

D.L. Evans | BANK

SpendTrack Program Administrator

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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

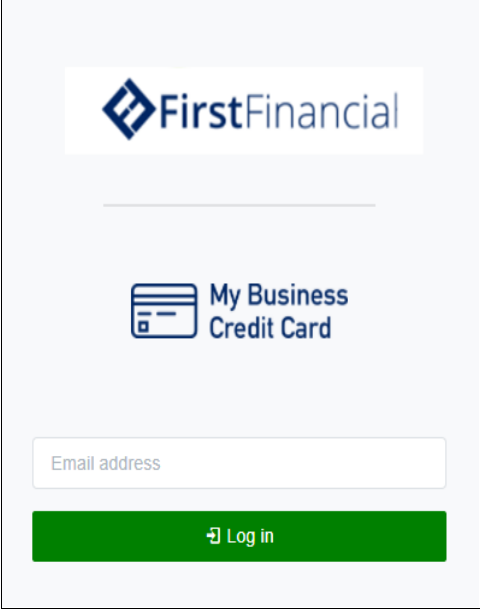
Access SpendTrack

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.

A screenshot of the First Financial login interface. At the top is the First Financial logo. Below it is a horizontal line. Under the line is a card icon with the text "My Business Credit Card". Below that is a text input field labeled "Email address". At the bottom is a green button with a right-pointing arrow and the text "Log in".

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My Business Credit Card

Email address

Log in

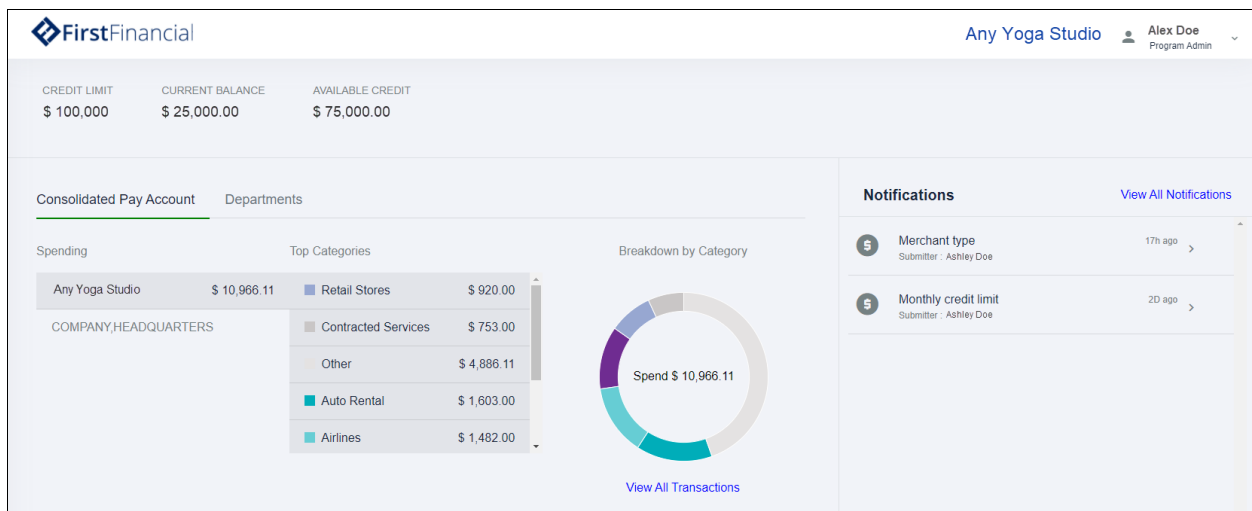
Note

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.

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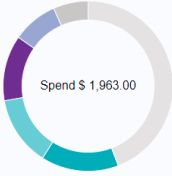
By Cardholders

Search by Email

	NAME	EMAIL	ACCOUNT TYPE	ACCOUNT STATUS	CARDS	ENDING BALANCE
>	Andy Doe	andy.doe@email.com	Individual	Active	...0000	\$ 5,918.22
>	Addy Doe	addy.doe@email.com	ControlAccount	Active	...0001	\$ 13,267.77
▼	Ashley Doe	ashley.doe@email.com	SubAccount	Active	...0002	\$ 1,963.00

Credit card: ...0002

Top Categories



Other	\$ 868.00
Auto Rental	\$ 290.00
Airlines	\$ 260.00
Hotels and Motels	\$ 245.00
Retail Stores	\$ 170.00

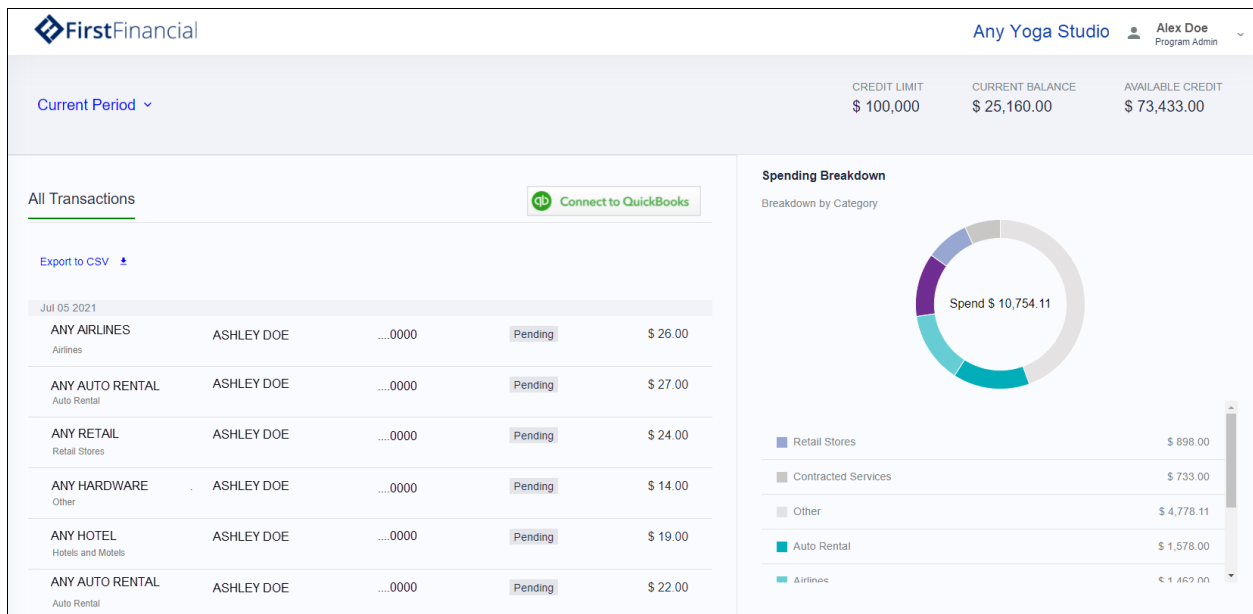
View Ashley Doe's Transactions

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 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.

The screenshot shows the FirstFinancial web interface. At the top, the logo is on the left, and 'Any Yoga Studio' and 'Alex Doe Program Admin' are on the right. Below the header, there's a 'Back to Management' link. The main section is titled 'Ashley Doe' with an 'Edit Profile' button. Below this, a card image is shown with the name 'DOE, ASHLEY', account number '....0000', and expiration date 'Exp Date 03/24'. To the right of the card image, the account details are listed: 'DOE, ASHLEY', 'Account Type: Individual', 'Expiration Date 03/24', and 'CURRENT BALANCE \$ 5,918.22' (with a progress bar showing usage up to \$12,000). There are buttons for 'Update Credit Limit' and 'Update Merchant Types'. At the bottom left, there are links for 'Lock card', 'Replace Card', 'Report Lost/Stolen', 'Reset PIN', and 'Close card'. At the bottom right, there is a 'View Transactions' link.

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.

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Edit User

Cancel Save

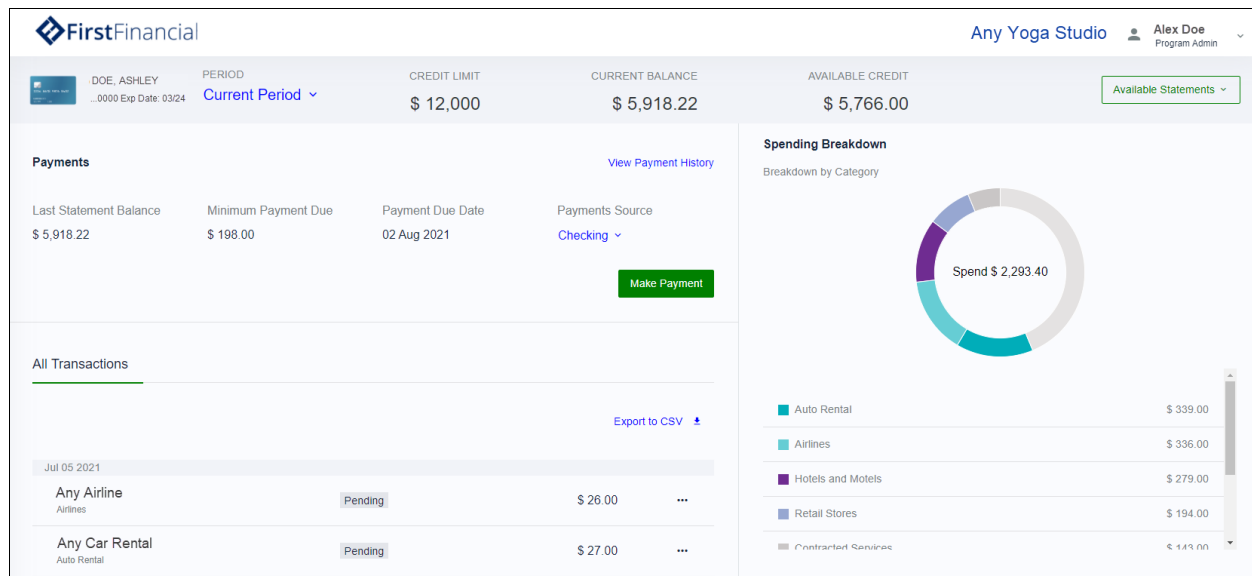
FIRST NAME*	LAST NAME*	DEPARTMENT*
ASHLEY	DOE	Sales
EMAIL ADDRESS*		DEPARTMENT MANAGER*
ashley.doe@email.com		
WORK PHONE NUMBER	HOME PHONE NUMBER	USER TYPE*
Work Phone number	Home Phone Number	User
MOBILE NUMBER	ALTERNATE MOBILE NUMBER	
() - -	() - -	

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**.

Make Payment

CHOOSE AMOUNT*

☒ Minimum Amount Due

\$ 198.00

☐ Current Balance

\$ 5,918.22

☐ Last Statement Balance

\$ 5,918.22

☐ Other Amount

CHOOSE PAYMENT DATE*

☒ Due Date(default)

02 Aug 2021

☐ Choose a different date

PAYMENT SOURCE*

Checking

☐ I authorize

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to debit the business account or my account for the amount indicated in this web form on the date selected. I understand this is a one-time payment authorization and these funds may be withdrawn from the business account or my account as soon as the above noted transaction date or on the following banking day. To revoke this authorization, contact First Financial at 0000000000 by 5:00 p.m. Eastern Time on the day prior to scheduled authorization date.

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**.

Add Payment Source

ACCOUNT TYPE*

☒ Checking

☐ Savings

ABA ROUTING #*

ABA Routing

BANK ACCOUNT NUMBER#*

Bank Account

CONFIRM BANK ACCOUNT NUMBER#*

Confirm Bank Account

NAME OF ACCOUNT*

Name of Account

ACCOUNT NICKNAME*

Account Nickname

☐ Set as default payment source

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.

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Back to Dashboard

Payment History

Payment Sources

Search by payment source

Payment Source: [All](#)

Scheduled

CONFIRMATION#	SUBMITTED DATE	PAYMENT DATE	AMOUNT	STATUS	METHOD	PAYMENT SOURCE
00000000002	06-25-21	06-25-21	\$ 25.00	Scheduled	Manual	Checking ...0001

Paid

CONFIRMATION#	SUBMITTED DATE	PAYMENT DATE	AMOUNT	STATUS	METHOD	PAYMENT SOURCE
00000000001	05-25-21	05-25-21	\$ 50.00	Complete	Manual	Checking ...0001

First

Previous

Next

Last

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.

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Back to Dashboard

Payment History

Payment Sources

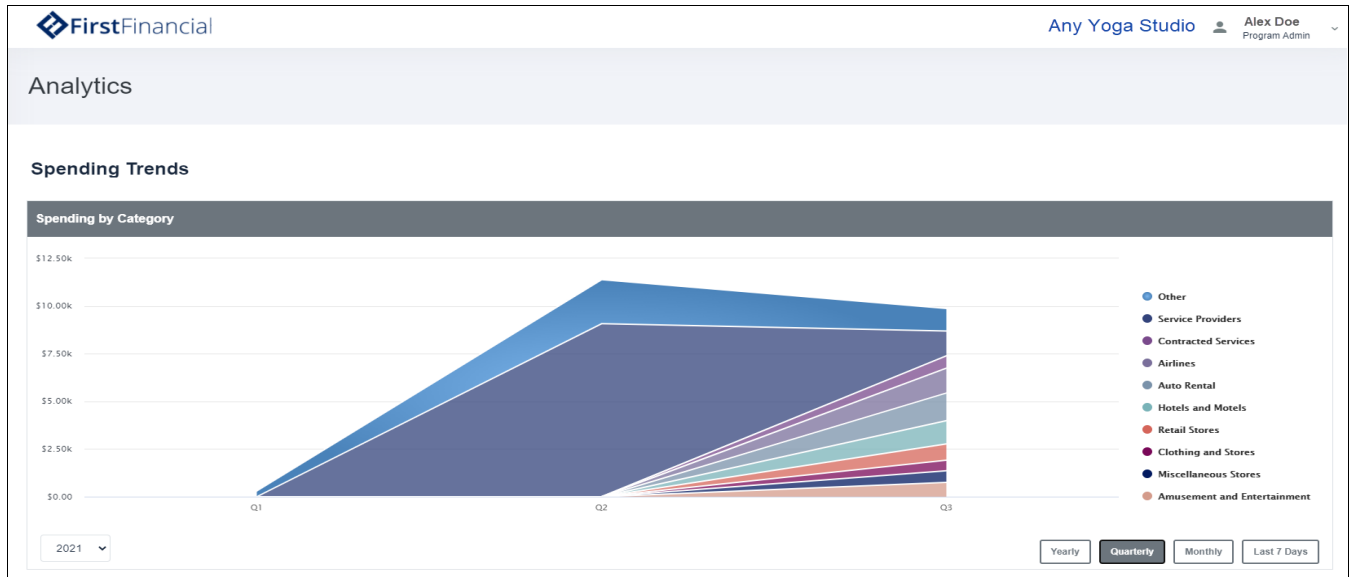
Add Payment Source

ACCOUNT NICKNAME	ABA ROUTING	BANK ACCOUNT #	NAME ON ACCOUNT	
Checking Two	000000000	...0000	Checking Two	<div><div>Edit</div><div>Remove</div></div>
Checking	000000000	...0001	Checking	<div><div>Default</div><div>Edit</div><div>Remove</div></div>

Analytics

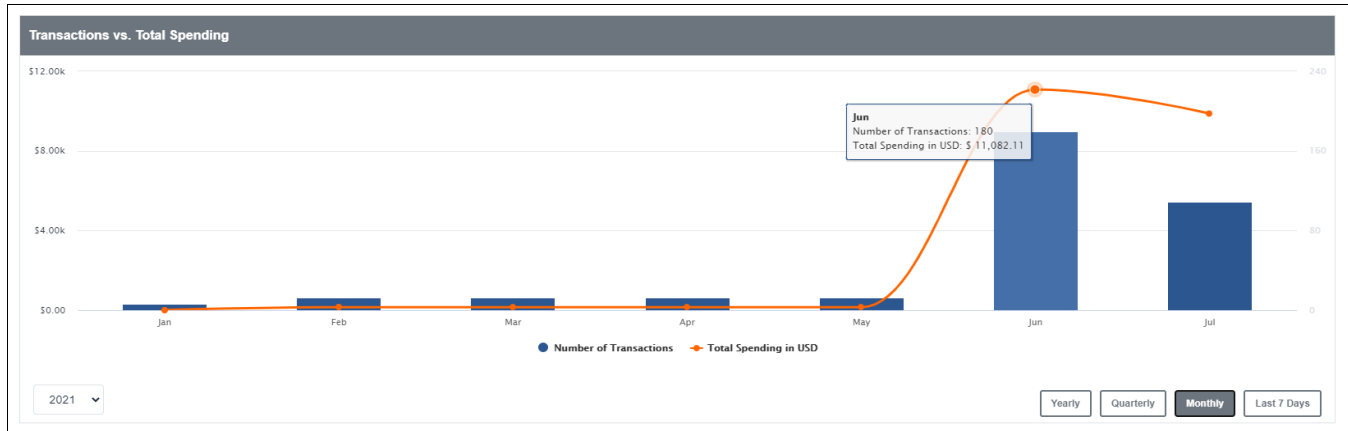
Select **Analytics** from the navigation pane and the Analytics page displays. The spend and merchant data reflect the totals for your FI.

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.

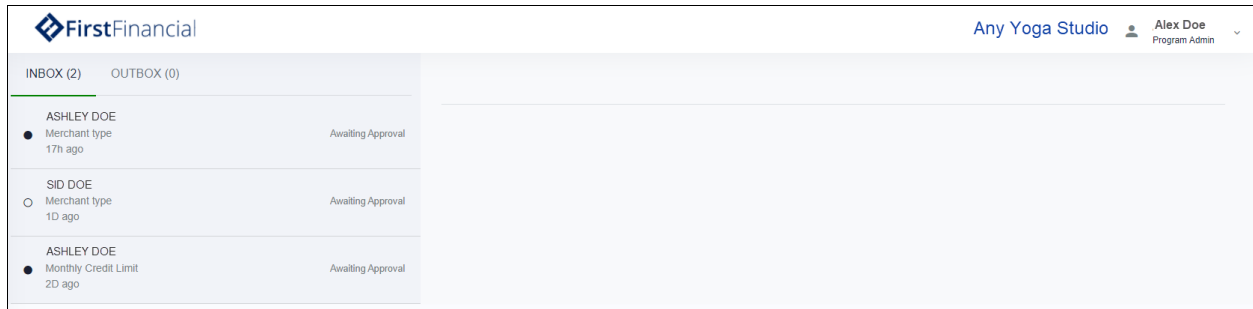


Notifications

To view notifications:

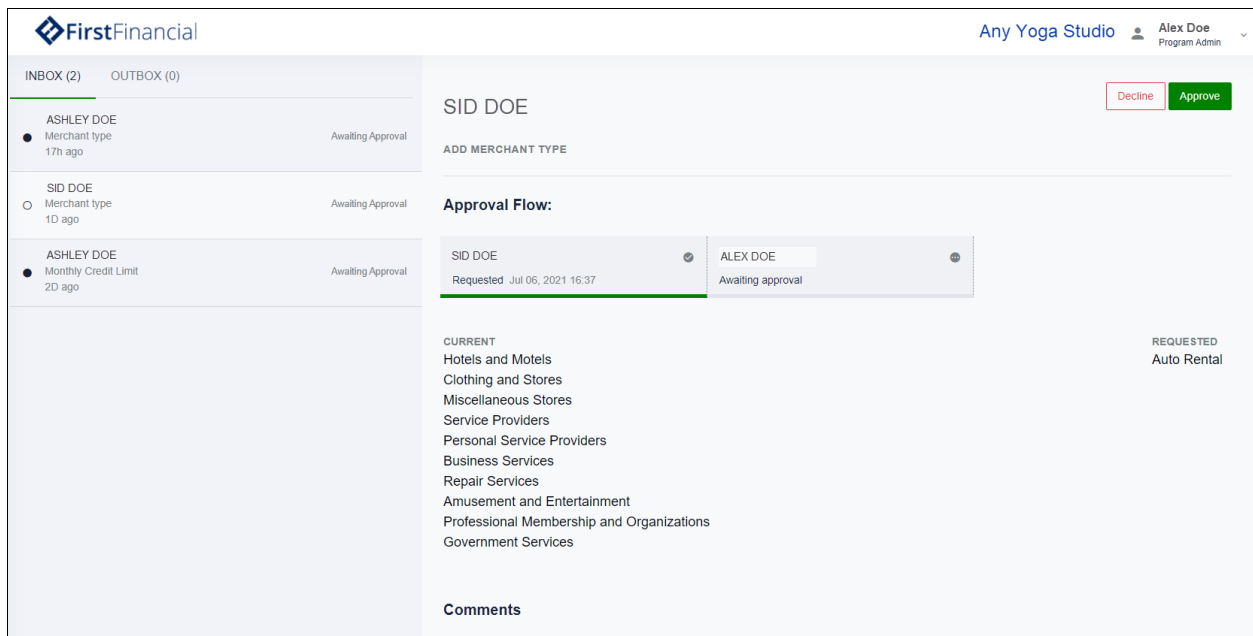
1. Select **Notifications** from the navigation pane and the Notifications page displays.

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.



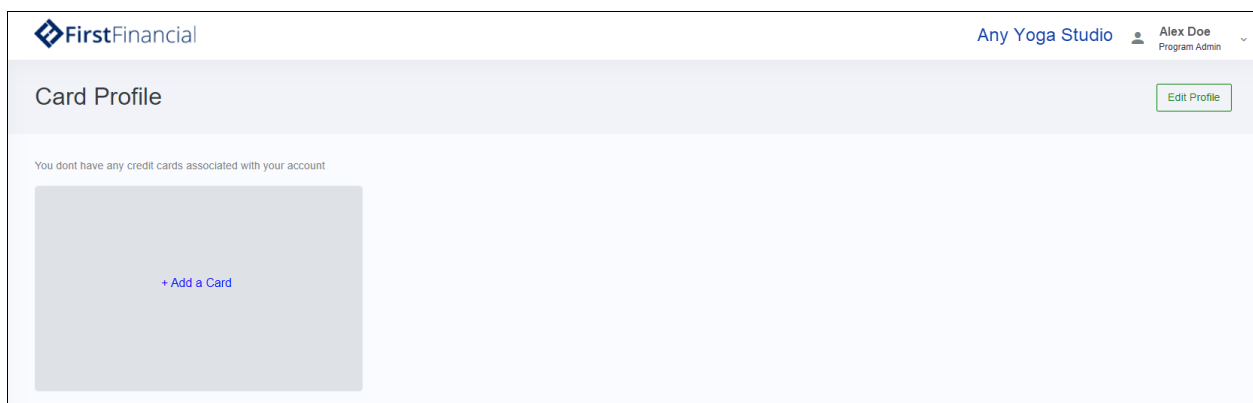
My Cards

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.



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Card Profile

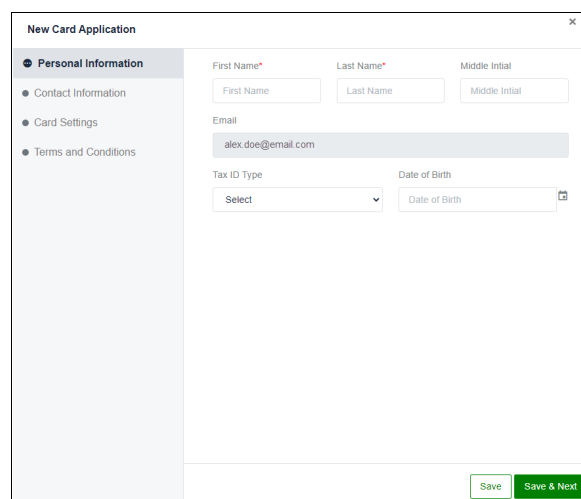
Edit Profile

You dont have any credit cards associated with your account

+ Add a Card

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**.



New Card Application

- Personal Information
- Contact Information
- Card Settings
- Terms and Conditions

First Name* Last Name* Middle Initial

First Name Last Name Middle Initial

Email

alex.doe@email.com

Tax ID Type Date of Birth

Select Date of Birth

Save Save & Next

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

The screenshot shows the 'New Card Application' form with the 'Contact Information' section selected. The left sidebar shows 'Personal Information' (checked), 'Contact Information' (selected), 'Card Settings', and 'Terms and Conditions'. The main form area includes fields for 'Phone Number' (Work, Home, Mobile), 'Work Address' (with a checkbox for 'Use Company Info'), 'Country' (USA), 'Address Line 1', 'Address Line 2', 'City', 'State' (dropdown), and 'Zip/Postal Code'. At the bottom right are 'Save' and 'Save & Next' buttons.

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

The screenshot shows the 'New Card Application' form with the 'Card Settings' section selected. The left sidebar shows 'Personal Information' (checked), 'Contact Information' (checked), 'Card Settings' (selected), and 'Terms and Conditions'. The main form area includes fields for 'Personalized Embossing' (ANY YOGA STUDIO), 'Credit Limit' (\$0), 'Relative Name', and 'Billing Level' (Individual). At the bottom right are 'Save' and 'Save & Next' buttons.

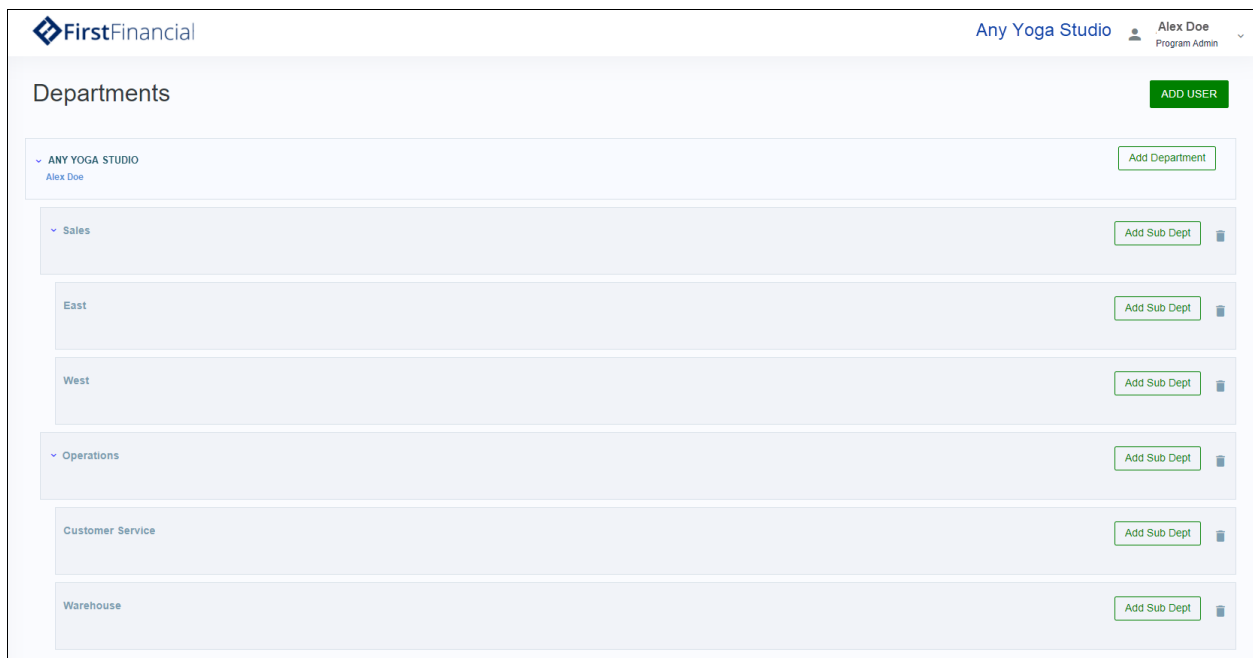
5. Accept the terms and conditions and select **Submit**.

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.

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DEPARTMENT

Sales 

DEPT HEAD



Users

FIRST NAME	LAST NAME	USER ID	USER PROFILE	STATUS
Ashley	Doe	ashley.doe@email.com	User	Active

1 - 1 of 1 First Previous Next Last

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.

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Users

Add User

Search by Employee or Email

<div></div>	NAME	EMAIL	DEPARTMENT	USER TYPE	STATUS	CARDS
<div></div>	Andy Doe	andy.doe@email.com	Any Yoga Studio	Program Administrator	Active	...
<div></div>	Addy Doe	addy.doe@email.com	Any Yoga Studio	Program Administrator	Invited	...
<div></div>	Ash Doe	ash.doe@email.com	Sales	User	Active	...0000
<div></div>	Ashley Doe	ashley.doe@email.com	Customer Service	User	Active	...0001

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.

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Audit Logs

Filter by

07-07-2021

07-07-2021

Apply

Export to CSV

DATE	MODIFIED BY	ACTION	CHANGES FOR	UPDATED VALUE	PREVIOUS VALUE
07-07-2021	alex.doe@email.com	USER_MODIFIED	ash.doe@email.com	enabled: true	enabled: false
07-07-2021	alex.doe@email.com	USER_MODIFIED	andy.doe@email.com	FirstName: Andy	FirstName: Andie

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**.

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Spending Categories

Select up to seven categories to display on dashboard

Selected 7 out of 17 categories

- ☒ Contracted Services
- ☒ Airlines
- ☒ Auto Rental
- ☒ Hotels and Motels
- ☒ Transportation
- ☒ Utilities
- ☒ Retail Stores
- ☐ Automobile and Vehicles
- ☐ Clothing and Stores
- ☐ Miscellaneous Stores
- ☐ Service Providers
- ☐ Personal Service Providers

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.

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Settings

Name Alex Doe

Email alex.doe@email.com

Change password

Wrap Up

Resources include:

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

Topics covered in this training included:

- Accessed SpendTrack Program Administrator
- Navigated the home page
- Viewed transactions
- Viewed and edited cardholder records
- Viewed cardholder transactions
- Viewed payment options
- Viewed analytics
- Added card records
- Set departments
- Viewed audit logs
- Updated company settings
- Updated user settings