

CHASE 

J.P.Morgan

# smartdata.gen2 Corporate Cardholder Guide

February 2014

---

# Table of Contents

<b>Chapter 1</b>	<b>Getting Started.....</b>	<b>1-i</b>
Introduction .....	1-1	
Browser Requirements.....	1-1	
Security .....	1-2	
Selecting a Language Preference .....	1-3	
Password Requirements.....	1-3	
Logging in the First Time.....	1-4	
Logging In.....	1-5	
Using the Forgot Password Link .....	1-6	
Logging Out.....	1-7	
Registering Using Cardholder Self-Registration .....	1-8	
About Dual Authentication .....	1-8	
About the Home Page .....	1-9	
About Date Range.....	1-11	
About News and Links.....	1-11	
About the Resource Center.....	1-12	
About the Inbox .....	1-12	
About Program Activity.....	1-13	
Program Activity on the Home Page .....	1-13	
Navigation.....	1-14	
About Menus .....	1-15	
Addressing Flickering Images .....	1-15	
Failure due to Simultaneous Sessions .....	1-16	
Automatic Logout due to Inactive Session.....	1-16	
<b>Chapter 2</b>	<b>My Profile.....</b>	<b>2-i</b>
About My Profile.....	2-1	
Changing your User Information .....	2-1	
Associating Additional Accounts to Your Profile.....	2-4	
Associating an Account.....	2-4	
Setting a Default Account .....	2-5	
Removing (unassociate) an Account.....	2-5	
Selecting a Primary User ID .....	2-5	

Switching User Roles .....	2-6
Adding a Role to a User ID .....	2-6
<b>Chapter 3 Managing Transactions.....</b>	<b>3-i</b>
About Transactions .....	3-1
Searching for Transactions .....	3-1
About Transaction Summary .....	3-4
Transaction Summary Search Results .....	3-5
Transaction Detail Icons .....	3-6
Additional Information (Addenda) in Transaction Detail .....	3-7
Sending E-mail from Transaction Summary .....	3-8
About Transaction Receipts .....	3-9
Uploading a Receipt to a Transaction .....	3-9
Viewing a Transaction Receipt .....	3-10
Printing a Transaction Receipt .....	3-10
Deleting a Transaction Receipt .....	3-10
Downloading a Transaction Receipt .....	3-10
Downloading Multiple Receipts .....	3-11
About Transaction Detail .....	3-12
Accessing Financial Detail from Transaction Summary .....	3-13
About Merchant Summary .....	3-14
Accessing the Merchant Summary .....	3-14
About Merchant Detail .....	3-15
Accessing the Merchant Detail .....	3-15
About Cash Transactions .....	3-15
Adding a Cash Transaction .....	3-15
Modifying a Cash Transaction .....	3-16
Deleting a Cash Transaction .....	3-17
About Splitting Transactions .....	3-17
Splitting a Transaction .....	3-18
Adding Splits to a Split Transaction .....	3-19
Unsplitting a Transaction .....	3-20
Viewing a Split Profile .....	3-20
About Purchase Detail .....	3-20
Creating or Editing Purchase Details .....	3-21
About Reviewing Transactions .....	3-21
Reviewing a Transaction in the Transaction Summary Screen .....	3-21

---

<b>Chapter 4</b>	<b>Cost Allocation .....</b>	<b>4-i</b>
	Cost Allocation.....	4-1
	Cost Allocating a Transaction.....	4-1
	Default Account Codes .....	4-2
	About Default Accounting Code Values.....	4-3
	Default Accounting Code Maintenance Fields .....	4-4
	Defining Default Accounting Code Values for all Transactions in an Account .....	4-5
	Defining Default Accounting Code Values for Specified MCCs .....	4-5
	About Default Accounting Code Values for Customer Codes .....	4-6
	Defining Default Accounting Code Values for Customer Codes .....	4-6
	Removing Default Account Code Values for Customer Codes.....	4-7
	About Direct Field Mapping .....	4-7
	Creating a Default Accounting Code Using Direct Field Mapping.....	4-8
	Editing a Default Accounting Code Using Direct Field Mapping.....	4-9
	Deleting a Default Accounting Code Using Direct Field Mapping.....	4-9
	About Locating Invalid Accounting Codes.....	4-9
	Running Invalid Defaults Accounting Codes Export.....	4-10
	Invalid Defaults Accounting Codes Export File Format .....	4-10
	Running Invalid Accounting Codes in Non-Exported Transactions Export.....	4-11
	Invalid Accounting Codes in Non-Exported Transactions Export File Format .....	4-12
<b>Chapter 5</b>	<b>Transaction Disputes .....</b>	<b>5-i</b>
	About Transaction Disputes.....	5-1
	Disputing a Transaction .....	5-1
	Viewing or Printing Dispute Details .....	5-2
	Searching for Disputed Transactions.....	5-2
<b>Chapter 6</b>	<b>Reports .....</b>	<b>6-i</b>
	About Reports and Exports.....	6-1
	Reporting Operations.....	6-2
	About the Progress Section of the Reports Inbox .....	6-2
	About Scheduling Reports and Exports .....	6-2
	Scheduling a Report.....	6-3
	Using the Entity Screen.....	6-6
	Select Cost Allocation Scheme Screen for Report Generation.....	6-6
	Schedule Report Filter Screen .....	6-6
	Schedule Report Options Screen .....	6-7

## Table of Contents

---

Schedule Report Criteria Screen.....	6-8
Schedule Report Frequency Screen .....	6-9
About Report Delivery by E-mail for Cardholders .....	6-11
Viewing Scheduled Reports .....	6-12
Deleting Scheduled Reports.....	6-12
Viewing Completed Reports .....	6-12
<b>Chapter 7 Purchase Control .....</b>	<b>7-i</b>
About Purchase Control.....	7-1
Virtual Card Transaction Data Flow .....	7-1
Viewing Purchase Control Transactions and Virtual Card Number Information .....	7-2
Virtual Card Accounts Report.....	7-3

---

# Chapter 1 Getting Started

*This section contains topics relating to getting started with the application.*

---

Introduction .....	1-1
Browser Requirements.....	1-1
Security .....	1-2
Selecting a Language Preference .....	1-3
Password Requirements.....	1-3
Logging in the First Time.....	1-4
Logging In.....	1-5
Using the Forgot Password Link .....	1-6
Logging Out.....	1-7
Registering Using Cardholder Self-Registration .....	1-8
About Dual Authentication .....	1-8
About the Home Page .....	1-9
About Date Range.....	1-11
About News and Links.....	1-11
Accessing the News Summary Screen.....	1-11
About the Resource Center.....	1-12
About the Inbox .....	1-12
About Program Activity.....	1-13
Program Activity on the Home Page .....	1-13
Navigation.....	1-14
About Menus .....	1-15
Addressing Flickering Images .....	1-15
Failure due to Simultaneous Sessions .....	1-16
Automatic Logout due to Inactive Session .....	1-16

## Introduction

This application is an online reporting tool that allows you to access corporate card transactions securely over the Internet.

The application can help you expedite expense reporting by allowing you to:

- Access and enhance transaction data.
- Create records for cash expenses.
- Perform cost allocation.
- Generate reports and exports.

You can perform all of these actions online and at your convenience. All you need is a user ID, a password, and access to the Internet.

This application is authority-based, which means that access to data and functions is determined by your user type and your assigned user authorities (permissions). Your administrator determines the various functions and data that are available to you.

You have access to your user profile, account, and transaction information. Your program administrator or a supervisor will also have access to your information in order to review transactions, update your account information, or change your password. Your program administrator will give you the details on how to use the application in accordance with company policies and procedures.

This application can be customized by your administrator; consequently, you may not have access to all of the features described in this document.

Throughout this manual, the following abbreviations are used to represent user types. Some of these user types may not be present on your system.

- IGA—Issuer Group Administrator
- IPA—Issuer Program Administrator
- CGA— Company Group Administrator
- CPA—Company Program Administrator (includes BA except where noted)
- BA—Business Administrator
- LM—Level Manager
- AGM—Account Group Manager
- CH—Cardholder

## Browser Requirements

The application requires certain Web browsers in order to work properly.

To help ensure the protection of your data, your browser must have 128-bit encryption in order to log in to the application. This is the highest level of encryption commercially available.

The application supports the following Web browsers on Windows® operating systems:

Windows XP	Windows 7	Windows 8
<ul style="list-style-type: none"><li>• Internet Explorer 8</li><li>• Firefox 17 ESR</li></ul>	<ul style="list-style-type: none"><li>• Internet Explorer 8, 9, and 10</li><li>• Firefox 24 ESR</li></ul>	<ul style="list-style-type: none"><li>• Internet Explorer 10</li><li>• Firefox 24 ESR</li></ul>

#### NOTE

**If your browser does not support 128-bit encryption, you will have to upgrade your browser to enable the proper encryption level.**

**If your browser has a pop-up blocker, you must disable it. For more information, see your browser help.**

## Security

The application has several security features.

Information transmitted between your PC and the application Web server is protected by encryption using SSL (Secure Sockets Layer) and 128-bit encryption. That means your information is scrambled before it is sent over the Internet, so that third parties cannot read the information. Only the application Web server can decrypt your information.

Each time you log in, the system checks your browser to ensure that you are using an approved browser and the proper encryption level. Any information that you submit to us over the Internet is stored and maintained behind multiple firewalls.

Sensitive data, such as account numbers and passwords, are masked for added security.

#### **How can I tell if the application is secure?**

When you are logged in to the application, you will see a closed padlock either to the left or to the right of the Navigation toolbar in the browser window depending upon the browser. The closed padlock icon indicates that the contents of the browser window and your connection are encrypted. Data that you read or submit online is scrambled so that no one can read the information as it travels between the application servers and your computer.



## Selecting a Language Preference

This preference allows you to change the application and help text to a language different than what was specified as the default.

### Before you begin

The Select Language box appears only if multiple languages are available at your site.

### Procedure

1. On the Login screen, click the drop-down list to specify the language. The screen refreshes, and all text appears in the selected language.
2. Enter your **User ID** and **Password**.
3. Click **Sign In** to enter the application.

### Results

After you select a language, the application text appears in your preferred language each time you log in. Your selection is retained as long as you use the same computer and browser, or until you select another language.

### NOTE

**Any data sent in from the processor is not translated. It will display in the language that it is sent in.**

## Password Requirements

To help with data security, there are requirements governing the usage of passwords in the application.

Your user ID and password are the key to accessing your transaction information online, so you need to keep this information safe. A good password should be easy for you to remember, but difficult for others to guess. The following table outlines password requirements and best practices.

Password Requirement	Mandatory	Best Practice
Must be 8–20 characters in length with a minimum of two numeric characters	X	
Cannot be the same as your user ID	X	
Cannot be one of the last three passwords	X	
Cannot contain spaces	X	
Should be random numbers and letters, for example: 57hBike23		X

## Getting Started

### Logging in the First Time

---

Password Requirement	Mandatory	Best Practice
Should not contain personal information such as family name, pet name, street address or birth date, for example: Fido1350		X
Should not contain any form of your user ID, for example: jsmithorgot4		X

## Logging in the First Time

You can log in to the application using your choice of compatible browsers. Use these steps to log in to the application the first time.

### Before you begin

- Your program administrator will provide the Web address for accessing the application.
- If your User ID was created by your program administrator, you should have received an email message containing the user ID and a second email message containing the password.
- If you are completing self-registration, the program administrator should have sent you an email message containing the Company Registration Code, the web address (URL), and the instructions for self-registration. You can use this to self-register.
- If dual authentication is active, the user must successfully enter it upon login.

### NOTE

**A user profile is locked after a specified number of consecutive days without a login. The specified number of days is set by your administrator. Contact your administrator if you need your profile unlocked.**

### Procedure

1. Launch your browser.
2. Enter the URL in the address line of your browser. The Login page appears.
3. Enter the **User ID** and **Password**.
  - If your company is using Dual Authentication, the Challenge Question Entry screen displays.
  - If your company is not using Dual Authentication, go to Step 6.
4. Select a **Challenge Question** from each list and enter a **Response** for each question. Responses are case-sensitive and must:

- Be a minimum of four alphanumeric characters. Spaces are allowed. No punctuation or special characters are allowed.
  - Not contain more than two identical characters in a row.
  - Be unique—the same answer cannot be used for multiple questions.
5. Click **Apply**.
  6. Click **Sign In**.

You will be prompted to change your password.

Option	Description
User ID	<ul style="list-style-type: none"> <li>• If your User ID was created by your Administrator, refer to the email message containing the credential.</li> <li>• If you completed self-registration, use the User ID that you chose during registration.</li> </ul>
Current Password	Enter your current password received via email message.
New Password	Enter a new password. Your password must meet all of the password requirements. For more information, see Password Requirements.
Confirm Password	Confirm your choice by re-entering the new password.
Security Question	Select a question to be used for authentication if you forget your password.
Security Answer	Your answer should not be easily recognizable by others, but it should be easy for you to remember. The Security Answer is case sensitive and must be at least four characters in length with no spaces.

7. You may be prompted to accept a licensing agreement.
  - **I Agree**—Accept the agreement and proceed with your login. You only have to do this once.
  - **I Decline**—Decline the agreement and you will be unable to log in to the application. Contact your program administrator for further assistance.

## Logging In

You can log in to the application using your choice of compatible browsers. Use these steps to log in to the application.

#### Before you begin

The steps are different if you are logging in for the first time.

#### NOTE

**After six unsuccessful login attempts, a user profile is locked. Contact an administrator to unlock it.**

#### Procedure

1. Launch your browser.
2. Enter the URL in the address line of your browser screen. The Login page appears.
3. Enter your **User ID** and **Password**. Both are case sensitive.
  - If your company is using Dual Authentication, the Challenge Question Entry screen displays.
  - If your company is not using Dual Authentication, go to Step 6.
4. The Challenge Question Entry screen displays with one randomly selected question from your list.
5. Enter your answer and click **Submit**. Remember that answers are case-sensitive. If you answer the question incorrectly, you will receive an error message. The same question will be presented again. Re-enter your answer. You have six chances to answer the question before your account is locked. Contact your administrator if you need your profile unlocked.
6. Click **Sign In**.

## Using the Forgot Password Link

If you forget your password, you will need to create a temporary password to login to the system. The temporary password allows you to login and create a new, permanent password.

#### Before you begin

In order to reset your own password, you should have already set up your security question and answer in your user profile. Doing so enables the system to verify that it is you requesting help to log in. If you have not set up a security question and answer, contact your support team for help. The security question and answer is not related to Dual Authentication Challenge Questions and Responses.

#### Procedure

1. On the Login page, click **Forgot your password?**. The Forgot Your Password? screen appears.
2. In the Password Reset section, enter the required information.

- a. Enter your valid **User ID**.
  - b. Click **Submit**.
  - c. Select your **Security Question**.
  - d. Enter your **Security Answer**, just as you entered it in your user profile (My Profile).
3. Click **Submit**.

### Results

If you answered your security question correctly, you will receive an e-mail message containing a temporary password that expires after 60 days. The temporary password is sent to the e-mail address specified in your user profile. You will be locked out of the application after six unsuccessful login attempts using your temporary password. If your temporary password has not expired it can be used to log into the application once your ID has been set back to Active. If your temporary password has expired, you will need to click **Forgot your password?** after your ID has been unlocked by a manager or administrator.

### What to do next

After logging in with your temporary password, you will be taken to the Create New Password screen where you can define a new password. Your security question will appear on this screen providing an opportunity to change it.

### NOTE

**If the issuer has enabled Dual Authentication, the user will be prompted to answer a challenge question before being taken to the Create New Password screen.**

## Logging Out

These steps explain how to properly log out of the application.

If your session is inactive for more than 15 minutes, the system displays a warning message before automatically logging you out.

### Procedure

1. Click **Logout** at the top of the application screen. The system prompts you to save any changes that have not been applied.
2. Save your changes, if applicable. A message appears confirming you have logged out.

### Results

Once you have logged out, your next session will begin at the Home page. You are not returned to the location at which you were previously working.

## Registering Using Cardholder Self-Registration

Follow these steps to complete Cardholder Self-Registration.

### Before you begin

Launch your browser and navigate to the application Login screen. Click **Cardholder Self-Registration** to open the Self-Registration screen. You must enter data on two screens, **ACCOUNT INFORMATION** and **USER INFORMATION**.

### Procedure

1. On the **ACCOUNT INFORMATION** screen, enter your **Account Number**.
2. Enter the **Company Registration Code** provided by your company.
3. Click **Next** to continue to the **USER INFORMATION** screen, or click **Cancel** to discard entries without saving. If any of the information needs to be corrected, an error message will display which will identify the error(s); the user must correct error(s) before proceeding to the next step.
4. On the **USER INFORMATION** screen, enter your **User ID**. Your User ID must be alphanumeric with a maximum of 10 numeric digits.
5. Enter your **First Name** (maximum 30 alphanumeric characters) and **Last Name** (maximum of 50 alphanumeric characters). No more than two numeric digits are allowed in each field.
6. Enter your **Email Address**, and then enter it again in the **Confirm Email Address** box.
7. Enter a **Password**. Your password must contain at least eight alphanumeric characters; at least two characters must be numeric. The password cannot be the same as the User ID.
8. Reenter your password in the **Confirm Password** box.
9. Select a **Security Question** using the drop-down list.
10. Enter the applicable answer in the **Security Answer** box.
11. Click **Register Account**, or to discard entries without saving, click **Cancel**.
12. After successful registration, click **Return to Login screen**, and enter your login data.

## About Dual Authentication

The Dual Authentication feature requires users to answer a challenge question during login in addition to entering the standard password.

To further enhance system security, Dual Authentication is an optional feature for an issuer to implement that provides another level of user authentication during the login process. If Dual Authentication is enabled, a user must answer a challenge question during login in addition to entering the standard password.

## About the Home Page

The Home page appears after you log into the application and provides access to various task and information about your program.

The actual sections displayed will vary depending on the user type and the options enabled in the application. You can:

- Review user, account, and transaction activity.
- Download reports and exports.
- Review job status.
- Read application documentation.

The following sample screen shows the Home page for cardholders.

Getting Started  
About the Home Page

The screenshot shows a corporate cardholder portal home page. At the top, there is a navigation bar with links for Home, Help, My Profile, Contact Us, and Logout. Below this is a secondary navigation bar with 'My Profile' and 'Account Activity' tabs. The main content area is divided into several sections:

- Home:** A welcome message for Brianna Jackson, last visited on 11/16/2011.
- Account Activity:** A section with a date range dropdown set to 'Previous 30 Days'. It contains two tables:
 

Transactions & Adjustments		Last Five Transactions	
Total Transactions	82	RENTAL CAR AGENCY	555.00
Reviewed	3	6520 MCNAIR CIRCLE	11/14/2011
Not Reviewed	79	ABC HOTEL	379.51
		118 124 ROUTE 46 EAST	11/13/2011
		RESEARCH COMPANY	200.46
		-	11/13/2011
		RENTAL CAR AGENCY	555.00
		6520 MCNAIR CIRCLE	11/12/2011
		DELIVERY COMPANY	34.09
		1620 VALWOOD PARKWAY SUIT	11/12/2011
- News & Links:** A section with a 'Welcome ...to training!' message and a 'View All News' link.
- Inbox:** A section with two tabs: 'Completed Reports (5)' and 'Scheduled Reports (0)'. The 'Completed Reports' tab shows a list of reports with their completion dates.
 

Line Item Detail	Completed Date
Completed Date	11/03/2011
Cardholder export	Completed Date 11/03/2011
Cardholder export	Completed Date 11/02/2011
Line Item Detail	Completed Date 11/02/2011
Small Business Test	Completed Date 11/02/2011
- Resource Center:** A section with links to various resources: Survey, Web Tutorial (Online Training Tool), Account User's Guide (Complete Manual), Sample Reports Guide (Complete Manual), and Online Help (By Topic).

At the bottom of the page, it states: 'Currently logged in as: BRIANNA JACKSON (chworld3, Cardholder)'.



- **A—Links for Common Operations:** provide quick access to basic application services like online help and the logout operation.
- **B—Menus:** provide access to all screens and operations.
- **C—Breadcrumbs:** show where you are in the current workflow and provide links to return you to a previous screen.
- **D—Activity summaries:** contain important general information.
- **E—Date Range:** specifies the transactions to include in the activity and summary sections.
- **F—News & Links:** displays messages and resources posted by application administrators.
- **G—Resource Center:** provides application documentation.
- **H—Inbox:** provides access to reports, exports, and, where supported, results from operations such as transaction processing.

## About Date Range

The Date Range drop-down appears on the top of the Home page in the application.

The Date Range determines which merchant transactions are used to generate the values displayed in the activity summary on the home page. The selections are:

- Current Month
- Previous 30 Days
- Previous 7 Days

## About News and Links

The News and Links section of the Home page displays important messages from your administrator. News messages appear on every user's Home page in the News Summary section.

The News section displays site updates and messages from the company, issuer, and application system administrator. The section displays the subject and body text of the first few news items. To see all news items, click **View All**. Authorized users can modify the news items by clicking **Add** or **Edit**. The **Links** section lists useful Web sites that are related to your card program. To modify the list of Web sites, contact the application system administrator.

### Accessing the News Summary Screen

The News Summary screen contains a listing of all news messages created for your organization.

### Procedure

1. In the News and Links section on your Home page, click **View All News**. The News Summary screen appears.
2. Use the **Search Criteria** to filter the search results.
3. Click **Search**. A list of messages displays under Search Results.
4. Click the news message **Subject** to view the details.

The Entity Name column indicates the company or issuer for which the message was created.

## About the Resource Center

The Resource Center provides application documentation.

The Resource Center displays on the Home page for all user types. By default, it contains the application user guides, help and Web tutorials. Administrators can choose to upload additional documents to the Resource Center. The Resource Center supports uploads of the following formats: Microsoft® Word, Microsoft® Excel, Adobe® PDF and URL links.

By default, five items are visible in the Resource Center. Click **View More** to see a complete list of available items.

## About the Inbox

The Inbox provides access to reports and may also contain the results of selected automated tasks initiated by the user, such as cost allocation processing.

The Inbox displays only the first five items in each section. To see all items in a section, click the **View All** link at the bottom of the section.

Inbox Section	Description
Completed Reports	<p><b>View Completed Reports</b> link—Click to view a lists of reports that have run. Click the report name to view execution details, to download the report, or to delete the report. Reports are removed from the Inbox after 30 days.</p> <p><b>View Scheduled Reports</b> link—Click to view a list of reports that have not yet run. Click the report name to view execution details, to edit the report, or to delete the report.</p>
Notifications and Files	<p>This section contains results from selected automated tasks and transaction processing, such as:</p> <ul style="list-style-type: none"><li>• Invalid default accounting codes export</li><li>• Invalid accounting codes in non-exported transactions export</li><li>• Cost allocation processing</li></ul>

Inbox Section	Description
	<ul style="list-style-type: none"> <li>Transaction approval processing</li> <li>Reset exported status processing</li> <li>Updates/downloads for cost allocation and custom data fields</li> <li>User audit exports</li> </ul>
	Click a Notification or File to review, download, or delete.

## About Program Activity

The Program Activity section of the Home page provides key application information and events specific to your user type.

Many of the summary items are links; clicking them displays the details that contributed to the summary. The following tables show which summary items are available for each user type. Items rendered in italics are calculated based on the Date Range. Items noted as links can be clicked to display more information.

### NOTE

**To change the time period covered by the summary, change the Date Range setting.**

## Program Activity on the Home Page

The following table shows which summary items appear in the Program Activity section on the Home page.

### Program Activity Fields for Cardholder Users

Items rendered in italics are calculated based on the Date Range. Items noted as links can be clicked to display more information.

Transactions and Adjustments	Last Five Transactions
<ul style="list-style-type: none"> <li><i>Total Transactions (link)</i></li> <li><i>Reviewed</i></li> <li><i>Not Reviewed</i></li> </ul>	<p>Only merchant transactions show in this list. Cash transactions do not display.</p> <ul style="list-style-type: none"> <li>Description</li> <li>Location</li> <li>Amount</li> <li>Date</li> <li>Currency suffix—If the Use Multi-Currency feature is enabled</li> </ul>

---

## Navigation

These navigational elements appear on each page in the application.

Using this application is like navigating any Web site or online application. Click on links to move through the application, and enter information to save to the application's database.

**Do not use the browser back button. This can cause an error. Use the breadcrumbs instead of the browser's Back and Forward buttons to navigate in the application.**

### Links for Common Operations

At the top of every screen are links for common operations. Your company may not provide all of these operations, or it may provide additional operations not appearing here. The links may appear as icons or as text.

Operation	Description
Home	Returns you to the Home page.
Global Search	Provides streamlined access by enabling operation selection and reporting structure searching on the same screen. This operation is available only to users above the level of cardholder.
Help	Displays the online help topics.
My Profile	Opens your user profile, where you can change your password, user name, or regional settings.
Contact Us	Allows you to contact the support desk by e-mail for non-critical support issues.
Logout	Logs you out of the application.

### Save and Reset

Many screens containing editable fields provide the following operations.

Operation	Description
Save	Enter your changes into the application database.
Reset	Undo any unsaved changes in the current screen.

### Breadcrumbs

Breadcrumbs supply navigational links back to the beginning of your task flow. If you need to go back to a previously visited screen, click one of the breadcrumb links.

**NOTE**

If you use breadcrumbs to return to a page that contained search results, the search will be re-executed.

**Example**

Home > Transaction Summary > Transaction Detail

The underlined breadcrumbs are links that take you back to previous screens. The plain breadcrumb indicates the screen you currently have open.

## About Menus

The menus appear on all screens and provide access to the primary application features and operations. The selection of menus varies among user types.

The following menus appear on the top of every screen in the application. Administrative users may see additional sub-menus not described here.

- **My Profile**—Access your user information and personal settings.
- **Account Activity**—Manage your account and reports.
- **Expense Reporting**—Access the expense reporting features. This menu only appears if the Expense Reporting feature is enabled.

## Addressing Flickering Images

If common graphical elements like icons seem to flicker when your cursor passes over them, you may need to make adjustments to your browser.

Flickering images could be caused by having your browser set to check for a newer version of the image every time the image is displayed. To improve browser response and reduce network traffic, set your browser to check for newer versions automatically instead of every time. The instructions that follow are specific to Microsoft Internet Explorer®. There is no equivalent feature for configuring the Mozilla Firefox® browser.

**Procedure**

1. Select **Tools> Internet Options**. The Internet Options screen appears.
2. In the **General** tab, locate the **Temporary Internet** files section.
3. Click **Settings** in the Temporary Internet files section. The Settings screen appears.
4. Set **Check for newer versions of stored pages** to **Automatically**.
5. In the Settings screen, click **OK**.
6. In the Internet Options screen, click **OK**.

## Failure due to Simultaneous Sessions

Only one session of the application can be open at a time on the same computer.

Do not try to conduct multiple application sessions at the same time. If you attempt to open multiple sessions on the same computer, even if they are under different user IDs, application workflow failures occur.

## Automatic Logout due to Inactive Session

There is a Logout Warning presented after 15 minutes of inactivity during an active session. This allows you the opportunity to save your changes before you are automatically logged out.

### CAUTION

**If you make no selection within 15 minutes after the warning appears, the system will automatically log you out of the application and all of your changes will be lost.**

If your session is inactive for more than 15 minutes, the system displays a warning message prompting you to click one of the following.

- **Ok**—system cancels the time out and allows you to continue working.
- **Logout**—the system logs you out of the application.

Once you have logged out, your next session will begin at the Home page. You are not returned to the location at which you were previously working.

---

# Chapter 2 My Profile

*This section contains topics relating to the My Profile screen in the application.*

---

- About My Profile..... 2-1
- Changing your User Information ..... 2-1
- Associating Additional Accounts to Your Profile..... 2-4
  - Associating an Account..... 2-4
  - Setting a Default Account ..... 2-5
  - Removing (unassociate) an Account..... 2-5
  - Selecting a Primary User ID ..... 2-5
  - Switching User Roles ..... 2-6
  - Adding a Role to a User ID..... 2-6

## About My Profile

The My Profile screen contains your user profile information and settings. This information defines you as a user of the application. Click My Profile in the upper right corner of the screen to access your user profile.

The My Profile screen organizes your user profile information into the following tabs:

- **General**—this tab displays user profile information including your Display Name, First and Last Name, User ID, contact information, and preferences for viewing date and currency formats in the application. You can change some of this information.
- **Reports List**—this tab lists the reports to which you have access. Reporting functions are supported only at selected sites. Clicking **Save** on the Report List tab also saves any changes that you made on the General tab.

## Changing your User Information

In the My Profile screen, you can change your user profile information. For example, you can update your user name, e-mail address, or phone number. You do not have access to edit all of the fields on this screen.

### Procedure

1. Click **My Profile** in the upper right corner of the screen. The My Profile screen appears.
2. Click the **General** tab.
3. In the **User Information** section, change the appropriate information. You cannot edit all fields.

<b>Field</b>	<b>Description</b>
Display Name	The name that will appear throughout the application when you are logged in. You can change your display name, alphanumeric with a maximum of 75 characters including a maximum of six numeric characters.
First and Last Name	Your first and last name.
User ID	The unique ID that you use to log in to the application.
Last Password Change	Indicates the date and time that the password was last changed.
Current Password	To change your password, you must enter your current password here.



## My Profile

### Changing your User Information

---

Field	Description
New Password	<p>Enter a new password. For more information, see Password Requirements.</p> <ul style="list-style-type: none"><li>• Must be at least eight characters in length with a minimum of two numeric characters</li><li>• Cannot be the same as your user ID</li><li>• Cannot be used more than once</li><li>• Cannot contain spaces</li></ul>
Confirm Password	<p>Enter your new password again.</p>
Password for E-mailed Reports	<p>If you receive reports by e-mail attachment, you must have a separate password to open the attachment. This password is static and does not change when the system user password is changed, and does not expire. You may update this password at any time.</p> <ul style="list-style-type: none"><li>• By default, the Password is masked, and is initially set to your current system login password.</li><li>• Select the <b>Show Report Password</b> check box to display the masked password or clear the check box to mask.</li><li>• Enter your new password in the <b>Password for E-mailed Reports</b> field. The password must be a minimum of eight characters, with a maximum of 20 characters; at least two characters must be numeric.</li><li>• Click <b>Save</b>.</li></ul>
Security Question	<p>Optionally, select a new question to be used for authentication if you forget your password.</p>
Security Answer	<p>Your answer should not be easily recognizable by others, but it should be easy for you to remember. The Security Answer is case sensitive. and must be at least four characters with no spaces.</p>
User Type	<p>Your user type.</p>
Template	<p>This is the template associated with your user. The user template provides or restricts access to selected functions or information in the application. Only a higher-level user can change your template assignment.</p>

Field	Description
E-mail Address	<p>An active e-mail address where you will receive e-mail messages. The application uses this e-mail address to</p> <ul style="list-style-type: none"> <li>• Alert you if your user profile has been locked</li> <li>• Send you a temporary password when Password Reset is used</li> <li>• Send messages to you using the scheduled e-mail feature</li> <li>• Alert you when reports are completed</li> <li>• For user with access to Expense Reporting, all expense reporting e-mails are sent to this address</li> </ul> <p>If the Send E-mail feature is enabled on the Transaction Summary screen, you may also receive e-mail messages for other users.</p>
Confirm E-mail Address	Confirm your choice by re-entering the new password.
Phone Number	A phone number where you can be contacted.
Opt Out of E-mail	Indicates whether to block e-mail messages sent to you from the scheduled e-mail feature.
User Status	Shows your user status, Active.
Approval Profile (Optional)	Shows your approval profile. This setting only appears if your company has enabled the Expense Reporting feature.

4. In the **Preferred E-Mail** section, enter up to five e-mail addresses.

Separate each address with a comma.

These are the e-mail addresses the system will use when you click Send Email on the Transaction Summary screen.

5. In the **Regional Settings** section, change the appropriate information. You cannot edit all fields.

Field	Description
Date Style	The display format for dates.
Time Zone	The time zone in which you reside.
Decimal Digits	The number of digits to display to the right of the decimal symbol in currency fields.
Display Format	Currency formatting, including the group separator and the decimal symbol. This setting determines only the representation of data on the screen and does not alter the underlying data.

## My Profile

### Associating Additional Accounts to Your Profile

---

The Audit Information section displays information about changes made to your profile. You cannot edit this field.

6. The **Default Account** section allows you to select the account that you prefer as the default when logging in to the application.

This section appears only if multiple accounts are associated with your user profile.

7. The **Additional Information** section, if used, contains fields that are specific to your company. Enter any information required by your company.
8. Click **Save** to save all changes.

#### What to do next

If you would like to Associate other accounts with your profile, click **Associate Accounts**.

## Associating Additional Accounts to Your Profile

If you have multiple card accounts in the system, you can associate them with a single cardholder profile.

The benefit is not having to log out and log back in to manage all of your accounts. You simply select the account on your home page. When another account is selected, the system adjusts to display that data and the features that are relevant to that account type, billing type, and company settings. Some application features are dependent upon issuer and company settings, so you may notice differences based on which account you have selected. For example, accounting codes and branding (logo and color scheme) may change.

### Associating an Account

If you have multiple card accounts in the system, you can associate them with a single cardholder profile.

#### Procedure

1. Click **My Profile** in the upper right corner of the screen. The My Profile screen appears.
2. Click **Associate Accounts**. The Associate Accounts screen appears.
3. Enter the account information exactly as it appears on the account.

For the account number, omit hyphens (-).

4. Click **Save**. Wait for the screen to display a confirmation message.

## Setting a Default Account

If a cardholder user has multiple accounts, the user can select a default account to appear upon login.

### Before you begin

You must associate your accounts before you can select a default. For more information, see [Associating an Account](#).

### Procedure

1. Click **My Profile** in the upper right corner of the screen. The My Profile screen appears.
2. In the Default Account section, select an account
3. Click **Save**.

The next time you log in, the selected account will be the default.

## Removing (unassociate) an Account

These steps explain how to unassociate an account.

### Procedure

1. Click **My Profile** in the upper right corner of the screen. The My Profile screen appears.
2. Click **Associate Accounts**. The Associate Accounts screen appears.
3. In the Associated Accounts section, check the box in the **Select** column by the accounts that you need to remove (unassociate).
4. Click **Remove**. Wait for the screen to display a confirmation message.

## Selecting a Primary User ID

For users with multi-user roles, the primary User ID is the one used to login to the application.

When someone associates your User ID to another User ID, you will receive an e-mail notification. You will need to login and select a primary User ID. Once you select a primary User ID, you will use that User ID for future logins. You will not be able to login with the other associated User IDs.

### Procedure

1. At the application Login screen, enter any one of your associated User IDs and Passwords. The Select a Multi-User ID screen appears.
2. Select the User ID you want to use as your primary for future sessions.
3. Enter the password for each of the associated User IDs.

## My Profile

### Associating Additional Accounts to Your Profile

---

You may click **Remove this ID from List** next to any User ID that you do not want associated with your current login ID.

4. Click **Save**, and then click **Continue**. You will be logged in as your Primary User ID. The Home screen will allow you to switch to your other User Roles to access the system.

## Switching User Roles

If a User ID is associated with multiple roles, the user can switch between the various roles using a drop-down list on the home page.

### Procedure

1. Login to the application.
2. On the home page, select a role from the **User Role** list. The screen changes to reflect your selected role. The next time you sign in, the system will display this role.

## Adding a Role to a User ID

A user with the proper authorities can add multiple roles to a User ID.

You can also Add a Role from the My Profile screen.

### Procedure

1. Select **User> User Summary**. The User Summary screen appears.
2. Filter your search, if needed, and click **Search**.
3. In the Search Results section, select the User ID to which you want to add a role. The User Information screen appears.
4. Click **Add Role**. The Search Reporting Structure screen appears.
5. Search and then select the applicable entity for the role level that you are adding. The User Information screen appears with a success message that the role has been added.
6. Click **Save**. To change the assigned user template, select from the list of templates under the **User Role** section, and then click **Save**.

---

## Chapter 3 Managing Transactions

*This section defines concepts regarding transaction management, including how to use the related features in the application.*

---

About Transactions .....	3-1
Searching for Transactions .....	3-1
About Transaction Summary .....	3-4
Transaction Summary Search Results .....	3-5
Transaction Detail Icons .....	3-6
Additional Information (Addenda) in Transaction Detail .....	3-7
Sending E-mail from Transaction Summary .....	3-8
About Transaction Receipts .....	3-9
Uploading a Receipt to a Transaction .....	3-9
Viewing a Transaction Receipt .....	3-10
Printing a Transaction Receipt .....	3-10
Deleting a Transaction Receipt .....	3-10
Downloading a Transaction Receipt .....	3-10
Downloading Multiple Receipts .....	3-11
About Transaction Detail .....	3-12
Accessing Financial Detail from Transaction Summary .....	3-13
About Merchant Summary .....	3-14
Accessing the Merchant Summary .....	3-14
About Merchant Detail .....	3-15
Accessing the Merchant Detail .....	3-15
About Cash Transactions .....	3-15
Adding a Cash Transaction .....	3-15
Modifying a Cash Transaction .....	3-16
Deleting a Cash Transaction .....	3-17
About Splitting Transactions .....	3-17
Splitting a Transaction .....	3-18
Adding Splits to a Split Transaction .....	3-19
Unsplitting a Transaction .....	3-20
Viewing a Split Profile .....	3-20
About Purchase Detail .....	3-20
Creating or Editing Purchase Details .....	3-21
About Reviewing Transactions .....	3-21

## Managing Transactions

---

Reviewing a Transaction in the Transaction Summary Screen .....	3-21
---	------

## About Transactions

This application provides comprehensive data for each transaction. You can view a high-level summary of transactions, or see the details of each transaction, such as tax and currency information. In addition, there are many actions you can take in the various transaction screens.

Merchant and addenda information provides even more detail about each expense. Multiple search functions make it easy to find transactions: search by account or by merchant. Additional search features allow you to refine your search. All you need to know is the approximate date of the transaction.

## Searching for Transactions

These steps explain how to search for transactions in the application.

### Before you begin

The Transaction Summary search option allows you to look up your transaction data. To look up transactions, you need to know the date of the transactions.

### Procedure

1. Select **Account Activity> Transaction Summary**. The Transaction Summary search screen appears.
2. In the Search Criteria section, specify the date range to search by.

The system looks for all transactions within the date range.

Search Criteria Field	Description
Data Available Starting	The earliest date for which transaction data is available. Data expires and is deleted after a fixed period of time determined by the issuer administrator.
Reporting Cycle (Optional)	Select a reporting cycle. The reporting cycle parameters are used to populate the Date Type, From, and To fields. Your site may not support reporting cycles.



## Managing Transactions

### Searching for Transactions

---

Search Criteria Field	Description
Date Type	Select the date to search by. The <b>Posting Date</b> indicates when the account balance was updated with the transaction data. The <b>Transaction Date</b> indicates when the transaction occurred. For any given transaction, there can be a difference of one or two days between the transaction date and the posting date. Depending on your company's configuration, Billing Date and Processing Date may also be a choice.
From/To	<p>Specify the start and end of the date range you need to search.</p> <p>The From date may not be earlier than the Data Available Starting date. The length of the date range is limited to a fixed number of days determined by the issuer administrator.</p> <p>Enter the dates in the text fields or select them using the calendar tool. Click the Calendar icon that appears by the date field.</p> <ul style="list-style-type: none"><li>• Click the left and right arrows to change the month.</li><li>• Click a date to select it.</li></ul>

3. In the Search Criteria section, click **Advanced Options** to display filters that you can use to refine your search.

All of the listed options may not appear in Advanced search. Options appear only if supported by user permissions and site configuration.

Transaction Summary Advanced Search Option	Description
Transaction Amount	Specify a range of currency values. The search is inclusive. Leave either field empty to make the search infinite at that end of the range.
Tax Amount	Specify a range of currency values. The search is inclusive. Leave either field empty to make the search infinite at that end of the range.
Transaction Category	Select a transaction category.

Transaction Summary Advanced Search Option	Description
Status	<p>Select a status:</p> <ul style="list-style-type: none"> <li>• Approved</li> <li>• Not Approved</li> <li>• Not Reviewed</li> <li>• Not Reviewed and Not Approved</li> <li>• Reviewed</li> <li>• Reviewed and Not Approved</li> </ul>
Acquirer Reference Number	Specify one acquirer reference number.
Disputed Transactions Only	Select to limit results to disputed transactions.
Diverted Transactions	<ul style="list-style-type: none"> <li>• <b>All</b> displays all memo and billing account transactions.</li> <li>• <b>Billing Only</b> only displays the transactions from the billing account.</li> <li>• <b>Memo Only</b> only displays the memo transactions from individual accounts.</li> </ul>
Addendum Type	Select an addenda type.
Account Type	Select an account type: All, Cardholder, Non-Card Account.
Account Status	<p>Select an account:</p> <ul style="list-style-type: none"> <li>• All</li> <li>• Account Closed</li> <li>• Active</li> <li>• Inactive</li> <li>• Issuer Initiated</li> <li>• Lost/Stolen</li> <li>• Purged</li> <li>• Retired/Deceased</li> <li>• Suspended</li> </ul> <p><b>TIP</b> Select multiple Account Statuses by pressing CTRL and clicking the applicable values.</p>

## Managing Transactions

### About Transaction Summary

---

Transaction Summary Advanced Search Option	Description
Merchant Name	Specify a string to match. The search finds any transaction where the Description contains the specified string. For example, value TAXI matches TAXICO, ACME TAXI SERVICE, and CITY TAXI.
Merchant Category	Select a merchant category code.
Merchant Location ID (exact)	Specify the exact merchant location ID.
Texas Hub Vendor ID (exact)	Specify the exact merchant location ID.
Exclude Accounts without Activity	Indicate whether to omit from the search any accounts that have had no transactions during the specified date range.
Virtual Card Number	Specify the first few digits of the Virtual Card Number.
VAT Eligibility	Select if transaction is VAT eligible. (Optional. Only appears if your company is a VAT participant.)
Purchase Types	Select a purchase type.
Posted Currency	

4. Click **Search**. A list of transactions displays under Search Results.

#### Results

If there are too many results to list in one screen, Previous and Next links display on the screen so that you may navigate through the pages of results.

**Clicking Previous or Next in the Search Results section causes the search to be re-executed; consequently, the search results may change if you navigate to a different page.**

## About Transaction Summary

The search results on the Transaction Summary screen provide access to all information relating to the transactions matching your search. This information includes details captured with the transactions as well as accounting details added at your company.

#### Add Cash Transaction

Some sites allow users to create cash transactions, which represent expenses transacted without using the account card.

### Add Transaction Receipts

Some sites allow cardholder users with the correct permissions to upload receipts to merchant or cash transactions. Cardholders and their assigned approvers can also view and print the uploaded receipts.

### Send Email

Some sites allow users with the correct permissions to send e-mail from the transaction summary screen.

### Save and Reset

The Save and Reset operations apply to all editable fields in the Search Results section.

- **Save.** Store modifications permanently in the database. Until you click **Save**, any changes you make exist only on the current screen. The changes are lost if you change to a different screen, if the application session terminates, or if you exit the web browser.
- **Reset.** Undo any unsaved changes in the current screen.

### Expand All and Collapse All

Click **Expand All** to display accounting details for all transactions, or click **Collapse All** to hide accounting details.

## Transaction Summary Search Results

The Transaction Summary columns contain basic transaction information as well as links to screens where you can view transaction details and perform a variety of operations such as transaction splitting and cost allocation.


Some of the features described may not be used at your company.

Transaction Summary Column	Description
Detail	Click these icons to access detailed information about the transaction.
Reviewed Approved	These fields indicate whether the transaction, including its accounting codes, have been reviewed by the cardholder and approved by the manager or administrator. Once the Reviewed field has been checked, the transaction cannot be changed without first being unlocked by a manager or administrator unless the feature is active. The Reviewed and Approved columns may not be in use at your company.

## Managing Transactions

### About Transaction Summary







---

Transaction Summary Column	Description
Posting Date	The date on which the transaction was applied to the account balance. Depending on your company's configuration, this column may alternately be labeled Billing Date or Processing Date.
Transaction Date	The date on which the transaction occurred.
Description	Merchant name and location. Click the merchant name to see merchant details.
Transaction Amount	Taken from original transaction record.
Tax Amount Alternate Tax Amount	The Tax Amount and Alternate Tax columns may not be used at your company. If used, they may not be editable.
Tax Amount Rate Alternate Tax Amount Rate	The Tax Amount Rate and Alternate Tax Amount Rate columns may not be used at your company. If used, they may not be editable.
Additional Information	Click an icon to see additional information (addenda) or, for cash transactions, click the <b>Delete</b> icon (  ) to delete the transaction. Click the <b>Receipt</b> icon to upload a receipt.

A transaction can be split into parts that balance to the whole transaction. Splitting a transaction allows you to record more details about the costs making up the transaction. Splitting also allows you to cost allocate the splits individually. If a transaction is split, the first five splits are listed below the transaction summary. If the transaction contains more than five splits, click **View All** to display them.

## Transaction Detail Icons

From the Transaction Summary screen, you can access detailed transaction information and related operations by clicking the icons in the Detail column on the far left.

Transaction Detail Icon	Description
	Transaction has been exported. You cannot change an exported transaction. For more information, see your manager or administrator.
	Merchant transaction. Click icon to access transaction detail.
	Cash transaction. Click icon to access transaction detail.
	Adjustment (such as a payment, card fee, and so on). Click icon to access transaction detail.
	Click to split the transaction or view split details.
	Click to access accounting detail. This icon does not appear if accounting codes are not used at your company or if there is no scheme assigned to the displayed account.

## Additional Information (Addenda) in Transaction Detail

For card transactions, the Additional Information column displays icons representing transaction addenda. For cash transactions, the column contains the icon you use to delete the transaction.

















Transaction addenda contain details about each item in the purchase. For example, line item addenda provide the detail for each item purchased: item name, quantity, amount, and so on. This type of information can be useful if you need detailed information for statements or allocating costs.

Addenda information is captured at point-of-sale or may be provided by third-party processors. Some cards, such as a Fleet card, may be configured to require certain information from the cardholder at point-of-sale. For example, a Fleet card may require the cardholder to enter the driver ID when the card is swiped. The driver ID will then be detailed in the Fleet Addenda.

### NOTE

**Not all terminals are set up to capture addenda information, so you may not receive addenda information for every transaction.**

The following table lists types of addenda.

Icon	Addendum
	Custom
	Fleet
	Generic
	Global Invoice
	Line Item
	Lodging
	Medical Services
	Party Detail
	Passenger Transport
	Passenger Transport Trip Leg
	Shipping Services
	Telephony Billing
	Telephony Billing Detail
	Temporary Services
	Travel Agency Fee
	Vehicle Rental

## Sending E-mail from Transaction Summary

Depending on your company's configuration, you may have a Send E-mail operation above the Transaction Summary Search Results.

### Before you begin

- At a minimum, either subject text or message body text must be provided.

### Procedure

1. In the Transaction Summary Search Results, click **Send E-mail**.
2. Fill in the fields.

Field	Description
To	The addresses must be valid e-mail addresses. This field is already populated with addresses from the Preferred E-mail Addresses field on your My Profile (User Information) screen.
From	Your address, taken from your My Profile (User Information) screen).
Subject	Subject text. Either subject text or body text must be provided.
Message Body Text Area	Body text. The message body maximum size is 800 characters. Either subject text or body text must be provided.

3. Once you fill in the fields of the e-mail message, you can save it for reuse.

If you already have a saved message, the system deletes the old message before saving the new one. Your saved message is visible only to you.

**It is your responsibility to ensure that your mail messages conform to corporate policies regarding e-mail and information security.**

## About Transaction Receipts

All cardholder users with the correct permissions can browse for and upload an image file of a receipt or an invoice to merchant or cash transactions.

Cardholders and their assigned approvers can view and print the uploaded receipts. The images are not printed on the standard Expense Reports.

### Uploading a Receipt to a Transaction

These steps explain how to upload a receipt to a transaction.

#### Before you begin

- **Allow Receipt Upload** must be set to **Yes** on Company Site Configuration to access this feature.
- You can upload one receipt per transaction.

#### Procedure

1. On the Transaction Summary screen, click the **Upload** icon in the **Additional Information** column of the transaction.

If the icon contains a green arrow, no receipt has been uploaded for that transaction. The absence of a green arrow indicates an image has already been uploaded.

2. Browse for your image.



## Managing Transactions

### About Transaction Receipts

---

- The image size limit is 4 MB.
  - Images must be .jpg, .png, or PDF.
  - For optimum printing results, set your image size at 96 dpi with a maximum width of 1100 pixels before uploading receipts.
3. Click **Add**.

## Viewing a Transaction Receipt

These steps explain how to view a transaction receipt in the application.

### Procedure

1. On the Transaction Summary screen, click the **View Receipt** icon in the **Additional Information** column of the transaction.
2. Wait for the image to appear in the View Receipt window.

## Printing a Transaction Receipt

These steps explain how to print a transaction receipt in the application.

### Procedure

1. On the Transaction Summary screen, click the **View Receipt** icon in the **Additional Information** column of the transaction. The image appears in the View Receipt window.
2. Click **Print**.

## Deleting a Transaction Receipt

These steps explain how to delete a transaction receipt.

### Procedure

1. On the Transaction Summary screen, click the **View Receipt** icon in the **Additional Information** column of the transaction. The image appears in the View Receipt window.
2. Click **Delete**.

## Downloading a Transaction Receipt

These steps explain how to download a transaction receipt.

### Procedure

1. On the Transaction Summary screen, click the **View Receipt** icon in the **Additional Information** column of the transaction. The image appears in the View Receipt window.

2. Click **Download**.

## Downloading Multiple Receipts

Users can download multiple receipts in one .zip file.

When a user downloads multiple receipts, the receipts are compiled in one .zip file. In order to see folders in .zip, select **Layout> Explorer> Folder View**.

If you are using Expense Reporting:

- **zip name:**Receipt Image Archive Expense Report\_MMDDYYYYHHMM.zip
- In the .zip file, there is one folder for each account named: <last four digits of the account number>\_<account name>
- In each folder, there is a folder for each expense report named: <ERM name>\_<ERM number>. This folder contains one file for each receipt associated with the expense report. Each file is named as either:
  1. **Transaction-level receipts** <Original file name>\_<Transaction date>\_<Transaction Reference number>
  2. **Report-level receipts** <Original file name>\_<ERM name>\_<ERM number>

If you are NOT using Expense Reporting:

- **.zip Name:** Receipt Image Archive \_MMDDYYYYHHMM.zip
- In the .zip file, there is one folder for each account named:<last four digits of the account number>\_<account name>
- Each account folder contains one file for each receipt associated with that account. Each file is named: <Original file name>\_<Transaction date>\_<Transaction Reference number>

### Procedure

1. Select **Account Activity> Retrieve Receipt Images**. The Search Reporting Structure screen appears.
2. Select a date range to search.
3. Select a **Download** method.

## Managing Transactions

### About Transaction Detail

---

Option	Description
Download Now	<ul style="list-style-type: none"><li>• A dialog box appears</li><li>• You can choose to download the file to your computer or open and view the file.</li><li>• The application will not store the .zip file or send it to your Inbox.</li></ul>
Schedule Download	<p>Two boxes appear:</p> <ul style="list-style-type: none"><li>• <b>Description</b>—Enter a description for this download. (Maximum Length: 255 characters) This is the description that will appear in the Inbox.</li><li>• <b>Notify Me At</b>—Enter the e-mail where you will receive notifications about this download.</li><li>• The application will store the .zip file and send a copy to your application Inbox.</li></ul>

The maximum Download file size is 100 MB. If the file size exceeds this limit, a warning will display asking you to select a shorter date range. If you select one day and the file size still exceeds 100MB, try downloading at a lower entity level. For example, download for an account rather than an org point.

## About Transaction Detail

The Transaction Detail screen provides access to all information associated with a transaction, whether gathered by the merchant or added by the issuer or company.

Some of the detail information is related to application features that may not be available at your site.

The Transaction Detail screen is organized into two tabbed pages:

- The **Financial Detail** page displays essential transaction information, expense description, customer code, accounting codes, purchase detail, custom data fields, and standard fields from transaction addenda.
- The **Split Detail** page displays essential transaction information, controls for splitting transactions, managing splits, and cost allocating splits.




The Transaction Detail screen also provides access to the transaction dispute feature where supported.

## Accessing Financial Detail from Transaction Summary

These steps explain how to access financial detail from the Transaction Summary screen.

### Procedure

1. Search for the transaction. The Transaction Summary screen appears.
2. In the **Detail** column, click the icon indicating the transaction type.

Transaction Type Icon	Description
	Merchant Transaction
	Cash Transaction
	Adjustment

3. In the Transaction Detail screen, click the **Financial Detail** tab.
4. Modify financial details as needed.

Not all details can be modified. Some details described here may not be supported at your site.

Transaction Detail Column	Description
Reviewed	Reviewed status.
Approved	Approved status. Enabled only for users above the level of cardholder..
Exported	Indicates whether transaction data has been exported, for example, for use in a general ledger system. Exported is only available on the Transaction Detail screen and is only available to CPA users and above.
Posting Date	Recorded by merchant at time of transaction. Click Merchant Name to see Merchant Detail.
Transaction Date	
Description	
Transaction Amount	
Tax Amount	Calculated by subtracting taxes from the Transaction Amount. If you have the proper authority, you can edit the tax amount and alternate tax amount fields for eligible transactions.
Alternate Tax Amount	
Net Transaction Amount	

## Managing Transactions

### About Merchant Summary

---

Transaction Detail Column	Description
Additional Information	Addenda attached to the transaction by the merchant or intermediate processors.
Expense Description	Enter an expense description for this transaction. May be a required field at your site.
Customer Code	Not used by the application. Available only in Transaction Detail screen.

The remaining sections of the screen are as follows:

Transaction Detail Section	Description
Accounting Codes Information	Provides access to accounting codes. Accounting codes may not be used at your company.
Purchase Detail Information	Provides access to line item data. Purchase detail may not be used at your company.
Company-specific custom data fields	Additional fields defined at your company. For more information, contact your administrator.
Financial Information	Provides the basic transaction and currency information. In the Addendum Type field, click the icons to display addendum information.
Tax Information	Provides the tax information related to the transaction.
Merchant and Processing Information	Provides information about the merchant where the transaction originated.
Additional Information	Provides additional detail of the transaction. The information in this section will vary depending on the type of data that is captured at point of sale.
Audit Information	Date, time, and user ID of transaction creation and last modification.

## About Merchant Summary

The Merchant Summary screen lists the transaction total for each merchant having a unique address. By clicking on a merchant name in the summary, you can display a summary of the transactions contributing to the total for that merchant. By clicking on a Total Transaction Amount, you can display each Transaction Amount included in the total.

### Accessing the Merchant Summary

These steps explain how to access the Merchant Summary screen.

**Procedure**

1. Select **Account Activity> Merchant Summary**. The Search Criteria appears.
2. Set the Search Criteria and Optional Filters as needed, and click **Search**.
3. To display a transaction summary for an entry in the Search Results, click the merchant name.

## About Merchant Detail

The Merchant Detail screen provides merchant contact and financial information.

The Merchant General Information section provides contact details and related information for the merchant. The Merchant Additional Information section provides various merchant identifiers and tax details.

### Accessing the Merchant Detail

These steps explain how to access merchant detail .

**Procedure**

1. Select **Account Activity> Merchant Summary**. The Search Criteria appears.
2. Set the Search Criteria and Optional Filters as needed, and click **Search**.
3. Click a **Merchant Name** link. The Transaction Summary screen appears.
4. Click the **Detail** icon.

The Merchant details are in the Merchant & Processing section.

## About Cash Transactions

When you have an expense that is not charged through a corporate card, there may be the option to enter it in the Transaction Summary screen as a cash transaction.

The transactions can be cash or personal card, depending on company guidelines. Examples of cash transactions are taxi fares, tips, and meals. Like merchant transactions, cash transactions can be cost allocated, split, reviewed, and approved.

### Adding a Cash Transaction

These steps explain how to add a cash transaction in the application.

**Procedure**

1. On the Transaction Summary screen, click **Add Cash Transaction**. The Add Cash Transactions screen appears with five empty rows.

2. In the Financial Information section, enter the details of the cash transaction.
  - a. Enter the **Transaction Date**.
  - b. Enter the merchant name or description in the **Description** box. This will display on the Transaction Summary screen.
  - c. Select the **Debit/Credit Code**.
    - **Debit**—Positive amount
    - **Credit**—Negative amount
  - d. Enter the **Original Currency Amount**. If the original currency amount is the same as the company's reporting currency, this amount will carry over into the Transaction Amount field.
  - e. Select the **Original Currency**. If the cash transaction was in any other currency than the company's reporting currency, select the Original Currency from this drop-down field. The system will automatically convert the original amount into the posted currency amount.
  - f. Enter the **Tax Amount**.
  - g. Enter the **Alternate Tax Amount**.
  - h. Enter the **Conversion Rate** for the transaction.
  - i. Enter the amount in posted currency in the **Transaction Amount** box.

This field is automatically populated by the Original Currency Amount field and, if applicable, currency conversion.
  - j. Only if Multi-Currency is enabled, enter the **Posted Currency** determined by the administrator.

Indicates the company's reporting, or posted currency. Drop-down list for selection of currencies previously posted.
3. Click **Save**.

### Results

The screen refreshes and displays the newly created cash transaction. You can review, split and edit accounting code fields, and descriptions on the cash transaction from the transaction summary. To make edits to the description or transaction date fields, you must navigate to the cash transaction detail.



## Modifying a Cash Transaction

This information explains how to modify cash transaction entries.

Once you add a cash transaction, you cannot modify the core transaction information such as the description, transaction amount, and so on. If you added the transaction in error, you can delete the transaction and add a new cash transaction.

You can modify the account codes, reviewed (or approved) status, Transaction Date, or split the transaction from the Cash Transaction Detail screen.


### Procedure

1. Search for the transaction. The Transaction Summary screen appears.
2. Click the **Cash Transaction** icon () for the transaction. The Cash Transaction Detail screen appears.
3. See the topic for the change you need to make:
  - To create or modify splits, click the **Split** icon ()
  - To mark the transaction as Reviewed, see Reviewing Transactions.

## Deleting a Cash Transaction

These steps explain how delete a cash transaction.


### Procedure

1. Search for the transaction. The Transaction Summary screen appears.
2. In the **Additional Information** column for the cash transaction, click the **Delete** icon ()

## About Splitting Transactions

A transaction can be split into parts so that each part can be cost allocated to a different accounting code.

Each split has its own accounting details, which may include purchase details, expense descriptions, and accounting codes. All splits in a transaction must add up to the totals for the transaction.

To split a transaction or to modify a transaction that has already been split, click the **Split Transaction** icon () found in the Detail column located on the left side of the Transaction Summary screen.

### NOTE

**A transaction can be split into a maximum of 250 parts.**



#### About Automatic Splits

If your company administrator enables Allow Automatic Split by Percentage or Allow Automatic Split by Line Item, your transactions may already be split.

- If Allow Automatic Split by Line Item is active, your transactions are split based on corporate card line item and global invoice addenda.
- If Allow Automatic Split by Percentage is active, your transactions are split based on the Split Profiles set up by your system administrator. For more information, see Creating Split Profiles.

When splitting transactions, the application will distribute any cents remainder onto the last split. For example, if the amount is \$41 and the split is 3 rows, the extra .02 cents would be added to the last row of the split.


#### NOTE

**A transaction can be split into a maximum of 250 parts.**

### Splitting a Transaction

These steps explain how to split a transaction.

#### Procedure

1. Search for the transaction. The Transaction Summary screen appears.
2. Click the **Split Transaction** icon () for the transaction.

The icon appears only by transactions that can be edited or that have already been split. The Split Transaction screen appears.

- a. In the **Split By** field, indicate whether you will be specifying split amounts in currency units (**Amount**) or percentages (**Percent**). You can change this selection at any time by modifying the field and clicking **Save**.
  - b. In the **Split and Balance To** field, indicate whether you need splits to add up to the **Total Transaction Amount** or to the **Net Transaction Amount**. You can change this selection at any time by modifying the field and clicking **Save**.
3. Create splits either by specifying the required number of splits and clicking **Add Split** or, if line item detail is present in the transaction addenda, by clicking **Split by Line Item**.

If you click **Split by Line Item**, balancing entries will be created automatically if the line item amounts do not add up to the transaction totals. Wait for the screen to refresh.

4. Edit each split as needed.

Field	Description
Description	Edit as needed. This field may not be used at your company. For more information, see your administrator.
Percent	Edit an amount by specifying it as a percentage. All percentages must add up to 100. See the Totals and Balance values. This field is enabled when Split By is set to Percent.
Amount	Edit the amount as needed. All splits must add up to the selected amount (total or net). See the Totals and Balance values. This field is enabled when Split By is set to Amount.
Tax Amount Rate Alternate Tax Rate	Edit as needed. These fields must add up to the transaction total tax. These fields may not be used at your company. For more information, see your administrator.

5. After entering or changing an amount, percent, or tax, click outside of the field to update the **Totals** and **Balance** rows.
6. Review the **Totals** and **Balance** rows and balance the splits.
  - The **Totals** row shows the totals for all splits in this transaction.
  - The **Balance** row shows the difference between the total and the required value. The total for the **Amounts** column must equal the **Amount** for the parent transaction. The **Percent** total must be **100.00**. Adjust the splits until they balance. When they balance, the **Balance** row disappears.
7. Click **Save**. Once the new splits have been saved, you can click the Accounting Detail icon (🔍) to access purchase detail, expense description, and accounting codes.

## Adding Splits to a Split Transaction

These steps explain how to add splits to a split transaction.

### Procedure

1. In the Transaction Summary screen, click the **Split Transaction** icon (🔍). The Split Transaction screen appears.
2. Create splits by specifying the required number of splits and clicking **Add Split**.

The maximum number of splits for a transaction is 250. Wait for the screen to refresh.

3. Edit the splits as needed. Make sure the Totals balance.
4. Click **Save**.

## Managing Transactions

### Viewing a Split Profile

---

5. If necessary, click the **Accounting Detail** icons (🔍) to access purchase detail, expense description, or accounting codes for each split.
6. Click **Save** to enter the edited information and return to the Transaction Summary screen.

## Unsplitting a Transaction

These steps explain how to unsplit a transaction.

### Procedure

1. In the Transaction Summary screen, click the **Split Transaction** icon (🔍). The Split Transaction screen appears.
2. Click **Unsplit**. The split details are deleted, and the Split Transaction screen appears.

## Viewing a Split Profile

Users with the proper authorities can view split profiles.

### Procedure

1. Select **Company > Company Configuration > Automatic Split by Percentage > Split Profile Details**.
2. Click the name of a profile to view the details.

## About Purchase Detail

Purchase details describe an individual item purchased in a card transaction. Purchase details taken from line item addenda may already be entered for your transactions.

If not, you may be able to add them yourself. The purchase detail fields are:

- Quantity
- Unit Cost
- Net Cost
- Product Code

Purchase details are displayed with transaction detail.

## Automatically Generated Splits and Purchase Details

Depending on your company site configuration, transactions may already be split based on transaction line items. In this case, purchase details come from corporate card line item and global invoice addenda. Where line items do not add up to the transaction totals, automatically generated balancing splits may be included. You can also split a transaction yourself.

## Creating or Editing Purchase Details

These steps explain how to create and edit purchase details of a card transaction.

### Procedure

1. Use the **Transaction Summary** screen to search for the transaction.
2. If the transaction has been split, display split detail.
3. Display the transaction detail for the split or transaction.
4. In the Purchase Detail Information section, click **Create** (or **Edit**) **Purchase Detail**. Wait for the screen to refresh.
5. Click **Save Purchase Detail**.

## About Reviewing Transactions

The Reviewed option on the financial screens allows you to indicate that you have reviewed and accepted a transaction.

Your manager or administrator may use this status in their own transaction review or expense reporting procedures. Once you apply the reviewed status to a transaction, the transaction is locked and cannot be edited unless your administrator has activated the feature. If you need a transaction unlocked, contact your manager or administrator for assistance.

### NOTE

**The Review Transactions feature may not be available at your site.**

You can review transactions on:

- Transaction Summary screen
- Transaction Detail screens (cash transactions, merchant transactions, splits, and so on)

## Reviewing a Transaction in the Transaction Summary Screen

These steps explain how to review a transaction in the Transaction Summary screen.

## Managing Transactions

### About Reviewing Transactions

---

#### Before you begin

You cannot mark a transaction Reviewed if it contains invalid accounting code values. Correct the accounting code fields before marking it Reviewed.

All required fields need to be completed before you can Save a Reviewed transaction.

#### Procedure

1. Select **Account Activity> Transaction Summary**. The Transaction Summary search screen appears.
2. In the Search Criteria section, specify the date range to search by.

The system looks for all transactions within the date range.

3. In the **Reviewed** column, select the check box next to the transaction.

The **Reviewed** check box will be disabled if a transaction has already been reviewed or exported. If the transaction has been both reviewed and approved, the check box is replaced with a lock (🔒).

4. Click **Save**.

---

## Chapter 4 Cost Allocation

*This section explains how to use the cost allocation feature.*

---

Cost Allocation.....	4-1
Cost Allocating a Transaction.....	4-1
Default Account Codes .....	4-2
About Default Accounting Code Values.....	4-3
Default Accounting Code Maintenance Fields .....	4-4
Defining Default Accounting Code Values for all Transactions in an Account .....	4-5
Defining Default Accounting Code Values for Specified MCCs .....	4-5
About Default Accounting Code Values for Customer Codes .....	4-6
Defining Default Accounting Code Values for Customer Codes .....	4-6
Removing Default Account Code Values for Customer Codes.....	4-7
About Direct Field Mapping .....	4-7
Creating a Default Accounting Code Using Direct Field Mapping.....	4-8
Editing a Default Accounting Code Using Direct Field Mapping.....	4-9
Deleting a Default Accounting Code Using Direct Field Mapping.....	4-9
About Locating Invalid Accounting Codes.....	4-9
Running Invalid Defaults Accounting Codes Export.....	4-10
Invalid Defaults Accounting Codes Export File Format .....	4-10
Running Invalid Accounting Codes in Non-Exported Transactions Export.....	4-11
Invalid Accounting Codes in Non-Exported Transactions Export File Format.....	4-12

## Cost Allocation

In cost allocation, accounting codes representing general ledger numbers or budget centers are associated with expenses.

For example, transactions incurred during travel might be cost allocated to a specific project. Once the expense records are cost allocated, the transaction data and accounting codes can be exported for use by a reporting or account system.

Cost allocation is not enabled for all companies. If cost allocation is enabled at a company, the company administrator decides what types of accounting codes will be used.

Accounting codes are defined in a scheme that is assigned to the company. The accounting codes for a transaction are accessed with the transaction's accounting details. Optionally, default accounting code values can be defined and assigned to a reporting entity such as the company, an org point, or an account. Defaults are applied when a transaction is loaded into the system.

## Cost Allocating a Transaction

Accounting codes can be entered manually by a cardholder or manager on the financial screens.

### Before you begin

You can also use default account codes to automatically apply codes when transactions are loaded into the application. See “Default Accounting Codes”.



Be sure to check with your company administrator before adding, editing, or deleting any of the account codes. Note that you may have view-only access to the account code information.

Editing of fields may be restricted based on user permissions and whether the transaction has been reviewed, approved, or exported.

### NOTE

**Before you can save an edited or reviewed transaction, you must correct all invalid codes and provide values for all required fields.**

### Procedure

1. Use the Transaction Summary screen to search for the transaction.
2. If the transaction has been split, click the **Split Transaction** icon . The split detail appears.
3. Click the **Accounting Detail** icon  for the split or transaction you need to change. The accounting detail appears.

4. In the Accounting Codes Information section, click **Edit Accounting Codes**. Wait for the screen to refresh.
5. Enter or modify the fields as needed.

<b>Field</b>	<b>Description</b>
Display accounting codes from	Use this field to choose which subset of accounting codes to apply as you edit the codes. Account Level refers to the subset, if any, in effect for the transaction's account. My Level refers to the subset, if any, in effect for your user profile.
Expense Description	This field may not be used at your company. If used, you may not have permission to modify it. For more information, see your manager.
Field1 Field2 Field3 ... FieldN	<ul style="list-style-type: none"> <li>• If defined, the current value for each accounting code displays in <i>italics</i> below the accounting code name.</li> <li>• Below the current value is a text box or drop-down box for editing the field if permitted. If the box is empty, the current code is undefined or invalid.</li> <li>• Click the down arrow to modify the value in a drop-down box. Locate the required value by scrolling or by entering a value in the <i>Starts With</i> field to highlight the closest matching value.</li> <li>• Fields marked with an asterisk (*) are required</li> <li>• To modify any codes in a transaction, you must correct any invalid codes and enter values for any required fields that may be undefined.</li> </ul>
Apply Accounting Codes to all editable transactions displayed on this page	Check this option if you need the Save Accounting Codes operation to apply to all transactions on the page. The operation does not affect other transactions that match the search criteria yet do not appear on this page. This option can save time when applying the same accounting codes to multiple transactions.

**NOTE**

**Before you can save an edited or reviewed transaction, you must correct all invalid codes and provide values for all required fields.**

6. Click **Save Accounting Codes**. Wait for the screen to refresh.

## Default Account Codes

Default accounting codes are applied to transactions at load time and whenever an administrator performs cost allocation processing.



## NOTE

**To view and modify default accounting code values, you must have the proper Default Accounting Code Values authorities.**

Default accounting code values can be assigned based on the following transaction attributes:

- **Account number**—Default values apply to all transactions in the specified account. To define these values, you select an entity and then define the default accounting code values. The definition applies to all accounts under the specified entity.
- **MCC**—Default values apply to all transactions where the merchant has the specified MCC. To define these values, you select an entity and an MCC before defining the default accounting code values.
- **Customer code**—Default values apply to all transactions where specified customer codes were entered at the point of sale. To define these values, you select an entity and one or more customer codes before defining the default accounting code values. Customer codes may not be supported at your site.

You may be able to define all types of default values, in which case the precedence is determined by the accounting code scheme. For more information about the scheme and the precedence of default values, contact your administrator.

## About Default Accounting Code Values

When you define default accounting code values, you assign them to a specific reporting entity, such as an org point.

The default values are effective for all entities residing below the specified entity unless default values are defined at a lower level. Assignments at lower levels override assignments from higher levels.

For example, if one set of default values is defined at the company level and another set at the Sales org point, any account residing below the Sales org point takes its default values from the Sales assignment. Accounts that do not reside below the Sales org point take their default values from the company-level assignment. If you were to assign default values specifically to an account, the account would use those default values regardless of any default code definitions elsewhere in the reporting structure.

If default values are assigned specifically to a given entity, they are said to be assigned to that entity. If an entity does not have its own default values but instead takes them from a definition at a higher level, the default values are said to be effective for the given entity. The same principle is used to determine whether a scheme or subset is assigned or effective for a given entity. Many cost allocation operations, including the operations for defining default accounting code values, indicate whether the scheme, subset, and default values are effective or assigned.

During cost allocation processing, the following process determines which default values are used for an account.

- If default values are assigned to the account, those values are used.
- If default values are not assigned to the account, the default values taken from the next-higher org point are used.
- If neither the account nor any higher org point has assigned default values, the default values taken from the company level are used.
- If no default values have been assigned at the company level, no default values are used.

You view and modify default values in the Default Accounting Codes section, which appears in the following screens:

- **Default Accounting Code Maintenance.** This screen is accessed **Cost Allocation Management > Default Accounting Code Setup.**
- **Account Information.** This screen is opened when you click an account name.

## Default Accounting Code Maintenance Fields

The Default Accounting Codes section may have the following fields.

<b>Field</b>	<b>Description</b>
Field	The name of the accounting code field.
Assigned Default Value	The default accounting code value that has been defined for the field. This field appears only when default values have been defined for the reporting entity being displayed.
Effective Default Value	The default value currently in effect for the field. This field appears only when both of the following conditions are true: <ul style="list-style-type: none"><li>• No default values have been defined for the reporting entity being displayed.</li><li>• Default values have been defined for the company or for an org point containing the reporting entity being displayed.</li></ul> In these circumstances, the default values used for this reporting entity are taken from the next-higher org point or from the company

Field	Description
<None>	<p>The center column contains the label None when all of the following conditions are true:</p> <ul style="list-style-type: none"> <li>• No default values have been defined for the reporting entity being displayed.</li> <li>• No default values have been defined for any org point containing the reporting entity.</li> <li>• No default values have been defined for the company.</li> </ul> <p>In these circumstances, no default values are in effect for the reporting entity.</p>
Change Default Value To	<p>Enter the default value that you need to assign to the accounting code field. For list fields, you will be prompted to select a new default value from a searchable drop-down list.</p>

## Defining Default Accounting Code Values for all Transactions in an Account

To define default accounting code values for all transactions in an account, follow these steps.

### Procedure

1. Select **Account Activity> Cost Allocation Management> Default Accounting Code Setup for Account> Default Maintenance**. The Default Accounting Code Maintenance for Account screen appears.
2. In the Default Accounting Codes section, enter the default values. You can leave some fields empty, but you cannot leave all fields empty. To make all fields undefined, click **Remove**.
3. For list fields, click the drop-down arrow. Locate a value in the list by scrolling through the list or by entering the first few characters of the value in the **Starts With** field. As you enter characters in the Starts With field, the closest matching value is highlighted. Click the value to select it.
4. Click **Save**. Wait for a confirmation message.

## Defining Default Accounting Code Values for Specified MCCs

To define default accounting code values for specified MCCs, follow these steps.

### Procedure

1. Select **Account Activity> Cost Allocation Management> Default Accounting Code Setup for MCC> Default Maintenance**. The Default Accounting Code Maintenance for MCCs screen appears.
2. In the MCC section, select an MCC, either by number or by description. Wait for the screen to refresh.

3. In the Default Accounting Codes section, enter the default values. You can leave some fields empty, but you cannot leave all fields undefined. To make all fields undefined, click **Remove**.

For list fields, select the new default value by clicking the drop-down arrow. You may need to wait for the screen to refresh. Locate a value by scrolling or by entering the first few characters in the **Starts With** field. When you use the Starts With field, the closest matching value is highlighted. Click the value to select it.

4. Click **Save**. Wait for a confirmation message.

## About Default Accounting Code Values for Customer Codes

Customer codes may not be supported at your site. Authorized users at the Level Manager level and higher can define the default accounting code values that are mapped to the supported customer codes. Cardholders can view the default values, but they cannot modify them.

Mappings between customer codes and accounting codes can be defined at the account level, org point level, and company level, subject to the user's level in the reporting structure. As with default values for accounts and for MCCs, multiple default values may be in effect for a transaction if default values are defined at multiple levels of the reporting structure, for example, at the account level and at the company level. In this case, the system uses a bottom-up search to determine which default to use. The system uses the default value defined at the lowest level of the reporting structure. Thus, a default defined at the account level takes precedence over a default defined at the company level.

### NOTE

**A scheme must be in effect for the entity whose default values you need to define.**

## Defining Default Accounting Code Values for Customer Codes

To define default accounting code values for customer codes, follow these steps.

### Procedure

1. In the Customer Code section, select a code. The customer code and its accounting code default values appear in the Customer Code Mapping section.
2. Click **Edit**. Only authorized users can edit default accounting code values for customer codes.
3. Enter or select new values as needed. The Customer Code Mapping fields are as follows:

---

Field	Description
Accounting Code	The accounting code that will be assigned a value based on the customer code. The table includes only the accounting codes whose allocation sequence includes Customer Code.
Assigned Value	The value that will be assigned to the accounting code for the selected customer code.
New Value	To change the Assigned Value, click Edit and enter a value in the New Value field.

---

4. Click **Save**.

## Removing Default Account Code Values for Customer Codes

To remove default accounting code values for customer codes, follow these steps.

### Procedure

1. In the Customer Code section, select the code whose values you need to delete. The customer code and its accounting code default values appear in the Customer Code Mapping section.
2. Click **Delete**.

Only authorized users can delete default accounting code values for customer codes.

## About Direct Field Mapping

The Direct Field Mapping cost allocation method allows you to have the application auto-populate specific fields in your Accounting Code Scheme with data from selected fields in the Common Data Format (CDF) file.

On the Default Accounting Code Setup for Direct Field Mapping screen, you can define the field mapping. When using Direct Field Mapping:

- You may only map CDF fields to the parent fields in the Accounting Code Scheme.
- You can only map text fields. List box and auto-complete fields cannot be mapped.
- On the Accounting Code Scheme Maintenance screen, Direct Field Mapping displays as a Default Allocation Sequence.
- Once you create a Direct Field Mapping, you can apply the new setting by following the standard Cost Allocation Processing steps.

## Creating a Default Accounting Code Using Direct Field Mapping

The Direct Field Mapping cost allocation method allows you to have the application auto-populate specific fields in your Accounting Code Scheme with data from selected fields in the Common Data Format (CDF) file.

### Before you begin

You must have an Accounting Code Scheme assigned to your company before you can perform these steps. The Accounting Code Scheme must have Direct Field Mapping as the Default Allocation Sequence.

### Procedure

1. In the Inbound Field Name list, select the CDF field from which the data will be mapped. The CDF fields available for direct mapping are:

Inbound Field Name	Export Field Name
Custom Financial, including Purchase Control fields	FIN.CFF.Data 01—FIN.CCF.Data 30
Global Invoice Product Code	GBL.Product Code
Merchant Country	MCH.Merchant Country Code
Merchant State Province	MCH.State / Province
Purchase Detail Customer Code	PUR.Customer Code
Purchase Detail Product Code	PUR.Product Code

- a. If you select **Purchase Control**, you will also need to select a Purchase Type, a Custom Financial Field, and an Accounting Code Field. Note: Purchase Control is only available if Purchase Control is set to **Yes**.  
  
When using **Purchase Control**, multiple Purchase Types can be mapped to the same Accounting Code Field.
  - b. If you select **Custom Data Field**, the Purchase Type field will be grayed out. You will still need to select a Custom Financial Field and an Accounting Code Field.
  - c. If you select **Global Invoice Product Code, Merchant State, Merchant Country, Purchase Detail Customer Code or Purchase Detail Product Code**, the Purchase Type and the Custom Financial fields will be grayed out. You will need to select an Accounting Code Field.
2. In the Accounting Code Field list, select the accounting code field to which the data will be mapped.

- This list contains all fields in the company's assigned accounting code scheme. However, you can only direct map to a parent-level field. If you select a child-level field (a field that is dependent on a higher-level field) the system will ask you to select a different field.
  - You can only map to text fields. If you select a field that is not defined as a text field, the system will ask you to select a different field.
3. To map another field, select **Add** and repeat the two previous steps.

You can map an Inbound Field to multiple Accounting Code fields. However, each Accounting Code field can only have one Inbound Field mapped to it.

4. When you have added all of your fields, click **Save**.

## Editing a Default Accounting Code Using Direct Field Mapping

Users with the proper authorities can edit the default accounting code settings.

### Procedure

1. Make the necessary changes.
2. Click **Save**.

## Deleting a Default Accounting Code Using Direct Field Mapping

Users with the proper authorities can delete default accounting code settings.

### Procedure

1. Select the check box next to the item you want to delete, or select the Select All check box to delete all rows at one time.
2. Click **Delete**.
3. Click **Ok** to complete the deletion.

## About Locating Invalid Accounting Codes

Accounting code changes and deletions occur frequently within a company. After a code has been removed from your company's general ledger, users should not be permitted to assign the code to a transaction. Such codes are considered invalid.

The following exports can help you locate invalid codes

- **Invalid Defaults Accounting Codes Export**—This export lists reporting structure entities for which default accounting code values are incorrect. Based on your user profile, this option may not be available to you.
- **Invalid Accounting Codes in Non-Exported Transactions Export**—This export lists transactions having invalid accounting codes.

## Running Invalid Defaults Accounting Codes Export

To run the Invalid Defaults Accounting Codes Export, follow these steps.

### Procedure

1. Select **Reports> Data Exports**. The Data Exports screen appears.
2. In the Export List section, highlight **Invalid Defaults Accounting Codes Export**.
3. In the Search Criteria section, enter a **Description** for the report.

The description will appear in the application's Inbox as the subject line for the download link. It is not necessary to select a date range for this report.

4. Click **Schedule**. The Search Reporting Structure screen opens. Select the entity for which you need to run the report.
5. The download operation is scheduled for processing later in the day, and the Schedule Summary screen opens. A link to the downloaded file will be delivered to the application's Inbox when the operation is complete.

## Invalid Defaults Accounting Codes Export File Format

The report is sorted by Entity type, name line 1, then name line 2.

The first three lines of the export file consists of the entity information for which the export is requested.

- Entity number
- Entity name/name line 2
- Run date/time (as YYYY-MM-DD HH:MM:SS)

The remaining fields are listed in the following order.

Field Name	Field Description
Entity Type	<ul style="list-style-type: none"><li>• C - company</li><li>• O - org point</li><li>• A -account</li></ul>
Entity Number	This will be masked per user settings.
Name	Entity name line 1
Name 2	Entity name line 2
Reports To	The hierarchical entity number the account reports to.
Reports To Name	The hierarchical entity name the account reports to.



Field Name	Field Description
Invalid Accounting Code Value	Corresponding accounting code value that is invalid
City	Corresponding to the primary address of the user.
State	Corresponding to the primary address of the user.
Postal Code	Corresponding to the primary address of the user.
Phone Number	Corresponding to the primary address of the user.
Custom Account Fields 1-10	Corresponding to the primary address of the user.
Status	Status of the entity - active or inactive.

## Running Invalid Accounting Codes in Non-Exported Transactions Export

Using this report, you can easily identify transaction that use invalid accounting codes. To run the Invalid Accounting Codes in Non-Exported Transactions Export, follow these steps.

### Procedure

1. Select **Account Activity > Data Exports**. The Data Exports screen appears.
2. In the Export List section, highlight **Invalid Accounting Codes in Non-Exported Transactions Export**.
3. In the Search Criteria section, enter values for the fields:

Field	Description
Description	The description appears in the application's Inbox as the subject line for the download link to the report.
Data Type	Select whether the date range should apply to the posting date or to the transaction date. Then select a range from the date drop-down boxes.

4. Click **Schedule**. The Search Reporting Structure screen opens. Select the entity for which you need to run the report.
5. The download operation is scheduled for processing later in the day, and the Schedule Summary screen opens. A link to the downloaded file will be delivered to the application's Inbox when the operation is complete.

## Invalid Accounting Codes in Non-Exported Transactions Export File Format

The report is sorted by account name line 1, account name line 2, merchant date, then posting date.

The first three lines of the export file consist of the entity information for which the export is requested.

- Entity number
- Entity name/name line 2
- Run date/time (as YYYY-MM-DD HH:MM:SS)

The remaining fields are listed in the following order.

Field Name	Field Description
Account Number	This will be masked per user settings.
Account Name	Account name line 1
Account Name 2	Account name line 2
Reports To	The hierarchical entity number the account reports to.
Reports To Name	The hierarchical entity name the account reports to.
Posting Date	Transaction posting date formatted as YYYY-MM-DD HH:MM:SS
Transaction Date	Transaction date formatted as YYYY-MM-DD HH:MM:SS
Merchant Name	Name of the merchant where the transaction was completed
Transaction Amount	The non-split transaction amount, or the split amount if split
Invalid Accounting Code Label	Name of the accounting code that is invalid
Invalid Account Code Value	Value of the invalid account code
Item Description	The transaction description, if split, the split description.

---

## Chapter 5 Transaction Disputes

*This section defines concepts regarding the transaction dispute process, including how to use the related features in the application.*

---

About Transaction Disputes.....	5-1
Disputing a Transaction.....	5-1
Viewing or Printing Dispute Details .....	5-2
Searching for Disputed Transactions.....	5-2

## About Transaction Disputes

If an account holder disagrees with a merchant transaction, they can use the transaction dispute feature in an effort to resolve the issue.

Using the transaction dispute feature, a user can dispute a merchant transaction by submitting a form specifying the reason for the dispute, the amount disputed, and any additional information required by the issuer. (The issuer administrator defines dispute reasons and dispute forms for each supported language).

Once a transaction has been disputed, the dispute cannot be retracted or changed. The transaction will be permanently marked as disputed. On the Transaction Detail screen, the Disputed column will indicate that the transaction has been disputed. For more information, see the *User Guide for Cardholders*.

### NOTE

**Transaction disputes is an optional feature. If this feature does not appear on your Company Site Configuration screen, it may not be supported by your issuer.**

## Disputing a Transaction

Any user with proper authorities can dispute a transaction.

### Before you begin

You can dispute a transaction if all of the following conditions are true:

- The transaction posting date satisfies the Dispute Basis criteria specified by the issuer.
- The transaction is a merchant transaction, not an adjustment or cash transaction.
- You have the Financial Information—Modify authority. Users at any level can be given this authority.

The dispute process involves opening the dispute form for a transaction, filling in the fields, selecting a dispute reason and submitting the form. You should also print the form and follow any instructions specified by the issuer. Once you have submitted a dispute, you cannot retract or change the dispute. The transaction will be permanently marked as disputed. In the Transaction Detail screen, the Disputed column will indicate that the transaction has been disputed.

### Procedure

1. Open the Transaction Detail screen for the transaction you need to dispute.
2. Click **Dispute**. The Create Financial Transaction Dispute screen appears.
3. In the **Dispute Instructions** section, read the instructions and proceed as indicated.
4. In the **Dispute Details** section, select a **Dispute Reason**. Wait for additional fields, including Reason Legal Text, to appear.

5. Read the **Reason Legal Text** to confirm that you have selected the most appropriate reason. Select a different reason, if required.
6. Fill in any remaining fields.

The selection of fields depends on the reason that you selected. These fields are required.

7. Confirm that all information on the screen is correct.

**Once you click Save, the transaction is permanently marked as disputed.**

8. Click **Save**. After the confirmation prompt, a confirmation message and the View Financial Transaction Dispute screen appear.
9. To display the dispute detail in a form suitable for printing, click **Printer Friendly Version**. Use your browser's **Print** command to print the dispute details.
10. Review the **Dispute Instructions** to confirm that you have followed them correctly.

## **Viewing or Printing Dispute Details**

If you have disputed a transaction, you can view and print details of the transaction dispute at any time.

### **Procedure**

1. Display the Transaction Detail for the disputed transaction.
2. Click **View Dispute**. The View Financial Transaction Dispute screen appears.
3. To display the dispute detail in a form suitable for printing, click **Printer Friendly Version**. Use your browser's **Print** command to print the dispute details.

## **Searching for Disputed Transactions**

You can follow these steps to search for a disputed transaction.

### **Procedure**

1. Display the **Transaction Summary** screen.
2. Click **Advanced Search**. The Advanced Search screen appears.
3. Select the **Disputed Transactions Only** check box.
4. Define your date range and click **Search**. The disputed transactions appear in the Search Results section.

---

## Chapter 6 Reports

*This section describes reporting functionality available in the application.*

---

About Reports and Exports.....	6-1
Reporting Operations.....	6-2
About the Progress Section of the Reports Inbox.....	6-2
About Scheduling Reports and Exports .....	6-2
Scheduling a Report.....	6-3
Report Processing Schedules .....	6-3
Reporting Cycles.....	6-4
Sorting Options for Formatted Fields.....	6-5
Using the Entity Screen.....	6-6
Select Cost Allocation Scheme Screen for Report Generation.....	6-6
Schedule Report Filter Screen .....	6-6
Schedule Report Options Screen .....	6-7
Schedule Report Criteria Screen.....	6-8
Schedule Report Frequency Screen .....	6-9
About Report Delivery by E-mail for Cardholders .....	6-11
Viewing Scheduled Reports .....	6-12
Deleting Scheduled Reports.....	6-12
Viewing Completed Reports .....	6-12

## About Reports and Exports

The reporting system provides flexible report and export generation for all user types.

### NOTE

**The Report and Export portion of the application is an optional feature. If this feature does not appear in your Company Site Configuration screen then it may not be supported by your issuer.**

The reporting system provides flexible report and export generation for users of all types.

- Content can include merchant and transaction data, including transaction splits, accounting codes, and custom data fields from your card management system.
- Output format is completely configurable, and custom formats can be defined on a field-by-field basis.
- Filters can be defined to restrict output to selected transactions.
- Output can be sorted on up to three fields.
- Parameters describing a report's fields, format, filters, and sorting preferences are encapsulated in a report that you can reuse, copy, and modify as needed. To generate a report, you just select an existing report and schedule it.
- Reports can be scheduled for one-at-a-time generation or for repeated generation at regular intervals.

When scheduling reports, users are restricted to the reporting entities to which they normally have access. In addition, various filters can be used to view only specific data and output can be sorted and is configurable.

For information about standard reports, see the *Standard Reports Guide*. For information about the fields available for export, see the *Export Fields Guide*.

### User Authorities

Users must have the following authority in their user templates to schedule reports or create exports: **Report Templates—View, Modify, or Delete.**

Depending on their user type, users may be able to:

- Schedule a specific report to run at a designated date/time.
- Create a user-defined report/export.
- View completed and scheduled reports/exports.

## Reporting Operations

If you have access to the reporting system, there are many reporting operations available.

The following operations appear in the Reports menu:

- Schedule Report
- Completed Reports
- Scheduled Reports

Depending on your user template, some of these operations may not be present.

## About the Progress Section of the Reports Inbox

When you invoke a reporting operation, the Reports Inbox displays on the left side of the screen. The Report Inbox contains the Progress Section. For the Schedule Report, Create Report, and Maintain Report operations (where available), this section displays a progress bar and a summary of the steps you have completed in the operation. Click a step to return to it.

## About Scheduling Reports and Exports

You can schedule an existing report to run as frequently as needed.

You can schedule it to run any of the following intervals:

- Once
- Fixed number of times
- Regular basis, such as every week or every month

After you schedule a report, it appears in Scheduled Reports. Once a report has run, it moves to Completed Reports. Click the report name to download or delete the report. A report is available for 30 days. After 30 days, the report is deleted. To keep copies of a report longer than 30 days, download the report.

### NOTE

**If configured in the system, there is an option for other users to schedule reports on your behalf. If a report is scheduled for you, you will receive the report in your system Inbox and an email with the report included as an attachment. The report is in .zip format and is password protected. The email will also contain an Opt Out link to allow you to Opt Out of receiving the email notification in the future.**



## Scheduling a Report

Scheduling or generating a report involves selecting the required report and scheduling it. The system provides a variety of reports to choose from. Authorized users may also be able to create their own reports.

### Before you begin

- Depending on the type of report being scheduled, a user may have varied steps and options throughout the report scheduling.
- The progress bar on the left side of screen shows a summary of the Schedule Report steps, including steps you have completed.
- The options available on the report screens are dependent on your user access in the reporting structure as well as the chosen report.

### Procedure

1. Select **Account Activity> Schedule Report**. The **Schedule Report: Choose Report** screen displays the application-supplied reports. This list may vary depending on your user template.
2. Select a report. The **Schedule Report: Entity** screen appears.
3. In the **Schedule Report: Entity** screen, choose the entity to report against. The **Schedule Report: Filter** screen appears.
4. Select your filters and click **Next**. The **Schedule Report: Options** screen appears.
5. Modify the **Schedule Report: Options** fields and click **Next**. The **Schedule Report: Frequency** screen appears. This screen allows you to run a report once, daily, weekly, monthly, or by reporting cycle (if available).
6. Choose the applicable frequency options and click **Save**.

### Results

The report should appear in the Scheduled Reports list. After the report runs, it will appear in Completed Reports. You can download the report. The system deletes completed reports after 30 days. Authorized users can create custom reports to supplement the standard reports that are provided. For information on the standard reports, see the *Standard Reports Guide*.

### Example

A company program administrator (CPA) might schedule a report for: Monthly: From Day – 1, To Day – End of Month, Months to Run – 12, Offset Days – 0. A schedule offset allows the report to delay running for X number of days to ensure all data is received and complete before the report runs.

### Report Processing Schedules

The system processes a report on the day after the last day included in the report. You can delay the processing date further by specifying an offset.

## Reports

### About Scheduling Reports and Exports

---

An offset delays the run date by the specified number of days. The formula for determining the processing date is as follows:

To\_Date + Offset + 1

If the calculated processing date is in the past, the report will be scheduled for processing today.

Below are some examples showing the processing date derived from a variety of **To** dates and offsets.

End Date	Offset	Processing Date
September 23	0	September 24
September 23	3	September 27
Friday	0	The following Saturday
Friday	2	The following Monday
One week ago today	0	Today
One week ago today	2	Today
Yesterday	0	Today
Yesterday	1	Tomorrow
Yesterday	2	Day after tomorrow
Today	0	Tomorrow
Today	1	Day after tomorrow
Tomorrow	0	Day after tomorrow
Tomorrow	1	The day after the day after tomorrow

The precise time at which a report runs is determined by server load and other factors. A report may run at any time on its run date.

### Reporting Cycles

Authorized users at the company program administrator (CPA) level and higher can modify a reporting cycle definition, including the From Date and To Date parameters, even if reports based on that cycle have been scheduled.

Modifying the reporting cycle does not affect the scheduled reports. The reports will run as scheduled using the original reporting cycle parameters, not the new parameters. If the reports are modified, however, the reports will be rescheduled with the new reporting cycle parameters.

To make a scheduled report use newly modified reporting cycle definitions, remove and reschedule the report.

If you open a scheduled report (using Maintain Reports) after a reporting cycle has been modified, the Frequency screen will show the new reporting cycle parameters. In actuality, however, the original parameters are still in effect and will remain so as long as you do not modify or reschedule the report. The new parameters are displayed so that you know what will be applied if you modify the report. When you click **Save**, the original scheduled report is removed, and the new report, complete with reporting cycle changes and other changes you have made, is scheduled.

The Date Type you specify on the Schedule Report: Options screen overrides the date type specified in the reporting cycle definition.

When reports based on reporting cycles are scheduled to run for multiple cycles, each cycle is scheduled separately. For example, in a company that has four reporting cycles, C1, C2, C3, and C4, scheduling report C1 for four cycles actually produces four scheduled reports, one for each cycle: C1, C2, C3, and C4. You can modify any of the scheduled report instances, but when you do so, only the **Reporting Cycle** and **Offset** fields are enabled for modification.

- If you change the **Reporting Cycle** field, two scheduled report instances are removed: the report for the originally specified cycle, and the report for the newly selected cycle. For example, if you select the report for cycle C3 and change the **Reporting Cycle** to C4, both the original C3 report and the original C4 report are removed. Then a new report for C4 is scheduled.
- If you change the **Offset** field, the report is rescheduled with the new offset value.

## Sorting Options for Formatted Fields

There are several functions that alter data for use in exports.

These options are:

- Account number masking
- Substring specification using Length, Start, and End parameters
- User-defined Debit/Credit Indicator values

These options do not affect the sorting function. If you sort on a column that has been altered using one of these functions, the sort will be based on the original data values, not on the altered values that you see in the finished export. This sort method may produce results that appear to be unsorted.

For example, the following account numbers are in the correct order for an ascending sort.

1111-1111-1111-2222

2222-2222-2222-1111

If the first 12 digits of these account numbers are masked, however, the results appear to be out of order:

XXXX-XXXX-XXXX-2222

XXXX-XXXX-XXXX-1111

As you review exports, keep in mind that sorting is performed on the underlying data, not on the altered values that appear in the final export.

## Using the Entity Screen

Use the Entity screen to search for the reporting entity whose accounts you need to include in the report.

Some users, such as company group administrators (CGA) users, can select multiple entities. Click a Quick Link or search for a reporting entity.

### Procedure

1. To search for a reporting entity, navigate to the **Schedule Report: Entity** screen. Click the tab for the entity type.
2. Enter search criteria.
3. Click **Search** and wait for the search results to appear. Entity search results are limited to 1000 entries. If the search produces more than 1000 entries, no results are displayed. Instead, you are prompted to narrow the search by specifying additional search criteria.
4. In the search results, click the entity name or names. Depending on which report you selected, the next screen may be any of the following:
  - Select Cost Allocation Scheme screen
  - Options screen
  - Filters screen

## Select Cost Allocation Scheme Screen for Report Generation

Some reports filter or organize data based on accounting codes.

If your company uses accounting codes and has multiple accounting code schemes, you must choose which scheme to use in generating this report.

## Schedule Report Filter Screen

Some reports contain filters that you can modify. A filter is represented as a comparison expression for a field in the report, for example Amount > 1000.00.

The expression is evaluated for each transaction. If the expression evaluates to True for a given transaction, the transaction is included in the report. If there are multiple filters in a report, a transaction must test True for all filters to be included in the report.

If a report was created with filters, you may be allowed to change values used in the test expression. Some reports may allow you to add your own filters.

## Schedule Report Options Screen

Some reports provide options that you can modify.

Field	Description
Date Type	Select which type of transaction date the date range applies to. In reports based on reporting cycle, the selection for this field overrides the date type specified in the reporting cycle definition.
Report Format	Select a format for the report file: <ul style="list-style-type: none"> <li>• PDF (Adobe® Portable Document Format)</li> <li>• XLS (Microsoft® Excel)</li> <li>• DOC (Microsoft® Word)</li> <li>• OFX (Open Financial Exchange)</li> </ul> All of these formats may not be available at your site.
Number Format	Select the format for numeric values.
Date Format	Select the format for date values.
Additional Options	Any of various options may appear here, depending on the report.
Description	Enter text to distinguish this report from others you have scheduled.
System and E-mail Inbox	This option allows a cardholder to receive a report by e-mail. The e-mail text is in the cardholder's selected language. The attached report is a password-protected, secure Portable Document Format (PDF) file inside a standard WinZip® encrypted file. The cardholder will need to enter their application password to open the report. Once users open the report, they can save it to their hard drive. <ul style="list-style-type: none"> <li>• Only cardholders can receive reports by e-mail. All account numbers are masked in the report.</li> </ul>

## Reports

### About Scheduling Reports and Exports

---

Field	Description
	<ul style="list-style-type: none"><li>Selecting the System &amp; E-mail Inbox option disables the Notify Me section. No notifications are sent to cardholders who receive reports by e-mail. Notifications are still sent to users selecting the System Inbox option.</li></ul> <p><b>NOTE</b></p> <p><b>This field is enabled only for authorized users and may not be available at your site.</b></p>
Notify Me At	<p>Enter up to five e-mail addresses separated by commas. When the report is complete, the system sends a notification message to these users. To view the report, users must log in using the ID of the user that scheduled the report.</p> <p><b>NOTE</b></p> <p><b>It is your responsibility to ensure that users adhere to corporate policies regarding e-mail and information security.</b></p>

After making selections, click **Next** or **Save**.

- If you need to run the report more than once, click **Next**. The Frequency Screen appears.
- To schedule the report for one run, click **Save**. The report is scheduled using the default frequency settings, which define a 30-day report where the To date is today.

## Schedule Report Criteria Screen

Some reports provide the Criteria screen, which you use to specify which transactions should be included in the report.

Field	Description
Date Type	Select which type of transaction date the date range applies to.
Review Status	Indicate whether transactions should be included in the report based on Reviewed or Approved status.

Field	Description
Financials to Include	Indicate whether transactions should be included based on their Exported status. The Exported status may be maintained by your card management system.
Set Financial Export Flag	Indicate whether the selected transactions should have their Exported flag set when the report is complete. This field is available only to users at the company/business administrator level and above.
Description	Enter text to distinguish this report from others you have scheduled.

After making selections, click **Next** or **Save**.

- If you need to run the report more than once, click **Next**. The Frequency Screen appears.
- To schedule the report for one run, click **Save**. The report is scheduled using the default frequency settings, which define a 30-day report where the To date is today.

## Schedule Report Frequency Screen

When you are scheduling a report, use these fields to determine frequency.

Use the Frequency screen to specify:

- when the report should run.
- the date range for data included in the report. The date range is limited to 36 months.
- how often the report should run.

### Report Frequency Selections

Frequency	Description
Run Once	Run the report after today ends, plus any specified offset.
Daily	Run the report at the end of the day, plus any specified offset.
Weekly	Run the report at the end of the week, plus any specified offset.

## Reports

### About Scheduling Reports and Exports

---

Frequency	Description
Monthly	Run the report at the end of the month, plus any specified offset.
Reporting Cycle	Run the report at the end of the reporting cycle, plus any specified offset. Reporting cycles may not be supported at your site.

Fill in the fields for the frequency interval that you have selected.

#### Schedule Report: Frequency Fields

Frequency	Description
From Date	Run Once and Daily reports only. Specify the beginning of the date range. Transactions on and after this date are included in the report.
From Day	Weekly and Monthly reports only. The day of the week (for weekly reports) or the day of the month (for monthly reports) that each report starts.
To Date	Run Once and Daily reports only. Specify the end of the date range. Transactions up to and including this date are included in the report.
To Day	Weekly and Monthly reports only. The day of the week (for weekly reports) or the day of the month (for monthly reports) that each report ends.
Start Date	Specify the first day for which a daily report will be generated.
Schedule Offset	Specify the number of days to delay processing of the report. The offset does not change the dates covered in the report, only the day on which the report is generated. The Schedule Offset filter can be set for up to 31 days.
Days to Run Weeks to Run Months to Run	Specify the number of reports to be generated. Reports will be generated at the end of each interval (day, week, or month), plus any specified offset. Later reports do not overwrite earlier reports.



Frequency	Description
Reporting Cycle	Select the reporting cycle whose From Date and To Date should be used for the report date range. The report runs at the end of the cycle, plus any specified offset.
Number of Cycles to Run	Specify the number of reports to be generated. Reports will be generated at the end of each consecutive cycle, plus any specified offset. Later reports do not overwrite earlier reports. This value is limited by the number of cycles defined for your company.

Click **Save** to schedule the report. The processing date for a report is the day after the last day included in the report, plus the offset. If the calculated processing date is in the past, the report is scheduled for processing today.

## About Report Delivery by E-mail for Cardholders

As an option, cardholder users can receive reports by e-mail. All system reports are available with this option.

The System and E-mail Inbox option allows a cardholder to receive a report by e-mail. Only cardholders can receive reports by e-mail. The following apply to the e-mailed report.

- The e-mail will contain the report attached as a password-protected, secure Portable Document Format (PDF) file inside a standard WinZip® encrypted file. If you do not know the application password, please log into the system and consult the help. If you have additional questions, please contact your program administrator.
- All account numbers are masked in the report.
- The e-mail language is set by the user's selection from the login screen.
- The e-mail verbiage delivered with the WinZip file is as follows: The [report name] you scheduled is attached below. A reminder is also included to remind cardholders to use their report password instead of their system password to open the attachment. A copy of the report is also available in your system Inbox and in the Completed Reports section of the system.

### NOTE

**Selecting the System and E-mail Inbox option disables the Notify Me section in the Schedule Report: Options screen. No notifications are sent to cardholders who receive reports by e-mail. Notifications are still sent to users selecting the System Inbox option.**

## Viewing Scheduled Reports

When a report has been scheduled, it appears on the Scheduled Reports screen where you can confirm the exact date and time it will run.

### Procedure

1. Select **Account Activity> Schedule Report**.
2. Review the information about the report.

## Deleting Scheduled Reports

The steps explain how to delete a report that has been scheduled.

### Procedure

1. Select **Account Activity> Schedule Report**.
2. Click the report name.
3. Click **Delete**. A delete confirmation message appears.
4. Click **Yes**.

## Viewing Completed Reports

When a report has run, it will appear in the Inbox on your Home page under Completed Reports, and on the Completed Reports screen.

### Procedure

1. On the **Home** page, click **Inbox**.
2. In the Completed Reports section, click the report name link.
3. Click **Open** or **Save** to view and save the report.

### NOTE

**The system deletes all completed reports after 30 days. The system processes a report on the day after the last day included in the report. For example, the report is scheduled to run from the 1st–15th. To ensure all transactions with a posting or transaction date within the date range are included, the report will not run until after the 15th is over, so it will be generated on the 16th.**

---

# Chapter 7 Purchase Control

*This section describes the optional Purchase Control product.*

---

About Purchase Control..... 7-1

Virtual Card Transaction Data Flow ..... 7-1

Viewing Purchase Control Transactions and Virtual Card Number Information ..... 7-2

Virtual Card Accounts Report..... 7-3

## About Purchase Control

Companies using Purchase Control can issue limited-use, virtual cards that have very specific purchasing parameters.

### NOTE

**Purchase Control may not be available at your site.**

A virtual card is a temporary account number linked to a real card number with limited purchasing power. For example, a company may create a virtual card number to be used for three hours on a Friday, for a specific airline, with a limit of USD 1,000.

When the Purchase Control feature is enabled, you can:

- Search by Virtual Card Number or Purchase Type when viewing transactions on the Account Summary, Merchant Summary and Transaction Summary screens.
- Filter user-defined reports by Virtual Card Number or Purchase Type.
- Assign the Virtual Card Accounts Report.

### How is Purchase Control data handled?

Virtual Card Number and Purchase Type data sent into the system from the Purchase Control platform is placed in the Custom Identifier and Custom Financial Field 1 fields. If Purchase Control is enabled, the fields are renamed as follows:

- Custom Identifier field is renamed Virtual Card Number.
- Custom Financial Field 1 is renamed with the specific Purchase Type.

For more information, see Virtual Card Transaction Data Flow.

## Virtual Card Transaction Data Flow

This information provides a general overview of virtual card transaction processing.

When a cardholder completes a transaction using a virtual card number, the system platform translates the virtual card number back to the real card number. The transaction is then sent into the database using the real card number. During normal transaction processing, a transaction goes through acquiring before it is sent into the database by the issuer's processor on a CDF file.

If an issuer is participating in the Enhanced Data program, additional enhanced data records may also come into the database for this same transaction. When the transaction arrives in the database, if the issuer is participating in this program, the transaction will be matched to any enhanced data and the enhanced transaction record will be sent in a distribution file to the application.

## Purchase Control

### Viewing Purchase Control Transactions and Virtual Card Number Information

---

The basic data flow process is as follows:

1. The cardholder initiates a transaction using a virtual card number.
2. The merchant processes the virtual card transaction through the regular channels.
3. The acquirer submits the virtual card transaction as a regular card transaction.
4. The system intercepts the transaction and translates the virtual card number to the real card number, verifying authorization controls, if applicable.
5. The system inserts the real card number back into the processing network.
6. The processing network sends real card data to the issuer for normal processing.
7. The virtual card number is then matched to the parent transaction on the database.

## Viewing Purchase Control Transactions and Virtual Card Number Information

These are guidelines for viewing Purchase Control transactions and virtual card number information in the application.

### Advanced Search Filters

When searching on the Transaction Summary, Account Summary and Merchant Summary screens, you can use the Virtual Card Number and Purchase Types fields in the Advanced Search section to refine your searches.

The **Virtual Card Number** search field is a “the number contains” logic field . At least four digits are required to search using this field.

The **Purchase Type** search field is a drop-down list.

### Transaction Detail

If the Purchase Control feature is enabled, the Virtual Card Number appears in the Additional Information section of the Transaction Detail screen. If the Purchase Control feature is not enabled, the Virtual Card Number still appears, but the field name is Custom Identifier.

### NOTE

**All transactions will appear under the “real” account number. The number will be masked according to issuer site configuration settings.**

### Transaction Summary

If Purchase Type or other custom data fields have been configured on the Purchase Control platform, and the Use Purchase Control feature is set to **Yes** in the application, you can view the Purchase Type information and other custom data fields from the Transaction Summary screen.

To view the Purchase type and other custom data fields, in the Additional Information section of the Transaction Summary screen, click the **Custom Financial** icon.

## Virtual Card Accounts Report

The Virtual Card Accounts Report displays merchant-initiated transactions.

The report includes a detail and a summary section, and it is sorted by Posting Date. The Virtual Card Accounts Report is available in both Adobe PDF and Microsoft Excel formats. Cardholder users and above can access this report.

You can group this report by any of the following:

- Virtual card number
- Purchase type
- Real card number and virtual card number
- Real card number and purchase type

In addition, you can filter the report by Virtual Card Number or any of the custom financial fields on the Custom Financial addendum.

### NOTE

**For more details, refer to the Issuer Standard Reports Guide or the Company Standard Reports Guide.**