Manager 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.

Your role is essentially supervisory in nature. Your program administrator assigns you a group of cardholder accounts to manage. You might be responsible for reviewing cardholder transactions, creating and maintaining user profiles, or completing various administrative tasks for your cardholder users. Your company administrator can provide the details on your role in the organization.

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 you 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 prompted 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.

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 20 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 20 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 21.

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. **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 14.

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 15.

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 12.

H. **Inbox** provides access to reports, exports, and, where supported, results from operations such as transaction processing. See "Inbox" on page 12.

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.

- **Financial**. Perform financial tasks.

- **Reports**. Schedule, view and create standard reports and data exports. See "Introduction to the Reporting System" on page 81.

- **Accounts**. Manage your accounts. See "Accessing Transactions" on page 39.

- **Users:** Perform administrative tasks for users, such as create users and maintain templates.

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 Level Manager (LM) users, the following information is displayed.

Program Activity Fields for LM Users

Users & Accounts	Transactions & Adjustments
• Total users • Total Active Cardholder users • Total Locked users (link) • *Recently Added Cardholder users (link)* • *Cardholder users with Activity* • *Recently Added Accounts (link)*	• *Reviewed* • *Not Reviewed* • *Approved* • *Not Approved*

For Account Group Manager (AGM) users, the following information is displayed.

Program Activity Fields for AGM Users

Users & Accounts	Transactions & Adjustments
• Total users • Total Active Cardholder users • Total Locked users • *Recently Added Cardholder users (link)* • *Cardholder users with Activity* • Total User Logins	• *Reviewed* • *Not Reviewed* • *Approved* • *Not Approved*

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

Account Activity Fields for CH Users

Transactions & Adjustments	Last Five Transactions
• *Total Transactions (link)* • *Reviewed* • *Not Reviewed*	• 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 and may also contain the results of selected automated tasks initiated by the user, such as cost allocation processing.

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

Inbox 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.
Notifications & Files	This section contains results from selected automated tasks and transaction processing, such as: • Invalid default accounting codes export • Invalid accounting codes in non-exported transactions export • Cost allocation processing • Transaction approval processing • Reset exported status processing • Updates/downloads for cost allocation and custom data fields • audit exports Click a Notification or File to review, download, or delete.

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 15).

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.

Global Search

The Global Search screen provides a common starting point for a variety of displays and operations. Most informational screens and operations require that you open a series of screens before you can reach a destination such as a transaction summary or company site configuration. The Global Search screen provides access to the same destinations but through a reduced number of screens. You use the Global Search screen to specify both the search criteria for an object and also the application screen to use for accessing the object. For example, you can specify that you need to search on company number 1234 and open the company site configuration screen, or you can specify that you need to search on User ID LD5678 and open the User maintenance screen.

Note: The Global Search screen is available only to users above the level of cardholder.

In the Global Search screen, your authorities, user type, and position in the reporting structure determine what you can view and modify.

You can search using only one section's search criteria at a time. For example, if searching for an account, you cannot enter the account criteria in the Account Search section and the company criteria in the Company Search section. You must enter all search criteria in the same search section. When you click Search in a given section of the screen, only the criteria in that section are used in the search.

Some criteria are mutually exclusive and cannot be used at the same time. For example, in User Search, you can search on User ID *or* Exact Account Number, but not both.

To perform a global search

1. At the top of the screen, click **Global Search** or the global search icon (⚲). The Global Search screen opens.

2. Locate the section, such as Account Search or Company Search, for the type of object that you need to access.

3. In the selected section, enter search criteria.

4. In the **Go To** field, select the operation or maintenance screen you need to use, such as Transaction Summary or Company Site Configuration.

5. Click **Search** in the selected section.

    *   If the search matches exactly one object, the operation or maintenance screen opens.

    *   If the search matches multiple objects, the Search Results section appears. If the results are displayed on multiple pages, clicking the Next Page and Previous Page links will re-execute the search. Select an object to continue, or modify the search criteria and execute the search again.

    *   If the search matches no objects, modify the search criteria and execute the search again.

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: • 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 19 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 20.
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.

Reporting Structure

The reporting structure organizes accounts into reporting groups by reporting entity: issuer, company, and organizational point ("org point"). Besides belonging to any of these reporting groups, an account may also belong to an account group that spans reporting groups and includes any arbitrary selection of accounts.

Org Point

Org points are typically used to group accounts by department or division. For example, accounts can be grouped by division and then further organized into smaller groups within the division. This allows managers and administrators to capture data for different levels of the group.
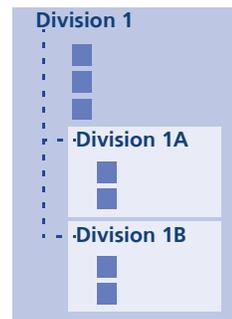
In this example, seven accounts are grouped under one org point: Division 1. Certain accounts are further grouped under org points, Division 1A and Division 1B, so that those accounts can processed or reported separately from the main Division 1.

Account Group

Account groups are used to organize accounts into secondary reporting groups. The accounts may reside in any number of different org points, but the account group allows you to manage them as though they were in the same org point. The account group itself does not reside at any location in the reporting structure.

For example, you may have fleet card accounts in every department of a company, making it inconvenient to manage them independently of the other accounts in their org points. By placing them in the same account group, however, you can manage them as easily as you can any single org point. For more information, see the *Company Administrator Guide* or the *Issuer Administrator Guide.*
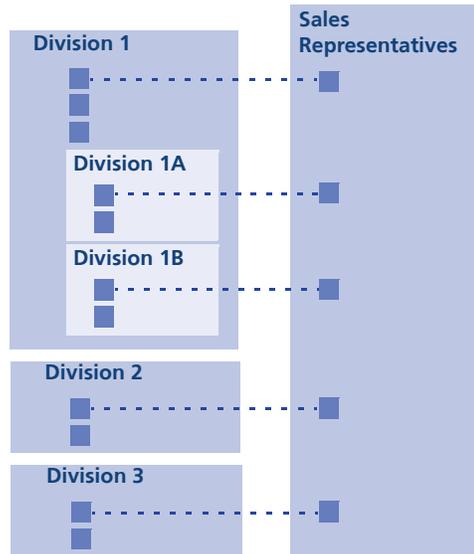
In this example, sales representatives from each division are also grouped in an account group: Sales Representatives. This allows managers and administrators to capture data on just the sales staff.

Reporting Level

A relative position in the reporting structure. For example, the company is at the highest reporting level. The org point ADMINISTRATION is at a reporting level below the company.

A.   In this example, ACCOUNTS PAYABLE and PURCHASING are at the same reporting level in relation to FINANCE.

Reporting Entity

A node in the reporting structure, whether the company, an org point, or an account. Most operations that can act on multiple entities allow you to specify the company or

an org point as a convenient way of applying the operation to all the entities residing below the company or org point. For example, if you run a Transaction Summary against the FINANCE org point, you are in effect running the operation against all org points and accounts that reside under the FINANCE org point.

Reporting and account management can also be performed through account groups, but account groups are not a part of the reporting structure as such. They belong to the company, but they do not have a position in the hierarchy. Running an operation against an account group accesses only the accounts in the account group.

Parent Entity

The company or org point to which other entities are assigned. An entity can be both a parent and a child (below).

Child Entity

An org point or account that reports to another reporting entity, such as an org point or the company. An entity can be both a parent (above) and a child.

A. GLOBAL INNOVATIONS is the parent of ADMINISTRATION. The company is the highest level of the company reporting structure, so it will always be a parent entity.

B. Org Points can be a parent entity and a child entity. ADMINISTRATION is the child of GLOBAL INNOVATIONS and it is the parent of FINANCE and PURCHASING.

C. Accounts are never parent entities—no other entity can report to an account.

Using the Reporting Structure

Most operations in the application access account data. When you initiate these operations, you may be prompted to search for an entity.

- If you search for and select an account, the operation will use only that account's data.

- If you search for and select an entity, such as an org point, that contains multiple accounts, data from all of the accounts will be used.

For some operations, such as modifying or deleting an account group, you start by locating the entity using the Reporting Structure screen. Select **Accounts** > **Reporting Structure**.

Searching the Reporting Structure

The Search Reporting Structure screen displays when you need to select a reporting entity or an account. For example, when you create a new, the system prompts you to select a reporting entity to associate with the user. Or when you view transactions, the system prompts you to select the accounts associated with the data you need to view. Your access to the various reporting entities is determined by your user type and the type of task you are performing.

To use the reporting structure to make a selection

1. In **Search by**, select a reporting entity and enter search criteria. For example, if you need to search for all org points in a given country, select **Org Point Country**.

   - Select **All** (...) to search for all entities in a category. For example, if you select All (Org Point) you will get a list of all org points to which you have access.

   - To narrow your search, you can search by name, address, and so on. Enter some descriptive words in the text box. The search is not case sensitive. Wild cards (for example, Inter*) are not required.

2. Click **Search**. The Search Results section opens and lists matching items.

3. In the Search Results section, click an item name to select it and continue with the operation.

Using Quick Link

The Quick Link section stores the entities, such as org points and accounts, that you have most recently selected. If you select a given entity for an operation, that entity name is stored in the **Recently Viewed** drop-down list. The next time you need to access that entity, you can select it from the Recently Viewed field and click **Select a Quick Link** instead of searching the reporting structure.

The Recently Viewed list displays only the entities that are appropriate for the current operation. For example, if you execute an operation that requires you to select an account, the Recently Viewed list displays only accounts.

Your last 10 selections are saved even after you log out. The next time you log in, they will be available for you to select from the Recently Viewed list.

Quick Link Fields

Field	Description
Select <Your entity>	Selects the entity that you are assigned to. If you are running a report or searching transaction data, you can click on your entity to capture all data for the entity. To display your entity and its contents as a tree, click the Reporting Structure Tree icon (⛁).
Recently Viewed	Select from among your last 10 selections. The selections include only those that would be accepted for the current operation.

Using the Reporting Structure Tree

The reporting structure tree provides an alternate view of the reporting structure by displaying an entity in relation to other entities in the reporting structure. The reporting structure tree can be used any time you need to search for an account or an org point within the company reporting structure.

On the Search Reporting Structure screen, click the Reporting Structure Tree icon (⛁) to access the reporting structure tree. The tree view displays the reporting entity in its current location of the reporting structure, expanded to show the first level of reporting entities. Org points are sorted first followed by accounts.

- To see your assigned level in the tree structure, click the tree icon in the Quick Link section.

- To see an account or an org point in the tree structure, click the tree icon in the search results.

The Reporting Structure Tree screen lists the contents of the selected entity.

- Org points are indicated by an arrow (▶). Click the arrow to display the contents of the org point.

- Accounts are indicated by a bullet (•).

Click the org point or account name to select it for the current operation. For example, if the current operation is **User Setup**, clicking an org point or account name selects that entity for the user profile you are creating.

Click the information icon (🔍) to display the Org Point Information or Account Information screen. Use the **Display** drop-down list to filter the results appearing in the Reporting Structure Tree.

User Management Tasks

Users are cardholders, managers, and administrators who log in to the application to review data, capture data, and manage certain aspects of the reporting process. Because each type of user has a different role in the process, the application looks different to each type of user.

For sites that support reporting functions, the User Information screen includes the Report List page. This page lists the reports that the user is allowed to use.

Creating a User

For a user to access the application, they must have a user login account and be assigned to an entity in the reporting structure, such as a company, an org point, or an account. Before you create a user, you need to know the type of user you need to create, the entity to which the user will be assigned, and which user template you will use.

Your user type and user authority may restrict you from creating certain types of users.

- Issuer and company administrators: You can create cardholders, who are associated with accounts in the reporting structure, and you can create users such as account group managers, who are associated with org points in the reporting structure.

- Account group managers and level managers: You can create cardholders, who are associated with accounts in the reporting structure.

You can create multiple users for any given reporting entity EXCEPT for an account. You can create only one user, a cardholder, for an account.

Note: If you are creating a cardholder user, the User ID is automatically created as the account number. Upon first login, the cardholder will be prompted to change the User ID from the account number to a new ID.

To create a new user

1. Select **User >User Setup**. The Search Reporting Structure screen opens.

2. Search for the reporting entity, such as an org point or account, that you need to associate with the user. For some searches, you may be asked for additional search

criteria. Once you have entered the appropriate search criteria, click **Search**. A list of matching entities appears.

TIP: If you are setting up a user at your reporting level, click the name of your reporting level in the Select field of the Quick Link section.

If you search for accounts, the results show only the accounts not already associated with a cardholder.

3. In the Search Results section, click the entity to associate with the new user. The User Setup screen opens.

4. User information is organized in two tabbed pages, General and Report List.

5. To define user information, open the General page. In the user information section, enter the appropriate information in the required fields. Information such as phone number and e-mail address are not required and can be added later by the user.

User Information Fields

Field	Description
User Name	The name of the user. The user name appears throughout the application to identify the user. Use a consistent naming convention for all users in your company.
	This field can be changed by the user.
User ID	A unique ID that the user will use, along with a password, to log in to the application. Do not use spaces; use underscores instead. For example, "jessamine."
	If you are creating a cardholder user, the user ID is initially set to the cardholder's account number. When the user logs in for the first time, the user will be prompted to select a new user ID.
User Type	The type of user. You cannot change the user type once a user record has been created.
Template	A set of user authorities. The template provides or restricts access to selected functions or information in the application.
	Do not select a template that is marked Small Business or Small Market.
	You can change a user's authorities at any time by changing their template assignment. The new authorities will be in effect the next time they log in. The change will affect all users who use that template.
	By default, you can specify only those templates that have been created by you or by a user at a level below you. To access templates created by other users at your level, you must have the **Peer Level User Administration** authority.
Entity Name	The reporting entity you selected for the user. For example, a cardholder user is associated with an account.

User Information Fields (Continued)

Field	Description
E-mail Address	An active e-mail address where the user can receive e-mail messages. The application uses this e-mail address to: • alert the user if the user's profile has been locked • send the user a temporary password when **Password Reset** is used • send the user e-mail messages when they are specified as a recipient in the **Schedule E-mail** feature If you do not know the user's e-mail address, you can leave this field empty; the user will be required to enter an e-mail address upon initial login.
Confirm E-mail Address	The e-mail address entered again for confirmation.
Opt Out of E-mail	Indicate whether to block e-mail messages sent to this user through the **Schedule E-mail** feature.
Preferred E-mail Addresses	Specify up to five e-mail addresses to be used as default recipients when this user uses the **Send E-mail** feature on the Transaction Summary screen.
Phone Number	A phone number where the user can be contacted. This information can be entered by the user.
Status Code	Controls the user's ability to access the application. • Active - The user is active and can log in to the application. • Inactive - Prevents the user from logging in to the application. The user profile remains in the system but is unusable. • Locked - The user profile has been locked due to too many unsuccessful login attempts.

6. In the user Password section, enter and confirm an initial password. Upon first login, the user is prompted to change the password.

7. In the Regional Settings section, specify how dates, currency, and time are formatted when the user is logged in to the application. The formatting options are already populated based on the company's settings.

8. The Additional Information section, if used, contains fields that are specific to your company. Enter any information required by your company.

9. The Report List page is used only at sites where reporting functions are supported. You can view the Report List page only if you have **Template and Report Administration - View** authority.

10. Click **Save**.

11. Give the user ID and password to the new user. Cardholders will enter their account number as their user ID the first time they log in.

Note: If the user does not log in within the number of days specified in the program setting Duration, their account will be become Inactive.

Accessing the User Summary

The User Summary screen is your starting place for managing users that have been set up in the application. You can quickly check the user status, last login, or template assignment of any user assigned to you.

To access the User Summary

1. Select **User > User Summary**. The User Summary screen opens.

2. In the Search Criteria section, search for the (users):
   - In **Search By**, you can choose to search by User ID or User Name.
   - In **User Type**, you can narrow your search by selecting a specific type of user.
   - In **Filter (starts with)**, you can further narrow your search by company name or who the user reports to.

3. Click **Search**. A list of users displays under **Search Results**.

4. To sort search results, click any of the underlined column headings.

5. You can perform a variety of operations in the User Summary screen:
   - Delete user profile. See "Deleting a User" on page 33.
   - Reset password. See "Resetting a User's Password" on page 34.
   - Reset dual authentication lock. See "Resetting Locked Status after Dual Authentication Failure" on page 36.
   - Access user information. In the User **ID** column, click a user ID to access the user profile. For field details, see "Creating a User" on page 29.

Modifying a User's Profile

You can change a user's information at any time.

To change a User's information

1. Access the User Summary (**User> User Summary**).

2. Search for the user that you need to modify.

3. Under **Search Results**, click the **User ID** that you need to modify. The User Information screen opens.

4. Modify the user information as needed. For field details, see "Creating a User" on page 29.

5. Click **Save**.

Deleting a User

When you delete a user, all references to that user are removed from the application, including scheduled items and Inbox items.

Note: Deleting a user does not delete the reporting level or account information that was assigned to the user.

To delete a user

1. Access the User Summary (**User> User Summary**).

2. Search for the user that you need to delete.

3. In the Search Results section, place a check in the **Select** column by the users that you need to delete. You can select more than one user.

4. Click **Delete**.

Disabling a User

You can prevent a user from logging in by changing the **Status Code**. You might use this option to disable a user profile for a short period of time, such as during a leave of absence, but retain the user information in the application. When the user returns, activate the user profile by setting the status to **Active**.

To disable a

1. Access the User Summary (**User > User Summary**).

2. Search for the user that you need to disable.

3. Under **Search Results**, click the **User ID** that you need to modify. The User Information screen opens.

4. In the User Information section, in the **Status Code** field, select **Inactive**.

5. Click **Save**.

Unlocking User Profiles

For security reasons, the application limits the number of failed login attempts. After six failed login attempts using an invalid password, the system locks the user profile. An e-mail message is sent to the user indicating that the user profile has been locked. Only a manager, administrator, or higher-level user can unlock the user profile. After the user profile is unlocked, the user can log in again using the current user ID and password.

To unlock a user profile

1. Access the User Summary (**User> User Summary**).

2. Search for the user or users. In the Search Results, the **Status** column indicates why the profile is locked. The status may be one of the following:

    • Active

    • Inactive

    • Locked - Invalid Challenge Response

    • Locked - Invalid Password

3. In the **Search Results** section, click a **user ID**. The User Information screen opens.

4. In the User Information section, in the **Status Code** field, select **Active**.

5. Click **Save**.

Resetting a User's Password

For security reasons, you cannot enter a new password for a user. You can, however, initiate a password reset function in which the system generates a new password and sends it directly to the user using the e-mail address in the user's profile. This method ensures that only the user knows the new password.

You can reset a user password from either the User Summary screen or from the User Information screen. The user profile must be set to active before you can reset the password.

Note: The newly generated password is for one-time use. The user is prompted to change it upon login.

On the User Summary screen

This is the quickest way to reset passwords for two or more users.

1. Access the User Summary (**User > User Summary**).

2. Search for the user whose password you need to reset.

3. In the Search Results section, place a check in the **Select** column by the users who need a new password. You can select more than one user.

Note: You can select items only on the current page. If you navigate away from the page without completing the task, your selections are lost. To group similar items on one page, you can try clicking a column heading to resort the list.

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4. Click **E-mail New Password**.

On the User Information screen

You might use this option if you need to update other information on the user, in addition to resetting the password.

1. Access the User Summary (**User> User Summary**).

2. Search for the user whose password you need to reset.

3. In the Search Results section, click a **User ID**. The User Information screen opens.

4. In the User Information section, click **E-mail New Password**.

Note: If your company is using dual authentication, and the user's dual authentication questions are empty, the user will be prompted to answer their security question before entering their new password. If the user does not know the answer to their security question, you can check Clear Security Question on the User Information section before clicking the E-mail New Password button.

Express Password Reset

If you know the exact User ID, you can go directly to Password Reset without searching the reporting structure.

To reset a user password

1. Select Password Reset (**User > Password Reset**). The Password Reset screen opens.

2. In the **Search by user ID** field, enter the ID of the user whose password you need to change.

3. Click **Search**. The screen refreshes and displays the user information.

4. Confirm that this is the correct user. Also confirm that the e-mail address is correct.

5. Click **E-mail New Password**.

To reset the password of another, enter the user ID and click Search to display the user information.

Resetting Locked Status after Dual Authentication Failure

If a user fails the dual authentication method six (6) times consecutively, the user ID is locked.

To restore their access to the system, a locked user must contact their manager or administrator to reset the user status. To reset the user status, the manager or administrator must have the **Dual Authentication Reset - Modify** authority.

To reset the user status

1. Display the user in the User Information screen.

2. Select the user.

3. Click **Clear Dual Authentication Lock**.

The system clears the lock, clears the user's challenges and responses, and sends an e-mail address to the user informing them that their user ID is unlocked. The next time they log in, they will be required to specify new authentication challenges and responses.

Associating a Cardholder User with Multiple Accounts

Cardholders having more than one account may be able to associate multiple accounts with their user ID. Once the accounts are associated with a cardholder user, the user can switch the account view on the Home page as well as select a default account to display upon logging in. 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.

A multi-account cardholder can link to other account numbers under different issuers or companies—the account is not required to be in the same card program or corporate hierarchy. However, the account information must be in the system and be validated before an account can be associated with the cardholder's user profile. Once an account is successfully associated with a user ID, the system immediately returns confirmation and the user can access the account.

Some application features are dependent upon issuer and company settings, so the cardholder may notice differences based on which account they have selected. For example, these differences may affect accounting codes and branding (logo and color scheme).

When the responsibility for an account changes, the cardholder who currently has the account (or a higher-level user) can unassociate the account so that another cardholder can associate the account with his or her user ID.

To associate an account

1. Access the cardholder's user profile.

Note: Cardholders are not restricted to viewing accounts from only one company or issuer. Based on the user's settings, you may see an unfamiliar entity name, or the account may not be designated as the default.

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2. On the User Information screen, click **Associate Accounts**. The Associate Accounts screen opens.

3. Enter the account information exactly as it appears on the account. For the account number, omit hyphens (**-**).

4. Click **Save**. Wait for the confirmation message to appear.

To set a default account

1. Access the cardholder's user profile.

2. In the Default Account section, select an account.

3. Click **Save**. The next time the user logs in, the selected account will be the default view.

To remove (unassociate) an account

1. Access the cardholder's user profile.

2. On the User Information 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 confirmation message to appear.

Account Maintenance Request

Account maintenance request allows a company to notify their issuer when a new account needs to be added or an existing account needs to be updated. Changes may include name, address, credit limit or cash advance limit. No changes to the account record are allowed.

When Account Maintenance Request is set to **Yes** on the Company Site Configuration screen, and the user has the proper Account Maintenance Request authorities, a new menu, **Account Maintenance Request** appears with the following sub-menus:

- New Account Request
- Account Maintenance Request
- General Request

LM users and above, with the correct permissions, can access the Account Request form and submit an Account Request.

To submit a request

1. Select **Account Maintenance Request**. Select the appropriate sub-menu: New Account Request, Account Maintenance Request or General Request. The corresponding form appears.

2. Enter the appropriate information in each field.

3. Click **Save**.

Note: Issuers make the requested changes outside of the system and the changes will flow from the processor into the application.

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

Use the Account Summary operation to look up transactions that belong to a specific account. For example, you can see all the transactions charged to Joe Smith's account during July.

To look up transactions, you need to know the date of the transactions. You also need to know the account to which the transactions were charged.

To search for transactions

1. From the **Financial** menu, select **Account Summary**. The Search Reporting Structure 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	Specify the start and end of the date range you need to search.
	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.
	Enter the dates in the text fields or select them using the calendar tool. Click the **Calendar** icon (▦) that appears by the date field. • 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: • 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	• **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.

Transaction Summary Advanced Search Options (Continued)

Field	Description
Account Name (contains)	Specify the first few letters of the account name. This field and the Account Number fields, below, do not display if you have already selected a single account for the search.
Account Number (exact)	Specify the complete account number.
Account Number	Specify the first few digits of the account number.
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 accounts displays under Search Results.

6. Click an account number. 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 49.

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 46.

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 44.
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 54. 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 49.
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 44.

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 51.

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 47.
	Cash transaction. Click icon to access transaction detail. See "Cash Transactions" on page 49.
	Adjustment (such as a payment, card fee, and so on). Click icon to access transaction detail. See "Transaction Detail" on page 47.
	Click to split the transaction or view split details. See "Splitting a Transaction" on page 51.
	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 51.

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 54.
Approved	Approved status. Enabled only for users above the level of cardholder. See "Reviewing Transactions" on page 54.

Transaction Detail Columns (Continued)

Column	Description
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.
Posting Date, Transaction Date, Description, Transaction Amount	Recorded by merchant at time of transaction. Click Merchant Name to see "Merchant Detail" on page 49.
Tax Amount, Alternate Tax Amount, Net Transaction Amount	Calculated by subtracting taxes from the Transaction Amount. • If you have the proper authority, you can edit the tax amount and alternate tax amount fields for eligible transactions.
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 53.
Company-specific custom data fields	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 **Financial > Merchant Summary**. The Search Reporting Structure screen opens.

2. Search for a reporting entity or click a Quick Link. The Merchant Summary screen opens.

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

    •   To mark the transaction as Reviewed, see

    •   To mark the transaction as Approved, see

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

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 (**Financial > Account 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.

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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 58 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
Display accounting codes from	Use this field to choose which subset of accounting codes to apply as you edit the codes. **Account Level** refers to the subset, if any, in effect for the transaction's account. **My Level** refers to the subset, if any, in effect for your user profile.
Expense Description	This field may not be used at your company. If used, you may not have permission to modify it. See your manager for more information.
Field1 *Field2* *Field3* *...* *FieldN*	• If defined, the current value for each accounting code displays in *italics* 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

When you define default accounting code values, you assign them to a specific reporting entity, such as an org point. The default values are effective for all entities residing below the specified entity unless default values are defined at a lower level. Assignments at lower levels override assignments from higher levels.

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

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

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

- If default values are assigned to the account, those values are used.

- If default values are not assigned to the account, the default values taken from the next-higher org point are used.

- If neither the account nor any higher org point has assigned default values, the default values taken from the company level are used.

- If no default values have been assigned at the company level, no default values are used.

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

- Default Accounting Code Maintenance. This screen is accessed 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	The default value currently in effect for the field. This field appears only when both of the following conditions are true: • 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. In these circumstances, the default values used for this reporting entity are taken from the next-higher org point or from the company.
<None>	The center column contains the label **None** when all of the following conditions are true: • 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. In these circumstances, no default values are in effect for the reporting entity.
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 **Accounts** 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 **Accounts** 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 occur frequently within a company. After a code has been removed from your company's general ledger, users should not be

permitted to assign the code to a transaction. Such codes are considered invalid. The following exports can help you locate invalid codes:

- **Invalid Defaults Accounting Codes Export** lists reporting structure entities for which default accounting code values are incorrect. Based on your user profile, this option may not be available to you.

- **Invalid Accounting Codes in Non-Exported Transactions Export** lists transactions having invalid accounting codes.

Invalid Defaults Accounting Codes Export

Using this report, you can easily identify areas in the company for which default accounting codes are incorrect.

To run the Invalid Defaults Accounting Codes Export

1. From the **Reports** menu, select **Data Exports**. The Data Exports screen opens.

2. In the Export List section, highlight **Invalid Defaults Accounting Codes Export**.

3. In the Search Criteria section, enter a **Description** for the report. The description will appear in the application's Inbox as the subject line for the download link. It is not necessary to select a date range for this report.

4. Click **Schedule**. The Search Reporting Structure screen opens. Select the entity for which you need to run the report.

5. The download operation is scheduled for processing later in the day, and the Schedule Summary screen opens. A link to the downloaded file will be delivered to the application's Inbox when the operation is complete.

Invalid Defaults Accounting Codes Export File Format

The report is sorted by Entity type, name line 1, then name line 2. The first three lines of the export file consists of the entity information for which the export is requested.

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

The remaining fields are listed in the following order:

Invalid Defaults Accounting Codes Export File Fields

Field Name	Field Description
Entity Type	- C - company - O - org point - A - account
Entity Number	This will be masked per user settings.

Invalid Defaults Accounting Codes Export File Fields (Continued)

Field Name	Field Description
Name	Entity name line 1
Name 2	Entity name line 2
Reports To	The hierarchical entity number the account reports to.
Reports To Name	The hierarchical entity name the account reports to.
Invalid Accounting Code Label	Accounting code label name that is invalid
Invalid Accounting Code Value	Corresponding accounting code value that is invalid
City	Corresponding to the primary address of the user.
State	Corresponding to the primary address of the user.
Postal Code	Corresponding to the primary address of the user.
Phone Number	Corresponding to the primary address of the user.
Custom Account Fields 1-10	Custom fields associated with the company or account.
Status	Status of the entity - active or inactive.

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 **Reports** menu, select **Data Exports**. The Search Reporting Structure 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**. The Search Reporting Structure screen opens. Select the entity for which you need to run the report.

5. The download operation is scheduled for processing later in the day, and the Schedule Summary screen opens. A link to the downloaded file will be delivered to the application's Inbox when the operation is complete

Invalid Accounting Codes in Non-Exported Transactions Export File Format

The report is sorted by account name line 1, account name line 2, merchant date, then posting date. The first three lines of the export file consist of the entity information for which the export is requested.

- Entity number

- Entity name/name line 2

- Run date/time (as YYYY-MM-DD HH:MM:SS)

The remaining fields are listed in the following order:

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 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

Spending Alerts

This section defines spending alerts and provides procedures for enabling, configuring, and monitoring spending alerts.

A spending alert indicates that spending exceeds specified thresholds. A spending alert is triggered when transaction amounts or amount totals are equal to or greater than any of the defined thresholds.

Spending alerts can be based on a variety of thresholds:

- Transaction amount
- Total transaction amount per day, week, or month
- Total transaction count per day or month
- Percentage of a specified amount
- Percentage of credit limit (optional feature)

Spending alerts can be restricted to transactions based on:

- Merchant
- Transaction Category Code (TCC)
- Merchant Category Code (MCC)
- Point of service: cardholder present, mail/telephone, or Internet (optional feature)

Some spending alerts features may not be available to all companies.

Configuring Spending Alerts

To configure spending alerts

1. Select **Account > Spending Alerts**. You are prompted to select an account.

2. Select an account. The Spending Alert Configuration screen opens.

3. Enter alerts in the Spending Alert Configuration screen. For more information, see the following sections.

4. Click **Save**.

To monitor spending alerts, schedule a spending alerts report.

Spending Velocity

You can enable any of the velocity alerts by entering a value in the threshold field. The alert is activated if the velocity is equal to or greater than the threshold.

The velocity measures are:
- **Single Transaction Amount**
- **Total Daily Transaction Amount**
- **Total Daily Transaction Count**. See Note below.
- **Total Weekly Transaction Amount**
- **Total Monthly Transaction Amount**
- **Total Monthly Transaction Count**. See Note below.
- **When "X%" of the total "Y" amount is reached**, measured on a monthly or weekly basis. See Note below.
- **When "X%" of the total credit limit is reached**, measured on a monthly or weekly basis. See Note below.

Note: Counts and percentages should be expressed as whole numbers. If a decimal value is entered for a count or a percentage, the fractional portion is truncated.

To remove a velocity alert, remove the value from the threshold field.

Merchant Alerts

You can specify alerts for individual merchants. An alert is triggered if the amount for a single transaction for the merchant is equal to or greater than the specified threshold.

To specify an alert for a merchant at a specific location

1. In the Merchant Alerts section, click **Add Merchant By Location**. The Search Merchant screen opens.

2. In the Search Criteria section, you can optionally refine the search by entering search criteria and clicking **Search**.

3. In the Search Results section, click the **Select** box next to the merchants, or click **Select All**.

4. Click **Add to Alert**.

   If a selected merchant has its own Merchant Category Code (MCC), you are allowed to define that alert as an MCC alert rather than as a Merchant alert. If you add the alert as an MCC alert instead of as a Merchant alert, the alert applies to transactions

for that merchant at all locations, not just those for the merchant at the location you selected originally.

To create MCC alerts for those merchants having their own MCCs, click **OK**. To create Merchant alerts for those merchants having their own MCCs, click **Cancel**.

The Spending Alert Configuration screen opens, showing that the selected merchants have been added to the Merchant Alerts section or MCC Alerts section.

5. In the **Threshold** column of the Merchant Alerts or MCC Alerts section, enter a threshold value for each added merchant. Omitting the threshold value is the same as entering zero (0).

6. Click **Save**.

To specify an alert for merchants matching a name

1. In the Merchant Alerts section, click **Add Merchant By Name**. An empty field appears in the Merchant Name column.

2. In the **Merchant** column, enter the complete merchant name or the first part of the name. The alert applies to all merchants whose name begins with the text that you enter.

3. In the **Threshold** column, enter a threshold value for merchants matching the name. Omitting the threshold value is the same as entering zero (0).

4. Click **Save**.

To remove a merchant alert

1. Click the checkbox next to the merchant name, or, to select all merchant alerts, click the checkbox next to the **Merchant Name** column heading.

2. Click **Remove**.

3. Click **Save**.

Transaction Category Code (TCC) Alerts

You can specify alerts for transaction categories, indicated by a transaction category code (TCC). An alert is triggered if the amount for a single transaction in the category is equal to or greater than the specified threshold.

To determine the transaction category for a known merchant, you can use the Search Merchants screen described in .

The transaction categories follow.

Transaction Category Codes

Transaction Category	Code
Airline and rail	X
Cash advances	C, Z
Lodging	H
Other	O, T, U
Restaurant	F
Retail services	R
Vehicle rental	A
Vehicle-related	E

To specify an alert for a transaction category

1. In the Transaction Category Alerts section, click **Add**. A new transaction category entry is added to the list.

2. In the **Transaction Category** column, select a category from the drop-down list.

3. In the **Threshold** column, enter a threshold value. Omitting the threshold value is the same as entering zero (0).

4. Click **Save**.

To remove a transaction category alert

1. Click the checkbox next to the transaction category alert, or, to select all alerts, click the checkbox next to the **Transaction Category** column heading.

2. Click **Remove**.

3. Click **Save**.

Merchant Category Code (MCC) Alerts

You can specify alerts for merchant category codes (MCC). An alert is triggered if the amount for a single transaction in the category is equal to or greater than the specified threshold.

To determine the MCC for a known merchant, you can use the Search Merchants screen described in "Merchant Alerts" on page 68.

To specify an alert for an MCC

1. In the Merchant Category Code Alerts section, click **Add**. A drop-down list containing MCCs appears. At the top of the list is a **Search** field.

2. In the **Search** field, enter any portion of the MCC description or code. The text you enter acts as a filter, and the drop-down list is modified to show only the MCC entries that contain the specified text.

3. Locate the MCC entry, and click it. The entry is added to the **MCC** column.

4. In the **Threshold** column, enter a threshold value. Omitting the threshold value is the same as entering zero (0).

5. Click **Save**.

To remove an MCC alert

1. Click the checkbox next to the MCC alert, or, to select all alerts, click the checkbox next to the **MCC** column heading.

2. Click **Remove**.

3. Click **Save**.

Point of Service Alerts

You can restrict alerts based on the point of service of the transaction. Click the checkbox beside one or more points of service:

- Cardholder Present
- Mail or Telephone Order
- Internet Transaction

Exclusions

The Exclusions section appears when **Alert Level Assignment** is set to **Company** in the Company Site Configuration.

You can exclude accounts from the alerts defined on this screen.

To exclude accounts

1. In the Exclusions section, click **Add**. The Account Search screen opens.

2. In the Account Search screen, select one or more accounts by clicking the checkbox in the **Select** column, or select all accounts by clicking **Select All**.

3. Click **Select**. The Spending Alert Configuration screen opens, showing that the selected accounts have been added to the Exclusions section.

4. Click **Save**.

To remove an account from list of excluded accounts

1. In the Exclusions section, click the checkbox next to the account, or, to select all accounts, click the checkbox next to the **Name** column heading.

2. Click **Remove**.

3. Click **Save**.

Scheduled E-mail

The scheduled e-mail feature allows administrators and managers to better manage communications with their internal customers. Authorized users can configure and re-use e-mail templates to notify other administrators, managers, and cardholders of important dates, transactions that require action, and so on. The e-mail feature supports date-related scheduling as well as recurring distribution of e-mails based upon transaction approval status over a specific time period. Examples include:

- You can send e-mail messages to users at a frequency you select. For example, you can schedule an e-mail message to be sent on a monthly basis to remind cardholders to submit month-end expense reports.

- You can send e-mails based on transaction status. For example, you can send an email exclusively to managers of cardholders having non-approved transactions.

- You can save e-mail messages as templates for use in the future. After selecting a saved e-mail, you can change the content and schedule as needed, then schedule the e-mail for delivery.

E-mail operations are located in the **User > E-mail** menu. Sent e-mail messages are deleted from the system after 30 days.

E-mail requests are processed once a day, at 11 p.m. CST.

Note: Mail messages are sent from the MasterCard.com domain.

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

User Overview

The e-mail system provides these operations:

- **Maintain E-mail**. In the Maintain E-mail screen you can create new e-mails and perform these operations on existing e-mails: edit, copy, delete, preview, and schedule. See "Creating E-mails" on page 74 and "Maintaining E-mails" on page 79.

- **Delivery Summary**. In the Delivery Summary screen you can review e-mails that are either scheduled to be delivered or have already been delivered. See "The Delivery Summary Screen" on page 80.

Scheduler Dashboard

The dashboard displays e-mail scheduler status. It appears on the Maintain E-mail screen and the Delivery Summary screen. The dashboard contains these sections:

- **Sent E-mail**. Lists the most recently delivered e-mails, up to a maximum of five. Delivered messages are deleted from the system after 30 days.

- **Delivery Schedule**. Lists the next e-mails scheduled to be delivered, up to a maximum of five.

To see the status of all e-mails in a section, click the section name. See also

Opting Out of E-mail

To reject e-mail messages generated by the scheduled e-mail feature, users must have the **Opt Out of E-mail** setting in User Information/My Profile set to **Yes**.

Creating E-mails

Before you can schedule an e-mail message for delivery, you must create it. You can schedule the e-mail for delivery at the same time you create it, and you can also choose to save it for later use without scheduling it immediately.

Recipients

You can select recipients based on user type and on user status. The selection of user types is dependent upon your user type, as follows:

- CGA users can send mail only to CPA, LM, AGM, and Cardholder users.
- CPA users can send mail only to CPA, LM, AGM, and Cardholder users.
- LM and AGM users can send mail only to Cardholder users.

Delivery Frequency

The e-mail frequency can be one of these types:

- One Time. Specify the date for one-time delivery.
- Recurring. The e-mail is sent every month, every week, or every day throughout a specified time period.
- Reporting Cycle (where supported). The e-mail is sent once per reporting cycle throughout a specified time period. You can specify how many days after the end of each reporting cycle to wait before sending the e-mail.

The Create E-mail Screen

The e-mail messages you create remain in the system until you delete them. To create an e-mail message, you must have the **Create and Schedule E-mail - Modify User** authority.

To create an e-mail message

1. Select **User** > **E-mail > Maintain E-mail**. The Maintain E-mail: Choose E-mail screen opens.

2. Click **Create New E-mail**. The E-mail: Create E-mail screen opens.

3. Fill in the fields.

    Create E-mail Fields

Field	Description
Subject text	Enter text for the subject of the message.
Body text	Enter text for the body of the message. The maximum length is 2000 characters.
Save this e-mail for future use.	Indicate whether you want the e-mail message saved, making it available for editing, scheduling, and other operations in the future.
E-mail Name	Enter a name to identify the message in the Choose E-mail screen and in the Delivery Summary screen.
Description	Optionally, enter a brief description of the message for display in the Choose E-mail screen and in the Delivery Summary screen.

4. Click **Next**. The E-mail Options screen opens. See "Creating E-mails" on page 74.

The E-mail Options Screen

Use the E-mail Options screen to specify the recipients and delivery frequency for a message. The E-mail Options screen is part of these operations:

- Create a New E-mail
- Edit an E-mail
- Schedule an E-mail

1. When the E-mail Options screen opens, fill in the fields.

E-mail Options Fields

Field	Description
Recipients	Select the user types which should receive the e-mail.
Status	Optionally, filter the recipients based on their user status. By default, all **Active** users AND all **Locked** users are selected.
Frequency	Select the delivery frequency for the e-mail. Some e-mail options are disabled depending on your **Frequency** selection. • **One Time**. This is the default frequency. • **Recurring**. Select **Daily/Weekly** or **Monthly**. • **Reporting Cycle**. Select a reporting cycle. Reporting cycles may not be supported at your site.

2. The remaining fields depend on the **Frequency** setting.

   If you set **Frequency** to **One Time**, the **Start Date** field appears. Specify the date on which to deliver the e-mail. The default is today.

   If you set **Frequency** to **Recurring** and **Daily/Weekly**, fill in these fields.

Daily/Weekly Fields

Field	Description
Day	Specify the days of the week on which to deliver the e-mail. Multiple days may be selected.
Start Date	Specify the date on which this e-mail request should be activated. The e-mail will be delivered on the specified days of each week until the end date is reached.
End Date	Specify the date on which this e-mail request should be deactivated.

If you set **Frequency** to **Recurring** and **Monthly**, fill in these fields.

Monthly Fields

Field	Description
Day of month to run	Specify the day of the month on which the e-mail should be delivered. To indicate the last day of each month, select **End of Month**.

Monthly Fields (Continued)

Field	Description
Start Date	Specify the date on which this e-mail request should be activated. The e-mail will be delivered on the specified days of each month until the end date is reached.
End Date	Specify the date on which this e-mail request should be deactivated.

If you set **Frequency** to **Reporting Cycle**, fill in these fields.

Reporting Cycle Fields

Field	Description
Custom Reporting Cycles	Select one or more reporting cycles.
Number of days after the cycle ends	Specify the number of days to wait before delivering the e-mail after the reporting cycle has ended.

3. Optionally, you can also filter recipients based on transaction criteria. See "Optional Criteria" on page 78.

Optional Criteria Fields

Field	Description
Optional Criteria	Indicate whether to apply optional filter criteria to the recipient list.
Transactions that are older than *nnn* days but not older than *mmm*	Enter an age range relative to the delivery date of the e-mail. This option does not apply to e-mails where **Frequency** is set to **Reporting Cycle**; for these e-mails, the age range is the same as the reporting cycle begin and end dates.
Transaction Status	Select a transaction status. • **Not Approved** • **Not Reviewed** • **Not Reviewed / Not Approved** (*both* conditions must be satisfied) These criteria apply only to companies that have the **View Approved Status** or **View Reviewed Status** program settings set to **Yes**.
Determined By	Select the date type to use in evaluating the transaction date range criteria. Does not apply to e-mails where **Frequency** is set to **Reporting Cycle**; for these e-mails, the date type defined for the reporting cycle is used.

4. Click **Save**. The e-mail job is scheduled, and e-mail messages are delivered based on the schedule.

Messages are not sent to users who have used the **Opt Out of E-mail** profile option to reject scheduled e-mail messages. The **Opt Out of E-mail** feature is set in the User Information screen or the My Profile screen.

Delivered messages are deleted from the system after 30 days.

Note: Mail messages are sent from the MasterCard.com domain.

Optional Criteria

The Optional Criteria allow you to restrict e-mail delivery to those cardholders and managers whose accounts have transactions satisfying any of the specified criteria. If you select Optional Criteria:

- You must specify values for all Optional Criteria fields.
- Transactions need to satisfy only one of the criteria to qualify an account for the e-mail.
- Cardholders and managers assigned to qualifying accounts receive the e-mail only if their user type is specified in the **Recipients** field of the E-mail Options screen.
- CPA and CGA users do not receive e-mails if Optional Criteria are specified.
- The criteria are evaluated each time the e-mail is sent.

Transaction Age Criterion

You can filter recipients based on transaction age. The age is specified relative to the delivery date for the e-mail.

The criterion is defined as follows:

```
Transactions that are older than nnn days but not older than
mmm
```

Enter an age range relative to the delivery date of the e-mail. For example, if *nnn* is **0** and *mmm* is **7**, and if the delivery date is October 31, only transactions between October 24 and October 30, inclusive, qualify for the e-mail.

This option does not apply to e-mails where **Frequency** is set to **Reporting Cycle**; for these e-mails, the age range is the same as the reporting cycle begin and end dates.

Transaction Status Criterion

You can filter recipients based on transaction status. Only transactions with the specified status qualify for the e-mail. The status criteria are:

- **Not Approved**
- **Not Reviewed**
- **Not Approved / Not Reviewed**. A transaction qualifies it is *both* not approved *and* not reviewed.

These criteria are available only to companies that have the **View Approved Status** or **View Reviewed Status** program settings set to **Yes**.

Maintaining E-mails

The Maintain E-mails screen allows you to edit, copy, delete, preview, and schedule e-mails.

Editing E-mails

The edit operation allows you to change the content of an existing e-mail template.

Note: Editing an e-mail template affects any scheduled jobs using the e-mail template. If you modify the subject, for example, the change will be reflected in future e-mails.

Copying E-mails

When you copy an e-mail, the copy has the same name as the original except with the words **Copy of** added as a prefix. After copying the e-mail, the system prompts you to schedule it.

Deleting E-mails

Saved e-mail templates remain on the system until you delete them.

Note: Deleting an e-mail template also cancels any scheduled e-mail messages based on that template.

Previewing E-mails

The Preview operation shows what the message will look like.

Scheduling E-mails

The Schedule operation proceeds the same as it does when you create an e-mail. See "Creating E-mails" on page 74.

The Delivery Summary Screen

The Delivery Summary screen shows a summary of scheduled e-mail requests. Completed e-mail jobs remain in the delivery summary for 30 days.

This screen displays other users' e-mails only if you have the **E-mail History for All users** authority.

To display the e-mail delivery history, select **User > E-mail > Delivery Summary**. The Delivery Summary screen opens.

- Click **Show** to filter e-mails by status. Users having the **E-mail History for All users** authority can also filter e-mails by the user type of the sender.

- Click a column heading to sort on that column.

To delete a schedule entry, check the box by the e-mail. Only entries that you created have check boxes. Then click **Delete**.

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 operations appear in the **Reports** menu:

- User Audit Exports

- Schedule Summary

- Data Exports

- 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 **Reports > 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:

```
To_Date + Offset + 1
```

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

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

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

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 **Reports > 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.

If a suitable report does not exist, you may be able to create one. Only authorized users can create reports.

Click the report you need to use. The Entity screen opens (page 85).

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 86)

   • Options screen (page 87)

   • Filters screen (page 86)

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: • 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	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. • 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. IMPORTANT! This field is enabled only for authorized users and may not be available at your site.
Notify Me At	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. IMPORTANT! It is your responsibility to ensure that users adhere to corporate policies regarding e-mail and information security.

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

- If you need to run the report more than once, click **Next**. The Frequency Screen opens (page 89).

- 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 89).

- 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 83.

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.

Data Exports and Script Scheduling

Data processing scripts of the following types may be available on your system.

- Standard scripts for sites that use cost allocation. For more information, see the *User Guide for Managers* and the *User Guide for Cardholders.*

- Custom scripts for use only at your site.

Note: To schedule scripts, you must have the **Script Scheduling - Modify User** authority.

To schedule a data export or script:

1. From the **Reports** menu, select **Data Exports**. The Data Exports screen opens.

2. In the Export List section, select the script or export.

3. In the Search Criteria section, enter a **Description** for the report. The description will appear in the application's Inbox as the subject line for the download link.

4. Enter a date range if required.

5. Click **Schedule**.

6. If the Search Reporting Structure screen opens, select the entity for which you need to run the report. 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 Inbox when the operation is complete.

Account Manager

The Real-time Account Manager allows you to perform account operations such as changing credit limits and canceling cards. For more information, see the Account Manager documentation.

The Account Manager may not be available at your site.

To use the Account Manager, you must have the proper user authorities.

Managers can access the Account Manager by clicking **Accounts > Account Manager**.

To go from a specific account to Account Manager

1. From the **Accounts** menu, select **Reporting Structure**. The Search Reporting Structure screen opens.

2. Use the Search Criteria or Quick Link to select a specific account. The Search Results screen opens.

3. Click on the **Cardholder Name**. The Account Information screen opens.

4. To go to Account Manager, click **Yes** in the **Real-time Updates Permitted**. Account Manager opens to the specific account you selected.

Audit Exports

audit exports allow you to monitor user activities including changes made to transaction data. The export you select may display any or all of the following search criteria.

Audit Exports Search Criteria Fields

Field	Description
Date Range	The date range is limited to 30 days. The **From** date may not be earlier than the date indicated in the **Data Available Starting** field.
Reporting Cycle	Select a reporting cycle instead of a date range. Reporting cycles may not be supported at your site.
Category	Specify which type of changes to include in the export.
Search By	Restrict the search to the specified user.

The exports are:

- "Activity Detail Export" on page 96
- "Activity Summary Export" on page 97
- "Failed Login Export" on page 97
- "List Export" on page 98

Creating an Export

To create an export

1. From the **Reports** menu, select **User Audit Exports**. The User Audit Exports screen opens.

2. In the Export List section, select an export.

Note: If you are scheduling the User Activity Detail Export, the operation displays the Search Reporting Structure screen so that you can restrict the search to a specified entity.

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3. In the Search Criteria section, select a date range not to exceed 30 days.

    Data available starting indicates the date that audit data is available, which is a rolling 90 days.

4. If you are scheduling one of the user activity reports, use the following criteria to further define the export data.

    • In **Category**, select the type of data to include in the file: Company Information, Financial, or user.

    • In **Search By**, select a filter for the export. When you select "User ID," a text box will display allowing you to enter a user ID. When you select "User Type," a drop-down box will display allowing you to select the user type.

5. Click **Schedule**. The Schedule Summary screen displays with your export added to the list. Once the export has been generated, it can be downloaded from your Inbox.

Activity Detail Export

This export describes changes that have been made to specific fields, including financial data fields.

Grouped by	Issuer ICA and Company Number
Sorted by	• Date/Time descending • Type
Report Data	• Name • ID • Type • Template Name • Date of Change (YYYYMMDD CST) • Time of Change (HH:MM:SS CST) • Category • ID (Displays only if the user information is changed) • Account Number (Displays only for financials) • Field Name • Original Value • Modified Value • Object ID • Request ID • Company Name • Company Number • Issuer Name • Issuer ICA

Activity Summary Export

This export indicates that an object, such as an org point or transaction, has been changed, but it does not describe the fields that have been changed. For specific field changes, use the User Activity Detail Export.

Grouped by	Issuer ICA and Company Number
Sorted by	Date/Time descending
Report Data	• Submitted By user ID • Submitted By user Type • Date/Time (YYYYMMDD HH:MM:SS CST) • Category • Company Name • Company Number • Issuer Name • Issuer ICA • Object ID • Request ID • Status (For example, Created, Deleted, Modified) Status represents status of the significant objects. It does not represent the status of the child objects.

Failed Login Export

Sorted by	• Name • Login Date/Time
Report Data	• Event Date • Event Time • Event IP • ID • Name • Locked Date • Locked Time • Failed Count • Type • Status • Failure Description • Issuer Number • Company Number • Company Name

List Export

Note: The Account Number field will display only for the cardholder users. If a cardholder is associated with more than one account, the default account will display.

Sorted by	• Company Name • Name • Last Login Date/Time
Report Data	• Name • ID • Type • Status • Last Login Date/Time • Last Password Change Date/Time • Phone Number • E-mail • Template Name • Custom Field 1-10 (Information Custom Data Fields) • Created Date/Time • Issuer Number • Company Number • Company Name • Reporting Structure. • Account Number • Multi Account user Flag