

# STANDARD OPERATING PROCEDURE:

## 1.0 SOURCE-TO-PAY/ORACLE EXPENSE MANAGEMENT SYSTEMS

*This procedure is in accordance with Procurement and Payment Policy [20.1.11](#).*

### Introduction

UPS is the primary point of contact for all source-to-pay, procurement card (PCard), and travel and expense activities. UPS manages and supports-source-to-pay and expense tools, standards, policies and procedures for faculty, staff, and students who are conducting University business.

Depending on the type of transaction to be completed, Rutgers University utilizes multiple systems to manage the payment process. Those systems include ACH, Concur, Convera, e-Payables, Paymode-X, PaymentWorks, RU Marketplace, and Oracle Expense.

For training and additional resources, please visit UPS' [Training and Resources](#).

### Procedure Outline

- 1.1 Accessing RU Marketplace
- 1.2 RU Marketplace Training
- 1.3 Accessing Oracle Financial Management System
- 1.4 Oracle Expense Training

### Definitions

**Automated Clearing House (ACH):** An electronic network for financial transactions in the United States; processes large volumes of credit and debit transactions in batches; credit transfers include direct deposit, payroll, and supplier payments. More information is referenced in [8.0 Payments](#).

**Concur** ([Rutgers Travel Online Booking Tool](#)) – system used by employees to book airfare, car rental, and train services. More information is referenced in [11.0 Travel and Expense Management](#).

**Convera** – wire payment system used to pay international suppliers. More information is referenced in [8.0 Payments](#).

**E-Payables (Bank of America):** External suppliers may elect to receive payment through the Bank of America E-Payables program, in which funds are deposited to the supplier's virtual credit card that is assigned to the supplier through the program. E-Payables is the preferred method of payment where suppliers have quick access to funds in a secure environment. More information is referenced in [8.0 Payments](#).

**Oracle Expense**- the Oracle financial management expense solution is the automated online tool used for expense management. Rutgers employees use this system to submit, approve, process, and pay expense reports. Oracle

**PaymentWorks:** Self-service supplier data portal for new supplier onboarding and existing supplier maintenance. More information is referenced in [2.0 Supplier Management](#).

**Paymode-X:** External suppliers electing to participate in Bank of America's PayMode network receive ACH direct deposits through Paymode-X into the bank accounts designated in the profile maintained by the Paymode-X network. For suppliers, Paymode-X is the second preferred method of payment managed by Bottomline / Bank of America. Banking information is not maintained at Rutgers. This method is only available for companies and LLCs. More information is referenced in [8.0 Payments](#).

**RU Marketplace** - the university-wide automated e-Procurement system used for procuring and paying for goods and services. [RU Marketplace](#) covers all stages of the source-to-pay process (sourcing, contract management, supplier management, requisitions and ordering, accounts payable).

**Standard Operational Procedure (SOP):** A set of instructions that functionally describes the key procedures.

## Procedures

### 1.1 Accessing RU Marketplace

RU Marketplace is the university-wide e-Procurement system used for procuring and paying for goods and services. User access is dependent on their RU Marketplace role. Users may have multiple roles.

Approved personnel must access RU Marketplace through the myRutgers Portal. Permission and approval to use RU Marketplace to shop and perform source-to-pay activities is at the discretion of a user's supervisor/manager.

First time users can access RU Marketplace by clicking on the RU Marketplace tile under Finance and Administration. The unit business manager must be contacted for additional roles or a change request.

Users have different roles when using RU Marketplace, as follows:

- **Shopper** – the default role that all end users have initially, unless more roles are given. The Shopper has the ability to browse catalogs, add items to a shopping cart and assign the cart to a Requisitioner. Shopper cannot create requisitions.
- **Inquirer** – the role assigned to individuals who need to be able to view purchasing requisitions and invoices in RU Marketplace. An Inquirer cannot submit or approve a requisition or approve an invoice.

- **Requisitioner** – the role assigned to individuals who have the responsibility for submitting requisitions in RU Marketplace. The Requisitioner needs to have the knowledge of the Chart of Accounts that must be input as the funding source for a requisition. A unit's administrator or other administrative staff member is often a Requisitioner.
- **Approver** – the role assigned to individuals responsible for approving a unit's purchasing requisition based on budget and policy. An Approver cannot approve their own requisition. The approval hierarchy is driven by the Unit-Division-Organization (UDO) or the Project ID-of the Chart of Accounts used to fund the transaction.
- **IPO Invoice Processor** – the role assigned to individuals responsible for approving a unit's Internal Purchase Order (IPO) requisition. Individuals with this role cannot approve their own requisition. The approval hierarchy is driven by the IPO specified in the requisition.

## 1.2 RU Marketplace Training

UPS offers training and resources to users on RU Marketplace system functionality, processes, and procedures related to requisitions, purchase orders, and invoices.

When a new role is requested by a business manager, an email invitation is sent to the user, specific to their role in Marketplace.

To obtain a complete listing of available online training materials, that include PDF presentations, PDF job aids, and videos, users should visit the [University Procurement Services training page](#). To gain access to Canvas for specific Procurement modules, contact the [Help Desk](#).

## 1.3 Accessing Oracle Expense

All University faculty and staff have the ability to access Oracle Expense to create an expense report.

To request access to Oracle Expense for the first time, or to request a change in authorized role, users should download and complete the form on the [Office of the University Controller Website](#). Rutgers University employees can access Oracle Expense through the [myRutgers Portal](#).

Users can have different roles when using the Expense module:

- **Employee** – the default role for all employees in the Rutgers Human Resource System. The role assigned to a user authorized to create and submit expense reports, manage direct deposit bank accounts, manage delegates, and request cash advances.
- **Delegate** – the role assigned to an individual who can enter an expense report on behalf of another employee/user. Employees must assign their delegates themselves.

- **Expense Approver** – the role assigned to an individual responsible for reviewing and approving expense reports to ensure policies are being followed and proper documentation is attached.  
The approver:
  - Must have authorization over the account being charged
  - Must not be the individual seeking reimbursement
  - is typically the traveler's direct supervisor or the Business Manager
  - should not be asked to approve the travel or entertainment expenses for their supervisor
  - can only approve those expense reports within their authority
- **Re-assignee Approver** – the role to individuals authorized by the expense approver to review and approve expense reports reassigned to them.
- **Auditor** - the role assigned to individuals within UPS who can perform audits on expense reports.

#### 1.4 Oracle Expense Training

UPS offers [training and resources](#) to users on Oracle Expense system functionality and processes, and procedures related to expense reports and approval. This training includes a complete listing of available online training materials, that include PDF presentations, PDF job aids, and videos.

To gain access to Canvas for specific Procurement modules, contact the [Help Desk](#).

#### References

#### Revisions

Effective Date	Approver	Change Reference	Issue #
6/2023	M. Gower		3