GRAM System Enhancements

Recently, the following enhancement requests were released into production in the GRAM system. For additional information please contact the Global Card Team at payment.cards@nyu.edu

Forgotten Password Enhancement

- **Issue:** Cardholders and card approvers have not received the temporary passwords from MasterCard when they clicked on the "forgot my password" link. This issue did not occur when the Payment Card Program Management team initiated the password resets.

- **Enhancement:** This release changes the requirement to provide both the security question and the answer after the cardholders enter their user IDs. Users will now be presented with the security question (users don't have to remember the question itself anymore) and only the answer will have to be provided.

- **Impact:** If you are an active user and you answered your security or dual authentication challenge question correctly, you will receive an email message containing a temporary password. MasterCard will send the temporary password to the email address specified in your user profile.

NOTE: Mobile users will continue to receive the list of security questions.

Lost/Stolen Card Reconciliation Enhancement

- **Issue:** When a replacement card is generated due to lost/stolen status, the chartfield details do not transition over to the new card number.

- **Enhancement:** The system now provides a user replacement account mapping option in the account information screen that will allow users to match replacement and original accounts for lost or stolen cards.

- **Impact:** Replacement cards will be placed into the same organization point as the original card. Any default chartfield detail mapping assigned to the original card will also be copied over to the new card.

Allow Receipt Upload in Reviewed Status Enhancement

- **Issue:** Cardholders want to be able to upload receipts after the transaction is reviewed or locked in the GRAM system.
- **Enhancement:** The setting 'Allow Upload in Reviewed Status' allows users to add or edit a receipt for transactions marked as reviewed or locked. The Payment Card Team can control enabling the 'Allow Upload in Reviewed Status' feature in GRAM.

- **Impact:** Cardholders do not have to request the Payment Card Team or the card approver to unlock the reviewed transactions if receipts have to be uploaded or changed after the transaction review is completed.

NOTE: If the transaction is marked as approved or exported, uploading receipts is no longer allowed any in GRAM. The next level of enhancement will make the receipt upload process available after the approval or export processes are done.

Implementation of Chartfield Validation in the GRAM system (for the US P-Card and CTA programs)

- **Issue**: Chartfield validation is necessary when cardholders update the default chartfields for a transaction or split a specific transaction to other department codes in GRAM. In the past, cardholders and card approvers were able to update all of the chartfield categories in free-form with the exception of the Account drop down menu.

- **Enhancement**: Users will have the ability to begin typing their chartfield value and select from a list; as the user completes a chartfield segment, the list of choices shrinks until he or she is able to select the correct value.

- **Impact:** This enhancement should minimize or eliminate the actual typing errors that the cardholders and card approvers might make by typing in erroneous values in the various chartfield segments.