



SUNTRUST

Enterprise Spend Platform – ESP

Cardholder User Guide

Contains Guidance for Approval Managers



Inserted page from the Washington and Lee Business Office:

Check list for card holders

1. On the coding screen (transaction manager or transaction search):
 - a) Code credit card purchases each week
 - b) In "notes" indicate the business purpose for your purchases. This includes who attended a business dinner.
 - c) Indicate that paper receipts exist (green check) OR attach an image of your receipt (blue paperclip)
2. Managers will approve online. Send paper statement and receipts to your admin or to the business office, depending on your department practice.

Check list for approval managers

1. On the approval screen (transaction manager or transaction search):
 - a) Review coding and notes. Ensure that purchases are within budget and authorized levels of spending.
 - b) Ensure that receipts exist (green check) OR receipt images are attached (blue paperclip).
 - c) Approve or Request more information from the card holder
2. Monitor year-to-date credit card and other purchases against your budget via "My Budget"

Cardholder User Guide

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Your Home Page

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

Account Name	Card Number	Cardholder Name	Amount to Sign Off	Transactions to Sign Off	Current Balance	Credit Gauge
Corporate	0175	Vanessa Finance	\$635.24	9	\$635.24	<div style="width: 100%; height: 10px; background: linear-gradient(to right, red, yellow, green);"></div>

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>
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	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.

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 **Settings** on your Home Page banner menu you will be taken to **Your Personal Settings** screen. On this screen you will find a diagram map that will help you to manage and configure your own personal settings on Enterprise Spend Platform.

In This Chapter

[Reset Password](#)

[View Personal Details](#)

[Audit History](#)

[Account Management](#)

[View / Delegate Codes](#)

[Set Up Default Codes](#)

[Customize Views](#)

[Regional Settings](#)

[Delegate Approval Role](#)

[Group Memberships](#)

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: Your company-specific password rules will show directly above the password fields in the **Password Maintenance Update** dialog box.

5. Click **Save**. Your password is now changed.

View Personal Details

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

Click **Settings** on your Home Page banner menu. By default, **Your Personal Settings** window opens and displays your personal details.

Employee Number	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.

Delegate Your Account






There are two areas you can modify from the **Account Management** button on **Your Personal Settings** screen. The first of these enables you to customize the labels of your various accounts within the system, and the other enables you to delegate your account to another employee(s).

To delegate an account to another employee(s):

The ability to delegate an account to another employee is an option your organization may not have activated. This may be a function that only your internal Administrator can action.

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.

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 the  icon 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 the  icon 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 the  icon.
 - b. Click  and select a date.
7. To manually remove the delegation without using the expiration date, click the  icon.
8. If you want to delegate your account to more than one person, repeat steps 3 to 6.






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 another employee.

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 banner menu.
2. Click the **Approval Delegation** button on **Your Personal Settings** screen. Your approval role(s) are displayed.
3. Click the  icon 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 the  icon 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 the  icon.
 - b. Click  and select a date.
7. To manually remove the delegation without using the expiration date, click the  icon.

Set Up 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 on your **Transaction Details Coding** 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 banner menu.
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 the  icon 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 the  icon 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.

Statement Manager

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- [Check Statement Status](#)
- [View Previous Statements](#)
- [Understanding Transaction Icons](#)
- [Print Account Statement](#)
- [Report on Past Transactions](#)

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.

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.

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

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.
Opened	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.

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 the  icon.

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 that all required information has been entered.
-  Green question mark. This indicates that 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 the red exclamation mark and 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 the orange question mark 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 the black cross to view the approver's comments as to why they have taken this action.

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.

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, phone. 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.

Transaction Manager

In This Chapter

[Understanding Transaction Manager](#)

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, as outlined below. To return to the main feature of Transaction Manager, select the 'Items Requiring Attention' option at the top of the Menu.

The screenshot displays the SunTrust Enterprise Spend Platform interface. At the top, there is a navigation bar with links for Home, Settings, Reports, Help, and Logoff. Below this, the 'Account Statements' menu is visible on the left, with 'Items Requiring Attention' highlighted. The main content area is titled 'Items Requiring Attention' and includes a 'Summary View' section. A message states: 'The following is a summary of all the card transactions that require your attention.' Below this is a table with columns for Cardholder Name, Card, Tran Date, Post Date, Supplier, Amount Tax, and Amount Incl. Each row also has a small circular icon with a question mark.

Cardholder Name	Card	Tran Date	Post Date	Supplier	Amount Tax	Amount Incl
Sarah Cardholder	0163	01 Jan 2008	02 Nov 2007	West Park Galleria	0.00	521.86
Sarah Cardholder	0163	09 Jan 2008	11 Nov 2007	Office Catalog Online Inc	0.00	11.76
Sarah Cardholder	0163	12 Jan 2008	16 Nov 2007	Starbucks Coffee Inc	0.00	34.10
Sarah Cardholder	0163	13 Jan 2008	13 Nov 2007	West Park Galleria	0.00	-26.26
Sarah Cardholder	0163	14 Jan 2008	14 Nov 2007	Crowne Plaza	0.00	341.60
Sarah Cardholder	0163	24 Jan 2008	24 Nov 2007	Transaction Fees	0.00	1.50

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](#).

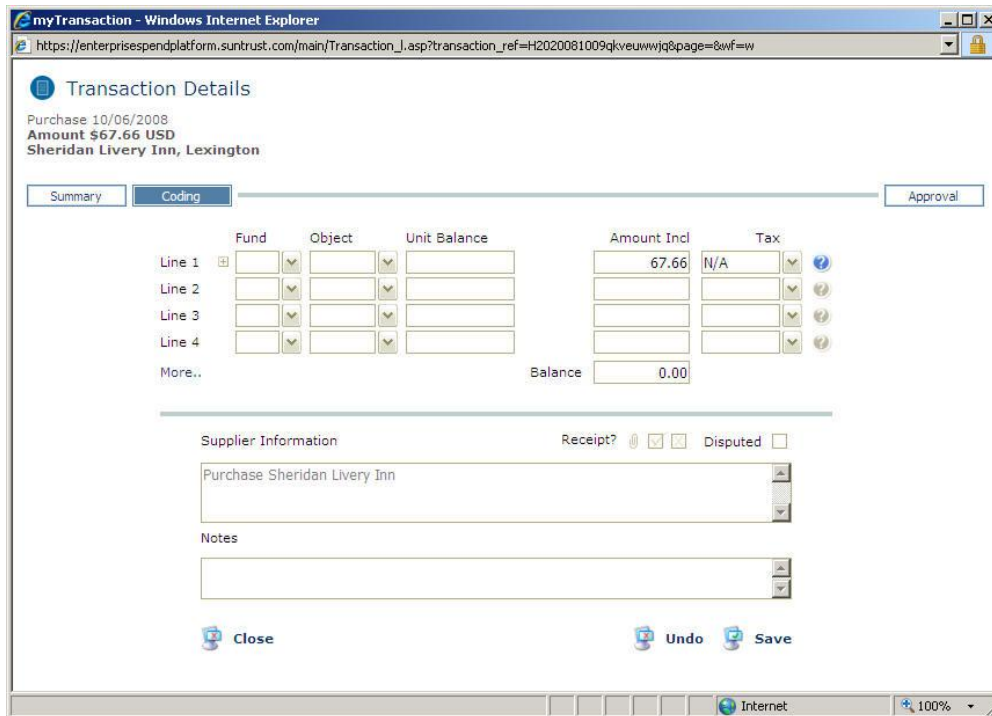
Transaction Coding

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- [Code a Transaction](#)
- [Search for Code](#)
- [Split a Transaction](#)
- [Create List of Favorite Codes](#)
- [Dispute a Transaction](#)
- [Indicate Receipt of Invoice](#)
- [Add Transaction Details](#)
- [Change Transaction Coding](#)

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.



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 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.

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](#).

Code a Transaction

To code a transaction:

1. Click **Statement Manager** on your Home Page main menu. Your current account statement appears.

If this is the first time you have viewed the statement, you will see transaction icons which are either a red cross , or a green question mark . For further information on what these icons mean, refer to [Understanding Transaction Icons](#).

2. Click the transaction status icon to the right of the transaction amount 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 that some codes are already populated in these fields. This is due to default codes that either you or your Administrator have set up.

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 the  icon 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.

Split a 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.

To manually split a transaction across more than one line:



- 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, you will need to [add more lines](#). Note: If you don't save your coding work before clicking **More..**, you will lose the coding work you have done.

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 the  arrow 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.

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 **Transaction Details Coding** 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 NOTES

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

You will also see a second blank NOTES description field where you can provide information about your purchase. It is mandatory that the business purpose be entered in this NOTES field so the approving manager information has the information to review and approve your purchases.

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

Dispute a 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 **Transaction Details Coding** 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.

Note: 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.

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 summaries all approval action required by you.

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.

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](#).

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:

-  Red cross. This indicates there is mandatory coding or information still required for this transaction.
-  Green check. This indicates all required information has been entered by the card holder.
-  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.

Approval Status Icons

These icons are determined by the action of the approver:

-  Red exclamation mark. This indicates approval is required for this transaction.
-  Green check. This indicates approval has been given.
-  Orange question mark. This indicates the approver has requested more information.

Approval Actions and History

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

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

By default, a transaction has three possible approval states:

Information Required

If you require more information from the employee before actioning the approval you can select [Information Required](#) 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](#).

Approved

The transaction is approved.

The screenshot shows a software interface for transaction management. At the top, it says 'Transaction Details' with a sub-tab 'Transaction details'. Transaction information includes 'Purchase 09/26/2008', 'Amount \$70.00 USD', and 'Cpa Edu 888 892 7676, 888-8927676'. There are tabs for 'Summary', 'Coding', and 'Approval'. The 'Approval' tab is active and contains sub-tabs for 'Approval', 'Process', and 'History'. The main area is titled 'All Transactions - 1st Level' and has two text input fields: 'Cardholder Comments' and 'Approver Comments'. A status indicator shows 'Approval Required' with a red exclamation mark icon. Below the input fields are three radio buttons: 'Information Required', 'Approval Required' (which is selected), and 'Approved'. At the bottom right, there are 'Close' and 'Save' buttons.

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 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 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  icon.

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  icon. The employee will also receive an automated email to advise them you have requested more information on one of their transactions.

The employee can now 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").

Approve All or Approve Selected Transactions

Your organization may have activated the Approve All Availability option that allows you to approve all transactions at once. If this option is activated, there will be an **Approve All** link on the top right of an employee'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. A pop-up message asks you to confirm you want to continue with this action.
2. Click **OK**. 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**.

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.

Receipt Image Management

If your organization has chosen to activate the upload scanned receipt functionality within Enterprise Spend Platform, you will be able to attach an image of a valid tax invoice/receipt to a transaction or group of transactions. This is applicable to both card, cash and requisition transactions. If activated, the **Manage Receipt Images** link will be present at the base of the account statement.

If your organization has elected to activate the upload fax functionality, you will be able to attach a fax of receipts to a transaction or group of transactions. If activated, the **Fax New Image Set** link appears at the base of the **Receipt Image Management** window.

In This Chapter

[Upload Scanned Image](#)

[Link Scanned Image to Transaction](#)

[Delete Scanned Image](#)

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, JPG or PDF format. Try to make the image as small as possible for ease and speed of upload and storage.

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 Transaction

To link a scanned receipt image to a transaction:

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(s) you want to link the image to.

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

3. If appropriate, use the **All**, **None** or **No Image** links on the window to help you select the desired transaction(s).

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

4. Click **Save**.

5. To unlink an image from a transaction, click the transaction 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.

A pop up message appears asking you to confirm you want to delete this image.

4. Click **OK**.

User Notes
