

Finance What's Up

Spring 2026

Housekeeping Items

All
Participants
are muted

You may ask
questions via
the Q&A
window

Recording
and Slide
Deck will
be shared



A large crowd of people, many wearing blue shirts, is gathered in front of a modern building with a glass facade. The scene is set during the day, and the overall atmosphere is celebratory. The text is overlaid on the image.

Welcome

**Maureen
Pasag**

**Senior Associate Vice President,
Finance and Business Services**

Agenda

FABS Reorganization and New Employees

Maureen Pasag, Sr AVP

Fiscal Year End Deadlines and Best Practices

**Kim Gamblin,
Stephanie Reitz**

Supplier Maintenance

Olivia Moreno

CSUBUY Tips and Tricks

Kim Gamblin

Concur Implementation

**Sara Bonakdar
Shauna Rios
Kim Gamblin**

Agenda

Bursar's Campus Updates and Collaborations Across Campus

Aaron Ledesma

Gravyty ChatBot - Metrics

John Hardin

Navigating Fiscal Improprieties (EO 1104) and Incidents of Loss/Error (SAM 20080) reporting processes

Ricky Lee

Accounting Services Updates - (Transact Deposits, Misc. Trust)

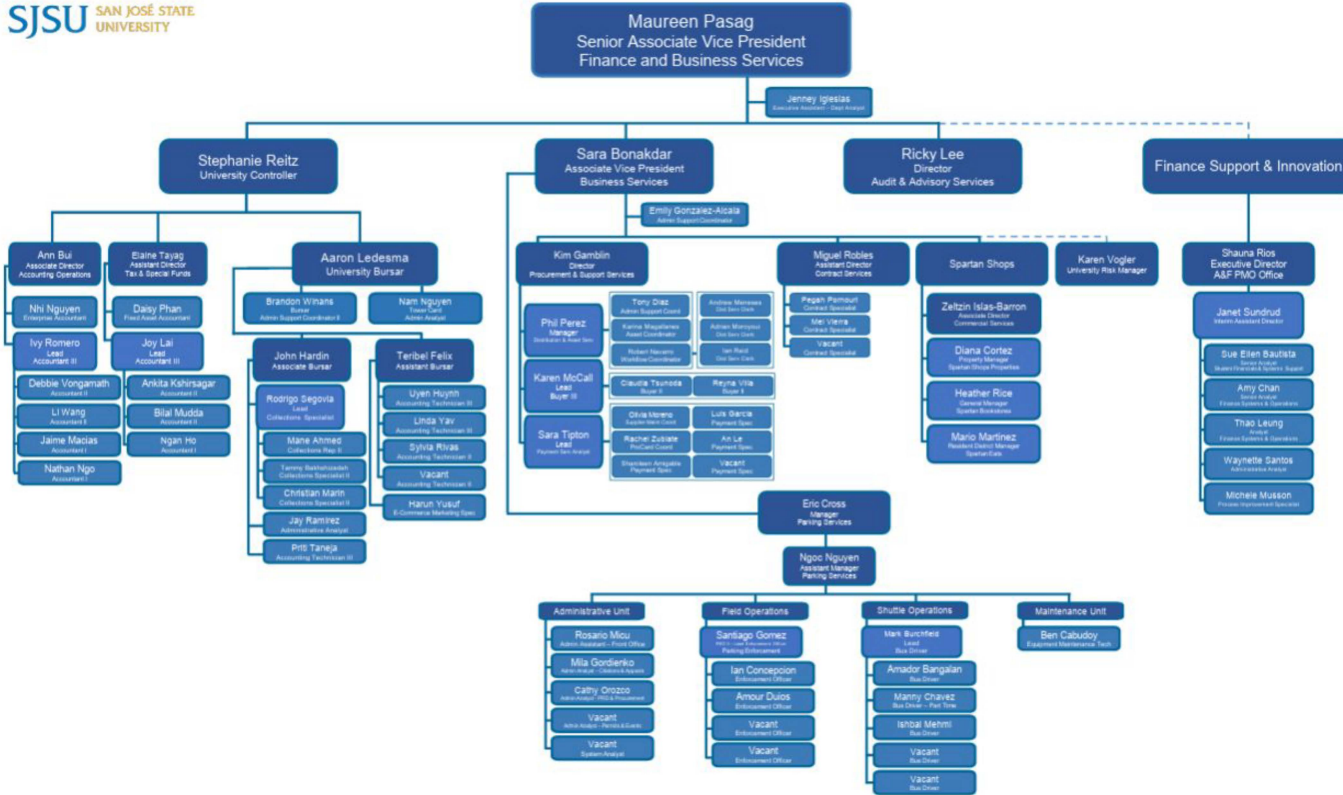
Ann Bui



FABS Reorganization

•Maureen Pasag
Senior Associate Vice President

Organizational Chart





Introducing Our New Employees

.Maureen Pasag
Senior Associate Vice President

New Employees

- Nathan Ngo - Accountant I
- Jaime Macias - Accountant I
- Joy Lai - Lead Accountant III
- Adrian Moroyoui - Distribution Services Clerk
- Ian Reid - Distribution Services Clerk



Fiscal Year End Deadlines and Best Practices

Kim Gamblin, Director, Procurement & Support Services
Stephanie Reitz, Senior Director, Acctg Svcs

Fiscal Year End Deadlines

<p>Monday, April 20</p>	<p>Furniture</p>	<p>Requisitions for furniture purchases, including those for freestanding furniture, modular panel systems, modular components, and related design services, must be fully approved in CSUBUY by this date. FD&O permitting may be required.</p>	<p>Strategic Sourcing - Contracts & Procurement Services</p>
<p>Monday, May 11</p>	<p>Blanket Orders** & Service Orders*</p>	<p>Final day to purchase against commodity blanket orders and non-scheduled service blanket orders (e.g., computer repair, vet services, etc.).</p>	<p>Strategic Sourcing - Contracts & Procurement Services</p>
	<p>Requisitions</p>	<p>Purchase requisitions for items not requiring formal bidding must be fully approved in CSUBUY by this date. This will allow time to issue contracts or purchase orders prior to the fiscal year-end closing.</p>	<p>Strategic Sourcing - Contracts & Procurement Services</p>
	<p>Change Order Requests*</p>	<p>Final submission date to increase/decrease and/or close purchase orders and service order dollar amounts. Departments are encouraged to liquidate stale encumbrances. *Verify all invoices have been applied to your Purchase Orders.</p>	<p>Strategic Sourcing - Contracts & Procurement Services</p>

Fiscal Year End Deadlines

<p>Monday, May 11</p> <p>Friday, May 15</p>	<p>GoCard Charges</p> <p>ProCard Charges</p>	<p>Last day of the GoCard and ProCard statement periods for charges against FY 25–26 funds. <i>*Charges posting after this date will be expensed in FY 26–27.</i></p> <p><i>Note: ProCard, GoCard, and Instant Card purchases made near the end of the statement period may not post in time for the current fiscal year. Posting timelines are determined by the supplier and may vary. <u>Lead times can extend several months, depending on the purchase.</u></i></p>	<p>Strategic Sourcing - Payment Services GoCard and ProCard Strategic Sourcing - Payment Services</p>
<p>Friday, May 15</p>	<p>Direct Payment (≤April Invoices)</p>	<p>Direct Payment requests must be fully approved in CSUBUY by this date. This Includes Invoices from Auxiliaries.</p> <p>(All April Invoices or prior months submitted by this date)</p>	<p>Strategic Sourcing - Payment Services</p>
<p>Friday, May 15</p>	<p>Employee Reimbursements (≤April Invoices)</p>	<p>Employee Reimbursement requests must be fully approved by this date.</p> <p>(All April Invoices or prior months submitted by this date)</p>	<p>Strategic Sourcing - Payment Services</p>

Fiscal Year End Deadlines

<p>Friday, June 5</p>	<p>Requests for IFT</p>	<p>Last day to request an Interagency Financial Transactions (IFT)</p>	<p>Accounting Services - IFT</p>
<p>Friday, June 12</p>	<p>Travel Advances, Travel Reimbursement Non-Employee Travel Reimbursement</p>	<p>Travel Reimbursements and Non-Employee Travel Reimbursement requests must be fully approved by this date.</p>	<p>Employee and Non-Employee Travel: An Le</p>
<p>Friday, June 12</p>	<p>Petty Cash Reimbursements</p>	<p>Final submission date for Petty Cash reimbursements. Expenses submitted for reimbursement after this date will be charged to FY 26-27, regardless of when the actual expense was incurred.</p>	<p>Bursar's Office</p>
<p>Monday, June 15</p>	<p>Direct Payment (Remaining Invoices)</p>	<p>Direct Payment requests must be fully approved in CSUBUY by this date. This Includes Invoices from Auxiliaries.</p> <p>(All FY25/26 Invoices or prior submitted by this date)*</p> <p><i>*Invoices not submitted by the June 15th deadline may not get paid until FY 26-27.</i></p>	<p>Strategic Sourcing - Payment Services</p>

Fiscal Year End Deadlines

<p>Monday, June 15</p>	<p>Employee Reimbursements (Remaining Invoices)</p>	<p>Employee Reimbursement requests must be fully approved by this date.</p> <p>(All FY25/26 Invoices or prior submitted by this date)</p>	<p>Strategic Sourcing - Payment Services</p>
<p>Updated</p> <p>Thursday, June 18</p>	<p>HR Expense Adjustments</p>	<p>HR Expense Adjustments must be entered by this date to post in FY25-26.</p> <p>Please note: The FTS HR Expense Adjustment module will NOT be available after this date. All adjustments requested after the deadline will require justification and approval from a division's Finance Advisory Council representative. More details to follow.</p>	<p>FinanceConnect</p>
<p>Thursday, June 18</p>	<p>Department Chargebacks and Billing Requests to Outside Customers</p>	<p>Cut-off for billing uploads, Facilities, UPD, copier meter readings, and postage charges.</p>	<p>Accounting Services - AR Billing and Journal Entry Requests</p>

Fiscal Year End Deadlines

Wednesday, June 24	Budget & Expense Journals	FTS budget and expense journals must be fully approved by this date to post in FY 25-26.	Budget & Financial Management
Wednesday, June 24	Deposits	<u>Deadline</u> is NOON on this last day to make cash and check deposits in the Bursar's Office.	Bursar's Office & Accounting Services
Thursday, June 25	Check Run	Last Payment Services check processing for FY 25-26.	Strategic Sourcing - Payment Services & FinanceConnect
Friday, June 26	ACH Processes	Last ACH processes from Thursday's check run.	Strategic Sourcing - Payment Services & FinanceConnect
Friday, July 31	Direct Payment & Employee Reimbursements	<p>This deadline is intended to capture invoices received after June 15th. All associated expenses will hit your FY 26/27 budget.</p> <p>Direct Payment and Employee Reimbursement requests must be fully approved in CSUBUY by this date. This Includes Invoices from Auxiliaries.</p>	Strategic Sourcing - Payment Services

An aerial photograph of a university campus, featuring a prominent Gothic-style building with a tall tower in the center. The campus is surrounded by various other buildings, trees, and a large open area. The entire image is overlaid with a blue tint. A yellow rectangular box is positioned in the center, containing the text "Pop Quiz Time" in white.

Pop Quiz Time



Supplier Maintenance

Olivia Moreno

Supplier Maintenance Coordinator (SMC)

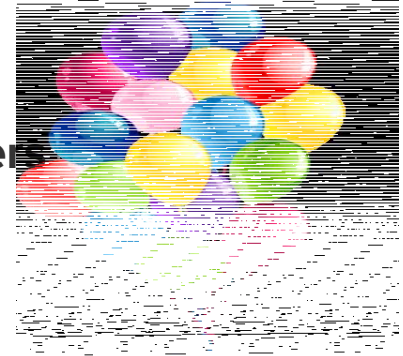
Supplier Maintenance Onboarding Overview

1. **Review incoming requests** in the CSUBUY P2P portal queue.
2. **Verify whether the supplier already exists** in CSUBUY to avoid duplicates.
3. **Check for prior requests** in the internal onboarding spreadsheet and update records as needed.
4. **Approve new supplier requests** if the supplier is not already in the system and all required information is provided.
5. **Update my onboarding tracker** by reviewing all pending suppliers and ensuring their current status is accurately reflected.
6. **Send reminder notifications** to suppliers who have not yet completed onboarding, ensuring outreach has not already been made.
7. **Review incoming emails from vendors or departments** for any updates, corrections, or additional information related to supplier records.

Supplier Onboarding Progress

1881

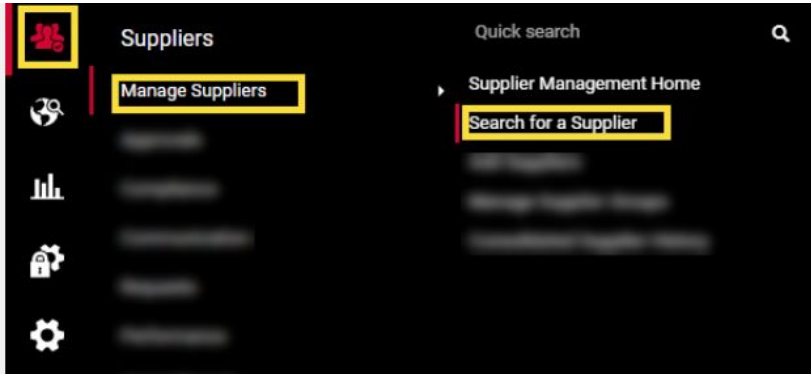
Total solicited suppliers



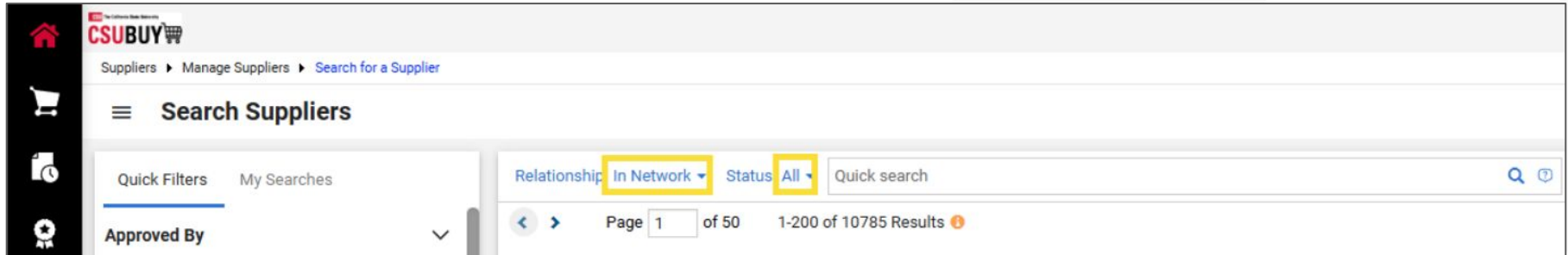
- 462 invited; registration not started
- 81 registration in progress
- 26 profile completed; awaiting review
- 1312 approved and active for shopping

We appreciate all your support with communication with your contact people during this transition.

Checking for Suppliers - Option 1

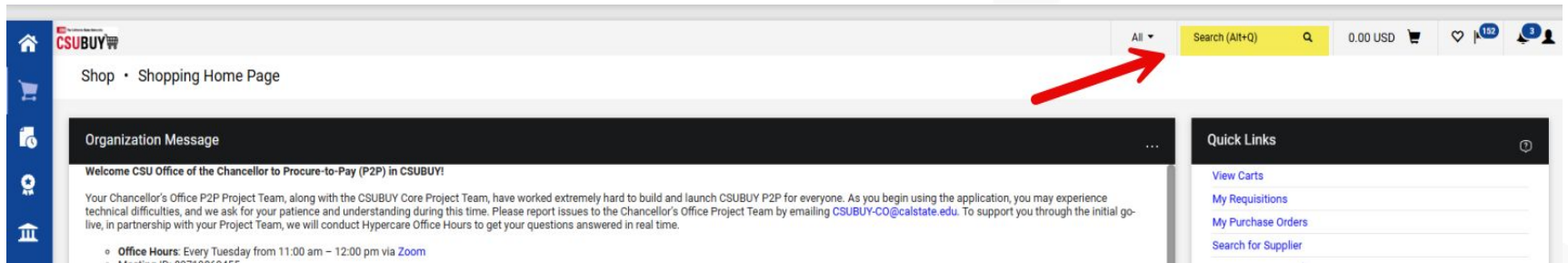


- **To check suppliers throughout CSUs:**
Check under 'Status' for relationship and 'All' for status (this is for all CSU lookups)



Checking for Suppliers - Option 2

- **Homepage:** you can look up a supplier by name, supplier ID or a request ID (for extensions, re-invite or new request)



The screenshot shows the CSUBUY homepage. At the top right, there is a search bar with the text "Search (Alt+Q)" and a magnifying glass icon. A red arrow points to this search bar. To the left of the search bar is a dropdown menu with "All" selected. To the right of the search bar are icons for a shopping cart (0.00 USD), a heart (wishlist), a notification bell (152), and a user profile icon. Below the search bar, there is a navigation bar with "Shop" and "Shopping Home Page". The main content area is divided into two columns. The left column has a dark header "Organization Message" and a white body with a welcome message and office hours. The right column has a dark header "Quick Links" and a white body with links for "View Carts", "My Requisitions", "My Purchase Orders", and "Search for Supplier".

Requesting a New Supplier - Option 1

- From the homepage, you can choose 'Request New Supplier'

The screenshot shows the CSUBUY homepage. At the top, there is a navigation bar with the CSUBUY logo, a search bar, and a shopping cart icon. Below the navigation bar, the main content area is divided into several sections. On the left, there is a vertical sidebar with various icons. The main content area features an 'Organization Message' section with a welcome message and contact information. To the right of the message is a 'Quick Links' section with a list of links: 'View Carts', 'My Requisitions', 'My Purchase Orders', 'Search for Supplier', 'Request New Supplier', and 'CSUBUY Help'. A red box highlights the 'Request New Supplier' link, and a red arrow points from this box to the 'Request New Supplier' link in the Quick Links section. Below the message and quick links is a 'Shop' section with a search bar and navigation options.

Shop • Shopping Home Page

Organization Message

Welcome CSU Office of the Chancellor to Procure-to-Pay (P2P) in CSUBUY!

Your Chancellor's Office P2P Project Team, along with the CSUBUY Core Project Team, have worked extremely hard to build and launch CSUBUY P2P for everyone. As you begin using the application, you may experience technical difficulties, and we ask for your patience and understanding during this time. Please report issues to the Chancellor's Office Project Team by emailing CSUBUY-CO@calstate.edu. To support you through the initial go-live, in partnership with your Project Team, we will conduct Hypercare Office Hours to get your questions answered in real time.

- Office Hours: Every Tuesday from 11:00 am - 12:00 pm via [Zoom](#)
- Meeting ID: 89719869455
- Meeting Passcode: 355903

For more information: Upcoming live training sessions, pre-recorded training sessions, and more information from the Office of the Chancellor

Lastly, we have engaged with your Suppliers to get them registered and activated in CSUBUY. Your support and participation is appreciated, and any additional encouragement you can offer will be extremely beneficial. If you do not see your Supplier available in CSUBUY, please contact your Supplier and let them know that you are looking for them in CSUBUY.

Quick Links

- [View Carts](#)
- [My Requisitions](#)
- [My Purchase Orders](#)
- [Search for Supplier](#)
- [Request New Supplier](#)
- [CSUBUY Help](#)

Shop

Simple | Advanced

Go to: [Favorites](#) | [Browse: Suppliers](#) | [Categories](#) | [Contracts](#)

Search for products, suppliers, forms, part number, etc.

Login to CSUBUY and Select **Request New Supplier** from the Quick Links on the homepage.

Requesting a New Supplier - Option 2

- You can choose the Suppliers flyout menu
- Click on 'Requests'
- Click on 'Request New Supplier'

The screenshot shows the CSUBUY 'Search Suppliers' page. The left sidebar contains a navigation menu with 'Suppliers' highlighted. A flyout menu is open for 'Suppliers', with 'Requests' highlighted. A sub-flyout menu is open for 'Requests', with 'Request New Supplier' highlighted. The main table displays a list of suppliers with columns for Company Name, Supplier Classes, Last Modified, Supplier Number, Registration Status, Registration Type, Registration Date, Supplier Type, Duns Number, and Diversity Classification. The 'Request New Supplier' button is visible in the table area.

Company Name	Supplier Classes	Last Modified	Supplier Number	Registration Status	Registration Type	Registration Date	Supplier Type	Duns Number	Diversity Classification
		8/26/2024 11:37:20 AM		None			Non-Catalog		None (None)
		1/26/2026 1:00:30 AM		None			Non-Catalog		None (None)
		4/7/2026 7:10:11 AM		None			Non-Catalog		None (None)

Required information for New Request

- Supplier name
- DBA (Doing Business As) (If applicable)
- Full supplier profile with payment or Contract-Only with no payment?
- First-time invitation or Repeat invitation to a **different email address?**
- Which campus is requesting this new supplier?
- Do you need to use the supplier for a PO or Invoice Payment within 1-2 business days?
- Will the supplier provide a service, provide labor, or installation on campus, provide goods, create custom goods?
- Provide additional details of the products and/or services the supplier will provide.
- Does the supplier have a pre-existing personal relationship with an employee of our university?
- Supplier email address

Registration Status

If you have New Supplier **Requests** that have a **Request Status** of **Approved**, you can check their **Registration** status from this page.

Registration Statuses:

- **Invited**
 - The supplier has been sent an invitation, but they have not accepted it yet
- **In Progress**
 - The supplier has accepted their invitation and has at least created log-in credentials in CSUBUY
- **Profile Complete**
 - The supplier has completed their CSUBUY profile and submitted it for review
- **Approved**
 - The CSU Supplier Management Team has completed their review of the supplier's profile and has made it active in CSUBUY

The **Actions** menu for Approved supplier requests only offers you the option to **View** the request. You cannot edit or delete the request after you have submitted it.

Invited	Once the SMC approves a request, it takes a day or two for the CO to send out the invitation email (coming from Jaggaer).
In Progress	The supplier starts their registration or clicks on the link.
Profile Completed	When the supplier submits their profile for review, BUT this does not mean they will be onboarded yet. A registration can still be returned for corrections or updates.
Approved	Check the 'Active Business Unit' for SJX00 just to verify it is active to use.

Supplier Profiles

- Active Business Units:
Supplier must be affiliated with SJX00.

The screenshot displays a supplier profile for "United States Postal Service" (Supplier 360). The profile includes a navigation sidebar on the left with icons for Home, Search, and other functions. The main content area is divided into two sections: "United States Postal Service" and "Supplier 360".

United States Postal Service
Doing Business As : USPS

Supplier Number	1007443664
Registration Status	Approved
Registration Type	Solicited

Supplier 360

Supplier Details

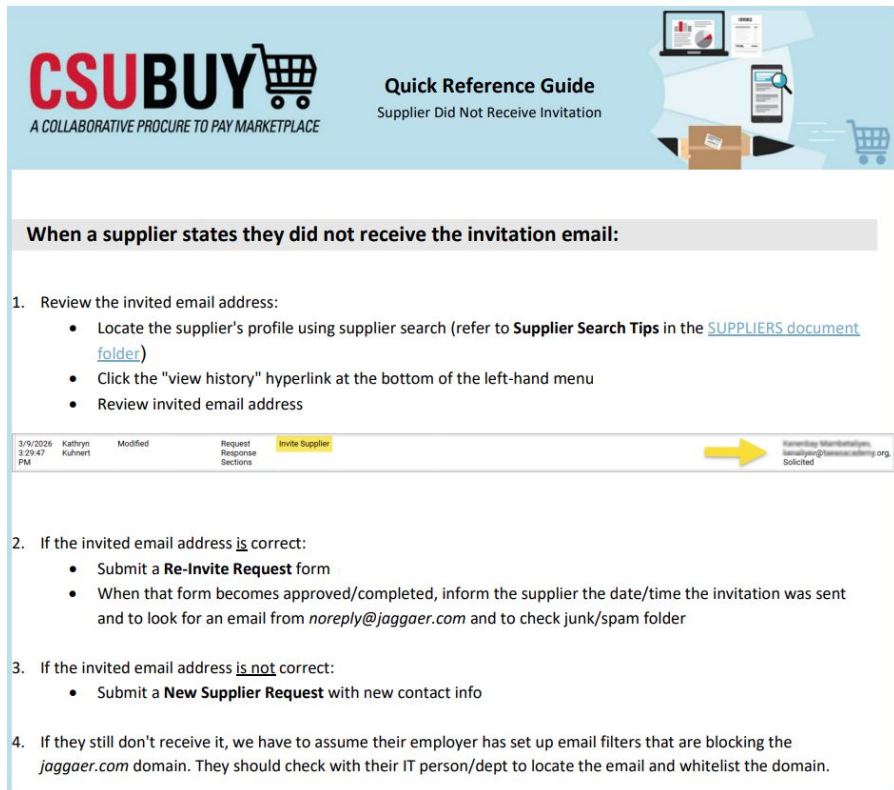
- In Network
- Active for Shopping
- Enabled for Contracts
- Non-Catalog

USPS

Legal Name	United States Postal Service
DBA	USPS
Aliases	
Supplier No.	1007443664
3rd Party Ref No.	-
Active Business Unit(s)	24 Values Selected
Date of Last Order	1/5/2026
Registration Status	Approved

A red arrow points from the "Active Business Unit(s)" field to a red box containing the text "Must show SJX00".

Invitation not received



The screenshot shows the CSUBUY logo and a 'Quick Reference Guide' titled 'Supplier Did Not Receive Invitation'. It includes an illustration of a laptop, a smartphone, and a shopping cart. Below the header, there is a section titled 'When a supplier states they did not receive the invitation email:' followed by a numbered list of steps. A table at the bottom of the screenshot shows a table with columns for date, name, action, and status. A yellow arrow points to the 'Invite Supplier' button in the table.

CSUBUY
A COLLABORATIVE PROCURE TO PAY MARKETPLACE

Quick Reference Guide
Supplier Did Not Receive Invitation

When a supplier states they did not receive the invitation email:

1. Review the invited email address:
 - Locate the supplier's profile using supplier search (refer to **Supplier Search Tips** in the [SUPPLIERS document folder](#))
 - Click the "view history" hyperlink at the bottom of the left-hand menu
 - Review invited email address

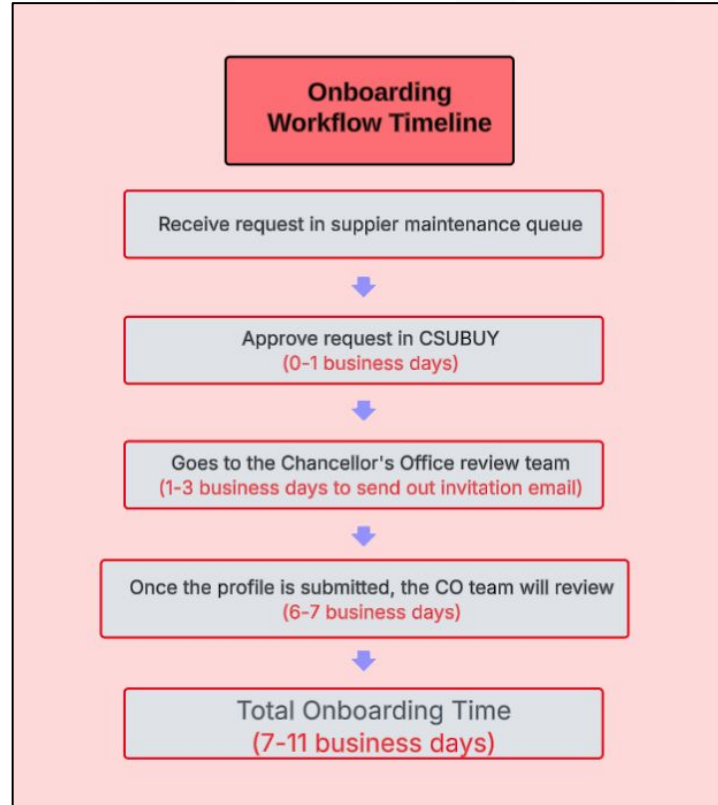
3/9/2026 3:29:47 PM	Kathryn Kuhert	Modified	Request Response Sections	Invite Supplier	Invitation Management kkuhert@sanjosestate.edu
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2. If the invited email address is correct:
 - Submit a **Re-Invite Request** form
 - When that form becomes approved/completed, inform the supplier the date/time the invitation was sent and to look for an email from noreply@jaggaer.com and to check junk/spam folder
3. If the invited email address is not correct:
 - Submit a **New Supplier Request** with new contact info
4. If they still don't receive it, we have to assume their employer has set up email filters that are blocking the jaggaer.com domain. They should check with their IT person/dept to locate the email and whitelist the domain.

1. Have the supplier search for an email coming from [‘noreply@jaggaer.com’](mailto:noreply@jaggaer.com)
2. Check the invited email in CSUBUY to make sure it is accurate
 - If not correct, then we can submit a new request to the correct email address
 - If address is correct, have them troubleshoot with their IT department to see if they have any blocks

Workflow Timeline

Expect some delays due to large volume of requests



Submitting an Extension

- In the homepage click on **Miscellaneous**
- Click on **Supplier Extension or Re-Invite**
- This can be used for both extensions or re-invites to the same email address that has already been invited to

The screenshot shows the CSUBUY homepage. At the top, there are sections for 'Organization Message', 'General Announcements', and 'Quick Links'. Below these is a search bar and a grid of category tiles. The 'Miscellaneous' tile, which features an image of a clipboard with a document labeled 'OTHER', is circled in red. A red arrow points from the search bar area down to the 'Miscellaneous' tile.

The screenshot shows the 'Dashboards • Miscellaneous' page. It features a navigation bar with categories like 'Hospitality', 'IT/Electronics', 'Laboratory/Scientific/Medical', and 'Miscellaneous'. Below the navigation is a 'Showcases' section with a dropdown menu. Under the dropdown, there are three buttons: 'Request to Close PO', 'Supplier Extension or Re-Invite', and 'Supplier Maintenance Request'. The 'Supplier Extension or Re-Invite' button is circled in red, and a red arrow points to it from the right.

Supplier Maintenance Request

Changes we can proceed with a maintenance request:

- Address updates
- DBAs
- Distribution Methods
- Supplier Class
- Withholding Configuration
- Payment Methods



- You can submit a maintenance request by emailing me at vendor-requests@sjsu.edu
- You will then be prompted to fill out a google questionnaire so that we retrieve all the necessary information for the request



Pop Quiz Time



CSUBUY Tips and Tricks

Kim Gamblin

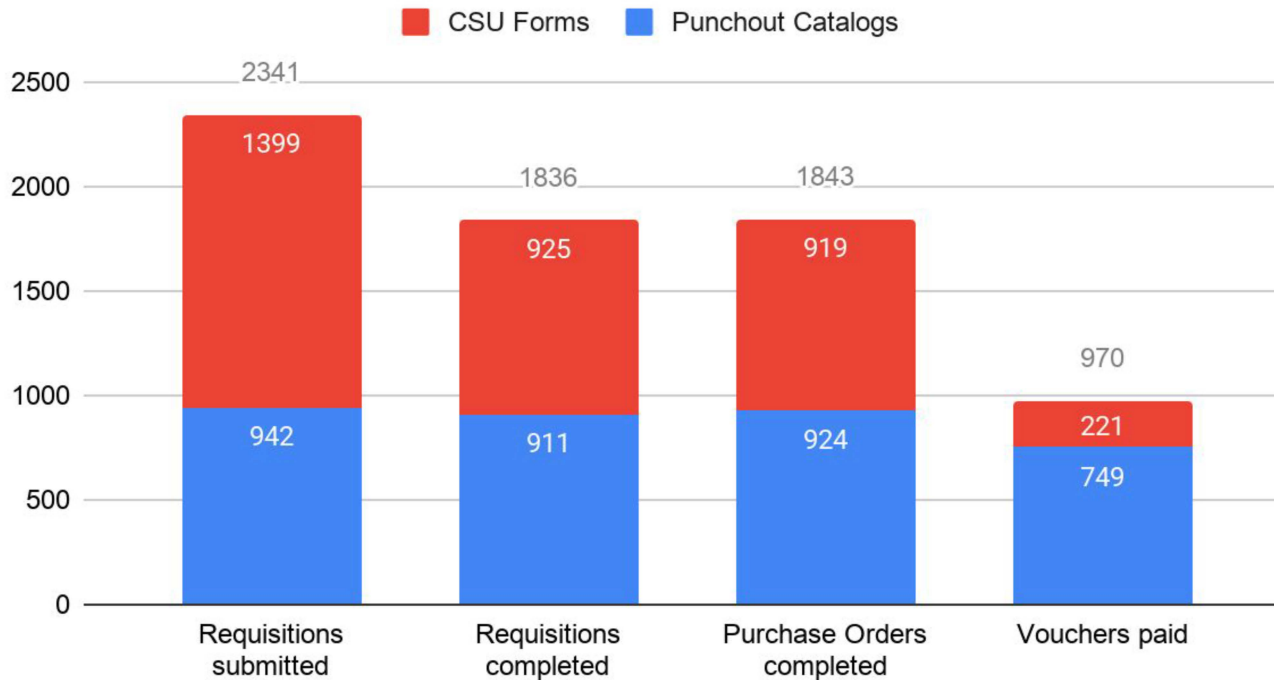
Director, Procurement & Support Services



Pop Quiz Time

CSUBUY Transactions since Go Live (January 26, 2026)

Number of transactions, based on shopping method

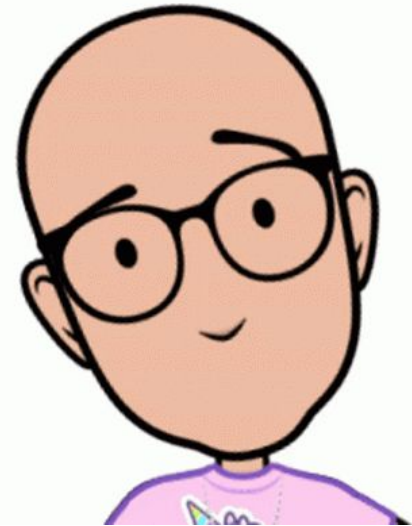


Requisition Tips and Tricks



Cart Review

What's the point of updating the cart name?



Bad Examples:

Tip: The Cart Name aka Req Name can tell you what you bought with a descriptive name.

In the example, it is not known what the purchases were for.



Req Number	Supplier	Buyer	Requisition Name	Requisition Status	Prepared For	Submitted Date	Total Amount
00076879	Staples Inc	80000411259	2026-01-20 80000	Completed		2/2/2026 10:37:52 AM	125.10 USD
	Amazon.com		2026-01-23 80000	Rejected		2/4/2026 8:51:34 AM	0.00 USD
00073040	Amazon.com		2026-01-23 80000	Completed		1/26/2026 11:37:18 AM	9.34 USD
00073000	Amazon.com	80000000859	2026-01-26 80000	Completed		1/26/2026 12:29:22 PM	1,376.50 USD
00073262	Staples Inc	80000411259	2026-01-26 80000	Completed		1/27/2026 4:21:37 PM	105.82 USD


Naming Your Cart Name - Being Descriptive

Here are some helpful tips for naming conventions for your cart - for easy review:

- Blanket - (ex. *FY26/27 Armor Car Blanket*)
- Services - (ex. *Am. Beverage Equipment Svc ends 6/1/2026*)
- Goods - (ex. *Chair for Dean, Faculty Lab Supplies for Classroom*)
- Lease - (ex. *4th Street Lease Pmt - Research due by 7/1/26*)
- Hospitality - (ex. *Spartan Outreach Event on 5/15/26*)
- Facilities - (ex. *WA #38R1 Hammer Sprinklers Replacement*)
- Any - (ex. *URGENT - **Assign to Buyer Name** - Event Services on 4/20/26*)

“Supplier Not Known” Cart Name Suggestions:

- Credit Card (ex. *Credit Card-City of San Jose*)
 - (Ex. *Credit Card Canva Subscription Pmt (07/01/26-06/30/2027)*)
- SPA (ex. *SPA-West Valley College-04/30/26*)
- Sign Contract (ex. *Sign Contract-DocuSign-06/01/2026*) Assign to “Name”
- Supplier to BID (ex. *BID-Diploma Services Ex. 07/01/26*)



Please use
“URGENT”
sparingly!!

Additional Considerations - Procurement

Supplier Not Known - When to use this supplier?

Credit Card Only	Bid/Solicitation	Contract No \$0.00	Unknown	Expedite
<ul style="list-style-type: none"> - Buyer to Pay - Instant Card - Supplier only accepts credit cards - Supplier won't onboard in CSUBUY - Over ProCard Threshold 	<ul style="list-style-type: none"> - Over Threshold - Competitive Bid - Expiring Contract - Lock in Pricing 	<ul style="list-style-type: none"> - \$0.00 Request - MOUs, UOAs, NDAs, Student Placement Agreement (SPA), etc. - Sign a Contract - Review a Contract - Suppliers' Customer Applications 	<ul style="list-style-type: none"> - Purchase request when the supplier is truly "not known" - Looking for quotes from several sources 	<ul style="list-style-type: none"> - Pending Onboarding Requests to expedite the Requisition - *Govt' Entity

Additional Considerations - Procurement

How to use “Internal Notes** and Attachments” describing the request. These are the instructions to the Procurement Specialists’ (aka Header Comments):

For example:

- Credit card payment - Buyer pays with credit card
- Review/sign contract
- SPA - w/edits please review and sign
- Target dates (Contract End Date, Due Date, Start Date)
- Key contact info. (Rep name, Title, Email, Phone number) etc.
- COI attached
- Hospitality Expense Justification included
- Please fill out the attached form for the Supplier

***Internal Notes are different from Comments (next slide)*

Additional Considerations - Comments

How to use “Comments”

- Comments are forever, be aware of what you type
- Provide additional information that was not included in the “internal message”
- Add additional “employees only allowed” as needed for their information

Responses to “Comment” Notifications:

- Please follow through on any action request from the comments section
- Check your settings to ensure you get emails on each comment action
- Add documents to Comments Section (even when Attachments are not available)
- **If you receive an email notification, please respond in CSUBUY Comments.**
- **If you have NOT received an email notification, please check your settings or contact “Finance Connect” for assistance.**

Additional Considerations - Comments

The screenshot shows the 'Comments' tab of a Requisition document. At the top, there are navigation tabs: Summary, Taxes/S&H, PO Preview, **Comments** (highlighted with callout 1), Attachments, and History. Below the tabs, there's a 'Records found: 0' indicator and a 'Show comments for' dropdown menu set to 'Requisition' (with callout 2). The main area is titled 'ADD COMMENT' and contains a large text input field (callout 3) with a character count of '1000 characters remaining'. To the right of the input field is a 'Select and Add recipients' button (callout 4). Below the input field, there's a section for 'Attachment Type' with radio buttons for 'File' (selected, callout 5) and 'Link/URL'. At the bottom, there's a 'File Name' input field and a 'File' label, with a 'Choose File' button (callout 6) and an 'Upload your file' button. A '7' callout points to a checkmark and close button in the top right of the comment form. A 'Don't forget to "Save" the comment!' callout points to the '7' area.

Use this space to communicate directly with P2P staff

Select and Add recipients

Don't forget to "Save" the comment!

Upload attachment(s)

Support for CSUBUY

CSUBUY Open Labs

Weekly on Wednesdays, 3:00-4:30pm

<https://sjsu.zoom.us/j/84129760024>

Finance Open Labs

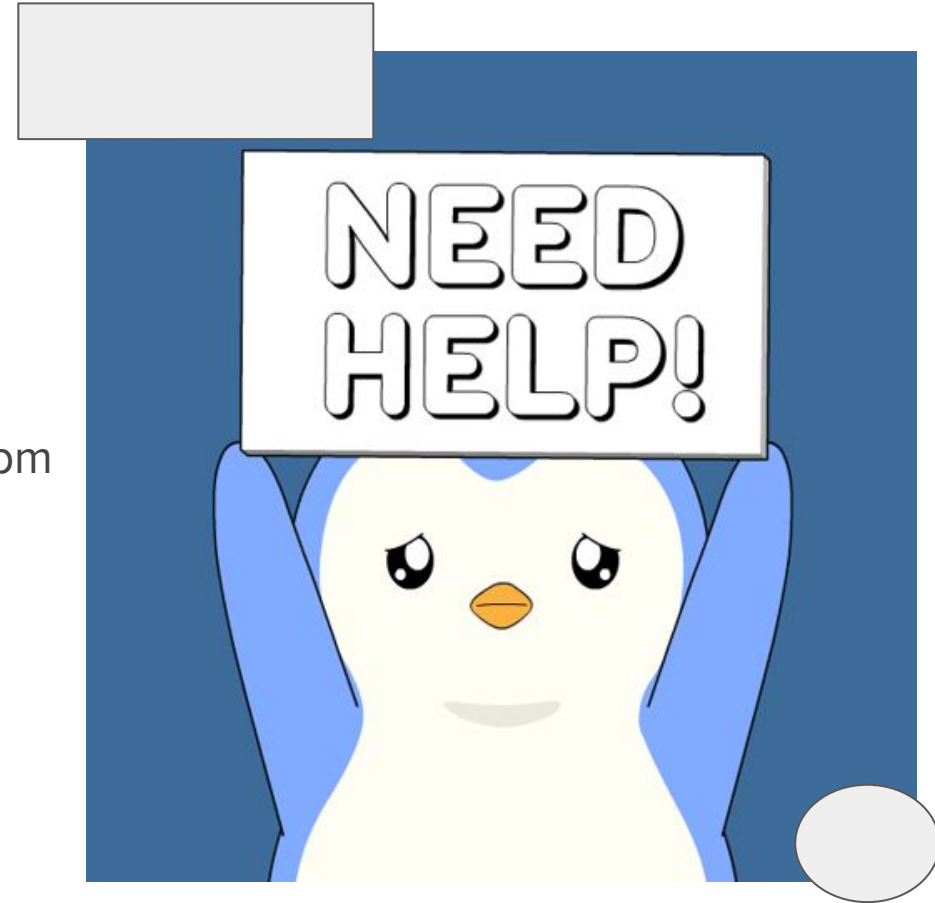
Every Two Weeks on Fridays, 2:00-4:00pm

<https://sjsu.zoom.us/j/81474148726>

Contact FinanceConnect

financeconnect+csubuy@sjsu.edu

408-924-1558



An aerial photograph of a university campus, overlaid with a semi-transparent blue filter. The central focus is a large, Gothic-style building with a prominent tower and arched windows. The campus is surrounded by various other buildings, trees, and walkways. In the background, a city skyline and mountains are visible under a clear sky. A bright yellow rectangular box is positioned in the center of the image, containing the text "Pop Quiz Time" in white, bold, sans-serif font.

Pop Quiz Time

An aerial photograph of a university campus, likely the University of California, Berkeley, featuring a prominent Gothic-style building in the center. The image is overlaid with a semi-transparent blue filter. The text is centered over the image.

Concur Implementation

Sara Bonakdar, AVP Strategic Business Services
Shauna Rios, Sr Director Finance Support and Innovation

CSU Travel Management System

A single instance of SAP Concur serving the entire CSU system's travel management needs. The use of this tool will result in standardization of processes, increasing transparency to campus customers, and aiding in policy compliance that ultimately reduces costs and financial risk to the CSU.



Concur: Project Team

- **Sara Bonakdar** - AVP, Strategic Business Services
- **Shauna Rios** - Senior Director, Finance Support & Innovation
- **Kim Gamblin** - Director of Procurement & Support Services
- **Janet Sundrud** - Interim Assistant Director, Finance Support & Innovation
- **Sara Tipton** - Lead Payment Services Analyst
- **An Le** - Travel Specialist
- **Michele Musson** - Business Systems Analyst

What's in Scope

Travel Authorization

Travel Reimbursement

Employee
Reimbursements

ProCard/GoCard

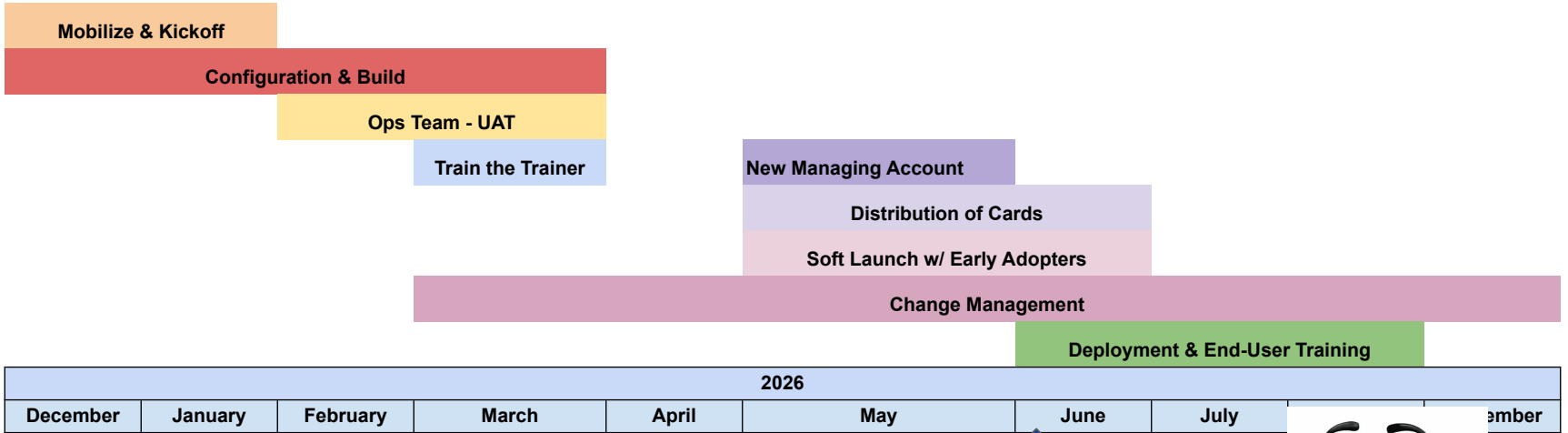
New Terminology

Former Terminology	New Terminology
Backup	Delegate
Employee Reimbursements	Employee Expense - Non-Travel
Employee Travel Authorization	Employee Request - Travel (Local/Mileage) Employee Request - Travel
Employee Travel Reimbursement	Employee Expense - Travel (Local/Mileage) Employee Expense - Travel
GoCard	Travel Card
Fell's Travel Agency	Christopherson TMC
Non-Employee Travel	Non-Employee Expense
Reviewer	Previewer or Delegate
Student Reimbursements	Non-Employee Expense

Standardized Forms

Category	Type Name	Definition
Request	Credit Card Service Request	A form used to manage corporate card services (e.g., new card issuance, limit changes, new approver).
	Employee Request – Travel	A pre-approval for travel that includes estimated costs (airfare, lodging, meals, etc.).
	Employee Request – Travel (Local/Mileage)	A pre-approval for local travel involving mileage reimbursement.
	Non-Employee Request	A pre-approval for travel for non-employees (job candidates, students, etc.)
	Hospitality Justification Form	A justification record documenting business purpose for hospitality expenses. This form should only be used for expenses paid through Concur.
Expense Report	Employee Expense – Non-Travel	Reimburse business expenses not related to travel.
	ProCard Reconciliation	Reconcile procard and travel card transactions.
	Employee Expense – Travel (Local/Mileage)	Reimburse expenses related to pre-approved local travel, primarily mileage.
	Non-Employee Expense	Reimburse non-employees for pre-approved expenses.
	Employee Expense – Travel	Reimburse and reconcile all expenses related to pre-approved business travel.

Project Timeline



Phased Implementation

- Travel management company will now be built into the tool! Christopherson - check it out.
 - Domestic travel - Airline Tickets - \$7*
 - Domestic full-service travel booking - \$26*
 - International full-service - \$36*
- Soft launch of Concur in April 2026 with group of early adopters, representing each travel category area (i.e. Executive, domestic, international, and team travel).
- Soft launch of ProCard/GoCard in May 2026
- Cutover into Concur is set for July 2026
- Check out our new project website for more information: [Concur Travel and Expense Management](#)

Next Steps

- Meetings are being held with division leadership teams to promote cross divisional participation and feedback.
- End user training begins on Wednesday, May 20th.
 - Meeting times will vary; 10-11am or 2-3pm depending on the week. More information come via Finance Connect and Spartan Messenger.
- All 22 campuses participating in Concur by **May of 2026 (variation of full or phased approach by campus).**



ONE STEP AT A TIME

gtdr.com

An aerial photograph of a university campus, featuring a prominent Gothic-style building with a tall tower in the center. The campus is surrounded by various other buildings, trees, and a large open area. The entire image is overlaid with a blue tint. A yellow rectangular box is positioned in the center, containing the text "Pop Quiz Time" in white, bold, sans-serif font.

Pop Quiz Time



Bursar's Office Updates and Collaborations Across Campus

• Aaron Ledesma, University Bursar
Bursar's Office

Bursar & Tower Card Offices

- Collection of tuition, fees and housing payments
- Disburse financial aid
- Post refunds
- Issue SJSU Tower Cards (student IDs)
- Offer payment plans
- Process 3rd party payments and waivers
- Assist students with questions about their student account



Cross-Campus Collaboration

Enrollment Management - Orientation



University Housing Services



Operational Bottlenecks & Student Pain Points

- High in-person and lobby traffic at start of semester for Tower Cards
- Long wait times



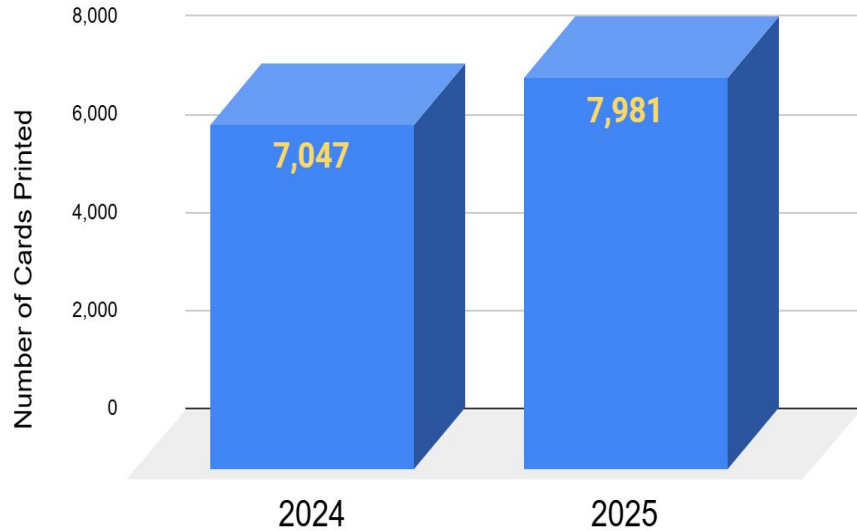
Tower Card Self-Photo Initiative

- What we did:
 - Encouraged students to upload ID photos of themselves before orientation
- How we did it:
 - Pre-orientation communications were sent out to attendees
 - Coordination with Orientation and Finance Support & Innovation
- Impact it had:
 - More Tower Cards were printed and distributed during orientations
 - A reduction in traffic at the Tower Card Office/SSC lobby

Housing Move-In Tower Card Distribution

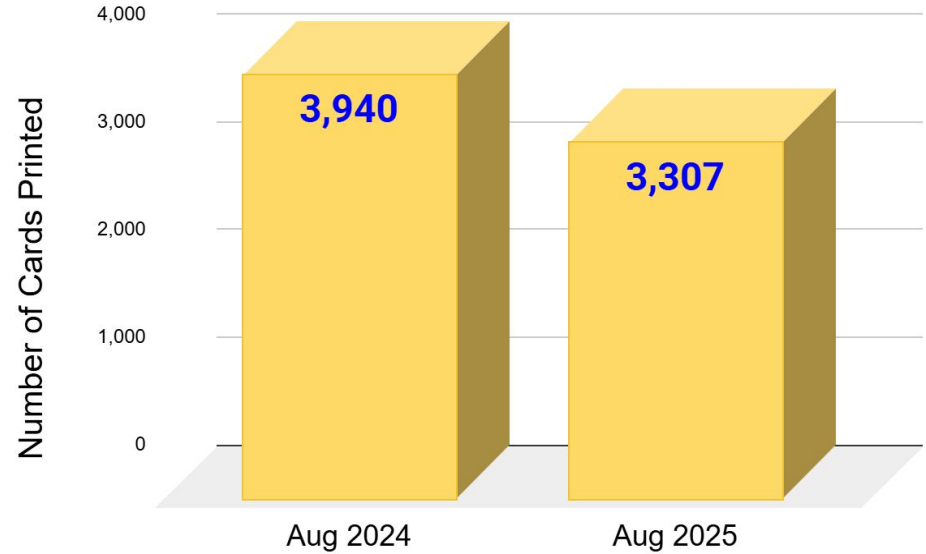
- What we did:
 - Tower Card Office partnered with Student Housing during move-in weekend
 - Staff issued **300+ Tower Cards on-site** to incoming residents
- How we did it:
 - Coordinated logistics with Housing/Event Center/IT staff
 - Set up on-site ID production and distribution center both days
- Impact on Students:
 - Smoother move-in experience
 - Eliminated need to visit Tower Card Office separately
 - A reduction in traffic at the Tower Card Office/SSC lobby

Tower Cards Printed for Orientations



- 13% Increase in Tower Cards printed for the 2025 Orientations

Start of Fall Semester - TCO Traffic



- 16% Decrease in Tower Card lobby traffic



“Coming together is a beginning. Keeping together is progress. Working together is a success.” - Henry Ford

Bursar’s Office

<https://www.sjsu.edu/bursar/>
bursar@sjsu.edu | (408) 924-1601

University Bursar: aaron.ledesma@sjsu.edu
Associate Bursar: john.hardin@sjsu.edu
Assistant Bursar: teribel.felix@sjsu.edu



Pop Quiz Time



Gravyty Chatbot + Metrics

• **John Hardin, Associate Bursar**
Bursar's Office

Agenda

- Old versus New
- Objectives
- What's the Impact?
- AI powered chatbot
- The Brain
- What it is not

Comm100



Hi there! Need help navigating our site?
I'm here to help.

* indicates required fields.

Name *

Email *

Tower ID

Start Chatting

Gravyty



Finance AI

Hello! 🦁 I'm **FinanceAI**.
I am ready to help! What questions do you have?

Ask me a question

😊 🗨️ 📌 ➔

Objectives

- Meet campus demand and requests for AI enabled services.
- Accurate responses with appropriate human escalation.
- Faster responses, scaled support capacity, and reduce staff workload.
- 24/7 access to information and support.
- Will be implemented across campus, with a growing and interconnected “brain”.

What's the Impact?

January 2026

Emails: 6,376

Calls: 6,653 (214/day)

53,593 visits to site

Chats: 695

- 245 new visitors
- 450 returning

February 2026

Emails: 4,215

Calls: 2,238 (79/day)

26,111 visits to site

Chats: 281

- 120 new visitors
- 161 returning

March 2026

Emails: 5,618

Calls: 1,401 (45/day)

17,882 visits to site

Chats: 118

- 60 new visitors
- 58 returning

AI Powered Chatbot

- Gravyty is dynamic and context aware.
- Automates routine inquiries, learning from source content in addition to manual training.
- Has capabilities for Chatbot, Live Chat, SMS.
- Personalized responses.
- Go Live April 20, 2026



Hello! 🙋 I'm **FinanceAI**.

I am ready to help! What questions do you have?

The Brain

- Transferred Q&A (“prompts”) from Comm100 to Gravyty
- Learns from:
 - Past answers
 - Webpages
 - Flat files – Docs, PDFs, Custom/Canned Responses
 - Published files - GoogleDocs, GoogleSites
- Refreshes every night
- Website content must be kept up-to-date to ensure accurate responses.

What It Is Not

- Is not ChatGPT/Gemini/Claude and is not connected to the broader internet
- Will not get confused with outside data
- Will not use SJSU data to train those global models
- Cannot anticipate the future state of our applications/processes.

Product Demo

- [Bursars Bot](#)
- [Bursars Bot with API](#)
- [Admin Portal](#) (brain, live chat transcripts)



Pop Quiz Time

Reporting Requirements: EO 1104 & SAM 20080

**Navigating Fiscal Improprieties (EO 1104) and
Incidents of Loss/Error (SAM 20080) reporting processes**

**Ricky Lee, Director
Audit and Advisory Services**

Background: EO 1104

Campus (SJSU + Auxiliary Organizations) Reporting of Fiscal Improprieties

What it is: CSU Executive Order 1104 – Campus Reporting of Fiscal Improprieties

Purpose: Ensure prompt reporting, investigation, and resolution of actual or suspected fiscal improprieties affecting the CSU and its recognized auxiliaries.

Scope:
Suspected or actual fraud, theft, embezzlement, misappropriation, improper use of funds/assets.


No \$ minimum.

**Includes auxiliaries and third parties*



Background: SAM 20080

Monitoring Incident of Loss or Error (State Funds)

 **What it is:** State Administrative Manual §20080 – Monitoring incident of loss or error (Revised March 2025)

 **What changed in 2025:**

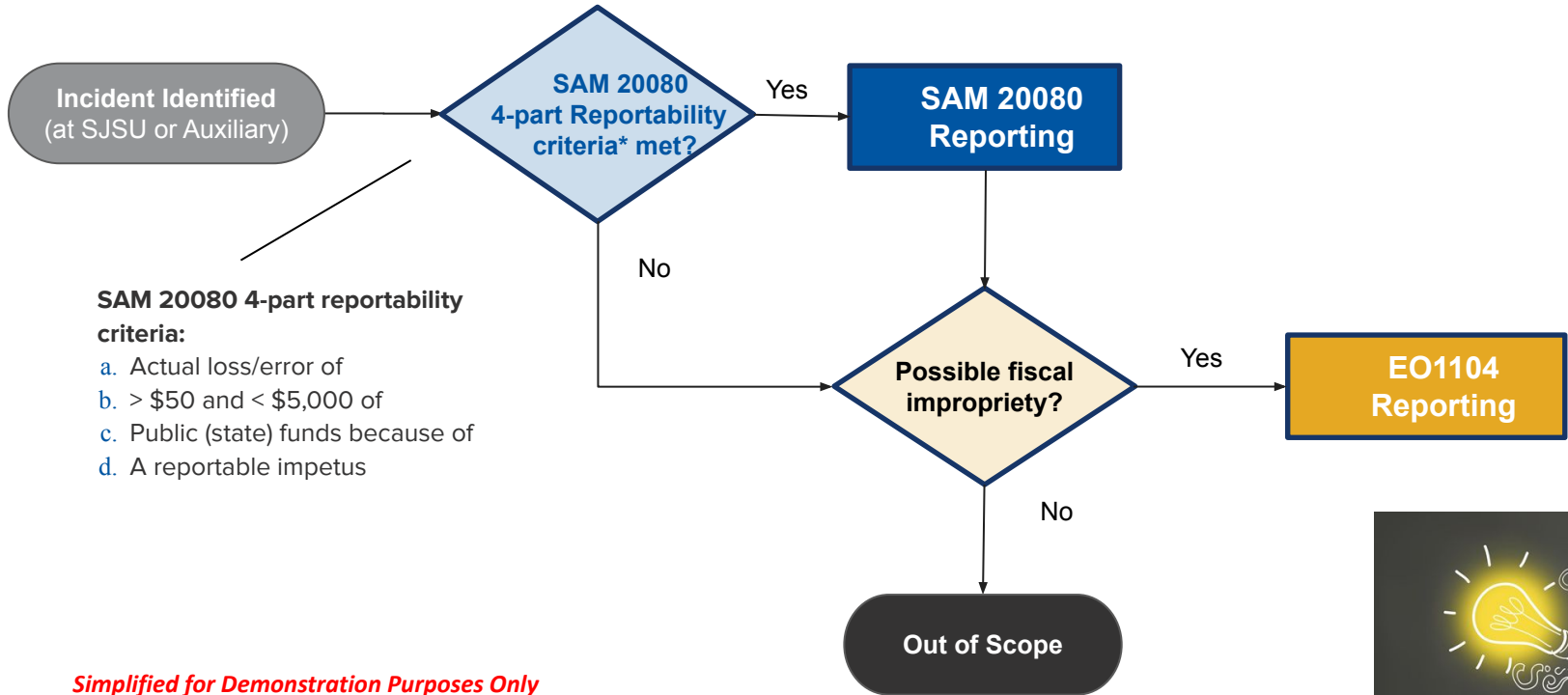
- Shift from reporting *suspected* incidents to **actual** losses/errors
- Establishes a **\$950 minimum** for incidents to be tracked (aggregate similar incidents)
- Requires a tracking system

 **Scope (4-part reportability test):**

- ✓ **Actual loss/error** of
- ✓ More than **\$950** and less than **\$5,000** of
- ✓ **Public (state) funds** because of
- ✓ A reportable impetus:
 - a. **Misuse/Theft**
 - b. **Fraud**
 - c. **Damage**
 - d. **Improper Procurement Activities**
 - e. **Employee Misconduct**
 - f. **Error**

Decision Flow

Which Requirement Applies?



Simplified for Demonstration Purposes Only



SJSU Mechanisms and Support

Tools, Forms, and Contacts for Compliance



SAM 20080 Reporting Tools:

- [Four-Part Test for Reportability and examples](#) guidance document
- [Loss/Error Reporting Form](#) (Google Form)



EO 1104 Reporting Tools:

- [Procedures to Report Fiscal Improprieties](#)
- [Reporting of Actual or Suspected Fiscal Improprieties](#) (Google Form)



Support Contact

Ricky Lee

Director of Audit and Advisory Services

ricky.lee01@sjsu.edu



Access Information:

- ✓ Audit and Advisory Services section on the SJSU Finance and Business Services (FABS) website:
<https://www.sjsu.edu/fabs/services/audit>
- ✓ Periodic email reminders



When in doubt, reach out for guidance!



Pop Quiz Time



Accounting Services Updates - (Transact Deposits, Misc. Trust)

**Ann Bui, Associate Director - Accounting Operations,
Accounting Services**

Transact Deposit Fields: What to Enter and Why

🎯 Purpose: Provide complete, traceable info to reduce follow-up and speeds up transaction review



Home | Cashiering | Find Transactions | Reports | CRC | About | Sign Out

Departmental Deposits San Jose State University

Department Code: ACCTNG - Accounting

Operator: 000727884

Date Entered: 4/6/2026

Total Items: 0.00

Status: Open

Date Cashiered:







Total Payments: 0.00

Transaction No:

Difference: 0.00

Item Code	Description	Amount To Pay				
TOTALS		0.00				
MISC	Miscellaneous	0.00				
* Department: <input type="text"/>						
* Check #: <input type="text"/>						
* CHECK/ ACH DATE: <input type="text"/>						
* Payment Reference: <input type="text"/>						
* Payer Name: <input type="text"/>						
* What is the payment for: <input type="text"/>						
FUND(5)	DEPT(5)	ACCT(6)	PROG(4)	CLASS(5)	PROJ(15)	Omit G/L
G/L	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Add Item"/> <input type="button" value="Reset"/>						

Transact Deposit Fields: What to Enter

-  Department: campus department submitting the deposit
-  Check #: check #. If not a check -> enter Cash/Wire/ACH
-  Check/ACH Date: check date, ACH payment date or date receive the cash
-  Payment Reference: Include traceable details:
 - Travel reimbursement: include Travel #, traveler name
 - Invoice payment: include invoice #,
 - Lease payment: include type of lease + covered period
-  Payer Name: name of Person/Company making the payment
-  What is the payment for: Clearly describe purpose:
 - P-card reimbursement: include transaction date + cardholder name
 - Scholarship deposit: include fund #, student ID if applicable

Best Practice: Enter each payment on a separate line

Local Trust Agreement (LTA) - CSU 496 Fund



When Do You Need an LTA - Miscellaneous Trust ?

- Revenue is NOT from approved student fees
- Activity is NOT related to CSU 485 Operating fund
- Revenue and expenses are not directly connected to CSU 485 Operating fund
- Common Examples:
 - Workshops, conferences, events
 - ATMs, cell towers, royalties
 - Gift (restricted/unrestricted, noncapital)
 - Self-supported operations



Trust Fund Owner Responsibilities

- Review CFS Data Warehouse reports regularly
- Verify Revenue, Expenses, Fund (Cash) balance
- Ensure No deficit fund balance (unless justified) and No Negative cash balance
- Submit the updated LTA form when Trust Fund Owner is changed
- Review funds with no activity for 24 months
- Renew active funds every 3 years



New LTA DocuSign for Fund 65183-SJSU Miscellaneous Trust for department use

- Annual revenue <\$5,000
- Budget Office is the Trust fund owner
- Department can request to use fund 65183 with proper authorization
- Department is responsible for monitoring their own department financials within this fund.



Coming Soon:

- Updated LTA DocuSign form: Includes UBIT (Unrelated Business Income Tax) Questionnaire (tax compliance)
- New LTA DocuSign form for Fund 65183



Pop Quiz Time

Feedback Survey

Questions?