

# CASE STUDY

## Iowa State University

### Safeguarding Growing Expenses Through a Longstanding Partnership



Cory Harms  
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Iowa State University

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Card Integrity



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Integrity**

# CASE STUDY IOWA STATE UNIVERSITY

## IOWA STATE UNIVERSITY AT A GLANCE

- Campus located in Ames, Iowa
- Over 30,000 Students
- Over 5,000 University issued Cards (P-Cards and Travel Cards)
- \$110 million in annual spend
- 17,000 monthly transactions

## ABOUT THE UNIVERSITY:

Situated in Ames, Iowa, Iowa State University is one of the premier institutions of the American Heartland. Iowa State has made a name for itself through academic prowess as a leading research institution and birthplace of the first electronic digital computer. College sports fans are also well acquainted with seeing the University's student-athletes compete as the Cyclones in the Big 12 Conference. With over 30,000 students enrolled as of 2023, the University's Procurement Services department oversees over 2600 P-Cards and 2300 travel cards in a \$110 million program that has been nationally recognized for its excellence, receiving 18 consecutive "Achievement of Excellence in Procurement Awards" from the National Procurement Institute.

## SITUATION:

The year was 2018, and as often happens at large universities, changes were brewing in the procurement department at Iowa State as new tools and software were being brought onboard. Lesley Lackore, the Card Services Manager, was made aware that audit processes from a legacy system would not be transferred into the Workday enterprise management system. Thus, she began a search for a third-party service that could:

- Monitor the University's considerable expense data for risks and anomalies
- Create and provide reports on a monthly basis
- Help the procurement team follow up with cardholders on failed transactions and alerts

## SOLUTION:

The solution started out with a three-month trial of Card Integrity's DataWISE expense review service. It initiated the process of Card Integrity's reporting, and **the Iowa State team was surprised by the robust nature of the reports.** Lesley and team quickly realized that the reporting could also be used to answer questions like whether certain things should be contracted, and if people were using the eProcurement supplier marketplace that they had set up.

As Iowa State officially came onboard at the conclusion of the service trial, they took advantage of their **ability to fully customize the reports to their specific needs and policy:**

- They were hands-on along with Card Integrity in creating the report building process in a way that would be most efficient
- Specific reports were created for different departments and card types
- A full audit plan and purchasing management reports were created and utilized

Overall, Iowa State noted a streamlined workload with the addition of these Card Integrity reports.



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# RESULTS:

In addition to the streamlined workload, as Iowa State continued to use Card Integrity reports over the years, they proved to be a valuable resource to help them take action on fraud and misuse. Examples that Lesley and team cited over the years include:

- Split transactions
- Gift card spend (especially around the holidays and graduation, which Lesley noted was tough to monitor internally)
- As Lesley puts it, "things are seen that would otherwise be very difficult to spot."
- Iowa State shut down an instance of attempted fraud spending, and the reports were used as a resource to catch it

Iowa State liked that **Card Integrity was more than just software, and that a forensic analyst was appointed to their account** to use common sense and rationalization in a way that software simply cannot. To illustrate her point, Lesley cited an example of how if she runs MCCs (merchant category codes) for the athletics department by number, the first one that comes up is "agricultural co-op". Now, why would athletics be spending money on agricultural co-op? It doesn't make much sense until you realize that the spend is on turfgrass for the football field. This is something that automated software may flag, but that the forensic analysts at Card Integrity have the intuition to consider before bringing it as an alert.

As a standard precautionary measure, independent consultants were brought in to audit Iowa State's procurement department and the suppliers they worked with. In their thorough review, those **consultants found zero gaps in or concerns with Card Integrity's reporting.**

In 2022, **Iowa State awarded Card Integrity with the Supplier Award for Strategic Partnership.** They noted that Card Integrity "exceeded expectations", was "proactive presenting new initiatives and alternative solutions", "enhanced contracts and working relationships", and was "responsive to the needs of Iowa State University ... improving card compliance and reporting processes".

## CONCLUSION:

Card Integrity and Iowa State work together to this day to continue to expand their card program. Evolving times bring change and new challenges. Some examples include:

- Shifting away from cash
- Solving highly specific policy changes
- Streamlining compliance, allowing more time for program growth projects

Today, more than 17,000 monthly transactions are streamlined and reviewed in the Card Integrity reports. Lesley and team describe their relationship with Card Integrity to be responsive, collaborative, personable, and friendly, and notes that they look forward to what the future brings.

"Card Integrity's services, compared to hiring somebody who has that level of knowledge ... are incredibly valuable to our program."

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**Lesley Lackore,**  
**Card Services Manager**  
at Iowa State University  
Procurement Services



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# CARD INTEGRITY HELPS UNIVERSITIES AND COLLEGES TO SPEND WISELY

Card Integrity provides expense monitoring solutions for public and private institutions to bring visibility and efficiency to the expense review process. By monitoring 100% of expense data across payment methods from P-Card transactions to Travel Card, or out-of-pocket expenses, Card Integrity solutions help leading organizations to spend more wisely.

Combining people-focused services with innovative technology, Card Integrity solutions aggregate spend, detect fraud, ensure compliance, and identify duplicate data. Advanced reporting and notifications on spend delivers to administration and management the spend insights needed to produce action-oriented results that will encourage good spending habits.

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# CASE STUDY

## FORT OSAGE R-1 SCHOOL DISTRICT

Expense Monitoring and Receipt  
Validation safeguard Missouri  
school district's procurement



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# CASE STUDY FORT OSAGE R-1 SCHOOL DISTRICT

## ABOUT THE SCHOOL DISTRICT:

Fort Osage R-1 School District in President Harry S. Truman's hometown of Independence, Missouri is a larger-than-average school district, in the top 10% of the state. The district comprises eleven schools in total, including several elementary schools, one middle school, an alternative learning school, and Fort Osage High School. Over 4800 students are served in the school district from Pre-K through 12th grade. With a school district that size, a robust P-Card program supports the district's spending, with over 300 cards, including P-Cards, ePayable accounts, and 'ghost cards' or cardless accounts, issued and in circulation.

## THE PROBLEM:

The story of how Card Integrity and Fort Osage R-1 School District began their partnership is a familiar one for procurement professionals, no matter the size of the community they're based in. Whether that be smaller cities like Independence, rural areas, or within the nation's bustling metropolises, the problem often boils down to not enough staff and resources.

Enter Phil Caldarella, Business Services Coordinator at Fort Osage School District. Phil has worked for the school district for thirty years and has seen the growth of the district firsthand, but growth brings opportunity and challenges. According to Phil, much of the school district's spending is done via P-Card. The district's business services department, composed of Phil and one other person, was tasked with manual reconciliation of P-Card data. When that person left, their successor was moved to the human resources department, leaving Phil by himself with double the P-Card reconciliation work. "It became cumbersome because I was still trying to do the regular Accounts Payable functions in addition to overseeing the P-Card program," says Phil. "That's when I started looking for alternate solutions."

## THE SOLUTION:

Phil initially started with Card Integrity's DataWISE Expense Monitoring service. He was no stranger to implementing new software into the fold and had done so various times before for varied reasons. With Card Integrity, he noted that the process was regimented, seamless, and "a lot smoother than things [he has] done before in years past." There was no IT implementation or integration required to get the service set up and ready in Card Integrity's "Sign Up and Go" onboarding process.

Immediately, Phil was impressed by the robustness of reports and the information within. "It showed me information that I didn't even know existed," says Phil.

## FORT OSAGE R-1 SCHOOL DISTRICT AT A GLANCE

### Location:

Independence, MO

### Schools:

11 Schools

### Student Body:

4,800+ Students

### Card Program:

300+ cards,  
including P-Cards,  
ePayable accounts,  
and ghost cards

## **THE SOLUTION:**

Phil especially likes the Audit Report from DataWISE, which gives him a clear rundown of the district's spend and expenses on P-Cards in a way that is easy to navigate and present. It shows the P-Card usage of each individual cardholder and brings behavioral red flags to his attention when necessary. "All of the reporting that's available, and how I can customize it, it's really a huge plus," he says.

After some time with the Audit Report and Expense Monitoring, Phil recognized that Card Integrity could help in other ways, too. He added the Receipt Validation service, which catches submissions that do not have receipts attached, as well as improper receipt submissions. Having help consolidating all that receipt data was a load off of Phil's shoulders, as he was previously going through them manually, one by one.

## **RESULTS:**

"From my district's standpoint, [Card Integrity] has been a benefit because, to be quite honest, it's a lot cheaper to bring in a third party than it is to hire in another employee. The reporting that Card Integrity provides us with is much more than I would have ever thought. I wouldn't have been able to get all this information and organize it by myself," says Phil. He notes that with having to support Accounts Payable and the P-Card program for the entire school district, there is simply too much data for one person to comb through efficiently.

Phil notes that policy compliance has improved at Fort Osage R-1 School District since Card Integrity was brought in, as he can now do a more efficient audit of the P-Card transactions. He also speaks highly of the service and support, and of his forensic principle contact at Card Integrity. "The support is a very important piece. They're knowledgeable. Being able to have people that are knowledgeable is important to someone like me, with our district using P-Cards as much as we do."

Today, Phil makes a point to refer colleagues who are "in the same boat" as him, struggling with a lack of staff or resources, to Card Integrity. We are proud to have him in our corner and happy that our services have been able to help him as Fort Osage R-1 School District continues to grow.

**"BACK IN THE DAY, WHEN WE FIRST STARTED, BEFORE WE COULD UPLOAD RECEIPTS INTO AN ONLINE PORTAL, EVERYTHING WAS PHYSICAL. SO, WE HAD HUGE STACKS OF PAPERS OVERFLOWING. EVEN NOW, WITH EVERYTHING ONLINE, IT'S VERY EASY TO MISS THINGS," SAYS PHIL. "NOW, WITH THE RECEIPT VALIDATION REPORT, I GET ALERTED TO ANYTHING THAT DOESN'T LOOK RIGHT AND I CAN LOOK MORE DEEPLY FROM THERE. IT'S A GAME CHANGER."**

**PHIL  
CALDARELLA**

**BUSINESS  
SERVICES  
COORDINATOR**

**FORT OSAGE R-1  
SCHOOL DISTRICT**





# CARD INTEGRITY HELPS SCHOOL DISTRICTS TO SPEND WISELY

Card Integrity provides expense monitoring solutions for education institutions of every size to bring visibility and efficiency to the expense review process. By monitoring 100% of expense data across payment methods from P-Card transactions to Travel Card, or out-of-pocket expenses, Card Integrity solutions help leading organizations to spend more wisely.

Combining people-focused services with innovative technology, Card Integrity solutions aggregate spend, detect fraud, ensure compliance, and identify duplicate data. Advanced reporting and notifications on spending delivers to administration and management the spend insights needed to produce action-oriented results that will encourage good spending habits.

## VISIT OUR WEBSITE TODAY TO LEARN HOW CARD INTEGRITY SERVICES CAN WORK FOR YOUR INSTITUTION.

Discover how Card Integrity can help you spend wisely by monitoring your organization's expenses to streamline your procurement workload.

Get a **full overview of our business and offerings** on our website at <https://cardintegrity.com>

Card Integrity houses a full suite of expense monitoring and training services that assist clients through multiple facets of the spend review process.

**Experience our services first hand** by requesting a demo on our website at <https://cardintegrity.com/schedule-an-online-demonstration/>

We can also provide more information on each of our service offerings to best tackle your challenges and goals. Whether you need **solutions dedicated to duplicate payments, receipt validation, expense monitoring, training, or more, we've got you covered.**

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# CASE STUDY: KCTCS

## KENTUCKY COMMUNITY AND TECHNICAL COLLEGE SYSTEM

Kentucky Community and Technical College System (KCTCS) uses expense monitoring to audit, safeguard and protect finances across its many colleges in the state.



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# CASE STUDY KENTUCKY COMMUNITY AND TECHNICAL COLLEGE SYSTEM - KCTCS

## KENTUCKY COMMUNITY AND TECHNICAL COLLEGE SYSTEM AT A GLANCE

### SYSTEM OFFICE:

Versailles, KY

### COLLEGES:

16 Colleges across Kentucky

### STUDENT COUNT:

Over 100,000 total students during the academic year

### CARD COUNT:

Approximately 400 Procurement Cards

## ABOUT THE SYSTEM:

The Kentucky Community and Technical College System, abbreviated as KCTCS, is a system of community colleges across the state of Kentucky. Sixteen regional colleges fall under the KCTCS umbrella. KCTCS is a leader in postsecondary education in the state of Kentucky, as over 44% of the state's public higher education undergraduate students are enrolled at a community college. That comes out to over 100,000 students educated during the academic year. Students can receive an education in a vast selection of fields, both in person and online, including nursing, IT, culinary, machining, welding, cosmetology and many more.

## THE PROBLEM:

Having such a large number of students, faculty and campuses presented unique challenges for the finance department at KCTCS's system office. An internal audit recommended a solution that could handle a large volume of transactions, as well as increase visibility into high-priority transactions that needed review. Traditional "spot auditing" was not sufficient for their needs—they needed a more accurate solution that could single out those high-priority transactions, as well as a system that could handle their complex arrangement of multiple colleges and campuses. Each one of these colleges needed their own reporting, and visibility between them had to be limited. In other words, faculty from one college should not have visibility on another college's finances for obvious privacy-related reasons, as each school operated separately. However, the system office itself needed visibility on all 16 colleges. It would require a complex set-up. They also needed to be sure the solution would allow them to pick and choose what is defined as a noncompliant transaction based on different policies for different colleges. For example, while transactions involving personal beauty care products like makeup and nail polish would traditionally be red flags for most businesses, an exception would need to be made for the cosmetology school. Similar examples exist across all the different colleges with all the different programs they offer.

KCTCS heard about Card Integrity through a referral from a large four-year public university in the state and decided to look into the Expense Monitoring service. They were particularly interested in the customization it offered, and ultimately entered an agreement with Card Integrity.

## **THE SOLUTION:**

Card Integrity's expense monitoring solution got started right off the bat with little implementation time required. KCTCS immediately noted that Card Integrity was accommodating of requests for changes and very easy to work with. The service was set up to provide monthly reports using data obtained from Oracle's PeopleSoft ERP (enterprise resource planning) system. With the Card Integrity expense monitoring service, KCTCS now had clear visibility into the corporate card spend of the 16 colleges, both monthly and by fiscal year. They could also look at supplier trends, whether preferred suppliers were being properly utilized, and now had a much easier time completing audits and detecting anomalies. Importantly, the solution was set up so that the reports were specially tailored and provided to specific colleges within the system. Each college was responsible for its expenses, while the system office was overseeing everything. It was a multi-faceted solution that accomplished what KCTCS was looking for. Additionally, Card Integrity would assign KCTCS a Forensic Principal: a contact at Card Integrity that would be responsible for maintaining and delivering the reports. They would also be there to answer any questions, make changes quickly, and develop and build a professional relationship with the KCTCS finance team.

## **RESULTS:**

In the beginning stages, KCTCS systematically rolled the reports out to the different colleges within the system, starting with two and gradually increasing them until all 16 colleges were making use of the reports. The outcome was obvious and immediate: better visibility into not just transactions, but supplier and spend trends. KCTCS routinely makes use of the reports for internal audits. When asked about a time that Card Integrity helped identify or combat a problem, staff at KCTCS recounted a situation when an above-threshold gift transaction was flagged that would have likely been missed otherwise with a typical spot audit. It was flagged due to Card Integrity's customized reports: if it wasn't set up specifically for KCTCS's policy, it may have gone unnoticed. Those strengthened internal controls ended up being there when it really mattered. They also noted how the reports filter and flag equipment transactions that can go into inventory. These kinds of fine-tuned adjustments represent the level of customization that KCTCS sought.

Ever since KCTCS first partnered with Card Integrity, the professional relationship has continuously grown. Staff at KCTCS highlight Card Integrity's professionalism, their personable and friendly demeanor, adaptability, and dedication to great communication and quick changes. They have been pleasantly surprised by the ability of Card Integrity staff to customize reports as much as needed. When asked about her relationship with her assigned Forensic Principal, Tonya Peters, Procure to Pay Manager, summed up the relationship with a lighthearted, succinct response: "Besties!"

Bekka Korosec, Procure to Pay Director at KCTCS, adds: "I've worked with plenty of vendors that don't live up to the hype. Card Integrity has lived up to the hype." Card Integrity is proud to have met those expectations and continues to support KCTCS as a valued client. We enjoy working with them on a personal and professional level.

**"I'VE WORKED  
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**Bekka Korosec**

Procure to Pay  
Director

Kentucky Community  
and Technical  
College System





# CARD INTEGRITY HELPS COLLEGE AND UNIVERSITY SYSTEMS TO SPEND WISELY

Card Integrity provides expense monitoring solutions for education institutions of all sizes to bring visibility and efficiency to the expense review process. By monitoring 100% of expense data across payment methods from commercial card transactions to Travel Card, or out-of-pocket expenses, Card Integrity solutions help leading organizations to spend more wisely. Combining people-focused services with innovative technology, Card Integrity solutions aggregate spend, detect fraud, ensure compliance, and identify duplicate data. Advanced reporting and notifications on spend delivers to administration and management the spend insights needed to produce action-oriented results that will encourage good spending habits.

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# CASE STUDY

## UNIVERSITY OF LOUISVILLE

Learn how the University of Louisville  
solved spend review challenges  
with Card Integrity expense  
monitoring solutions

# **CASE STUDY** UNIVERSITY OF LOUISVILLE

## **OVERVIEW**

Successful card programs at universities typically grow beyond their original size and scope as new types of expenses and more spend data enter their program. This natural progression can make the review of spend more cumbersome for administration. When the types of spend, the amount of spend, or places where the spend occurs frequently change, keeping up with the spend review process becomes extremely difficult.

## **SITUATION: SPEND REVIEW CHALLENGES**

Checking cardholder transactions every month, looking for noncompliance (or in some cases, fraud), and finding opportunities to save money are all important parts of the review process. However, having the bandwidth and an ongoing routine in place to review tens of thousands of transactions every month can be challenging.

**“ WHAT WE NEEDED WAS  
SPEND AGGREGATION TO  
BRING TOGETHER ALL  
THE SYSTEMS AND  
THEIR SPENDING. ”**

- Jennifer Steier, Assistant  
Director of ProCard and Fuel  
Card, University of Louisville

### **ABOUT THE UNIVERSITY**

University of Louisville (U of L) is a public research university in the largest metropolitan area of Kentucky

- Active card program for the last 20 years
- Nearly \$64 Million in annual spend
- Over 1,200 open ProCard with 4 FTE to manage the card program

At the University of Louisville, Jennifer Steier dealt with those spend challenges on a regular basis. As the Assistant Director of ProCard and Fuel Card at the University of Louisville, Jennifer experienced several spend review issues:

- Bringing together multiple expense systems to get an accurate picture of U of L spending.
- Distributing spend analysis reports to multiple departments.
- Configuring and maintaining dozens of reports

Jennifer learned how difficult it was to identify the spend, who spent the money, and how much was spent when expenses include thousands of cards, an expense management system, travel expenses, internal systems for PO and payment requests, and an Amazon business account.

Having spend records across multiple systems also makes tracking vendor spend harder to accomplish. As Jennifer reveals, The state law allows up to \$40,000 in vendor and/or category spend, but we needed to track the spend across multiple systems and payment methods. What we needed was spend aggregation to bring together all the systems and their spending.

By bringing the spend records together, U of L administration hoped to identify any underused funds and avoid spending beyond the state threshold. Frustrated with how the spend data had been gathered and reviewed in the past and overloaded by the sheer volume of monthly data, U of L sought out a solution that would simplify the system.



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# SOLUTION

U of L asked Card Integrity to help. Equipped with an expense monitoring tool as well as purchasing and finance professionals to provide direct service, Card Integrity consolidated their systems and distributed reports by:

- Aggregating spend in all its forms including ProCard, travel, Amazon purchases, internal PO, and payment request systems
- Scrubbing spend data, configuring custom fields, tracking spend with an internal tool (no IT integration), and providing both summarized and detailed spend reports.
- Rather than an automated system, having a real person on Card Integrity's forensic team available to answer questions, implement notifications, prioritize spend results, and notify administration as necessary.
- Delivering spend analysis findings across the university with department-specific reports.

Within a couple of months after onboarding the new review process, U of L received the spend monitoring reports. The findings - such as those found in Card Integrity's Purchasing Report - kept track of their vendor category spend threshold per state law of the university.

According to Jennifer, another specialized report provided by Card Integrity "brought Amazon spend under one line and made it easier for purchasing to take additional reports in-house and mesh them together to get an overall picture.

The department reports provided card information strategically designed for the needs of each department and were distributed to lead fiscal officers (LFOs) across all departments including Athletics, Provost, Admissions, and the school of Arts and Sciences. As Jennifer explains, by sending out reports to LFOs, "they're not wasting time creating the data fields on reports anymore." The new process of having Card Integrity configure reports, track spend, and deliver the reports freed up their time to focus on the findings.

Besides breaking down spend by department, the reports also gave a quick snapshot of ProCard spend for the month, including an overview dashboard with visuals of spend depicted in custom graphs and charts. The top spend data statistics, such as Categories, Most Spend, Top Vendors, and Top in Your Department were all sent to LFOs.

Presenting an overview and an accurate picture of the spend was a strong priority for management. According to Jennifer, what really mattered to the CFO was how he could "take the reports and pull them up every month" to quickly identify spend via an easy-to-see dashboard for meetings with senior leadership, and department VP/Deans.

**What really mattered to the CFO was how he could "take the reports and pull them up every month" to quickly identify spend.**

# RESULTS

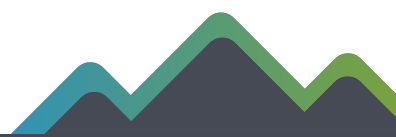
The spend aggregation provided to U of L by Card Integrity saved the university money, ensured compliance with state laws, and automated the gathering of findings that needed to be reviewed every month.

Consolidating systems and reports had the greatest impact on improving efficiencies in the review process. What normally took 10 reports across several systems, a large time investment, and an additional focus on report maintenance now takes only one report and just minutes to preview.



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# RESULTS

Due to the successful spend aggregation and services provided by Card Integrity's purchasing and financial professionals, who listened and delivered spend findings, the administration at U of L acquired new contracts, worth thousands of dollars of spend - even competing bid spend threshold.

The spend review process for the ProCard has gone so well at U of L that they are now planning to add identification of duplicate spend for AP across the ProCard spend in Procurement, with reports made especially for the CPO.

As an added bonus, Jennifer could see how Card Integrity's expense monitoring service provided findings as a backup plan for her workload. Since Card Integrity is a neutral third party, they aren't worried about who/what department made the purchase, rather is the purchase considered allowable? The new spend review process and working with a third-party supported her case. Sometimes, it can be difficult to get, as Jennifer says, "administration to see the needs of creating new policies to help change/support good spending habits in general." The open communication and ease of reporting, now incorporated into the review process, made it possible to meet spend goals and ensure policy compliance.

# CONCLUSION

Keeping up with spend review can be difficult, especially when some habits are hard to break. In the case of U of L, cardholders, lead fiscal officers, and administration became accustomed to a method that wasted time on managing spend tools rather than focusing on reviewing and communicating spend findings.

By leveraging Card Integrity's monitoring service with the current processes to create a seamless, automated tracking and reporting of spend, the administration at U of L learned how spend reviews could positively change their spend habits. With improved efficiencies on spend aggregation, spend tracking, and a greater visibility into the bigger picture of spend, U of L solved their spend review challenges and cleared the way for continued success in the review process with future compliance and communication.

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# CASE STUDY

# NC STATE UNIVERSITY

## PAPER-CENTRIC TO AN INFORMATION-RICH EXPENSE PROCESS

### OVERVIEW

NC State is the pre-eminent research enterprise and the university of choice for accomplished, high-performing students from around the world. NC State University ranked as:

- 4th in Best Overall Public University Value (Princeton Review/USA Today)
- 12th in Best Value for In-state Students among Public Universities (Kiplinger Magazine)
- 95th among National Universities (U.S. News & World Report)
- 112th in the Top 500 World Ranking (Center for World-Class Universities)

NC State has an enrollment of 34,000 students supported by 7,500 faculty and staff.

### UNIVERSITY OBJECTIVES

- Streamline expense reviews
- Prioritize data findings
- Change internal report usage

### SITUATION

The University faced a major transition in their Purchasing Department. They wanted to move from a paper-centric, information-parched expense control system to an actionable, information-rich system that streamlined the expense P-Card process.

Sharon Loosman, the Director of Materials Management, and Ashru Shah, Assistant Director of Card Services at NC State, briefly considered statistical software to internally handle statement reviews. In their current state, it was "not possible to capture everything" such as cardholder spending patterns or trending due to the volume of data to review. One important hurdle to overcome in using internal software is the additional staff required to run and maintain it. Budgetary constraints prevented them from staffing additional operations, analysts, or IT staff.

### SOLUTION

The Purchasing Department stakeholders began to consider a service that would manage their P-Card transaction and monthly statement review and reporting as opposed to staffing an in-house compliance office or purchasing statistical software. They selected Card Integrity's Data Wise service that combines a Customized Procurement Card (P-Card) Expense Management System with a financial consulting approach to customer service.

Card Integrity soon helped the Purchasing Department establish report alerts that could prioritize data findings and highlight cardholder spend most in need of review. The alerts ended up reducing unreconciled transactions and decreasing sales tax. The alerts also exposed more serious violations such as missing receipts.

Reviewing alerts by colleges led the Purchasing Department to change how they internally used reports. In a paper process, Purchasing did not have the reporting capabilities or the staff to consistently access historical data on purchasing behavior. They determined their next step was to provide cardholders' expense statements (accessed via a central repository) to the financial staff in the college business offices. Previously, college business officers relied on the central Purchasing Department to communicate directly with their cardholders about unwanted purchasing behavior or expenses. The Purchasing Department began to engage with the lead Financial Officers from all colleges/divisions on a regular basis. This was done to make them knowledgeable about cardholder behavior, which at times, needed to be addressed.



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# PARADIGM SHIFT

The quantum leap in thinking came when the Purchasing Department realized that there was a marked lack of resources to monitor cardholder purchasing activity at the college business offices. Part of the reason for this was that the college-level administrative staffing had been reduced significantly through several years of budget reductions.

Card Integrity helped open communications between the Purchasing Department and the colleges by producing insightful reports, monthly reminders, and expense alerts while highlighting certain transactions for further examination. Financial Officers could now see how cardholders' spend impacts their budget.

Ashru Shah reiterates how "P-Card monthly, [quarterly and annual] reports were instrumental in helping get that message [across]..." to business officers that their cardholder P-Card spend is a substantial portion of the college budget. For this reason, cardholder spending behavior and transaction documentation demand consistent review and tracking by those responsible for NC State University.

## BENEFITS

The benefits were immediate:

- A savings difference from using the Card Integrity service vs. performing the tasks internally or with audit software of \$120,000 per year.
- Meaningful communication increased by 100% with Lead Financial Officers and more importantly, issues are now being resolved.
- Detection of behavior patterns and spending misuse not possible before.
- A service-oriented system offered more robust expense controls, allowing for P-Card program expansion.
- Simplified tracking of small purchase spend on P-Cards. Adding these types of expenses increases P-Card usage and thus increases P-Card rebate.
- Small spend on P-Cards decreases number of processed invoices which in turn decreases accounts payable cost.
- Visible cardholder behavior trending allows business leaders to determine training needs and possible disciplinary actions to enforce expense policy guidelines.
- Increased communication about cardholder activities at all levels. For example, the college level business office staff learned: how to interact with cardholders and hold them accountable, support cardholders' varied purchasing categories such as travel and lab equipment, determine if a cardholder requires more training on university spending guidelines, or learn how spending decisions are made.
- Card Integrity's flexibility in quickly turning around requests.

All of this occurred without a workload or staff increase.

"The reports give you concrete data that you can stand behind. We're getting a lot of data, a lot of reporting, and a lot of trending."

Sharon Loosman, Director of Materials Management,  
NC State University

"Reconcilers love the reports. They see the reports as supporting them in addressing cardholder behavior. That's because reconcilers can sometimes be subordinate to cardholders, so they don't have a lot of power when it comes to going to a boss in order to correct purchasing behavior."

Ashru Shah, Assistant Director of Card  
Services, NC State University

### **Scandal. Risk. Ethics. Oversight. Compliance. Transparency.**

Prevent the first two and ensure the next four with Card Integrity's DataWISE

Customized Procurement Card (P-Card) Expense Management system. Card Integrity is a global, customizable procurement card expense management system serving government entities, higher education, manufacturing, pharmaceutical, retail and transportation.

**To learn more about Card Integrity Services, visit [www.cardintegrity.com](http://www.cardintegrity.com) or send us an email at [info@cardintegrity.com](mailto:info@cardintegrity.com)**



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