SpendTrack Program Administrator

Rev. 07.3.22

Contents

Introduction

Overview

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

Objectives

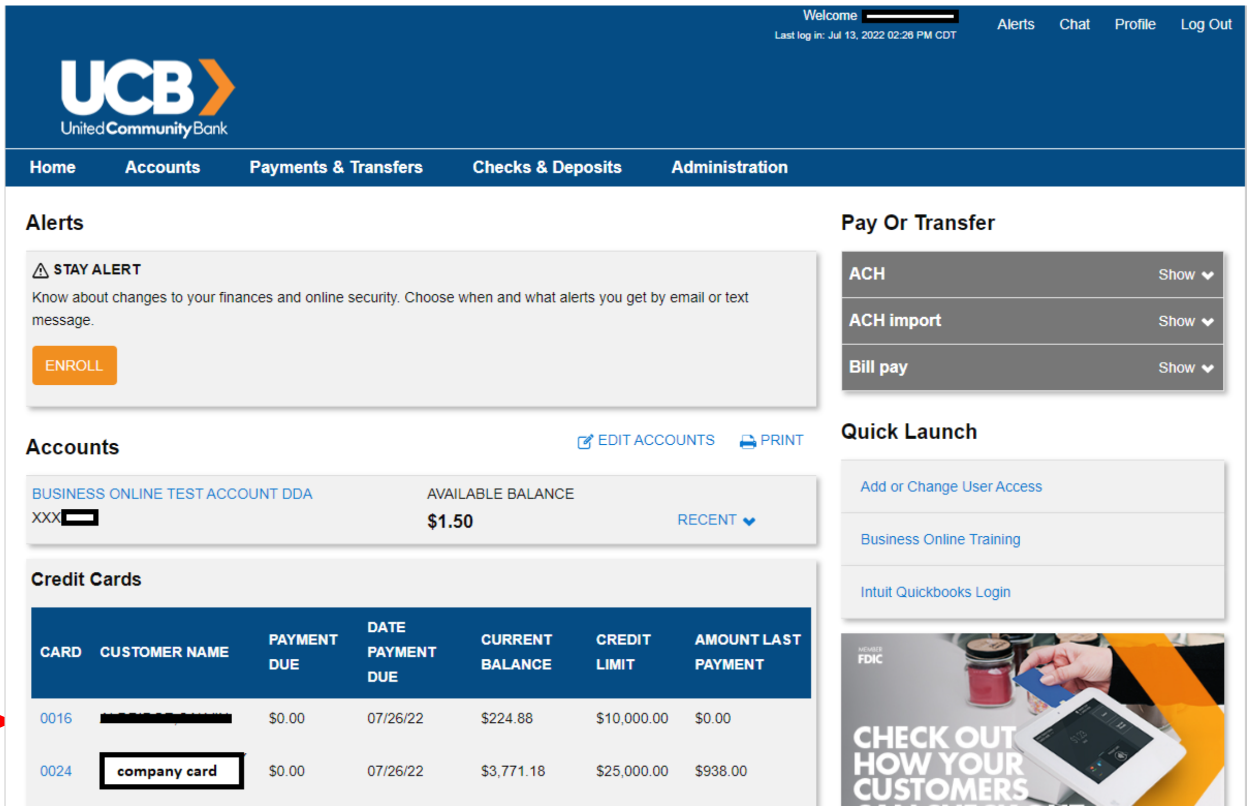
- Access SpendTrack Program Administrator
- Navigate the Dashboard
- View transactions
- View and edit cardholder records
- View cardholder transactions
- View payment options
- View analytics
- Add card records
- Set departments
- View audit logs
- Update user settings

Access SpendTrack

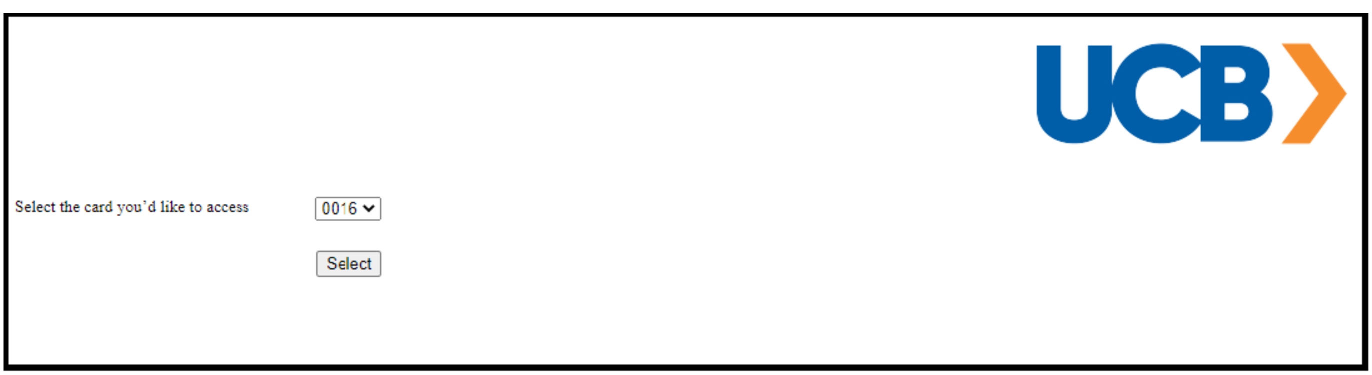
Login

To access Business Credit Cards, login to Business Online Banking at: www.ucbanking.com

Once logged in, under 'Credit Cards', click the card you'd like to view.



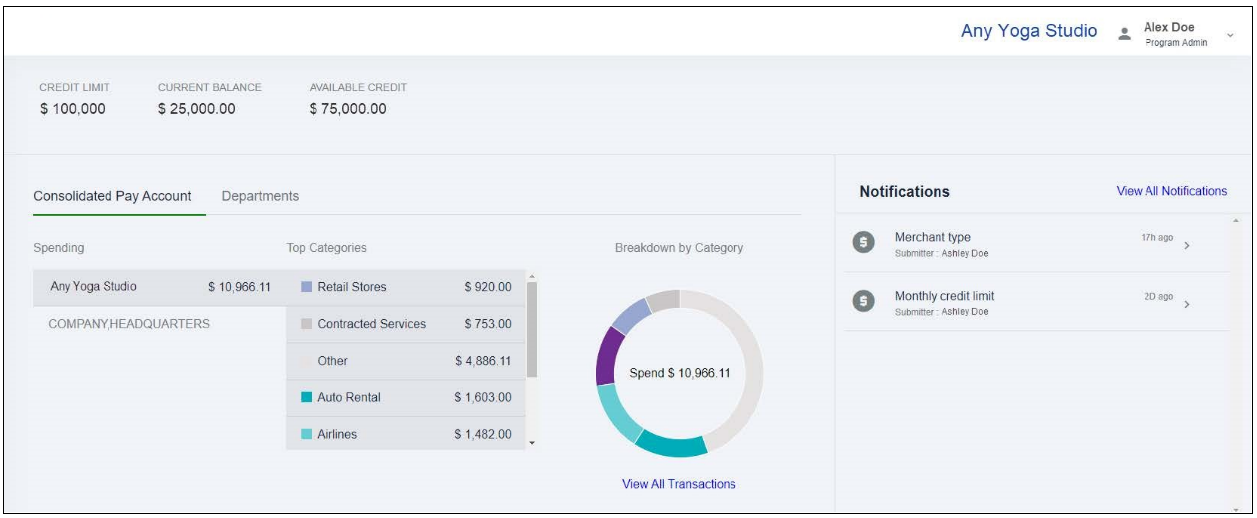
Once presented with below screen, simply press 'Select' to bring you to SpendTrack.



Dashboard

The **Dashboard** provides PAs with a snapshot of key metrics.

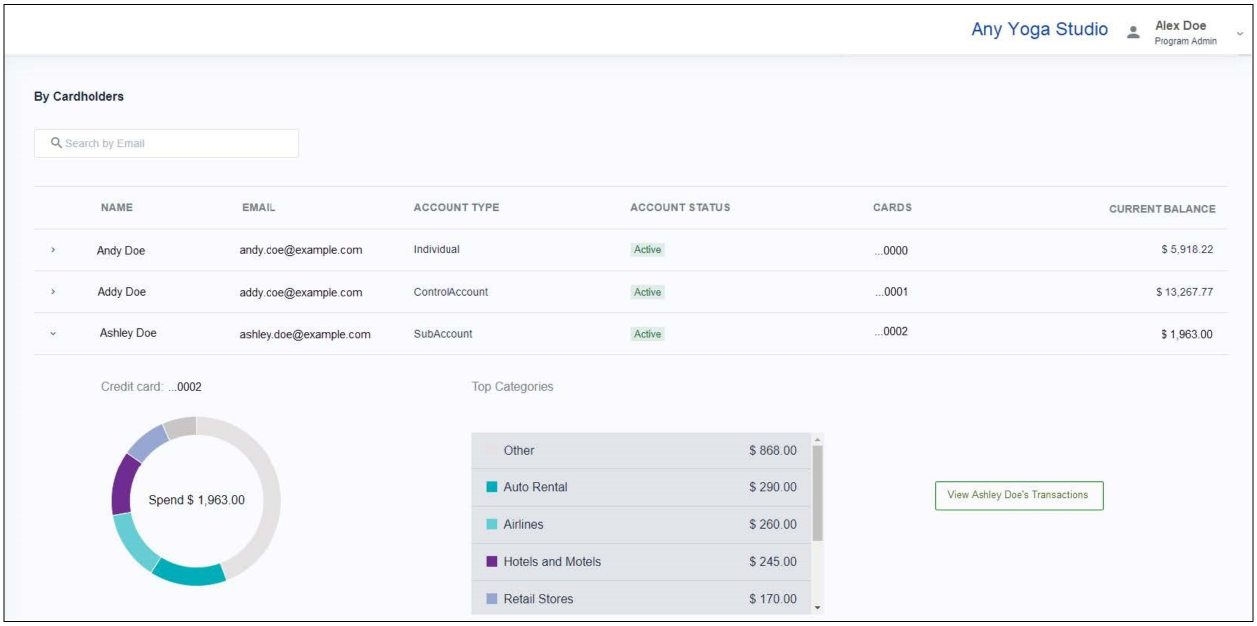
1. Hover over different bands of the doughnut chart to view additional sets of data.
2. Select **View All Transactions** for a complete list of transactions.



3. In the analytics section next to the chart, select either a consolidated pay account or a department, and the **Dashboard** updates based on that selection.

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

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

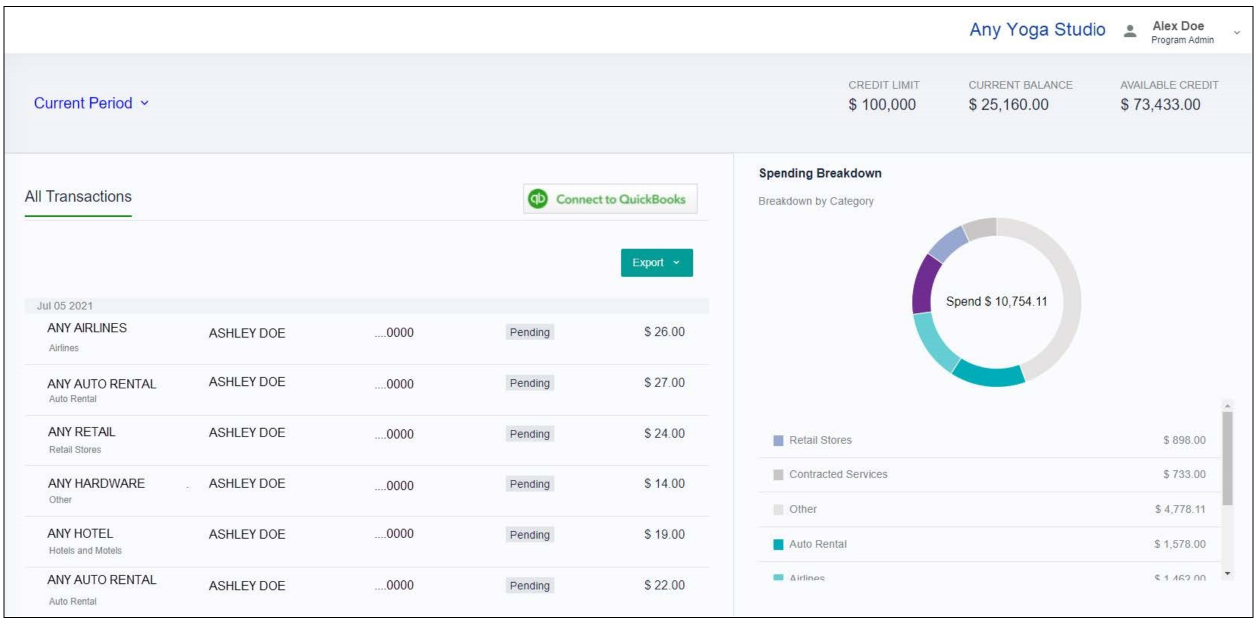


5. Select **View Cardholder's Transactions** to open the cardholder record, which includes a complete list of transactions.

Transactions

To view transactions:

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

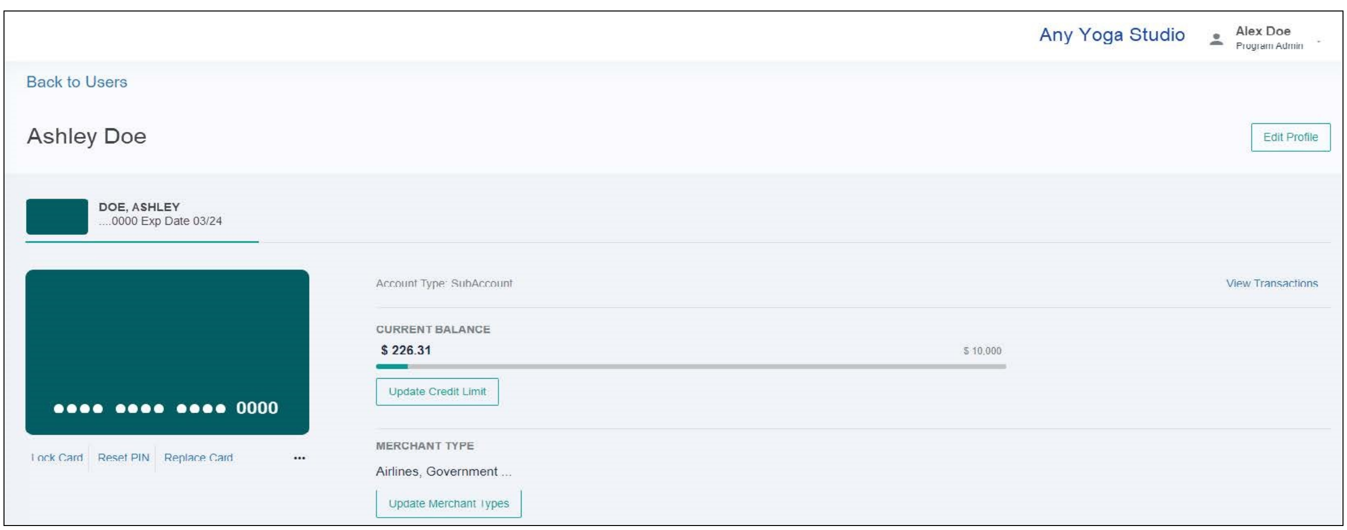


Note: QuickBooks downloads at the company level, and does not download at the individual user (cardholder) level.

Cardholder/Employee/User

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

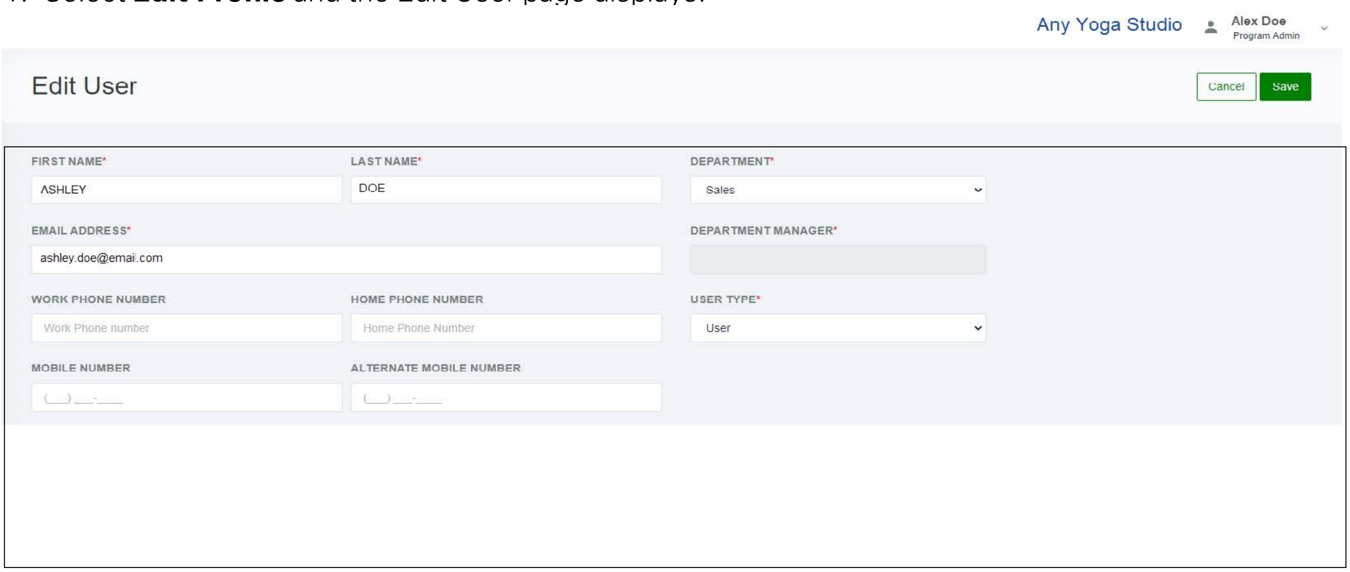
- **Lock Card**—Opens a confirmation dialog box. Select **Yes** to lock the card.
- **Reset PIN**—Opens a confirmation dialog box. Select **Yes**, and the cardholder must create a new PIN at next login.
- **Replace card**—Opens a dialog box with a form to complete. Select the reason, confirm the address,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



From the Dashboard, Select the Card Holder you'd like to edit.

Edit Profile

1. Select **Edit Profile** and the Edit User page displays.

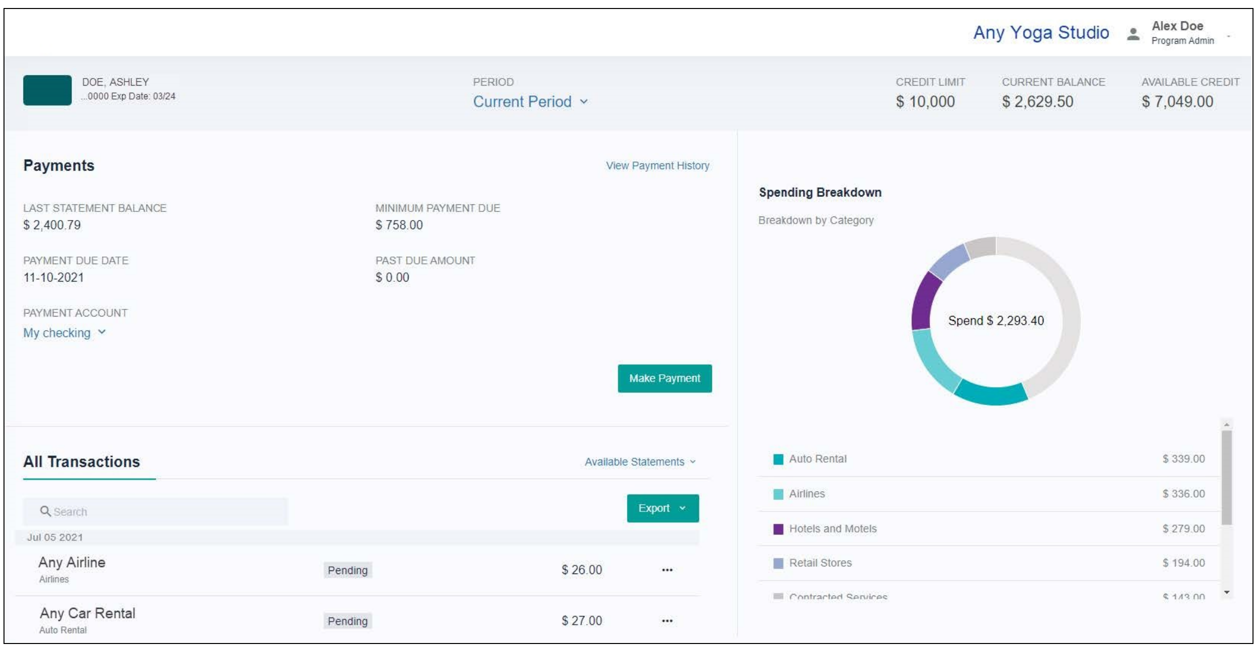


Cardholder Transactions

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

Options include:

- **Period**—Change from the current period to previous months.
- **View Payment History**—Opens the payment history page.
- **Payment Account**—Choose a payment account or add a new one.
- **Make Payment**—Opens a dialog box to make a payment.
- **Set Up Recurring Payment**—Opens a dialog box for recurring payments.
- **Available Statements**—Select a statement to download as a PDF.
- **Export**—Exports the list of transactions to a CSV or QBO file.

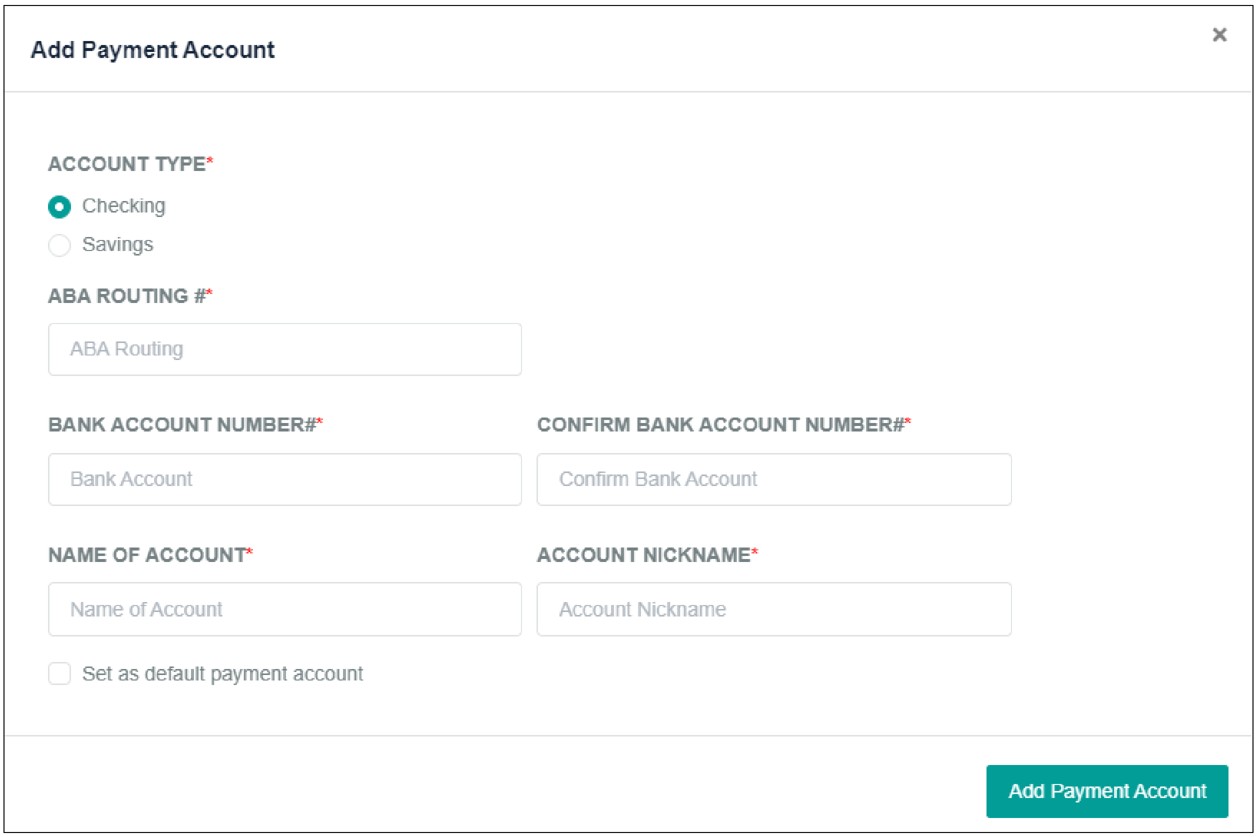


Note: Click arrow next to Payment, then select 'Add Payment'

Add Payment Account

To add a payment source:

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

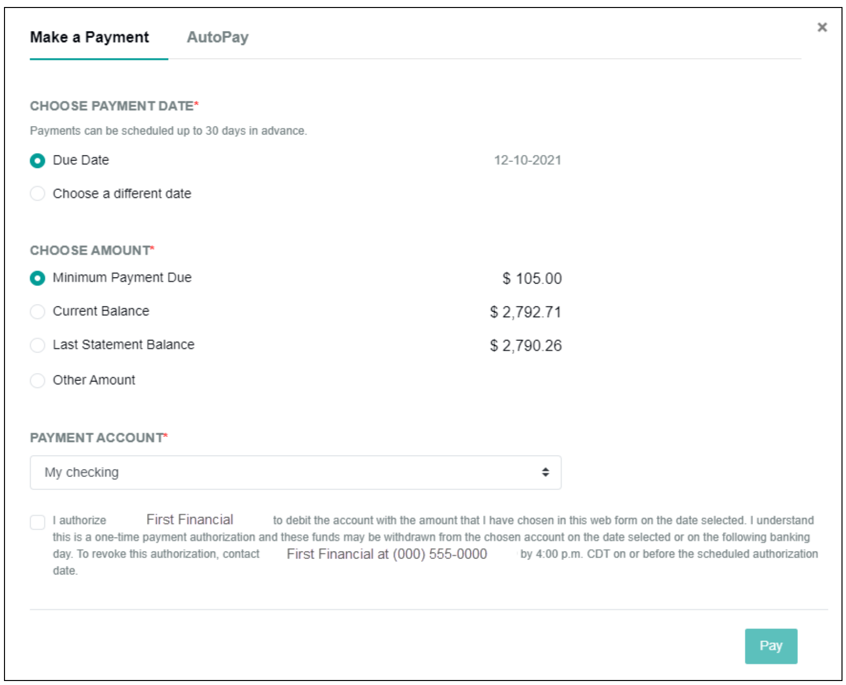


Cardholder Payments

Make a Payment

To make a payment:

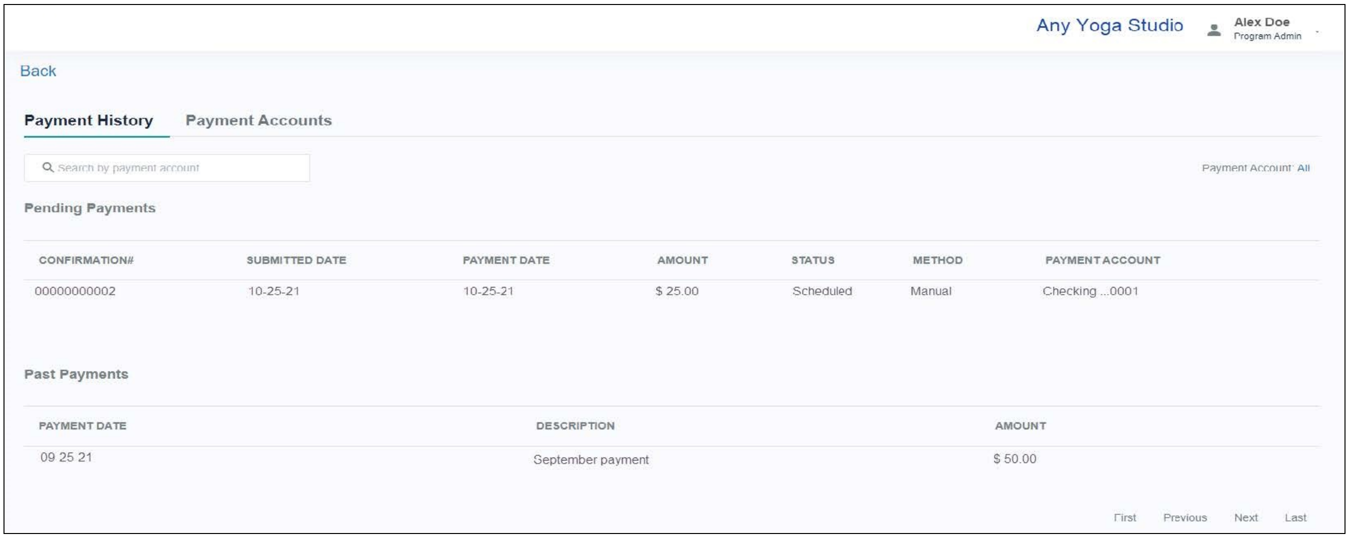
1. Select **Make Payment** from the cardholder transaction page.
2. Select the payment date.
3. Select the amount.
4. Select the payment account.
5. Place a check next to the terms and conditions.
6. Select **Pay**.



Note:
1. Use the AutoPay tab to set up recurring payments.
2. You can make inidividual or group payments. To make group (one) payment, select the company card from the list of card users.

View Payment History

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

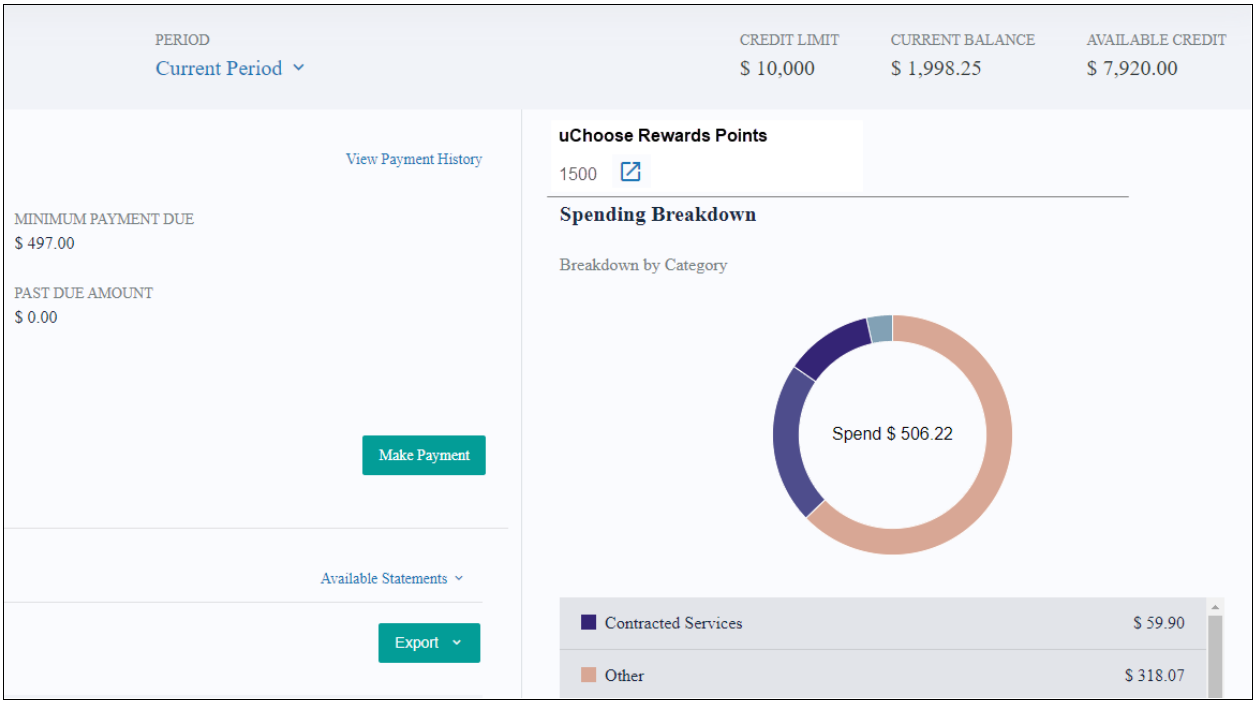


Manage Payment Sources

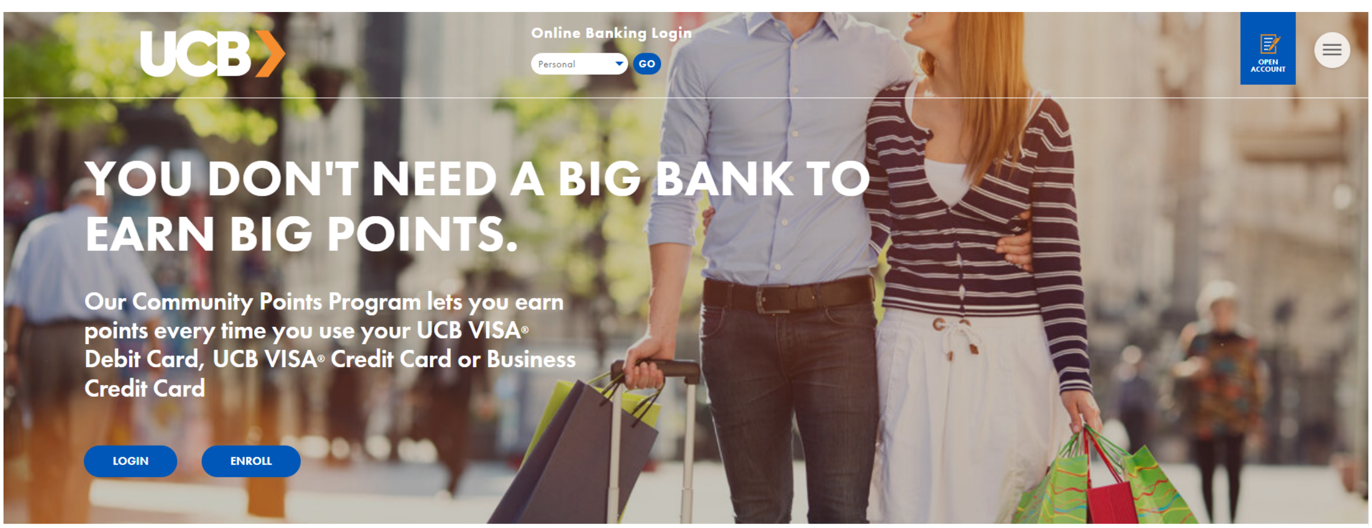
1. Select **Manage Payment Sources** from the Payment Source drop-down list or select the **Payment Sources** tab from the Payment History page.
2. Select **Edit** to update the payment source.
3. Select **Remove** to delete the payment source.
4. Select **Add Payment Source** to add a new source.

uChoose Rewards

For companies enrolled in uChoose Rewards, PAs can view points totals from the transactions pages. Select the arrow icon next to the points to use the uChoose Rewards website to login, enroll and redeem points. PAs can redeem points for control accounts to which they are associated and their own individual pay accounts.



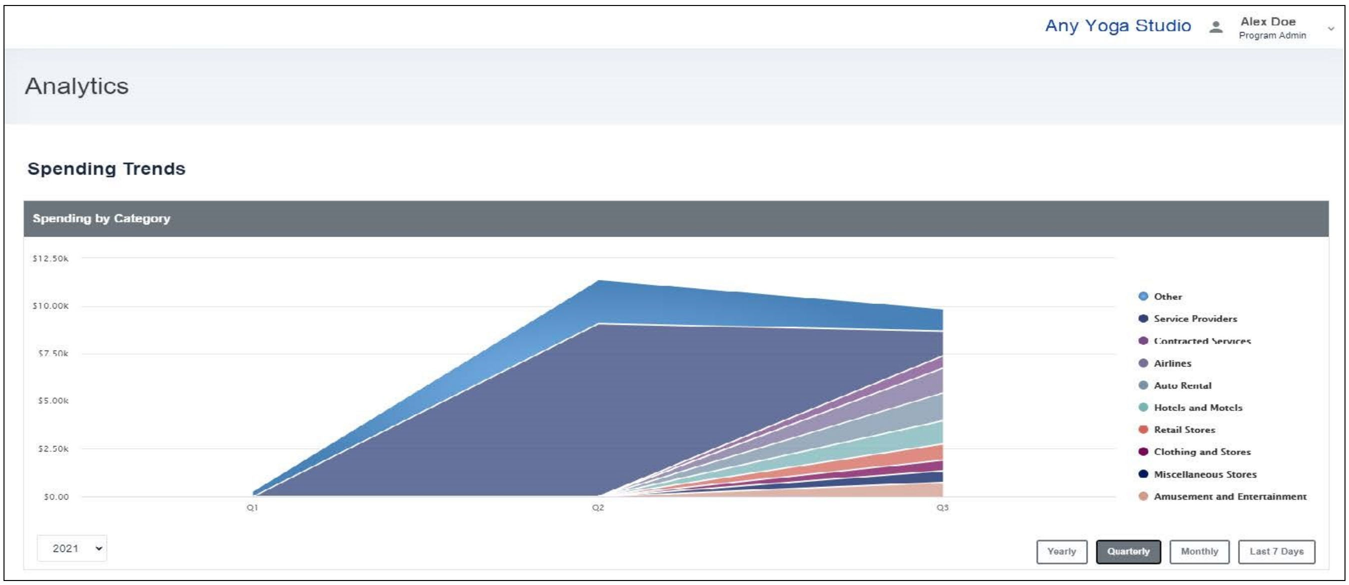
If you currently have a uChoose account, simply click login to begin redeeming your points. Otherwise, click Enroll and start earning and redeeming your points.



Analytics

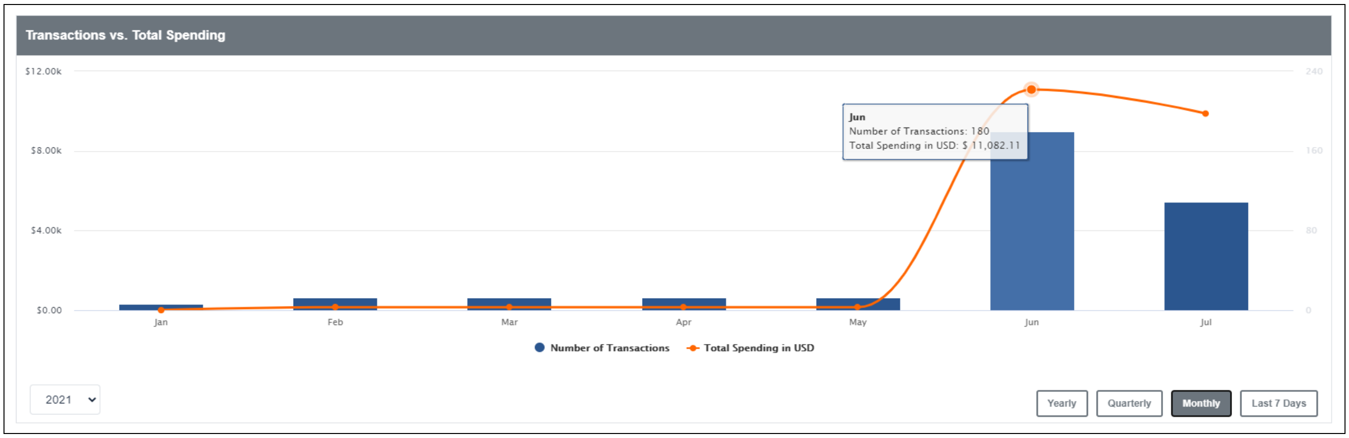
Select **Analytics** from the navigation pane and the Analytics page displays. The spend and merchant data reflect the totals for your FI.

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



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

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



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

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

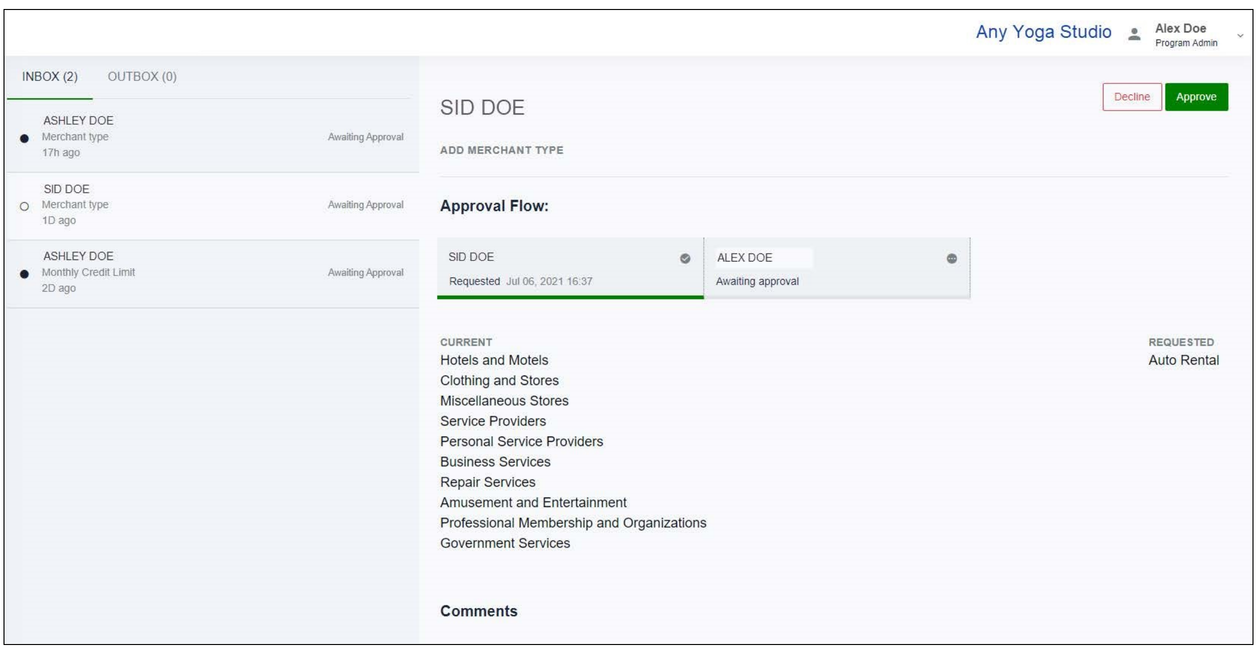
Notifications

To view notifications:

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

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

2. Select a message in the Inbox to display details of the request and options.
   - **Decline**—Rejects the request and sends a notification to the requester.
   - **Accept**—Approves the request and sends a notification to the requester.



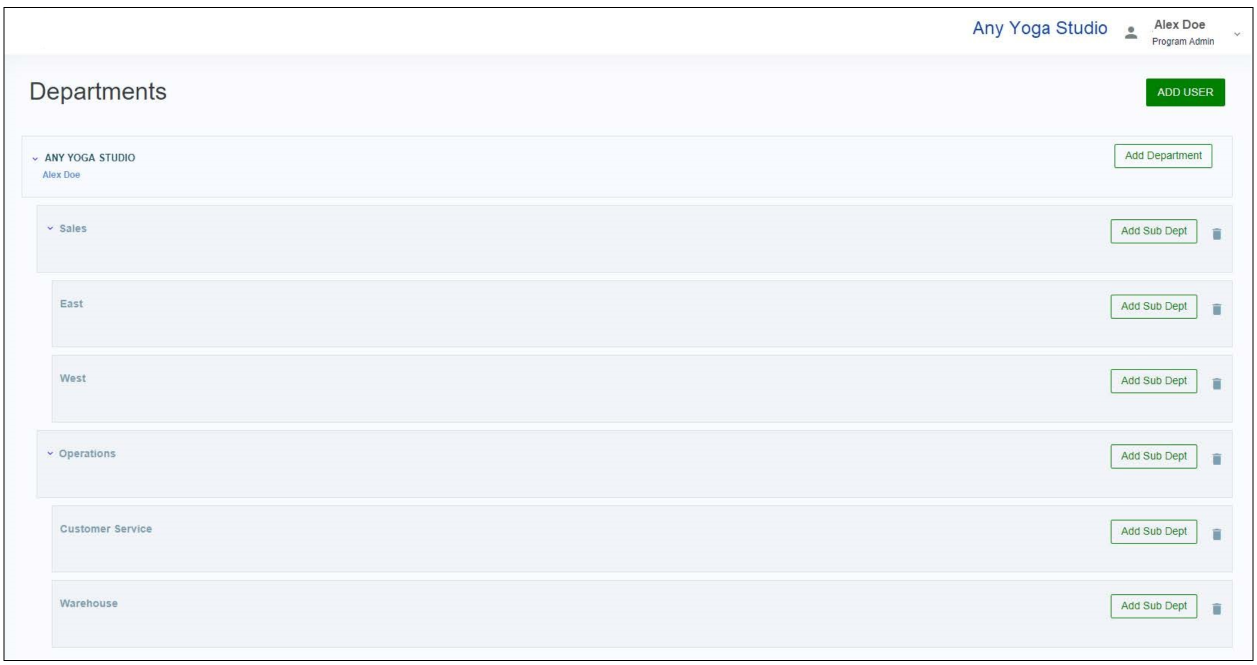
Departments

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

Select **Departments** from the navigation pane and the Departments page displays.

Options include:

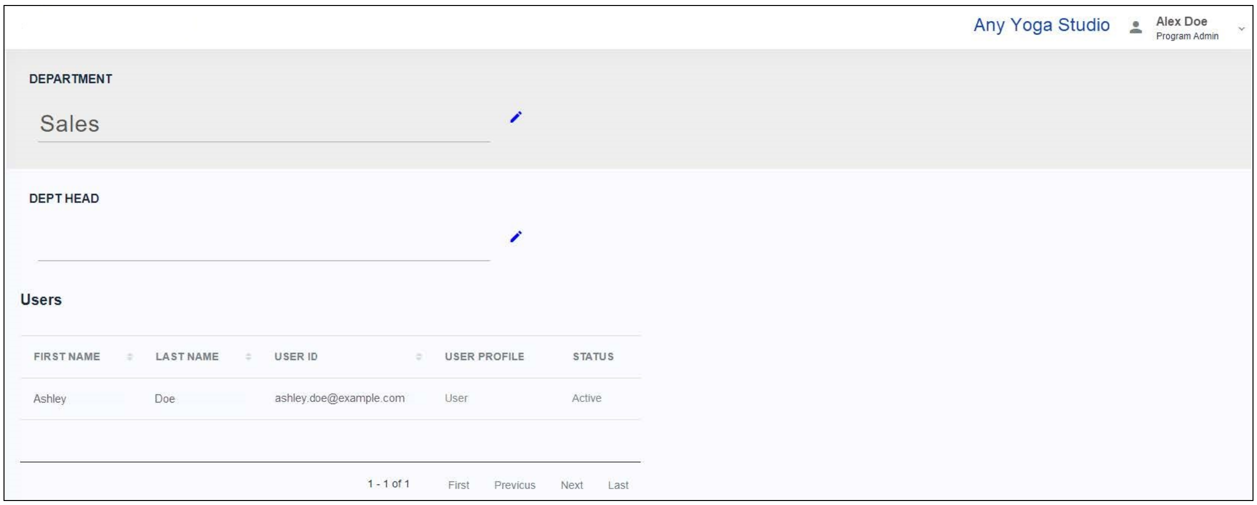
- **Add User**—add a cardholder to an existing group.
- **Add Department**—create a new department.
- **Add Sub Dept**—create a new sub-department.
- **Trash icon**— delete the department or sub-department.



To modify a department:

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

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

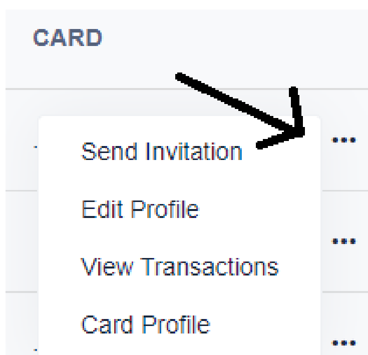


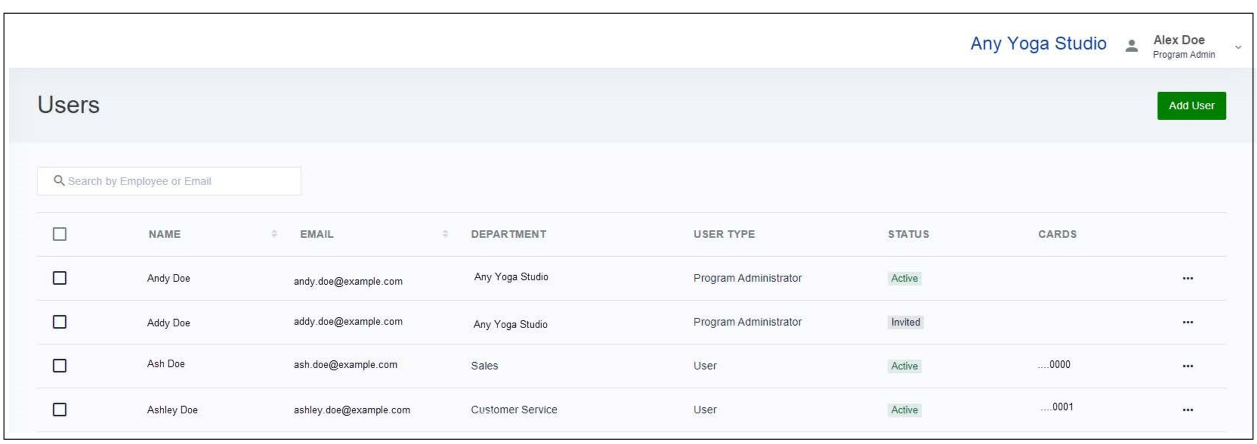
Users/Employee Cards

From the Users page, PAs can manage existing users, create new users, and add cards to users.

To manage existing users:

1. Select **Users** from the navigation pane. The Users page displays.
2. Search by name or email.
3. Select a column heading to sort the list ascending or descending.
4. Select a record to open the user page.
5. Select the ellipses to the right for additional options:
   - **Send Invitation** — DO NOT USE THIS FEATURE.
   - **Edit Profile**—Opens the Edit User page.
   - **View Transactions** - Allows PA to view transactions on Employee Cards
   - **Card Profile**—Opens the Card Profile page.

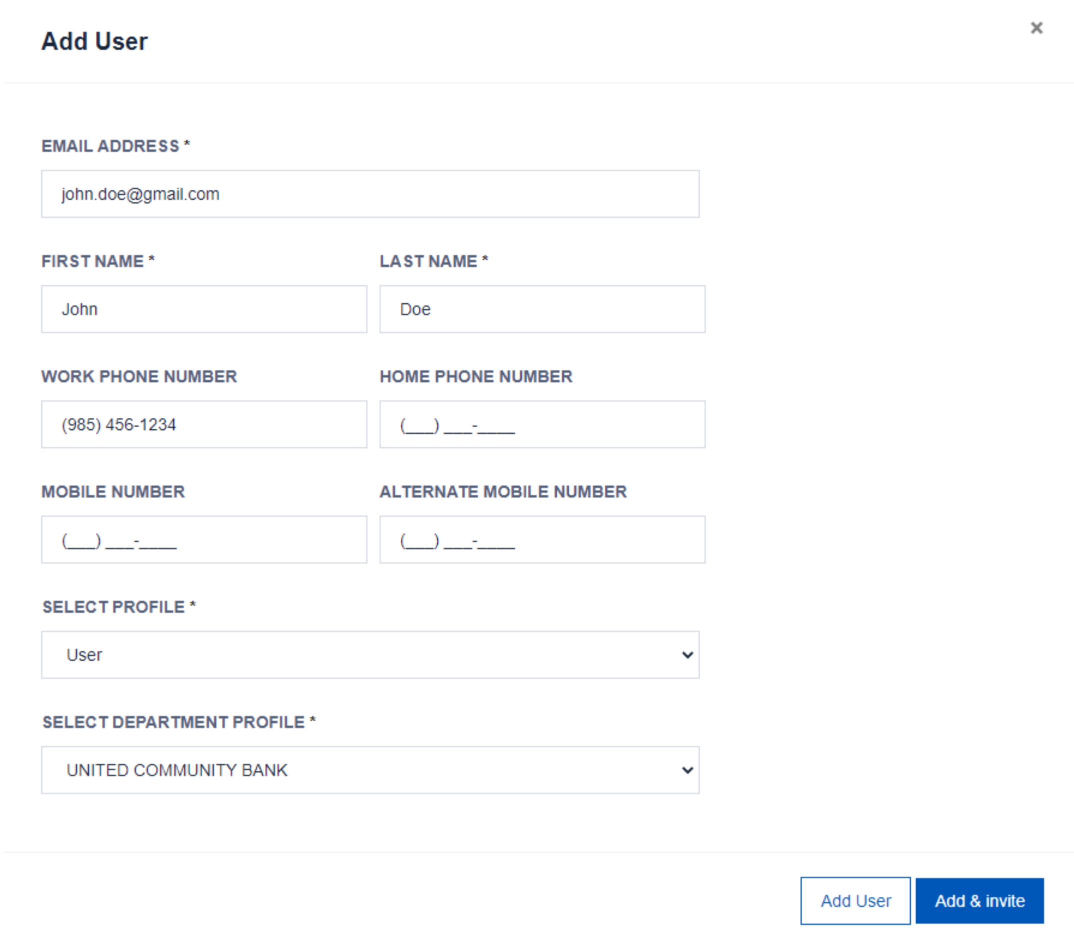




Create a New User

PAs create new users from this page, which is the first step in ordering a new card. To create a new user:

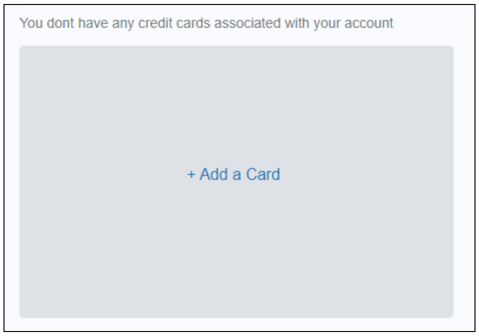
1. Select **Add User**.
2. Complete the required fields email, first name, and last name, including phone number fields. **(NOTE: Phone numbers show as optional, however are required for monitoring fraud activity on cards.)**
3. Select **User** from the Select Profile drop-down list. (Only ONE PA per Business)
4. Select a department from the Select Department drop-down list. The PA manages the list of departments from the Departments page.
5. Select **Add User** to create a new user record.



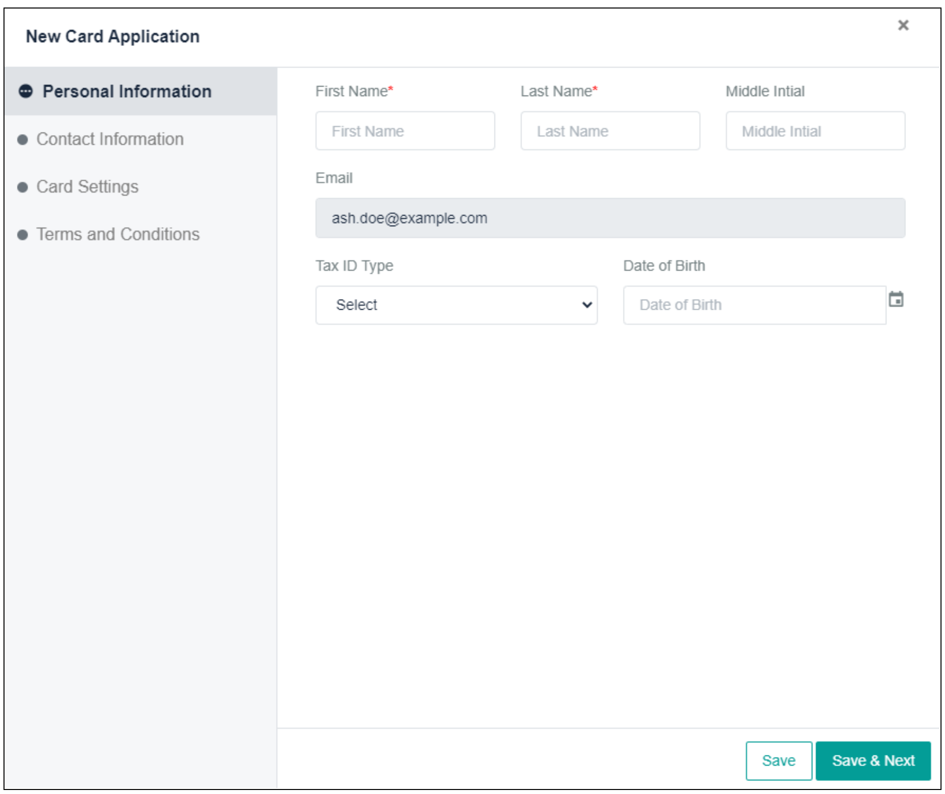
Add a Card

Once the new user is created, the user displays in the list on the Users page. To add a card to the user:

1. Select the user from the list. The user's record displays.
2. Select **Add a Card**. The New Card Application dialog box displays.



3. Complete the form and select **Submit**. This is the same form as **My Card > Add a Card**.



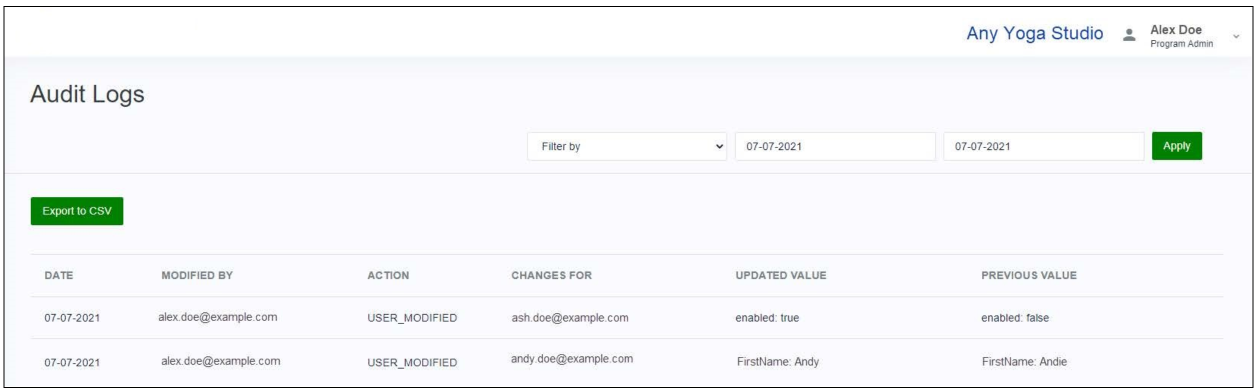
Submitting this form starts the process of a card being created to the platform. Once created, the PA can see the user (cardholder) on the Dashboard.

Audit Logs and Settings

Audit Logs

Audit logs display changes made to user records.

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



Profile Settings

Make edits to a profile in Settings.

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