

Enterprise Spend Platform: Cardholder User Manual



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CHAPTER 1

Home Page

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Your Home Page

Once you have successfully logged into Enterprise Spend Platform, you will be taken to your home page.

Your home page is divided into three main sections: banner, main menu and landing page.

Banner

The banner is located at the top of your home page. It is static, meaning you can select a banner menu item wherever you are in the application and achieve the same results. The following table outlines the function of each banner menu item.

Menu Item	Description
Home	Select the Home menu item when you are visiting different areas of Enterprise Spend Platform but would like to return to your home page.
Settings	The Settings menu item will enable you to view an overview of your personal settings and modify certain details; depending on the rights you have been assigned. You can also change your password from within this area.
Reports	The Reports menu item will re-direct you to the list of online reports for which you have been granted access. From this area you can generate your online reports.
Help	Upon selecting the Help menu item, the Enterprise Spend Platform Online User Guide will open in a separate window, allowing you to browse through the Help resources.
Logoff	Select Logoff when you have completed your tasks in Enterprise Spend Platform.

Main Menu

The main menu options are listed on the left side of your home page. This menu allows you to navigate to the various modules of Enterprise Spend Platform. What items display depends on which modules are enabled for your company and the types of accounts you have access to.

Menu Item	Description
Statement Manager	This menu item allows you to view, submit and manage your card account statements.
Transaction Manager	This menu item allows you to view all card transactions that require attention. This screen captures transactions that cross periods, so you may see transactions from previous months if they have not been properly handled. Additionally, you can manage various other account types within the system, including your card transactions, requisitions or out-of-pocket (cash)

	expenses.
Expense Manager	From this menu item, you can view, submit and manage your cash transactions and expense reports.
Requisition Manager	This menu item allows you to view, submit and manage your requisitions.
Payables Manager	This menu item allows you to view the status of your payables card activity.
Print Statement	<p>This menu item allows you to select a card account and period and print the associated account statement. Upon selection you will be prompted to select the account and report period from a pop-up window.</p> <p>Once you have selected the two options, your standard paper-based card statement will be generated. You can then save the statement to PDF to print for your records.</p> <p>Note: Depending on your organization's set up of Enterprise Spend Platform, it may not be possible to print a statement for open card statement periods. This means you would not be able to access or print the current statement period from this view.</p>
Administration	This menu item appears if you have an administrative role. It provides access to Enterprise Spend Platform's administration functions.

Landing Page

The landing page, and the features within it, occupies the central area of your home page.

At the top of the landing page, the welcome message notifies you of the date and time of the last time you logged in to the system. If you notice that your last logged-in date and time do not match when you in fact did last log-in, please update your password and contact your solution administrator or Help Desk immediately.

Underneath the welcome message you may have a message from your administrator, customized for your company. This is at the discretion of your company, so your instance may not display an additional message.

The remainder of this area is made up of the following components:

My Accounts

This section provides a summary of the current status of your card account(s) - there can be up to 10 accounts shown. Should you have more than 10, there will be a link in this section allowing you to access the rest of your accounts in a different screen.

Menu Item	Description
Card Number	The last four digits of your card number.
Cardholder Name	This is a link to the Statement Manager for each of the accounts listed.
Amount to Sign Off	The accumulated value of the transactions requiring your attention. This value correlates to

	the amount found within Transaction Manager.
Transactions to Sign Off	The number of transactions requiring your attention.
Current Balance	The total amount charged to each card account.
Credit Gauge	This graph represents your current balance (red bar) and the available credit on that account (green bar). The exact figures are shown when you hover your cursor over each bar.
Credit Card Payments	<p>By selecting the blue dollar icon  you can pay the balance on each of your card accounts. Note: After you have made your first payment, the payment details are saved in the system. If you want to use another bank account to pay your card bill, remember to change the bank account details.</p> <p>Note: Depending on your organizations set up, this option may not be available.</p>

My Monitor Panels

The remainder of the landing page consists of the three "My Monitor" panels. Access to the content of these panels depends on the role(s) you have been assigned. Each of the panels consists of report links that each role type would want to have quick access to, rather than going via the reports menu. Any company-wide report templates saved to the home page also appear within the "My Monitor" panels.

Menu Item	Description
My Account Monitor	This section is for the general user role, or anyone with a card account.
My Manager Monitor	This section will display content if you have been assigned any approval rights.
My Program Monitor	Report links will display in this section if you have been assigned Administration rights.

Personal Settings

If you click the [Settings](#) menu item on your home page you will be taken to [Your Personal Settings](#) screen. On this screen you will find a diagram map that will help you manage and configure your own personal settings on Enterprise Spend Platform.

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Reset Password

➤ ***To reset your own password:***

- 1 Click **Settings** on your home page main menu.
- 2 Click the **Set Password** menu item on the left of your screen.
The **Password Maintenance Update** dialog box appears.
- 3 Type your current password in the first field. This is required for security reasons.
- 4 Type your new password and repeat it for confirmation.

Note: Enterprise Spend Platform-specific password rules will show directly above the password fields in the **Password Maintenance Update** dialog box.

- 5 Click **Save**.

View Personal Details

- **To view the personal details held about you in Enterprise Spend Platform:**

Click [Settings](#) on your home page main menu. By default, [Your Personal Settings](#) screen opens and displays your personal details.

Detail	Description
Employee Num	This is a unique identifier for you within the system and may be alpha or numeric.
Username	The unique username you use to log onto Enterprise Spend Platform.
Company Unit	This may be a department, division, office or geographical location, depending on the requirements of your organization.
Phone Number	Your contact phone number.
Email Address	The email address that will receive messages for you from the system.
Date Added	The date your personal profile was loaded into the system.
Date Modified	The date any changes were last made to your personal profile.
Date Terminating	The date you no longer have access to the system.
Manager	Details of your manager on the system.

For most organizations, this information will be read-only and not available for you to change. If you see any information that is incorrect, contact your internal administrator who will make the changes for you.

Note: Some fields may appear blank if your organization has chosen not to load that information into Enterprise Spend Platform.

Delete Manager Assignment

The delete your own manager assignments is an option your organization may not have activated. This may be a function that only your internal administrator can action. If your organization has enabled the correct implementation option, the  icon displays beside any managers listed in the [Manager Details](#) section of the employee's [Your Personal Settings](#) screen.

➤ **To delete a manager assignment:**

- 1 Click [Settings](#) on your home page main menu.
The [Personal Details Report](#) window appears.
- 2 Click  beside the manager assignment you want to remove in the [Manager Details](#) section of the screen.

Customize Account Labels

You have the ability to customize the name or label of your account(s) as it appears in the menu of your [Account Statement](#) screen.

➤ **To customize an account label:**

- 1 Click [Settings](#) on your home page main menu.
- 2 Click the [Account Management](#) button on [Your Personal Settings](#) screen. Your account(s) are displayed under the heading [Custom Account Label](#).
- 3 Click on the [Edit..](#) link at the base of the list of your accounts.

The [Set Custom Account Labels](#) dialog box appears.

- 4 Enter the new label name beside the account you want to rename.

Note: The maximum label length is 18 characters. Special characters such as single and double quote marks, ampersand symbols and tab characters can be included in the name.

- 5 Click [Save](#).
- 6 To remove the label, delete it from the [Set Custom Account Labels](#) dialog box and click [Save](#).

Delegate Account

The ability to delegate an account to another employee is an option your organization may not have activated. If company unit restrictions have been activated, you may only be able to delegate your account to those employees within your company unit. Note: Your internal administrator may be the only person capable of either of these delegation functions.

If you are going on leave, or for another reason may be unable to code your statement for a period of time, you are able to delegate your statement to another employee. You will still be able to view and code your own statement, however the person you have delegated your account to will also be able to do this. You can delegate your account to multiple people if required.

Note: Delegation is one method to cover extended absences. However, it should be noted that approvals and statement processing can be performed from any PC with Internet access; therefore delegation may not be necessary in all circumstances.

➤ **To delegate an account to another employee:**

- 1 Click **Settings** on your home page main menu.
- 2 Click the **Account Management** button on **Your Personal Settings** screen. Your account(s) are displayed.
- 3 Click  to the right of the account you want to delegate. The **Employee Search** window appears.
- 4 Type all or part of your delegate's name in the fields and click **Search**. The results of your search are displayed.
- 5 Click  beside the name of your chosen delegate. **Your Personal Settings** screen re-appears with the person listed in the **Delegate** column.
- 6 To set an expiration date for this delegation:
 - a) Click .
 - b) Click  and select a date.
- 7 To manually remove the delegation without using the expiration date, click .
- 8 If you want to delegate your account to more than one person, repeat steps 3 to 6.

View/Delegate Codes

If you have management responsibility for one or more codes in your organization's Chart of Accounts, your administrator may have noted you as the manager of those codes in the system. This will mean you have reporting rights on these particular codes via the online reports.

➤ **To view the codes you are manager of:**

- 1 Click **Settings** on your home page main menu.
- 2 Click the **Management Codes** button on **Your Personal Settings** screen.
The code(s) you are responsible for display.
- 3 If you want to delegate a code to a second person (thereby also giving that person reporting rights to that code):
 - a) Click  to the right of the code.
A pop up window named after the code you are delegating appears.
 - b) Click **New Delegate**. The **Employee Search** window appears.
 - c) Type all or part of your delegate's name in the fields and click **Search**.
The results of your search are displayed.
 - d) Click  to the right of the name of the person you want to delegate your code to. This person is listed beside the **Managers** heading on this window.
 - e) Close this window. On returning to **Your Personal Settings** screen you will see the name of the person listed in the **Delegate** column.
 - f) To manually remove the delegation, click .

Set Default Codes

Default codes can be set up in Enterprise Spend Platform by you or your internal administrator. When a code is defaulted, it will pre-populate the **Coding** tab of your **Transaction Details** window, making it easier and quicker for you to code each transaction. Not all codes should be defaulted as there is not likely to be consistent coding across every transaction. However, there may be a code such as your cost center or department code that will need to be entered for every transaction. If you set this up as a default code, it will be pre-populated for you on each transaction and you will still be able to change it if required.

Note: In some organizations, the ability to set up default codes may only be available to the internal administrator.

➤ **To set a default code:**

1 Click **Settings** on your home page navigation bar.

2 Click the **Default Codes** button on **Your Personal Settings** screen.

The various coding segments relevant for your organization display.

The accounts you directly control are shown in the upper section under **Accounts**, and your administrator may have already set up one or more default codes for you in the lower section under **Employee**.

3 To set up a new default code or change an existing one, click  to the right of the applicable code.

The **Default Charge Codes Personal** window appears.

4 Click the drop-down arrow to the right of the coding field you want to set up a default for, and select **Search** from the list.

A search window for this particular code type appears.

5 If you know the value of the code you are searching for, type it in the **Code Value** field. If you don't know the code value, but know all or part of the description of the code, type it in the **Description** field.

Note: To help, you can search using the wildcard character "%" anywhere in your search text. For example "ABC%1" finds any code starting with "ABC" and with the number "1" located anywhere within it, for example "ABC00100".

6 Click the **Search** button.

A code, or codes, meeting your search criteria are displayed. Depending on how specific your search was, the system will return the first 60 codes it finds that meet your criteria. If the code you are looking for does not appear within this list, you need to further refine your search.

If you are unable to find a code you believe you should have access to, contact your administrator.

7 Click  to the right of the code you want. **Your Personal Settings** screen re-appears with the code listed in the **Default Code** column.

Once you have set up a default code, it will populate any transactions loaded into the system after that point in time. It will not historically populate transactions already in the system unless your administrator re-calculates the defaults across all employees' transactions.

Default Currency

If your organization has activated a certain implementation option, you will be able to set your own currency defaults to be used when creating new cash and requisition claims. When enabled, a link called [Customize Default Currency](#) displays in the [General Defaults](#) section of the default codes screen.

➤ ***To set the default source currency and billing currency:***

- 1 Click the [Customize Default Currency](#) link within the [General Defaults](#) section of the default codes screen.

The [Customize Default Currency](#) dialog box appears.

- 2 Specify a default for the source currency and billing currency and click [Save](#).

Customize Views

If your company has elected to control all of Customize Views settings at the company level, this button may not be visible on [Your Personal Settings](#) screen.

Statement - Fields & Sort Order. By default, Enterprise Spend Platform displays information on your account statement the majority of users would like to see. This setting allows you to choose which fields of information display. (Note: A field will only display if one or more transactions have that associated information.)

To specify which item is used to sort the transactions on your card account statement, click to the right of the selected check box so the green arrow appears beside your item. Note: The arrow can only appear beside one item. To display the information in descending order, click the arrow so it points downwards. To display the information in ascending order, click the arrow so it points upwards.

Note: Quick Coding enables you to code transactions directly via your [Account Statement](#) screen. This setting will not be visible if your company has chosen not to activate this for your card issuer.

General Settings. The [No Auto Closing Windows](#) setting prevents pop-up windows from automatically closing. It gives you more time to read the pop-up information, allowing you to manually close the box when you are ready.

Approver View - Fields. If you hold an approval role within your organization, this setting gives you the ability to choose which fields of information display on your [Transaction Approval](#) screen. This setting will not be visible if your company has implemented a fixed view for all approvers.

Statement Period - Sort Order. This setting allows you to control the order in which statement periods display on the screen's left-hand menu. They can be either ascending (from oldest-to-newest) or descending (newest-to-oldest). If you hold an approval role, this setting will also change the order of statement periods in your Approvals menu. This setting may not be visible if your company has implemented a fixed view for all employees.

Default Spend Form View. This setting allows you to control if purchases made in another country display in the local billing currency (the default behavior) or in the currency they were purchased in (source currency). This change applies to all account types. This setting may not be visible if your company has implemented a fixed currency for all employees.

Transaction View. This setting gives you the ability to specify which tab of the [Transaction Details](#) window will display when you click a transaction icon on your account statement. By default, the system displays the [Coding](#) tab, however, you may have a preference to view another tab. You can specify your preferred display tab for each account type available to you. This setting may not be visible if your company has implemented a fixed view for all employees.

View Audit History

If you have the ability to edit some or all of your personal details, your company may have elected to activate the Audit History function. This function tracks any changes you make to your personal details.

➤ **To view changes to your personal details:**

- 1 Click [Settings](#) on your home page navigation bar.

If Audit History functionality is activated, the [Audit History](#) button will appear on [Your Personal Settings](#) screen.

- 2 Click the [Audit History](#) button.

A history of any changes you have made will be displayed, including the date it was changed and the details you changed.

Set Regional Settings

Regional settings allow you to select an alternative date format for displaying dates throughout the system. It also allows you to choose the language the application is displayed in, the numeric format of displayed (not entered) figures, as well as the time zone in which your instance is located.

Note: Any settings you make will overwrite the company-wide settings configured for your instance of Enterprise Spend Platform.

➤ **To set up your regional settings:**

- 1 Click **Settings** on your home page main menu.
- 2 Click the **Regional Settings** button on **Your Personal Settings** screen.
- 3 Select your desired date format from the **Date Format** drop-down list.
 - **dd/mm/yyyy** (day, month, year) eg. 18/03/2008
 - **mm/dd/yyyy** (month, day, year) eg. 03/18/2008
 - **yyyy/mm/dd** (year, month, day) eg. 2008/03/18
- 4 Select the language you want the interface to display in once you have logged into Enterprise Spend Platform.
- 5 Select the numeric format you want numbers to use in Enterprise Spend Platform. There are two options: 1,000.00 or 1.000,00.
- 6 Select a time zone from the **Time Zone** drop-down list.
- 7 Click **Save**.

Delegate Approval Role

If you are a manager and are going on leave, or for another reason may be unable to action your approvals for a period of time, you are able to delegate your approval role to one or more other employees. If company unit restrictions have been activated, you may only be able to delegate your approval role to those employees within your company unit. This may be a function that only your internal administrator can action.

Some organizations may have elected not to activate this functionality in which case you will not see the **Approval Delegation** button on **Your Personal Settings** screen and others may have restricted this ability to the internal administrator.

Note: Delegation is one method to cover extended absences. However, it should be noted that approvals and statement processing can be performed from any PC with Internet access; therefore delegation may not be necessary in all circumstances.

➤ **To delegate an approval role to another employee:**

- 1 Click **Settings** on your home page main menu.
- 2 Click the **Approval Delegation** button on **Your Personal Settings** screen. Your approval role(s) are displayed.
- 3 Click  to the right of the approval role you want to delegate. The **Employee Search** window appears.
- 4 Type all or part of your delegate's name in the fields and click the **Search** button. The results of your search are displayed.
- 5 Click  beside the name of your chosen delegate. **Your Personal Settings** screen re-appears with the person listed in the **Delegate** column.
- 6 Repeat the above process until you have delegated the approval role to as many employees as necessary.
- 7 To set an expiration date for this delegation:
 - a) Click .
 - b) Click  and select a date.
- 8 To manually remove the delegation without using the expiration date, click .

View Group Memberships

By clicking the blue buttons on [Your Personal Settings](#) screen, you can view your personal group memberships.

Button name	Function
Charge Groups	Displays the charge groups you belong to and the number of active charge codes within each group.
Charge Codes	Displays the charge groups you belong to and the number of active charge codes within each group.
Report Groups	Displays the report group you belong to and the relevant reports you have access to.
Reports	Displays the report group you belong to and the relevant reports you have access to.
Approval Roles	Displays your approval role, and the approval and policy rules which subsequently apply.
Approval Rules	Displays your approval role, and the approval and policy rules which subsequently apply.
Rate Groups	Displays the rate groups you belong to.

CHAPTER 3

Statement Manager

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View Current Statement

When you log onto Enterprise Spend Platform, you are presented with your home page main menu and the menu item [Statement Manager](#).

Note: If you have coding work to perform, the [Statement Manager](#) menu item will flash.

➤ **To view your current account statement:**

- 1 Click [Statement Manager](#) on your home page main menu.

All your account types display in the left hand menu. For card statements, the name of the card issuer will be shown as a heading and under the heading will be a list of the prior six month statement period dates. Any statement periods where some action is required by you appear in red text.

If you have more than one account, the order of the account statements on the left-hand menu, and which current statement will open as the default, is determined by your organization's setup.

Depending on the setup of the system for your organization, your transactions may be loaded in different ways. All transactions for the statement period just ended will display on the statement, or the transactions will be added as they are posted and the statement will build through the course of the period.

If your organization has chosen to activate QuickCode, you may see the QuickCode panel at the top of your account statement. This enables you to complete basic coding directly from your statement screen (rather than going to the coding screen).

Note: You can change the information displayed on your account statement and the order transactions are listed, by customizing your view.

Cash and Requisition Module

If your organization is using Cash and/or Requisitions, the heading [Requisitions & Expenses](#) (this label may be different in your company setup) will display in your Account Statement menu. If you click this menu item, the Requisitions & Expenses Summary Statement appears in the Account Statement screen. This statement displays some or all of the following summary tables. For more information on a particular summary table, click the relevant link:

- Requisition Summary
- *Expense Reports Summary* (see "Expense Reports" on page 120)
- Cash Expense Summary

Check Statement Status

The top right corner of your account statement displays account balance information and the status of the statement.

There are four types of status:

Status	Meaning
New	This is the first time you have opened and viewed your new statement.
Open	You have viewed your new statement although you have not started coding any transactions.
Updated	You have started coding at least one transaction on the statement.
Closed	Your administrator has changed the statement status of all account statements for this period. This will normally be done when the transactions for the period have been extracted from the system. Once a statement has been closed, you can still view the transaction details however no coding can be completed or changed.

Note: These statuses do not apply to cash transactions.

View Previous Statements

➤ **To view an account statement from a previous period:**

- 1 Click **Statement Manager** on your home page main menu.
- 2 Click the applicable period date range on the left-hand menu.

Note: Previous statements are likely to be closed in status and unable to have any coding changes made to them, however you can still view the transactions by clicking .

- 3 To search for a transaction that is in a previous statement period, you can use the **Transaction Search - Personal** report.

Understanding Transaction Icons

Two columns of icons display to the right of transactions on your account statement. (Depending on your organization's setup, you may not see every one of the icons described below.)

The first column of icons indicates the status of the transaction. (If you hover your cursor over these icons a pop-up description appears.)

	Red cross. This indicates that mandatory coding or information is still required for this transaction.
	Green check. This indicates all required information has been entered.
	Green question mark. This indicates the transaction has been automatically coded. This means that, via default coding, all the information required for this transaction has been entered. Depending on the set up of your organization's system, you may still be required to open the transaction and save it to ensure it has been coded correctly. This will change the icon from a green question mark to a green check.

The second column of icons indicates the approval status of the transaction.

	Red exclamation mark. This indicates approval is required for this transaction. Click to view which approval rule(s) applies to this transaction and who is required to approve it.
	Green check. This indicates approval has been given.
	Orange question mark. This indicates the approver has requested more information from you. Click to read the comment from the approver. You can also respond to this comment via the Cardholder Comments field.
	Black cross. This indicates the approver has declined the transaction. Click to view the approver's reasons why they have taken this action.

The third column of icons is only relevant if your organization requires you to 'submit' some or all your transactions after review.

	Flashing green and grey man. This indicates that you MUST submit the transaction after review. Note: It is possible to submit all of your transactions in one action by selecting the Submit All option at the bottom of the statement.
	Grey dash. This indicates the transaction has been successfully submitted.

Print Account Statement

The type of statement you can print in hard copy depends on the type of statement your organization has had set up on the system. Some organizations have a customized statement developed for them. If this is the case for your company, the [View Statement Report](#) link will display on the bottom right-hand corner of the account statement, or as a menu item in the left-hand menu.

➤ **To print your account statement:**

- 1 Open the account statement you want to print.
- 2 Click the [View Statement Report](#) link at the base of your statement or in the left-hand menu.

The statement report displays.

- 3 Right-click over the statement and select [Print](#) from the pop-up menu.

Note: Depending on your organization's set up of Enterprise Spend Platform, you may not be able to access and print the current statement period. You may only be able to print statements that are closed.

Report on Past Transactions

➤ **To search for and report on any of your personal transactions:**

- 1 Click **Reports** on your home page main menu.

The **Personal Details Report** screen appears.

- 2 Click the **Transaction Search - Personal** link in the left-hand menu. (Note: The link will not display if you have not been granted access to this report by your administrator.)

The **Personal Transaction Search** window displays.

You can see there are many search criteria to help you find one or more of your transactions. For example, you can search for transactions of any account type, eg. card transactions, cash, requisitions, travel requests. You are also able to search via a selected statement period or across a specified date range.

On the right of the search window you will see criteria that allow you to specify what transaction(s) you are looking for by type, status, currency, amount, supplier name, or even down to how you coded it.

- 3 Define the search criteria required for your report.

- 4 Click the **Search** button.

The report will be generated for you and the results displayed online.

For further details on the reports available to you, refer to Reporting > Overview of Online Reports.

CHAPTER 4

Transaction Manager

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Understanding Transaction Manager 30

Understanding Transaction Manager

Transaction Manager gives you quick access to a list of consolidated, outstanding card transactions. These transactions are only for your card account, but can be from multiple periods. When you select 'Transaction Manager' from the Main Menu on your Home Page, you will be presented with a list of 'Items Requiring Attention'. The transactions located in this area need your attention before they can be classified as complete, and the period to which they belong closed.

Note: The logic behind which transactions qualify for your attention depends upon your instance's configuration. For example, you may have some incomplete coding, or need to respond to a question from your manager.

Within this area of Enterprise Spend Platform, you can also access your different account types to save you returning to the main menu. These are listed in the [Account Statements](#) menu within Transaction Manager. To return to the main feature of Transaction Manager, select the [Items Requiring Attention](#) option at the top of the menu.

To Clear Transaction Manager

In order to clear the transactions in this area (Items Requiring Attention, as above), you can manage each item directly from this page as you would if it were located in its main account statement area. Therefore you can open the Coding or Approvals tab by selecting the appropriate icons.

Any changes you make to the transactions will be updated throughout the system meaning you do not need to perform the same updates twice. The idea behind this functionality is for you to ensure your Transaction Manager is clear of any outstanding transactions before the end of each period.

For more information on how to complete transactions, refer to *Transaction Coding* (on page 31).

Transaction Coding

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Transaction Details Window

On the [Transaction Details](#) window there are four tab headings across the top of the screen. These tab headings give you access to different areas of information, all relating to the transaction you are coding.

By default, these tab headings are called [Summary](#), [Coding](#), [Advanced](#) (only relevant for some organizations) and [Approval](#). However, your organization has the ability to customize these headings to something slightly different.

Summary

This tab displays any extended data the card issuer has provided for this transaction. For example, a transaction for a taxi fare may show pick up and drop off location details or, if the transaction was an airfare, you may have details provided on flight number, passenger name, departure and arrival time. If there is more than one category of enhanced data for a transaction, the categories are displayed via tabs; one tab for each type of enhanced data available.

Clicking the [View Audit History](#) link allows you to view a full audit history of the transaction you are managing, such as approval date or the date a transaction was saved.

To include when a transaction has been coded, submitted or un-submitted as part of the audit history, Enterprise Spend Platform must have the correct implementer options activated. Each audit activity will be stamped with an icon, fitting one of the following definitions:

- Grey box: Represents when a transaction has been created and, when the relevant implementer option is activated, is not in a coded status.
- White check in grey box: When the relevant implementer option is activated, represents a transaction in the coded status (Auto Coded or Viewed & Complete).
- Remaining icons refer to the workflow status of the transaction. Refer to *Transaction Approval Screen* (on page 79) Icons for more information.

If the solution is storing additional supplier details, a [View Supplier Details](#) hyperlink displays on the [Summary](#) tab. Clicking the hyperlink opens the a supplier information window in read-only format.

Coding

The Coding tab is where the transaction coding details are completed for the transaction and in some cases you will also have to provide other information such as a short description of the purchase and whether you have a valid tax invoice for it.

Spend Forms

This tab is used to capture more detailed information on your transaction. The forms used in this area of the system are specific to your organization and will require you to apportion your transaction over a number of different categories of spend. You may also be asked to respond to yes/no questions, and provide more description around your purchase.

Approval

From the Approval tab you will be able to find information on what approval rule, if any, applies to this transaction. By clicking the **Process** heading in this window, you can see the name of the individual(s) who need to approve the transaction and, if it is an older transaction, under the **History** heading you will be able to view the audit trail of who actioned the approval and when.

For more information on approval rules and how they are actioned, refer to the section on Approvals.

Your Charge Codes

Charge codes are the financial codes you allocate to each of your transactions. The codes you have access to fall within various coding segments which are displayed on the [Transaction Details](#) window. The number of coding fields and the field names are unique to your organization.

The coding requirements for your organization will be unique. Various codes may be mandatory or may have to be used in combination with another code type. Ask your internal administrator about your company's coding requirements.

With mandatory codes, you must allocate a code of this type to all of your transactions. If you split a transaction across more than one transaction lines, you must allocate a code of this type against each of the split transaction lines.

With combination codes you must allocate at least one code from any of the combination code types against each transaction and their respective transaction lines.

The coding fields may be free-text or a drop-down selection list.

Charge Groups

The charge codes you have access to are dictated by the charge group you belong to on the system. Charge codes are clustered into groups and employees are then linked to the groups that contain the codes relevant to them.

To view the charge groups you belong to, go to your Personal Settings and click the [Charge Groups](#) button. If you do not have access to a charge code you believe you should be able to view, contact your internal administrator and they can check you are linked to the appropriate charge group(s).

Create List of Favorite Codes

Once you have set up a list of favorite codes for each code type, you will no longer need to do a full search for every code you require. Instead, your most frequently used codes will appear in the drop-down selection list. You can select up to 15 favorite codes.

➤ **To set up a list of favorite codes:**

- 1 Click the arrow beside the coding field and select **Search** from the drop-down list.
- 2 Search for the codes you want to add to your list of favorites.
- 3 Click  to the right of the code you want to add to your favorites list. The code displays on the right of the window under the **Favorites** heading.
- 4 To remove a code from your list of favorites, click .

Note: Once you have created your list of favorite codes and saved the transaction, they will show in the drop-down list for this code type on the next transaction you code.

Code a Transaction

➤ **To code a transaction:**

1 Either:

- Click the red **Transactions requiring attention** link from your home page alerts. You will be taken to a list of your transaction items that need coding.
- Click **Statement Manager** on your home page main menu. Your current account statement appears. If you want to code a transaction from another period, click the statement period date from the Account Statements menu. Any statement periods where some action is required by you appear in red text.
- Click **Statement Manager** on your home page main menu and click **Items Requiring Attention** from your Account Statements menu. A consolidated view of all outstanding transactions appears (all old and completed transactions are excluded from view). Click a period date.

2 Click the transaction status icon (either a red cross  or a green question mark ) to the right of the transaction amount you want to code.

The **Coding** tab of the **Transaction Details** window displays.

If the transaction is linked to a requisition or expense reports, the name of that requisition or group will display on the top right of the **Coding** tab. Clicking the hyperlinked name opens the requisition or group for you to view.

On this window you will see a number of coding segment fields which are specific to the financial Chart of Accounts for your company. Some or all of the fields may be mandatory and some may have to be used in combination with others. To learn which codes are mandatory and which are combination, contact your internal administrator.

You may find that some codes are already populated in these fields. This is due to default codes that either you or your administrator have set up.

When coding a transaction on a delegated account, by default Enterprise Spend Platform only provides access to the charge codes the delegate has access to, rather than the codes the account holder has access to. If your company has enabled a certain implementation option, the account owner's assigned charge codes will appear for use and not the delegate's.

3 Enter the required codes by either:

- Typing the code straight into the field, or
- Clicking the drop-down arrow beside the field and selecting the code from the list. If you have not yet set up a list of favorite codes, select **Search** from the drop-down list and search for the code.

4 Click **Save**.

Search for Code

➤ **To search for a charge code:**

- 1 Click the arrow beside the code field you want to populate and select **Search** from the drop-down list.

A search window appears. If this is the first time you are performing the search, the favorites list on the right will be blank.

- 2 If you know the value of the code you are searching for, type it in the **Code Value** field.
- 3 If you do not know the code value but know the description of the code, type it in the **Description** field.
- 4 If you want:
 - all codes that match your search returned, click the check box beside **All** so a red check appears.
 - just the codes that are valid for the transaction you are coding returned, click the check box beside **Yes**.

This will only be relevant if your company is using cross code validations, ie. where certain codes can only be used correctly in combination with others.

- 5 Click the **Search** button.

A list of codes that match your search criteria will be returned on the left hand side of your search window. The system will only return the first 60 codes it finds that match your search criteria. If more than one page of codes are returned, you can move between pages by clicking on the headings 'Page 1', 'Page 2', 'Page 3' etc at the base of the window. If the code you are searching for is not returned in this list, you will need to re-define and narrow your search criteria.

To help you further, there is a 'wildcard' search facility available. You can search using the wildcard character "%" anywhere in your search text. For example "ABC%1" will find any code starting with "ABC" and with the number "1" located anywhere within it, for example "ABC00100".

- 6 Click  to the right of the code you want. The **Transactions Details** window re-appears with the code displaying in the coding field.

Note: If you are unable to find a code you believe you should have access to, contact your administrator.

Valid Code Combinations

Some organizations have codes within their Chart of Accounts that can only be used in combination with another code. For example, certain project codes may only be valid if used in conjunction with certain cost account or cost center codes.

If your company is using this functionality on the system, an invalid code (when used in combination with one that is already selected) appears red. Valid codes appear black.

The other way to ensure you use only valid code combinations is to check the **Yes** check box on your search window beside **Valid Codes Only**.

If you use an invalid code combination on the **Transaction Details** window and click **Save**,  will appear beside the transaction on your account statement. If you hover your cursor over this icon, the pop-up text **Invalid Code Combination** appears. To correct this, click the icon and code the transaction correctly within the **Coding** tab of the **Transaction Details** window.

Tax Codes

To the right of each coding line on the **Coding** tab of the **Transaction Details** window, you will see a tax code component. Tax amounts are worked out automatically for you.

The tax codes that appear in the drop-down list depend on what country you made the purchase in, and on your company taxation policies in that country. If you hover your mouse over the field, help text for the selected code displays.

When you click the drop-down arrow on the right of the tax code field you will see the tax codes that have been made available to you for this transaction.

- 1** To find out the tax component of each transaction, move your cursor over the blue question mark icon  and the tax breakdown displays.
- 2** To display full details of the tax component, click . A tax calculator displays.

This tax calculator will also help you split a transaction across more than one coding line and apply the appropriate tax treatment to each.

Tax Calculator

The **Transaction Details Coding** window has a powerful coding calculator which can help you split a transaction. This is particularly useful for international transactions, or transactions with split amounts of taxation.

➤ **To alter the tax amount or split a transaction:**

- 1 Click  to the right of the coding line.

The **Tax Calculator** window appears.

Each field in this window can be changed. By changing the value in one field, all the other fields self-adjust.

- 2 Make any required changes.

If you want this coding line to represent 45% of the total transaction, type 45 into the **Line %** field. All the other fields will self-adjust. You will then need to apportion the remaining 55% of the transaction to another coding line(s).

If you want the tax amount for this coding line to be only \$10 in value, type \$10 in the **Source Tax** field. All other fields will self-adjust.

- 3 Click **Apply**.

Note: If the transaction is not an international transaction or the tax code selected for the transaction line is a zero-rated tax code, some of the fields will be greyed out.

Auto-Coded Transactions

If a transaction shows on your account statement with a green question mark icon  beside it, it indicates the transaction has been auto-coded with the default codes set up on the system by you or your company's internal administrator.

Depending on the organization's setup, you may still be required to open the transaction to ensure it has been coded correctly. Once you open the transaction and click **Save**, it will change the status from a green question mark icon to a green check icon.

For information on default codes you can set up yourself, refer to [Personal Settings > Set Up Default Codes](#).

When your transactions are loaded into Enterprise Spend Platform, some checks are performed before they are allocated to your online statement. We check whether or not any codes can be pre-populated for the transaction based on defaults set up on the system. Defaults may have been set up for the merchant category of the supplier you have purchased from, for the supplier themselves, or for the type of transaction. These default codes are set up and managed by your internal administrator.

Default codes can save you time as they will pre-populate some of the coding fields that you would otherwise have to complete. They also increase accuracy by taking some of the guess work out of which code should be used for which transaction.

Split Transaction

You may sometimes need to split a transaction across more than one line of coding, eg. if one transaction needs to be split across multiple departments or cost centers.

There are many ways to do this. A split for a particular transaction type may already have been defined, and you may not have any control over the split - when you finish your Spend Form you will see that the amount has already been split between codes according to a pre-determined format.

Alternatively, you can manually split the amounts across more than one line, or use the tax calculator.

➤ **To manually split a transaction across more than one line:**

- Either:
 - a) Click  to the left of the coding line. (Note: Your organization may have elected to disable this method of split coding, in which case the  icon will not appear on your **Coding** tab.)

The **Split Transaction Line** dialog box appears, allowing you to either:

- Split the amount evenly across 2-10 lines (select the number of lines from the drop-down field and click **Save**. Each line takes an even portion of the original line and taxation amounts).
- Split the line by amount (select the number of lines you want to split the transaction across, adjust the amounts in the **Line Amount** text boxes and click **Save**).

With either method, any new lines are coded identically to the split line. If the coding line was created via a Spend Form question, all lines keep the original Spend Form relationship.

Your coding work is automatically saved when you use the  icon.

- b) To split an 'already split' line, repeat the above steps using the  icon next to the line. Note: You cannot split a line into more than 200 lines.
- Or:
 - a) Type the amounts directly into the **Amount Incl** column of each line.
 - b) Code each line accordingly. Remember the **Balance** field must show 0.00.

If you require more than four lines to split your transaction, click the **More..** link that sits immediately underneath the coding lines. Six extra lines are added.

- c) To use the tax calculator:
 - Click  to the right of each coding line.
 - Use the fields in the calculator to break out the amount of each line.

Dispute Transaction

If you have a transaction on your account statement you want to dispute, eg. the dollar amount is not the same as the receipt you have, or you have not received the goods to which the transaction relates, you have the ability to tag this transaction as disputed on the system.

To dispute a transaction, click the **Disputed** check box on the **Coding** tab of the **Transaction Details** window. This label may have a different name in your company setup. A red check appears. Depending on your company setup, a pop-up window may appear advising you of the action you need to take to dispute the transaction.

By checking the **Disputed** check box you are not informing the card issuer you are disputing this transaction. You must follow your company policy with respect to transaction disputes. By checking the check box, this transaction can be identified in Enterprise Spend Platform so your administrator is able to report on it and, if required, it can be handled differently when extracted from the system into your company's finance system.

Note: If your company is not using the transaction dispute feature for a particular issuer or all issuers, the **Disputed** check box will not appear on the **Coding** tab.

Indicate Receipt of Invoice

There is a function available on Enterprise Spend Platform that allows you to indicate whether or not you hold a valid tax invoice for a transaction. This functionality will only be relevant for you if your organization has enabled it on the system.

Your company may require you to indicate if you hold a receipt for certain types of transactions, or it may be mandatory for every transaction.

You must follow your company's requirements around the details that should be present on a tax invoice. However, as a general guide, a valid tax invoice should show the following information:

- The date of the transaction
- Your correct company name and address
- An invoice number (this helps to distinguish invoices from the same supplier with the same date and amount)
- The total net amount (amount without tax)
- The total tax amount
- The total gross amount (the cost inclusive of tax)
- The supplier name and address as well as the tax registration number.

To indicate you hold a valid tax invoice for a transaction, click the **Receipt** check box on the **Coding** tab of the **Transaction Details** window so a green check appears (Note: The **Receipt** label may have a different name in your company setup).

To indicate you do not hold a valid tax invoice for a transaction, click the **Receipt** check box so a red cross appears .

Add Transaction Details

At the base of the **Coding** tab of the **Transaction Details** window there is a field where descriptive information provided by the card issuer is displayed.

This field can be used by organizations in different ways and you will need to check with your administrator on what is required of you in regards to providing information in this field.

If there is only one description field at the base of the window, you may be required to add additional information about your purchase to the text that is already shown there.

Or, you may see a second blank description field for you to provide information about your purchase. If this is the case, the first description field is likely to only provide read-only content, ie. you can view the text in the first field but you cannot change it.

If a second description field is shown, it may be mandatory for you to complete.

Change Transaction Coding

If your account statement has not been closed by your administrator, or the transaction has not already been extracted from Enterprise Spend Platform to your company's finance system, you will still be able to change the coding.

Note: If you change the coding of a transaction after it has been approved, it will be sent back to the manager for re-approval.

➤ ***To change the coding of a transaction:***

- 1 Open the **Coding** tab of the **Transaction Details** window.
- 2 Change the coding of the transaction as required.
- 3 Click **Save**.

Submit Expense for Approval

The way in which an expense is submitted for approval depends on your organization setup on Enterprise Spend Platform. There are two possible methods:

- The expense is automatically made available to the approver once you have created it.
- You manually submit the expense when it is ready (if that functionality is activated).

➤ **To manually submit an expense for approval:**

1 Display the items you wish to submit for approval by either:

- Clicking the red **items not submitted** link from your home page alerts, or
- Clicking **Statement Manager** on your home page main menu and selecting the relevant account.

2 Either:

- Click the red **Submit All** link. This is accessed on the Summary Statement screen to the right of the statement period for cash and requisitions, and at the bottom of the Account Statement for card transactions. A pop-up window will appear confirming the expenses have been submitted for approval, or
- Click the submit icon  (which flashes alternatively grey and green) to the right of the actual expense. A pop-up window will appear confirming the expense has been submitted for approval. The icon will change to . If you want to unsubmit the expense before the approver has actioned it, click .

Note: Some organizations may require you to correctly code the expense before it can be submitted, ie. the transaction icon must be a .

CHAPTER 6

Reporting

A comprehensive suite of real time, online reports come standard with Enterprise Spend Platform. These reports are interactive and dynamic, with drill-down functionality, allowing you to analyze, review and monitor all aspects of your business spend.

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Reports Menu

On your Enterprise Spend Platform home page you will see your main menu on the left-hand side of the screen. One of the menu items is **Reports**. If you do not have this menu item, contact your administrator.

To view the list of reports available to you, click **Reports** on your home page main menu. You will see a list of the online reports you have been granted access to within the system, depending on your role and responsibilities.

The **Reports** menu is structured so that each report sits under a category heading, eg. **Personal Reports**, **Management Reports** or **Transaction Management**.

Note: If you require access to reports you do not currently have in your **Reports** menu, contact your administrator.

Report Groups/Report Control

The online reports you have access to are dictated by the report group you belong to on the system. Reports are clustered into groups and employees are then linked to the groups that contain the reports relevant to them.

This is one of the ways data within Enterprise Spend Platform can be restricted to appropriate people. If you do not have access to a report you believe you should be able to view, contact your internal administrator and they can check you are linked to the appropriate report group(s).

Other reports are restricted according to the employee profile held on the system.

Report Search Criteria

When you click the name of the report you want to view, you will be presented with a search window. Use the search window criteria to restrict the information that will appear in your report. (Note: Each report has some default settings loaded, so if you simply hit [Search](#), a high-level report will be generated.)

Each report search window has a similar format; the left displays a number of text fields and check boxes, while the right displays search criteria in topic groups, which you access by clicking drop-down arrows.

Date Range

Report search criteria screens that are pre-populated with date ranges use the same date format as that specified in your *Regional Settings* (see "Set Regional Settings" on page 19).

If the report also contains a statement period selection list and you select a period, any date range values automatically disappear. Likewise, if you select a date range, any selected statement period disappears.

Wildcard Character

Many of the online reports allow for wildcard searching within the account code fields. The wildcard character is the % character.

If a user, for example, enters GL% into a [GL Code](#) field and %123% into a [CC Code](#) field, that search would find all transactions coded to a GL code starting with 'GL' and coded to a CC code that contains '123' within its code value. If the coding field [Project](#) was left blank, it would not matter what project code the transaction was coded to.

Report Templates

The majority of Enterprise Spend Platform reports (those with a comprehensive selection of report criteria) give you the ability to create a report template. This functionality allows you to save the search criteria you use regularly, making it quicker and easier to run the same report in the future.

The functionality resides in the [Report Templates](#) section of the report's search criteria window. After selecting your search criteria and clicking the [Save Template](#) link, you can name your template. The template (and its associated search criteria) will now appear for selection with every future use of that particular report.

Some administrators also have the ability to save a report template as a company-wide template for all users to use, so you may find generic templates like these appear for your optional selection.

Drill Down Functionality

To reduce information overload, most online reports present a high-level summary of the information on first view.

To identify where you can drill down to a greater level of detail, move your cursor over the report and take note where it changes to a hand pointer. Click the text the hand pointer is over to view more information.

Export Report Data

Online reports generated via Enterprise Spend Platform are designed to be viewed in real time. However, sometimes you may need to export the data to another source, such as Microsoft Excel, so that the data can be manipulated or saved to Adobe PDF format.

➤ ***To export data from a report with in-built export functionality:***

- 1 Generate the report.
- 2 Click the **Export to Excel** or **Export to PDF** links at the bottom left-hand corner of the report.
The **File Download** dialog box appears.
- 3 Click **Save** and browse to a location for storing the file.

Exceptions

➤ ***To export data to Excel from a report without in-built export functionality:***

- 1 Highlight the data you want to export.
- 2 Right-click and select **Copy** from the pop-up menu.
- 3 Open an Microsoft Excel spreadsheet, right-click where you want to place the data and select **Paste** from the pop-up menu.
- 4 While the data remains highlighted on the worksheet, copy the data again.
- 5 In a new worksheet, paste the data – this time using **Edit > Paste Special**. From the pop-up menu, select **Values**.

The data will now display on the worksheet without formatting or images.

Overview of Online Reports

A comprehensive suite of real-time, online reports come standard with Enterprise Spend Platform. These reports are interactive and dynamic, with drill-down functionality, allowing you to analyze, review and monitor all aspects of your business spend.

Most of these reports give you the ability to drill-down for further information, beyond that which is displayed on the initial screen. You can tell when there is additional information because a hand pointer appears when you move your cursor over the screen, or an icon like  displays.

Editable reports

If you have been granted the administration right **User Right – Editable Reports**, you will be able to change the coding of transactions via the search results of any of the solution's editable reports (all of the Transaction Management reports):

- Transaction Search – Employee
- Transaction Search – Company
- Transaction – Exceptions
- Transaction – Approval
- Employee Taxation
- Statement Manager

Account Management Reports

The reports in this category are generally only accessible by the internal Enterprise Spend Platform administrator.

Account Delegation

The [Account Delegation](#) report shows all the accounts within the system where the account holder has delegated coding authority to another employee(s). The ability for account holders themselves to make this delegation will depend on the set up for your company. In some instances it may only be the administrator who has access to do this. If Enterprise Spend Platform is configured to audit track account delegations,  will display beside each account. Click this icon to show an account's delegation history.

Note: You can also delegate accounts via the Account Management area of the system.

Card & Employee Terminations

The [Card & Employee Terminations](#) report allows you to view and report on cards which are due to expire, as well as anticipated employee termination dates.

Company Account Search

The [Company Account Search](#) report allows you to view and manage the account details of the users within your organization. This includes the limits and unmapped accounts in the system.

Employee Defaults

The [Employee Defaults](#) report lists all your organization's employees and the transaction defaults they have set.

Limit Monitoring

The [Limit Monitoring](#) report allows you to view possible transaction limit infringements made by card holders within a specified period. This information is determined by looking at individual transactions made by card holders with the same supplier; on the same day that together infringe the transaction limit for that card holder and supplier combination. It essentially identifies any attempts a card holder makes to circumvent this transaction limit by getting a merchant to split a transaction into more than one individual transaction. For example, if the transaction limit on the card was \$100 and the card holder wanted to spend \$150, they could ask the merchant to put the card through twice, once for \$90 and then for \$60. This way the card gets accepted, as it's under the limit. This report captures these attempts.

The report allows you to specify the transaction limit the search is based on (and therefore display all transactions that exceed that limit across a wide group of people), or use the transaction limit against the card (and therefore display only those transactions that exceed each individual's personal card limit). To use the card transaction limit, keep the [Transaction Limit](#) field blank.

Spending Pattern Exceptions

The **Spending Pattern Exceptions** report shows card holder transactions within a user-specified period that significantly exceed the card holder's average spend in that period.

Administration

The reports in this category are generally only accessible by the internal Enterprise Spend Platform administrator.

Analysis - Control Account

The [Analysis - Control Account](#) report allows users to report on spend by control account of company ID.

Approval Role Delegation

The [Approval Role Delegation](#) report shows all the delegations within the system where an approver has delegated their approval authority to another employee. This report is an administration report used to manage your card program. If given the appropriate access rights, this report also allows you to delegate approval roles and remove them. If Enterprise Spend Platform is configured to audit track approval role delegations,  will display beside each account. Click this icon to show an approval role's delegation history.

Automatic Email Log

The [Automatic Email Log](#) enables administrators to see which automatic emails have been sent, to whom and when. The report allows the user to search by a range of criteria, including by individual, email subject, email frequency, email component, and the success (or failure) of the email's delivery. Three report result views are available for selection, and the user can drill-down on displayed items to view more detailed automatic email information.

Company Audit Tracking

By default, Enterprise Spend Platform audit tracks a set of 'mandatory' elements (those that will always be tracked), and allows you to enable any number of additional, 'optional' audit tracking elements. Trackable actions include allocating an employee administrator rights, mapping a card account, changing an employee's details and submitting cash expenses for approval.

The [Company Audit Tracking](#) report allows an administrator, or auditor, to review audit history for mandatory and enabled optional elements that have changes recorded against them in the system. (If there is no data for the element, it doesn't display as a selectable option in the report.)

These are the mandatory elements Enterprise Spend Platform tracks by default:

Element	Report purpose
Administration - General User Rights Modified	This tracks any changes administrators or implementers make to employee user rights and when.
Administrator - Administrator Rights Modified	This tracks which administrators or implementers changed administrator rights for which users and when.
Administrator - Allocate	This tracks which administrators and

Administrator Rights	implementers allocated administrator rights to which users and when.
Administrator - Remove Administrator Rights	This tracks which administrators and implementers removed administrator rights from which users and when.
Card Account Creation	This tracks the creation of new virtual card accounts. This is typically used for the creation of cash or requisition accounts.
Card Account Mapping	This tracks the mapping of a card account to an employee record.
Card Account Removal	This tracks which administrators (those with the correct access right) have deleted card accounts (and all associated transactions) from Enterprise Spend Platform and when.
Company Configuration - Company Language Change	This tracks when an authorized administrator makes a change to the company level default language setting.
Company Configuration - User Language Change	This tracks when an employee makes a change to their personal default language setting.
Charge Code - Level Change	This tracks any changes made to a charge code's amount level (the amount at which a transaction coded to this charge code will be sent for manager approval) and when they were made.
Employee - Deletion	This tracks which administrators (those with the correct access right) have removed an employee's record from Enterprise Spend Platform and when.
Employee - Password Changes	This tracks when user password changes are made and who made the changes.
Employee Property Change	This tracks any changes/updates made by administrators to an employee's extended customized properties and when they were made.
Extract Reversal	This tracks the action of an administrator reversing an existing drip feed ERP extract.
Image Module - Fax Received	This tracks which users have sent faxes of receipt information (received as PDF images by Enterprise Spend Platform) and when.
Image Module - Uploaded Image	This tracks which users have uploaded scanned receipts via the Image Management module and when.
Transaction - Cash Adjustment	This tracks the creation of a cash adjustment transaction made to any employee's expense balance.
Transaction - Cash Del	This tracks who deleted a cash expense item within Enterprise Spend Platform and when.
Transaction - Requisition Del	This tracks who deleted a requisition item within Enterprise Spend Platform and when.
Username - Maintenance	This tracks any change made to an employee authentication username by an authorized administrator.

These are the optional elements Enterprise Spend Platform also allows you to track:

Cardholder Tracking	
Approval Tolerance Changes	This tracks approval tolerance changes.
Transaction Coding	This tracks who has completed the coding of a transaction and when.
Transaction - Submit	This tracks who has submitted cash expenses for approval and when. This option does not track card transactions.
Transaction - Summary Changes	This tracks who has made transaction changes (via the Summary tab) and when. This is mostly relevant for cash and requisition program users.
System Tracking	
Admin - Transaction Type	This tracks who has changed a transaction type's behavior and when. This audit option should be used when 'personal' transaction types are in use.
Approval - Role Change	This tracks when a change is made to an employee's approval role memberships and who made the change.
Approval Role Delegation	This tracks who has delegated their approval role to another user and when. It also tracks when an internal administrator has delegated an approval role on a user's behalf. Approval role delegation functionality must be activated for the customer for this to be tracked.
Card Account Delegation	This tracks who has delegated their account to another user and when. It also tracks when an administrator has delegated a card on a user's behalf. Account delegation functionality must be activated for the customer for this to be tracked.
Card Account Limit Change	This tracks who has made card account limit changes and when.
Card Account Status Change	This tracks who has made account status changes and when.
Card Cash Limit Change	This tracks who has made card cash limit changes and when.
Card Credit Limit Change	This tracks who has made card credit limit changes and when.
Card Spend Limit Change	This tracks who has made card spend limit changes and when.
Card Transaction Limit Change	This tracks who has made card transaction limit changes and when.
Email Approval	This tracks the details of approvals made by email alerts. This should be activated if email approvals are being used.
Employee - Charge Groups	This tracks what changes have been made to users' charge groups and who made the changes.

Employee - Default Codes	This tracks what changes have been made to users' default codes and who made the changes.
Employee - Rate Groups	This tracks what changes have been made to users' rate groups and who made the changes.
Employee - Report Groups	This tracks what changes have been made to users' report groups and who made the changes.
Employee Self Serve – Details	This tracks what changes a user has made to their own employee details via their Settings functionality. The employee self service functionality must be activated for the customer for this to be tracked.
Employee Self Serve – Manager	This tracks what changes a user has made to their own manager (level 1, 2 or 3) via their Settings functionality. The employee self service functionality must be activated for the customer for this to be tracked.
Username – Account Lock Change	This tracks who has made account lock changes and when.

Extract Reconciliation

The **Extract Reconciliation** report is used for companies that use the dynamic extract types Real Time or Drip Feed. This report summarizes transactions based on their extract status and is useful for reconciliation.

The search criteria for this report provide a full suite of filters and categories for your reconciliation. In particular you can search by:

- Company unit
- Statement periods, and/or posting, transaction dates
- Transaction extract status
- Previous extracts
- Transaction properties, such as approval status
- Records that have been receipt checked through the Statement Manager report process.

You can also specify three different views for your information. The first two are different summary views, and all drill down to the third view which is a raw transaction listing.

The raw transaction listing can be customized by adding/removing fields and you can also specify the desired sort order and sort direction.

Statement Manager

The **Statement Manager** report allows an appropriate person in an audit or tax role to view employee statement details as well as mark against a statement/transactions the physical viewing of related tax receipts or other appropriate documentation. It can be targeted to a specific hierarchy node based on the company unit hierarchy.

Transaction Transfer - Company

The **Transaction Transfer - Company** report is used when an administrator wants to transfer transactions that have been incorrectly assigned from one account to another. This is normally only used for lodge programs, and Enterprise Spend Platform may have been configured to prevent you from transferring transactions from accounts that are NOT lodge program accounts.

The search criteria for this report allow you to search by employee, company unit, statement period, account issuer, and transaction and workflow status. You can view your results in Transaction List view, which displays all the data, grouped by employee. Summary Employee view provides a high-level employee summary, from which you can drill down to the raw transaction listing for each employee. Both views can optionally be displayed with Multi-Select Transactions functionality, which allows you to transfer multiple transactions at once.

➤ **To transfer a transaction from one account holder to another:**

- 1 Search for the transaction you wish to transfer.
- 2 If using the Summary Employee view, drill down to the transaction listing for each employee.
- 3 Click the double-facing arrows to the far right of the transaction you want to transfer.

The **Account Search** window will appear.

- 4 Search for the account holder you want to transfer the specified transaction to, and click  next to the employee.

The transaction will automatically transfer to the appropriate account.

➤ **To transfer several transactions from one or more account holders to another:**

- 1 Search for the transactions you wish to transfer.
- 2 If using the Summary Employee view, drill down to the transaction listing for each employee.
- 3 Click  beside the transactions you want to transfer. The icon becomes a red check .
- 4 Click  at the bottom of the list of transactions. If you want to select all transactions, click **All** and click .

The **Account Search** window will appear.

- 5 Search for the account holder you want to transfer the specified transactions to, and click  next to the employee.

The transactions automatically transfer to the appropriate account.

Note: An administrator needs to have a specific right assigned to them in order to use this transfer functionality. Without this option activated, the report will be read-only. Contact the Enterprise Spend Platform Helpdesk: tmcardsupport@suntrust.com if you want to activate this right.

Cash Management Reports

Cash Search - Balances

The **Cash Search - Balances** report allows you to search for a range of employees and view their current expense claim running balance over the last three months. This report covers all company-wide expense claims, so is ideal for an auditor or someone in a senior finance role.

Cash Search - Company

This report covers all company-wide expense claims, so is ideal for an auditor or someone in a senior finance role. It allows you to select certain cash expense claims through selection criteria. This can be used to target, report on, or just find cash expense claims you are interested in.

The report can also provide several summary view options:

View	Description	
Summary Employee	This view will summarize the resulting expense claims by the employee making the claim. The summary is then broken down into company units if these are being used. You can then drill down from this summary view into the actual expense claims making up these amounts.	
Summary Expense Type	This view will summarize the resulting expense claims by the type of expense claim. The summary is then broken down into company units if these are being used.	
Summary Expense Stage	This view will summarize the resulting expense claims by the stage they are at. These stages go from:	
	Stage	Description
	Open	At this stage the expense claim has not been approved and is still fully editable by the employee making the claim.
	Submitted	The employee has completed the expense claim and submitted it for approval. This stage is only available for organizations using this feature.
	Approved	At this stage the expense claim has been approved and is no longer editable by the employee making the claim.
	Extracted	At this stage the expense claim has been approved and extracted from Enterprise Spend Platform. The expense claim is no longer editable.
	Adjustment	This is not an expense claim, but an expense adjustment, either entered by an authorized administrator, or by Enterprise Spend Platform to represent any payments made to the employee
Expense List	This view lists all the expense claims found matching the search criteria, or the selected area selected from the three	

	available summary views.
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Expenditure Reports

Spend - Employee

The **Spend - Employee** report details all charges made by a selected employee for a selected period. This report is only made available to the manager of an employee.

Spend - Financial Coding

The **Spend - Financial Coding** report details all charges made against a financial node structure. It details all charges made against a selected finance code for a selected date range. This report is only made available to the manager of the particular financial code; however managers of codes higher in the hierarchy can drill down into this report.

Management Reports

Analysis - Expense Reports

This report allows users to view transactions that have been linked to an expense reports.

Note: The name of the report is controlled by the value assigned to the implementer-level setting **Item Label - Groups & Trips**.

Analysis - Company

The **Analysis - Company** report allows you to search and perform analysis on the spending across the company with a detailed period spread analysis of card program spend. This report is a useful tool to monitor the spending pattern across the company and provide insights on the card program diligence across time.

The report should only be distributed to authorized senior managers. If you only want to allow the report user to perform analysis on the employees they are managing, they should be given access to the 'Analysis - Employee' report instead.

The statistical view provides an analytical dash-board style summary of your card program and performance indicators across periods. Selecting any of the performance indicators will display all the transactions that make up this statistic. If your organization uses company units, you can have this report aggregated to be company wide, or broken up into each individual company unit.

The period view provides an analysis on the employee spending pattern across periods and highlights the irregularities that may require your attention. For each period, the total spend made by the card holder is shown. Averages are shown for both the card holder across the selected date range, as well as for that period across all card holders. A card holder's average will be adjusted to reflect the active date of the card, ie. if the card was not active until half way through the selected date range, the average is adjusted accordingly to reflect this. Certain cells are automatically color coded to reflect when a cardholder has spent an 'over average' amount for that month. The degree and shading used is relative to how far over the average they have spent. From this report you can drill into the actual details making the total amount for any card/period report cell.

Analysis - Employee

The **Analysis - Employee** report is almost identical to the **Analysis - Company** report, the difference being that the Analysis - Employee report search is limited to only the employees managed by the person running the report. This report is useful for managers who want to monitor their employees' spending pattern and provide insights on the account program diligence. It provides a breakdown of total spend per month, average spend and transaction counts.

Compliance Report

This report works alongside the Compliance Monitor, enabling administrators to report on those employees who spend or use Enterprise Spend Platform in ways that do not adhere to company policy or procedure. Every transaction in Enterprise Spend Platform is assessed and if it triggers a compliance rule, compliance points are assigned to the user/account. This report lets an administrator report on the points currently assigned to each user/account. It also allows them to report on historical compliance point data and easily identify those users who repeatedly reach or exceed their compliance points limit.

Credit Limit Report

This report allows an administrator to report on the total credit limit of all employee card accounts that fall under a manager's company unit and/or HR hierarchy.

Environmental Impact

This report evaluates the environmental impact of selected transactions and statements being printed, and shows the potential environmental benefits of using Enterprise Spend Platform, given that it is by nature a paperless technology and business process.

The calculation is based on the application of paper statement averages based on the account issuer.

- Enterprise Spend Platform have assigned Purchasing & Travel assignments based on MCC classifications.
- Tree equivalent is based on recognized statistical information used by UK and US governments, that 1 tree = 11,500 pieces of paper (on average).
- Industry studies show that typical paper savings for each transaction process type when streamlined & automated with card & expense management are:
 - Purchasing / Procurement = 10 pages
 - Travel & Entertainment = 6 pages

A standard envelope is treated as 1 piece of paper.

Image Report

This report enables administrators to monitor employee use of the image linking functionality. It provides a top-level summary of image linking at the company level. The administrator can then drill down to view more detailed data in the employee summary view or at the individual employee level. The report displays data on the number of linked images, the number (and percentage) of unlinked images, the total size of the linked images and the value of linked images.

Past Due Report

The **Past Due Report** allows company administrators to monitor delinquency on payments for individually billed programs. It provides an administrator with an understanding, at any point in time, which cards have outstanding payments so that the appropriate action can be taken.

Supplier 1099 Reporting

The **Supplier 1099 Reporting** report allows you to extract 1099 tax reporting information out of Enterprise Spend Platform for use in other finance/ERP systems. The report (.txt) file that is extracted from Enterprise Spend Platform is placed in the Vault (or the user's personal vault if they have one), ready to be uploaded into the organization's finance/ERP system for the actual production of 1099 forms and/or electronic lodgment files via that other system.

Suppliers - Company

The company **Suppliers - Company** report allows you to search and report on the suppliers used within your organization against selection criteria. This can be used to target, report on, or just find suppliers you are interested in. This report is high level and covers all employees and suppliers used within your organization. You can search for multiple merchant category codes (**Merchant Category** field) by entering a range (eg. 1000-2000) or a delimited list (eg. 7011^3357^3012). This report can be exported to Excel if required (the **Export to Excel** button appears when the report is run in the Supplier List view).

Suppliers - Employee

The employee **Suppliers - Employee** report allows an employee to search and report on the suppliers they have used against selection criteria. This can be used to target, report on, or just find suppliers they are interested in. This report will only report on the suppliers they have used. The report can also be used by a manager to view the suppliers used by the employees they are responsible for. Note: This report can be exported to Excel if required (the **Export to Excel** button appears when the report is run in the Supplier List view).

Suppliers - Top Spend

The **Suppliers - Top Spend** report allows an administrator to see which suppliers the company's employees have transacted with the most. The information can be sorted by the total billing value for the supplier, the number of transactions incurred with the supplier, or the supplier name. The administrator can also use the search parameters to see the top expenditure for a specific merchant category or group, rather than summarizing across all merchant groups/merchant categories.

Multi-Program Reports

Multi-program reports enable administrators and managers to report across a group of programs of particular interest. For example, a global company might want to report on programs within the Asia Pacific region.

This feature requires an organization to define:

- Programs that make up a family (of programs).
- Groups of programs within that family.
- Company administrators who run the reports across the family and specific groups.

Note: The set up of families, groups and administrators is currently done by Spendvision Customer Service.

There are three key multi-program reports:

- **Suppliers – Group.** This reports on total spend by merchant groups and merchant categories.
- **Transaction Search – Group.** This reports on total spend by each program within the group.
- **Account Search – Group.** This reports on the total number of unmapped, active, closed, expired and suspended card accounts.

Note: These reports run in real-time and return aggregated data. You need to drill down and select a program in order to view transaction-level information.

Suppliers - Group

The **Suppliers - Group** report allows you to view total spend by merchant groups and merchant categories. This report can be used to compare spend on particular merchant groups and merchant categories to support negotiations and volume discounts with suppliers.

Field Name	Description
Group	Groups based on the role of the user accessing the reports. Groups have been created based on issuer IDs as well as a default deal-wide group consisting of all the card programs. For example, if a deal has 3 issuers, there will be 4 logical groups in total, 3 based on issuer IDs and 1 deal-wide group.
Reporting Currency	The reporting currencies identified for the deal. Note: The list of available currencies within this report is fixed.
Exchange Rate Date	The date when a specific exchange rate was used. If no exchange rate date is selected, the transaction posting date is used to convert the transaction amounts to the required reporting currency.
Supplier Name	The name of the supplier. Wildcard search is also available.
Merchant Group	This field lists all the merchant groups. If one is not selected, the search will be performed across all merchant groups by default.

Field Name	Description
Merchant Category	This field describes the merchant category. Wildcard search is also available.
Start Date / End Date	The date range of the required transactions. By default the start date is set to 30 days prior to the current date.
Posting Date	Selected by default. If selected, the posting date that matches the chosen date range is displayed.
Transaction Date	Selected by default. If selected, the transaction date that matches the chosen date range is displayed.
List Suppliers By	This lists suppliers by merchant groups (selected by default) or by merchant categories (not selected by default).
Currency & Amount	Select whether you want to search across: <ul style="list-style-type: none"> ▪ all transactions with the selected reporting currency (the value selected in Reporting Currency drop-down field) ▪ all transactions with the selected source currency ▪ all transactions with the selected billing currency ▪ all transactions equal to, less than or greater than a certain expense amount.
Supplier Properties	The city, state, country and postal code of the supplier.
Properties	This field allows you to search by transaction type.
Additional Fields	Select those fields of information you would like to additionally display in your report results.

Transaction Search - Group

The **Transaction Search - Group** report allows you to view total spend by each company program within the group. This can be used to target, report on, or just find transactions you are interested in.

Field Name	Description
Group	Groups based on the role of the user accessing the reports. Groups have been created based on issuer IDs as well as a default deal-wide group consisting of all the card programs. For example, if a deal has 3 issuers, there will be 4 logical groups in total, 3 based on issuer IDs and 1 deal-wide group.
Reporting Currency	The reporting currencies identified for the deal. Note: The list of available currencies within this report is fixed.
Exchange Rate Date	The date when a specific exchange rate was used. If no exchange rate date is selected, the transaction posting date is used to convert the transaction amounts to the required reporting currency.
Start Date / End Date	The date range of the required transactions. By default the start date is set to 30 days prior to the current date.
Posting Date	Selected by default. If selected, the posting date that matches the chosen date range is displayed.
Transaction	Selected by default. If selected, the transaction date that matches the

Field Name	Description
Date	chosen date range is displayed.
Summary - Type	Selected by default. If selected, the search results are grouped by transaction type.
Summary - Card Program	If selected, the search results are grouped by card program.
Properties	This field allows you to search by transaction type.
Supplier Groups	This section allows you to search for suppliers by merchant groups or merchant categories.
Supplier Properties	This block of fields describes the city, state, country and postal code of the supplier.
Currency & Amount	Select whether you want to search across: <ul style="list-style-type: none"> ▪ all transactions with the selected reporting currency (the value selected in Reporting Currency drop-down field) ▪ all transactions with the selected source currency ▪ all transactions with the selected billing currency ▪ all transactions equal to, less than or greater than a certain expense amount.
Additional Fields	Select those fields of information you would like to additionally display in your report results.

Account Search - Group

The **Account Search - Group** report allows you to view the total number of unmapped, active, closed, expired and suspended card accounts.

Field Name	Description
Group	Groups based on the role of the user accessing the reports. Groups have been created based on issuer IDs as well as a default deal-wide group consisting of all the card programs. For example, if a deal has 3 issuers, there will be 4 logical groups in total, 3 based on issuer IDs and 1 deal-wide group.
Account Status	Account status options: Active, Closed, Expired and Suspended.
Account Mapping	Account mapping options: All Accounts (selected by default), Mapped Accounts Only (mapped to an employee within a card program) and Unmapped Accounts Only (not mapped to an employee).
Account Activity	Account activity options: All Accounts (selected by default), User Accounts Only (transactions on the card) and Unused Accounts Only (no transactions on the card).
Unmapped Details	By default, this report displays the status of all mapped cards. Select this option if you also want to display unmapped accounts by account status (ie. Active, Closed, Expired and Suspended).
Account Status Date Range	
Searching Date	One of the following options can be selected: Active (selected by default), Expiration and Close.
Start Date /	The date range for the selected Searching Date option. By default, the

Field Name	Description
End Date	start date is set to 30 days prior to the current date. By default, the end date is set to the current date.
Additional Fields	Select those fields of information you would like to additionally display in your report results.

Personal Reports

Account Details

The [Account Details](#) report allows each account holder to view their personal details supplied by the account issuer to Enterprise Spend Platform. Depending on the information provided by the issuer, the report may also display your credit limit (maximum balance permitted for the account across all billing periods), transaction limit (maximum amount allowed per transaction for the account), spend limit (maximum value that can be added to the account in a given billing cycle) and cash limit (maximum amount of cash advance transactions that can be charged to the account on a billing cycle basis). This report should be made available to all your account holders.

Personal Details

The [Personal Details](#) report is provided for privacy reasons and shows all details held online about the individual. This report should be made available to all users.

Phone Management Reports

Phone Analyzis - Company

The **Phone Analyzis - Company** report allows you to search and report on phone transactions being made within your organization. This can be used to target, report on, or just find phone transactions you are interested in. As this report is high level and crosses all your organization's employees, it is recommended this report is used by senior management or administrators, and not given to all employees.

Phone Analyzis - Employee

The **Phone Analyzis - Employee** report allows an employee to search and report on phone transactions being made by them, and for managers to report on employees who they are responsible for. This can be used to target, report on, or just find phone transactions they are interested in. As this report is restricted to only show an employee's own transactions, or those of the employees they manage, this report can be given to most employees and managers for reporting.

Note: Both reports can be exported to Excel and PDF file formats if required.

Transaction Management Reports

Employee Taxation

The **Employee Taxation** report breaks down your company's total spend for a given period both by company, currency and taxation details. This report should typically be used for reconciliation or general taxation reporting or monitoring.

Transaction - Approval

The **Transaction - Approval** report breaks down all transactions against their current approval status for a specified period. If you select the **Summary - Approver** check box on the bottom left of the search window, the returned report will show an additional column called **Unavailable**. This column shows the number of transactions and/or statements that require approval, but due to business rules not being passed, are not yet available for the approver to view and action.

Transaction - Enhanced Data

The **Transaction - Enhanced Data** report enables administrators to report on enhanced data supplied by your card provider. The **Search Category** and **Search Type** drop-down lists are used to specify the data you want to search for. The **More...** link can be used to add further rows and create OR/AND conditions for your search filter. A section of parameters called **Enhanced Data & Fields** allows you to select exactly what enhanced data categories and data types they want to view in the report. A **Summary - Category** check box controls whether the report will display the initial, high-level results table in either category view or category-and-type view. Both initial report views allow you to click a category and view the enhanced data for each transaction in the category.

Transaction - Exceptions

The **Transaction - Exception** report displays transactions that are incomplete or in error. This report also allows the administrator, where the system access rights have been granted, to update the coding in the Transaction Details window on behalf of the employee.

Transaction Search - Company

The **Transaction Search - Company** report allows you to view certain transactions through selection criteria. This can be used to target, report on, or just find transactions you are interested in. The report's Coding Summary view allows you to report on transactions that have been coded against particular coding combinations. You can search for multiple merchant category codes (**Merchant Category** field) by entering a range (eg. 1000-2000) or a delimited list (eg. 7011^3357^3012). It can be targeted to a specific hierarchy node based on the company unit hierarchy.

Within Additional Fields, the option SE Group stands for Service Establish Group and SE Type stands for Service Establish Type. This is a way to classify suppliers similar to merchant category codes and merchant category groups, but is specific to AMEX and Diners data, whereas the merchant category code classification is specific to Visa and MasterCard data.

As this report is high level and crosses all your organization's employees, it is recommended this report is used by senior management or administrators and not given to all account holders. Note: You have the ability to export this report to Excel if required (the [Export to Excel](#) button appears at the lowest transactional level of the report).

Transaction Search - Personal

The [Transaction Search - Personal](#) report allows you to select certain transactions through selection criteria. This can be used to target, report on, or just find transactions you are interested in. This report only covers the employee's transactions, so is ideal for all account holders to have access. Note: You have the ability to export this report to Excel if required.

Within Additional Fields, the option SE Group stands for Service Establish Group and SE Type stands for Service Establish Type. This is a way to classify suppliers similar to merchant category codes and merchant category groups, but is specific to AMEX and Diners data, whereas the merchant category code classification is specific to Visa and MasterCard data.

Spend Form Usage

The [Spend Form Usage](#) report can be used to look at Spend Form usage in a number of ways. The search window allows you to specify very complex and detailed search criteria. The report can be displayed in category view or participants view.

Further rows can be added to the search criteria to refine the report results. Adding more Spend Form Category rows will perform an OR condition within the search. Adding more Field Search Condition rows to a Spend Form Category will perform an AND condition for the Spend Form Category within the search. The condition criteria change according to the selected Spend Form Category and Field Search Condition.

A mapping icon  allows you to view the mapping of the selected Spend Form. This is particularly useful to distinguish between Spend Forms when there are a number of them with similar labels.

Travelcard Reports

Travelcard Analyzis - Manager

The **Travelcard Analyzis - Manager** report allows a manager to view and analyze the Air New Zealand Travelcard transactions of the employees they manage. They can choose to display transactions by category (eg. international, domestic or other), transaction type, booking agent name, or passenger name.

Travelcard Analyzis - Company

The **Travelcard Analyzis - Company** report allows administrators (and certain managers) to view and analyze Air New Zealand Travelcard transactions made by employees within their organization. They can choose to display transactions by category (eg. international, domestic or other), transaction type, booking agent name, or passenger name.

Travel Spend Analyzis - Manager

The **Travel Spend Analyzis - Manager** report allows a manager to view and analyze all travel purchased by the employees they manage, whether is was purchased by Air New Zealand Travelcard or using any other corporate card provider.

Travel Spend Analyzis - Company

The **Travel Spend Analyzis - Company** report allows administrators (and certain managers) to view and analyze all travel purchased by employees within their organization, whether is was purchased by Air New Zealand Travelcard or using any other corporate card provider.

CHAPTER 7

Approvals

Depending on the requirements of your company, certain approval rules may be set up for some or all transactions. The Approvals section provides guidance to those users to whom these rules apply, but also to the managers who are required to action the approvals.

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Approval Notification

There are two ways you may be notified about approvals you need to action.

The first is via the flashing **Approvals** menu item on your Enterprise Spend Platform home page.

The other is via an automated email. The content and frequency of the email is determined by your organization. However, you will not receive one email for each action required. To avoid email overload, you will receive one email that summarizes all approval action required by you. Note: These automated emails may not be an option your organization is using.

Transaction Approval Screen

When you click [Approvals](#) from your home page main menu you will be taken to your [Items Requiring Attention](#) summary screen. The menu on the left of this screen will be divided according to account types. Any statement periods where approval action is required will appear red.

By default, six months worth of statement periods will be shown for each account type. However, if there are outstanding approvals in any period older than this, it will also be displayed.

If a certain implementation option has been enable for your company, the statement period listing is filtered to show only those periods for which you "have" items requiring attention (shown in red text) and those periods for which you "had" items requiring attention. Any periods where there were no approvals for you to action are hidden (omitted) from the list.

The [Items Requiring Attention](#) summary displays a list of employees who have transactions awaiting your approval, as well as the account type, statement period, and number of transactions. If you click the statement period to the right of an employee's name, you will be taken to the [Transaction Approval](#) screen, which displays the individual transactions.

Alternatively, you can also access the [Transaction Approval](#) screen by clicking the red statement period from the left hand menu of your [Items Requiring Attention](#) summary screen and then clicking an employee name from the list of employees who have transactions requiring approval.

The [Transaction Approval](#) screen is divided into four sections:

- Information Required
- Approval Required
- Declined
- Approved

For information on how to approve a transaction, see [Approval Actions and History](#).

Approval Actions and History

Approval-related actions are found on the **Approval** tab of any transaction window.

By default, a transaction has four possible approval states:

State	Description
Information Required	If you require more information from the employee before actioning the approval, you can select Information Required on page 82 and input text to advise the employee what information you need. Transactions currently with the account holder and awaiting information are labelled "Information Required" and those that are back with the approver after being replied to by the account holder are labelled "Information Provided".
Approval Required	When a transaction is available for you to action it is in the status of Approval Required on page 80.
Declined	The transaction is declined on page 82. How this transaction is then treated in the extract file from Enterprise Spend Platform and in your finance system is determined by your organization.
Approved	The transaction is approved.

The **Approval** tab of a transaction window has its own **Approval** tab. The above approval states are selected at the bottom of this tab.

The **Process** tab shows how the approval process is structured. This is specific to your organization.

The **History** tab is a record of the approval actions taken for the particular transaction. This includes the date of the action and the name of the person responsible. Comments relating to the approvals may be viewed by hovering the mouse over the paper-clip icon.

Approve Transaction

➤ **To approve a transaction:**

- 1 From the **Items Requiring Attention** summary, click the statement period to the right of the employee name.

The **Transaction Approval** screen appears, allowing you to view the employee's transactions that require your approval.

Note: You can also access the **Transaction Approval** screen by clicking the red statement period from the left hand menu of your **Items Requiring Attention** summary screen and then clicking an employee name from the list of employees who have transactions requiring approval.

- 2 To display a full description of each charge code value that appears on the **Transaction Approval** screen, hold your cursor over the code value.

- 3 Click  to the right of the transaction you want to approve.
The **Transaction Details** screen appears, defaulting to the **Approval** tab.
- 4 Click the **Approved** option at the bottom of the **Approval** tab.
A green check appears in the **Approved** check box.
- 5 Click **Save**.
This transaction will now appear under the **Approved** heading of the **Transaction Approval** screen.
The approval icon beside this transaction on the employee's statement will now show as a green check .

Note: If an employee changes the coding of a transaction in any way after you have approved it, it will be returned to you for re-approval.

Request More Information

➤ **To request more information about a transaction:**

- 1 From the **Items Requiring Attention** summary, click the statement period to the right of the employee name.

The **Transaction Approval** screen appears, allowing you to view the employee's transactions that require your approval.

Note: You can also access the transactions requiring approval by clicking the red statement period from the screen's left hand menu. Click the employee name from the list of employees who have transactions requiring approval.

- 2 To display a full description of each charge code value that appears on the **Transaction Approval** screen, hold your cursor over the code value.
- 3 Click  to the right of the transaction you want to more information on. The **Transaction Details** screen appears, defaulting to the **Approval** tab.
- 4 Click the **Information Required** option at the bottom of the **Approval** tab. An orange question mark appears in the **Information Required** check box.
- 5 In the **Approver Comments** field, type what information or action you require from the employee.
- 6 Click **Save**.

This transaction will now appear under the **Information Required** heading of the **Transaction Approval** screen. It will be clearly identified as a transaction currently with the account holder and awaiting information ("Information Required").

The approval icon beside this transaction on the employee's statement will now show as an orange question mark . The employee will also receive an automated email to advise them you have requested more information on one of their transactions.

The employee can provide the information you require in the **Cardholder Comments** field of the **Approval** window. Once they have done so, the transaction's status on the approver's **Transaction Approval** screen will remain as **Information Required**, but it be clearly identified as a transaction that is back with the approver after being replied to by the account holder ("Information Provided").

Decline Transaction

➤ **To decline a transaction:**

- 1 From the **Items Requiring Attention** summary, click the statement period to the right of the employee name.

The **Transaction Approval** screen appears, allowing you to view the employee's transactions that require your approval.

Note: You can also access the transactions requiring approval by clicking the red statement period from the screen's left hand menu. Click the employee name from the list of employees who have transactions requiring approval.

2 To display a full description of each charge code value that appears on the **Transaction Approvals** screen, hold your cursor over the code value.

3 Click  to the right of the transaction you want to decline.

The **Transaction Details** screen appears, defaulting to the **Approval** tab.

4 Click the **Declined** option at the bottom of the **Approval** tab.

Note: Some organizations may disable the transaction decline option for some or all account types. Your company administrator will be able to advise you on this if applicable.

A black cross appears in the **Declined** check box.

5 In the **Approver Comments** field, type why you have declined the transaction. Note: You must enter a comment more than four characters in length.

6 Click **Save**.

This transaction will now appear under the **Declined** heading of the **Transaction Approval** screen.

The approval icon beside this transaction on the employee's statement will now show as a black cross .

Transaction Approval Screen Icons

A number of transaction and approval icons can be seen on the [Transaction Approval](#) screen. When viewing the transactions of an employee that require your action, you will see two sets of icons to the right of the transaction detail. One relates to the status of a transaction, the other to the approval status.

Transaction Status Icons

These icons are determined by the action of the employee:

	This indicates there is mandatory coding or information still required for this transaction.
	This indicates all required information has been entered.
	This indicates the transaction has been automatically coded. This means that via default coding, all the information required for this transaction has been entered.

Approval Status Icons

These icons are determined by the action of the approver:

	This indicates approval is required for this transaction.
	This indicates approval has been given.
	This indicates the approver has requested more information.
	This indicates the approver has declined the transaction.

Customize View of Transaction Approval Screen

By default, you can see the following detail in the summary of employee transactions requiring approval:

- Transaction date
- Supplier name
- Transaction amount

You can add more information to this view via your [Personal Settings](#) (see "Customize Views" on page 17).

Approve All or Selected Transactions

Your organization may have activated an implementation option that allows an approver to approve all transactions at once. If this option is activated, there will be an [Approve All](#) link on the top right of the approver's [Transaction Approval](#) screen.

Clicking this link will approve all transactions on the screen that have not yet been actioned. If you have already actioned some approvals by declining them, or requesting more information, it will not alter their status. It will only approve those that remain under the [Approval Required](#) heading.

If you do not want to approve all transactions in one go, but select a number to approve and then deal with exceptions, you can use the [Approve Selected Items](#) link, which also appears when the Approve All Availability option is activated.

➤ ***To approve all transactions under the Approval Required heading:***

- 1 Click [Approve All](#) on the top right of the employee's [Transaction Approval](#) screen.

The transactions will now show under the [Approved](#) heading.

➤ ***To approve selected transactions under the Approval Required heading:***

- 1 Click to the far right of each transaction so a green check appears.
- 2 Click [Approve Selected Items](#).

View More Transaction Data

You can view the details of a specific transaction by selecting the employee and then bringing up the transactions the employee has submitted for approval.

➤ **To view more information for a transaction:**

- 1 On the employee's **Transaction Approval** screen, click the transaction status icon to the right of the transaction you want to view.

A details screen for the transaction type appears, automatically defaulting to the **Coding** tab.

Note: This view is read-only. You cannot change the transaction coding.

- 2 If your organization is using Spend Forms, you can click the **Spend Forms** tab to view the form details.

Change or Reverse Approval Action

There may be occasions when you need to change the approval action for a transaction. For example, if you declined a transaction but the employee has since provided you with an explanation for its purchase and you now want to approve it.

➤ ***To change the status of a transaction you have already actioned:***

- 1 On the employee's **Transaction Approval** screen, click the approval status icon to the right of the transaction you want to change. The icon will be either a question mark, exclamation mark or check, depending on the transaction's current status.

The **Transaction Details** screen appears, defaulting to the **Approval** tab.

- 2 Click the appropriate option at the bottom of the **Approval** tab. For example, to reverse an approval, select **Approval Required**.
- 3 Click **Save**.

This transaction will now appear under the appropriate heading of the **Transaction Approval** screen.

Approve Expense Reports

Approving transactions in a expense reports item can be completed either by:

- Approving transactions and expenses located in the **Items Requiring Attention** summary. Approvals completed this way will then update in the expense reports item to which they belong. For example, if a expense reports item includes an unapproved cash expense and this was approved through the **Items Requiring Attention** summary, the cash expense would show as approved when a user comes to view their expense reports item.
- Viewing the expense reports item as a collective group of transactions and completing the required approvals from this view.

➤ **To approve transactions in a expense reports item:**

- 1 Click **Approvals** from your home page main menu.
- 2 Click a red statement period under the **Expense Reports** section of the left-hand menu.

The **Expense Reports** screen appears, displaying the names of employees who have expense reports requiring your approval. The red approval icon  will display to the right of any reports that require approval action.

- 3 To view the transactions linked to a particular line item, click the underlined item name from the **Expense Reports** column of the table.

A transaction summary screen appears.

Note: If you have the **User Right - Approval Editing** (or a certain implementation-level option has been enabled for all approvers), you will be able to edit the coding of transactions linked to expense reports.

- 4 Check beside each of the transactions you want to approve and click **Approve Selected Items** at the top of the screen. Alternatively, if you want to approve the entire expense reports item, click **Approve All**.

Note: If a certain implementation-level option has been enabled for your organization, the  icon will appear beside each transaction, allowing you to unlink transactions from a expense reports before you approve it. This functionality is useful if you disagree with only part of a claim and want to approve the rest.

Expense Manager

Depending on the requirements of your organization, you may have access to the Cash Management module within Enterprise Spend Platform. This module is designed to capture out-of-pocket cash expenses that users want to claim back from their organization.

By default, this module is labeled Expense Manager within Enterprise Spend Platform, however your organization may have changed this to another label. Your internal Administrator will advise you of the label used within your setup, however any references in this Help use the default labeling, eg. the [Create New Cash Expense](#) link.

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View Cash Expense Summary

Your cash expense summary presents a high-level summary of your cash expenses by period, identifying the total number of transactions that fall within each period, their total value and your cash balance.

➤ **To view your cash expense summary:**

- 1 Click **Expense Manager** on your Home Page main menu.

The **Account Statement** screen appears.

- 2 Under the menu heading **Expense Manager** (this label may be different in your company setup), click **Statement - your name**.

Your cash expense summary displays.

By default, your cash expense summary is shown for the last six months, however at the base of the screen you have the option of displaying the current period only, the last 12 months, or all periods.

The first section of the summary table displays the number of cash expenses and the total value of the cash expenses for each period. The totals are shown as **Total DR** or **Total CR** columns.

The second section of the table summarizes personal transaction items. This may be an item such as an ATM cash withdrawal made on your card account that is shown on your cash expense statement so you can show how the withdrawal was acquitted. Your cash balance is adjusted accordingly.

Note: If your company is not using Spend Forms that identify certain expenses as personal, Enterprise Spend Platform may have been configured to hide those columns related to personal cash expenses.

The last section of the table displays the balance of all your expense claims less your personal transactions and reimbursements, giving a running total of how much money your company owes you, or you owe the company. Green indicates you are owed money, red indicates you owe the company money.

View Summary Statement

➤ **To view the details of a cash period:**

1 Click **Expense Manager** on your Home Page main menu.

The **Account Statement** screen appears.

2 Under the menu heading **Expense Manager** (this label may be different in your company setup), click **Statement - your name**.

Your cash expense summary displays.

3 From the table's **Period** column, click the date of the cash period you want to view.

The cash expense details statement for the period appears.

This screen is broken into three main sections.

- The top section lists all the expense claims you have made for this period.
- The middle section lists all transactions that are classified as personal. Note: If your company is not using Spend Forms that identify certain expenses as personal, Enterprise Spend Platform may have been configured to hide the Personal Items summary line.
- The bottom section contains a breakdown of the expense claims in this period based on how you apportioned the expense in a form, as well as a breakdown of the total change in your cash balance.

Against each cash expense you will see three icons:

	This icon shows the coding status of the expense and, if clicked, will take you to the Transaction Details Coding for this expense.
	This icon allows you to view the Transaction Details Approval window for the expense. From this window you will be able to see the approval rule(s) relating to the expense and who will approve it.
	This icon submits the expense for approval. It may not appear by your expense if your organization has chosen not to activate it. If it is not showing, it means the expense will be submitted automatically for approval.

Create Cash Claim

➤ **To create a new cash claim:**

- 1 Click **Expense Manager** on your Home Page main menu.
The **Account Statement** screen appears.
- 2 Under the menu heading **Expense Manager** (this label may be different in your company setup), click **Statement - your name**.
Your cash expense summary displays.
- 3 Click **Create New Cash Expense** (this label may be different in your company setup) on the top-right hand side of the screen.
The **Insert New Cash Expense Item** dialog box appears.
- 4 Complete all the fields on the window using the following descriptions:

Field	Description
Cash Expense Label	The name of the expense item as it will appear on your cash statement summary.
Cash Expense Date	The date the expense was incurred.
Source Currency (this label may be different in your company setup)	Select the currency in which you made the transaction.
Billing Currency (this label may be different in your company setup)	Select the currency you require the expense to be reimbursed in.
Exchange Date	This field will only show if your organization has chosen to activate it. It allows you to enter the date of the exchange rate that should be applied to this expense.
Exchange Rate	Depending on the set up of the system for your organization, this field will either self populate based on the details you have entered in the source and billing currency fields, or you will be required to manually type in the exchange rate to be applied.

Note: Some organizations may elect to use slightly different functionality on this screen, and may replace **Source Currency** with **Source Country**, ie. the country the purchase will be made in and not the currency used. When **Source Country** is selected, it will automatically drive the exchange rate that is used.

- 5 Click **Save**.
An **Options** window appears from which you must select the option that best applies to the expense claim you are entering. The number and names of the options presented to you in this window are unique to your organization.

If you want to view the details you have entered on this window again, you can access them in the **Cash Expense Details Summary** window. If the cash expense is still available for editing, you can change the label and expense date. You can also delete an expense claim which is still open from this window.

For control reasons, you cannot change the currencies or foreign exchange details. If you want to change these details, you need to delete this expense claim, and create a new one.

Select & Complete Cash Form

Once you have created a cash claim, you will be taken to the [Cash Expense Details Spend Forms](#) window.

From the list of form headings presented on this window, you must select the one that best fits the nature of the cash expense you are entering. The number and names of the options presented to you are unique to your organization.

➤ **To select and complete a form:**

- 1 Move your cursor over the list of headings in the center of the window. As you do this, help text appears at the base of the window that describes the purpose of each form.
- 2 After reviewing the options, click the form you want.

The [Allocation](#) tab appears.

Note: The layout of the [Allocation](#) tab is unique to your organization. The fields displayed, the number and order of these fields, and whether they are mandatory or not, depends on your organization. If you need more help to complete these screens, contact your internal administrator.

- 3 Enter the amount of your expense against the applicable amount field(s).

The total value of the transaction item is initially shown in the [Balance](#) field. Any allocation of costs to an amount field will cause the [Balance](#) field to show the remaining unallocated value of the transaction. Allocating the remaining balance is made easier using the balance transfer button . Simply click  next to the appropriate amount field. The remaining balance is transferred to the selected amount field and the figure in the [Balance](#) field will show as 0.00.
- 4 If you are required to link one or more employees to a subamount field, click the linking icon  next to the field. Use the [Employee Linking Search](#) window to search for employees by employee number, first name, last name or company unit. When you return to the [Allocation](#) tab, you will notice the linking icon has changed color  and the number of linked employees displays in the sub-amount field.
- 5 If you are required to link one or more external contacts to a subamount field, click the linking icon  next to the field. Use the [Contact Linking Search](#) window to search for individuals or organizations. If an external contact cannot be found, you can add them by clicking the [Insert New Contact](#) link. Once added, this contact will be available to all users in your organization via this search window. Contacts can be deleted only if they have not been used previously.
- 6 To display information about a particular amount field, click the help icon .

If your organization has implemented the generic Travel Spend Form, you may view two additional tabs: **Request** and **Itinerary**. If you manually created the requisition within Enterprise Spend Platform, you can fill in the **Request** tab with all your anticipated travel data (eg, flights, accommodation, rental car). **Send** and **Print** links at the top of the tab allow you to print or email your travel request to your travel provider. When confirmation of the travel is received from the travel provider via a web service call, the **Itinerary** tab is populated and the **Request** tab is updated. If the requisition was created automatically when new travel data was loaded into Enterprise Spend Platform via a web service call, the **Itinerary** and **Allocation** tab will already be complete (and non-editable) and the **Request** tab will be disabled.

7 Click **Save**.

Depending on your company setup, you will be taken to the **Coding** tab to complete the coding of your transaction, or you may have to provide additional details on the **Comments** tab of the form.

8 Complete the fields as required by your organization.

Note: The setup of this **Comments** tab is unique to your organization. The narrative or date fields displayed, whether they are mandatory or not, and whether you are required to answer yes/no questions, depends on your organization. If you need more help to complete these screens, contact your internal administrator.

9 Click **Save**.

If you completed all mandatory fields, the **Coding** tab appears for you to complete the coding for this transaction.

Complete Coding for Cash Expense

After completing all mandatory fields in the form and clicking [Save](#) you will be taken to the [Cash Expense Details Coding](#) window.

➤ ***To complete the coding for the cash expense:***

On this window you will see a number of coding segment fields which are specific to the financial Chart of Accounts for your company. Some or all of the fields may be mandatory and some may have to be used in combination with others. To learn which codes are mandatory and which are combination, contact your internal administrator.

You may find that some codes are already populated in these fields. This is due to default codes that either you or your administrator have set up.

1 Enter the required codes by either:

- Typing the code straight into the field, or
- Clicking the drop-down arrow beside the field and selecting the code from the list.

If you have not yet set up a list of favorite codes, select [Search](#) from the drop-down list and search for the code.

2 Click [Save](#).

Edit Spend Form

If a transaction has not already been extracted from Enterprise Spend Platform to your company's finance system, you will still be able to change a form or the coding of the transaction.

Note: If you make a change to the transaction after it has been approved, it will be sent back to the manager for re-approval.

➤ **To edit a Spend Form:**

- 1 On your summary summary, locate the transaction you want to change.
- 2 Click the transaction status icon to the right of the transaction (the green check  or red cross  icon).

The **Cash Expense Details Coding** window appears.

- 3 Change the coding of the transaction as required.

Note: You will not be able to change default coding that is read-only.

- 4 Click **Save**.
- 5 To make a change within a form, click the **Spend Forms** tab on the **Cash Expense Details** window.

On the **Spend Forms** window you will see the form(s) you completed for this transaction.

- 6 Click the form you want to open.
- 7 Make the required changes.
- 8 Click **Save**.

You will return to the **Cash Expense Details Coding** window. If you made changes to the way your transaction has been allocated in the form, you will also need to make changes to the coding of the transaction. Click **Save** again once you have completed all coding.

Delete Cash Spend Form

If the transaction has not already been approved and extracted from Enterprise Spend Platform to your company's finance system, you will be able to delete it.

➤ **To delete a cash expense:**

- 1 On your account statement, open the period that has the transaction you want to delete.
- 2 Click the transaction status icon to the right of the transaction (the green check  or red cross  icon).

Note: If you have submitted the transaction, you will need to unsubmit it before you can delete it. If the manager has already approved the transaction you will not be able to do this.

The **Cash Expenses Details Coding** window appears.

- 3 Click the **Delete** icon at the bottom of the window.

A window will appear asking you to confirm you want to delete the cash expense.

- 4 Click **OK**.

Submit Cash Expense for Approval

The way you submit a cash expense for approval is the same as the way you *submit a transaction or requisition for approval* (see "Submit Expense for Approval" on page 47).

Report on Cash Expenses

➤ **To search for and report on any of your personal transactions:**

- 1 Click **Reports** on your home page main menu.

The **Personal Details Report** screen appears.

- 2 Click the **Transaction Search - Personal** link in the left-hand menu. (Note: The link will not display if you have not been granted access to this report by your administrator.)

The **Personal Transaction Search** window displays.

You can see there are many search criteria to help you find one or more of your transactions. For example, you can search for transactions of any account type, eg. card transactions, cash, requisitions, travel requests. You are also able to search via a selected statement period or across a specified date range.

On the right of the search window you will see criteria that allow you to specify what transaction(s) you are looking for by type, status, currency, amount, supplier name, or even down to how you coded it.

- 3 Define the search criteria required for your report.
- 4 Click the **Search** button.

The report will be generated for you and the results displayed online.

For further details on the reports available to you, refer to Reporting > Overview of Online Reports.

Reimbursement of a Cash Expense

The process of reimbursing your cash expenses depends on your organization's setup on Enterprise Spend Platform and its internal policies.

If you are not clear about the reimbursement process, contact your Enterprise Spend Platform Administrator.

Requisition Manager

The optional Requisition Manager module within Enterprise Spend Platform allows authorized employees to raise requisition requests and get these approved before making one or several purchases.

Requisitions are made using a requisition card. Each employee who is authorized to make a requisition is issued a virtual ‘card’ by your internal Administrator. Unlike a real purchasing card, this card only exists in Enterprise Spend Platform and does not physically exist.

The section provides you with guidance on how to create a requisition/pre-approval and some of the other functionality you will need to understand if your organization requires you to use requisitions for some or all purchases.

By default this module is labeled as Requisition Manager within Enterprise Spend Platform. Your organization may have chosen to change this to something more appropriate. Your internal Administrator can advise you of the label used for your organization.

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Requisition Summary

Your requisition summary is a high-level summary of your requisitions by period, identifying the total number of transactions linked to each requisition and the total value of each requisition.

➤ **To view your requisition summary:**

- 1 Click **Requisition Manager** on your Home Page main menu.

The **Account Statement** screen appears.

- 2 Under the menu heading **Requisition Manager** (this label may be different in your company setup), click **Statement - your name**.

Your requisition summary displays.

By default, your requisition summary is shown for the last three months, however at the base of the screen you have the option of displaying the current period only, the last 6 months, the last 12 months, or all periods.

The requisition summary lists the requisitions created over the last three months, and the total value of each requisition. If you click the name of the requisition, it will take you to the main requisition management screen.

The summary also displays information on the transaction items linked to each requisition. The figure in the **Total** column is the total value of the transactions currently linked to this requisition. The **Balance** is the difference between the total value of the requisition and the total value of those linked transactions. A bar graph is used to visually communicate the two values. Holding your mouse over each segment of the bar displays the figures.

View Summary Statement

➤ **To view the details of a requisition:**

- 1 Click **Requisition Manager** on your Home Page main menu.
The **Account Statement** screen appears.
- 2 Under the menu heading **Requisition Manager** (this label may be different in your company setup), click **Statement - your name**.
Your requisition summary displays.
- 3 From the table's **Requisition** column, click the requisition you want to view.
Your requisition details statement displays.

The blue shaded line at the top of the statement displays the base requisition details, including the name and total value. The icons to the right of these details are:

Icon	Description
	This icon communicates the coding status of the requisition and if you click it, it will take you to the Requisition Details Coding window for this requisition.
	This icon allows you to view the Approval window for the requisition. From this window, you will be able to see the approval rule(s) relating to the requisition and who will approve it.
	This icon opens the Transaction Linking & Allocation window.
	This icon submits the requisition for approval.

Each of the transactions linked to the requisition display beneath the blue shaded line.

A breakdown of the form you completed when you created the requisition displays at the base of the screen.

Create Requisition

➤ **To create a new requisition:**

- 1 Click **Requisition Manager** on your Home Page main menu.
The **Account Statement** screen appears.
- 2 Under the menu heading **Requisition Manager** (this label may be different in your company setup), click **Statement - your name**.
Your requisition summary displays.
- 3 Click the **Create New Requisition** link on the top, right-hand side of the screen.
The **Insert New Requisition Item** dialog box appears.
- 4 Complete all fields on the window using the following descriptions:

Field	Description
Requisition Label	This label is used to summarize/abbreviate the requisition, and is used on some reports and general statement screens.
Requisition Date	This is the indicative date when the actual transaction(s) will take place.
Closure Date (your organization may not require a closure date)	This is the date the requisition will automatically expire. Once this date is reached, the requisition will automatically become closed and also read-only, therefore preventing any further changes to the requisition, including additions/removal of any linked transaction items. For more details, refer to Requisition Closure Date. If your organization has Dynamic Funding Requisitions enabled, when the date you enter in this field is reached, your requisition will be closed and a reduction in your credit limit for the amount you originally applied for will take place. Note: If your company has enabled a certain implementation option, you may not be able to change the default requisition closure date from being anything other than what it defaults to when the requisition is created. The date will appear as grey, unchangeable text.
Source Currency (this label may be different in your company setup)	The currency in which you made the transaction.
Billing Currency (this label may be different in your company setup)	The currency you will be billed in.
Exchange Date	This field will only show if your organization has chosen to activate it. If applicable, this field allows you to enter the date of the exchange rate that should be applied to this expense.

Exchange Rate	Depending on the set up of the system for your organization, this field will either self populate based on the details you have entered in the source and billing currency fields, or you will be required to manually type in the exchange rate to be applied.
Dynamic Funding Required?	If your organization has Dynamic Funding Requisitions enabled, checking this option will allow you to apply for a credit limit increase for the amount of the requisition you are raising.
Card Account Number to Fund	If you have checked the Dynamic Funding Required? option, you will also need to select the card account you want to have funded. If you only have one account mapped to your employee record, this account value will be defaulted. Note: The Dynamic Funding option will only be available for accounts that are mapped to you. You will not be able to apply for dynamic funding for accounts that are delegated to you.

Note: Some organizations may elect to use slightly different functionality on this screen, and may replace **Source Currency** with **Source Country**, ie. the country the purchase will be made in and not the currency used. When **Source Country** is selected, it will automatically drive the exchange rate that is used.

5 Click **Save**.

The **Options** tab of the **Requisition Details** window displays, from which you must select the form that best applies to the requisition you are creating.

If you want to view the details you have entered on this window again, you can access them via the **Summary** tab on the **Requisition Details** window. If the requisition is still available for editing, you can change the label, requisition date or closure date. However, the source and billing currency settings cannot be changed once the base is created. The posting date is the date the base requisition record was created, and it cannot be changed.

Note: If you add or remove components, or coding details, the requisition will become unapproved and require re-approval.

Select & Complete Requisition Spend Form

Once you have created a requisition, you will be taken to the [Spend Forms](#) window.

From the list of form headings presented on this window, you must select the one that will best fit the nature of the requisition you are entering.

➤ **To select and complete a form:**

- 1 Move your cursor over the list of headings in the center of the window. As you do this, help text appears at the base of the window that describes the purpose of each form.
- 2 After reviewing the options, click the form you want.

The [Allocation](#) tab appears.

Note: The layout of the [Allocation](#) tab is unique to your organization. The fields displayed, the number and order of these fields, and whether they are mandatory or not, depends on your organization. If you need more help to complete these screens, contact your internal administrator.

- 3 Enter the amount of your expense against the applicable amount field(s).
The total value of the transaction item is initially shown in the [Balance](#) field. Any allocation of costs to an amount field will cause the [Balance](#) field to show the remaining unallocated value of the transaction. Allocating the remaining balance is made easier using the balance transfer button . Simply click  next to the appropriate amount field. The remaining balance is transferred to the selected amount field and the figure in the [Balance](#) field will show as 0.00.
- 4 If you are required to link one or more employees to a subamount field, click the linking icon  next to the field. Use the [Employee Linking Search](#) window to search for employees by employee number, first name, last name or company unit. When you return to the [Allocation](#) tab, you will notice the linking icon has changed color  and the number of linked employees displays in the sub-amount field.
- 5 If you are required to link one or more external contacts to a subamount field, click the linking icon  next to the field. Use the [Contact Linking Search](#) window to search for individuals or organizations. If an external contact cannot be found, you can add them by clicking the [Insert New Contact](#) link. Once added, this contact will be available to all users in your organization via this search window. Contacts can be deleted only if they have not been used previously.
- 6 To display information about a particular amount field, click the help icon .

If your organization has implemented the generic Travel Spend Form, you may view two additional tabs: **Request** and **Itinerary**. If you manually created the requisition within Enterprise Spend Platform, you can fill in the **Request** tab with all your anticipated travel data (eg, flights, accommodation, rental car). **Send** and **Print** links at the top of the tab allow you to print or email your travel request to your travel provider. When confirmation of the travel is received from the travel provider via a web service call, the **Itinerary** tab is populated and the **Request** tab is updated. If the requisition was created automatically when new travel data was loaded into Enterprise Spend Platform via a web service call, the **Itinerary** and **Allocation** tab will already be complete (and non-editable) and the **Request** tab will be disabled.

7 Click **Save**.

Depending on your company setup, you will be taken to the **Coding** tab to complete the coding of your transaction, or you may have to provide additional details on the **Comments** tab of the form.

8 Complete the fields as required by your organization.

Note: The setup of this **Comments** tab is unique to your organization. The narrative or date fields displayed, whether they are mandatory or not, and whether you are required to answer yes/no questions, depends on your organization. If you need more help to complete these screens, contact your internal administrator.

9 Click **Save**.

If you completed all mandatory fields, the **Coding** tab appears for you to complete the coding for this transaction.

Complete Coding for Requisition

After completing all mandatory fields in the form and clicking [Save](#) you will be taken to the [Requisition Details Coding](#) window.

The coding you complete for the requisition on this window can be allocated later to the transactions you link to the requisition.

➤ ***To complete the coding for the requisition:***

On this window you will see a number of coding segment fields which are specific to the financial Chart of Accounts for your company. Some or all of the fields may be mandatory and some may have to be used in combination with others. To learn which codes are mandatory and which are combination, contact your internal administrator.

You may find that some codes are already populated in these fields. This is due to default codes that either you or your administrator have set up.

1 Enter the required codes by either:

- Typing the code straight into the field, or
- Clicking the drop-down arrow beside the field and selecting the code from the list.

If you have not yet set up a list of favorite codes, select [Search](#) from the drop-down list and search for the code.

2 Click [Save](#).

Edit Spend Form

If a transaction has not already been extracted from Enterprise Spend Platform to your company's finance system, you will still be able to change a form or the coding of the transaction.

Note: If you make a change to the transaction after it has been approved, it will be sent back to the manager for re-approval.

➤ **To edit a Spend Form:**

- 1 On your summary summary, locate the transaction you want to change.
- 2 Click the transaction status icon to the right of the transaction (the green check  or red cross  icon).

The **Requisition Details Coding** window appears.

- 3 Change the coding of the transaction as required.

Note: You will not be able to change default coding that is read-only.

- 4 Click **Save**.

- 5 To make a change within a form, click the **Spend Forms** tab on the **Requisition Details** window.

On the **Spend Forms** window you will see the form(s) you completed for this transaction.

- 6 Click the form you want to open.
- 7 Make the required changes.
- 8 Click **Save**.

You will return to the **Requisition Details Coding** window. If you made changes to the way your transaction has been allocated in the form, you will also need to make changes to the coding of the transaction. Click **Save** again once you have completed all coding.

Delete Requisition

If a requisition has not already been approved and extracted from Enterprise Spend Platform to your company's finance system, you will be able to delete it.

➤ **To delete a requisition:**

- 1 From your requisition summary, click the requisition you want to delete.
Your requisition details summary displays.
- 2 Click the **Delete Requisition** link on the top right of the screen.
A window will appear asking you to confirm you want to delete the requisition.
- 3 Click **OK**.

Alternatively, you can also delete the requisition from the **Requisition Details Summary** window.

- 1 Click the transaction status icon to the right of the requisition (the green check  or red cross ).
The **Requisition Details Coding** window appears.
- 2 Click the **Summary** tab.
- 3 Click the **Delete** icon at the bottom of the window.
A window will appear asking you to confirm you want to delete the requisition.
- 4 Click **OK**.

Link Transactions to Requisition & Allocate Coding

Once a requisition has been created you can link transactions to it. By default you can link cash expenses. However, if the company-level option to restrict when cash expense items can be linked to a requisition has been activated for your solution, cash expenses, such as a daily allowance, cannot be linked until the day of the requisition date or any day after.

➤ **To link transactions to a requisition:**

- 1 Click the  icon to the right of the requisition on the requisition details statement.

The **Transaction Linking & Allocation** window appears, defaulting to the **Linking** tab.

- 2 To search for a transaction(s) you want to link to the requisition, select an account and period from the **Account** and **Period** drop-down boxes. Click **Go**.
- 3 Click  icon beside the transaction. This moves the transaction to the right side of the window where all your linked transactions for this requisition are displayed.

Note: You can only link a transaction once. Linked transactions display in grey and without the  icon.

- 4 To unlink a transaction, click the  icon beside it.
- 5 Click **Save**.

The transaction you have linked will now show on the requisition details statement underneath the requisition and will alter the balance of the requisition that remains unallocated.

When you view the **Requisition Details Coding** window for a linked transaction, you will now see a link on the top right corner called **View Linked Transactions**. When you, your manager, or your approver clicks this link, you can view all other transactions linked to this requisition.

➤ **To allocate coding to transactions linked to a requisition:**

Enterprise Spend Platform enables you to use the coding you applied to a base requisition and allocate it to the transactions you link to the requisition.

- 1 Click the  icon to the right of the requisition on the requisition details statement.

The **Transaction Linking & Allocation** window appears, defaulting to the **Linking** tab.

- 2 Click the **Allocation** tab.

The **Allocation** view is broken into two sections. The top section **Linked Transactions** shows all the transactions linked to this requisition, and the bottom section **Requisition Allocation Lines** shows the requisition and the line coding you allocated to it when you first created the requisition.

Enterprise Spend Platform compares each of the linked transactions and their coding against the **Requisition Allocation Lines**. Any transactions that have coding applied that is similar to that of any of the coding lines within the requisition are 'matched' and the coding of the applicable line in the requisition is applied to the transaction.

If there are transactions that had no coding completed before they were linked to the requisition, or they have coding that is in no way similar to that of the requisition, the **Allocated** field will be blank.

- 3** View each of the lines automatically allocated and, if required, alter the amounts by typing the amount manually into the **Allocate** field beside the correct coding line under the **Requisition Allocation Lines** section and clicking the **Allocate** link to the right of the linked transaction.
- 4** Click **Save**.

The allocations you have made will now apply to the linked transaction on the **Requisition Details Coding** window.

Submit Requisition for Approval

The way you submit a requisition for approval is the same as the way you *submit a transaction or cash expense for approval* (see "Submit Expense for Approval" on page 47).

Automatic Approval of Transactions Linked to a Requisition

Once a requisition has been approved, there are various ways your organization may have set up the system to automate the approval of transactions linked to the requisition.

The ways in which the approval can be automated include:

- By a date limit – this setting specifies how many days after the requisition was posted into the system can linked transactions become available for automatic approval.
- By tolerance level amount over budget – this specifies a tolerance level for running over budget. If, for example, this is set to ‘100’ this will mean that as long as the sum of linked transactions does not exceed the approved requisition amount plus 100, the linked transactions will be available for automatic approval.
- By percentage overrun – this is similar to the amount limit, but is the total percentage of the approved requisition that you can overrun before automatic approvals are not available.

Note: This automated approval is not a standard feature of the system and is an option your organization may have elected to use. For further details, contact your Administrator.

Availability of a Requisition

Like a card account statement, a requisition can either be open and available for editing, or closed and read-only.

There are two ways the status of a requisition can change from open to closed:

- The requisition exceeds the expiration date set in creation.
- The user manually closes the requisition.

The availability status of a requisition follows the same rules as an account statement, in particular the specific company options set to determine when a requisition becomes closed, eg. approved.

In addition, a requisition period can be closed off by your Administrator, locking down all requisitions for that period.

Requisition Closure Date

An option is available within the Requisition module to control when a requisition is deemed completed or closed. This is called the closure date. This closure date is initially specified when a new requisition is created.

Your company may have chosen to set a default starting date for this field such as 30 days from the date the requisition was created.

Once you have created a requisition and it is still in an editable state, the closure date can be changed via the **Summary** tab on the **Requisition Details** window. (Note: If your company has enabled a certain implementation option, you may not be able to change the default requisition closure date from being anything other than what it defaults to when the requisition is created. The date will appear as grey, unchangeable text.)

Once the closure date is reached, the requisition will automatically become closed and read-only. This prevents you from making any further changes to the requisition, including additions/removal of any linked transaction items.

For Dynamic Funding Requisitions, the closure date will trigger a reduction in your credit limit by the amount you originally applied for.

If a requisition is approved and completed and you want to manually close it well before the 'automatic' closure date, you can click the **Close Requisition** link at the top-right of the requisition details statement. This automatically sets the requisition to close in a day's time (ie. it changes the date in the **Closure Date** field to tomorrow's date).

Report on Requisitions

➤ **To search for and report on any of your personal transactions:**

- 1 Click **Reports** on your home page main menu.

The **Personal Details Report** screen appears.

- 2 Click the **Transaction Search - Personal** link in the left-hand menu. (Note: The link will not display if you have not been granted access to this report by your administrator.)

The **Personal Transaction Search** window displays.

You can see there are many search criteria to help you find one or more of your transactions. For example, you can search for transactions of any account type, eg. card transactions, cash, requisitions, travel requests. You are also able to search via a selected statement period or across a specified date range.

On the right of the search window you will see criteria that allow you to specify what transaction(s) you are looking for by type, status, currency, amount, supplier name, or even down to how you coded it.

- 3 Define the search criteria required for your report.

- 4 Click the **Search** button.

The report will be generated for you and the results displayed online.

For further details on the reports available to you, refer to Reporting > Overview of Online Reports.

Expense Reports

Expense Reports can be used to link similar or related transactions. This can help you to manage your expenses, as well as make it easier for you to communicate a group of expenses to an approver or manager.

You can link any card or cash item to the expense reports item you create. However, you cannot link a transaction to more than one group.

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Create Expense Reports

➤ *To create a expense reports item:*

- 1 Click **Statement Manager** on your home page main menu.
The **Account Statement** screen appears.
- 2 Under the menu heading **Requisitions & Expenses** (this label may be different in your company setup), click **Statement - your name**.
- 3 Click the **Create New Report** link on the top-right of the screen.
The **Create New Expense Reports** window appears.
- 4 Complete all mandatory fields using the following descriptions:
 - Description.** A label or name for the group.
 - Group Date.** The logical start date for this group, eg. the date a trip was started.
 - Expiration Date.** When this expense reports item is considered closed or no longer needed to be displayed. This date controls if the group it is shown on the summary statement view.
 - Group Purpose.** A general description of the purpose of this expense reports item.
- 5 Click **Save**. Your expense reports item will now show under the Expense Reports Summary.

Link Transactions to Expense Reports

Once an expense reports item is created, you can link transactions to it.

Note: If a certain implementation-level is active for your organization, it might be mandatory for you to link a transaction to an expense reports item before it can achieve green check status and be submitted for approval.

➤ **To link transactions to an expense reports item:**

- 1 Click **Statement Manager** on your home page main menu.
The **Account Statement** screen appears.
- 2 Under the menu heading **Requisitions & Expenses** (this label may be different in your company setup), click **Statement - your name**.
Your Expense Reports summary displays.
- 3 Click the expense reports item you want to link transactions to.
- 4 On the **Expense Reports Details** screen, click  to the right of the group name.
The **Transaction Linking & Allocation** window appears.
- 5 Search for the transactions you want to link to the group.
- 6 Click  beside the transactions you want to link to the group. This will move the transaction to the right of the window.
- 7 Click **Save**. The transactions you have linked will now show on the **Expense Reports Details** screen under the group name.

When you view the **Transaction Details Coding** window for this transaction, you will now see a link on the top-right called **View Linked Expense Reports**. When you, your manager or your approver clicks this link, the **Expense Reports Details** screen and all other transactions linked to this group can be viewed.

Submit Expense Reports

Note: If a certain implementation-level is active for your organization, it might be mandatory for you to submit a expense reports item for approval. It may also be mandatory for the group to be in the coded status before it can be submitted.

➤ ***To submit all transactions in your expense reports for approval:***

- 1** Click **Statement Manager** on your home page main menu.
The **Account Statement** screen appears.
- 2** Under the menu heading **Requisitions & Expenses** (this label may be different in your company setup), click **Statement - your name**.
Your Expense Reports summary displays.
- 3** Click the expense reports item you want to submit for approval.
- 4** Click the **Submit All** link on the top right of the screen.

CHAPTER 11

Spend Form

Your organization may require you to complete a Spend Form for some or all of your card account transactions. All the forms are customized to suit the requirements of your organization.

If you are not sure whether a form must be completed for all, or some, of your card transactions, check with your Enterprise Spend Platform administrator.

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Select & Complete Spend Form

From your card account statement you can click the  or  or  icons to the right of a transaction to complete the coding for it or any other details required. Depending on the set up of Enterprise Spend Platform for your organization, when you click the icon you will be taken to the **Coding** tab of the **Transaction Details** window, or directly to the **Options** window from where you can select a Spend Form to complete.

If you are first taken to the **Coding** tab of the **Transaction Details** window, but you know you need to complete a Spend Form for the transaction, you can access the **Options** window by clicking the **Spend Forms** tab.

From the list of form headings on the **Options** window, select the one that best fits the nature of the transaction you are completing.

➤ **To select and complete a form:**

1 Move your cursor over the list of headings in the center of the window. As you do this, help text appears at the base of the window that describes the purpose of each form.

2 After reviewing the options, click the form you want.

The **Allocation** tab appears.

Note: The layout of the **Allocation** tab is unique to your organization. The fields displayed, the number and order of these fields, and whether they are mandatory or not, depends on your organization. If you need more help to complete these screens, contact your internal administrator.

3 Enter the amount of your expense against the applicable amount field(s).

The total value of the transaction item is initially shown in the **Balance** field. Any allocation of costs to an amount field will cause the **Balance** field to show the remaining unallocated value of the transaction. Allocating the remaining balance is made easier using the balance transfer button . Simply click  next to the appropriate amount field. The remaining balance is transferred to the selected amount field and the figure in the **Balance** field will show as 0.00.

4 If you are required to link one or more employees to a subamount field, click the linking icon  next to the field. Use the **Employee Linking Search** window to search for employees by employee number, first name, last name or company unit. When you return to the **Allocation** tab, you will notice the linking icon has changed color  and the number of linked employees displays in the sub-amount field.

5 If you are required to link one or more external contacts to a subamount field, click the linking icon  next to the field. Use the **Contact Linking Search** window to search for individuals or organizations. If an external contact cannot be found, you can add them by clicking the **Insert New Contact** link. Once added, this contact will be available to all users in your organization via this search window. Contacts can be deleted only if they have not been used previously.

6 To display information about a particular amount field, click the help icon .

If your organization has implemented the generic Travel Spend Form, you may view two additional tabs: **Request** and **Itinerary**. If you manually created the requisition within Enterprise Spend Platform, you can fill in the **Request** tab with all your anticipated travel data (eg, flights, accommodation, rental car). **Send** and **Print** links at the top of the tab allow you to print or email your travel request to your travel provider. When confirmation of the travel is received from the travel provider via a web service call, the **Itinerary** tab is populated and the **Request** tab is updated. If the requisition was created automatically when new travel data was loaded into Enterprise Spend Platform via a web service call, the **Itinerary** and **Allocation** tab will already be complete (and non-editable) and the **Request** tab will be disabled.

7 Click **Save**.

Depending on your company setup, you will be taken to the **Coding** tab to complete the coding of your transaction, or you may have to provide additional details on the **Comments** tab of the form.

8 Complete the fields as required by your organization.

Note: The setup of this **Comments** tab is unique to your organization. The narrative or date fields displayed, whether they are mandatory or not, and whether you are required to answer yes/no questions, depends on your organization. If you need more help to complete these screens, contact your internal administrator.

9 Click **Save**.

If you completed all mandatory fields, the **Coding** tab appears for you to complete the coding for this transaction.

Complete Coding for Transaction

After completing all mandatory fields in the form and clicking [Save](#), you will be taken to the [Coding](#) tab.

➤ ***To complete the coding for the transaction:***

On this window you will see a number of coding segment fields which are specific to the financial Chart of Accounts for your company. Some or all of the fields may be mandatory and some may have to be used in combination with others. To learn which codes are mandatory and which are combination, contact your internal administrator.

You may find that some codes are already populated in these fields. This is due to default codes that either you or your administrator have set up.

1 Enter the required codes by either:

- Typing the code straight into the field, or
- Clicking the drop-down arrow beside the field and selecting the code from the list.

If you have not yet set up a list of favorite codes, select [Search](#) from the drop-down list and search for the code.

2 Click [Save](#).

Split Transaction across Multiple Spend Forms

You may occasionally need to split a transaction across more than one Spend Form. For example, if your organization has a form for both Travel and Entertainment and you have a card transaction that is for hotel accommodation but a component of it was for a meal at the hotel with a client, then you may want to split the transaction across the two forms.

➤ **To split a transaction across more than one Spend Form:**

- 1 Once you have selected the transaction, select the first form you want to complete from the **Options** window.
- 2 In the **Allocation** tab, apportion your transaction across the field(s) relevant to this form.

At the base of the window, the amount of the transaction apportioned will be shown in the **Total Allocated** field. The amount that is left in the **Balance** field will be the amount you will allocate to another form.

Depending on your company setup, you will be taken to the **Coding** tab of the **Transaction Details** window or you may have to complete additional details on the **Comments** tab of the form.

- 3 Complete the fields required by your organization.
On the **Coding** tab of the **Transaction Details** window you will see the default coding applied to the transaction lines based on how you have allocated the amounts on the first form.
- 4 Click the **Spend Forms** tab to select the second form you want to complete for the remaining unallocated amount.
- 5 On the **Options** tab you will see the amount already allocated beside the name of the form you completed on the left of the screen. Underneath it will be the amount still to be allocated.
- 6 In the center of the window, click the name of the form you want to apportion the remaining amount to. When you open the form you will see at the base of the **Allocation** tab that the amount you allocated to the first form is shown in the **Other Allocations** field and the amount to allocate in this form is in the **Balance** field.
- 7 Complete the form as you did the first, completing all mandatory fields.
The **Coding** tab of the **Transaction Details** window appears, ready for you to complete the coding of the transaction.
- 8 Click **Save**.

Edit Spend Form

If a transaction has not already been extracted from Enterprise Spend Platform to your company's finance system, you will still be able to change a Spend Form or the coding of the transaction.

Note: If you make a change to the transaction after it has been approved, it will be sent back to the manager for re-approval.

➤ **To edit a Spend Form:**

- 1 On your summary statement, locate the transaction you want to change.
- 2 Click the transaction status icon to the right of the transaction (the green check  or red cross .

The **Coding** tab of the **Transaction Details** window appears.

- 3 Change the coding of the transaction as required.

Note: You will not be able to change default coding that is read-only.

- 4 Click **Save**.

- 5 To make a change within a form, click the **Spend Forms** tab.

On the **Options** window you will see the form(s) you completed for this transaction.

- 6 Click the form you want to open.

- 7 Make the required changes.

- 8 Click **Save**.

You will return to the **Coding** tab of the **Transaction Details** window. If you made changes to the way your transaction has been allocated in the form, you will also need to make changes to the coding of the transaction. Click **Save** again once you have completed all coding.

Delete Spend Form

If the transaction has not already been approved and extracted from Enterprise Spend Platform to your company's finance system, you will be able to delete it.

➤ **To delete a Spend Form:**

- 1 On your summary statement, locate the transaction you want to delete.
- 2 Click the transaction status icon to the right of the transaction (the green check  or red cross .

The **Coding** tab of the **Transaction Details** window appears.

- 3 Click the **Spend Forms** tab.

On the **Options** window you will see the form(s) you completed for this transaction.

- 4 Click the form you want to open.
- 5 Click the **Delete** button on the bottom of the **Allocation** tab of the form.

Personal Transactions

If your organization has chosen to use it, there is the ability to mark a component of a transaction in a Spend Form as personal. For example, a hotel transaction you paid for on a company card may have a component on it for which you are personally liable, such as room service.

If this is the case, by using the Spend Form options, they can mark part of this transaction as personal.

One of the components on the **Allocation** screen of the form may be identified as a private or personal component.

When you save the form and go to the **Coding** tab of the **Transaction Details** window, the transaction is split across the appropriate lines, and the **Personal** line is specially flagged.

The personal line is marked as personal, both in red, and with the small star on the right. The default tax code and default coding applied to the item depends on your organization's requirements and how they have set up the system.

Image Management

If your organization has chosen to activate the upload scanned receipt functionality within Enterprise Spend Platform, you will be able to attach a scanned image of a valid tax invoice/receipt to a transaction (card or cash) or a expense reports item. If activated, the [Manage Receipt Images](#) link will display at the base of the account statement.

If your organization has chosen to activate the upload fax functionality, you will be able to attach a faxed receipt to a transaction (card or cash) or a expense reports item. If activated, the [Fax New Image Set](#) link will appear at the base of the [Receipt Image Management](#) window.

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Upload Scanned Image

➤ **To upload a scanned receipt image:**

- 1** Click the **Statement Manager** menu item on your home page.
By default your current account statement will be displayed on the center of the screen.
- 2** Click the **Manage Receipt Images** link at the base of the statement.
The **Receipt Image Management** window appears.
- 3** Click the **Upload New Image** link.
The **Image Upload** dialog box appears.
- 4** Use the browse button to find the location of the image you want to upload.
- 5** Click **Upload File**.

Note: You can upload an image in GIF, TIF, JPG or PDF format. A maximum file size of 2MB applies. If a file exceeds this, make it smaller by changing the resolution, color, image format, or splitting the upload into multiple files.

The image will now appear in the **Receipt Image Management** window.

Details about the image, such as the name, size and date of upload appear under the **Image Details** heading.

Link Scanned Image

➤ **To link a scanned receipt image to a transaction (card or cash) or expense reports item:**

- 1 In the **Receipt Image Management** window, click **Linked Transactions** beside the receipt image you want to link.

The **Receipt Image Management – Transaction Linking** window appears.

- 2 Click the transaction or expense reports item you want to link the image to.

Blue background shading and a paper clip icon will display for any selected item.

- 3 If appropriate, use the **All**, **None** or **No Image** links on the window to help you select the desired item.

Link	Purpose
All	Select all transactions or expense reports on this statement and link this image to them.
None	De-select all transactions or expense reports on this statement for this image.
No Image	Only select transactions or expense reports that currently do not have an image linked to them.

- 4 Click **Save**.
- 5 To unlink an image, click the line item again (the blue background shading and the paper clip icon disappears) and click **Save**.

Delete Scanned Image

➤ ***To delete a scanned receipt image:***

- 1** Open the account statement which has the image uploaded that you want to delete.
- 2** Click the **Manage Receipt Images** link at the base of the statement.
The **Receipt Image Management** window appears.
- 3** Click **Delete Image** in the Image Details area beside the receipt you want to delete.

Upload Fax

Note: If your organization has a certain implementation-level right enabled, faxed images will be automatically linked to the relevant transactions in the appropriate statement when they arrive in the system, making the procedure below no longer necessary.

The process for linking an uploaded fax to a transaction or expense reports item is identical to *linking a scanned image* (see "Link Scanned Image" on page 133). The process for deleting an uploaded fax is the same as *deleting a scanned image* (see "Delete Scanned Image" on page 134).

➤ **To upload a fax of receipts:**

- 1 Click the **Statement Manager** menu item on your home page.
By default your current account statement will be displayed on the center of the screen.
- 2 Click the **Manage Receipt Images** link at the base of the statement.
The **Receipt Image Management** window appears.
- 3 Click the **Fax New Image Set** link.
The fax template appears. The bottom right-hand corner of the template displays the employee's name, the company name, as well as the statement period dates.
- 4 Prepare your fax by following the instructions on the template.

Warning: You must not cover the bar code with receipts.

- 5 Send the fax to the fax number specified at the bottom of the template. The image will be converted to a PDF image and will appear in the **Receipt Image Management** window for the correct statement within a few hours of faxing. If the fax has more than one page, one PDF is created with multiple pages.
- 6 Link the fax to a transaction or expense reports item as you would *link a scanned image* (see "Link Scanned Image" on page 133).

CHAPTER 13

Phone Management

The Phone Management module is only be relevant if your organization is receiving and presenting your phone transaction data through Enterprise Spend Platform.

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View Phone Account Statement

Your phone account statement provides you with a high level summary of your phone activity. For ease of viewing, the data is initially presented at the highest level, and from here you can drill down to view specific call detail.

At this summary level your statement shows you the number of calls made, their total cost and a breakdown of activity by call type, eg. national, mobile, text or messaging.

➤ **To view your current phone account statement:**

- 1 Click **Statement Manager** on your home page main menu.

Your left hand menu will display the various accounts you hold within your organization, eg. card, cash, phone.

Your phone statement will be listed on this menu and can be identified by the name of the phone issuer.

- 2 Click the phone statement period you want to review.

The summary view of your statement is separated into three different sections.

- The section at the top of the screen shows a summary of the total transactions from your phone number. The figure in the **Calls** column shows you the total transactions (or calls made) and the figure in the **Transactions** column shows you how many different phone numbers you made calls to.
- The middle section is a high-level summary of total activity for the period with the total cost and total activity, irrespective of call type.
- The bottom section shows a breakdown of activity by call type, and a summary by call tariff.

The following aspects of your phone account statement are the same as those for other account types:

- Statement Status
- **View Previous Statements** (on page 25)

Note: If you have responsibility for managing your own phone transactions as well as those of others, your statement will show the names and numbers of the other phones.

Coding Phone Activity

➤ **To code items on your phone account statement:**

- 1 Click **Statement Manager** on your home page main menu.

Note: The label for this menu item may have been changed slightly for your organization.

Your left hand menu will now display the various accounts you hold within your organization, eg. a card account, cash, phone.

Your phone statement will be listed on this menu and can be identified by the name of the phone issuer.

- 2 In the top section of your phone **Account Statement** you will see your phone number and a summary of your activity for the period. Click your number to access your transactions for the period.

The screen will now show a list of all the numbers you have called in this statement period.

If this is the first time you have viewed the statement, you will see transaction icons  or . For information on what these icons mean, refer to **Account Statement > Understanding Transaction Icons** (see "Understanding Transaction Icons" on page 26).

- 3 Click the transaction status icon to the right of the transaction you want to code.

The **Transaction Details Coding** window displays.

On this window you will see a number of coding segment fields which are specific to the financial chart of accounts for your company. Some or all of the fields may be mandatory and some may have to be used in combination with others. To learn which codes are mandatory and which are combination, contact your internal administrator.

You may find some codes are already populated in these fields. This is due to default codes that either you or your administrator have set up.

- 4 Enter the required codes by either:
 - Typing the code straight into the field, or
 - Clicking the drop-down arrow beside the field and selecting the code from the list.

If you have not yet set up a list of favorite codes, select **Search** from the drop-down list and search for the code.
- 5 Click **Save** after completing all the required coding fields.
- 6 Once you have coded a number, the system will remember the codes you have used and will apply them automatically to this number next time it appears on your statement. This coding can be modified on the **Transaction Details Coding** window if you need to alter it in the future.

Note: If you want to *view the details of all calls made to this number* (see "View Individual Call Details" on page 139), click the **Transaction Details Summary** tab.

View Individual Call Details

On your phone account statement you can view a summary of all the numbers you have called during the statement period. These numbers are shown in the **Number Called** column. To view each individual call to these numbers, you need to access the **Transaction Details Summary** screen.

➤ **To view individual call details:**

- 1 Click  to the far right of the number you want to view call details for. The **Transaction Details Coding** window appears.
- 2 Click the **Summary** tab.

Near the top of the window the phone number is displayed along with the name and address (if any) associated with this number. (The name and address will only display if you have *entered details into the phone book for this number* (on page 142).)

To the right of this information, the number of calls marked as business and personal is displayed. (There will only be some showing as personal if you have *marked some calls as personal* (see "Mark Calls as Business or Personal" on page 140).)

The lower half of the window lists the total call activity to this number over the statement period. If there is more than one page of activity for this number, click the next page number at the bottom of the window. You also have the ability to tag a call as personal from this area of the window.

Mark Calls as Business or Personal

Enterprise Spend Platform gives you the ability to mark your calls as business or personal. This helps organizations who require employees to reimburse the company for any personal calls made from a business phone and to ensure the company does not claim GST for the personal calls.

Note: By default, all phone activity is treated as business until you mark it otherwise.

➤ **To mark a call as business or personal:**

- 1 Click  to the far right of the number you want to mark as personal. The **Transaction Details Coding** window appears.
- 2 Click the **Summary** tab.
- 3 Click the checkbox to the far right of the item under the **Personal** column. A green check will appear.
- 4 To mark all calls to this number as personal, click the **Mark all Personal** link at the bottom of the window. To re-mark all calls as business, click the **Mark all Business** link at the base of the window.

Personal calls will also be indicated on your account statement.

Note: If you mark one or more calls to this number as personal, the next time you call this number, the system will remember this previous setting and mark all calls as personal by default.

Link to Personal Cash Balance

If your organization uses the Cash Module in Enterprise Spend Platform, they may have activated the option to have any phone items you mark as personal linked to your cash balance. In other words, as soon as you *mark individual call items as personal* (see "Mark Calls as Business or Personal" on page 140), they offset your floating cash balance so that it reduces the amount your company needs to reimburse you for cash expenses.

To view the items on your cash account balance, click the cash statement period that corresponds with the date the phone items appeared on your phone statement. You will see the personal amount showing under the **Personal Items** heading and these are shaded to highlight them further.

For more information on how your company deals with personal calls on your phone, contact your internal administrator.

Managing Your Phone Book

When you view your phone account statement you will see a summary of all the numbers you have called during the statement period. There are a number of columns on this statement view (**Called**, **Location** and **Country**) that are not populated unless you have entered the number in the phone book.

➤ **To create or edit a phone book entry:**

- 1 Click  to the far right of the number you want to create a phone book entry for.

The **Transaction Details Coding** window appears.

- 2 Click the **Summary** tab.
- 3 Click the **Edit Call Details** link at the base of the window.

An address book window appears.

- 4 If this number already appears or is likely to appear on one of your future statements, type a meaningful name in the **Private Name** text box for future reference. **Note:** This is not the name that will display in the company phone book; it is only viewed by you.

- a) If this person is a personal contact, check the **Personal Contact** check box.
- b) If you want to change the name that appears for the number in the company phone book, type the name in the **Shared Name** text box (follow your company's naming convention for this).
- c) Click  and select the date you want your changes to become effective.
- d) Click **Save Details** to save your changes.

- 5 To display all your personal contacts:

- a) Check the **Personal Contact** check box.
Click **Search**.

- 6 To search for, view, or change the information relating to a phone number in the phone book:

- a) Either:
 - Type part or all of the phone number in the **Contact Number** text box (exclude the first 0 of the number), or
 - Type part or all of the name assigned to the number in the **Contact Name** text box (useful if you don't know the number), or
 - Leave both the **Contact Number** and **Contact Name** text boxes blank (useful if you don't know either the number or the name already assigned to the number in the global address book) and click **Search**.

- b) The phone numbers that match your search criteria are displayed. If you searched without any information in the **Contact Number** and **Contact Name** text boxes, the entire company phone book will be displayed.

- 7 Once you have entered and saved phone book details they will appear on your account statement and will appear in the future by default when you have this number on your statement.

Phone Management Reporting

The **Phone Analyzis - Employee** report allows you to search for, and report on, phone transactions being made by yourself and employees who report to you. This report can be used to target, report on, or just find phone transactions you are interested in. This report is also useful to look for historical transactions that are no longer available to be viewed via your phone account statement.

Phone management reporting performs in the same way as other online reports available on Enterprise Spend Platform. It offers similar *report search criteria* (on page 51) and *drill down functionality* (on page 52).

Note: This report will only be available within in your **Reports** list if your internal administrator has made the report available to employees within your organization.

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