Foundation Card Reconciliation - Frequently Asked Questions

1. **How do I access the CSFPF ServiceNow Foundation Card Reconciliation?**

   - Beginning March 1, 2025, the new CSFPF ServiceNow Foundation Card Reconciliation form will be active.

   - The Foundation Card Reconciliation form link and guides will be available on the Foundation Card section of the Foundation website.

2. **How do I complete the Foundation Card Reconciliation?**

   - The format of the online Foundation Card Reconciliation workflow is similar to the previous PDF form.

   - Guides for approvers and preparers are available on the Foundation website.

3. **How do I know who my approving official is?**

   - Please email CSFPFCard@fullerton.edu for your approving official or if your approving official is missing from the dropdown list.

   - The approving official cannot be the same as the cardholder.

4. **How do I know who my authorized approvers are?**

   - Authorized approvers are account signers. You can view a list of signers with our Acct Info Foundation Report. Add your CSFPF account number in the **GL Key/Project** field and submit for a report of account signers. The cardholder cannot be the approver when filling out the Foundation Card Reconciliation form.

5. **How can I add or update my delegate or approving official?**

   - Please submit a Foundation Card Delegation of Authority Form or Approving Official Form to CSFPFCard@fullerton.edu.

6. **What is the difference between an approving official and an authorized approver?**

- The approving official is the administrator who supervises the cardholder. The approving official cannot be the same as the cardholder.

- The authorized approver is the authorized account signer of the CSFPF Account.

- Some cardholders may have an approving official who is also the authorized approver. If so, you may select the same person to approve the request.

7. **Do the cardholder and approving official still need to provide a wet or digital signature on the Wells Fargo statement?**

   - The Wells Fargo statement does not need a wet or digital signature. An approval of the ServiceNow submission is also a signature on the Wells Fargo statement.

8. **How do I update my Foundation Card Reconciliation documents after submitting the form?**

   - Approval and preparers can add missing attachments to the form by clicking the RITM link sent during the initial submission. Click on the paper clip icon at the upper right corner of the RITM to upload additional documents.

9. **I selected the wrong approvers for my request. How do I update the approvers?**

   - Foundation Card Reconciliation requests with incorrect approvals will be rejected. Preparers must resubmit the form with the correct approvers.

10. **Is there an option to save the Foundation Card Reconciliation form and continue it another time?**

    - At this time, there is no option to save the form. The form must be completed in one session. If you are timed out, you must start over again.

    - For longer reconciliation packets, it is recommended that preparers complete the details of the expense on another document, such as Excel or Word, and copy/paste the details into ServiceNow.

11. **How are Foundation Card Reconciliation forms submitted for statements with more than 50 transactions?**

- Currently, the form allows up to 50 transactions. An additional ServiceNow submission must be made for additional transactions.

- Please include the RITMs of the previous submission(s) in the **_Special Instructions_** field to link the submissions together.

12. **How do approvers approve or reject a Foundation Card Reconciliation form?**

- Upon submission of the Foundation Card Reconciliation form, an email will be sent to the selected approver(s) with a link to approve or reject.

- The system will automatically send reminder emails if the request has not been approved within 72 hours.

- A full guide is available for approvers on the Foundation website.

13. **How can I review the status of my request?**

- All Foundation Card Reconciliation forms will be assigned a unique RITM number.

- There are two ways to review the workflow status:

    - Preparers will receive an email with a link to ServiceNow for the specific RITM listed in the email when the form has been submitted.

    - Open the user interface link on the Foundation website to view the workflow status for all submitted Foundation Card Reconciliation forms.

14. **How do I resubmit a workflow Foundation Card Reconciliation form after it is rejected?**

- Preparers will receive an email indicating why the form was rejected and by whom. A rejected form will require a new submission.

15. **Will completed Foundation Card Reconciliation packets still be accepted by email?**

- Yes, completed Foundation Card Reconciliation packets with wet or electronic signatures will be accepted through March 21, 2025.

- The approved PDF form must be submitted using the CSFPF ServiceNow Foundation Card Reconciliation link

- Complete the required information on the form (including transactions) and select **Override Department Approvals** box before submission.

16. **Need additional information?**

- For additional information, please reference the CSFPF Foundation Card Policy on the Foundation Website or email csfpfcard@fullerton.edu