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SpendTrack Program Administrator

Contents

Introduction

Overview

The SpendTrack Program Administrator application enables Program Administrators (PAs) to view, update, and manage business accounts.

Objectives

- Access SpendTrack Program Administrator
- Navigate the home page
- View transactions
- View and edit cardholder records
- View cardholder transactions
- View payment options
- View analytics
- Add card records
- Set departments
- View audit logs
- Update company settings
- Update user settings

Access SpendTrack

Login

Most businesses access SpendTrack through single sign-on (SSO) from their financial institution (FI) website. For these businesses, there is no need to create a unique password for SpendTrack.

Businesses without SSO use direct login (DL) from a dedicated website. As part of the login process, business with DL receive an access code when logging in.

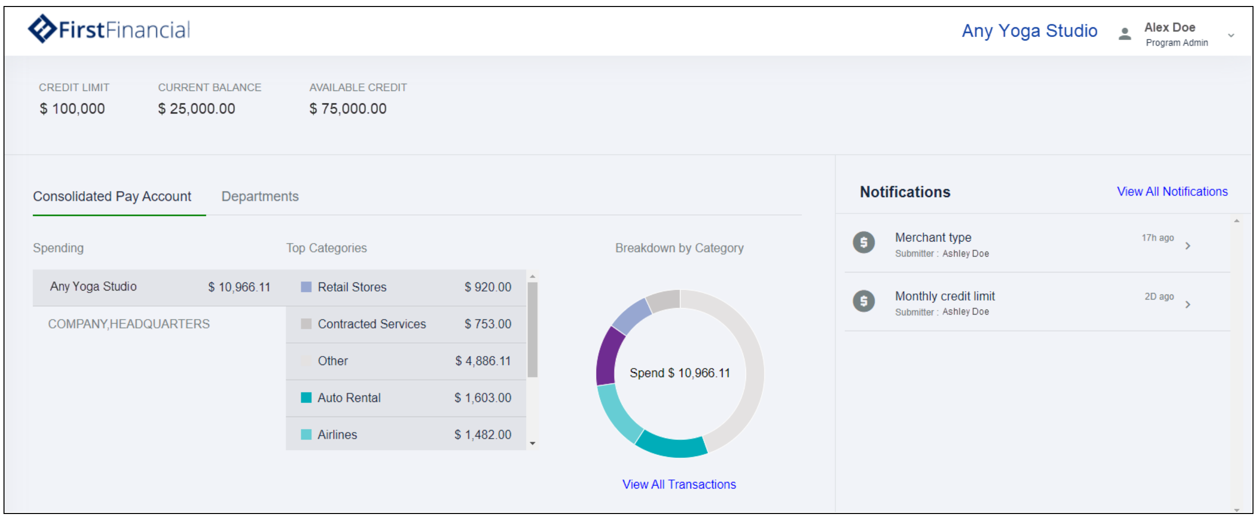
1. Enter email and select **Log in**
2. Enter password and select **Submit**
3. Enter the access code and select **Submit**
4. Accept the terms and conditions at first login.

Note
From the password screen, select **Forgot Password** to receive a temporary password and access code.

Home Page

The homepage provides PAs with a snapshot of key metrics.

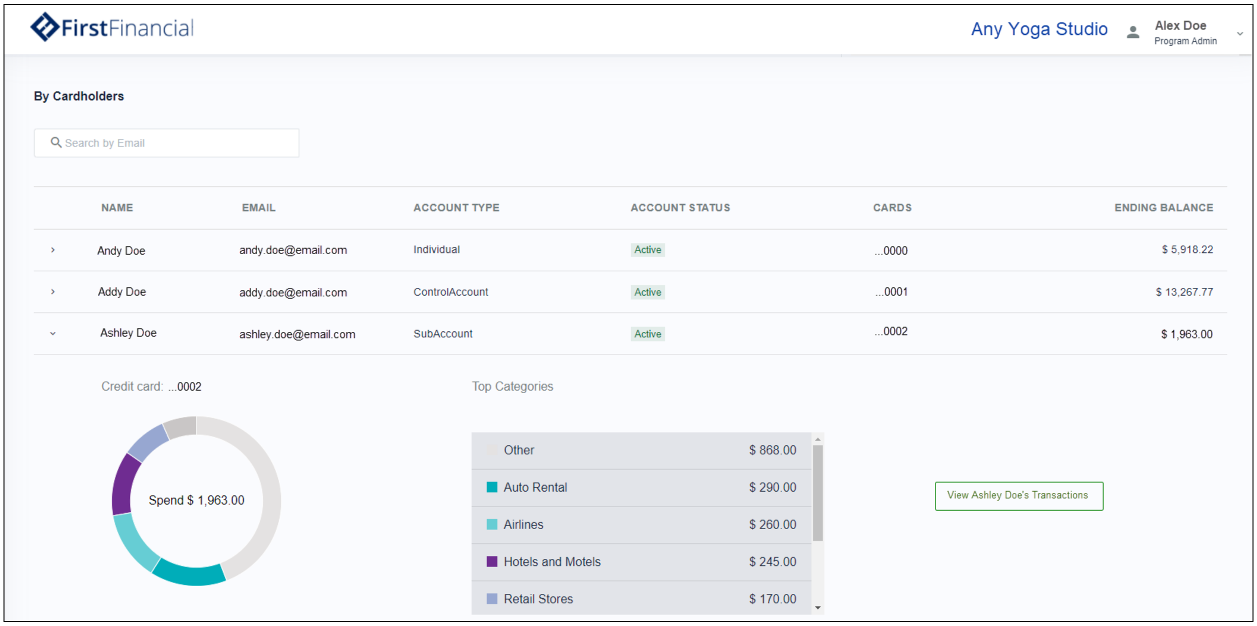
1. Hover over different bands of the doughnut chart to view additional sets of data.
2. Select **Company Settings** from the navigation pane to choose the categories to display in the chart.
3. Select **View All Transactions** for a complete list of transactions.
4. The Notifications section displays notifications sent to the PA, such as requests for credit line increases. Select **View All Notifications** or **Notifications** from the navigation pane for a complete list.



5. In the analytics section next to the chart, select either a consolidated pay account or a department, and the home page updates based on that selection.

   Based on the selection, a list of cardholders display in the lower half of the page.

6. Select the arrow to the left of a cardholder to view spending metrics for that individual.

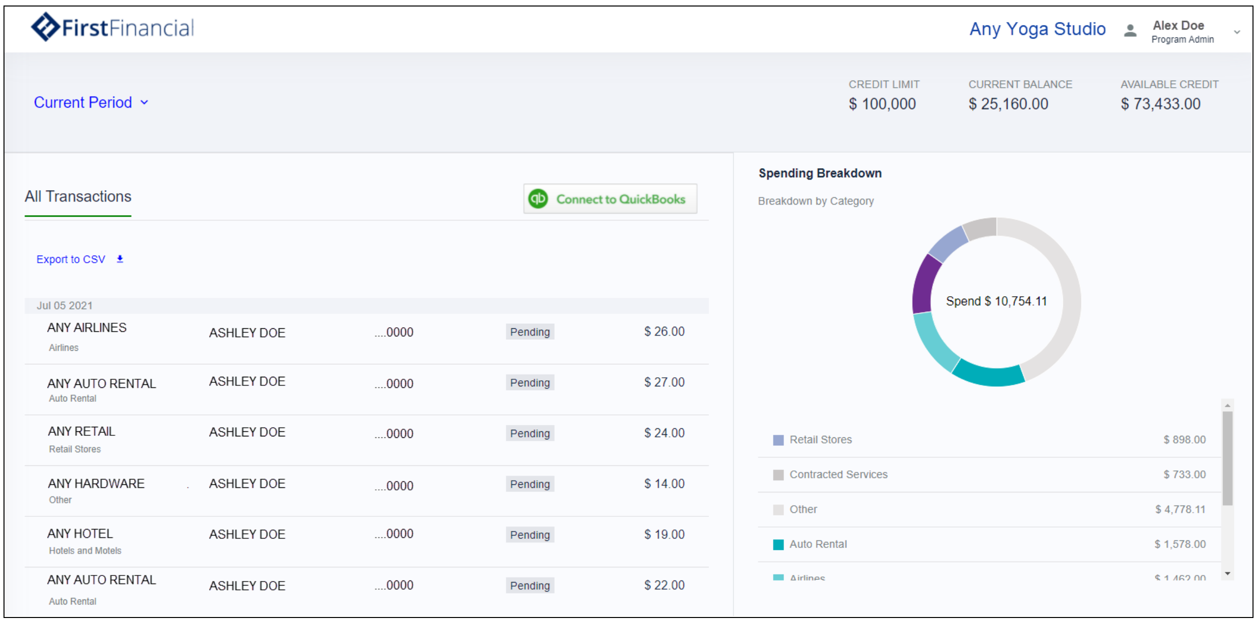


7. Select **View Cardholder's Transactions** to open the cardholder record, which includes a complete list of transactions.

Transactions

To view transactions:

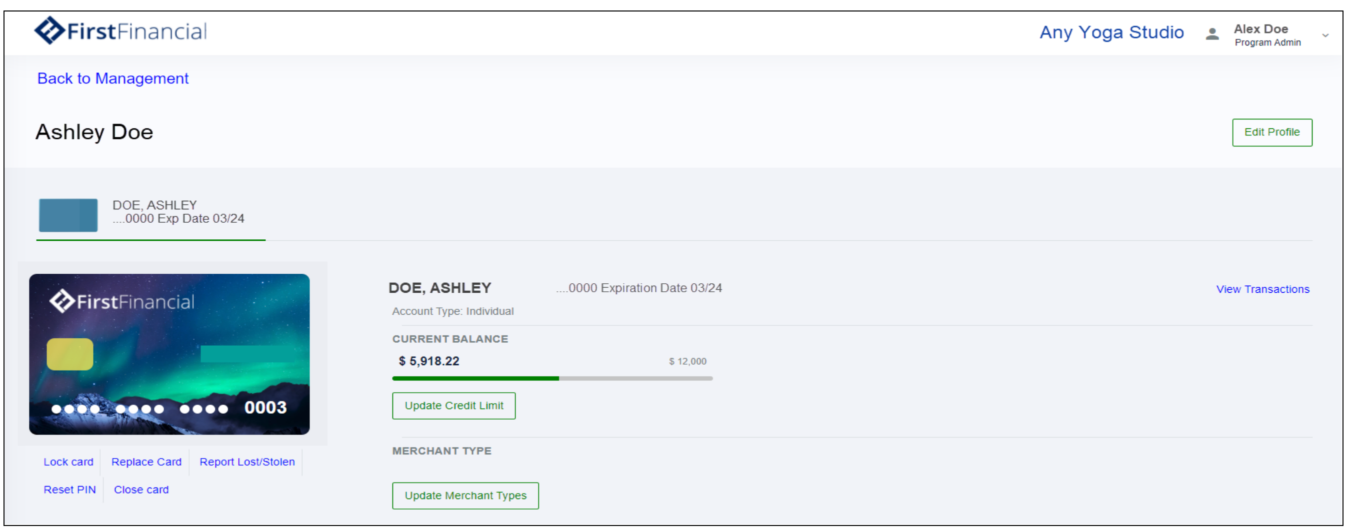
1. Select **View All Transactions** from the home page for a complete list.
2. Select from the **Current Period** drop-down list to view transactions from different months.
3. Select **Export to CSV** to save the data as a CSV file or **Connect to QuickBooks** to view data in QuickBooks.



Cardholder

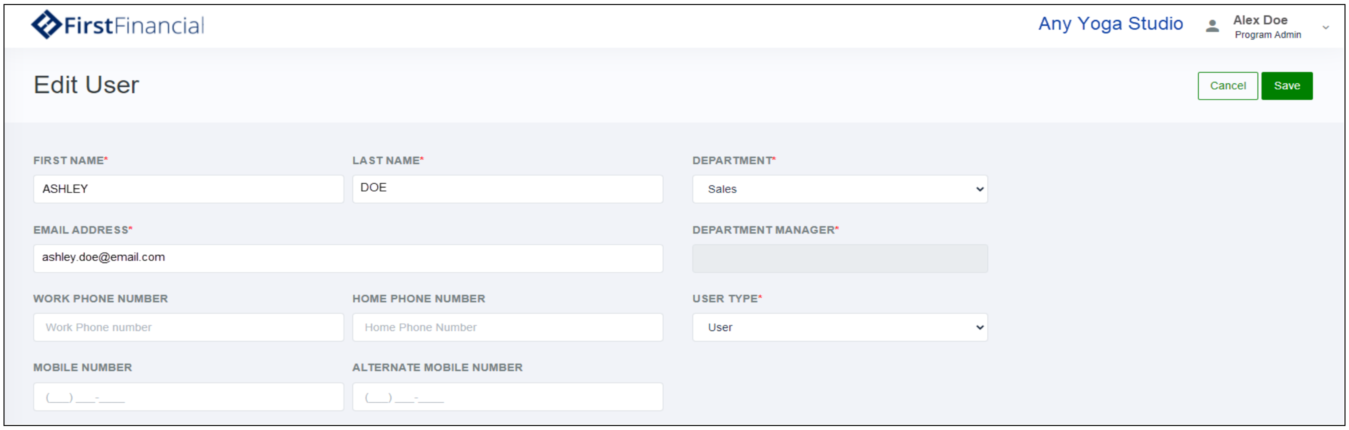
From the home page, select a cardholder name to display the cardholder page. Several actions are available from this page:

- **Lock Card**—Opens a confirmation dialog box. Select **Yes** to lock the card.
- **Reset PIN**—Opens a confirmation dialog box. Select **Yes**, and the cardholder must create a new PIN at next login.
- **Replace card**—Opens a dialog box with a form to complete. Select the reason, confirm the address, and select **Submit** to order a replacement card.
- **Report lost/stolen**—Opens a dialog box with instructions to call the FI.
- **Close card**—Opens a confirmation dialog box. Select **Yes** to close the card.
- **Edit profile**—Opens the Edit User page. Make edits and select **Save**.
- **View Transactions**—Opens a page with transactions and spending.
- **Update Credit Limit**—Opens a dialog box. Enter the new credit limit and select **Submit**.
  - **Add temporary spending limit**—An option in the Update Credit Limits dialog box. Opens a a set of options to set single transaction or daily spending limits.
- **Update Merchant Types**—Opens a dialog box with a list of merchant categories. Select the merchants to which the cardholder is allowed to make transactions. If a merchant type is not selected, transactions at those merchant types are denied.



Edit Profile

1. Select **Edit Profile** and the Edit User page displays.
2. Update the cardholder information and select **Save**.
3. Select **Cancel** to return to the cardholder page.

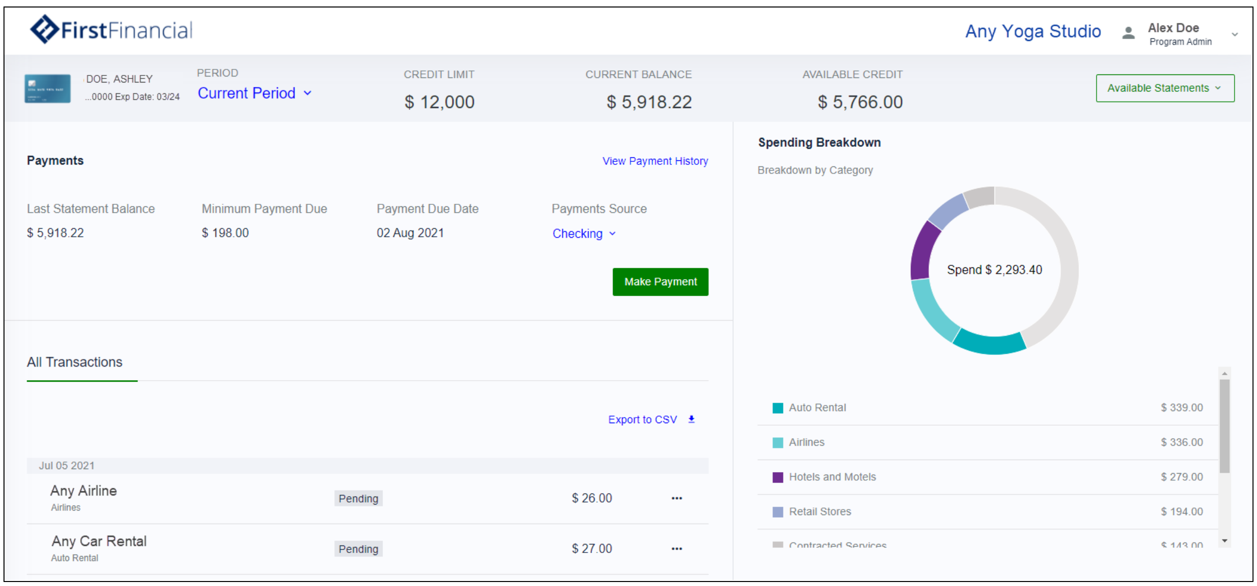


Cardholder Transactions

Select **View Transactions** and a page displays with metrics and options for the cardholder record. The list of transactions and spending breakdown is similar to the view on the home page after expanding a cardholder record.

Options include:

- **Current Period**—Change from the current period to previous months.
- **Available Statements**—Select a statement to download as a PDF.
- **View Payment History**—Open the payment history page.
- **Payment Source**—Choose a payment source or add a new one.
- **Make Payment**—Opens a dialog box to make a payment.
- **Export to CSV**—Exports the list of transactions to a CSV file.

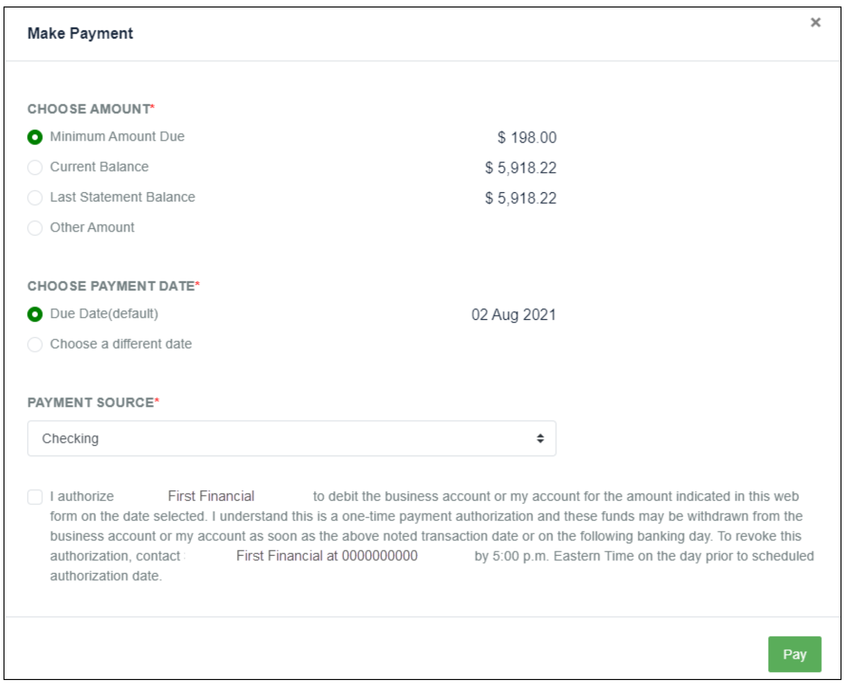


Cardholder Payments

Make a Payment

To make a payment:

1. Select **Make Payment** from the cardholder transaction page.
2. Select the amount.
3. Select the payment date.
4. Select the payment source.
5. Place a check next to the terms and conditions.
6. Select **Pay**.

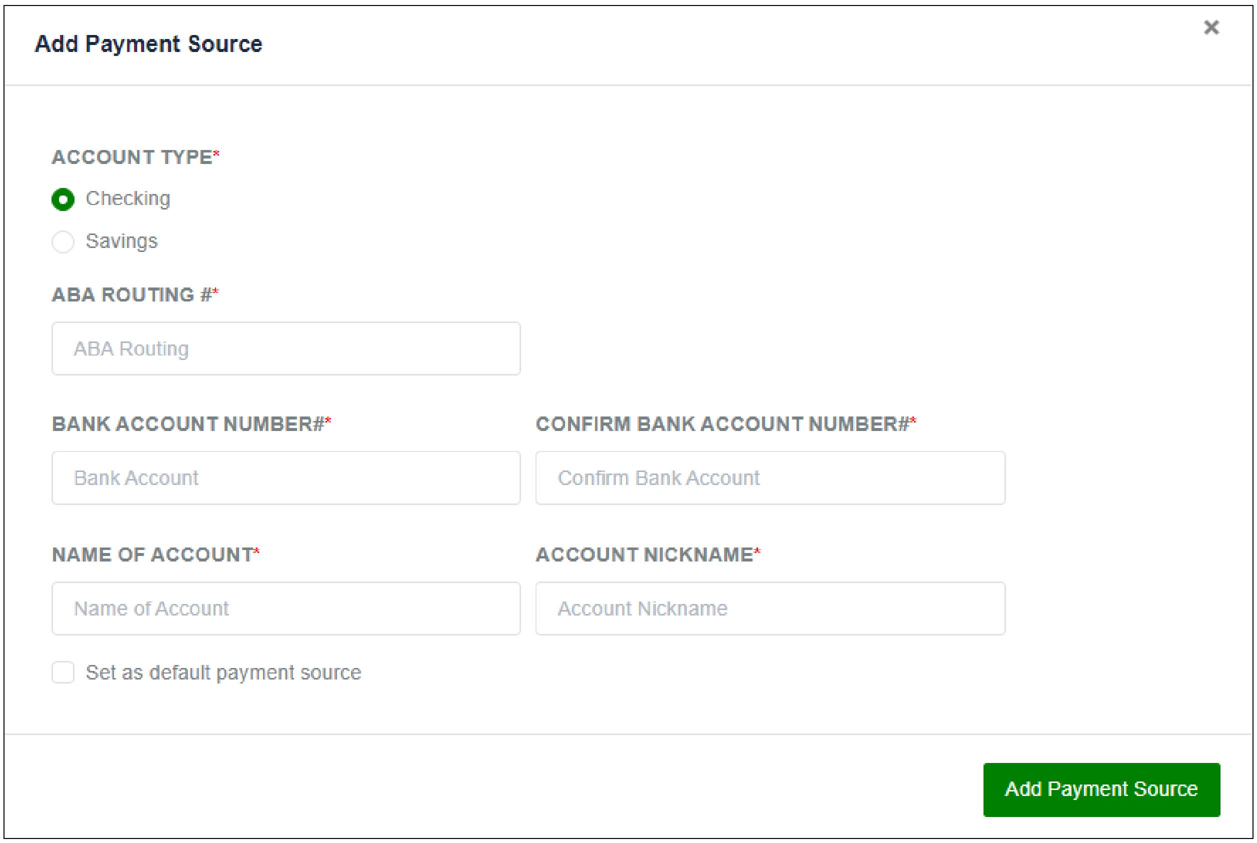


Note
Recurring payments are not available at the PA level. Cardholders can set up recurring payments.

Add Payment Source

To add a payment source:

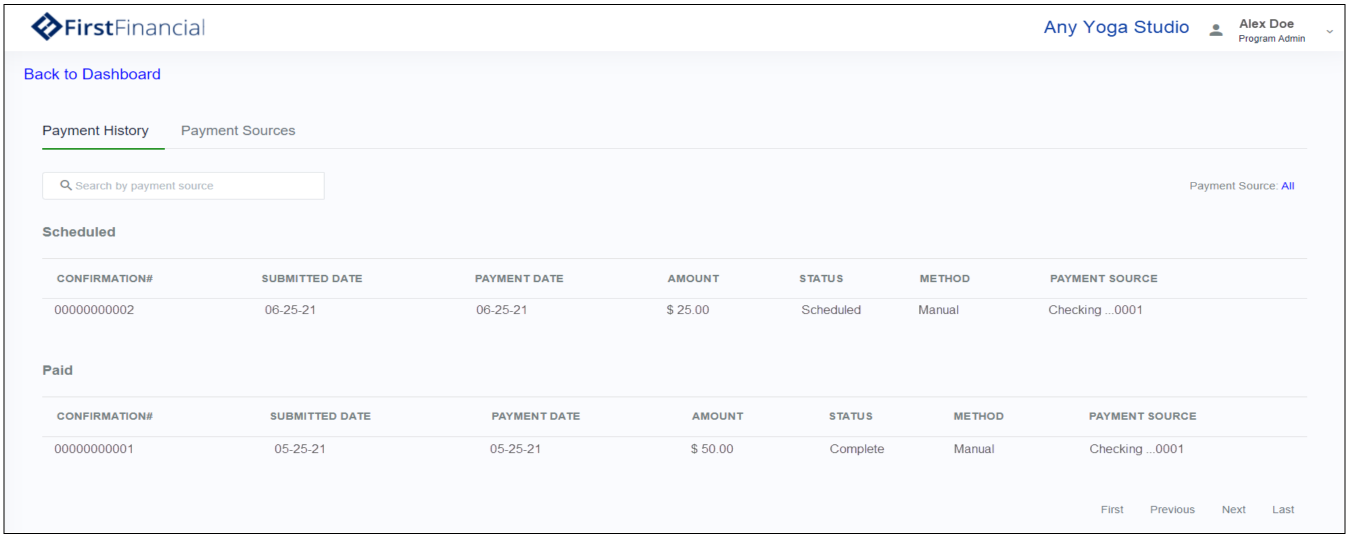
1. Select **Add Payment Source** from the Payment Source drop-down list or from the Payment Sources tab on the Payment History page.
2. Select the account type.
3. Complete the form.
4. Select **Add Payment Source**.



View Payment History

1. Select **View Payment History** from the cardholder transactions page to view a complete list of scheduled and paid payments.

2. Search by payment source.



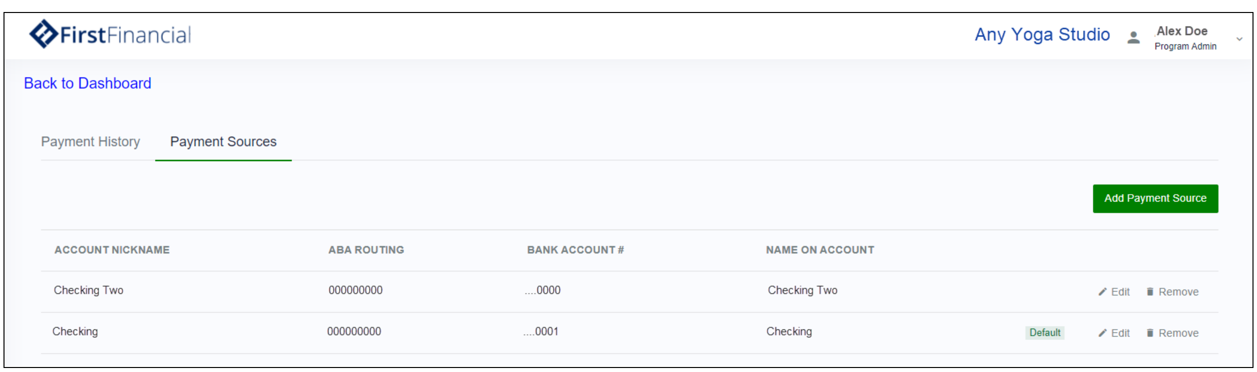
Manage Payment Sources

1. Select **Manage Payment Sources** from the Payment Source drop-down list, or select the **Payment Sources** tab from the Payment History page.

2. Select **Edit** to update the payment source.

3. Select **Remove** to delete the payment source.

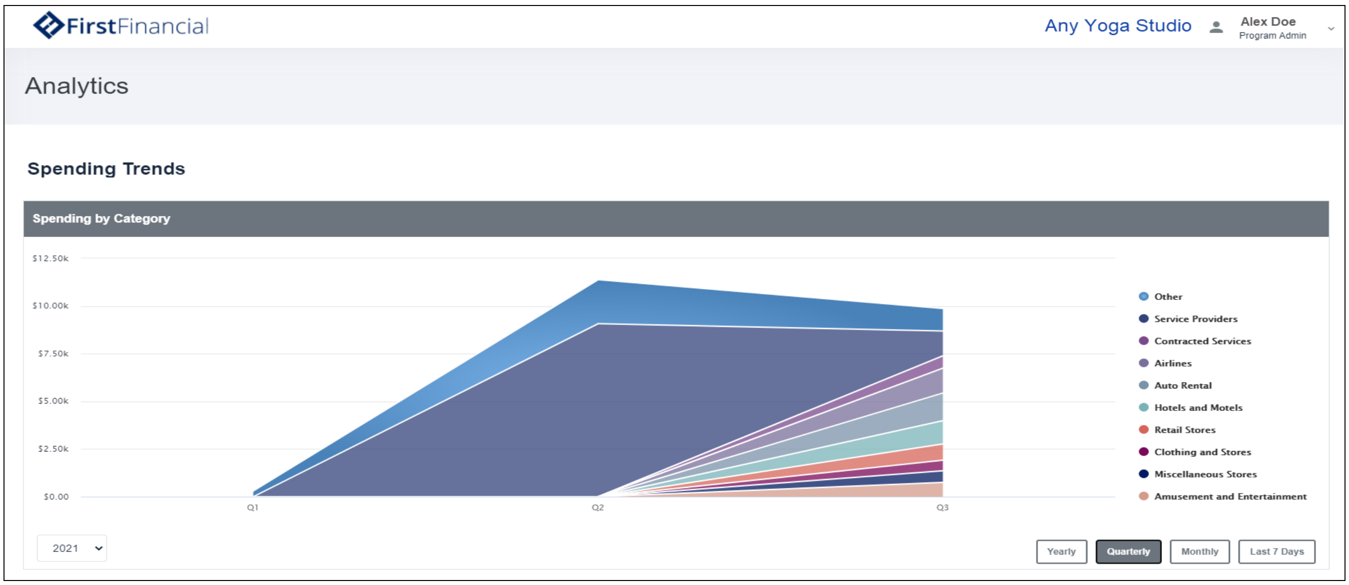
4. Select **Add Payment Source** to add a new source.



Analytics

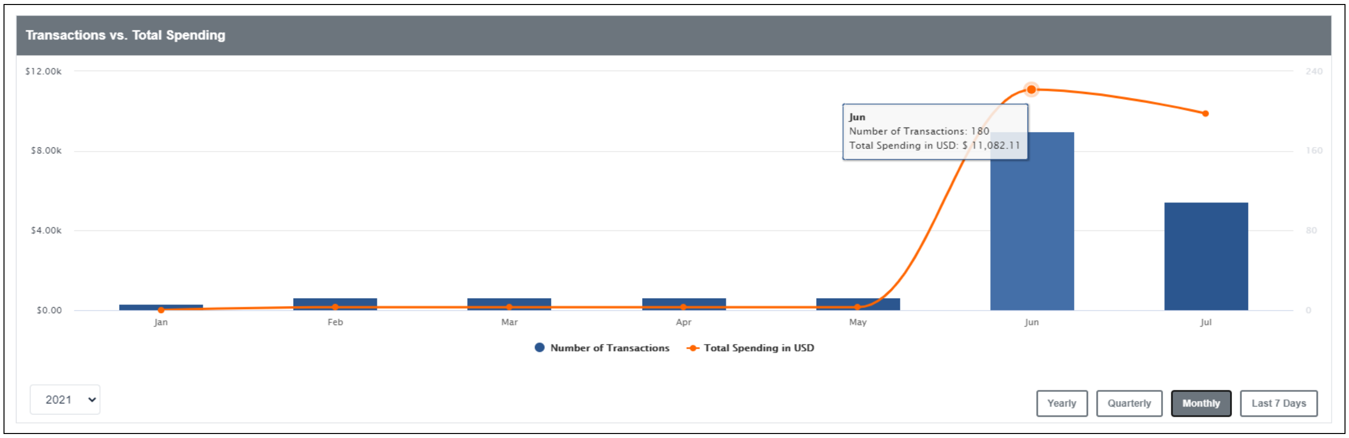
Select **Analytics** from the navigation pane and the Analytics page displays. The spend and merchant data reflect the totals for your FI.

Under Spending Trends, the Spending by Category chart displays a layer chart by time frame. Hover on the chart to view specific spend values.



Under Spending Trends, the Transactions vs. Total Spending chart displays a column chart by time frame. Hover on the chart to view specific number of transactions and spend value.

Select the options below the chart to display by data year, quarter, month, or last 7 days.



Under Merchants, the Top 5 Merchants by Spending Category chart displays merchant spend data.

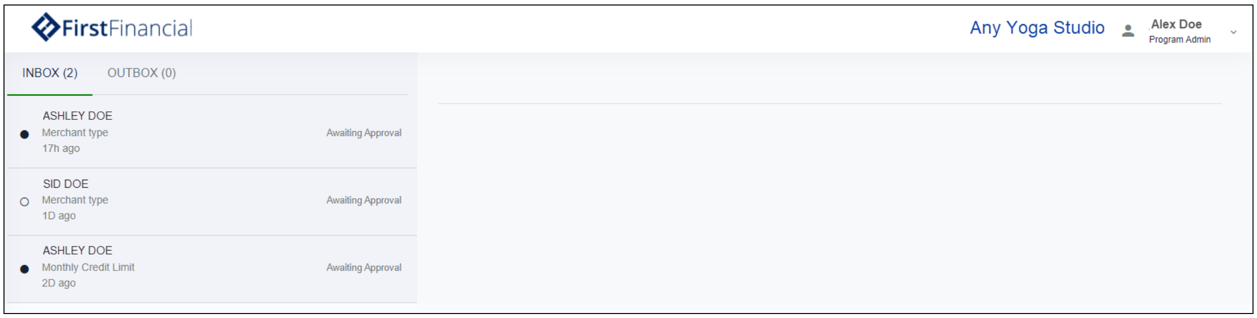
View the top 5 of all merchants or select a category on the right to view the top 5 merchants for that specific category.

Notifications

To view notifications:

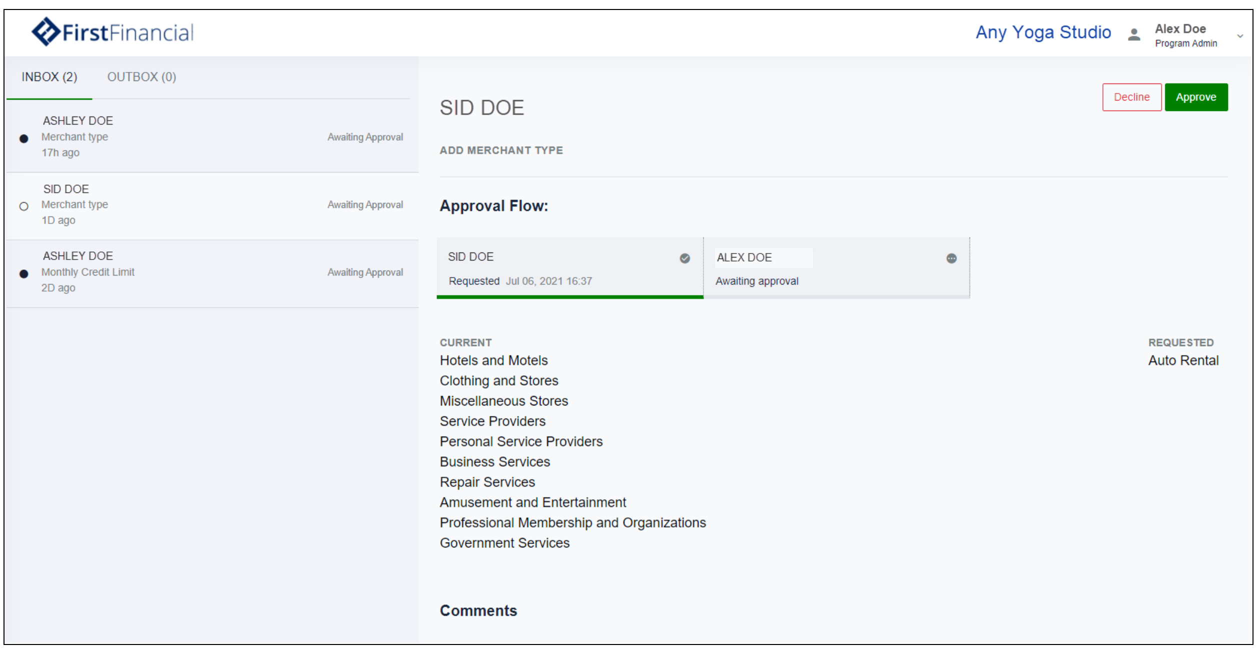
1. Select **Notifications** from the navigation pane and the Notifications page displays.

   The Inbox displays requests from cardholders that are pending approval. Messages include useful information, including the approval flow and comments on the request.



2. Select a message in the Inbox to display details of the request and options.

- **Decline**—Rejects the request and sends a notification to the requester.
- **Accept**—Approves the request and sends a notification to the requester.



My Cards

To view card data:

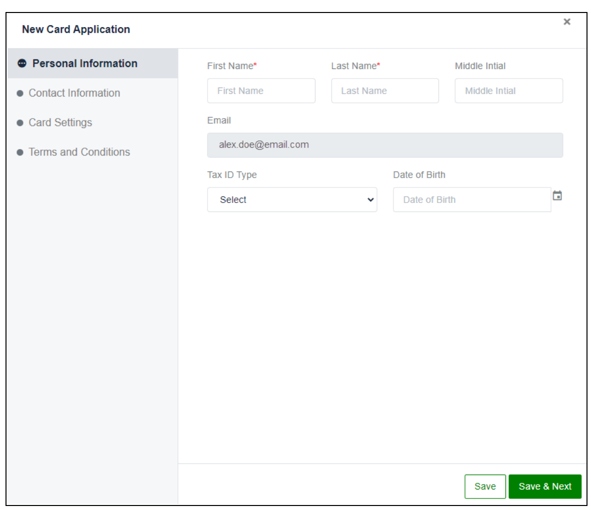
1. Select **My Cards** from the navigation pane and the My Card page displays.
2. Select **Edit Profile** to update the PA's profile.

Depending on the card status, options may include:

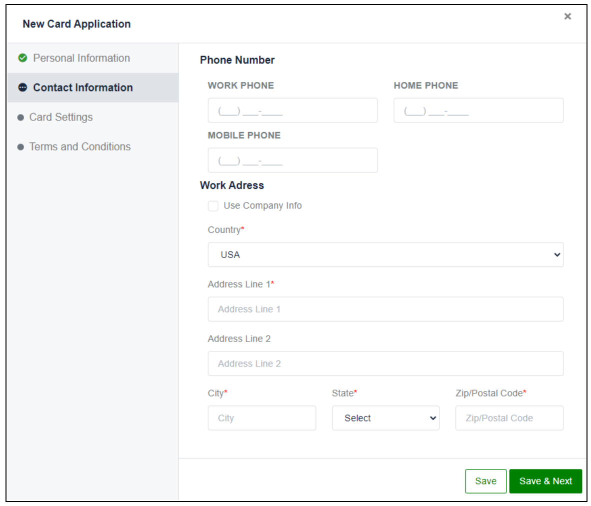
- **Review Application**—view a pending card application.
- **Add a Card**—open a new card application form.

To add a new card:

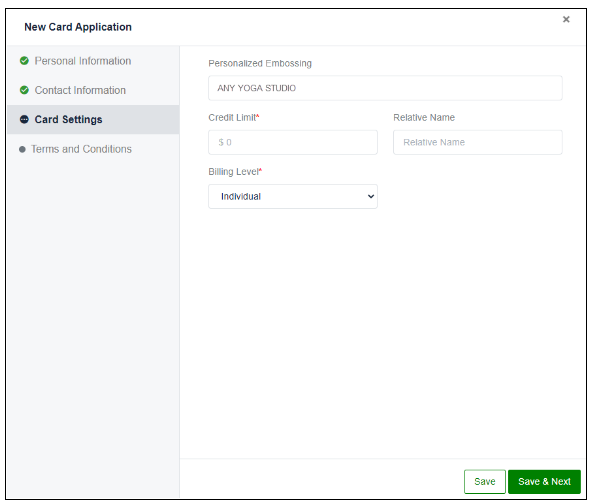
1. Select **Add a Card**. A dialog box displays with a series of steps.
2. Complete the Personal Information section and select **Save & Next**.



3. Complete the Contact Information section and select **Save & Next**.



4. Complete the Card Settings section and select **Save & Next**.



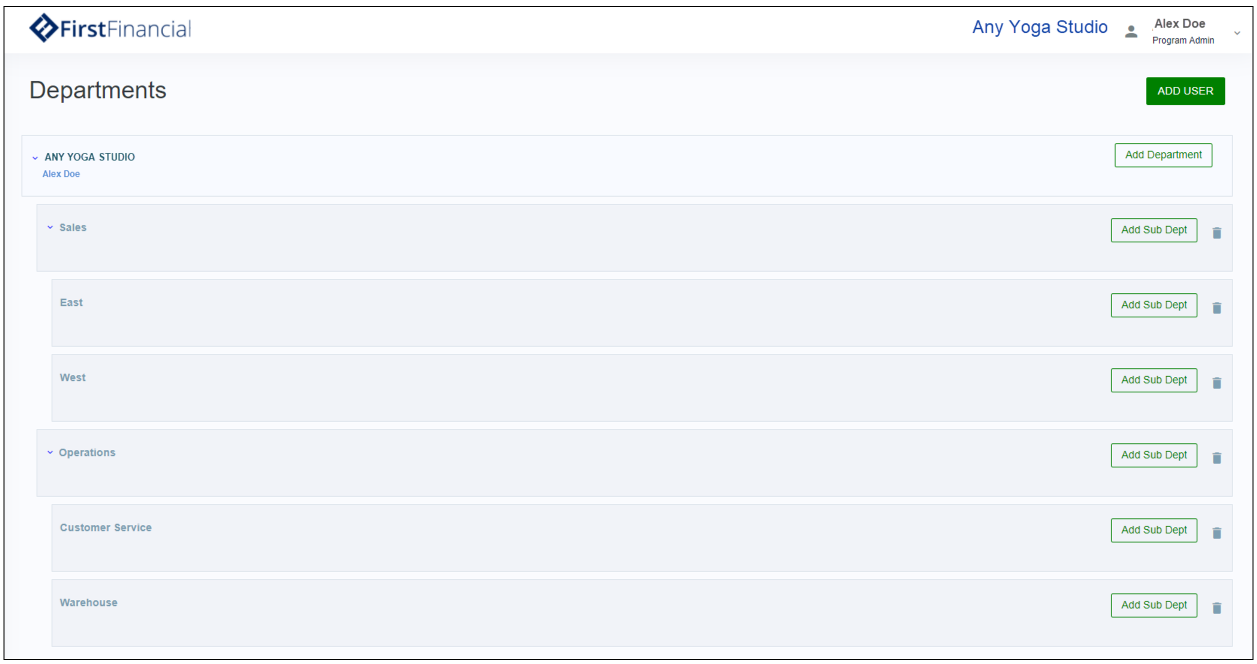
5. Accept the terms and conditions and select **Submit**.

Departments

PAs can use departments to group cardholders for analysis. Individual cardholders can be in multiple groups, and each group can have sub-groups as necessary.

Select **Departments** from the navigation pane and the Departments page displays. Options include:

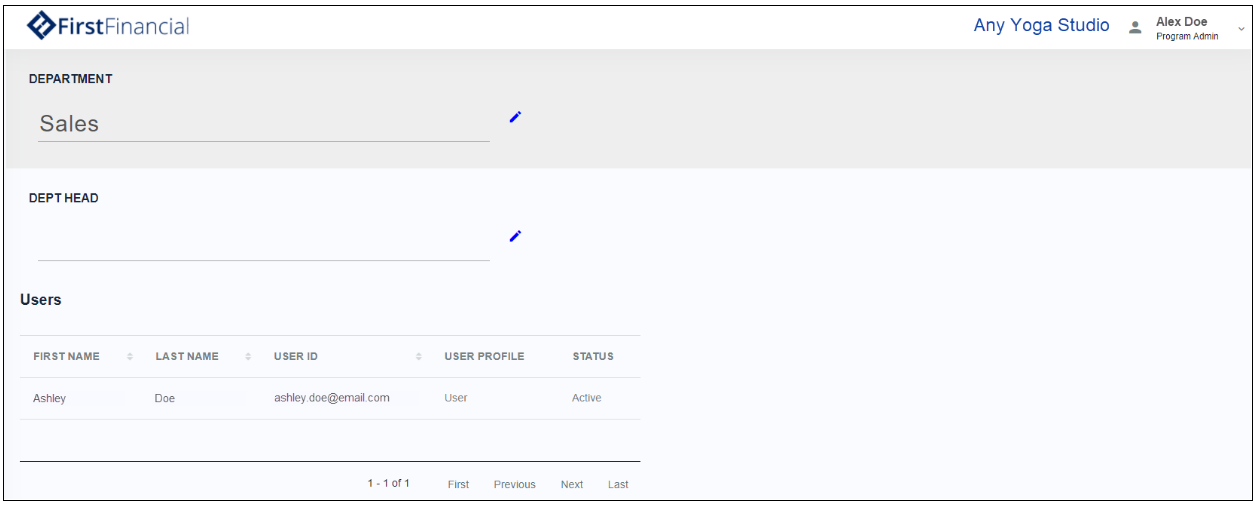
- **Add User**—add a cardholder to an existing group.
- **Add Department**—create a new department.
- **Add Sub Dept**—create a new sub-department.
- Trash icon— delete the department or sub-department.



To modify a department:

1. Select the department name to open the record.
2. Select the pencil icon to the right of the name to edit.
3. Select the pencil icon to the right of Dept. Head to edit.

Information under Users includes names, email, profile, and status.



Users

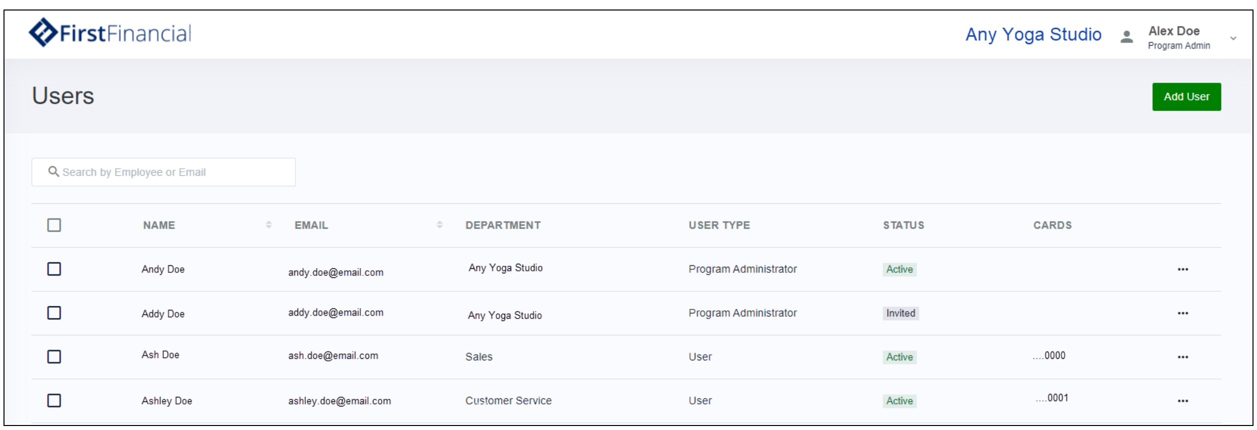
To view data for individual users:

1. Select **Users** from the navigation pane. The Users page displays.
2. Select **Add User** to create a new user record.

   —or—

3. Search by name or email.
4. If the status is Not Invited, select the check box to the left, then select **Invite Selected** at the top of the page. The user receives an email with instructions to log in.
5. Select a column heading to sort the list ascending or descending.
6. Select a record to open the user page.
7. Select the ellipses to the right for additional options:

- **Disable User**—changes the status to Inactive.
- **Reset Password**—prompts the user to reset the password.
- **Edit Profile**—opens the Edit User page.
- **Card Profile**—opens the Card Profile page.

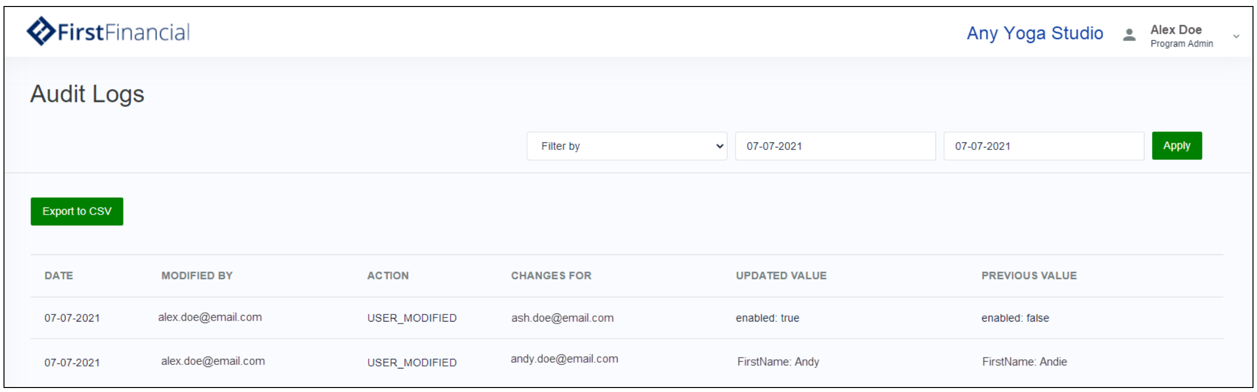


Audit Logs and Settings

Audit Logs

Audit logs display changes made to user records.

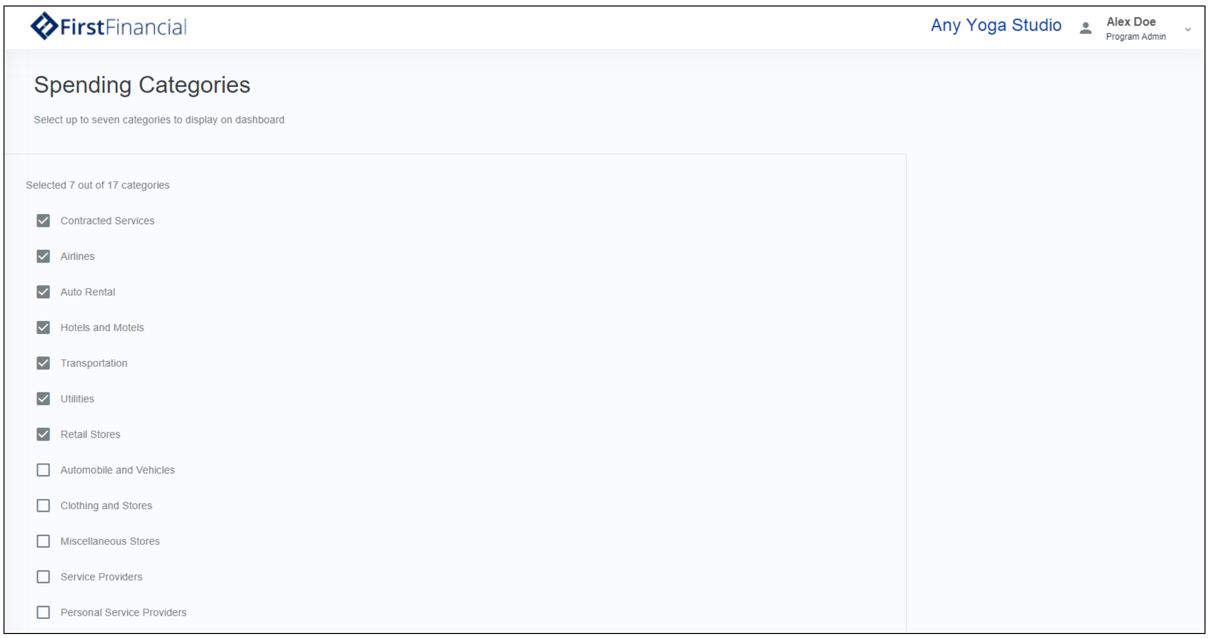
1. Select **Audit Logs** from the navigation pane and the Audit Logs page displays.
2. Use the **Filter by** fields to filter the list by date.
3. Select the column headers to sort ascending and descending.
4. Select **Export to CSV** to save the data as a CSV file.



Company Settings

The Company Settings page provides options to update spending categories.

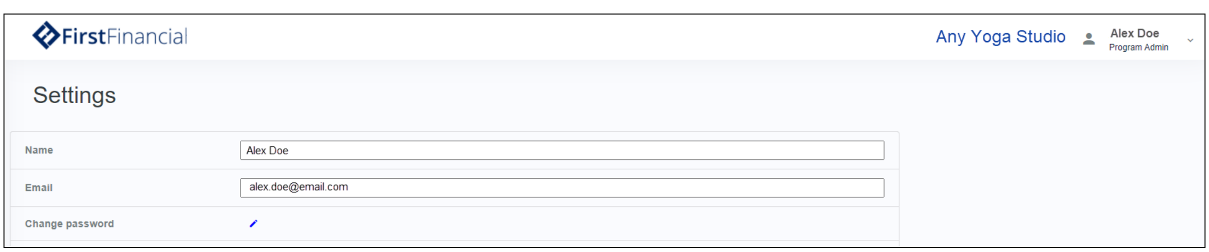
1. Select **Company Settings** from the navigation pane. The Company Settings page displays.
2. Select **Spending Categories** to view the available categories for dashboard analytics on the Home and Analytics pages.
3. Select up to 7 categories.
4. Select **Save**.



Profile Settings

Make edits to your profile in Settings.

1. Select your name in the top right to view a drop-down list.
2. Select **Settings**. The Settings page displays.
3. Select the pencil icon next to Change Password to update the password.



Wrap Up

Resources include:

- *CreditConsole Business User Guide*
- *SpendTrack Client Admin User Guide*
- *SpendTrack Cardholder User Guide*

Topics covered in this training included:

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