FLEXCARD MANAGEMENT MODULE
MANUAL AND PROCEDURES

Introduction

This FlexCard Management Module Manual is organized according to the order in which a department new to the FlexCard Program should set up the roles of the department’s program participants: Department Administrator, Reviewer, Allocator (optional) and Cardholder.

A section on taking exams is inserted following the section on setting up a Department Administrator, since potential Reviewers, Allocators and Cardholders can take and pass their qualifying exams during the period that the Department Administrator application is being processed.

At the end of the manual appear sections on how to delete or inactivate Reviewers, Allocators and Cardholders, as employees either cease to fill roles within the FlexCard Program, leave a department or leave University employment.

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I. SETTING UP A DEPARTMENT ADMINISTRATOR

A. HOME DEPARTMENT

Most Department Administrator Applications will be submitted by an employee applying to administer the FlexCard Program within his or her home department or a department that reports to it. This standard procedure is outlined below, followed by one for applying to become Administrator of a department outside one’s home department hierarchy.

1. Log onto the FlexCard Management Module at https://apps.purc.ucsb.edu/FlexcardManagement using your UCSBnetID and password:

   ![Login Screen]

   NOTE: If you do not have a UCSBnetID and password, go to the UCSBnetID Account Management page at https://my.sa.ucsb.edu/U-reset/AccountManagement.aspx and follow the instructions to establish an employee account.

2. On the Main Menu, click APPLY.

   ![Main Menu]

3. On the Apply Menu, click APPLY TO BECOME A FLEXCARD DEPARTMENT ADMINISTRATOR.
The **Department Administrator Role Application** screen appears. Your home department, as it appears in PPS, determines the **Department(s)** for which you can apply to become a Department Administrator. If your home department is a control point, any departments that report to it will also be listed.

4. Select the department(s) for which you will be acting as Administrator by clicking the appropriate check box(es). Once you select a department(s), the SUBMIT APPLICATION button becomes active.

5. Click SUBMIT APPLICATION.

The **Department Administrator Application** form appears. The **Department(s)** for which you are applying to become Administrator are listed on the form (in the following example, PURC for Purchasing).
6. Print the form and obtain the necessary signatures:
   a. your signature, as the Department Administrator
   b. the Chair/Director signature (if you are the Chair/Director and will be filling
      the role of Department Administrator, you must sign in both places)
   c. (if necessary) a third signature block, for units or departments that require
      a higher level authorizing signature

7. Mail the completed Department Administrator Application, as indicated on the
   form, to FlexCard Administration, Purchasing, MC1150. If you choose to fax
   the form (x8639), you must still mail the hardcopy with original signatures.

8. Retain a copy of the Application for your department files.

Once FlexCard Administration receives and processes your application, it will
notify you via email or by telephone that your department is active within the
FlexCard Program. At this point, you can begin to process and submit
applications for FlexCard Reviewers, Allocators and Cardholders.

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NOTE: Potential FlexCard Reviewers, Allocators and Cardholders can log onto
the FlexCard Management Module and take the exam(s) necessary for their
participation in the program at any time.

However, no Reviewer, Allocator or Cardholder applications can be initiated by
your department until the Department Administrator Application has been
processed. Your department does not “exist” until a Department Administrator
has been approved.
B. DEPARTMENT OUTSIDE YOUR HOME DEPARTMENT HIERARCHY

In some cases, an employee may apply to become Department Administrator for a department outside of his or her home department hierarchy. For example, in the case where a small department asks someone from another department to act as a Back-Up Administrator.

The application process follows the procedure outlined above, through step 3.

1. At this point, instead of selecting a department from the selection that automatically appeared based upon your home department code in PPS, click SELECT NON-LISTED DEPARTMENT.

2. A pull-down menu listing all campus departments appears. Select the department for which you are applying by using the right-hand scroll arrow.

3. Once you select the department, it – and any departments that report to it – appear. The SUBMIT APPLICATION button becomes active.
4. Select the department(s) for which you will be acting as Administrator by clicking the appropriate check box(es) and then click SUBMIT APPLICATION.

5. The application process follows the procedure outlined above, continuing from step 5.

6. The only minor difference is obtaining the Chair/Director signature. If you are employed in Purchasing and applying to be the Back-Up Department Administrator for Business Services, you must obtain the signature of the Director of Business Services on the Department Administrator Application. The Director of Purchasing cannot authorize the set up of a Department Administrator for Business Services, or any other department that does not report directly to Purchasing. The same applies in all situations.
II. TAKING EXAMS

A. REVIEWER / ALLOCATOR

Both the FlexCard Reviewer and Allocator take the same Reviewer / Allocator exam, since the test material is the same. The following procedure is to be followed by both Reviewers and Allocators.

1. Log onto the FlexCard Management Module at https://apps.purc.ucsb.edu/FlexcardManagement using your UCSBnetID and password:

   ![Login Screen]

   **NOTE:** If you do not have a UCSBnetID and password, go to the UCSBnetID Account Management page at https://my.sa.ucsb.edu/U-reset/AccountManagement.aspx and follow the instructions to establish an employee account.

2. On the **Main Menu**, click EXAM.

   ![Main Menu Screen]

3. On the **Participant Exam Menu**, click TAKE EXAM.

   ![Participant Exam Menu Screen]
4. On the **FlexCard Exams** screen, click REVIEWER / ALLOCATOR EXAM.

5. Read the instructions on the **Exam Introduction** page – remember that you **MUST NOT** use your browser’s BACK or FORWARD buttons, as doing so will cause you to exit the exam and record an incomplete exam – and then click **START EXAM**.

6. Proceed through the 20 exam questions by selecting a response. Each time a response is selected, you are automatically advanced to next page. If you are not sure about the answer to a question and decide to leave it unanswered while proceeding to the next question by using the **NEXT QUESTION** button, do not forget to return and record a response: you cannot submit an exam for scoring unless a response is entered for all 20 questions.

7. When you get to the last question, with answers recorded for all 20 questions, the **SUBMIT EXAM FOR SCORING** button becomes active.
8. Click SUBMIT EXAM FOR SCORING.

9. If you answer at least 18 of 20 questions correctly, you receive a passing score and the following message appears.

![Congratulations! You passed the Reviewer / Allocator Exam.]

10. You can now initiate either a Reviewer application by clicking APPLY TO BE A REVIEWER and proceeding as outlined under Section III.A. below; or an Allocator application by clicking APPLY TO BE AN ALLOCATOR and proceeding as outlined under Section IV.A. below;
B. CARDHOLDER

1. Log onto the FlexCard Management Module at https://apps.purc.ucsb.edu/FlexcardManagement using your UCSBnetID and password:

![User login interface](image)

**NOTE:** If you do not have a UCSBnetID and password, go to the UCSBnetID Account Management page at https://my.sa.ucsb.edu/U-reset/AccountManagement.aspx and follow the instructions to establish an employee account.

2. On the **Main Menu**, click EXAM.

![Main menu](image)

3. On the **Participant Exam Menu**, click TAKE EXAM.
4. On the **FlexCard Exams** screen, click CARDHOLDER EXAM.

5. Read the instructions on the **Exam Introduction** page – remember that you MUST NOT use your browser’s BACK or FORWARD buttons, as doing so will cause you to exit the exam and record an incomplete exam – and then click **START EXAM**.

6. Proceed through the 20 exam questions by selecting a response. Each time a response is selected, you are automatically advanced to next page. If you are not sure about the answer to a question and decide to leave it unanswered while proceeding to the next question by using the **NEXT QUESTION** button, do not forget to return and record a response: you cannot submit an exam for scoring unless a response is entered for all 20 questions.
7. When you get to the last question, with answers recorded for all 20 questions, the SUBMIT EXAM FOR SCORING button becomes active.

8. After reviewing your answers (if so desired), click SUBMIT EXAM FOR SCORING.

9. If you answer at least 18 of 20 questions correctly, you receive a passing score and the following message appears.

**Congratulations!**  
**You passed the Cardholder Exam.**

If you are new to the Cardholder role in the FlexCard program, you may now complete and submit your Cardholder Application.  
If you are a current Cardholder and have taken the exam in order to be re-certified, your certification is now valid through Saturday, March 31, 2007.

10. You can now initiate a Cardholder application by clicking APPLY TO BE A CARDHOLDER and proceeding as outlined under Section V.A. below.
III. SETTING UP A REVIEWER

A. REVIEWER INITIATES THE PROCESS (RECOMMENDED)

REVIEWER’S ACTIONS

1. The potential FlexCard Reviewer logs onto the FlexCard Management Module and takes the Reviewer / Allocator exam. If the exam is passed, the following message appears.

Click APPLY TO BE A REVIEWER.

![Congratulation Message]

NOTE: If you did not initiate your Reviewer Application immediately after completing the Reviewer / Allocator Exam, it can be initiated from the **Main Menu** by clicking APPLY.

On the **Apply Menu**, click APPLY TO BECOME A REVIEWER.

2. Whether you initiate the Reviewer Application directly from the Reviewer / Allocator Exam, or via the **Apply Menu**, you are taken to the **Reviewer Role Application** screen. Your home department, as it appears in PPS, determines the Department for which you can apply to become a Reviewer.

Click SUBMIT APPLICATION.
NOTE: If you are applying to become a Reviewer for another department, see the following alternate procedure.

3. A screen appears confirming that the application has been sent to your Department Administrator.

4. An automatic email notification is generated and sent to your Department Administrator, informing him or her that the Reviewer Application has been submitted and is ready for approval.

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APPLYING TO BECOME A REVIEWER FOR ANOTHER DEPARTMENT

1. If you are applying to become a Reviewer for another department (for example, if you have been asked to serve as Back-Up Reviewer), click SELECT NON-LISTED DEPARTMENT.
2. A pull-down menu of all FlexCard departments appears. Use the scroll bar to select the department for which the application is being made. (In this case, someone who works in Purchasing is applying to become a Back-Up Reviewer for Business Services.)

3. Click SUBMIT APPLICATION.

4. A screen appears confirming that the application has been sent to the Department Administrator of the department for which you are applying to become a Reviewer (in this case, Business Services).

5. An automatic email notification is generated and sent to your Department Administrator, informing him or her that the Reviewer Application has been submitted and is ready for approval.

**DEPARTMENT ADMINISTRATOR’S ACTIONS**

1. Once informed that a Reviewer Application has been initiated, log onto the FlexCard Management Module. On the **Main Menu**, click DEPARTMENT ADMINISTRATOR MENU.
2. On the **Department Administrator Menu**, click **MANAGE REVIEWERS**.

3. On the **FlexCard Department Administrator – Reviewer Administration** screen, click **APPROVE REVIEWER ROLE-APPLICATIONS**.

4. On the **Approve Reviewer Role-Applications** screen, click the **APPROVE** button next to the appropriate Reviewer Application.

5. You are taken to the **Reviewer Information** screen. If you are Department Administrator for multiple department codes, they will all appear and you can select or deselect the department codes as appropriate for the Reviewer in question. Once you have made the selection, click **APPROVE APPLICATION**.

6. The applicant has now been authorized as a Reviewer for the selected department codes.
You are returned to either the Approve Reviewer Role-Applications screen (if there was more than one Reviewer Application to be processed) or the FlexCard Department Administrator – Reviewer Administration screen (if there was only one Reviewer Application to be processed).

B. DEPARTMENT ADMINISTRATOR INITIATES THE PROCESS

1. The potential FlexCard Reviewer logs onto the FlexCard Management Module, takes and passes the Reviewer /Allocator Exam, and informs his or her Department Administrator.

2. Log onto the FlexCard Management Module. On the Main Menu, click DEPARTMENT ADMINISTRATOR MENU.

3. On the Department Administrator Menu, click MANAGE REVIEWERS.

4. On the Manage FlexCard Reviewers – Reviewer Administration screen, click MANUALLY CREATE A NEW REVIEWER AUTHORIZATION.
The Manually Create a New Reviewer Authorization screen appears, listing all FlexCard program participants who have active Reviewer / Allocator Exam status. You can select any Reviewer from the list (for example, if you are setting up a Back-Up Reviewer who works in another department).

You can view the full list (shown above), sorted either by the default “Sort by Name” or “Sort by Department, then by Name” (use the pull-down arrow to change the sort) or you can view only active Reviewers within your department by selecting from the Filter by Department pull-down menu, shown below.

**NOTE**: As the total number of campus Reviewers grows, this second option will be the most efficient option.

5. Click the SELECT button in front of the name of the person who will be filling the Reviewer role. You are taken to an approval screen.
6. Click APPROVE APPLICATION and you have completed the process. You are returned to the **Manage FlexCard Reviewers – Reviewer Administration** screen.

7. If you wish to verify that the Reviewer set-up has taken place correctly, click **MANAGE EXISTING REVIEWER AUTHORIZATIONS**.

8. A list of all your department’s Reviewers (whatever their status) appears.

   **NOTE**: Whenever a Reviewer authorization is processed, the individual is automatically granted an Allocator authorization. This authorization is set up because a Reviewer needs it in order to process transactions on the Transaction Allocation screen in the FlexCard Allocation Module.
IV. SETTING UP AN ALLOCATOR

A. ALLOCATOR INITIATES THE PROCESS (RECOMMENDED)

ALLOCATOR’S ACTIONS

1. The potential FlexCard Allocator logs onto the FlexCard Management Module and takes the Reviewer / Allocator exam. If the exam is passed, the following message appears.

Click APPLY TO BE AN ALLOCATOR.

NOTE: If you did not initiate your Allocator Application immediately after completing the Reviewer / Allocator Exam, it can be initiated from the **Main Menu** by clicking **APPLY**.

On the **Apply Menu**, click **APPLY TO BECOME AN ALLOCATOR**.

2. Whether you initiate the Reviewer Application directly from the Reviewer / Allocator Exam, or via the **Apply Menu**, you are taken to the **Allocator Role Application** screen. Your home department, as it appears in PPS, determines the Department for which you can apply to become an Allocator.

Click **SUBMIT APPLICATION**.
NOTE: If you are applying to become an Allocator for another department, see the following alternate procedure.

3. A screen appears confirming that the application has been sent to your Department Administrator.

4. An automatic email notification is generated and sent to your Department Administrator, informing him or her that the Allocator Application has been submitted and is ready for approval.

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APPLYING TO BECOME AN ALLOCATOR FOR ANOTHER DEPARTMENT

1. If you are applying to become an Allocator for another department (for example, if you have been asked to serve as Back-Up Allocator), click SELECT NON-LISTED DEPARTMENT.
2. A pull-down menu of all FlexCard departments appears. Use the scroll bar to select the department for which the application is being made. (In this case, someone who works in Purchasing is applying to become a Back-Up Allocator for Business Services.)

3. Click SUBMIT APPLICATION.

4. A screen appears confirming that the application has been sent to the Department Administrator of the department for which you are applying to become an Allocator (in this case, Business Services).

5. An automatic email notification is generated and sent to your Department Administrator, informing him or her that the Reviewer Application has been submitted and is ready for approval.

DEPARTMENT ADMINISTRATOR’S ACTIONS

1. Once informed that an Allocator Application has been initiated, log onto the FlexCard Management Module. On the Main Menu, click DEPARTMENT ADMINISTRATOR MENU.
2. **On the Department Administrator Menu**, click MANAGE ALLOCATORS.

3. **On the FlexCard Department Administrator – Allocator Administration screen**, click APPROVE ALLOCATOR ROLE-APPLICATION.

4. **On the Approve Allocator Role-Applications screen**, click the APPROVE button next to the appropriate Allocator Application.

5. You are taken to the **Allocator Information** screen. **If you are Department Administrator for multiple department codes**, they will all appear and you can select or deselect the department codes as appropriate for the Allocator in question. **Once you have made the selection**, click APPROVE APPLICATION.

6. **The applicant has now been authorized as an Allocator for the selected department codes.**
You are returned to either the **Approve Allocator Role-Applications** screen (if there was more than one Allocator Application to be processed) or the **FlexCard Department Administrator – Allocator Administration** screen (if there was only one Allocator Application to be processed).

**B. DEPARTMENT ADMINISTRATOR INITIATES THE PROCESS**

1. The potential FlexCard Allocator logs onto the FlexCard Management Module, takes and passes the Reviewer / Allocator Exam, and informs his/her Department Administrator.

2. Log onto the FlexCard Management Module. On the **Main Menu**, click **DEPARTMENT ADMINISTRATOR MENU**.

3. On the **Department Administrator Menu**, click **MANAGE ALLOCATORS**.

4. On the **Manage FlexCard Allocators – Allocator Administration** screen, click **MANUALLY CREATE A NEW ALLOCATOR AUTHORIZATION**.

The **Manually Create a New Allocator Authorization** screen appears, listing all FlexCard program participants who have active Reviewer / Allocator Exam.
status. You can select any Allocator from the list (for example, if you are setting up a Back-Up Allocator who works in another department).

You can view the full list (shown above), sorted either by the default “Sort by Name” or “Sort by Department, then by Name” (use the pull-down arrow to change the sort) or you can view only active Allocators within your department by selecting from the Filter by Department pull-down menu, shown below.

**NOTE:** As the total number of campus Allocators grows, this second option will be the most efficient option.

5. Click the SELECT button in front of the name of the person who will be filling the Allocator role. You are taken to an approval screen.
6. Click APPROVE APPLICATION and you have completed the process. You are returned to the Manage FlexCard Allocators – Allocator Administration screen.

7. If you wish to verify that the Allocator set-up has taken place correctly, click MANAGE EXISTING ALLOCATOR AUTHORIZATIONS.

8. A list of all your department’s Allocators (whatever their status) appears.
V. SETTING UP A CARDHOLDER

A. CARDHOLDER INITIATES THE PROCESS (RECOMMENDED)

CARDHOLDER’S ACTIONS

1. The potential FlexCard Cardholder logs onto the FlexCard Management Module and takes the Cardholder exam (see Section II.B above). If the exam is passed, a “Congratulations” message appears.

Click APPLY TO BE A CARDHOLDER.

NOTE: If you did not initiate your Cardholder Application immediately after completing the Cardholder Exam, it can be initiated from the Main Menu by clicking APPLY.

On the Apply Menu, click APPLY TO BECOME A CARDHOLDER.

2. Whether you initiate the Cardholder Application directly from the Cardholder Exam, or via the Apply Menu, you are taken to the Cardholder Role Application screen. Your home department, as it appears in PPS, determines the Department for which you can apply to become a Cardholder.

Click INITIATE APPLICATION.
NOTE: If you are applying to become a Cardholder for another department, see the alternate procedure provided at the end of this section.

3. You are taken to the Cardholder Role Application Details screen, where you can make changes to the Cardholder name that was pulled across from PPS (for example, if you prefer Greg Smith to John Gregory Smith). You must also enter the Card Description (maximum 23 characters, including spaces) that will be embossed on the FlexCard.

4. You can also modify the default address information that is brought over from the Campus Directory. If it is not complete, click EDIT ADDRESS INFORMATION.

On the following screen, the Cardholder's department's mail code (1150), department name and zip and mail codes have been entered. Once all changes have been made, click UPDATE.
5. Once all the Cardholder information has been updated and verified, click SUBMIT APPLICATION.

6. A screen appears confirming that the application has been sent to the Department Administrator.
7. An automatic email notification is generated and sent to your Department Administrator, informing him or her that the Cardholder Application has been submitted and is ready for approval.

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APPLYING TO BECOME A CARDHOLDER FOR ANOTHER DEPARTMENT

1. If you are applying to become a Cardholder for another department (for example, you have been asked to serve as Back-Up Cardholder), click SELECT NON-LISTED DEPARTMENT.

2. A pull-down menu of all FlexCard departments appears. Use the scroll bar to select the department for which the application is being made. (In this case, someone who works in Purchasing is applying to become a Back-Up Cardholder for Business Services.)

3. Click INITIATE APPLICATION and proceed as outlined above.
DEPARTMENT ADMINISTRATOR’S ACTIONS

1. Once informed that a Cardholder Application has been initiated, log onto the FlexCard Management Module. On the Department Administrator screen, click MANAGE CARDHOLDERS.

2. On the FlexCard Department Administrator – Cardholder Administration screen, click APPROVE CARDHOLDER ROLE APPLICATIONS.
3. On the **Approve Cardholder Role Applications** screen, click the SELECT APPLICATION button next to the appropriate Cardholder Application.

![Approve Cardholder Role Applications](image)

4. You are taken to the **Cardholder Role Application Details** screen, where a series of actions can be performed. Sections 1 and 2 of the Application contain information carried forward from the application form initiated by the Cardholder.

**Section 1 – Cardholder Information** - contains two fields that can be modified by the Department Administrator: Cardholder Name and Department Name / Card Description. Employee ID and Card Department Code cannot be modified.

**Section 2 – Billing Address** – contains the address information entered by the Cardholder. If any information is incorrect or missing, the Department Administrator can enter or modify it by clicking EDIT ADDRESS INFORMATION.

![Cardholder Role Application Details](image)

You are taken to a version of the screen on which you can update or enter new or missing information into all of the fields.
On the following screen, the Cardholder’s Department Name, Zip Code and Mail Code have been entered. Once all the information is correct, click **UPDATE**.

You may now proceed to the next section of the Application.

**NOTE:** You cannot submit a Cardholder Application for processing if it does not include the Cardholder’s zip code, mail code, telephone number and email address. You can proceed at this stage of the application, but when you reach the end and click **SUBMIT ROLE APPLICATION**, the following alerts will appear and force you to enter the missing information:

Only when all address information has been entered will you be able to submit the Application.

**Section 3 – Default Account Number Linked to FlexCard** – is used to enter the default LAFSO for the FlexCard.

5. Enter the FlexCard’s default LAFSO and click **VALIDATE LAFSO**. If the LAFSO is valid and assigned to a department code managed by the Department
Administrator, the LAFSO is approved and the message **LAFSO is Valid** appears.

If an invalid or non-existent LAFSO is entered, an error message appears in red. You cannot proceed until a valid LAFSO is entered.

If a LAFSO not assigned to the department code managed by the Department Administrator is entered, the following error message appears.

Departments can designate only one of their valid account numbers to be the FlexCard default LAFSO.

### Section 4 – Recommended Reviewers

6. Each Cardholder must have at least one assigned Reviewer. A list of all potential Reviewers within your department authorization appears on the right side of Section 4. Click ADD to assign a Reviewer to the Cardholder.

The Reviewer is now assigned to the Cardholder, appearing on the left side of the screen.

If your department has more than one Reviewer, a full list of Reviewers will appear on the right side of the screen. You can add more than one Reviewer to each Cardholder (it is recommended that you assign a Back-Up Reviewer).
NOTE: No Reviewer is allowed to review more than 10 Cardholders without the approval of FlexCard Administration.

Section 5 – Credit Limits

7. Section 5 is used to request the FlexCard’s Single Transaction and Cycle (Monthly) Limits. The default limits of $2,500 per transaction and $10,000 per cycle are pre-entered and can be modified by the Department Administrator.

The Single Transaction Limit can be set to any amount equal to or lower than $2,500; it cannot be set higher until systemwide policy changes. If you attempt to enter a number greater than $2,500, the following error message appears.

There is no maximum Cycle Limit; however, any request for a Cycle Limit greater than $25,000 must be accompanied by a detailed written justification. If you do not enter a justification, the following error message appears.

Section 6 – Card Notes

Section 6 of the Cardholder Application Form is an optional text entry field. The Department Administrator can enter any notes or special comments that he or she wishes to communicate to FlexCard Administration in this text field. It is not a mandatory field and can be left blank.

8. When all of the data field entries have been made and validated, click SUBMIT ROLE APPLICATION at the bottom of the form.
9. As long as all required address information was entered (see the comments above, under Section 2), a message appears at the bottom of the form stating that “Application Number XXXXX Submitted to FlexCard Program Administrator.”

The UPDATE APPLICATION AND SUBMIT APPLICATION buttons disappear, to prevent duplicate submittals.

10. When the Department Administrator returns to the Approve Cardholder Role Applications screen, the status of application has changed to InToADM (FlexCard Administration).

The Department Administrator can click SELECT APPLICATION to review the submitted application, but cannot modify it: the UPDATE APPLICATION AND SUBMIT APPLICATION buttons are not displayed.

If the Department Administrator realizes that there was an error on the Application, he or she must contact FlexCard Administration and request that the Application be returned for modification by the department.

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AFTER THE APPLICATION HAS BEEN SUBMITTED

The application is received by FlexCard Administration and processed. A new card request is submitted to U.S. Bank. Once the FlexCard is received from U.S. Bank (generally within 2 business days), FlexCard Administration enters the
FlexCard account number and expiration date into the Cardholder record and updates the application status to APPROVED. The changed status appears on the Approve Cardholder Role Applications screen.

FlexCard Administration contacts the Cardholder to pick up his or her FlexCard.

B. DEPARTMENT ADMINISTRATOR INITIATES THE PROCESS

The potential FlexCard Cardholder logs onto the FlexCard Management Module, takes and passes the Cardholder Exam, and informs his/her Department Administrator. The Cardholder does not directly initiate a Cardholder Application at the end of the exam.

1. Log onto the FlexCard Management Module. On the Main Menu, click DEPARTMENT ADMINISTRATOR MENU.

2. On the Department Administrator Menu, click MANAGE CARDHOLDERS.
You are taken to the FlexCard Department Administrator – Cardholder Administration screen.

3. Create a cardholder authorization for the employee who just passed the Cardholder Exam by clicking MANUALLY CREATE A NEW CARDHOLDER AUTHORIZATION.

4. A list of all employees, in all departments, who have passed the Cardholder Exam and whose qualification is active appears.

You can view the full list (shown above), sorted either by the default "Sort by Name" or "Sort by Department, then by Name" (use the pull-down arrow to change the sort) or you can view only active Cardholders within your department by selecting from the Filter by Department pull-down menu, shown below.

NOTE: As the total number of campus Cardholders grows, this second option will be the most efficient option.
5. Click the SELECT button to the left of the name of the employee for whom you want to create a cardholder authorization entry.

6. The following screen appears. Click APPROVE AUTHORIZATION.

7. You are returned to the FlexCard Department Administrator – Cardholder Administration screen. Click INITIATE AN APPLICATION TO CREATE A NEW CARD FOR AN AUTHORIZED CARDHOLDER.

8. Click the INITIATE APPLICATION button next to the employee’s name.
You are taken to the Cardholder Application.

9. You must enter the Card Description in Section 1 (it will not have been pre-entered by the Cardholder).

10. Depending on the completeness of the Cardholder's entry in the Campus Directory, you may have to enter one of more of the following address fields in Section 2: Department Name, UCSB 93106 Zip Code, Department Mail Code, Cardholder Telephone Number and Email Address. Enter or correct this information by clicking EDIT ADDRESS INFORMATION.

Otherwise, the procedure for completing the form is the same as when the application is initiated by the Cardholder (see the preceding section, steps 4-10).

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NOTE: If you do not first create the New Cardholder Authorization and instead begin the process by clicking INITIATE AN APPLICATION TO CREATE A NEW CARD FOR AN AUTHORIZED CARDHOLDER, the employee’s name will not appear on the list of Cardholders from which you can select. If you are a new department, no names will appear, as in the following example:
VI. MANAGING AN ACTIVE FLEXCARD

The FlexCard Management Module provides Department Administrators with the ability to request or report changes to a FlexCard.

On the **Department Administrator Menu**, click **MANAGE CARDHOLDERS**.

The **FlexCard Department Administrator – Cardholder Administration** screen appears.

Changes to a FlexCard are requested or reported by using options available on the **MAKE OR REQUEST MODIFICATIONS TO AN EXISTING FLEXCARD** submenu at the bottom of the screen.
A. ADJUSTING A FLEXCARD’S DEFAULT LAFSO

You may adjust the default LAFSO assigned to a FlexCard at any time; modifications become effective in the Allocation Module generally within one working day.

1. On the **FlexCard Department Administrator – Cardholder Administration** screen, click **CHANGE DEFAULT LAFSO**.

   ![FlexCard Department Administrator - Cardholder Administration](image)

2. A list of your department’s Cardholders appears. Select the Cardholder (or FlexCard, if an employee has more than one) by clicking the **MANAGE CARD** button to the right of the appropriate entry.

3. You are taken to the **Manage FlexCard Cardholders – Change Default LAFSO** screen.

   The FlexCard’s current default LAFSO appears, grayed-out and unmodifiable, on the first line.
4. Enter the desired changes to account – fund – sub – object code on the “change to” line and click UPDATE LAFSO.

As long as the new LAFSO is valid and assigned to a department code that you manage, it will be accepted. (If you are at all uncertain, you can click VALIDATE LAFSO before clicking UPDATE LAFSO.)

The **Cardholder LAFSO Entry Updated** message appears.

**NOTE:** The Department Administrator has complete control over LAFSO changes, as long as the accounts fall under his or her department authorizations. **No FlexCard Administration approval is required.**
B. CHANGING A FLEXCARD’S REVIEWER(S)

You may adjust the Reviewer(s) assigned to a FlexCard at any time; deleting or adding Reviewers as appropriate; modifications become effective in the Allocation Module generally within one working day.

1. On the FlexCard Department Administrator – Cardholder Administration screen, click MANAGE CARDHOLDER’S REVIEWERS.

   ![FlexCard Department Administrator - Cardholder Administration](image)

   On the Manage FlexCard Cardholders – Manage Cardholder’s Reviewers screen.

   A list of your department’s Cardholders appears. Select the Cardholder (or FlexCard, if an employee has more than one) by clicking the MANAGE CARD button to the right of the appropriate entry.

2. You are taken to the Manage FlexCard Cardholders – Manage Cardholder’s Reviewers screen.

   The Cardholder’s current Reviewer(s), and a list of your department’s available Reviewers not currently assigned to the Cardholder, appear on the left and right sides of the screen.
4. In order to delete a Reviewer, click REMOVE on the left side of the screen. A box appears asking you to confirm your decision.

**NOTE:** If by deleting the existing Reviewer, you (temporarily) leave the Cardholder with no Reviewers, a warning message appears: no FlexCard can remain active if no one is assigned to approve purchases made with it.

5. In order to add a Reviewer, click ADD on the right side of the screen. The change is automatically processed, as seen on the following screen, where Vaughn Boyle has been added as a Reviewer for Donna Morlock-Tucker’s FlexCard.

**NOTE:** The Department Administrator has complete control over Reviewer changes and no FlexCard Administration approval is required.

The only exception occurs when a Reviewer already has been assigned 10 or more Cardholders. If the Department Administrator attempts to assign this Reviewer to a new Cardholder, the following warning message appears:
The Department Administrator must contact FlexCard Administration to request an exception to policy.
C. CHANGING A FLEXCARD’S PER TRANSACTION AND/OR MONTHLY SPEND LIMITS

A FlexCard’s initial Single Transaction and Monthly Limits are not set in stone and can be changed, if your department decides that one or both should be either raised or lowered, as appropriate to the Cardholder’s purchasing responsibilities.

1. On the FlexCard Department Administrator – Cardholder Administration screen, click REQUEST CHANGE TO SINGLE TRANSACTION LIMIT / CYCLE LIMIT.

2. A list of your department’s Cardholders appears. Select the Cardholder (or FlexCard, if an employee has more than one) by clicking the MANAGE CARD button to the right of the appropriate entry.

3. You are taken to the Manage FlexCard Cardholders – Request Limit Changes screen.

The FlexCard’s Single Transaction Limit and Cycle Limit appear on the left side of the screen, grayed-out and unmodifiable.
4. Enter the new (higher or lower) limits in the appropriate field in the “Requested Changes” column on the right side of the screen and click REQUEST CHANGE TO CARD LIMITS.

5. A message appears informing you that **APPLICATION NUMBER XXX HAS BEEN SUBMITTED TO THE PROGRAM ADMINISTRATOR.**

6. An automatic email notification is generated, informing FlexCard Administration that your request has been submitted. The Department Administrator and the Cardholder receive copies of the email notification.

7. Upon receipt of the notification, FlexCard Administration submits the request to U.S. Bank. FlexCard limit changes are normally processed by the bank within one business day.

8. FlexCard Administration emails you confirmation that the limit changes have become effective.

   **NOTE:** The current Single Transaction Limit is enforced by the Management Module programming. If you enter a number greater than $2,500.00, the standard error message appears.
If you request a Cycle Limit of greater than $25,000.00, you must enter a justification. If you fail to do so, the standard error message appears.
D. **CHANGING A CARDHOLDER’S NAME AND/OR A CARD DESCRIPTION**

Occasionally, a Cardholder’s name, as embossed on the FlexCard, will need to be changed, usually because of marriage or divorce. A department may also want to change the card description, if it is determined to be inappropriate (perhaps because the Cardholder’s has changed job duties).

1. **On the FlexCard Department Administrator – Cardholder Administration screen, click REQUEST CHANGE TO CARDHOLDER’S NAME OR CARD DESCRIPTION.**

2. A list of your department’s Cardholders appears. Select the Cardholder (or FlexCard, if an employee has more than one) by clicking the MANAGE CARD button to the right of the appropriate entry.

3. You are taken to the **Manage FlexCard Cardholders – Request Card Name / Description Change** screen.

   The FlexCard Cardholder’s current name and the current card description appear on the left side of the screen, grayed-out and unmodifiable.
4. You can request a change to just one field or both fields. Enter the new information and click REQUEST CARD NAME / DESCRIPTION CHANGE.

5. A message appears informing you that APPLICATION NUMBER XXX HAS BEEN SUBMITTED TO THE PROGRAM ADMINISTRATOR.

6. An automatic email notification is generated, informing FlexCard Administration that your request has been submitted. The Department Administrator and the Cardholder receive copies of the email notification.

7. Upon receipt of the notification, FlexCard Administration submits the request for a modified card to U.S. Bank. FlexCards are usually received from U.S. Bank within two working days.

8. Once the new FlexCard is received, FlexCard Administration emails the Cardholder, informing him or her that the new card is available for pick-up.
E. REPORTING A FLEXCARD THAT HAS BEEN DAMAGED, LOST, STOLEN OR COMPROMISED BY FRAUD

If a FlexCard is lost or stolen, it is the Cardholder’s responsibility to call U.S. Bank immediately, have the card cancelled and a new one issued, according to the procedure described on the FlexCard web pages (Jeanne: please insert a link to http://www.busserv.ucsb.edu/purchasing/flex/lostorstolen.htm).

Similarly, if a FlexCard’s account number has been compromised and fraudulent charges are being billed to the card, it is the Cardholder’s responsibility to call U.S. Bank immediately, initiate fraud proceedings and have the card cancelled, according to the procedure described on the FlexCard web pages (Jeanne: please insert a link to http://www.busserv.ucsb.edu/purchasing/flex/fraud.htm).

There may also be cases where a FlexCard is so badly damaged (run through the laundry, etc.) that a new one must be ordered from U.S. Bank.

In all three situations, a new FlexCard (with a new account number, in cases of loss, theft and fraud) will be issued by U.S. Bank. FlexCard Administration needs to be alerted that (a) the incident has occurred and (b) that a new FlexCard will be arriving in the mail, for distribution to the Cardholder.

1. On the FlexCard Department Administrator – Cardholder Administration screen, click REPORT A REPLACEMENT CARD (DAMAGED, LOST, STOLEN, FRAUD-COMPROMISED).

   FlexCard Department Administrator - Cardholder Administration

   - Initiate a Cardholder Role Application
       - Manually Create a New Cardholder Authorization
       - Manage Existing Cardholder Authorizations
   - Approve a Cardholder Role Application Initiated by the Cardholder
       - Approve Cardholder Role Applications
       - Manage Cardholder’s Permissions
       - Request Change to Single Transaction/Limit/Code Limit
       - Request Change to Cardholder’s Name or Card Description
       - Report a Replacement Card (Damaged, Lost, Stolen, Fraud-Compromised)
       - Request a Card Cancellation
       - Request a Card Suspension

2. A list of your department’s Cardholders appears. Select the Cardholder (or FlexCard, if an employee has more than one) by clicking the MANAGE CARD button to the right of the appropriate entry.
3. You are taken to the **Manage FlexCard Cardholders – Report a Replacement Card Request** screen.

The **IMPORTANT MESSAGE** at the top of the screen reminds the Department Administrator that this step should only be completed AFTER the Cardholder has reported the situation to U.S. Bank.

4. Check the button to indicate the situation being reported – a FlexCard that has been either Damaged, Lost, Stolen or Compromised by Fraud.

5. Check either YES or NO to indicate whether a new FlexCard has been requested. The report cannot be submitted unless a button is selected.

6. Once all information has been entered, click REPORT REPLACEMENT CARD.
7. A message appears informing you that **APPLICATION NUMBER XXX HAS BEEN SUBMITTED TO THE PROGRAM ADMINISTRATOR.**

**Report a Replacement Card Request**

**IMPORTANT MESSAGE**

It is the responsibility of the Cardholder to call U.S. Bank at 1-800-346-5606 if a FlexCard has been lost, stolen, or compromised by fraud and request that the old FlexCard be canceled and a new one (and account number) be issued. (If a FlexCard is only damaged, the request is only for a replacement; no new account number is issued.)

The Cardholder must contact U.S. Bank before the Department Administrator completes the report.

The purpose of this report is to alert the Cardholder of the situation and that a replacement FlexCard will be arriving in the mail. FlexCard Administration will not request a new FlexCard from U.S. Bank on behalf of the Cardholder.

[Form for reporting a replacement card]

**NOTE:** In all situations, an explanation must be entered, describing all the pertinent details, especially in the case of lost, stolen or fraud-compromised cards. If no explanation is entered, and the REPORT REPLACEMENT CARD button is clicked, the following error message appears.

8. An automatic email notification is generated, informing FlexCard Administration that your request has been submitted. The Department Administrator and the Cardholder receive copies of the email notification.

9. Once the new FlexCard is received, FlexCard Administration emails the Cardholder, informing him or her that the new card is available for pick-up.

**IMPORTANT NOTE:** If the canceled FlexCard was being used to make monthly payments to vendors such as Arrowhead Bottled Water or Verizon Wireless Services, the Cardholder must inform the vendor of the new card number as soon as possible after receipt of the new FlexCard, otherwise there might be billing problems.
F. REQUESTING A CARD SUSPENSION

At times, a FlexCard Cardholder may leave his or her position temporarily. For example, because of a maternity leave, extended illness or vacation or other type of leave. If it is anticipated that the employee will return to work, there is no need to cancel the FlexCard; instead, it can be suspended for a specified period of time.

IMPORTANT NOTE: If a recurring payment, such as Arrowhead Bottled Water or Verizon Wireless is being paid on the FlexCard, you must transfer payment to another FlexCard BEFORE suspending the FlexCard. If you do not, your department runs the risk of “bouncing” payments and incurring late payment fees. Service disruptions may occur.

1. On the FlexCard Department Administrator – Cardholder Administration screen, click REQUEST A CARD SUSPENSION.

2. A list of your department’s Cardholders appears. Select the Cardholder (or FlexCard, if an employee has more than one) by clicking the MANAGE CARD button to the right of the appropriate entry.
3. You are taken to the **Request a Card Suspension** screen.

Enter the begin and end dates of the period during which the FlexCard is to be suspended. Please note that the begin date must be today's date or a future date – it cannot be a date in the past.

An explanation for the request must also be entered.

![Request a Card Suspension](image)

4. Once all required information has been entered, click REQUEST CARD SUSPENSION.

5. A message appears informing you that **APPLICATION NUMBER XXXX HAS BEEN SUBMITTED TO THE PROGRAM ADMINISTRATOR**.

![Request a Card Suspension](image)

6. Program Administration will email you confirmation once the suspension has been processed with U.S. Bank.

**NOTE:** The Management Module will **NOT** remind you to request re-activation of the FlexCard on November 1. Therefore, you should create a reminder in Corporate Time or on some other calendaring system to remind him/her to request reactivation at the time that the Cardholder returns to work.

The FlexCard Management Module currently does not include a feature by which the Department Administrator can request re-activation of a suspended FlexCard. When it comes time to re-activate the FlexCard, please send an email request to Flexcard@purc.ucsb.edu.
G. REQUESTING A CARD CANCELLATION

When an employee leaves a department or ceases to fill the Cardholder role, he or she must return the FlexCard to the Department Administrator, who will destroy it and then request cancellation of the card.

NOTE: The FlexCard Cardholder should NOT cancel the card directly with U.S. Bank. The Program Administrators are responsible for card cancellations.

IMPORTANT NOTE: If a recurring payment, such as Arrowhead Bottled Water or Verizon Wireless is being paid on the FlexCard, you must transfer payment to another FlexCard BEFORE canceling the FlexCard. If you do not, your department runs the risk of “bouncing” payments and incurring late payment fees. Service disruptions may occur.

1. On the FlexCard Department Administrator – Cardholder Administration screen, click REQUEST A CARD CANCELLATION.

2. A list of your department’s Cardholders appears. Select the Cardholder (or FlexCard, if an employee has more than one) by clicking the MANAGE CARD button to the right of the appropriate entry.
3. You are taken to the **Request a Card Cancellation** screen.

Enter the date on which the card is to be canceled. Please note that this date must be today’s date or a future date – it cannot be a date in the past.

An explanation for the request must also be entered.

4. Once all required information has been entered, click REQUEST CARD SUSPENSION.

5. A message appears informing you that **APPLICATION NUMBER XXXX HAS BEEN SUBMITTED TO THE PROGRAM ADMINISTRATOR.**

6. Program Administration will email you confirmation once the cancellation has been processed with U.S. Bank.

When Program Administration processes the cancellation, the Cardholder’s authorization is automatically inactivated. The Department Administrator does not have to perform this action as a separate step.
VII. DELETING OR INACTIVATING A REVIEWER

A. DELETING A REVIEWER

When an employee leaves a department or ceases to fill the Reviewer role, the Department Administrator must delete the employee from the department’s list of Reviewers.

1. Log onto the FlexCard Management Module.

2. On the Department Administrator Menu, click MANAGE REVIEWERS.

3. On the FlexCard Department Administrator – Reviewer Authorization screen, click MANAGE EXISTING REVIEWER AUTHORIZATIONS.

4. On the Manage Existing Reviewer Authorizations screen, click the DELETE button next to the former Reviewer’s name.

5. A pop-up window appears, asking you to confirm the Delete function. Click OK.
6. Another pop-up window appears, asking if you also want to delete the Reviewer's Allocator authorization (all Reviewers are automatically granted Allocator authorization since it is needed, in the Allocation Module, in order to re-allocate transactions to accounts other than a FlexCard's default account).

If the Reviewer is switching to being solely an Allocator, with no transaction approval privileges, click CANCEL in order to retain the Allocator authorization. This situation is very rare; in most cases, the Department Administrator will click OK in order to delete both authorizations simultaneously.

6. The deleted Reviewer's name disappears from the list.

B. INACTIVATING A REVIEWER

1. If you only wish to inactivate an employee's Reviewer status, click CHANGE STATUS.

2. A pop-up window appears, asking if you also want to inactivate the Reviewer's Allocator authorization (all Reviewers are automatically granted Allocator authorization since it is needed, in the Allocation Module, in order to re-allocate transactions to accounts other than a FlexCard's default account).
If the Reviewer is switching to being solely an Allocator, with no transaction approval privileges, click CANCEL in order to retain the Allocator authorization. This situation is very rare; in most cases the Department Administrator will click OK in order to delete both authorizations simultaneously.

3. The employee continues to appear on the list of department Reviewers, the only change being that the employee’s Reviewer status has changed from A (Active) to I (Inactive).

4. If, at any point in the future, you want to return the employee back to active Reviewer status, click CHANGE STATUS and the status will revert to A (Active).

The pop-up window appears, asking if you wish to re-activate the corresponding Allocator authorization.

Click OK, unless you wish to create a Reviewer who cannot change a default account and whose sole function is to approve charges previously allocated by another individual.
VIII. DELETING OR INACTIVATING AN ALLOCATOR

A. DELETING AN ALLOCATOR

When an employee leaves a department or ceases to fill the Allocator role, the Department Administrator must delete the employee from the department’s list of Allocators.

1. Log onto the FlexCard Management Module.

2. On the Department Administrator Menu, click MANAGE ALLOCATORS.

3. On the FlexCard Department Administrator – Allocator Authorization screen, click MANAGE EXISTING ALLOCATOR AUTHORIZATIONS.

4. On the Manage Existing Allocator Authorizations screen, click the DELETE button next to the former Reviewer’s name.

5. A pop-up window appears, asking you to confirm the Delete function. Click OK.
6. The deleted Allocator’s name disappears from the list.

B. INACTIVATING AN ALLOCATOR

1. If you only wish to inactivate an employee’s Allocator status, click CHANGE STATUS.

The employee continues to appear on the list of department Allocators, the only change being that the employee’s Allocator status has changed from A (Active) to I (Inactive).

2. If, at any point in the future, you want to return the employee back to active Allocator status, click CHANGE STATUS and the status will revert to A (Active).