Administrator

Administration User Guide

Count on more.

Administrator – Administration User Guide

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Reg. U.S. Pat. & Tm. Off.

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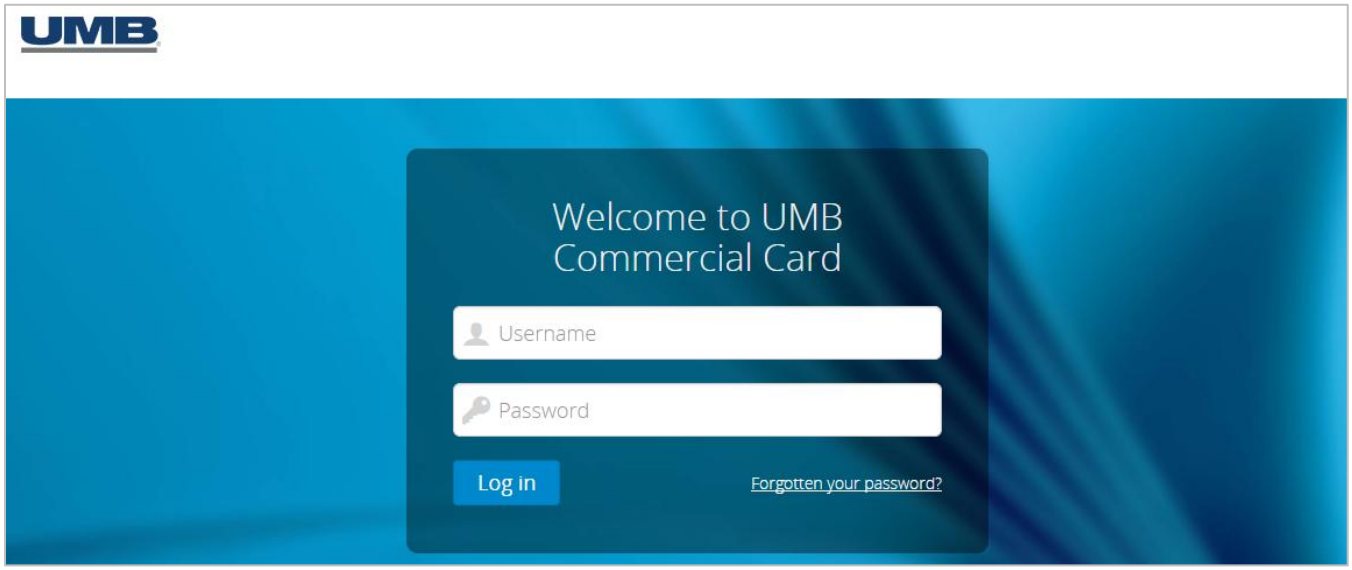
Introduction

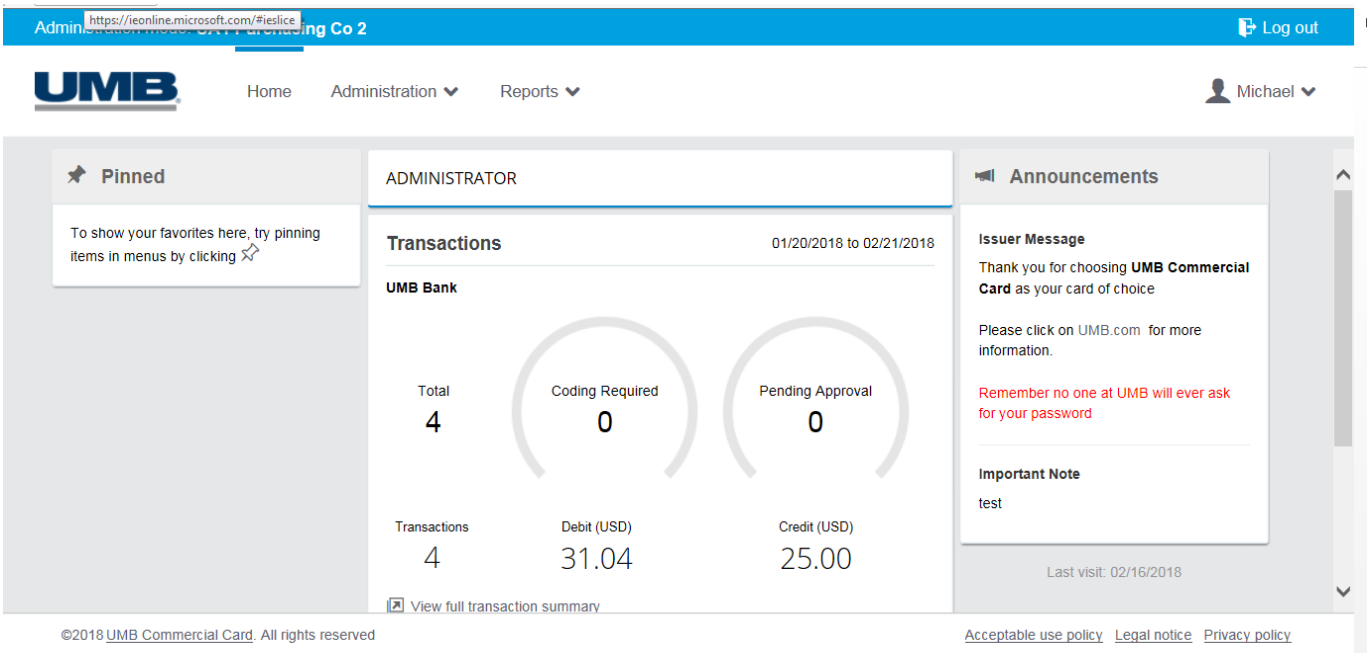
The Administration Guide will work through the key areas you must know as an administrator. This guide also includes some optional, more advanced information that you can use as a basic introduction to additional features in the platform.

Logging into UMB

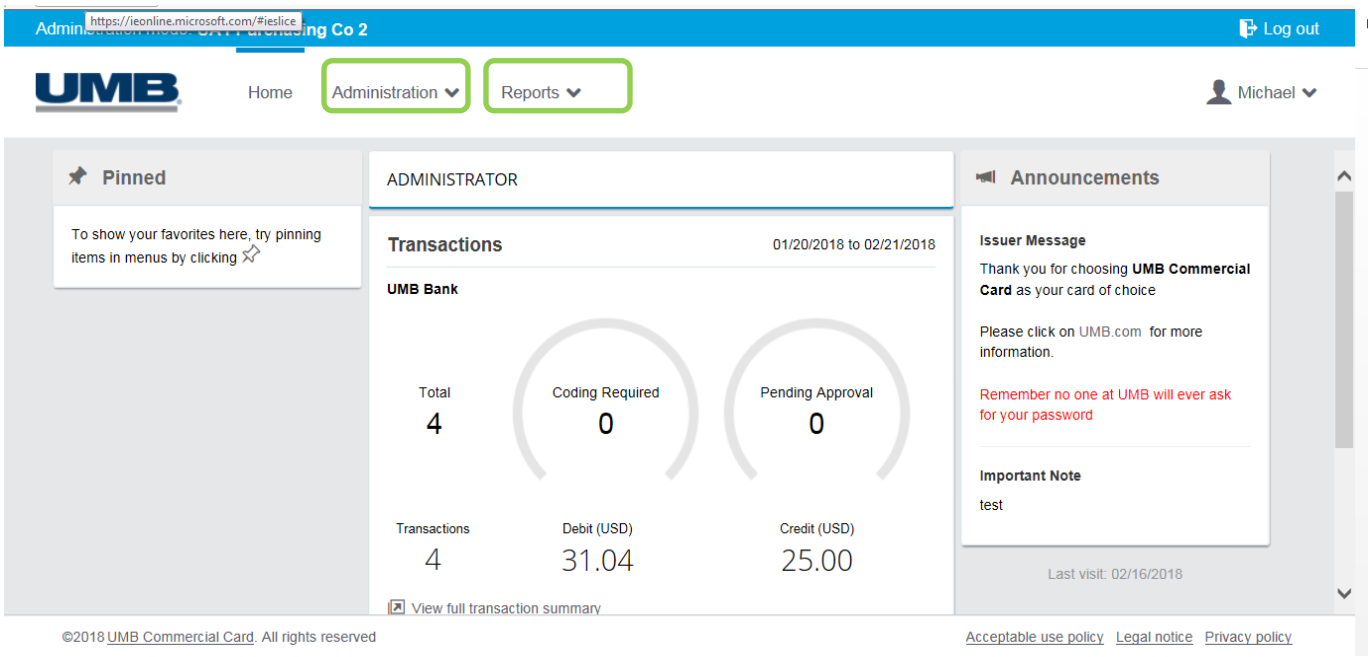
- Go to https://commercialcard.umb.com
- Enter your administrator **Username** and **Password**.
- Press the **Enter** key on your keyboard or click **Log in**.



The home screen contains information on your accounts or your delegates' accounts and the date of your last visit. You may also add company information or a welcome note if you have sufficient rights. If you do not have any mapped or delegated accounts, you are provided with tips on how to maximize the functionality available on the platform.



As an administrator, you can access the **Administration** and **Reports** menu items from the navigation menu. There may be other items in the menu, but these are not within the scope of this document. This document concentrates on the functionality located within the **Administration** menu.



Interface Files

To keep your records up to date with relevant company information, you must upload the interface files. For more information on these files, please refer to the respective interface format guides included in the interface pack, which can be found on the Vault.

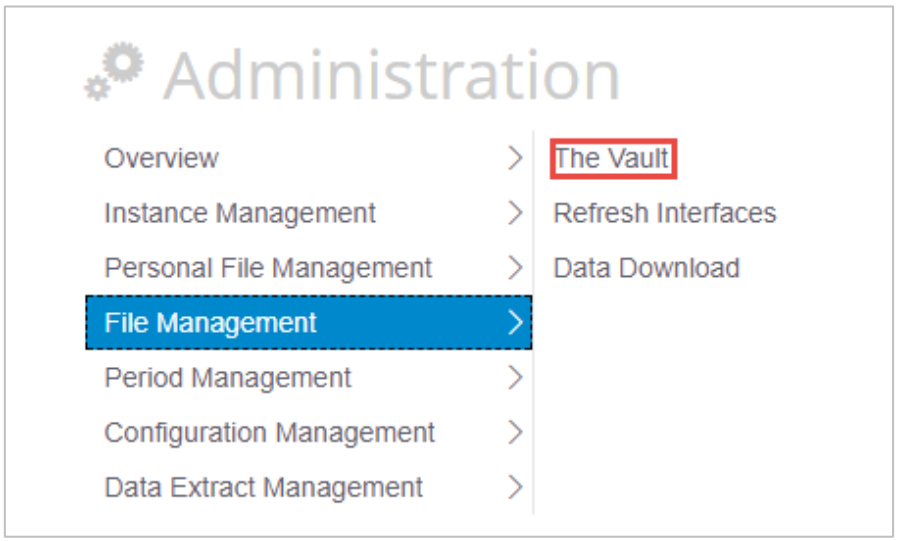
Uploading core data into the platform involves the following processes:

1. Uploading the interface file into the Vault. The Vault is a secure, encrypted location within the platform that is used for uploading and downloading files.
2. Processing the file using Refresh Interfaces. After uploading the interface file to the Vault, use Refresh Interfaces to process the files and move data from these files onto the platform.

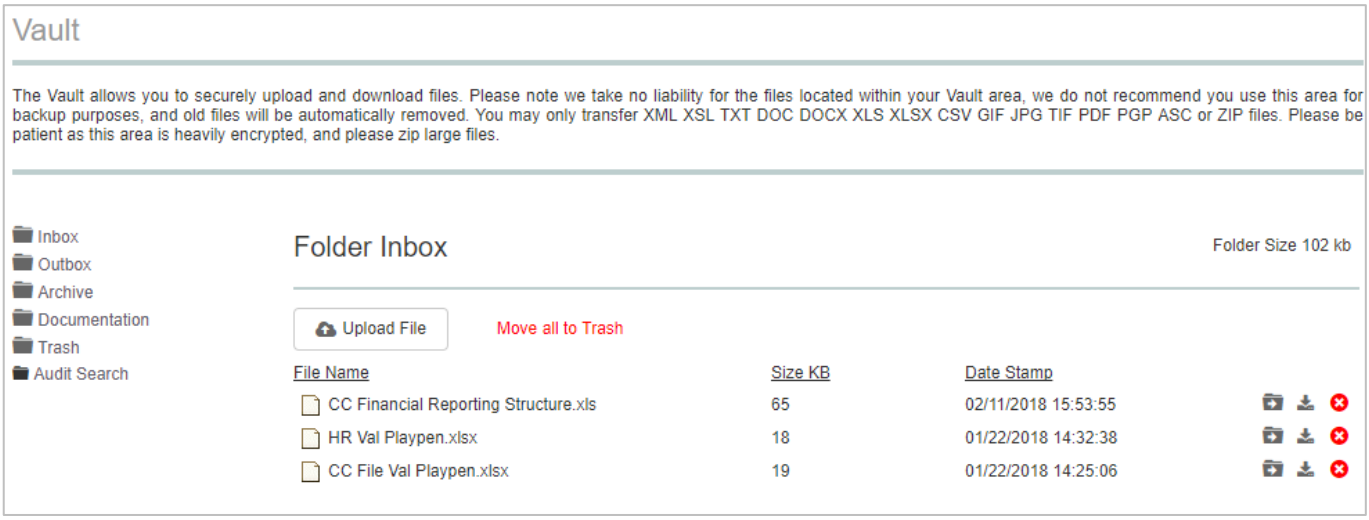
Note: The procedures in this section use the HR File as an example, but the process is the same for all interface files.

Uploading Files to the Vault

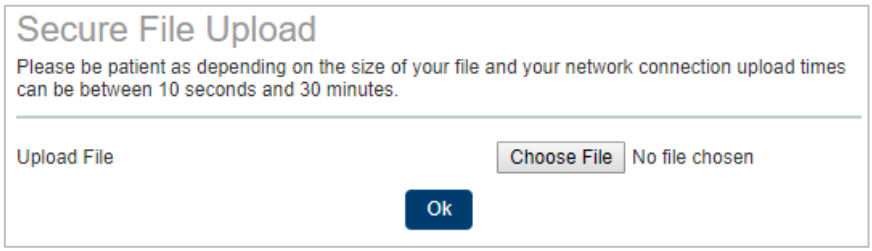
1. In *Administration* > *File Management*, click **The Vault**.



2. In the **Vault** window, click **Upload File**.



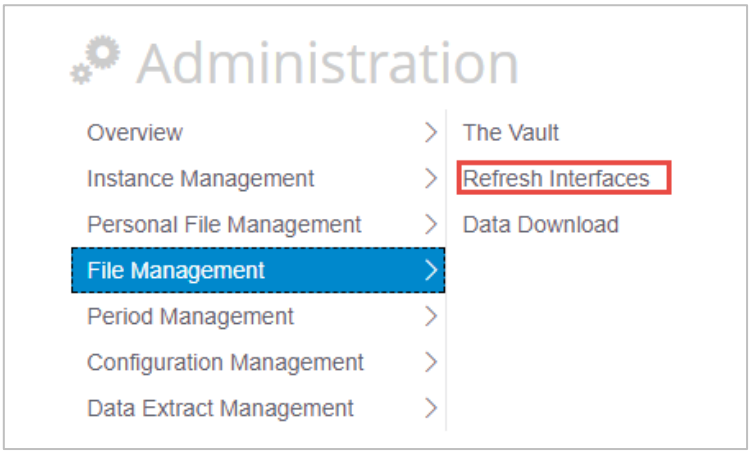
3. In the **Secure File Upload** dialog box, click **Choose File** to select the required interface file and then click **Ok** to start the upload process.



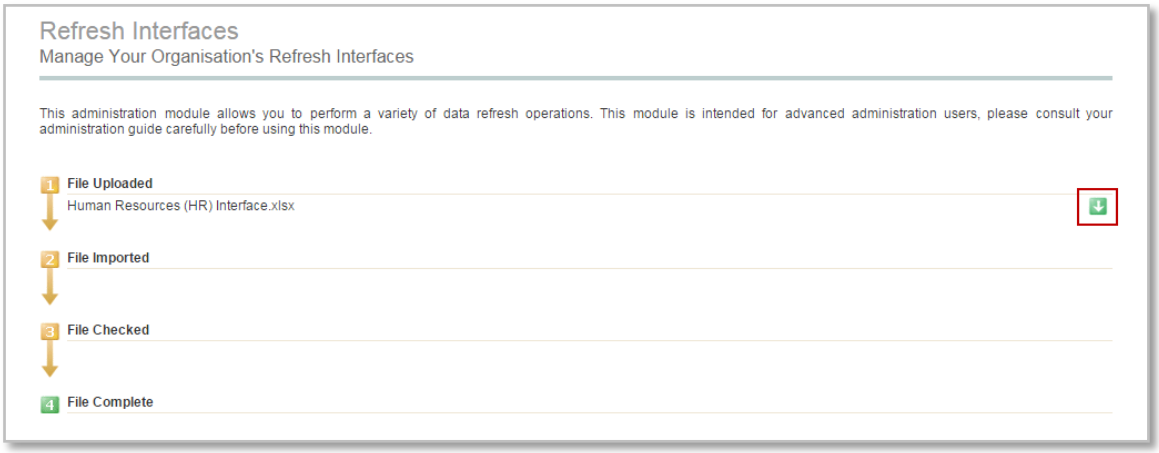
4. Upon successful upload, the file appears in a **Folder Inbox**.
5. Close the **Vault** window

Processing Files Using Refresh Interfaces

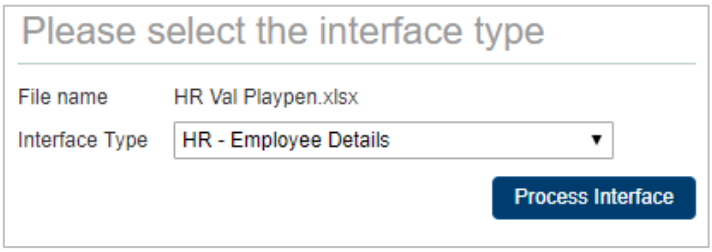
1. In *Administration* > *File Management*, click **Refresh Interfaces**.



6. On the **Refresh Interfaces** screen, the file appears under the **File Uploaded** stage.
7. Click on the right of the file name.



8. In the interface type dialog box, select the **Interface Type** from the drop-down list and then click **Process Interface**.



9. A message box prompts you to ensure you have selected the correct file and interface type. Click **Ok**.
10. Click **Process Interface** again to move the file to the **File Imported** stage.
11. Under **File Imported**, click on the right of the file name to check the file for any errors and proceed to the next stage.

Note: You can use the other icons as required:

Check refresh data. Opens a preview of the contents of the file.

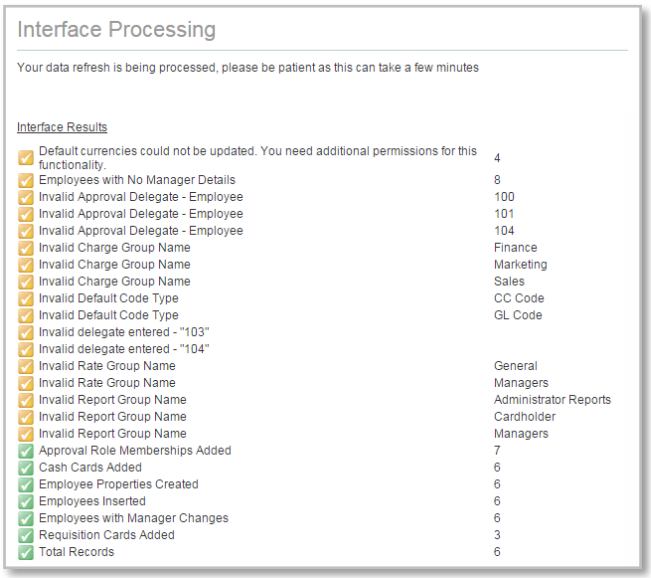
Remove interface record. Removes the file from the File Imported stage.

The **Interface Processing** window appears to display the results; for example, an invalid employee ID.

On the **Refresh Interfaces** screen, the file appears under the **File Checked** stage.

Note: **To perform the check and review the data again, click the** re-check interface **icon before processing further.**

Click to complete the interface import process.
The file appears in the **File Complete** stage and the **Interface Processing** screen displays a summary of the imported data.



Note: A red cross icon under **Interface Results** indicates that an error occurred (for example, mandatory data is missing) and that the interface import failed. Review the file against the relevant format guide and make the necessary correction(s) before attempting to upload again.

Account Management

For ordering or changing account details refer to the UMB End User Training Guide – Card Management.

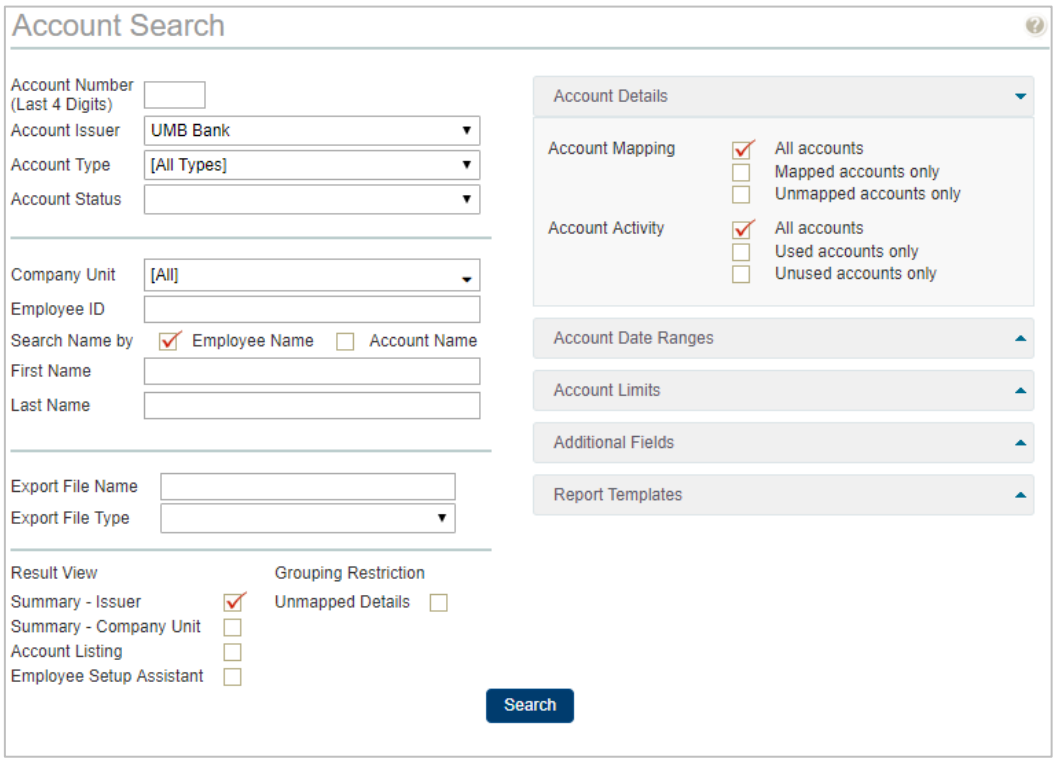
The **Account Management** area is where you can report on or map cards.

Managing Accounts

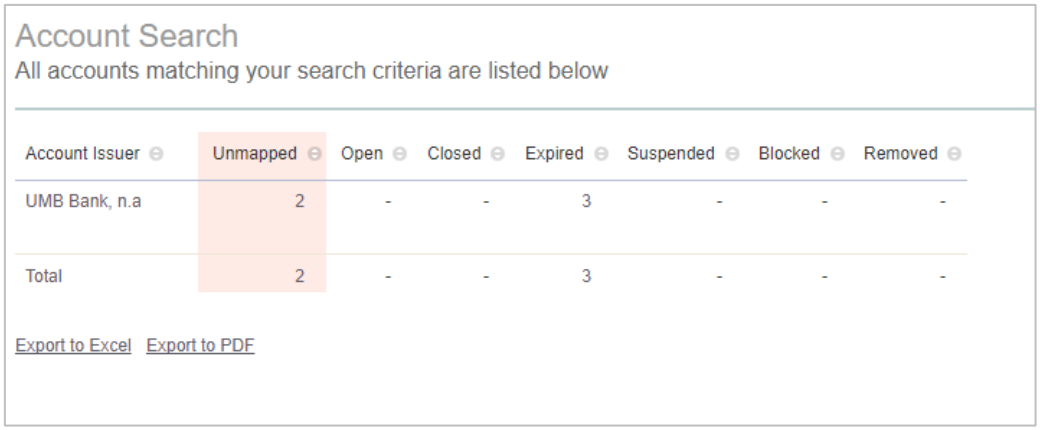
In *Administration* > *Overview*, click **Account Management.**

In the **Account Search** window enter the criteria to locate accounts and then click **Search**.

Note: For example, if you want to map new accounts to employees, select **Unmapped accounts only** in the **Account Details** section.

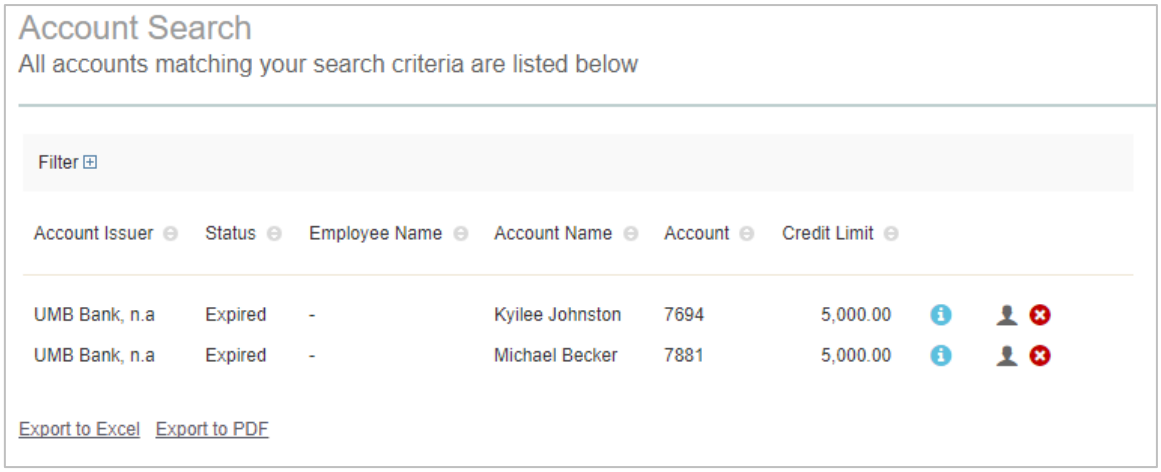


The results screen displays the number of accounts per status for each account issuer. To display a list of accounts associated with the status, click the corresponding number.



Account Issuer	Unmapped	Open	Closed	Expired	Suspended	Blocked	Removed
UMB Bank, n.a	2	-	-	3	-	-	-
Total	2	-	-	3	-	-	-

From the list of accounts, click the appropriate icon or link to perform the functions described in the following table.



Icon	Function	Description
	View account details	Opens the **View & Maintain Account Details** window, which displays details such as card address and credit limit. You can also set the transaction monitoring limit and account delegation here.
	Map account	Opens the **Employee Search** window, where you can perform a search and then map a specific employee to the account using the corresponding icon .
	Clear mapping	Clears the account mapping from an employee. A warning message will be displayed. Click **OK** to complete the process.
	Export to Excel	Exports the search results to an Excel file.
	Export to PDF	Exports the search results to a PDF document.

Reporting

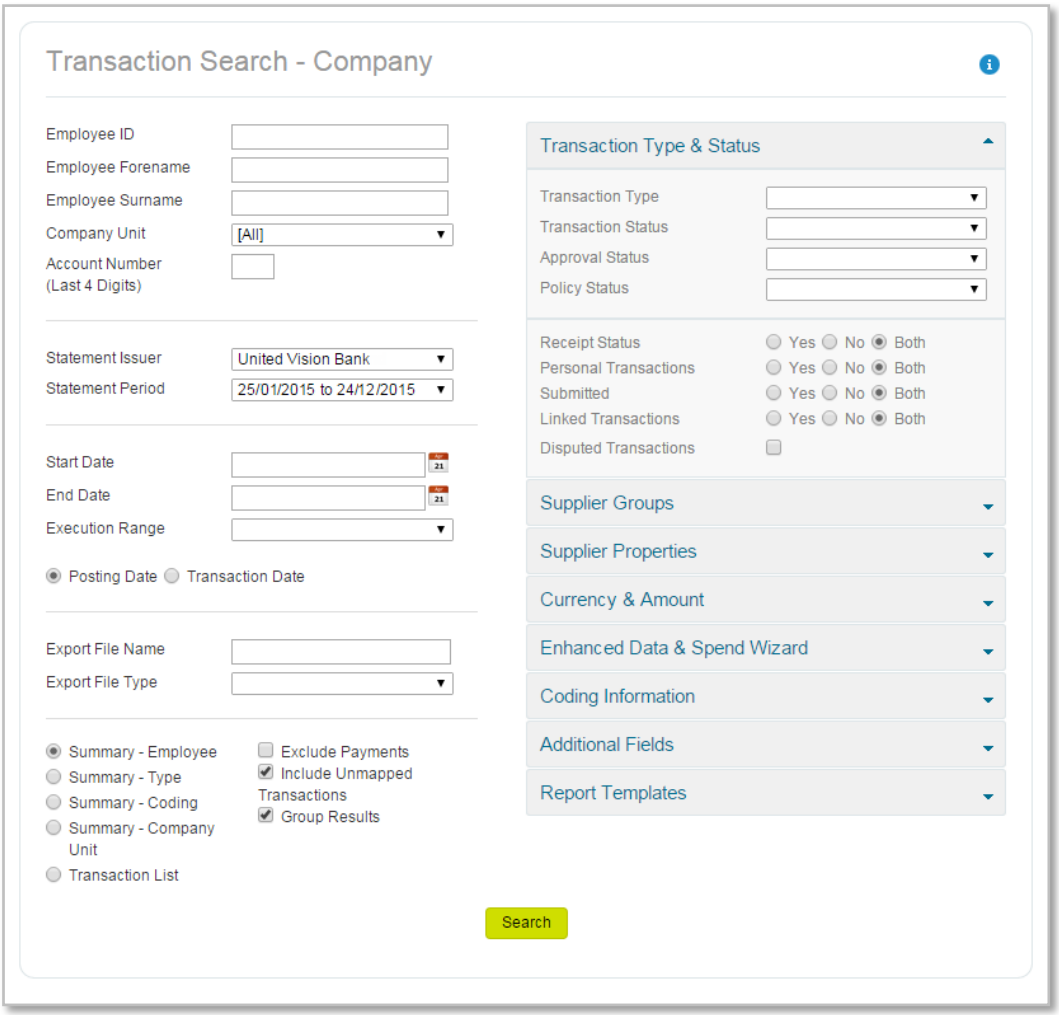
The reports an administrator uses in the platform serve various purposes including account management, transaction management and administration. For example, the **Suppliers - Top Spend** report allows you to report on the top suppliers your employees have transacted with and the **Transaction Search - Company** report lets you search for transaction-level information for individual employees or at a higher level across the company as a whole.

Note: For more information on reports, refer to the **Reports** topic in the Administrator online help.

Running Reports

2. In the **Reports** menu, select the report category and click the report you want (for example, *Expenditure Analysis > Transaction Search - Company)*.

   In the search window, select or enter the report criteria to filter the results.



Notes:

The search window and the criteria or filters available will vary depending on the report you selected. Each report has its own pre-set defaults, so if you do not change the criteria, a high-level report will be generated.

To view the report description, click at the top-right corner of the screen.

To view the criteria under a particular section, click the section heading on the right pane (for example, Supplier Groups, Additional Fields).

Click **Search** to display the results.

Most reports display a high-level summary of the results. To view more detailed information, click any of the hyperlinks on the report.

Transaction Search - Company

Click the summary element to view the transactions of the selected context

Mapped Cards

US Dollar, , Statement Period 12/25/2017 to 01/24/2018

Employee Last name	Employee First name	Trans Count	Debit Total	Credit Total	Payment Total
Phillips	Andrew	10	$ 669.95	$ 34.71	$ 1,943.25
Smith	Sarah	12	$ 5,654.78	$ 25.00	$ 1,113.26
Administrator (CS)	umb	10	$ 453.15	$ 23.45	$ 887.65
Total		32	$ 6,777.88	$ 83.16	$ 3,944.16

Extracts

This functionality extracts transactions from the platform and generates an extract file that can be uploaded into your organization's finance system.

The standard drip feed extract is used for extracting completed and approved transactions many times during a period, preferably until there is nothing left to extract. In cases where incomplete transactions exist, a flush extract (if enabled) can be run to clear the period. This allows prompt posting to the general ledger and supports a process that spreads processing time across the period.

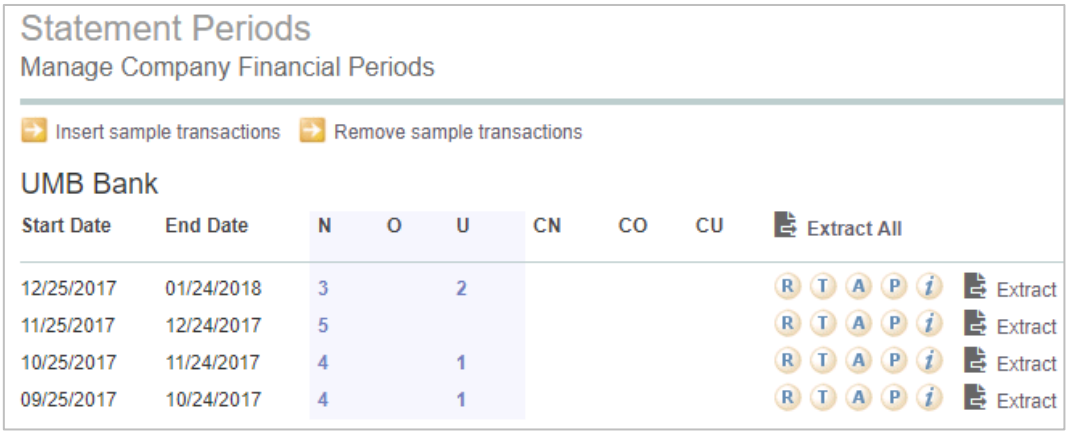
Extract output files are tab-delimited text files in Unicode format and with the filenames based on the **CompanyName_Dripfeed_MMM_YYYYMMDD_hhmmss.TXT** format. Transactions are grouped by employees and the file contains no header or footer.

Fields and Field Order

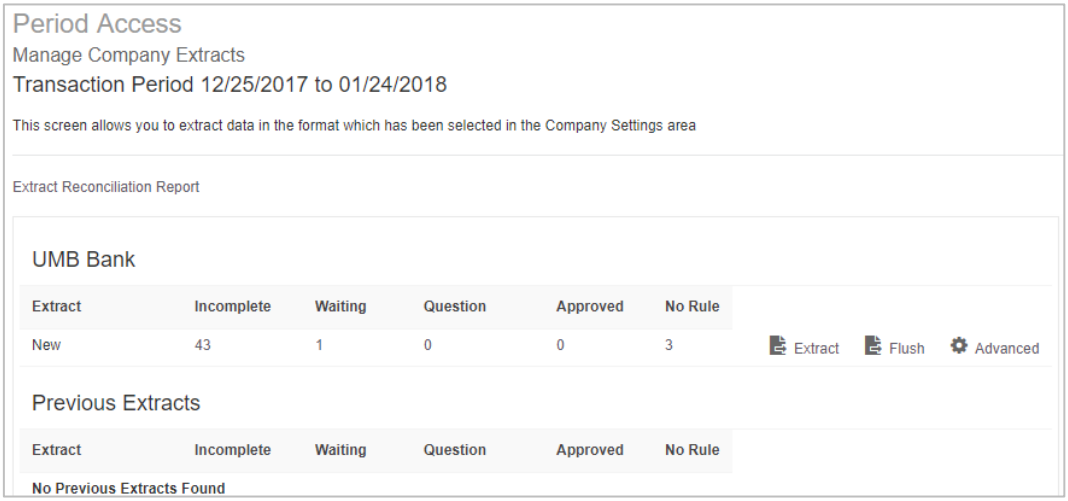
Field Number	Field Definition	Type	Field Size	Example	Description
1	Employee Name	String		Glenn May	Employee name
2	Employee ID	String		1234	Employee ID
3	Posting Date	Date		30-May-11	Date DD-MMM-YY
4	All Finance Codes (can be multiple fields)	String		14104500	All Finance Codes (Can be multiple fields)
5	Source Currency	String	3	AUD	Source currency of Transaction
6	Tax Exclusive Amount in Source Currency	Decimal		91.55	Tax Exclusive Amount in Source Currency
7	Billing Currency	String	3	AUD	Billing currency of Transaction
8	Tax Exclusive Amount in Billing Currency	Decimal		83.23	Tax Exclusive Amount in Billing Currency
9	Tax	Decimal		8.32	Tax amount
10	Tax Code	String		AUS GST	Tax code selected for Transaction
11	Tax Inclusive Amount in Billing Currency	Decimal		83.23	Tax Inclusive Amount in Billing Currency
12	Description	String		Purchase Stag Hotel. Lunch Meeting	Description 1
13	Description 2	String			Description 2
14	Supplier Name	String		Stag Hotel	Supplier name of transaction

Running Extracts

1. In *Administration* > *Period Management*, click **Statement Periods** to display summary information for each period.



2. Click **Extract** for the statement period to display the **Period Access** with summary information on the transactions to be extracted.



3. Click **Extract** and then click **Ok** to confirm the extraction.

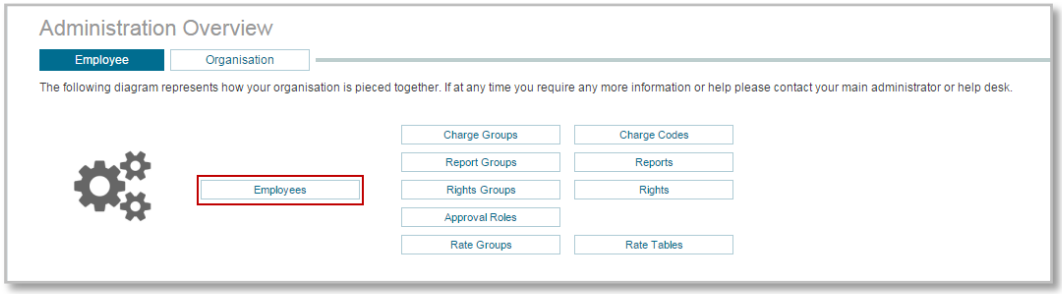
When the extract is complete, you will receive a confirmation that the file has been placed in the **Outbox** of the **Vault**, ready for downloading.

Note: You should only download the extract when it is ready for downloading.

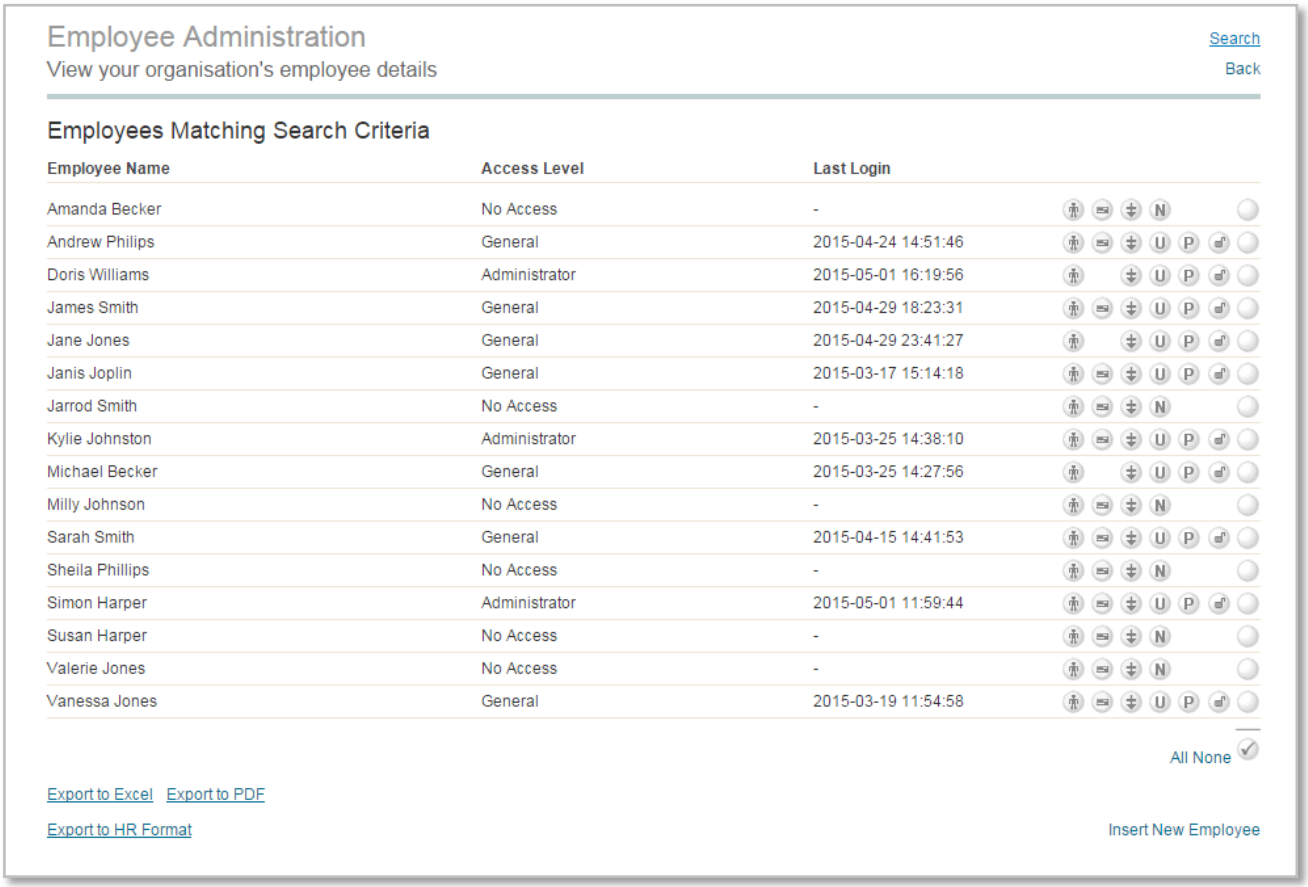
Employee Management

Viewing employees

1. Click *Administration* > *Overview* > *Administration Overview*.
2. On the **Administration Overview** screen, select **Employees**.



3. In the **Employee Search** window, enter the criteria as required to search for specific employees and then click **Search** to display a list of employees that match the criteria.

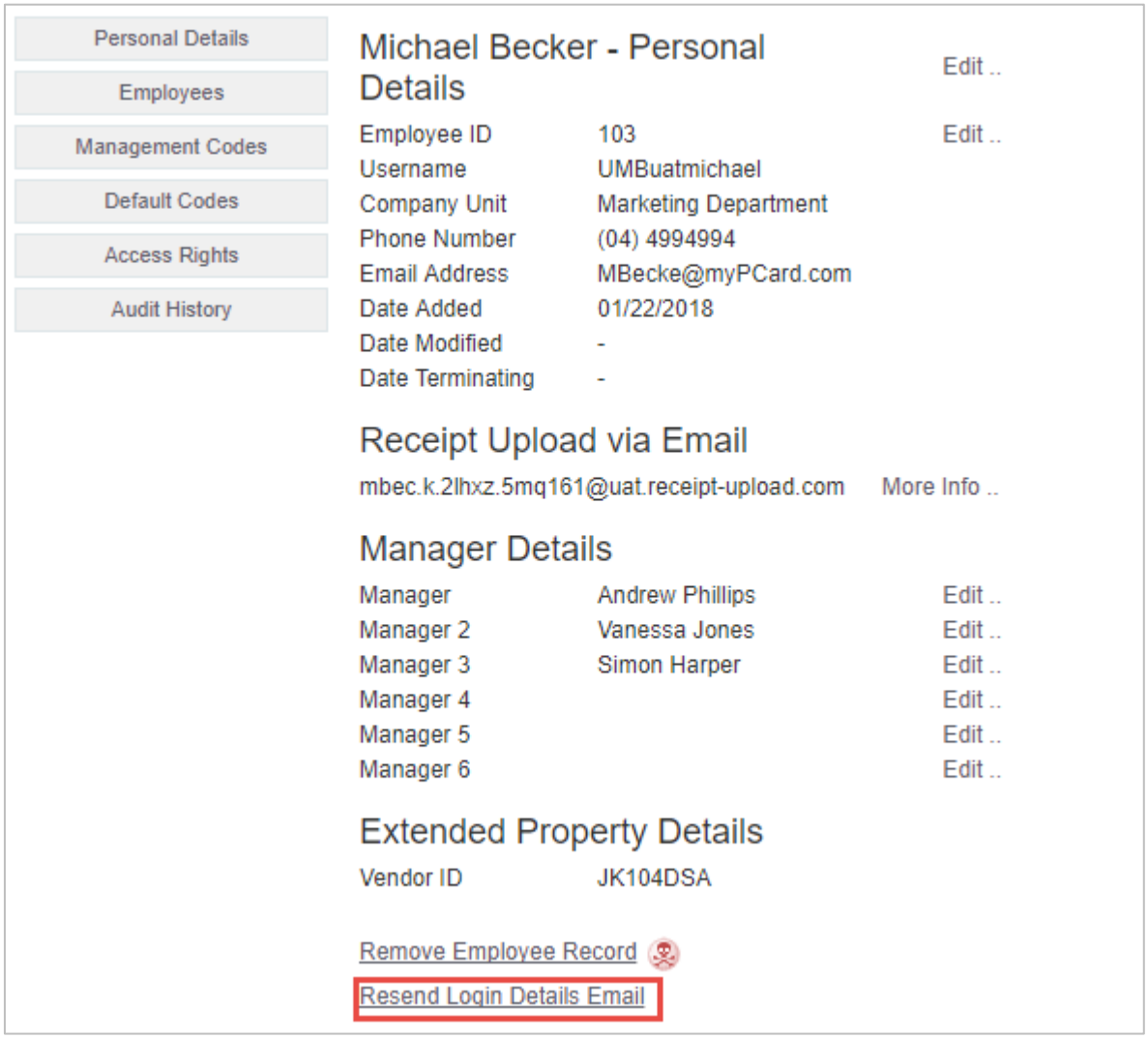


To run another search, click **Search** at the top-right corner of the screen.

The following table describes the icons available for each employee.

Icon	Function	Description
	View employee details	Opens the **Personal Details Report** window, which contains information, such as reports and charge codes that the employee has access to.
	View employee card account details	Opens the **Account Details Report** window, which provides a summary of the employee's credit card details. This icon only appears if the employee has a card account.
	Set employee default codes	Opens the **Default Charge Code - Personal** window that enables you to set the default codes for the employee. Use the drop-down lists to select the charge codes. If you have the right to view the codes, you can search for the codes that have been loaded into the system using the CC Interface File. Click **Save** to save the default codes.
	Change username	Opens the **Change Username** window which will prompt you for the administrator password and the new username for the employee.
	Change password**	Opens the **Change Password** window which will prompt you for the administrator password and the new user password for the employee. This function is useful when an employee cannot remember their password.
	Change account lock status	Toggles the account lock status between **Unlocked** (grey icon) and **Locked** (red icon). If an employee has been locked out of the system for entering incorrect username and/or password, their locked status shows as . **Note:** An employee can only have one account lock status.
	Create new username	Use this feature when adding only a few employees. When creating accounts in bulk, you can use the UI Interface File. Opens the **Create New Username** window which will prompt you for the administrator password, username and user password for the employee. **Note:** This icon does not appear if you choose to create usernames and passwords using the UI Interface File.
	Add / remove employees from groups	Adds or removes one or more employees to/from a charge group, report group, rate group or approval role. To perform these changes, click to select the employee and change the icon to (red). Click (grey) at the bottom of the icons, and select the action you want to perform on the selected employee(s). Select **Save** to implement the changes.

**Resend login details email. If an employee did not receive their login details, then you can resend the email by clicking on the icon.



Creating New Employees

There are two methods you can use to create new employees in the platform: uploading employee details using the HR Interface File, or manually creating new employees using the **Insert New Employee** functionality.

Uploading employee details using the HR Interface File

The HR Interface File is a spreadsheet with specific columns, some of which are mandatory for completion. The file enables you to manage information of multiple employees at one time and is useful for uploading:

- Basic details such as email address or telephone number.
- Approval details such as the manager approving an employee's expenses.
- Reporting group information such as the employee's reporting rights.

UMB recommends using the HR Interface File (via the Vault and Refresh Interfaces) to create new employees to ensure they are assigned to the correct groups in the system. Refer to the HR Interface Format Guide in the Interface Pack for more information.

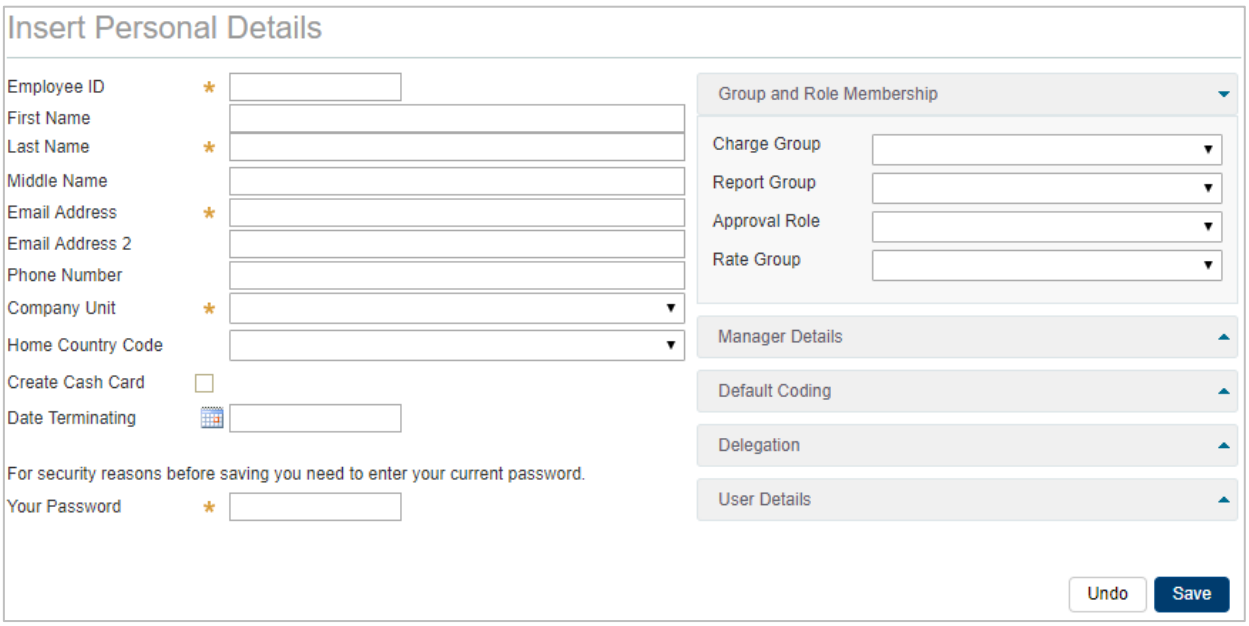
Employee details can only be updated using the HR Interface File.

Note: Regardless of the method you use, you still need to create a username and password for the employee, either using the UI Interface File, or manually as described below.

Manually creating new employees

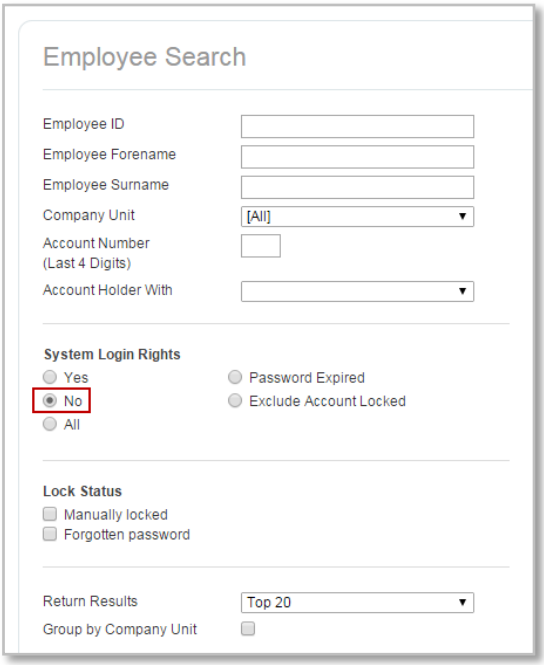
This procedure is an alternative to the HR Interface file and should only be used by experienced administrators. Employee records created this way do not have any system access and will need to be assigned to charge groups, approval roles and reporting groups.

1. Click *Administration* > *Overview* > *Administration Overview*.
2. On the **Administration Overview** screen, select **Employees**.
3. In the **Employee Search** window, click **Search** or close the screen.
4. On the **Employee Administration** screen, click the **Insert New Employee** link.
5. In the **Insert Personal Details** window, enter the details of the new employee in the appropriate fields (fields marked with an asterisk are mandatory), and then click **Save**.

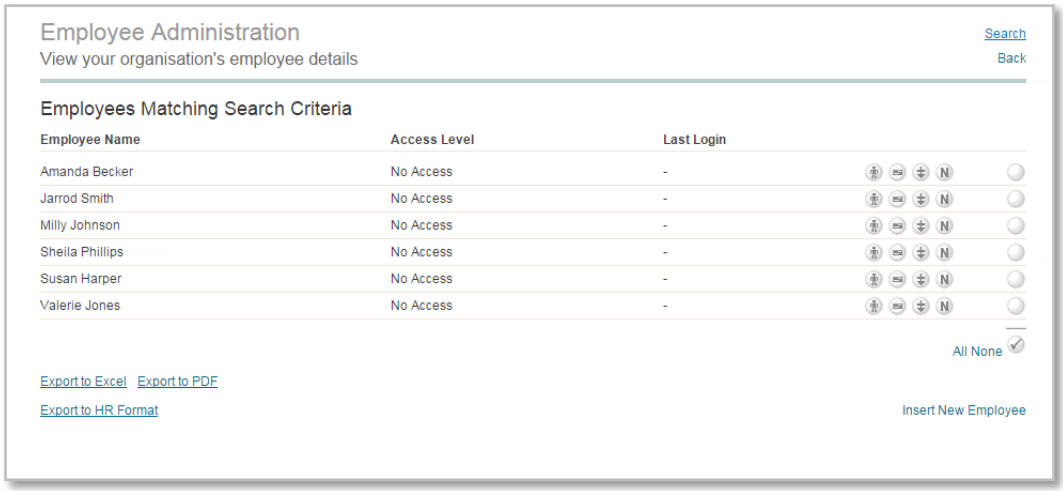


Creating Usernames and Passwords for Employees

1. Perform an employee search with **System Login Rights** set to **No**.

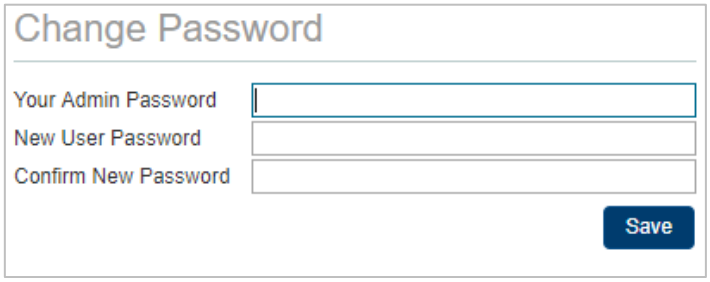


2. In the search results, click N for the employee.



3. In the **Create New Username** screen, enter the administrator password, the employee's username and then click **Save**. A password will be automatically generated for the user.

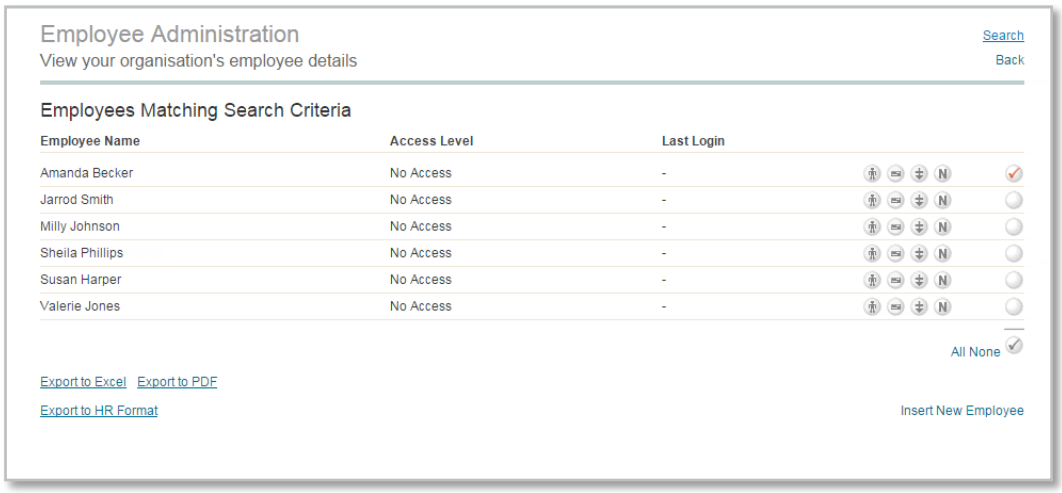
4. If you want to create a new password then click on P , enter the administrator password, the employee's password and then click **Save**. The password will be sent to the user via email.



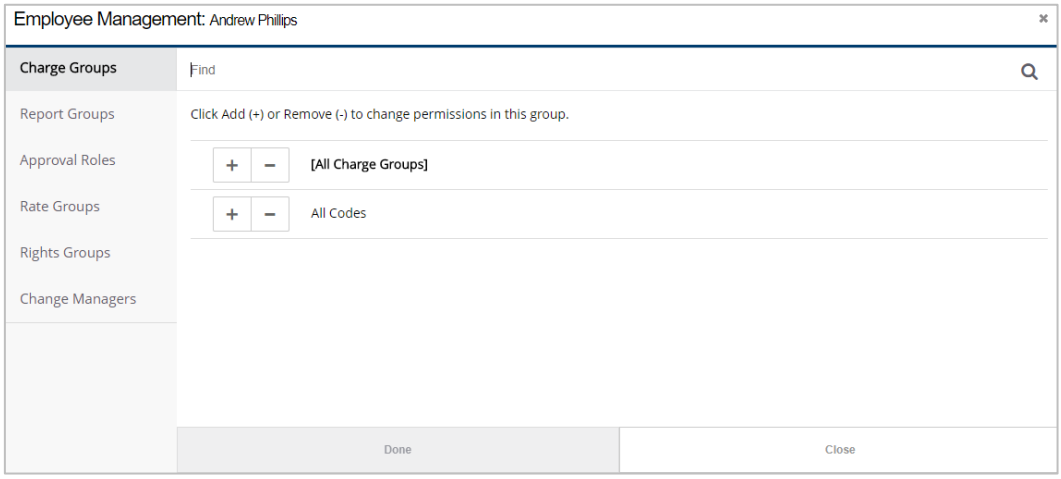
Note: You must map the employee to the appropriate card in the system before giving them their login details. Refer to Account Management for more information.

Assigning Employees to Groups

1. Select at the end of the row.
2. A red tick will appear in the circle.
3. Click (grey) at the bottom of the list.



4. From the **Action to Perform** drop-down list, select the **Add to...** option you require.



Using the following table as a guide, select the **Group** from the list and then click **Save**.

Add to...	Group
Charge Group	Select **[All Charge Groups]**.
Report Group	Select **Administration**, **Cardholder**, or **Management Group**.
Approval Role	Select from the list, as appropriate.

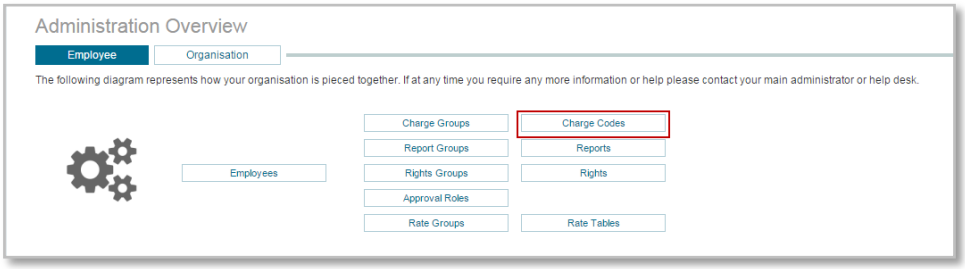
Note: Although you may use this functionality to remove employees from **Charge Groups** and **Approval Roles**, it is unlikely that you would use this if there is only one **Charge Group** and one **Approval Role**. Report groups may change, however, if employees change responsibilities within the organization and require access to more advanced reports.

You may only change group memberships this way. If you need to edit other employee details in the system, you must use the HR Interface File.

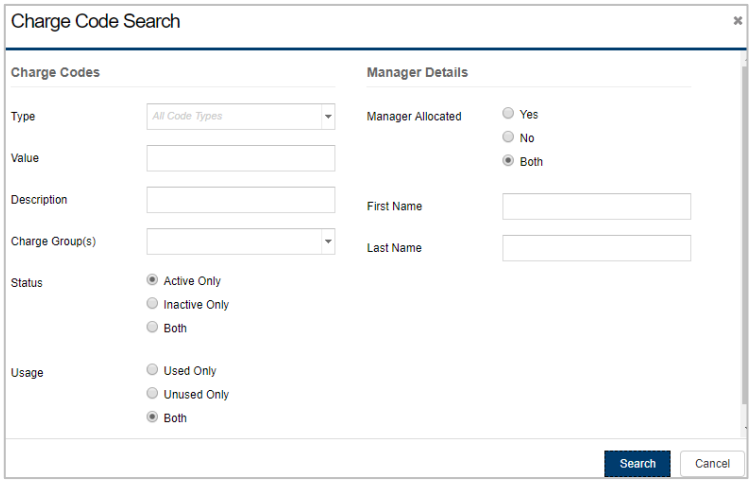
Updating Charge Codes

Charge codes are normally loaded into the platform using the CC Interface File. For more information on loading interface files, refer to The Vault and Refresh Interfaces.

1. Click *Administration* > *Overview* > *Administration Overview*.
2. In the **Administration Overview** screen, click **Charge Codes**.



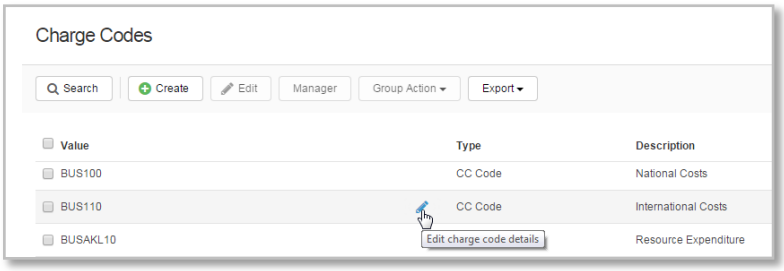
3. In the **Charge Code Search** window, enter the criteria to filter the results and then click **Search** to display the results in the **Charge Codes** screen.



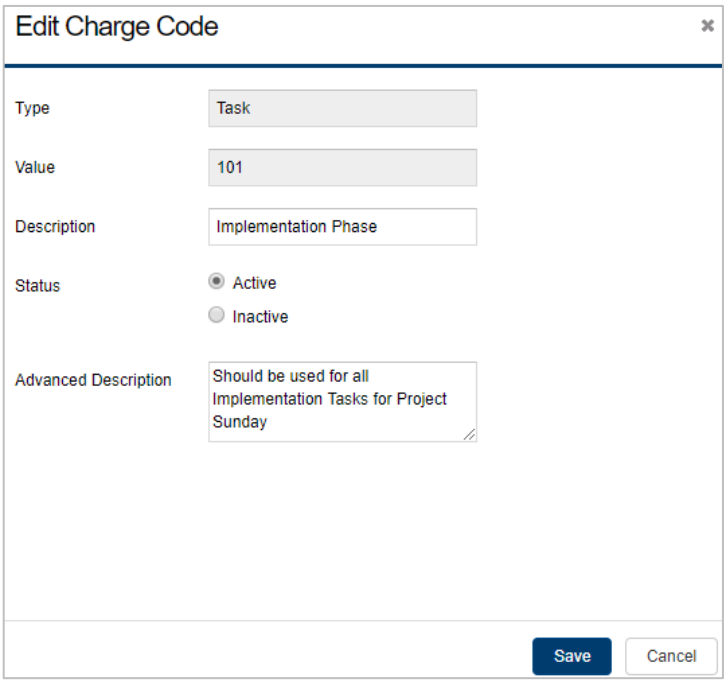
4. In the **Charge Codes** screen, edit the charge codes. You can edit them individually or as a group.

To edit the codes individually:

1. Hover the mouse over the charge code and then click the pencil icon .

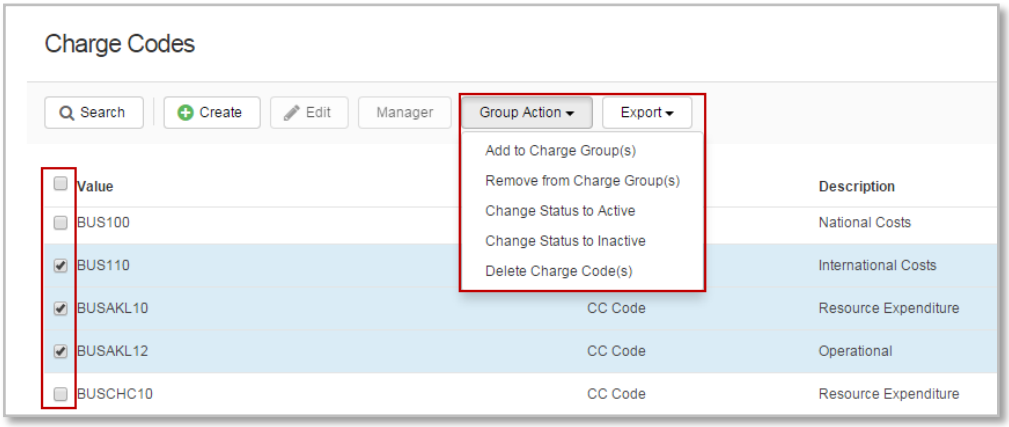


2. In the **Edit Charge Code** window, change the details as required and then click **Save**.



To edit multiple charge codes:

1. Select the check boxes for the charge codes that you want to change, and then select the action from the **Group Action** list to display the corresponding dialogue box.



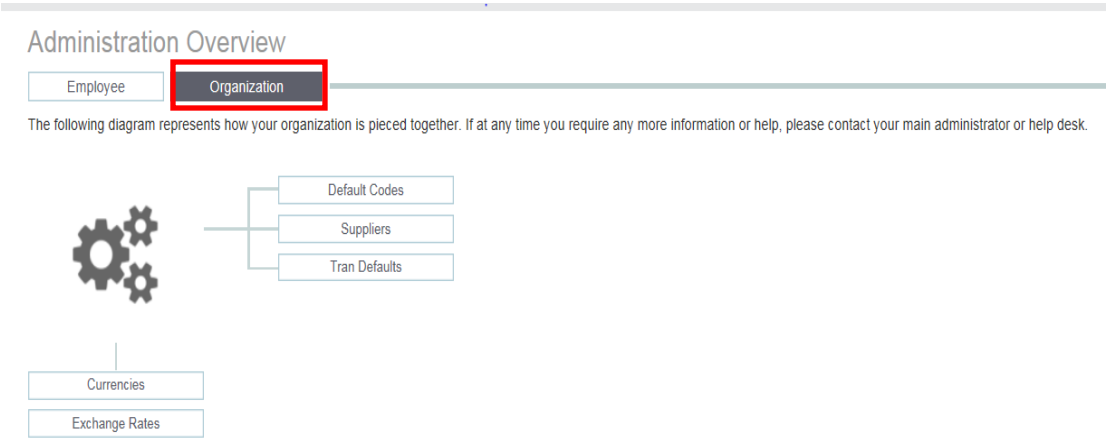
2. Enter the required information or confirm the action when prompted.

Organization Management

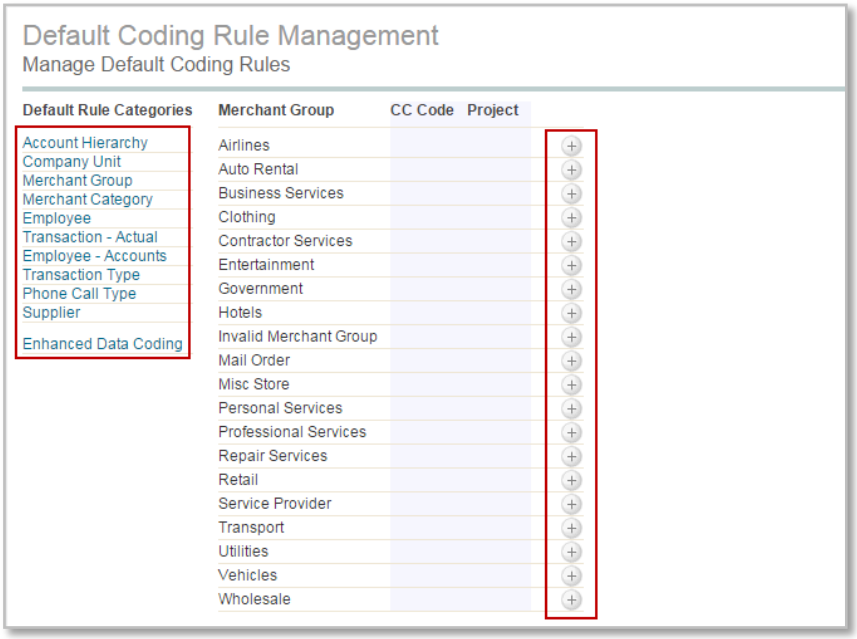
Updating Default Coding Rules

Default coding rules enables the automatic completion of transaction coding to reduce the amount of time needed by an employee to code transactions. The coding rules are based on a hierarchy that determines the default code to use, such as the company unit an employee belongs to, or the merchant category of the supplier used in the transaction.

1. Click *Administration* > *Overview* > *Administration Overview*.
2. In the **Administration Overview** screen, click the **Organization** tab, and then click the **Default Codes** box.

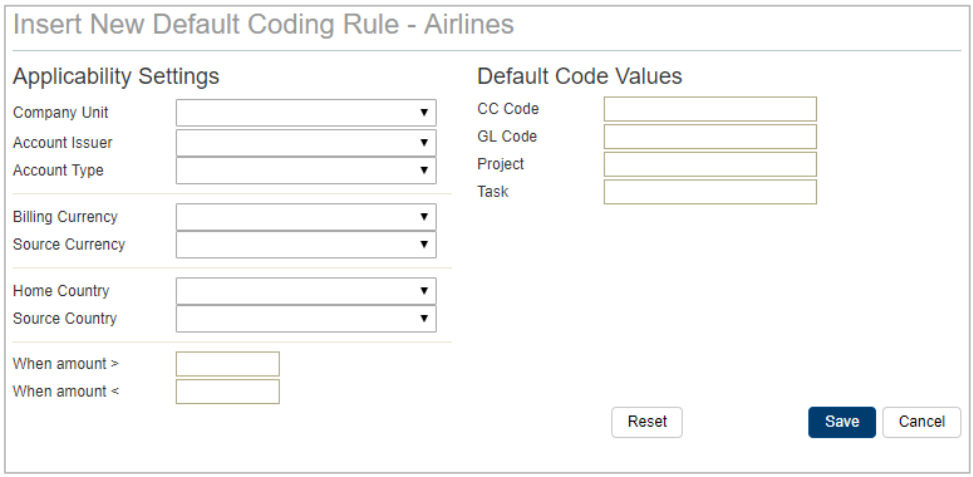


3. On the **Default Coding Rule Management** screen, click the **Default Rule Category** to display the items under the category. Then click associated with the item you want to build a rule for.

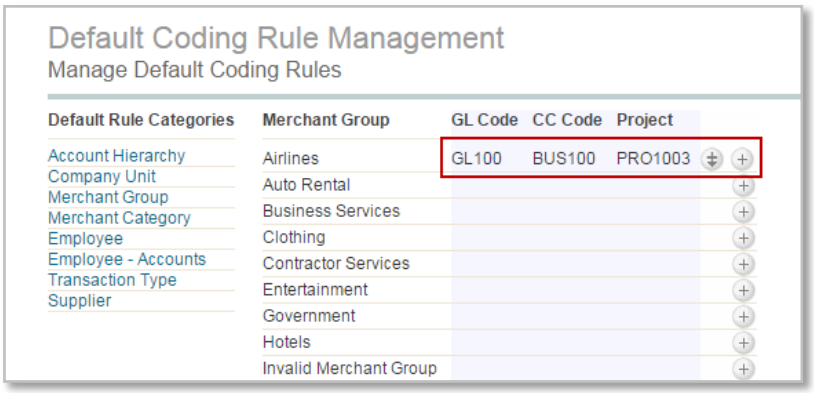


Note: For categories that have too many options to fit on the screen, the **Default Code Search** window appears to filter the list. Enter the required criteria and then click **Search**.

4. In the **Insert New Default Coding Rule** window, enter the **Applicability Settings** and **Default Code Values** that will apply to the item and then click **Save**.



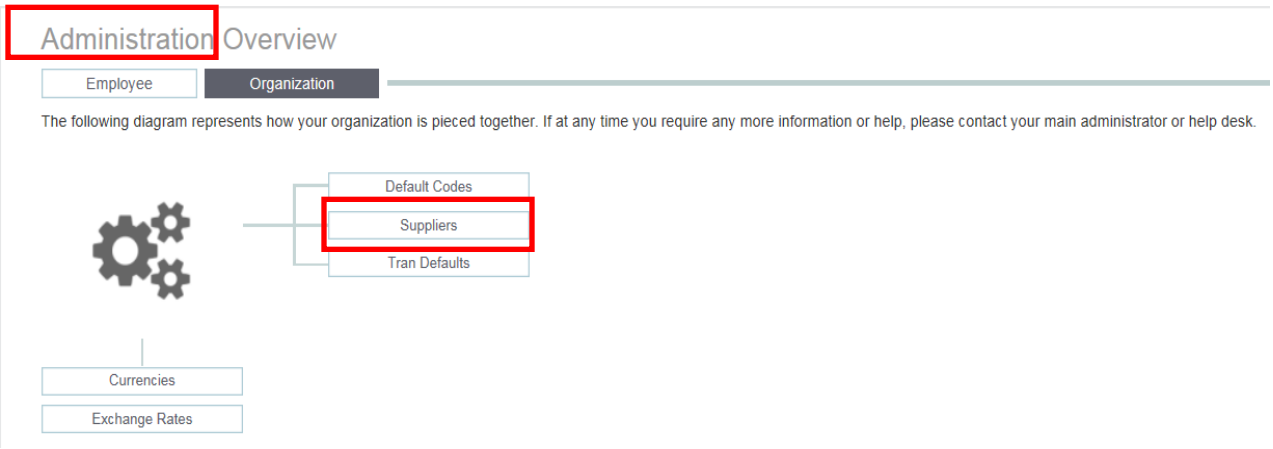
The **Default Coding Rule Management** screen displays the rule that apply to the item. To change the rule, click .

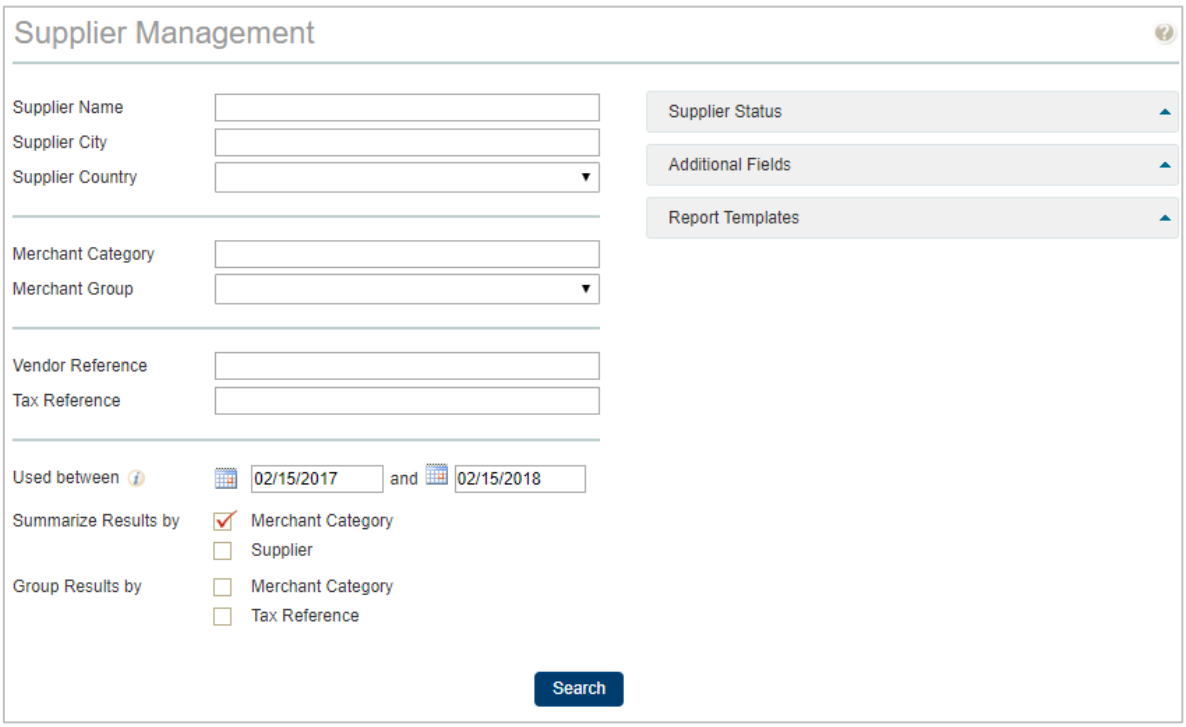


Managing Company Suppliers

When data feed from a card issuer is loaded into the platform, any new merchant is automatically added to the system as a non-approved supplier. As an administrator, you will manage and assign preferred status suppliers. If you want to set default codes for suppliers, follow instructions above.

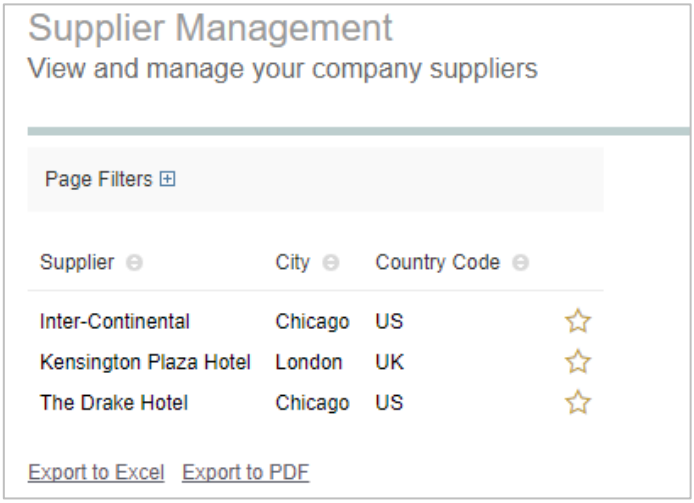
1. Click *Administration* > *Overview* > *Administration Overview*.
2. In the **Administration Overview** screen, click the **Organization** tab and then click the **Suppliers** box.
3. In the **Supplier Management** window, enter the criteria to locate the suppliers you want to manage and then click **Search**.





Note: If the **Merchant Category** option is selected, the **Supplier Management** screen displays summarized results by merchant category. Click the category to display the suppliers under that category.

4. On the **Supplier Management** screen, click the respective icon to mark the supplier as preferred or non-preferred, change supplier charge code defaults, or view supplier details.



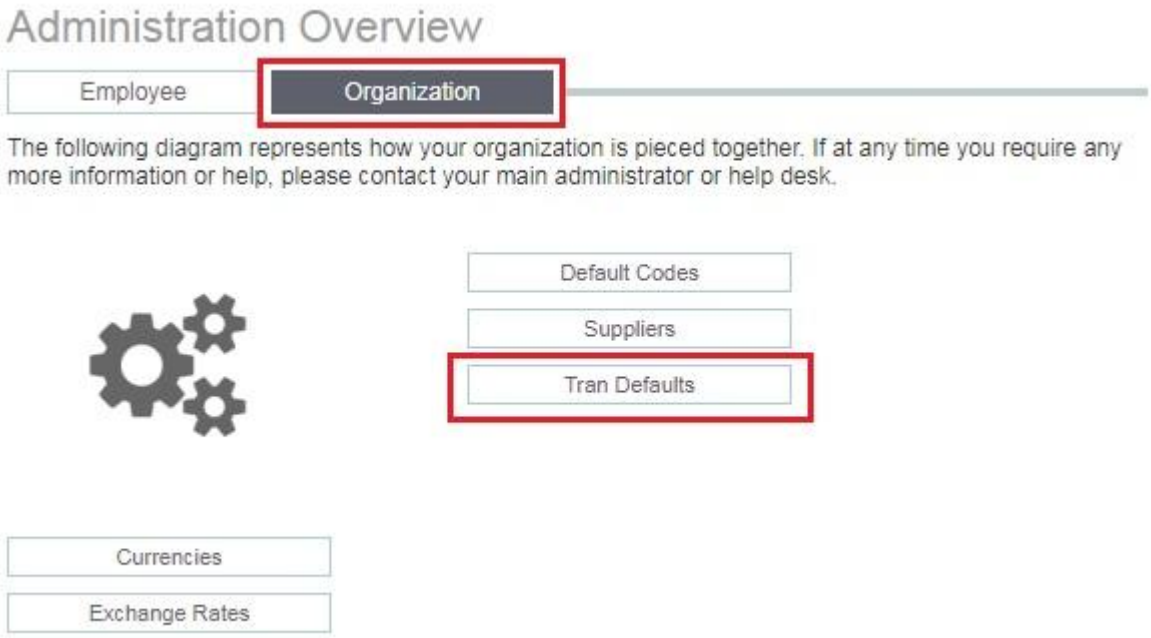
Icon	Description	Details
★ ☆	Preferred supplier / Non-preferred supplier	Toggles between approved/preferred ★ and not approved/non-preferred ☆ .

Updating Transaction Defaults

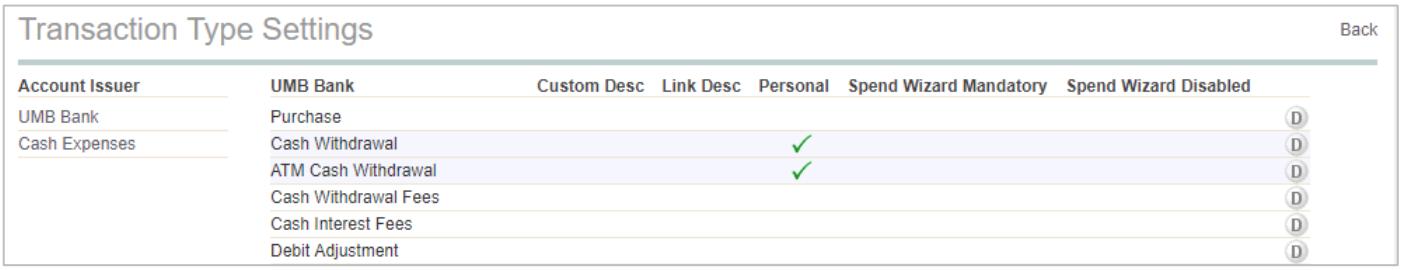
Transaction type defaults enable you to set the default codes for certain transaction types to save time for the account holder when coding their transactions.

You also have the ability to customize the behavior of transaction types. For example, you can define the text for the **Description** field in the **Transaction Details** window, or force users to complete a Spend Wizard for particular transaction types.

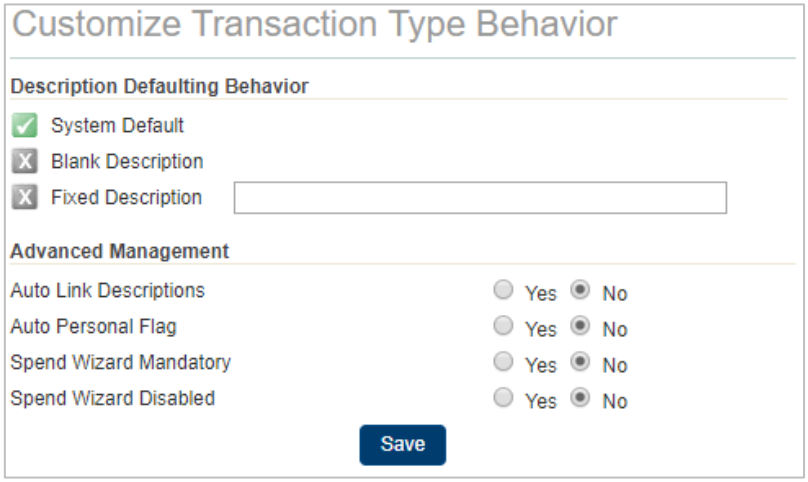
1. Click *Administration* > *Overview* > *Administration Overview*.
2. In the **Administration Overview** screen, click the **Organization** tab and then click the **Tran Defaults** box.



3. On the **Transaction Type Settings** screen, click D for the transaction type.



4. In the **Customise Transaction Type Behaviour** window, change the settings as required and then click **Save**.



5. Select the **Description Defaulting Behaviour** to define the text for the **Description** field in the **Transaction Details** window.

Option	Description
System Default	Applies the system default text.
Blank Description	Leaves the field empty.
Fixed Description	Enables you to define your own text for the field.

4. In the **Advanced Management** section, select **Yes** or **No** for the following settings.

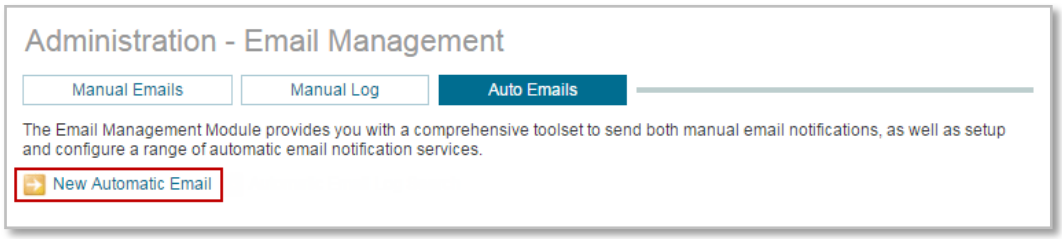
Setting	Description
Auto Personal Flag	Automatically marks the transaction type as **Personal**. For example, you may want to set any cash withdrawals as a personal expense.
Spend Wizard Mandatory	Makes it mandatory for the account holder to complete at least one spend for the transaction type. This option is only relevant if the organization is using the Spend Wizard module.
Spend Wizard Disabled	Disables Spend Wizard for the transaction type. This stops a user from completing a Spend Wizard as a means of overriding the default coding set up for this transaction type.

Email Management

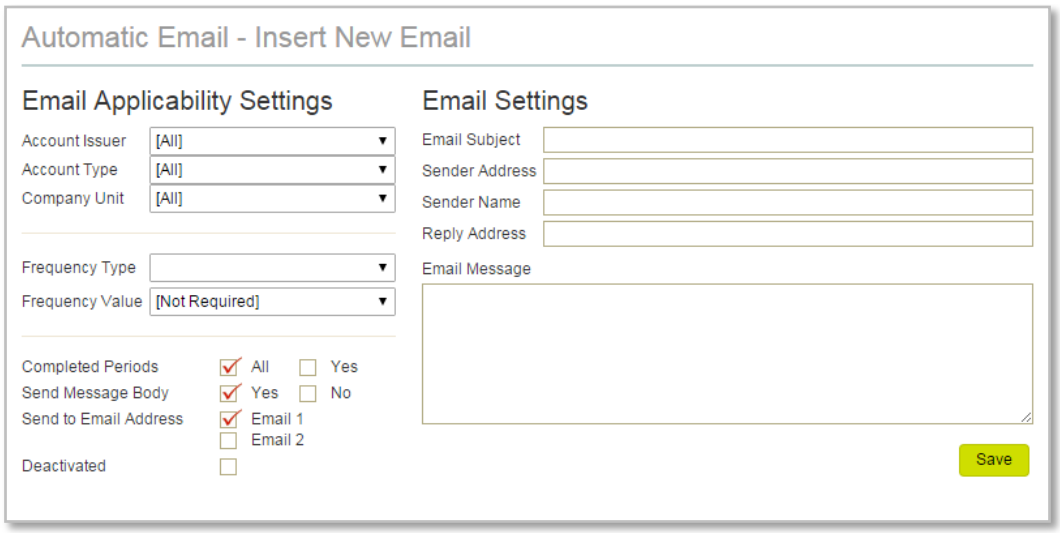
The email management module enables you to notify employees of actions or instructions necessary to process transactions, approvals and statements in the platform.

Creating Automatic Emails

1. Click *Administration* > *Overview* > *Email Management*.
2. In the **Administration - Mail Management** screen, click **Auto Emails**.
3. Click **New Automatic Email**.



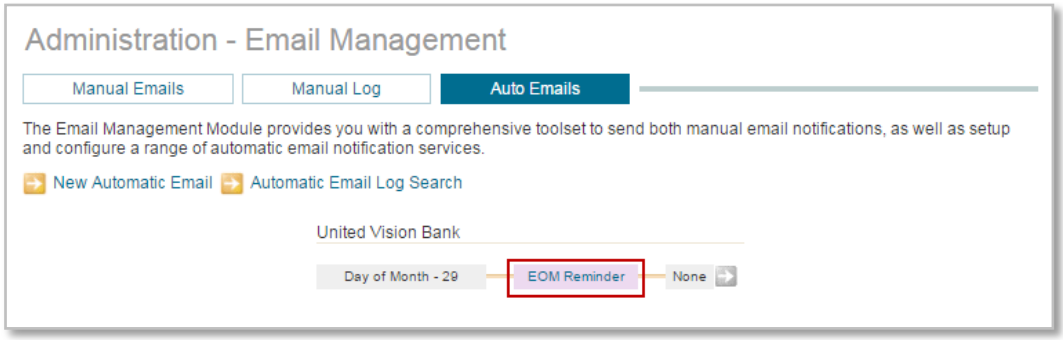
4. In the **Automatic Email – Insert New Email** window, enter the settings for the email and then click **Save**.



5. Optionally add more information to the automatic email by attaching email components.

Editing Automatic Emails

1. Click *Administration* > *Overview* > *Email Management*.
2. In the **Email Management** screen, click **Auto Emails**.
3. From the list of automatic emails on the **Administration - Email Management** screen, click the purple box with the name of the email.



4. In the **Automatic Email - Edit Existing Email**, modify the configuration of the email. The fields you are more likely to edit are:

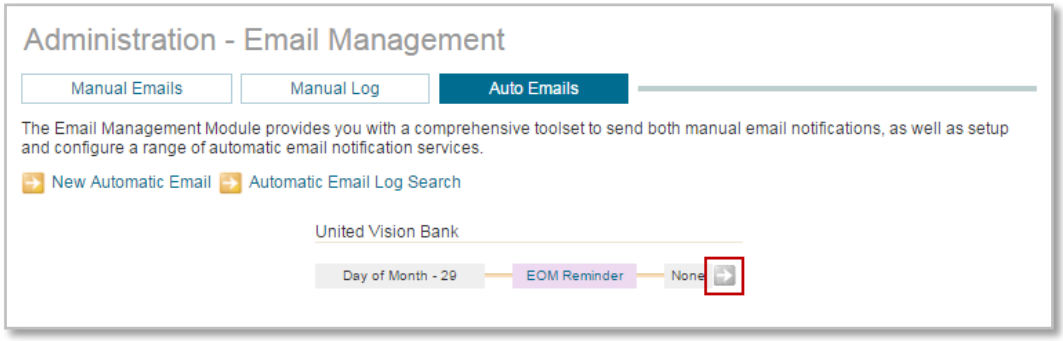
Setting	Description
Frequency Type	How often the email is sent out.
Frequency Value	The day when the email is sent out. The available options will vary, depending on the selected Frequency Type.
Sender Address	By default, this is set to donotreply-commercialcard@umb.com by default. Enter an active email address if you want to allow employees to reply to automatic emails.

5. Click **Save**.

Attaching Components to Automatic Emails

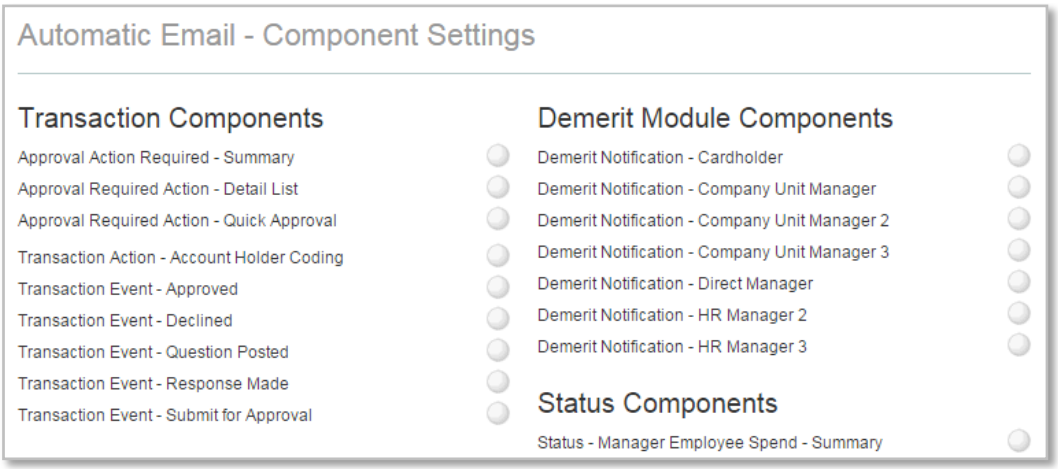
Automatic email components is additional information that you can include in the email. You can select more than one component to prevent sending multiple emails to employees. For example, instead of sending an email for outstanding approvals and another email for transactions for coding, you can send one email that contains both.

1. Click *Administration* > *Overview* > *Email Management*.
2. In the **Email Management** screen, click **Auto Emails**.
3. From the list of automatic emails on the **Administration - Email Management** screen, click the **Edit** icon associated with the email.



Note: The icon is displayed in grey for new emails and orange for existing emails.

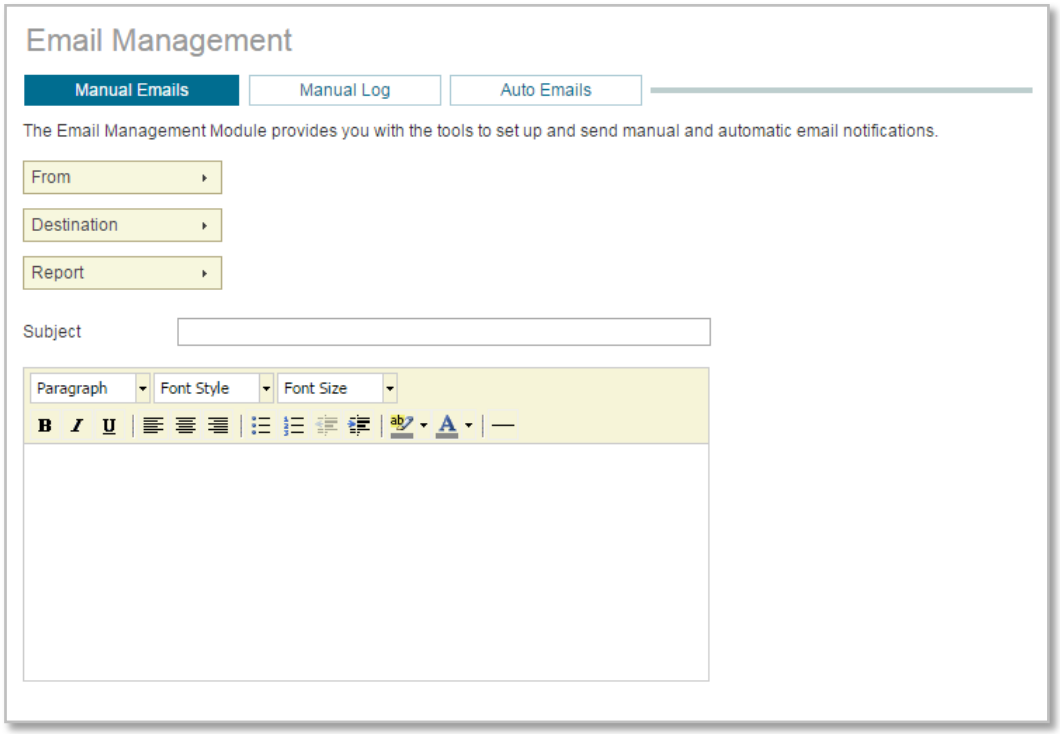
4. In the **Automatic Email - Component Settings** window, select the components you want to add to your automatic email and then click **Save** at the bottom of the screen.



Sending Emails Manually

This function enables you to manually create and send an email.

1. Click *Administration* > *Overview* > *Email Management*.
2. In the **Manual Emails** tab, enter the email settings.



3. Click **From** to enter the sender details.
4. Click **Destination** to select the recipients from the Email Destination List.
5. Click **Report** to select the any attachments from the Email Report Options.
6. Type the body of the email.
7. Click **Send Message** at the bottom of the screen.
8. To view a list of recently sent manual emails, click the **Manual Log** tab.

Data Download

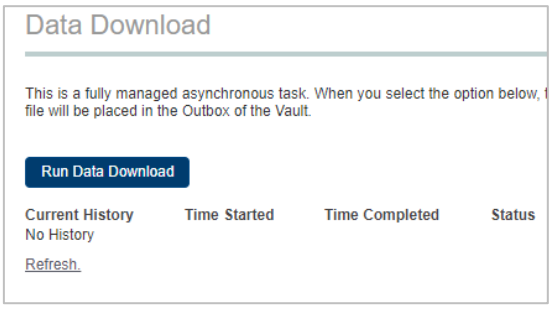
The Data Download function enables you to download (but not permanently extract) processed transaction data in the platform.

The process generates a zip file containing the downloaded data in one of the following formats.

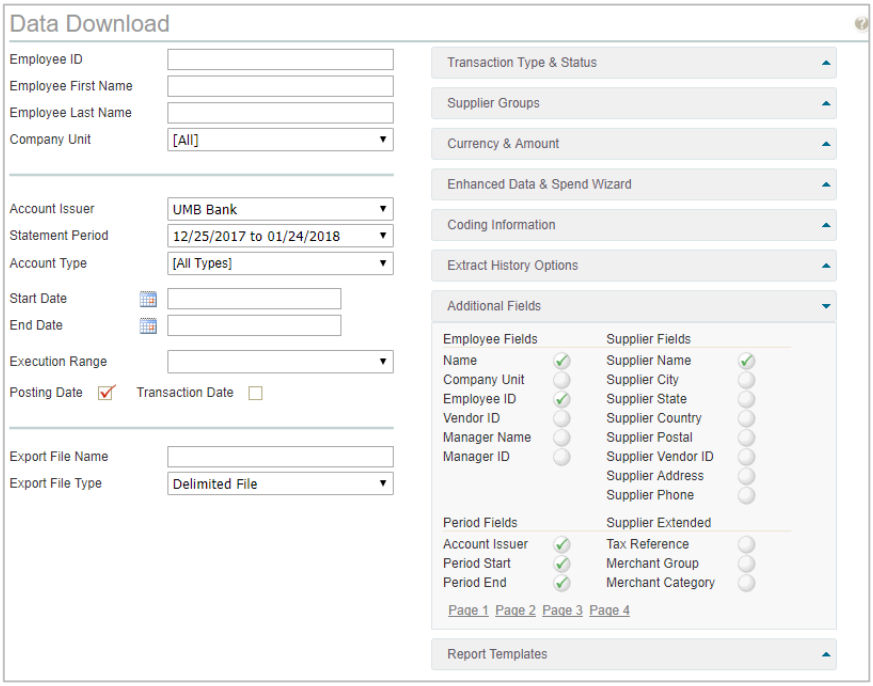
Format	Description
Text	Tab-delimited ASCII file. You can also save the file in MS Excel format.
XML	ASCII file structured in xml format.
CSV	Comma-separated values file format.
OFX	Open Financial Exchange format.

Running Data Download

1. Click *Administration > File Management > Data Download*.
2. On the **Data Download** screen, click **Run Data Download**.

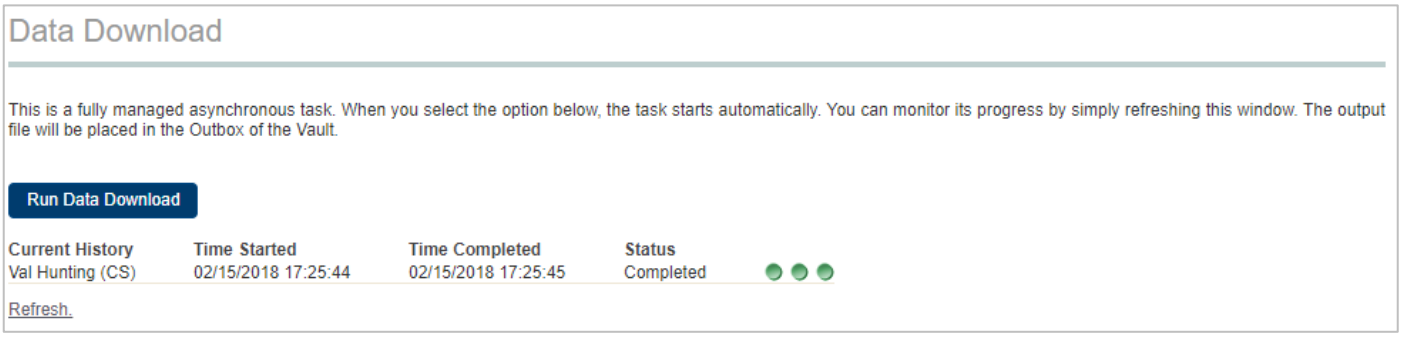


3. In the **Data Download** window, enter the criteria to filter the data for downloading and then click **Search** to start the data download.



Note: While the data download is running, you can work elsewhere in the platform and return to this screen to check the status of the download.

4. When the download is complete, the status changes to **Completed**.



To view, download, move, or delete the zip file, go to *Administration* > *File Management* > *The Vault* > *Outbox*.