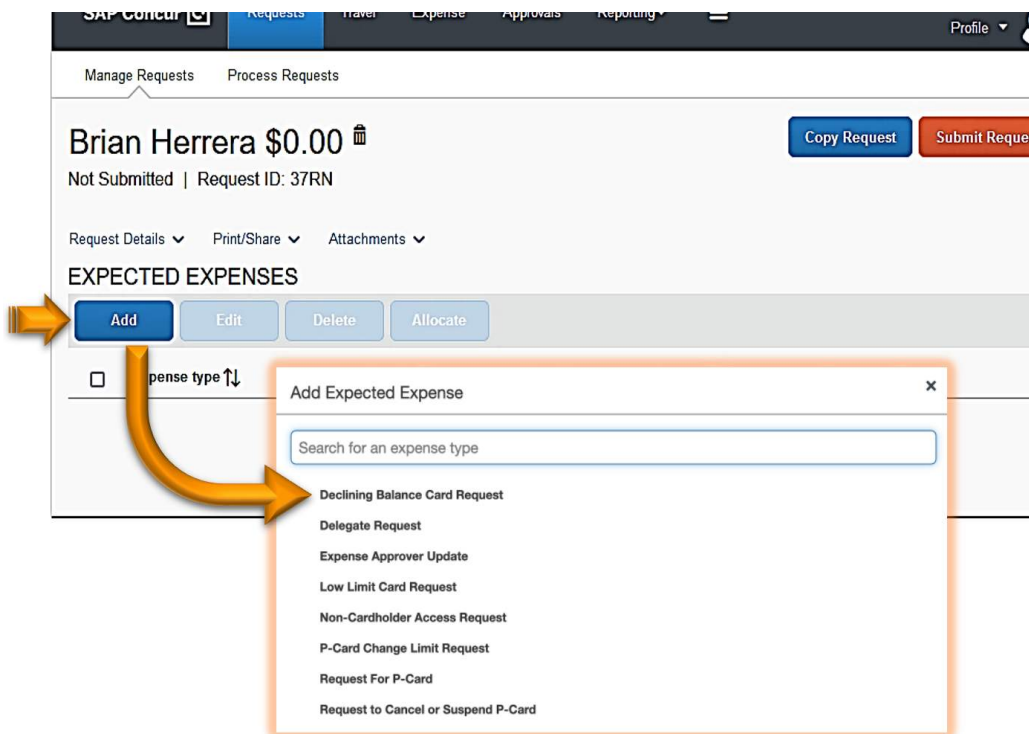
4. **Request Date:** Enter the date that one is submitting the Request.
5. **Comment:** Enter any comment you want the processor to know.
6. Click on "Create Request" button. One will be directed to the "Expected Expenses" window.

The screenshot shows a web form titled "Create New Request" with a close button (X) in the top right corner. The form contains several fields, some marked as required with a red asterisk (*). Orange arrows point to the following fields: "Request Policy" (a dropdown menu showing "*P-Card Request Policy"), "Request Type" (a dropdown menu showing "Declining Balance Card Request"), "Request Date" (a text box showing "07/06/2022" with a calendar icon), and "Comment" (a text area containing "Declining Balance Card for Caltech student Jane Doe w/ pre-set limits."). At the bottom right, there are two buttons: "Cancel" and "Create Request". A large orange arrow points down towards the "Create Request" button. A legend in the top right corner indicates that a red asterisk (*) denotes a "Required field".

Creating New Request cont.

Expected Expenses

1. Click on the "Add" button. The "Add Expected Expense" screen will populate.
2. Select the "Declining Balance Card Request."



Creating New Request cont.

New Expense: Declining Balance Card Request

1. **Request Date:** Enter the date that one is submitting the Request.
2. **Cardholder Information:** Enter the Cardholder's name, phone, Caltech ID number, mail code, email, PTA, and department code.
3. **Limits:** Establish and enter the Cardholder's single purchase and monthly limit.
4. **Approver Information:** Enter the approver's full name and email.
5. **Delegate Information:** Enter the delegate's full name and email. This person will prepare expense reports on behalf of the Cardholder.
6. Click on the "Save" button.

The screenshot shows a web form titled "Declining Balance Card Request \$0.00" with "Cancel" and "Save" buttons at the top right. The form contains the following fields and sections:

- Request Date ***: 05/26/2022 (with a calendar icon)
- Cardholder Name ***: Jane Doe
- Cardholder Phone Number ***: (123) 456-7890
- Employee ID Number ***: 123456
- Mail Code ***: MC 103-6
- Cardholder Email Address ***: JDoe@caltech.edu
- Project/Task/Award ***: FIN.00006/1.2/GB.000007 (P197772) (with an information icon)
- Default Department Code ***: (8Q) DIV- FINANCE; DEPT- PURCHASING (with an information icon)
- Single Purchase Limit ***: \$ 250.00
- Monthly Spend Limit ***: \$ 1,000.00
- Approver Name ***: Michelle Lampe
- Approver Email Address ***: MLampe@caltech.edu
- Delegate Name ***: Brian Herrera
- Delegate Email Address ***: BHerrera@caltech.edu

At the bottom left, there are "Save" and "Cancel" buttons. Orange arrows point to the following fields: Request Date, Cardholder Name, Cardholder Phone Number, Employee ID Number, Mail Code, Cardholder Email Address, Project/Task/Award, Default Department Code, Single Purchase Limit, Monthly Spend Limit, Approver Name, Approver Email Address, Delegate Name, Delegate Email Address, and the Save button.

Completing the Declining Balance Card Request

Attach, Submit, Accept & Continue

1. **Attachments:** Attach the P-Card Policy Acknowledgement Form (completed by the cardholder) here.
2. Click on the "Submit Request" button. The "P-Card Request Electronic Agreement" screen will populate.
3. Click on the "Accept & Continue" button to acknowledge. Request has been submitted and in Processor Review.

Profile

Process Requests

ra \$0.00

quest ID: 37RN

Print/Share Attachments Attach Documents

EXPENSES

Edit Delete Allocate

Details

quest

Copy Request

Submit Request

P-Card Request Electronic Agreement

I understand that providing insufficient or inaccurate information may result in request processing delays.

Cancel

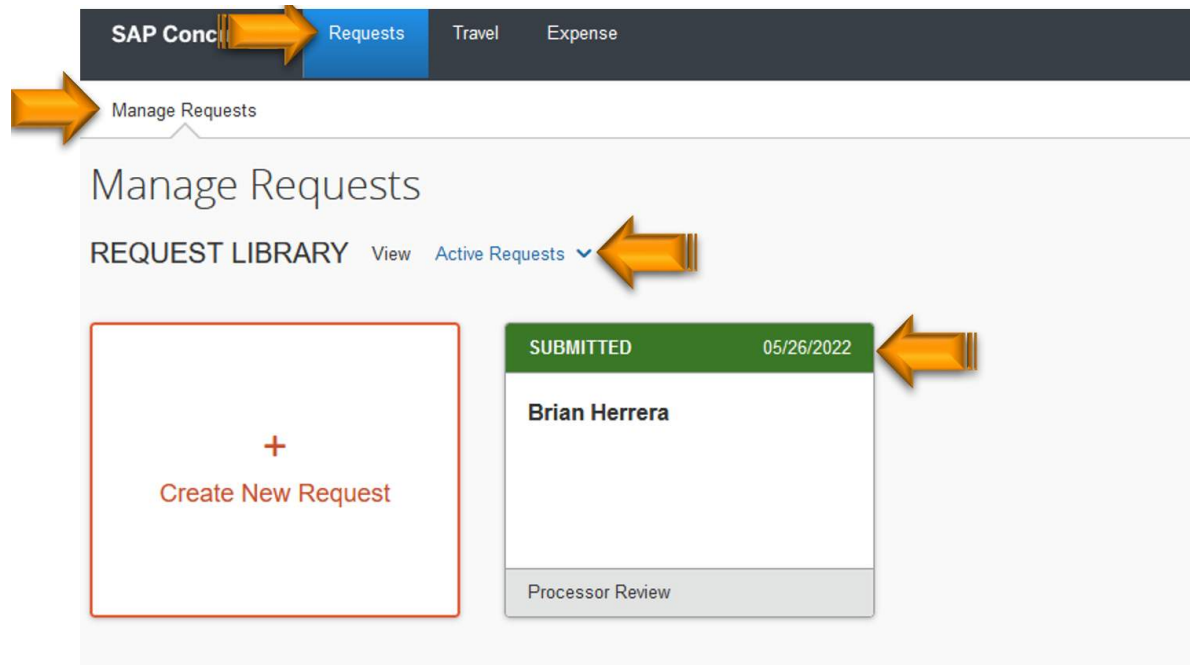
Accept & Continue

Tracking Request Progress

Manage Request

Active Request

Click on the "Requests" and then on "Manage Requests." Next to Request Library, ensure that the View option is set to "Active Requests." Click directly on the desired request to view information.



Request Timeline

Approval Workflow

1. Click on the "Request Details" drop-down button and select "Request Timeline." A new screen will populate.
2. Under Request Workflow, the user can view the status of the Request. Below are the definitions for each step of the workflow.

- a. **Processor Review:** Request is with the P-Card Team for review, routing, and processing.
- b. **Ad-Hoc Approver** (if applicable): Request being reviewed by the Approver of the person needing the changes.
- c. **User-Added Approver** (if applicable): Request is with Procurement Management Team for further review.

3. If a checkmark is within the circle for one of the workflows, that step has been fulfilled. Click on the "Close" button to return to the previous screen.

The screenshot displays the 'Request Management' interface. At the top, there are tabs for 'Manage Requests' and 'Process Requests'. Below these, the user's name 'Brian Herrera' and the amount '\$0.00' are shown, along with the status 'Processor Review' and 'Request ID: 37RN'. A 'More Actions' dropdown and a 'Recall' button are also present. A sidebar on the left contains a menu with 'Request Details', 'Print/Share', 'Attachments', and a 'Request' dropdown. The 'Request' dropdown is open, showing options: 'Request Header', 'Request Timeline', and 'Audit Trail'. The 'Request Timeline' option is selected, and an orange arrow points from it to the 'Request Timeline' panel. This panel shows the 'Approval Flow' with three steps: 'Processor Review' (marked with a green checkmark), 'Ad Hoc Approver', and 'Processor Review'. To the right of the flow is the 'Request Summary' section, which includes a 'REQUEST COMMENT' from Herrera, Brian on 05/26/2022, a 'SUBMITTED' date of 05/27/2022, and a 'PROCESSOR REVIEW' date of 05/27/2022. An orange arrow points from the 'Close' button at the bottom right of the timeline panel back to the main interface.

Have questions or concerns about using Request? Don't hesitate to get in touch with PCardServices@caltech.edu for assistance.