

Quick Start Guide for Cardholders

Log In

1. Launch your browser.
2. Enter the URL in the address line of your browser screen.
3. On the login screen, type your **User ID** and **Password**. Both are case sensitive.

Password Rules

- Passwords are case sensitive.
- Must contain a combination of letters and numbers.
- Must be at least eight characters in length. At least two characters must be numbers.
- Passwords cannot contain more than two repeated characters in a row.
- Your password cannot be the same as your user ID.
- Your password cannot be used more than once.
- Your password cannot contain spaces.

4. Click **Sign In**.
5. Answer the **Challenge Question**, if you receive one, and then click **Continue**.

Your user profile may be locked if:

- After 90 days without a login, a user profile is set to Inactive.
- After six unsuccessful login attempts, a user profile is locked.

NOTE: Your system administrator cannot unlock a locked profile. After 30 minutes, the user ID is automatically unlocked, at which time you can use the Forgot Password link on the home screen to receive a new temporary password.

If you forget your password:

1. On the Sign In page, click **Forgot Password**.
2. In the Password Reset section, enter the required information.
3. Click **Submit**.
4. You will receive a temporary password in an e-mail message only if your user ID is in Active status.

My Profile

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 fields.
3. Click **Save**.

To associate an account to your profile

1. Click **My Profile**. The My Profile screen appears.
2. Click **Associate Accounts**. The Associate Accounts screen appears. **Enter** the account information.
3. Click **Save**. Wait for a confirmation message.

To set a default account

1. Click **My Profile** in the top menu bar to access your user profile. The My Profile screen appears.
2. In the **Default Account** section, select an account from the list of accounts associated with your profile.
3. Click **Save**. The next time you log in, the selected account will be the default.

To move between accounts on the Home page

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

To remove (unassociated) an account

1. Click **My Profile** in the top menu bar to access your user profile. The My Profile screen opens.
2. On the My Profile screen, click **Associate Accounts**. The Associate Accounts screen appears.
3. In the Associated Accounts section, check the box in the **Select** column by the accounts that you need to remove (unassociated).
4. Click **Remove**. Wait for the screen to display a confirmation message.

Navigate

Home Page

The Home page provides access to various tasks and information about your account.

Breadcrumbs

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

IMPORTANT: When navigating the application, do not use the browser Back button. This can cause an error.

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Common Operations





At the top of every screen are links for common operations. These vary by user role.

Link	Description
Help	Allows you access to a variety of learning resources including eLearning tutorials and user guides.
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.

Feature	Description
Activity	Provides key application information and events specific to your user type. Many of the activity items are links. Items in italics are calculated based on the previous 30 days.
Reports	Reports section displays the last two completed reports and provides links to scheduled reports and completed reports.
Review Required	Review Required displays required actions based on the user. If no action is required, a message will display stating that no action is required.
Snapshots	Snapshot charts summarize card program activity.
News	Displays important messages from your administrator. News messages appear on every user's Home page in the News Summary section.
Links	May provide useful Web sites that are related to your card program.
Resource Center	The Resource Center provides application documentation. Select the Expand Arrow to view all documents.

Search Transactions

1. Select **Account Activity** and then **Transaction Summary**.
2. In **Search Criteria**, search for transactions by date or reporting cycle. Select the date range you need.
 - Or, click **Advanced Options** to display filters that you can use to refine your search. Advanced search options appear only if supported by user permissions.
3. Click **Search** to display a list of transactions.

Icon Name	Icon	Description
Add Cash Transaction		Depending on your company's configuration, you may have the option to create cash transactions.
E-mail		Depending on your company's configuration, you may have the ability to send and receive e-mail.
Save		Save will permanently retain any changes you make on the current screen. 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.

Search Transactions

Transaction Summary Columns

Column	Description
Detail	Click the Accounting Detail icon to access the Accounting Codes Information.
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.
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 name to see the merchant details.
Transaction Amount	Taken from original transaction record.
Tax Information	The tax columns may not be used at your company. If used, they may not be editable.
Additional Information	The Additional Information column displays icons representing transaction addenda. For cash transactions, the column contains the icon you use to delete the transaction. You may be allowed or required to upload a receipt image, this will be indicated by an icon.







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View Transactions

1. Search for the transaction.
2. In the **Detail** column, click the transaction type icon.
3. In the **Transaction Detail** screen:


Tab	Description
Financial Detail	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.
Split Detail	The Split Detail page displays essential transaction information, controls for splitting transactions, managing splits, and cost allocating splits.

Transaction Detail Icons

Icon	Description
	Merchant transaction, click to access the Transaction Detail screen.
	Clicking the Split Transaction icon displays essential transaction information, controls for splitting transactions, managing splits, and cost allocating splits.
	Clicking the Accounting Detail icon displays essential transaction information; this does not appear if accounting codes are not used at your company.
	Cash transactions can be created to represent expenses made without a card. Click the Cash Transaction Details icon to view the detail about those transactions.
	Adjustments (such as card or payment fee). Click icon to access transaction detail.
	Transactions have been exported. You cannot change an exported transaction.

Cash Transactions

To add a cash transaction


1. In the Transaction Summary screen, click the Add Cash Transaction icon (). 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.
4. Click **Save**. The screen refreshes and displays the newly created cash transaction where you can split, review, or cost allocate the cash transaction.

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 ().

Cost Allocate Transactions

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 transaction or split you need to change. The accounting detail appears.
4. Enter or modify the fields as needed.

Accounting Codes Information Fields


Field	Description
Expense Description	Expense Description (Optional)
Field 1	If defined, the current value for each accounting code displays in italics below the accounting code name. <ul style="list-style-type: none"> • 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.
Field 2	
Field 3	
...	
Field N	
Apply to all 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 transactions that match the search criteria yet do not appear on this page. It also won't be applied to any locked/approved transactions. It won't be applied to split rows, only parent transactions.

5. Click **Save Accounting Codes**.

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Split Transactions

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 be transactions that can be edited or that have already been split. The Split Transaction screen opens.
3. 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 by modifying the field and clicking Save.
4. 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**.
5. Create splits 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.
6. Edit each split as needed.
7. After entering or changing an amount, percent, or tax, click outside of the field to update the **Totals** and **Balance** rows.
8. Review the **Totals** and **Balance** rows and balance the splits.
 - **Totals** row shows the totals for all splits.
 - 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.

6. Click **Save**.

To unsplit a transaction

1. In the Transaction Summary screen, click the **Split Transaction icon** (). The Split Transaction screen opens.
2. Select all the rows of the split and select the **remove** button to unsplit. The split details are deleted, and the Split Transaction screen opens.

NOTE: Your transaction may already be split based on corporate card line item and global invoice after addenda. A transaction can be split into a maximum of 250 parts.

Schedule a Report

1. Select **Account Activity > Schedule Report**.
2. Select the report you need to run.
3. **Filters** - Some reports contain filters that you can modify. On this screen you can adjust the filters and sort your data. A filter is represented as a comparison expression for a field in the report.
4. **Options** - Some reports provide options that you can modify. A description will help you distinguish versions of the report once the report is completed. While it is possible to run a canned report in Excel, running it in PDF format is the best practice. You can enter up to five e-mail addresses to notify when the report is complete, in addition to the notification appearing in your Inbox.
5. **Criteria** - Some reports provide the Criteria screen, which you use to specify which transactions should be included in the report.
6. **Frequency** - Use the Frequency screen to specify when a report should run, the date range for data included in the report and how often the report

should run. If you select today's date as the **To** date, the report will not run until after midnight.

7. Click **Save** to schedule the report.
8. After you schedule a report, it appears in the **Scheduled Reports** section of Reports on the Home page.
9. You will receive an e-mail when the report is complete.

View Reports

Once the report has run, it moves to the **Completed Reports** section under Reports on the Home page. Click the report name to view details, download the report, or to delete the report.

You can also click **Scheduled Reports** to view a list of reports that have not yet run.

When does a report run?

The application processes a report on the day after the last day included in the report.

You can delay the processing date by specifying an offset. An offset delays the run date by the specified number of days.

The formula for determining the processing date:

To Date + Offset + 1

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

End Date	Offset	Processing Date
Sept 23	0	Sept 24
Sept 23	3	Sept 27
Friday	0	The following Saturday

NOTE: Reports remain available for 30 days. To keep copies of the report longer than 30 days, click on the report name and download it.