

Cardholder Guide

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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 documentation.

Throughout the product documentation, 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
- LM - Level Manager
- AGM - Account Group Manager
- CH - Cardholder

Getting Started

Browser Requirements

To 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.

Supported Browsers

The application supports the following Web browsers:

- Microsoft Internet Explorer 6.0 and higher
- Mozilla Firefox® 1.5 and higher

Upgrading Your Browser

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

Pop-Up Blockers

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

Security

The security of your financial data and user information is our top priority. All 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, protecting your information from direct access via the Internet.

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 at the bottom of the browser window. The closed padlock (🔒) 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.

Cookies

The application uses “cookies” to remember your language preference. The cookie file is created (or updated) at login. The next time you log in, the Login page displays in your preferred language. Cookies are created for convenience—your user information and any other sensitive data are not written to a cookie file.

Logging in

You can log in to the application using your choice of compatible browsers. Your program administrator will provide the Internet address for accessing the application as well as your initial login information.

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 to determine the number of inactive days before your profile locks. You should also contact your administrator if you need your profile unlocked.

First log in

1. Launch your browser.
2. Enter the Internet address in the address line of your browser screen. The Login page appears.
3. In the **User ID** field, enter your **16-digit card number**. Enter just the numbers, no dashes. In the **Password** field, enter the **Password** provided by your company administrator. Both are case sensitive.
4. Click **Login**.
5. You will be prompted to change your user ID and your password, and you may be asked to accept a licensing agreement.

To log in

1. Launch your browser.
2. Enter the Internet address in the address line of your browser screen. The Login page appears.
3. Enter your **user ID** and **Password**. Both are case sensitive.
4. Click **Login**.

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

When a user is inactive for more than 15 minutes, the system will display a warning message with two options. If the user clicks:

- **Ok** the system cancels the time out.
- **Logout** the system logs the user out of the application.

If the user makes no selection within 15 minutes after the warning displays, the system will automatically log the user out of the application.

Selecting a Language Preference

You may be able to view the application and help text in a language other than the default. After you select a language, the application text displays 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.

To select a language

1. On the Login screen, select a language from the **Select Language** drop-down box. The box appears only if multiple languages are available at your site.
2. The screen will refresh, and all text will display in the selected language.
3. Enter your **user ID** and **Password**.
4. Click **Login** to enter the application.

Accepting the License Agreement

The first time you log in, your issuer may require you to accept a license agreement before you can access the application. Be sure to read the agreement carefully before you accept or decline the license information.

- **To accept the agreement**, click **I Agree** and proceed with login. You only have to do this once.
- **To decline the agreement**, click **I Decline**. You will be unable to log in to the application. Contact your program administrator for further assistance.

Changing Your User ID

The first time you log in to the application, you may be prompted to change your user ID. Once your user ID is established, you will not be prompted to change it again.

User ID Requirements

- Your user ID must be at least six characters in length with no spaces or special characters.
- Your user ID is case sensitive.
- Create an ID that will be easy for you to remember, but difficult for others to guess.

On the Create Your User ID screen, do the following:

- In the Create User ID section, complete the required information.
- Click **Continue** to continue with your initial login. Next, you will create a new password. (See [“Creating a New Password”](#) on page 7 for details.)

Password Requirements

Your user ID and password are the key to accessing your transaction information securely 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.

Passwords must contain a combination of letters and numbers at least eight characters in length. At least two of the characters must be numbers.

Password Rules

- Cannot be the same as your user ID
- Cannot be used more than once
- Cannot contain spaces

Suggestions

The following guidelines will help you to create a secure password.

- **DO** use random numbers and letters without spaces. Good password: **57hBike23**
- **DO NOT** use personal information such as a family name, pet name, street address, or a birth date that other people could easily obtain. Bad password: **Fido1350**
- **DO NOT** incorporate your user ID into your password. Bad password: **jsmithorgot4**

Creating a New Password

The first time you log in, you will be prompted to change your password to something that only you know.

When you create a new password, you will also be prompted to supply additional required information, which will be added to your user profile.

To create a new password

1. The first time you log in, the Create a New Password screen opens.
2. In the Create Password section, complete the required fields, which are marked with an asterisk (*). Note that you cannot log in if you do not supply the required information.

The **Security Question** and **Security Answer** information is required for automatic password reset. See [“Setting Your Password and Security Question”](#) on page 18 for details on using the password reset option.

3. Click **Submit** to log in.

Forgot Your Password? What to Do

We can't send you your original password, but we can send you temporary login information so that you can log in and reset your password.

In order to reset your own password, you should have already set up your security question and answer in your user profile. This enables the system to verify that it's you requesting help to log in. (See [“Setting Your Password and Security Question”](#) on

page 18 for details.) If you have not set up a security question and answer, contact your support team for help.

When you use the **Forgot Password** option, you are prompted to enter your user ID and answer your security question using your security answer. If you answer the question correctly, you will receive an e-mail with a temporary password you can use to log in. The temporary password is sent to the e-mail address specified in your user profile.

Note: The temporary password expires after 24 hours.

To receive a temporary password

1. On the Login page, click **Forgot Password**. The Forgot your password? screen opens.
2. In the Password Reset section, enter the required information.
 - Enter your valid **user ID**.
 - Select your **Security Question**.
 - Enter your **Security Answer** just as you entered it in your user profile (My Profile).
3. Click **Submit**. You will receive a temporary password in an e-mail message. This is a one-time password, which allows you to log in and define a new password.

Dual Authentication

All systems require that you define a password so that you can log in. On systems configured for dual authentication, your issuer may require you to configure additional parameters.

Challenge/Response Questions

The first time you log in, you will be directed to the Challenge/Response Maintenance screen. You will be prompted to select challenge questions and enter your personal responses.

You may select any of the available questions. For more information on challenge questions, including guidelines for responses, see [“Setting Your Challenge Question Responses”](#) on page 19.

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.
- Access links to issuer resources.
- Read application documentation.

The following sample screen shows the home page for cardholders.

A Home Help My Profile Contact Us Logout

B My Profile Account Activity

C Home

Welcome Back Charles Rogers
Last Visit: 11/13/2008

D Account Activity **E** Date Range: Previous 30 Days

Transactions & Adjustments		Last Five Transactions	
Total Transactions	0	Bookstore	614.39
Reviewed	0	505 Main Avenue	01/30/2008
Not Reviewed	0	Hotel	66.96
		588 Main Street	01/30/2008
		DELTA	253.44
		10 Main Street, Apartment 412	01/30/2008
		Travel Agency	103.22
		787 West Grand Boulevard	01/30/2008
		Travel Agency	104.26
		54 River Drive	01/30/2008

F News & Links 2 of 4 »

G System

System Maintenance is scheduled for December 28th from 1:00 am until 2:00 am US CST. At that time, the system will be unavailable.

[View All News](#)

H Inbox

Completed Reports (0) Scheduled Reports (0)

No completed reports are available. No scheduled reports are available.

G Resource Center

[Online Help](#)
By Topic

[Account User's Guide](#)
Complete Manual (PDF)

Currently logged in as: Charles Rogers (CHAR2222, Cardholder)

- A. Links for Common Operations** provide quick access to basic application services like online help and the logout operation. See [“Links for Common Operations”](#) on page 13.
- B. Menus** provide access to all screens and operations. See [“Menus”](#) on page 10.

- C. **Breadcrumbs** show where you are in the current workflow and provide links to return you to a previous screen. See [“Breadcrumbs”](#) on page 14.
- D. **Activity summaries** contain important general information. See [“Activity Summaries”](#) on page 10.
- E. **Date Range** specifies the transactions to include in the activity and summary sections. See [“Date Range”](#) on page 11.
- F. **News & Links** displays messages and resources posted by application administrators. See [“News & Links”](#) on page 11.
- G. **Resource Center** provides application documentation. See [“Resource Center”](#) on page 11.
- H. **Inbox** provides access to reports, exports, and, where supported, results from operations such as transaction processing. See [“Inbox”](#) on page 11.

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.

- **My Profile.** Access your user information and personal settings. See [“My Profile”](#) on page 17.
- **Account Activity.** Manage your account and reports. See [“Accessing Transactions”](#) on page 23 and [“Introduction to the Reporting System”](#) on page 49.

Administrative users may see additional sub-menus not described here.

Throughout this document, operations are represented according to their location in the menu structure. For example, the notation **Financial > Merchant Summary** indicates that the **Merchant Summary** operation can be found in the **Financial** menu. An operation may also be referred to as a screen, such as the **Merchant Summary** screen.

Activity Summaries

The activity summaries provide 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.

To change the time period covered by the summary, change the **Date Range** setting (see [“Date Range”](#) on page 11).

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.

For Cardholder (CH) users, the following information is displayed.

Account Activity Fields for CH Users

Transactions & Adjustments	Last Five Transactions
<ul style="list-style-type: none"> • <i>Total Transactions (link)</i> • <i>Reviewed</i> • <i>Not Reviewed</i> 	<ul style="list-style-type: none"> • Description • Location • Amount • Date

Date Range

The **Date Range** determines which 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

News & Links

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.

Resource Center

The Resource Center provides application documentation.

- **Online Help.** The help contains the same information as the user's guide for your user type. The help is in HTML format.
- **Users Guides.** This section provides a link to the PDF version of the help for your user type.

Inbox

The inbox provides access to reports.

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 Contents

Inbox Section	Description
Completed Reports	This section lists 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.
Scheduled Reports	This section lists reports that have not yet run. Click the report name to view execution details, to edit the report, or to delete the report.

Schedule Summary

Some operations, such as data exports and scheme updates are processed periodically by the system. The job queues run at various times throughout the day. To display scheduled jobs, view the Schedule Summary.

To view the Schedule Summary

1. From the **Reports** tab, select **Schedule Summary**. The Schedule Summary screen opens.

The display shows all requests that are waiting to be queued. Once a job is queued, it no longer appears in the Schedule Summary. The **Description** column displays the text that was entered when the task was submitted. The **Frequency** column indicates when the task will be executed. A Frequency of On Receipt means the task will be processed within the hour; Scheduled means the task will be processed overnight.

Once your scheduled request has run, the scheduler will deliver a notification to the application's Inbox.

To delete items from the Schedule Summary

1. From the **Reports** tab, select **Schedule Summary**. The Schedule Summary screen opens.
2. Under **Select**, put a check mark next to the item you need to delete.
3. Click **Delete**.
4. If the request has not yet been processed, the screen refreshes and the deleted item no longer appears in the display.

Getting Online Support

For assistance with non-critical issues, send a message to the appropriate support area.

To send an online support request

1. From any page in the application, click **Contact Us** at the top menu bar.
2. The e-mail application installed on your PC launches automatically and the applicable support e-mail address is filled in. Your bank's ICA number, browser version, and user information are provided in the subject line of the e-mail message.
3. Describe your issue, and send the e-mail message.

Navigation

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.

The following navigational elements display on each page in the application.

IMPORTANT! Do not use your browser's Back and Forward buttons to navigate in the application. Use breadcrumbs instead (page 14).

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.

Links for Common Operations

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.

Data Operations for Editable Screens

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

Breadcrumbs

Show you where you have been in the task flow. If you need to go back to any page, click the link to go back.

[Home](#) > [Transaction Summary](#) > Transaction Detail |



- A. Click this link to go back to the previous screen.
- B. This is where you are now in the task flow.

Note: If you use breadcrumbs to return to a page containing search results, the search will be re-executed.

Logging out of the Application

When you log out, you will immediately leave the application. If your session is inactive for more than 15 minutes, the system will display a warning message with two options. If you select:

- **Ok** the system cancels the time out.
- **Logout** the system logs you out of the application.

If you make no selection within 15 minutes after the warning displays, the system will automatically log you out of the application.

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

IMPORTANT! If you have any unsaved changes when the application automatically logs you out, those changes will be lost.

To log out

1. Click **Logout** at the top of the application screen.
2. The system prompts you to save any changes that have not been applied. A message displays confirming that you have been logged out. To log back in to the application, click **Return to login screen**.

Troubleshooting

Flickering Images

If common graphical elements such as icons seem to flicker whenever your mouse cursor passes over them, it may be because you have your browser configured to check for a newer version of the image every time the image is displayed. To improve browser response and reduce network traffic, configure your browser to check for newer versions automatically, not every time.

To configure the Microsoft Internet Explorer browser, follow these steps:

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

There is no equivalent feature for configuring the Mozilla FireFox browser.

Failure during Simultaneous Sessions

Do not attempt to conduct multiple application sessions at the same time. Only one session of the application may be open at a time on the same computer. If you attempt to open multiple sessions, even if they use different user IDs, application workflow failures occur.

My Profile

Your profile contains the information and settings that define you as a user. This information is organized as two tabbed pages.

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

Changing Your User Information

You can change your user information at any time to update your user name, e-mail address, or phone number.

To change your user information

1. Click **My Profile** to access your user information.
2. On the General page, in the User Information section, change any of the applicable fields.

Information Fields

Field	Description
Name	Identifies you as an application user.
E-mail Address	An active e-mail address where you can receive e-mail messages. The application uses this e-mail address to: <ul style="list-style-type: none">• alert you if your user profile has been locked• send you a temporary password when you use the Password Reset option• send messages to you from users using the scheduled e-mail feature
Confirm E-mail Address	Your e-mail address entered again for confirmation.
Opt Out of E-mail	Indicate whether to block e-mail messages sent by the scheduled e-mail feature. This field is enabled only for authorized users. The scheduled e-mail feature may not be available at your site.
Preferred E-mail Addresses	Specify up to five e-mail addresses to be used as default recipients for the Send E-mail operation on the Transaction Summary screen. These addresses might be managers or supervisors, for example. The Send E-mail operation may not be supported at your site.
Phone Number	A phone number where you can be reached.

3. Click **Save**.

Changing Your Regional Settings

Use Regional Settings to specify how the date, time, and currency are formatted when you are logged in to the application and in reports that you run.

The system displays debits and associated taxes as black positive values, for example, 3.00. Account credits and associated taxes are displayed as red positive values in parentheses, for example, (3.00).

If a value you have entered does not conform to the display settings, the system reformats it.

To change your regional settings

1. Click **My Profile** to access your user information.
2. On the General page, in the Regional Settings section, set options as needed.

Regional Settings Fields

Field	Description
Date Style	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.

3. Click **Save**.

Setting Your Password and Security Question

Although your password expires at regular intervals, you can change your password at any time.

When you have forgotten your password, we can send you a new password online so that you can log in without assistance from the support desk. In order to use this feature, you must first set up a security question and answer, which the system will use to verify that you are requesting the password.

When you need to get a password, click the **Forgot Your Password** link on the Login page. You will be prompted to select and answer your security question. If answered

correctly, you will receive an e-mail message containing a one-time use password allowing you to log in. See [“Forgot Your Password? What to Do”](#) on page 7 for details.

Note: Your temporary password is sent to the e-mail address in your user profile. See [“Changing Your User Information”](#) on page 17 for details.

To set password and security question

1. Click **My Profile** to access your user information.
2. On the General page, in the User Password section, change the applicable fields.

Password Fields

Field	Description
Current Password	Your current password.
New Password	The new password to use. See “Password Requirements” on page 6 for details.
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. See “Setting Your Password and Security Question” on page 18.
Security Answer	Your answer should not be easily recognizable by others, but it should be easy for you to remember. The Security Answer must be at least four characters with no spaces. In addition, your answer is case sensitive.

3. Click **Save**.

Setting Your Challenge Question Responses

You may be required to enter a challenge question response in addition to a password when you log in, your profile includes a Challenge Question Response section.

In the Challenge Question Response section, you can select the questions you will answer at login, and you can enter your responses. Your responses must comply with the following rules:

- Responses must be at least four (4) characters in length.
- The allowed characters are uppercase and lowercase letters (A-Z, a-z), digits (0-9), and the space character. No punctuation or special characters are allowed.
- A response may not contain more than two (2) identical characters in a row.
- A given response may not be used for more than one question.

When you attempt to log in, the system displays one of your challenge questions and prompts for the response.

- Responses are not case sensitive. For example, the responses **smith** and **SMITH** are equivalent.
- If you enter an incorrect response, your next attempt to log in will be authenticated using the *same* challenge question. The system does not cycle through your challenge questions; therefore, it is important that you remember all of your responses.
- If you fail authentication six (6) times without success, your user ID is locked, and you must contact a manager or administrator to clear the lock. Once the lock is cleared, you will have to specify challenge questions and responses again.

Challenge questions are not related to the Security Question used to reset a forgotten password.

Additional Information

This section displays only if custom data fields are defined for users at your company. For more information, contact your administrator.

Default Account

This section displays only if multiple accounts are associated with your user profile. Select the account that you prefer as the default when logging into this application. You can change the current account on your home page. Selecting an account as the default or as the current account does not activate or inactivate the accounts; it simply selects them for use in this application.

Associating Additional Accounts to Your Profile

If you have multiple card accounts in the system, you can associate them with a single cardholder profile. Then you do not have to log out and log back in to manage 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.

To associate an account

1. Click **My Profile** in the top menu bar to access your user profile. The My Profile screen opens.
2. On the My Profile screen, click **Associate Accounts**. The Associate Accounts screen opens.
3. Enter the account information exactly as it appears on the account.
4. Click **Save**. Wait for the screen to display a confirmation message.

To set a default account

1. Click **My Profile** in the top menu bar to access your user profile. The My Profile screen opens.
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.

To move between accounts on the Home page

1. On the Home page, under **Default Account**, select an account from the drop-down box.
2. Click **Change Account**. The chosen account information appears. Changing the current account does not change the default account. The next time you log in, your default account will be the current account.

To remove (unassociate) an account

1. Click **My Profile** in the top menu bar to access your user profile. The My Profile screen opens.
2. On the My Profile screen, click **Associate Accounts**. The Associate Accounts screen opens.
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.

Accessing 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. Merchant and addenda information provide 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

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.


To search for transactions

1. From the **Account Activity** menu, select **Transaction Summary**. The Transaction Summary screen opens.
2. Use the **Search Criteria** or **Quick Link** to select an entity. The Account Summary screen opens.
3. In the Search Criteria section, specify the date range to search by. The system looks for all accounts having transactions within the date range.

Search Criteria Fields

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.

Search Criteria Fields (Continued)

Field	Description
Date Type	Select the date to search by. The Posting Date indicates when the account balance was updated with the transaction data. The Transaction Date 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.
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">• Click the left and right arrows to change the month.• Click a date to select it.

4. 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 Options

Field	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.
Status	Select a status: <ul style="list-style-type: none">• Approved• Not Approved• Not Reviewed• Not Reviewed and Not Approved• Reviewed• Reviewed and Not Approved
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">• All Displays all memo and billing account transactions.• Billing Only Only displays the transactions from the billing account.• Memo Only Only displays the memo transactions from individual accounts.
Addendum Type	Select an addenda type.
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.
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.
Purchase Types	Select a purchase type.

5. Click **Search**. A list of transactions displays under Search 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 re-executes the search, so the results may change if you navigate to a different page.

IMPORTANT! 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.

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 you to create cash transactions, which represent expenses transacted without using the account card. See “[Cash Transactions](#)” on page 33.

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. See “[Transaction Receipts](#)” on page 30.

Send E-mail

Some sites provide a **Send E-mail** operation above the Transaction Summary Search Results. Click **Send E-mail** to send an e-mail message. The following rules apply.

- At a minimum, either subject text or message body text must be provided.
- Higher-level users (IPA and above) cannot use the **Send E-mail** feature if they are operating under a different user ID through the **User > Access As** feature.

Send E-mail 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.

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.

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

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 Columns







Column	Description
Detail	Click these icons to access detailed information about the transaction. See “Transaction Detail Icons” on page 28.
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. See “Reviewing Transactions” on page 38. The Reviewed and Approved columns may not be in use at your company.
Posting Date	The date on which the transaction was applied to the account balance.
Transaction Date	The date on which the transaction occurred.
Description	Merchant name and location. Click the merchant name to see merchant details. See “Merchant Detail” on page 33.
Transaction Amount	Taken from original transaction record.
Tax Amount, Alternate Tax	The Tax and Alternate Tax 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 delete icon (🗑️) to delete the transaction. See “Additional Information (Addenda)” on page 28.

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. See [“Splitting a Transaction”](#) on page 35.


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 Icons

Icon	Description
	Transaction has been exported. You cannot change an exported transaction. See your manager or administrator for more information.
	Merchant transaction. Click icon to access transaction detail. See “Transaction Detail” on page 31.
	Cash transaction. Click icon to access transaction detail. See “Cash Transactions” on page 33.
	Adjustment (such as a payment, card fee, and so on). Click icon to access transaction detail. See “Transaction Detail” on page 31.
	Click to split the transaction or view split details. See “Splitting a Transaction” on page 35.
	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)

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.

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

Transaction Receipts

All cardholder users with the correct permissions can attach receipts to a merchant or cash transactions. Cardholders and their assigned approvers can view and print the uploaded receipts.

To upload a receipt to a transaction

1. On the Transaction Summary screen, click the **Upload** icon in the **Additional Information** column of the transaction.
2. Browse for your image. Click **Add**.
 - The image size limit is 2 megabytes.
 - Images must be .jpg or .png.
 - For optimum printing results, set your image size at 96 dpi with a maximum width of 1100 pixels before uploading receipts.

To view a transaction receipt

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

To print a transaction receipt

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

To delete a transaction receipt

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

To download a transaction receipt

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

Transaction Detail

The Transaction Detail screen provides access to all information associated with a transaction, whether gathered by the merchant or added by your 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 as 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. See [“Splitting a Transaction”](#) on page 35.

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

To access financial detail

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

Transaction Type Icons

Icon	Description
	Merchant transaction
	Cash transaction
	Adjustment

4. In the Transaction Detail screen, click the tab for the **Financial Detail** page.
5. Modify financial details as needed. Not all details can be modified. Some details described here may not be supported at your site.

Transaction Detail Columns

Column	Description
Reviewed	Reviewed status. See “Reviewing Transactions” on page 38.
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. Enabled only for CPA users and above. Available only in Transaction Detail screen.

Transaction Detail Columns (Continued)

Column	Description
Posting Date, Transaction Date, Description, Transaction Amount	Recorded by merchant at time of transaction. Click Merchant Name to see "Merchant Detail" on page 33.
Tax Amount, Alternate Tax Amount, Net Transaction Amount	Calculated by subtracting taxes from the Transaction Amount. <ul style="list-style-type: none"> If you have the proper authority, you can edit the tax amount and alternate tax amount fields for eligible transactions.
Additional Information	Addenda attached to the transaction by the merchant or intermediate processors.
Expense Description	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 Sections

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. See "Purchase Detail" on page 37.
<i>Company-specific custom data fields</i>	Additional fields defined at your company. Contact your administrator for more information.
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 & 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.

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.

To access the merchant summary

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

Merchant Detail

The Merchant Detail screen provides merchant contact and financial information.

To access the merchant detail

1. Bring up the Transaction Summary screen for any transaction for the merchant.
2. Click a **Merchant Name** link. The Merchant Details screen opens.

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.

Cash Transactions

When you have an expense that is not charged through your card, you can enter it in the application as a cash transaction. Like merchant transactions, cash transactions can be cost allocated, split, reviewed, and approved.

Adding a Cash Transaction

IMPORTANT! Once you save a cash transaction, you can modify only the description. If the transaction is incorrect, delete it and create a new transaction.

To add a cash transaction

1. In the Transaction Summary screen, click **Add Cash Transaction**. The Add Cash Transaction screen opens.
2. In the Financial Information section, enter the details of the cash transaction.

Cash Transaction Financial Information Fields

Field	Description
Transaction Amount	Enter the amount in posted currency.
Transaction Date	Enter the date of the transaction.
Debit/Credit Code	Select Debit for a positive amount. Select Credit for a negative amount.
Posted Currency Code	Determined by your administrator.
Description	Enter the merchant name or a description. This will display on the Transaction Summary screen.

3. In the Currency Information section, enter details only if the transaction was originally charged in a currency other than the posted currency.

Cash Transaction Currency Information Fields

Field	Description
Original Currency Code	Select the currency.
Original Currency Amount	Enter the amount of the transaction in the original currency.
Currency Conversion Rate	This value is for your information only. It is not used for calculation.

4. Click **Save**. The screen refreshes and displays the newly created cash transaction where you can split, review, or cost allocate the cash transaction.

Modifying a Cash Transaction

Once you add a cash transaction, you cannot modify the core transaction information such as the description, transaction date, 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, or split the transaction from the Cash Transaction Detail screen.


To modify a cash transaction

1. Display the cash transaction in the Transaction Summary screen.
2. Click the Cash Transaction icon (💰) for the transaction. The Cash Transaction Detail screen opens.
3. See the topic for the change you need to make:
 - To create or modify splits, click the Split icon (🔗). See [“Splitting a Transaction”](#) on page 35.
 - To mark the transaction as Reviewed, see [“Reviewing Transactions”](#) on page 38.

Deleting a Cash Transaction

You can delete cash transactions that you no longer need.

To delete a cash transaction


1. Access the Transaction Summary screen.
2. Search for the cash transaction that you need to delete.
3. In the **Additional Information** column for the cash transaction, click the Delete icon ()

Splitting a Transaction

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.


Your transactions may already be split based on corporate card line item and global invoice addenda.

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.

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.

To split a transaction

1. Display the transaction in the Transaction Summary screen.
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 opens.

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**.

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.

Split Transaction Fields

Field	Description
Debit/Credit Code	Debits include ordinary purchases and cash advances (positive amounts). Credits include refunds (negative amounts). This setting determines the type for the Amount, Tax, and Alternate Tax values. Credits always display in red and in parentheses, without the minus symbol, for example, (6.00).
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.
Percent	Enter 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.
Tax, Alternate Tax	Edit as needed. These fields must add up to the transaction total tax. These fields may not be used at your company. See your administrator for more information.
Expense Description	Edit as needed. This field may not be used at your company. See your administrator for more information.

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.

To add splits to a split transaction

1. In the Transaction Summary screen, click the Split Transaction icon. The Split Transaction screen opens.
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**.
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.

To unsplit a transaction

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

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. For more information, see [“Splitting a Transaction”](#) on page 35.

To create or edit purchase details

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. Modify the Purchase Detail Information fields as needed.
6. Click **Save Purchase Detail**.

Reviewing Transactions

The **Reviewed** option on the financial screens allows you 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 cannot mark a transaction Reviewed if it contains invalid accounting code values. Correct the accounting code fields before marking it Reviewed.

You can review transactions on:

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

To review a transaction in the Transaction Summary screen

1. Access the transactions that you need to review on the Transaction Summary screen (**Account Activity > Transaction Summary**).
2. In the **Reviewed** column, check 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 (🔒).

3. Click **Save**.

Disputing Transactions

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

- The **transaction posting date** satisfies the **Dispute Basis** criteria specified in the company site configuration.
- The transaction is a **merchant transaction**, not an adjustment or cash transaction.
- You have **Financial Information - Modify** 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 there by the card 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.

To dispute a transaction

1. Open the Transaction Detail screen for the transaction you need to dispute.
2. Click **Dispute**. The Create Financial Transaction Dispute screen opens.
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.

IMPORTANT! 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 display.
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.

To view or print dispute details

1. Display the Transaction Detail for the disputed transaction.
2. Click **View Dispute**. The View Financial Transaction Dispute screen opens.
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.

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. You can also use default account codes to automatically apply codes when transactions are loaded into the application. See [“Default Accounting Codes”](#) on page 42 for details.

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.

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

To cost allocate a transaction

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.

Accounting Codes Information Fields

Field	Description
Expense Description	This field may not be used at your company. If used, you may not have permission to modify it. See your manager for more information.
Field1 Field2 Field3 ... FieldN	<ul style="list-style-type: none"> If defined, the current value for each accounting code displays in <i>italics</i> below the accounting code name. 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. 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 Starts With field to highlight the closest matching value. Fields marked with an asterisk (*) are required. To modify any codes in a transaction, you must correct any invalid codes and enter values for any required fields that may be undefined.
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.

IMPORTANT! 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 Accounting 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 on the scheme and the precedence of default values, contact your administrator.

Defining Default Accounting Code Values

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

The Default Accounting Codes section may have the following fields.

Default Accounting Code Maintenance Fields

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

Default Accounting Code Maintenance Fields (Continued)

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"> • No default values have been defined for the reporting entity being displayed. • No default values have been defined for any org point containing the reporting entity. • No default values have been defined for the company. <p>In these circumstances, no default values are in effect for the reporting entity.</p>
Change Default Value To	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.

To define default accounting code values for all transactions in an account

1. From the **Account Activity** menu, select **Cost Allocation Management > Default Accounting Code Setup for Account > Default Maintenance**. The Default Accounting Code Maintenance for Accounts screen opens.
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**.

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.

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

To define default accounting code values for specified MCCs

1. From the **Account Activity** menu, select **Cost Allocation Management > Default Accounting Code Setup for MCC > Default Maintenance**. The Default Accounting Code Maintenance for MCCs screen opens.
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 new default values. You can leave some fields empty if necessary, but you cannot leave all fields undefined.

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.

Defining 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.

To define default accounting code values for customer codes

1. From the **Company** menu (or the **Account** menu for Level Managers), select **Cost Allocation Management > Default Accounting Code Setup for Customer Code > Default Maintenance**. The Search Reporting Structure screen opens.
2. Select the reporting entity whose default values you need to define. The Default Accounting Code Maintenance for Customer Codes screen opens.
3. In the Customer Code section, select a code. The customer code and its accounting code default values appear in the Customer Code Mapping section.
4. Click **Edit**. Only authorized users can edit default accounting code values for customer codes.

5. Enter or select new values as needed. The Customer Code Mapping fields are as follows:

Customer Code Mapping Fields

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.

6. Click **Save**.

To remove default accounting code values for customer codes

1. From the **Company** menu (or the **Account** menu for Level Managers), select **Cost Allocation Management > Default Accounting Code Setup for Customer Code > Default Maintenance**. The Search Reporting Structure screen opens.
2. Select the reporting entity whose default values you need to delete. The Default Accounting Code Maintenance for Customer Codes screen opens.
3. 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.
4. Click **Delete**. Only authorized users can delete default accounting code values for customer codes.

Locating Invalid Accounting Codes

Accounting code changes and deletions can occur frequently within a company. When codes are removed from your company's general ledger, they are considered invalid. You should not allocate expenses to invalid codes. The **Invalid Accounting Codes in Non-Exported Transactions Export** provides you with a list of transactions having invalid accounting codes.

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

1. From the **Account Activity** menu, select **Data Exports**. The Data Exports screen opens.
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:

Data Exports Search Criteria Fields

Field	Description
Description	The description appears in the application's Inbox as the subject line for the download link to the report.
Date 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**.
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:

Invalid Accounting Codes in Non-Exported Transactions Export File Fields

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 Codes in Non-Exported Transactions Export File Fields (Continued)

Field Name	Field Description
Invalid Accounting Code Label	Name of the accounting code that is invalid
Invalid Accounting Code Value	Value of the invalid account code
Item Description	The transaction description or, if split, the split description

Introduction to the Reporting System

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

- Content can include merchant and transaction data, including transaction splits, transaction 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.

The reporting system may not be available at your site.

When generating reports, users are restricted to the reporting entities to which they normally have access.

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

Reporting Operations

If you have access to the reporting system, the following report-related operations appear in the **Account Activity** menu:

- Schedule Summary
- Schedule Report
- Completed Reports
- Scheduled Reports

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

Reports Inbox

When you invoke a reporting operation, the Reports Inbox appears on the left side of the screen.

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.

Report Summary Section

For the Completed Reports and Scheduled Reports screens, this section displays the number of reports that ran successfully, that failed, and that are scheduled to run.

Completed Reports Section


This section lists reports that have run.

- Click the report name to view execution details, to download the report, and to delete the report.
- Click the arrow icon () to view execution details and to download the report.
- Click the Completed Reports section title or select **Reports > Completed Reports** to open the Completed Reports screen, which lists details including name, file size, status, and completion time.

Reports are removed from the Inbox after 30 days. To keep a report longer than 30 days, download the report.

Scheduled Reports Section

This section lists reports that have not yet run.

- Click the report name to view execution details, to edit the report, and to delete the report.
- Click the arrow button to view execution details.
- Click the Scheduled Reports section title or select **Reports > Scheduled Reports** to open the Scheduled Reports screen, which lists details including name, frequency, from date, to date, status, and next run date. The Scheduled Reports screen features a **Refresh** icon () which you can click to update the display.

How to Generate a Report

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.

Generating a report

1. Select **Account Activity > Schedule Report**.
2. Fill in the parameters on each screen.
3. Click **Save** to schedule the report.
4. Monitor the Completed Reports section of the Reports Inbox.
5. When the report appears in the Completed Reports section, download the report.
6. Optionally, delete 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*.

When does a report run?

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

$$\text{To_Date} + \text{Offset} + 1$$

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.

Examples of Report Processing Date

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

Examples of Report Processing Date (Continued)

End Date	Offset	Processing Date
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. See also [“Frequency Screen”](#) on page 57.

Sorting on 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.

Scheduling Reports and Exports

This section provides procedures for scheduling existing reports to run as needed. You can schedule a report to run as frequently as needed. You can schedule it to:

- run once,
- run a fixed number of times, or
- run on a regular basis, such as every week or every month.

After you schedule a report, it appears in the Scheduled Reports section of the Reports Inbox. Once a report has run, it moves to the Completed Reports section. 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.

To schedule a report

1. Select **Account Activity > Schedule Report**. The Choose Report screen opens.
2. Fill in the screens as described in the following sections.e

Choose Report Screen

Use the Choose Report screen to select the report you need to run.

Schedule Report: Choose Report Fields

Field	Description
Group By	Organize the existing reports according to the criteria you select.
Show	Show only the reports that conform to the criteria you select.

Click the report you need to use. The Entity screen opens (page 53).

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 CGA users, can select multiple entities. Click a **Quick Link** or search for a reporting entity.

To search for a reporting entity

1. Click the tab for the entity type.
2. Enter search criteria.
3. Click **Search**. 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 (page 54)
 - Options screen (page 55)
 - Filters screen (page 54)

Select Cost Allocation Scheme Screen

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.

Filters 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.

To specify a filter

1. In the **Field** field, select the field whose value you need to test.
2. In the **Type** field, select the comparison operator.
3. In the **Value** field, enter a value for the comparison.
4. Click **Add Filter**.

To remove a filter

1. Click the check box beside the filter.
2. Click **Delete**.

Options Screen

Some reports provide options that you can modify.

Schedule Report: Options Fields

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"> • PDF (Adobe® Portable Document Format) • XLS (Microsoft® Excel) • DOC (Microsoft® Word) • OFX (Open Financial Exchange) 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 & E-mail Inbox	<p>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 a user opens the report, they can save it to their hard drive.</p> <ul style="list-style-type: none"> • Only cardholders can receive reports by e-mail. All account numbers are masked in the report. • Selecting the System & 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. <p>IMPORTANT! This field is enabled only for authorized users and may not be available at your site.</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>IMPORTANT! It is your responsibility to ensure that users adhere to corporate policies regarding e-mail and information security.</p>

Click **Next** or **Save**:

- If you need to run the report more than once, click **Next**. The Frequency Screen opens (page 57).
- 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.

Criteria Screen

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

Schedule Report: Criteria Fields

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.
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 level and above.
Description	Enter text to distinguish this report from others you have scheduled.

Click **Next** or **Save**:

- To run the report more than once, click **Next**. The Frequency Screen opens (page 57).
- 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.

Frequency Screen

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.
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

Field	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.
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.
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.

For more information on processing, see [“When does a report run?”](#) on page 51.

Reporting Cycles

Authorized users at the 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.

Purchase Control

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

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

Purchase Control may not be available at your site.

When Purchase Control is active, 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

