1. New Escalation Process

On February 29, 2016, Stanford rolled out a new escalation process for the approval of business expense transactions, including both Expense Requests and PCard transactions. The purpose of the new process is to allow the business unit (Dean’s office or department financial management) to have visibility into and final approval of unusually high-cost business expenses.

Dean’s office reviewers (called “escalation designee”) have been identified by Stanford business units and assigned escalation approval authority. Escalation to the designee will only occur if a transaction has unusually high cost and has already been approved by all other approvers in the standard approval workflow. The Travel and Reimbursement department (T&R) will escalate a transaction to the designee for final review and approval.

![New Escalation Process Diagram]

2. FYI Notification about Transaction Escalation

When a transaction is escalated for Dean-level approval, the payee, preparer, and all approvers on the approval routing list are notified.

3. Changes to Approval Notifications

In addition, this release includes changes to both Expense Requests and PCard approval notifications. See below for details:

- Request More Info from Expense Requests Preparer
- Expense Type, Number of Attendees, and Messages for PCard
## FYI Notification about Transaction Escalation

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<th>Item</th>
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<th>System</th>
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<tr>
<td>FYI Notification about Transaction Escalation for Dean-level Approval</td>
<td>You will be notified when a transaction for which you are an approver is escalated.&lt;br&gt;&lt;br&gt;The notification is purely FYI – there is no further action required by you.&lt;br&gt;&lt;br&gt;If desired, you can click the link to review the transaction details, including attachments.</td>
<td><img src="image" alt="Notification Details" /> &lt;br&gt; Transaction ER222033 for Real, Jennifer (4,411.55 USD) has been escalated. Open <a href="#">Transaction Summary for ER222033</a> to review transaction details. This notification is FYI only. There is no further action required by you at this time. You will be notified if more information is required.</td>
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Request More Info from Expense Requests Preparer

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<td>Request More Information from Preparer while reviewing an Expense Requests transaction for approval</td>
<td>Previously, Expense Requests approvers could only “approve” or “reject”. If there was something missing or more explanation required, you had to reject. Then the preparer had to modify the transaction and resubmit it back through the approval workflow again.</td>
<td></td>
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**New with this release,** if you need a better explanation from the preparer, or if a receipt or document is missing, you can send a request directly to the preparer before deciding to approve or reject.

- Scroll to the bottom of the notification.
- Enter a Note to the preparer that describes exactly what information or attachment you need.
  - Refer to the expense lines in question by expense type and line number
  - Be as specific as possible about the information or attachment needed
- Click Request More Info.

The preparer will then receive a notification containing your request, to
when the preparer replies with the information you will receive another notification to review and approve.

- Review the Reply from the preparer and any additional attachments provided

**Note:** The Request More Info feature only allows the preparer to write a note or attach a document. So if something about the transaction must be modified (e.g. business purpose or PTAE), you must reject the transaction.
### Expense Type, Number of Attendees, and Messages for PCard

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| Expense Type, Number of Attendees, and Messages for PCard | The PCard module has been enhanced to provide warnings, specifically when business meal costs exceed per-person guidelines. This capability is enabled by two new fields in the PCard verification system. PCard verifiers will select an Expense Type from a dropdown list that includes these options:  
  - Meal – Breakfast  
  - Meal – Lunch  
  - Meal – Dinner  
  - Meal – Other  
  - Non-meal expense | Meal Guidelines                                                                                                                                                                                                |        |
<p>|                                           | When one of the meal expense types is chosen, a second field appears and verifiers will enter the number of people in attendance at the meal. Notifications to approvers (shown here) will include a warning message when the per-person meal cost guideline is exceeded. Approvers should verify adequate justification for cost in the Business Purpose, attachments, and notes from other approvers, and Approve or Return as appropriate. | Meals  | Suggested Amount per Person (including tax, tip and alcohol) |
|                                           |                                                                                                                                             | Breakfast | $12 - 20 |
|                                           |                                                                                                                                             | Lunch     | $18 - 35  |
|                                           |                                                                                                                                             | Dinner    | $36 - 80  |</p>
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| **Approve the Transaction** |  • Scroll to the bottom or the notification.  
  • Enter a **Note** that clarifies or explains why the cost is justified.  
  • Click **Approve**.  
  Verifier is notified that the transaction has been approved. |        |
| **Reject the Transaction** |  • Scroll to the bottom of the notification.  
  • Enter a **Note** to further explain the reason for rejection and what must be done for approval.  
  • Click **Reject**. |        |