the free online expenses service

eXpense

Administrator Guide

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Reference: eXpense Admin, V1

First Data Commercial Services.
52 Upper Mount Street, Dublin 2, Ireland
Tel: + 353-1-676-2700 Fax: + 353-1-676-7978 E-mail: info@deecal.com

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1 INTRODUCTION

The purpose of this document is to describe how to use and maintain the eXpense system. This includes:

1. How to login
2. How to use the Transactions screen
3. Viewing and printing E-Statements
4. Viewing and outputting Enquiries
5. Running and Downloading Reports
6. How to use filtering
7. What users should do if a user id or password is forgotten
8. Managing users and user access

Each process is further expanded upon in related sections within this guide.

2 LOGIN TO EXPENSE

2.1 Login Steps

To login to **eXpense,** do the following:

1. Open Internet Explorer.
2. Access **eXpense** via the card provider's web site
3. The user then clicks on the login button and is directed to **eXpense** landing page.
4. Click the **Start Login Process** button displayed on the screen. The User Login Step 1 screen is displayed.

5. Enter the username in the **Username** field.

6. Click the **Next** button. The User Login Step 2 screen is displayed.

7. Enter first-time password into the **Password** field.

Note: The first time a user logs onto **eXpense**, the user will be asked to change the password and validate it. The new password entered by the user must be a combination of Upper and lower case, alpha and numeric characters and must be a minimum of 8 characters in length. No two letters or numbers which are the same can follow consecutively.
Example of password format: Samp1e01 *(this is a sample password only*).

8. Click the **Next** button.

9. The user will be asked to enter an additional piece of authentication information which may be any of the following fields: the last four digits of the user's work telephone number; the last four digits of the user's credit card number, the user's e-mail address.

10. Click the **Submit** button. On successful login the default **eXpense** home page will be displayed to the user (See figure 1)

11. Where the user fails to log into the system three times consecutively, the user is automatically locked out by the system. An e-mail is sent to the user informing the user that lockout has occurred and that the user should contact their Helpdesk for further assistance.

2.2 Transactions Screen

By default, the Transactions screen displays all transactions carried out by all Cardholders in the company from the start of the company billing cycle to today's date (or to the cycle end date). The user can narrow what is displayed by filtering on first name, surname or last four digits of a card number.

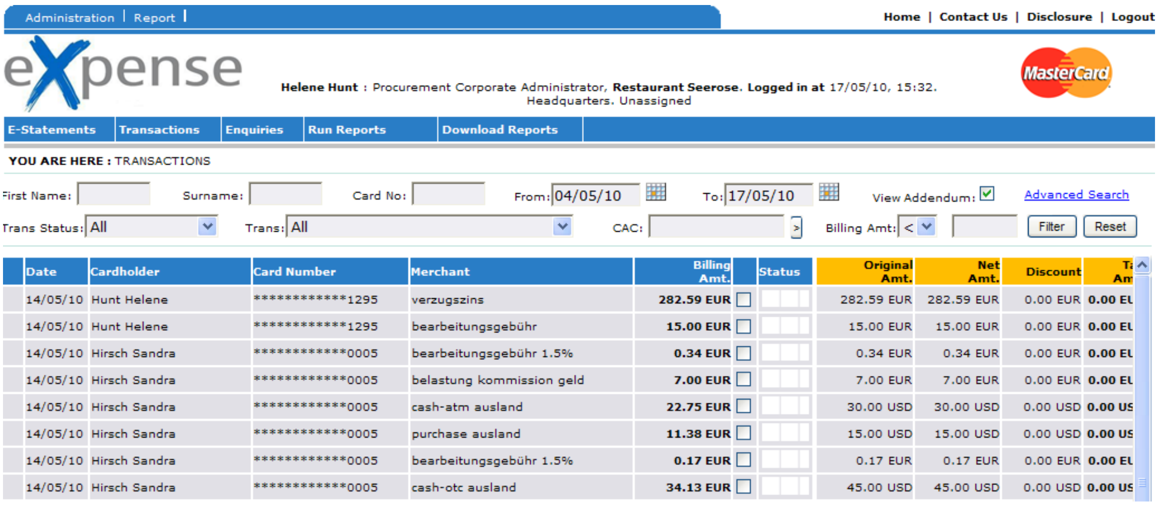


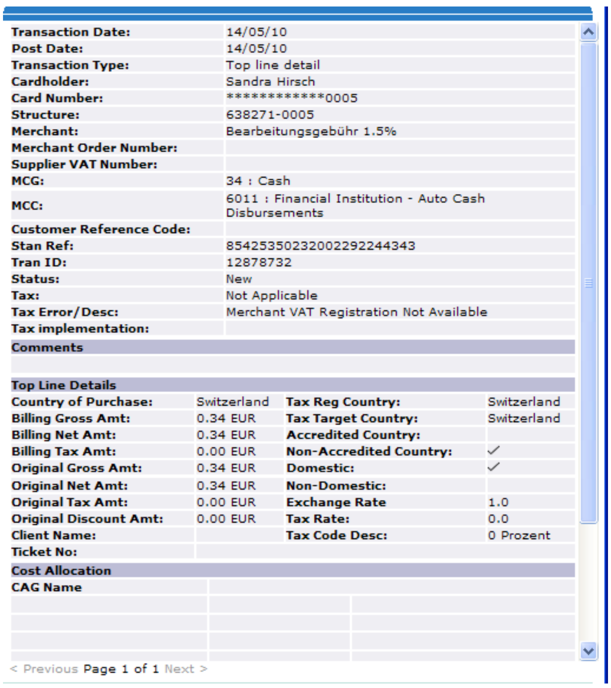
Figure 1: Transactions screen

2.2.1 Details

1. Full details of a selected top line or line item transaction can be viewed or printed by clicking the **Details** button.

2. Use the *Previous* and *Next* links in the View Details screen to move to the required top line or line item transaction when multiple transactions have been selected to view.

3. The View Details screen for top line transactions shows details for the top line transaction. The View Details screen for line item transactions shows details for the top line transaction and specific details for the line item.

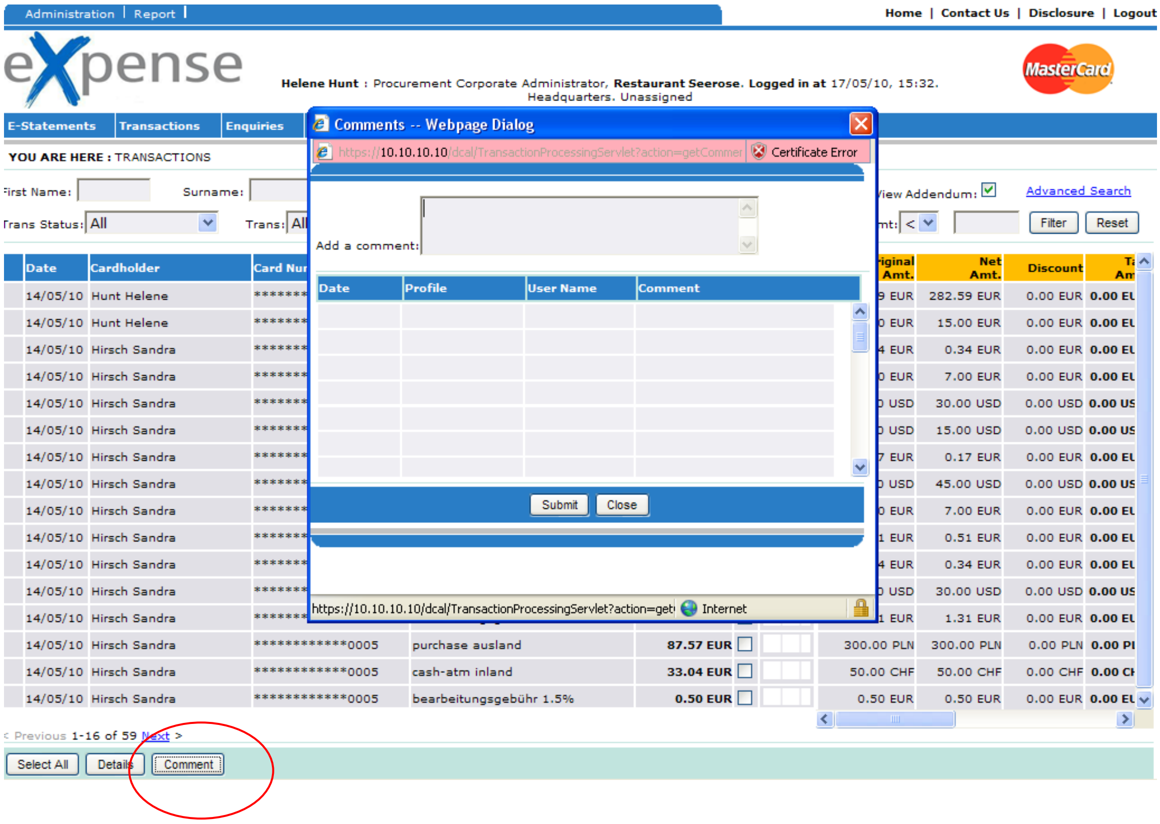


2.2.2 Comment

A comment can be added / viewed on a transaction by clicking the **Comment** button.

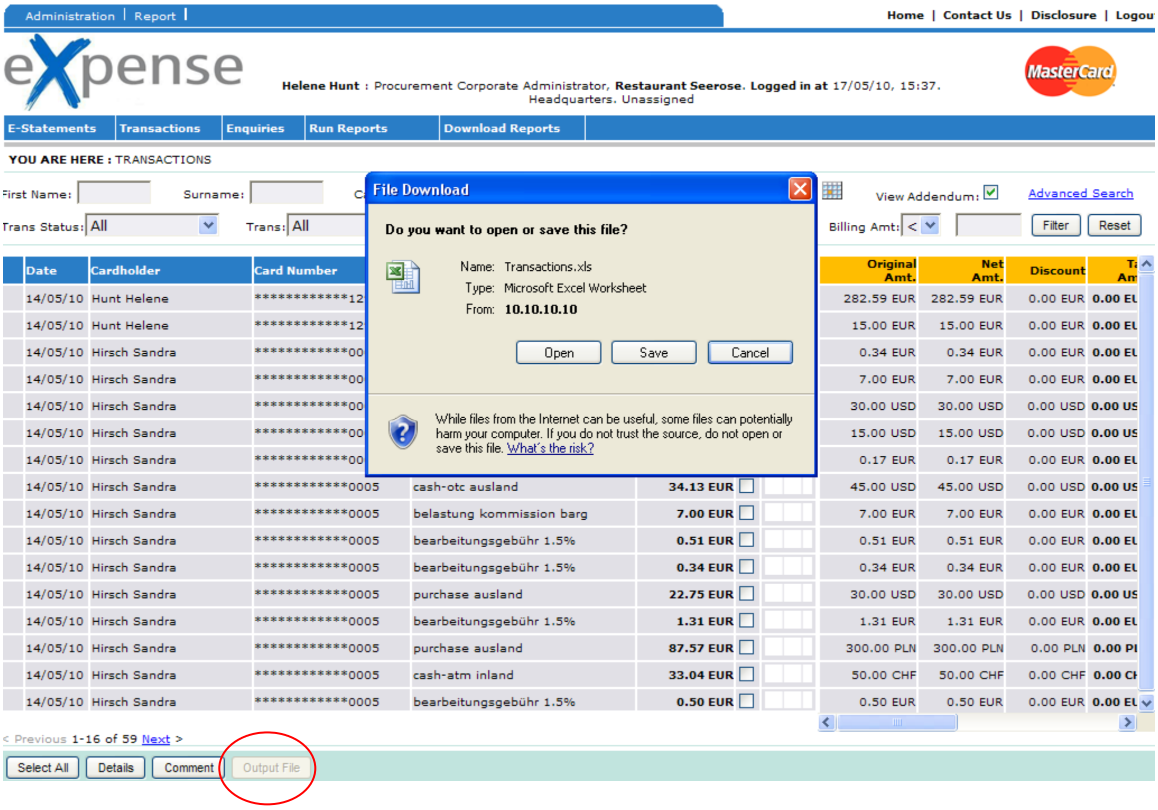
How to Add Comments

- Filter or navigate to the required transactions.
- Select the checkbox(es) of the transaction(s) to apply comment.
- Click the **Comment** button.
- In the Add Comments dialog box add the comment.
- Click **Submit**.
- Additional Comment may be added by repeating this process.



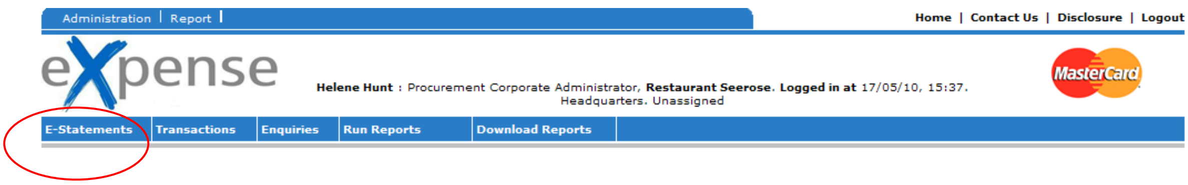
2.2.3 Output to File

The results of any Transactions screen filter can be outputted in xls (Excel). This can then be either opened directly in Excel or saved to disk for opening in Excel later.

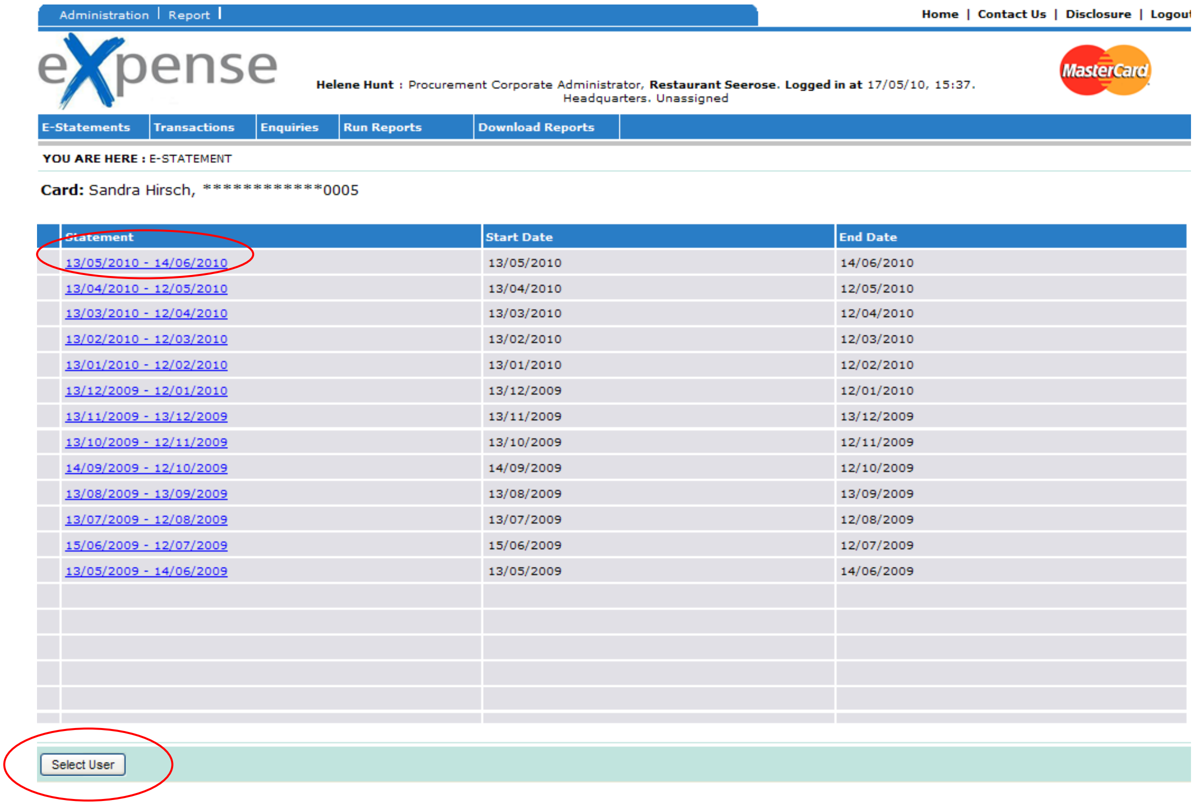


2.3 E-Statement Screen

The E-Statement screen allows users to view statements directly from E-Doks. This screen can be accessed through the E-Statement link on the eXpense screen.



By clicking on the blue hyperlinks on the left side of the screen, statements for each billing period can be viewed. An Administrator can view the E-Statements of different users by clicking on the Select User button at the bottom of the screen.



2.4 Enquiries

Enquiries allow access to information on transaction spend by Merchant Category Group (MCG), Merchant Category Code (MCC), and Merchant. The Inactive Card Enquiry shows activity and inactivity on cards within the company.

There are three Enquiries available as follows:

- MCG (Merchant Category Group) Enquiry
- MCC/Merchant (Merchant Category Code/Merchant) Enquiry
- Inactive Card Enquiry

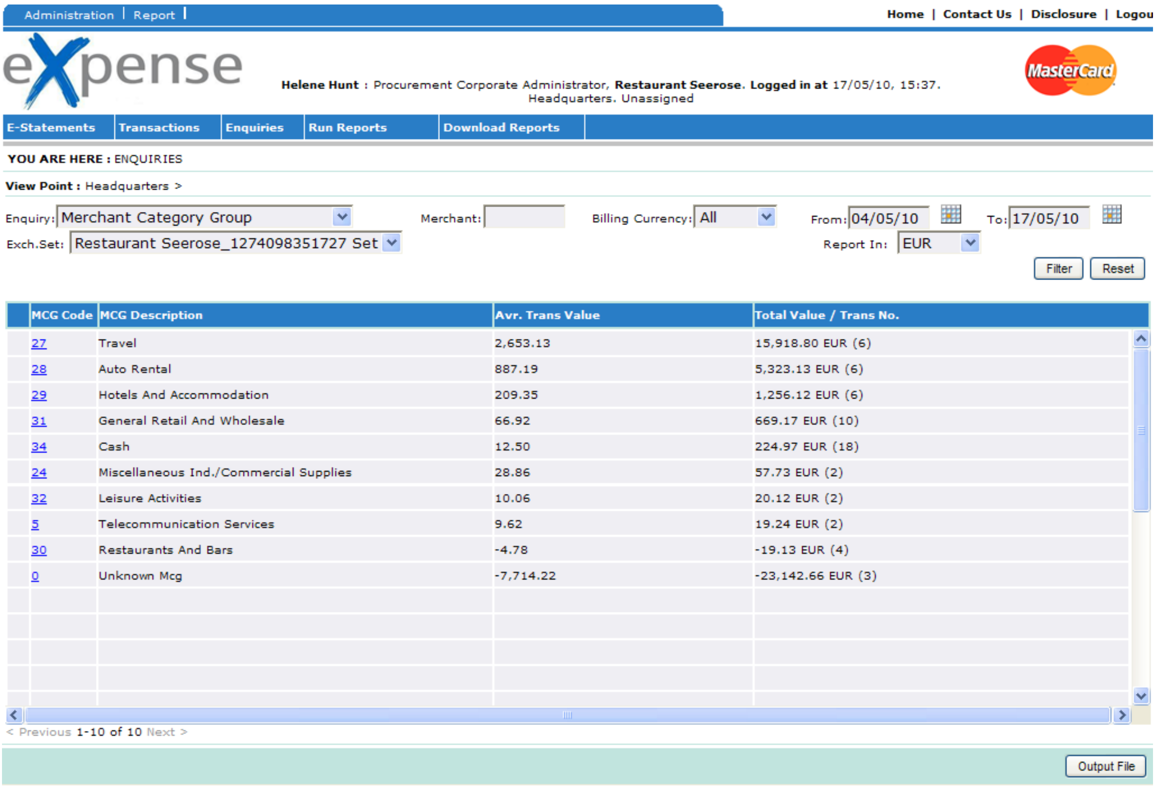
The MCG, MCC/Merchant enquiries display in the order of highest spend first.

When entering Enquiries, the MCG Enquiry screen is displayed by default. The screen automatically displays data for the current cycle (first day of cycle to current date). Edit the dates, as required, by editing the **From** and **To** calendars.

All Enquiries default the billing and reporting currencies to the currency of the company's corporate account. Choose alternative currencies by selecting on the currency drop down boxes.

Filter by merchant name by typing the merchant's name into the Merchant field. This will return transaction spend for that specific merchant for the period selected. Click on the **Reset** button to return to default settings.

Drill further into any Enquiry by clicking the blue hyper links.



MCG Code	MCG Description	Avr. Trans Value	Total Value / Trans No.
27	Travel	2,653.13	15,918.80 EUR (6)
28	Auto Rental	887.19	5,323.13 EUR (6)
29	Hotels And Accommodation	209.35	1,256.12 EUR (6)
31	General Retail And Wholesale	66.92	669.17 EUR (10)
34	Cash	12.50	224.97 EUR (18)
24	Miscellaneous Ind./Commercial Supplies	28.86	57.73 EUR (2)
32	Leisure Activities	10.06	20.12 EUR (2)
5	Telecommunication Services	9.62	19.24 EUR (2)
30	Restaurants And Bars	-4.78	-19.13 EUR (4)
0	Unknown Mcg	-7,714.22	-23,142.66 EUR (3)

The Inactive Card Enquiry displays cards within the company showing when last transaction activity took place on each card, and the last time the Cardholder logged in. This Enquiry is used primarily to track activity and inactivity on cards issued to employees.

2.4.1 How to output enquiries to Excel?

In each of the Enquiry screens there is an **Output File** button, which allows you to extract the contents of the Enquiry screen to Excel.

1. Using the date and currency filters, select the data to be output to Excel. The system will extract all data returned, based on the chosen filters.

2. Click on the **Output File** button. A file download pop-up will appear.

3. Select Open or Save. Where Open is selected, the system will automatically open up the file in Excel, displaying the data selected. Where Save is selected, create file name, select the appropriate directory and click on Save.

4. Click on the Reset button to return to default Enquiry settings

2.5 Run Reports

There are two reporting sets available:

- Cardholder Activity Report
- Merchant Spend Report

When running a report a set of run criteria parameters is presented which allows the user to further refine the detail that will be outputted in the selected report. These parameters include a choice of date ranges and data formats e.g. .xls (Excel), .htm and .pdf and .rtf formats.

Reports of the type .xls, .rtf, .pdf are downloaded; reports of the type .htm are viewed in a new browser window and can be saved using the browser's **Save As** functionality.

When run, reports are automatically queued and run in batch mode. The user can see the progress of the scheduled report in the Download Reports screen.

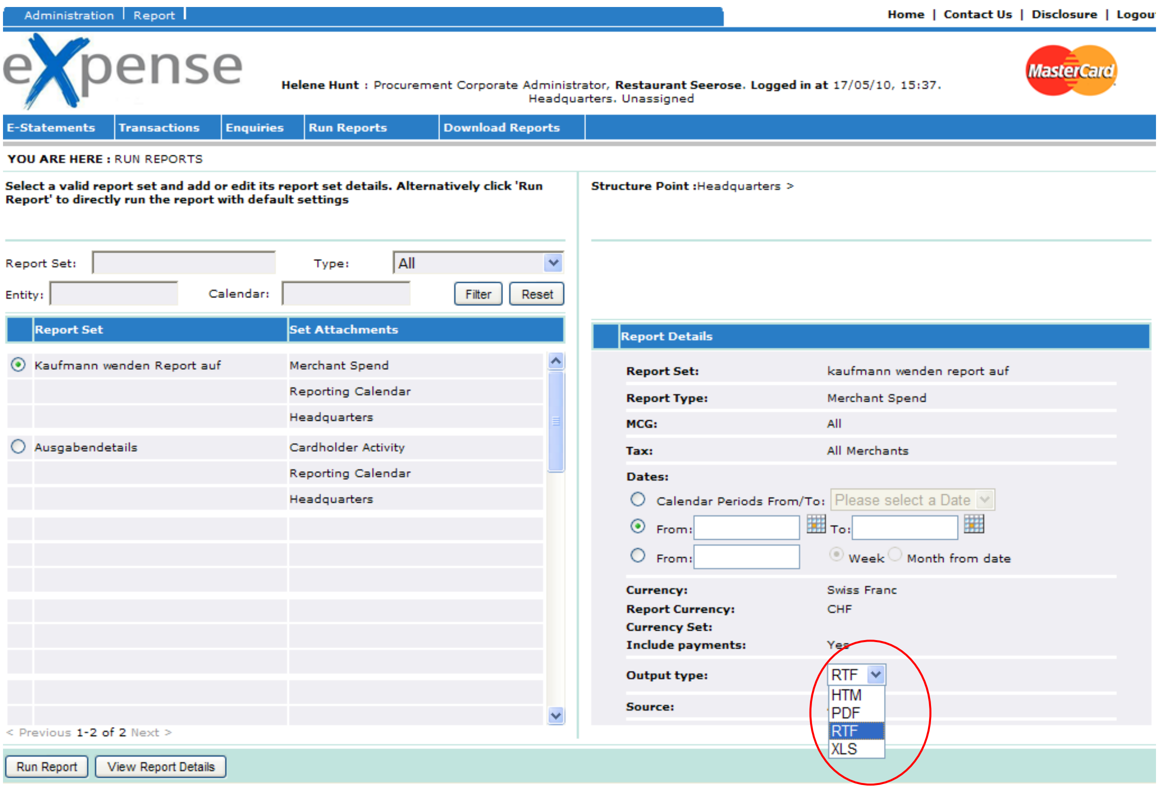
2.5.1 How to run a report?

1. Select **Run Reports** from the Quick Links menu. A list of available Report Sets is displayed in the Run Reports screen.

2. Select the Report Set you wish to run by enabling the radio button beside it.

3. Clicking the **Run Report** button will automatically run the Report for the current billing period, and in the default output type. Click the **View Report Details** button to confirm/change report run dates or the report output type.

4. The report is scheduled and when it is ready will be displayed in the Download Reports screen with a status of 'Ready'.



2.6 Download Reports

1. Select **Download Reports** from the Quick Links menu.

   Reports that have been created and are available for download are displayed in the Download Reports screen with a status of 'Ready'.

   A report that has not completed will have a status of 'Scheduled' or 'In Progress'. Reports that have failed will have a status 'Failed Errors' or 'Failed No Data'. Reports that have already been downloaded or viewed have a status 'Downloaded/viewed'.

2. **Select the Report you wish** to download or view by enabling the radio button beside the report name.

3. Click the **View .htm Reports** button to view the selected report on screen in HTML format only. Click the **Download .pdf, .rtf, .xls Reports** button to download a copy of the report to a specified network location in these formats only.

   A message is displayed asking you if you wish to open the file or save it to a location on your computer.

4. Click the **Save** button.

5. **Specify a location to save the file.**

6. Click the **Save** button.

2.7 Creating report sets with additional reporting parameters

Each Administrator will automatically have two reports available to run and download. Each of these reports will have default parameters. Where the user would like variations of those same reports with different parameters, the user will create new report sets as follows:

1. Select **Report > Report Sets**

2. The default Report Sets are available for viewing by the user

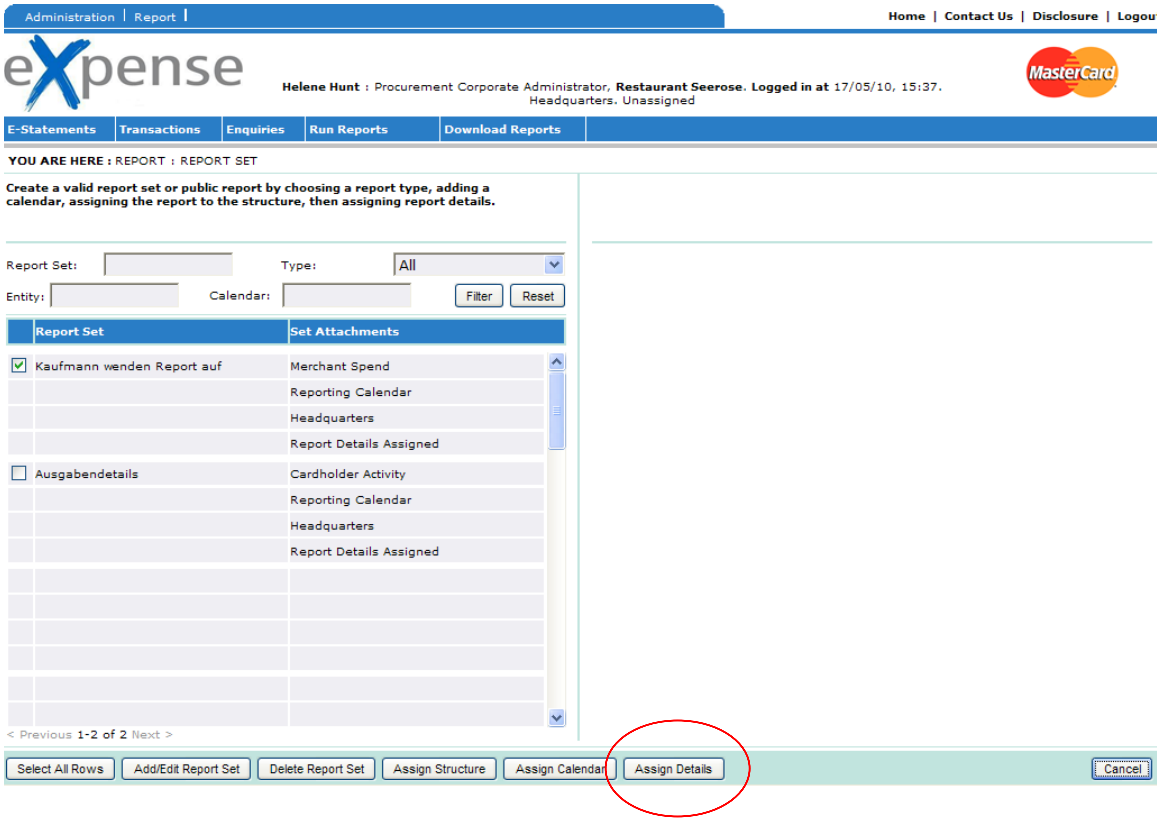
3. To create a new Report Set, the user clicks on **Add/Edit Report Set.** The user types in a Report Set name and selects the report type e.g. "Travel Spend Report", Type: Merchant Spend Report

4. To add parameters to the report the user firstly selects a **Reporting Calendar** from the available reporting calendar list (weekly, fortnightly, monthly, quarterly) and assigns it to the report set. The user then clicks on the assign details button to add additional parameters to the report.

5. The Merchant spend report allows the user to select a specific **MCG or MCC and reporting currency**. E.g. Spend by Airline, spend by Car Rental Company, and spend on Stationery.

6. For each new report set, the user will be required to select a reporting calendar of choice and additional parameters for the report depending on the report type.

7. Each new report set once saved becomes available to the Administrator in the Run Report screen.

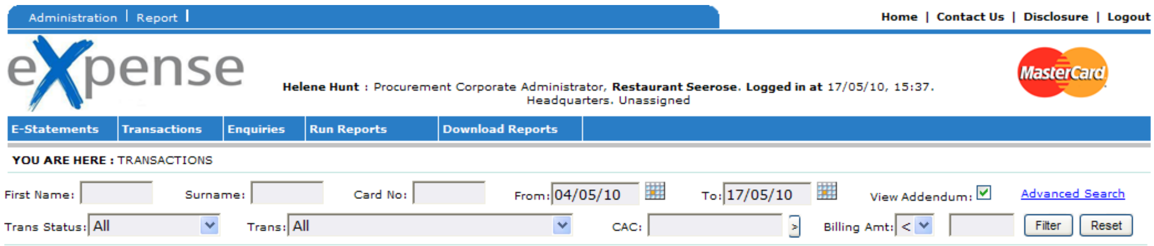

Administration | Report |
Home | Contact Us | Disclosure | Logou
eXpense
Helene Hunt : Procurement Corporate Administrator, Restaurant Seerose. Logged in at 17/05/10, 15:37.
Headquarters. Unassigned
MasterCard
E-Statements
Transactions
Enquiries
Run Reports
Download Reports
YOU ARE HERE : REPORT : REPORT SET
Create a valid report set or public report by choosing a report type, adding a calendar, assigning the report to the structure, then assigning report details.
Report Set:
Type:
All
Entity:
Calendar:
Filter
Reset
Report Set
Set Attachments
Kaufmann wenden Report auf
Merchant Spend
Reporting Calendar
Headquarters
Report Details Assigned
Ausgabendetails
Cardholder Activity
Reporting Calendar
Headquarters
Report Details Assigned
< Previous 1-2 of 2 Next >
Select All Rows
Add/Edit Report Set
Delete Report Set
Assign Structure
Assign Calendar
Assign Details
Cancel

3 FILTERING

There are two filter facilities available within eXpense, these are:

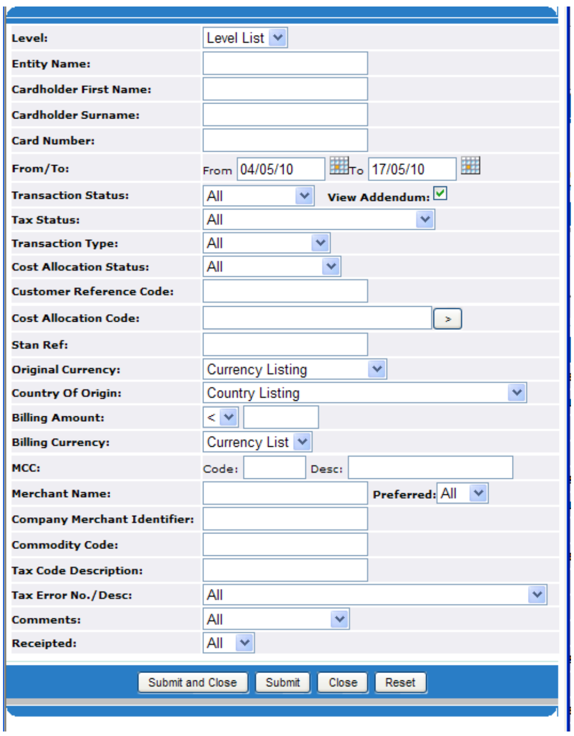
- Basic Filter
- Advanced Search

Basic Filter
Basic filtering can be performed in eXpense within the basic filter header, located beneath the Hotlinks tool bar and the Breadcrumb Trail.



The basic filter header is available on all eXpense screens; however the appearance of it on each screen will vary to reflect the area of the product in focus. For example, the filter header in the Transactions screen differs from filter header in Run Reports screen.

The basic filter allows you to limit information displayed on screen to the filter criteria entered. For example, entering the last four digits of a card number will limit transactions returned to those for that card only.



Advanced Search

The Advanced search facility is available on the Transactions screen only and provides a further way to filter by including more filter criteria. Clicking the ‘Advanced Search’ link in the filter header activates Advanced Search. Due to the number of advanced filters available, these display in a pop-up box. Once the contents of the filter have been defined and validated the criteria are displayed in the filter header of the main Transactions screen. The results of the filter are also displayed on screen.

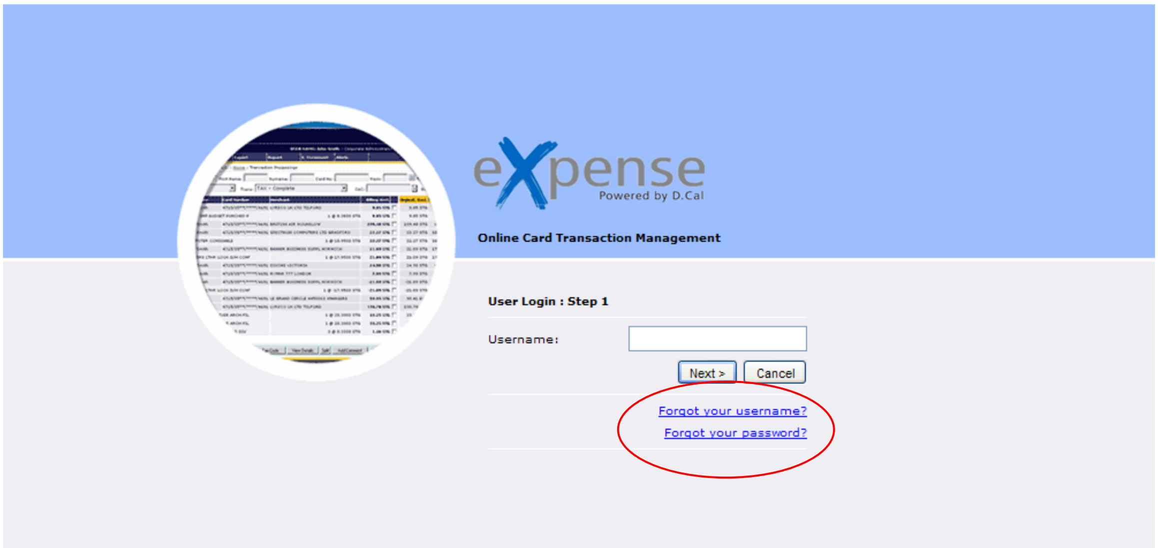
If filters have already been set in the basic filter screen, activating the Advanced Search populates these values in the Advanced Search form fields. Any filters set in the Advanced filter will also populate the basic filters on return to that filter type.

4 FORGOTTEN USER NAMES AND PASSWORDS

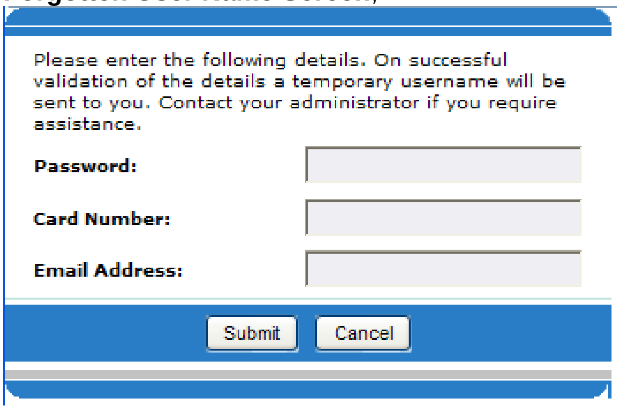
If any User forgets his/her password when they are logging on they should click on **Start User Login Process.** On that screen there are 2 links.

- If you have forgotten your User name click on **Forgotten your user name** and enter your Password, Card Number and e-mail address. A new username will be e-mailed to you. If you do not have a card, leave the Card Number field blank.

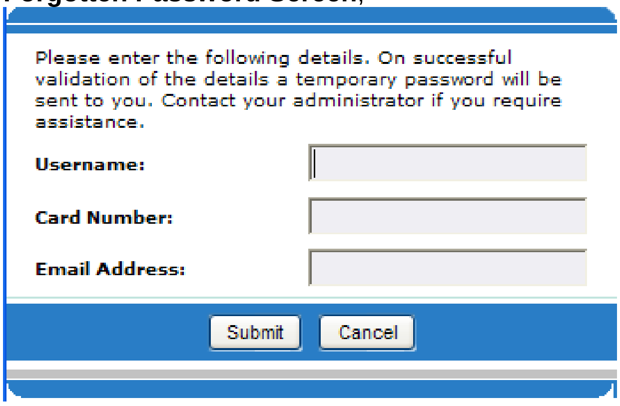
- If you have forgotten your Password click on **Forgotten your password** and enter your user name, Card Number and e-mail address. A new Password will be emailed to you. If you do not have a card, leave the Card Number field blank.



Forgotten User Name Screen;



Forgotten Password Screen;



5 USER PREFERENCES ADMINISTRATION

User Preferences allow all users of the system to override the company default time-zone, default language and reset their own passwords

To change the default company time-zone:

1. Navigate to **Administration > User > User Preferences**.
2. To change the time-zone, select the Time-zone radio button.
3. In the functionality panel, click **Edit Preference**.
4. The right-hand panel opens.
5. The **Edit Preference** buttons changes to **Save Preference**.
6. Select your preferred time-zone and click **Save Preference**
7. A dialog box appears stating that the preferences will change on the next login.
8. The right-hand panel closes and the setting is updated
9. Use the above steps for setting your language and resetting your password.

6 USER MANAGEMENT

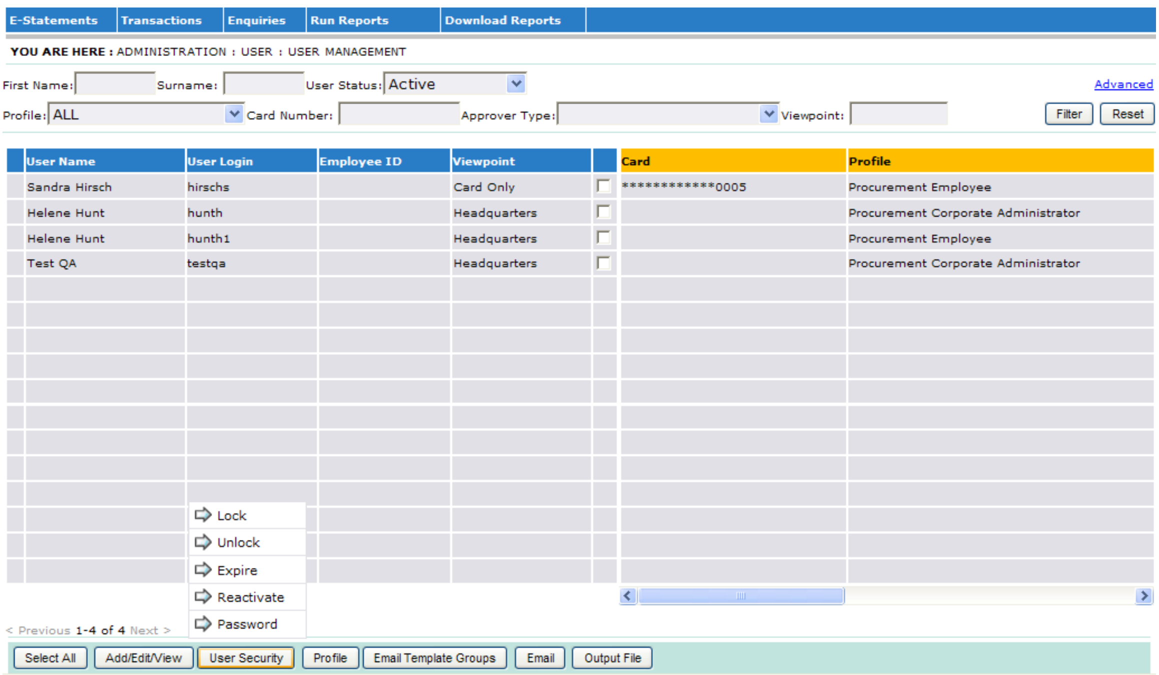
6.1 Maintaining User Accounts

The **User Management** screen allows the user to add and update user details and manage user access.

Updating user information:

When a card has been setup on eXpense through the data file, a user for this card is also set-up automatically by the system. Most of the user's details will be populated from the data in the file. Where some of the details are not populated or need to be updated, the Add/Edit/View function in the User Management screen can be used to update these details manually.

1. From the **Administration** menu select **User** > **User Management.**
2. Select a user by enabling the checkbox to the left of the user.
3. Click the **Add/Edit/View** button. A popup web page will return. Select the option **Show All Fields**
4. Enter the User details (***i.e. E-Mail address***). Mandatory fields are marked with asterisks.
5. Click the **Submit and Close** button on the Details screen to save the assigned details. A message is displayed confirming that the user details have been successfully updated.



Lock user:

Where the Administrator wants to lock a user from the system:

1. Click on the check box of the user, scrolls over the **User Security** button and selects the **Lock** option.

2. You will receive a message saying "You have chosen to lock user, please confirm". Clicking on the Lock button immediately locks the user from the system.

Unlock user:

When the Administrator wants to unlock a user from the system:

1. Click on the check box of the user, scrolls over the **User Security** button and selects the **Unlock** option.

2. You will receive a message saying "You have chosen to unlock user, please confirm". Click on Unlock which immediately unlocks the user from the system.

Expire a user:

When the Administrator wants to expire a user from using the system:

1. Click on the check box of the user, scrolls over the **User Security** button and selects the **Expire** option.

2. You will receive a message saying "Are you sure you want to expire the user, Yes/ No". Click on Yes which immediately expires the user from the system.

Reactivate User:

When the Administrator wants to re-activate an expired user:

1. Click on the check box of the user, scrolls over the **User Security** button and selects the **Re-activate** option.

2. You will receive a message saying "You have chosen to re-activate user, please confirm". Click on the **Re-activate** button which immediately re-activates the user on the system.

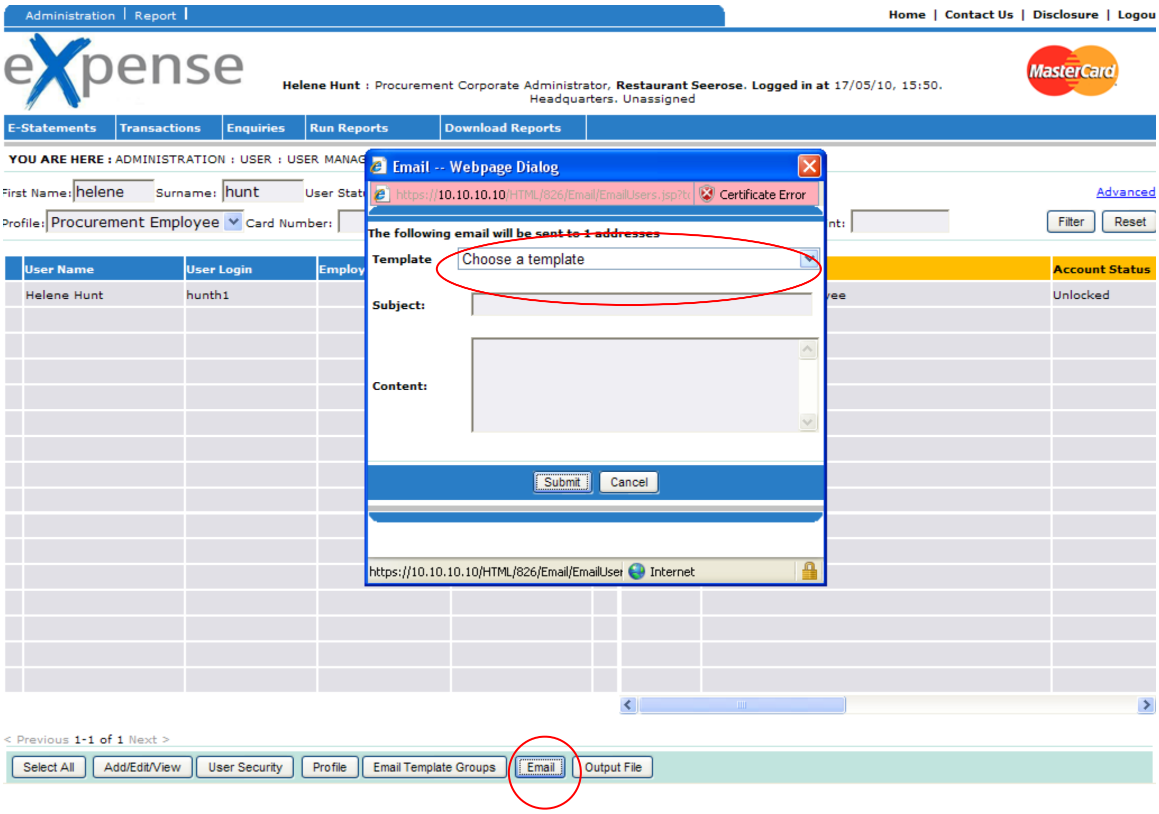
6.2 *Inviting new users to log in to eXpense*

When Self-Registration is not being used on eXpense, Administrators can send a Welcome E-mail to Cardholders, inviting them to use the system. This is a two step process:

- Send a Welcome E-mail to the users
- Send a First Time password to the users

Sending a Welcome E-mail to Users:

1. From the **Administration** menu, select **User** > **User Management**
2. Use the filter options to search for each user, one at a time. Ensure that only one user is returned to the screen after each filter.
3. Click on the check box for the user and then click on the **E-Mail** button.
4. Choose the template by clicking on the drop-down menu and selecting the Welcome E-Mail template. The Subject and Content fields will automatically populate.
5. Insert the User Login into the space provided in the Content section of the E-Mail. The User Login can be found on the User Management screen beside the username column. Please ensure you enter the User Login exactly as it appears on the screen, as this will be the identifier for users logging in to the system.
6. Click the **Submit** button to send the E-Mail.
7. User password should be generated immediately after sending the Welcome E-Mail (see below).



Generate User password:

After the Welcome E-mail has been sent, the Administrator will send a password to the user, so that the user can log in. The **Password** button on the User Management screen can be used to generate this first time only password. The same button can also be used in the future for sending new passwords to users who have forgotten their password. To generate a first time password for the user, instead of using the self-registration process:

1. Click on the check box of the user, scroll over the **User Security** button and select the **Password** option.

2. You will receive a message saying "You have chosen to generate a user password for this user, please confirm?"

3. The system will present a screen with the selected user's e-mail address. The user checks the user checkbox and clicks on the **Send E-mail** button.

4. This will automatically trigger an e-mail to the user with a new first-time password. (This assumes the user's e-mail address is correct on the system)