



Barclaycard Corporate online servicing

Reporting and account management –
administrator user guide



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About Barclaycard Corporate online servicing

Barclaycard Corporate online servicing is your web-based account management and reporting tool. It's an extra service that helps you achieve the goals of your corporate card programme through a wide range of different functionalities, such as:

- Providing access to electronic statements
- Generating reports and exports
- Updating existing account parameters in real time, such as credit limit, close card etc.

With 36 months' worth of data available, you can compare programme performance over time.



You can navigate easily through this document by clicking on the tabs in the header of each page



About this guide

This guide has been developed to help corporate card programme Administrators use Barclaycard Corporate online servicing, providing guidance and tips on how to complete its activities.

Navigating the guide

This guide is designed to help you navigate quickly to the topic you need. It takes you through each process step by step, using screenshots and notes to help make it clear, straightforward and efficient.

Terminology

Throughout this guide, we'll use some terminology that you may need to familiarise yourself with. We've detailed these terms here:



You can navigate easily through this document by clicking on the tabs in the header of each page

CGA (Company Group Administrator)

An Administrator who has responsibility for the card programme across multiple geographies and needs consolidated global access.

CPA (Company Programme Administrator)

Programme Administrator for your corporate card programme.

CH (Cardholder)

The holder of a Barclaycard corporate card.

Getting started:

first time login

To log in to your Corporate online servicing accounts, you'll need your PINsentry card reader and your Barclaycard Corporate card or Authentication card.

- 1 Navigate to barclaycard.co.uk/business and log in with the button in the top-right corner
- 2a You'll then see a **'Log into your account'** screen. Enter your username or email address and press **'Next'** to move on to the verification screen
- 2b If you don't have a username or haven't used online servicing before, press **'Not got your username?'**
- 2c On the next screen, enter your surname and the card number from your Barclaycard Corporate card or Authentication card. Then press **'Submit'**



Log into your account

i You'll notice there's a different way to securely access your account. This is to help give you added protection when accessing your online account. If you're accessing the system for the first time, please use the username that we have provided to you.

Your details

Email address/Username

2a

[Not got your username? Click here.](#)

Next

2b

Don't have your username?

Enter your details below

Surname

Sample Surname

Card number

4564564564564564

Cancel

2c

Submit

Getting started:





first time login

- 3a** The next screen will appear with instructions to confirm it's you using your PINsentry card reader
- 3b** Start by entering the last four digits of your card into the box on the login screen
- 3c** Insert your Barclaycard Corporate card or Authentication card in the card slot, chip-end first. Then press **'Identify'**

Log in to your account

We need to make sure it's really you before you log in.

Please log in with your PINsentry card reader following these steps.

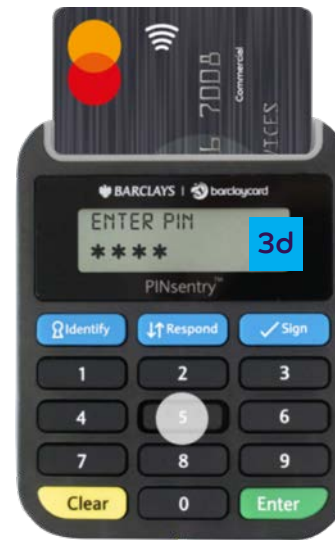
-  1. Enter the last 4 digits of your card
 3a
-  2. Insert your card into the PINsentry card reader and press IDENTIFY
-  3. Type in your 4-digit card PIN and press ENTER
-  4. Enter the 8-digit code from your PINsentry card reader below
 3b



Getting started:

first time login

- 3d** Tap in your card's four-digit PIN and press **'Enter'**
- 3e** Your card reader will now show you an eight-digit code, which will only be valid for a few minutes, so enter it straight away
- 3f** Enter the eight-digit code in the box on the verification screen and press **'Submit'**




Log in to your account

i You'll notice there's a different way to securely access your account. This is to help give you added protection when accessing your online account.

We need to make sure it's really you before you log in.

Please log in with your PINsentry card reader following these steps.

 1. Enter the last 4 digits of your card



2. Insert your card into the PINsentry card reader and press IDENTIFY

4. Enter the 8-digit code from your PINsentry card reader below

3f

Getting started:

first time login

4

If this is the first time you've logged in, you'll also be asked to enter your email address and mobile. This will also allow you to use your email address to log in in the future

5

You're now logged in and you can choose the platform you'd like to visit by hitting **'Take me to my account'**

This is your first time here

Please ensure your details are up to date

All fields below are mandatory.

Email address

Confirm email address
 4

Mobile

Confirm mobile

barclaycard | Dashboard | Manage consent | Manage account | Log out

Amy Leville

Welcome to your online services

Here's where you can find your online service accounts. Choose an option below to be taken to your account.

5

Getting started:

first time login

6

If you have more than one account on any of the platforms you have access to, you can choose the one you want using the dropdown menu. Select your chosen account and then press **'Take me to my account'** to access it

7

You'll now have access to service your account online. If you're having trouble logging into your account, please contact us on **0800 008 008** or **+44 (0) 1604 269 452** from abroad



Barclaycard Commercial

XXXX-XXXX-XXXX - 1234

XXXX-XXXX-XXXX - 4321

XXXX-XXXX-XXXX - 4567

Please select

Take me to my account



Barclaycard Spend Management

Choose account

Please select

Take me to my account

Getting started:

navigating the application

Barclaycard Corporate online servicing is designed to be easy to use. Here are some key pointers to help you move around the application.

1

Menus - The main navigation is via the tab top menus. These allow you to navigate through the functionality in the application, consolidating under a common theme

2

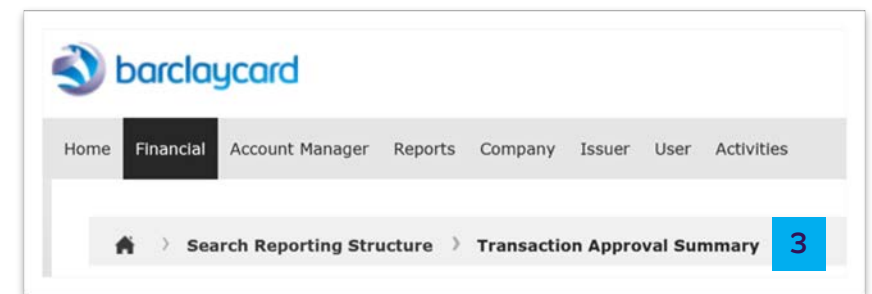
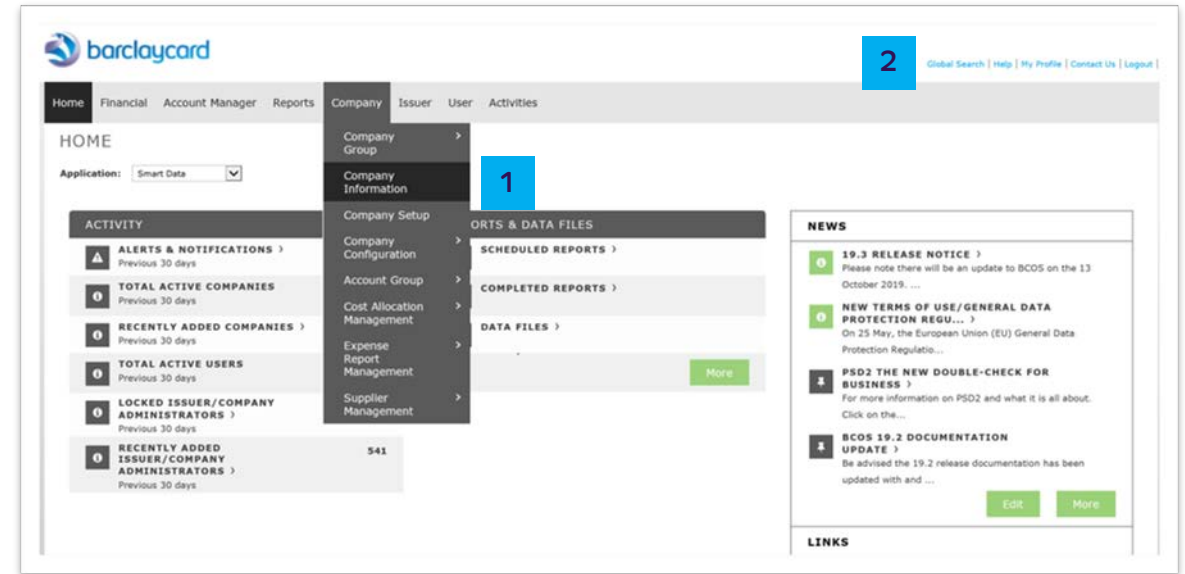
Navigation links - These navigation items appear on all screens in the application, allowing you to move quickly and easily to these options

3

Breadcrumbs - As you navigate through the application, a breadcrumb trail will show where you are in the current workflow and provide links to return you to a previous screen



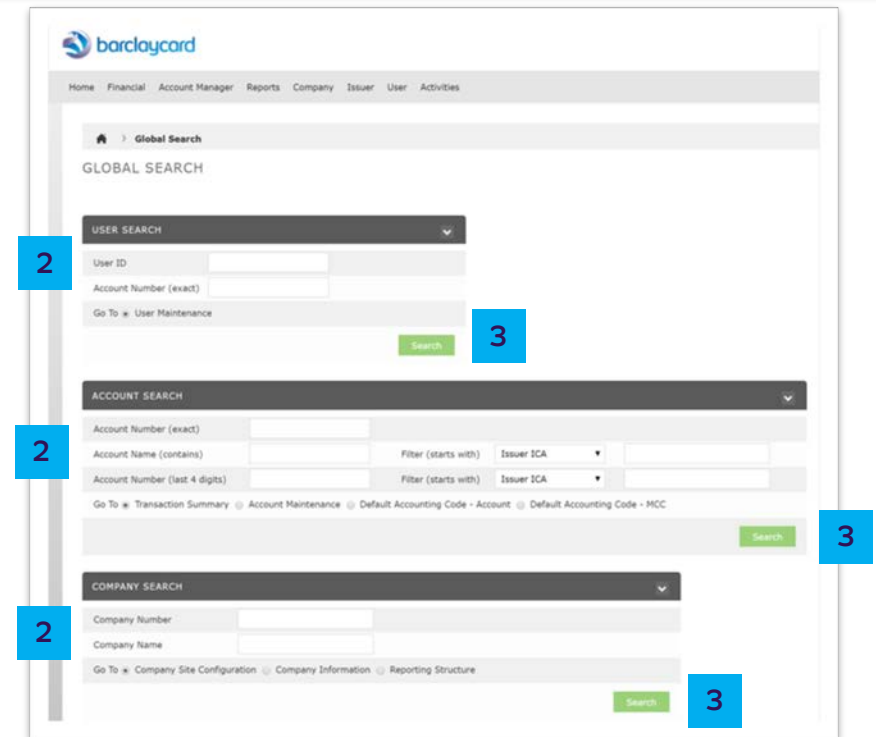
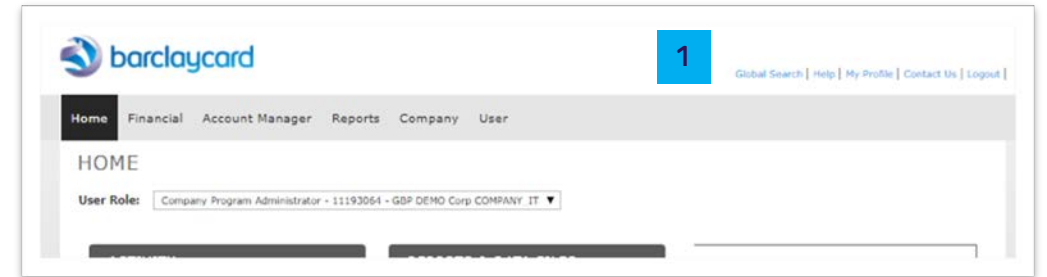
The back button in your browser will not work within this application. Please use internal navigation.



Getting started: global search

The 'Global Search' screen is a useful way to navigate directly to certain screens such as 'Transaction Summary' or 'Company Site Configuration'.

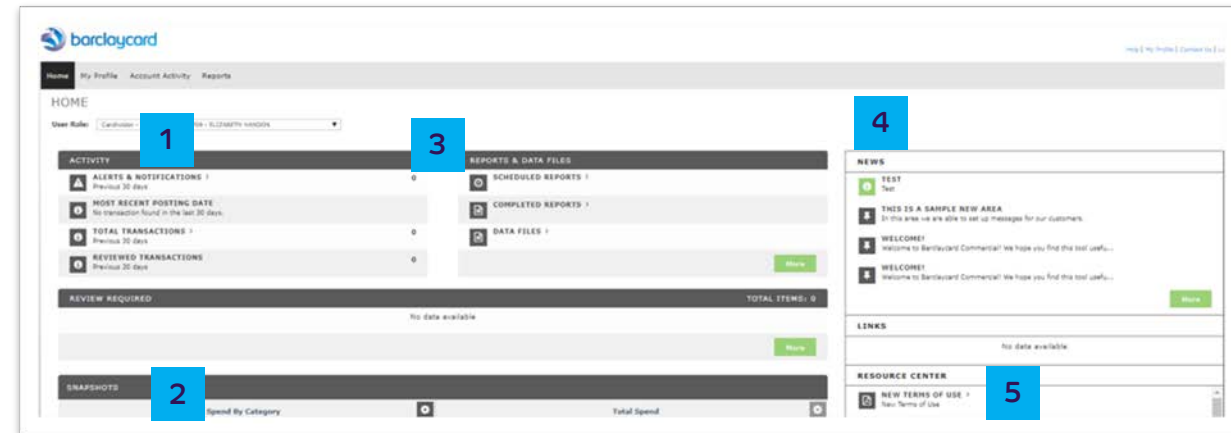
- 1 'Global Search' can be accessed from any page
- 2 You can search for specific users, accounts or transactions which screen to navigate directly to
- 3 Select the option required and click on 'Search'



Getting started: the homepage

The information presented on the homepage will vary based on the options enabled for your card programme and your user type. This is a typical example for a cardholder.

- 1 Activity** - View information about recent transactions and any transactions you may have outstanding for review
- 2 Snapshots** - View a dashboard view of your spend
- 3 Reports and data** - Download reports and statements
- 4 News** - View news messages added by Barclaycard or your Administrator
- 5 Resource centre** - View and download user materials and other information added by your Administrator



Getting started:

news

We may use the 'News' section on the homepage to tell you important information about Barclaycard Corporate online servicing. As an Administrator, you can also add messages to pass on important information to your users.

- 1 Navigate to Company > News Set-up > Company News Message
- 2 Enter the subject for your messages (this appears in bold on the news section on the homepage). If needed, you can also set an expiry date to automatically age off the message on a specific date
- 3 Once all information has been completed click **'Save'**

The image displays two screenshots of the Barclaycard system interface. The top screenshot shows the 'Company' menu with 'Company News Message' highlighted, marked with a blue '1'. The bottom screenshot shows the 'ADD NEWS' form with fields for 'Subject', 'News Text', and 'Priority', marked with blue '2' and '3'.

Getting started:

resource center

The 'Resource Centre' is accessed via the homepage. This is where you can find useful documentation. As an Administrator, you can post your own documentation and links to make information available to your employees.

- 1 'From the homepage click on **'More'** in the **'Resource Centre'** section
- 2 Click on the **'Add Resource'** button
- 3 Add the name of the resources, a description (if required), the type (document or link) and then browse to locate the document. Once complete, click on **'Submit'**



The **'Resource Centre'** supports uploads of .pdf, .doc and .xls documents. Each document has a maximum file 2MB.

The screenshot displays the 'RESOURCE CENTER SUMMARY' page. It features a table of 'ISSUER RESOURCES' with columns for Resource Name, Resource Type, Level, and File Size. Below the table, there are buttons for 'Back', 'Save', and 'Add'. A blue box with the number '2' highlights the 'Add' button.

Overlaid on the right is a 'NEWS' section with items like '19.3 RELEASE NOTICE', 'NEW TERMS OF USE/GENERAL DATA PROTECTION REGU...', 'PSD2 THE NEW DOUBLE-CHECK FOR BUSINESS', and 'BCOS 19.2 DOCUMENTATION UPDATE'. A blue box with the number '1' highlights a 'More' button in this section.

Overlaid on the bottom right is an 'Add Resource' form with fields for 'Name', 'Description', 'Resource Type' (Document or URL), and 'Document'. A blue box with the number '3' highlights the 'Save' button at the bottom of the form.

Implementation:

company site configuration

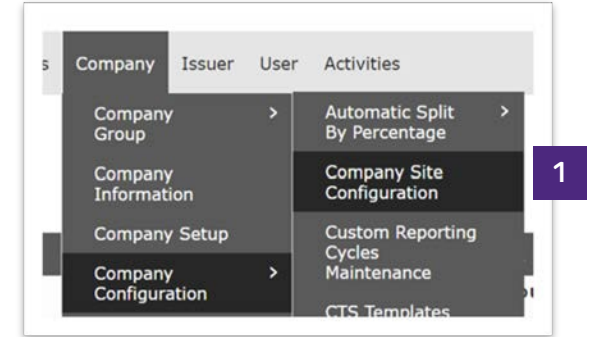
Here you can flex certain parameters to make sure the system functions meet your organization's individual needs.

1

From the homepage navigate to Company > Company Configuration > Company Site Configuration

2

All parameters that can be changed will display. Change the required parameters and click on **'Save'**



A screenshot of the 'COMPANY SITE CONFIGURATION' page for 'ARMADILLO LEGAL LIMITED'. The page has a light grey header with a search bar and navigation links. Below the header, the company name is displayed. A 'Program Option' dropdown is set to '1. Reporting & Account Management'. There are 'Save' and 'Reset' buttons. A red box with the number '2' highlights the 'Save' button. The main content area is divided into two tabs: 'Settings' and 'Report Administration'. Under 'Settings', there are four sections: 'SECURITY & DATA SETTINGS', 'TAX SETTINGS', 'PROGRAM SETTINGS', and 'SPENDING ALERT SETTINGS'. Each section contains various configuration options with dropdown menus and checkboxes. A note at the top left of the settings area states '* Indicates required field'.

Implementation:

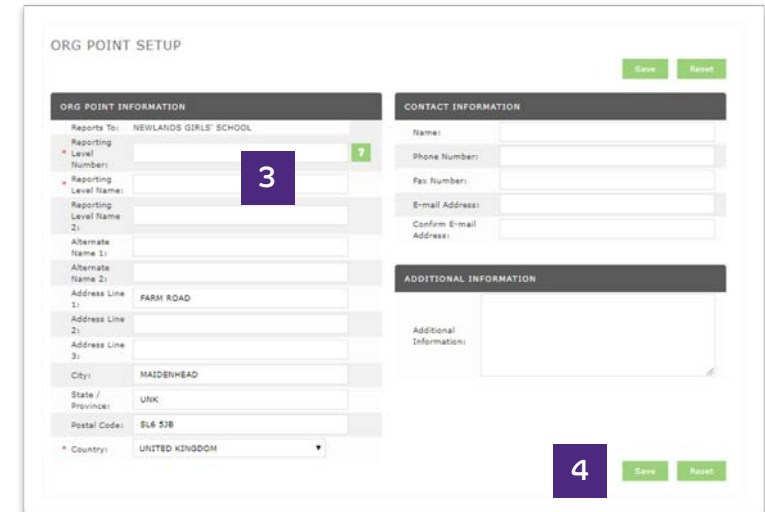
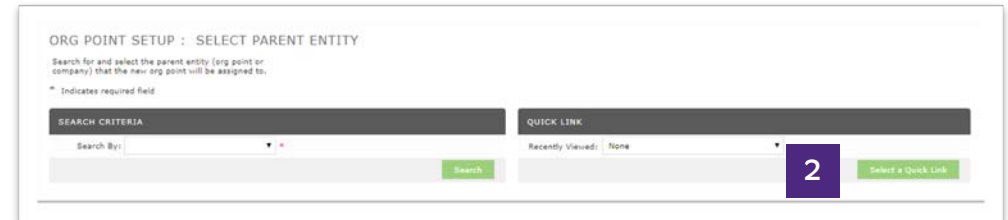
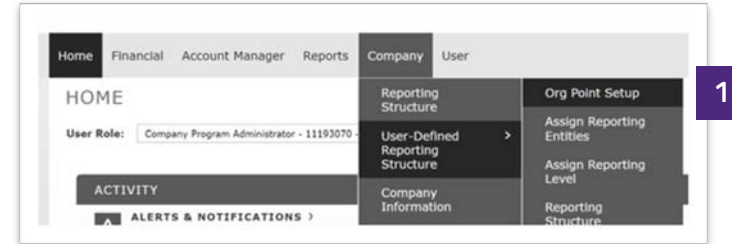
reporting structure

The reporting structure in Barclaycard Corporate online servicing allow you to build an organizational hierarchy to make reporting easier. These pages show you how.

- 1 Navigate to Company > User Defined Reporting Structure > Org Point Set-up
- 2 Choose the entity you want the org point to report to
- 3 Enter the org point information (only **'Reporting Level Number'** and **'Reporting Level Name'** are required)
- 4 Click on **'Save'**



If you want to create a customized user template for your cardholders, you need to select your customer templates as the Default Template. (See the **'User Management: Templates'** pages for more details).

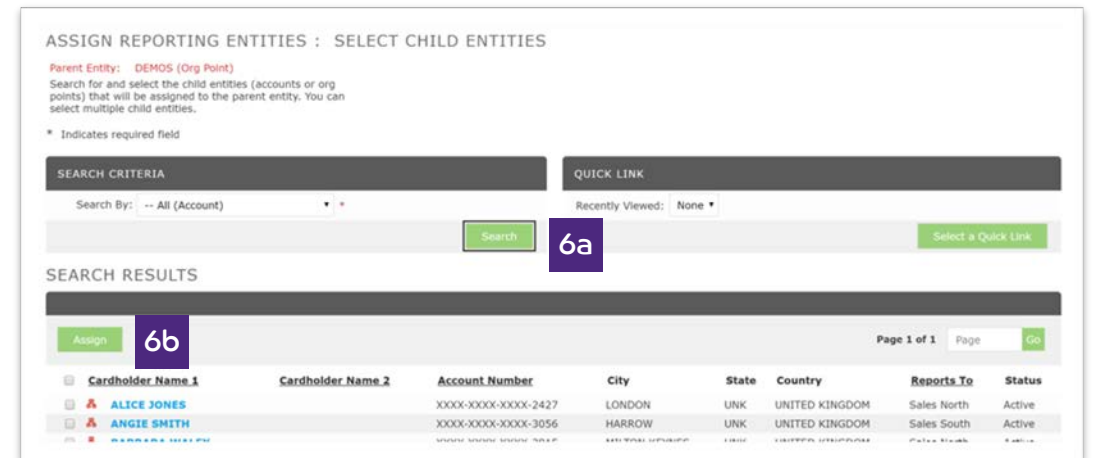
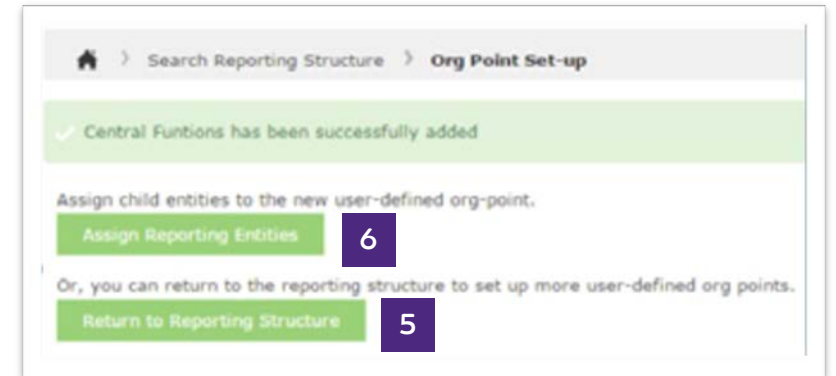


Implementation:

reporting structure

Confirmation of the org point set-up will be presented.

- 5 Click on **'Return to Reporting Structure'** and repeat previous steps to create more org points
- 6 Click on **'Assign Reporting Entities'** to assign cardholders to org points or more org points
- 6a To assign entities to the org point, search from the entity you want to create and click on **'Search'**
- 6b Locate the accounts you want to assign to the entity, check the relevant box/es and click on **'Assign'**



Implementation:

reporting structure

7 Once you have completed the reporting structure, when presented with the reporting structure screen you can click on the '🏠' icon to view the hierarchy icon to view the hierarchy directly rather than using the search function

8 You can then click on '+' to drill down through the hierarchy

SEARCH REPORTING STRUCTURE

* Indicates required field

SEARCH CRITERIA

Search By: *

QUICK LINK

Select [GBP DEMO Corp COMPANY_IT](#) 🏠
(Your assigned reporting level)

Recently Viewed: ▼

8

Display: Page 1 of 1

Issuer: BARCLAYCARD (ALL)

Company: [GBP CIM COMPANY LTD 11193070_IT](#) 🔍

- 🔍
- 🔍
- 🔍
- BARRY JONES (XXXX-XXXX-XXXX-0078) (Active)
- BETH ADAMS (XXXX-XXXX-XXXX-1306) (Active)
- BOB DICKSON (XXXX-XXXX-XXXX-2942) (Active)
- BRIAN WALTERS (XXXX-XXXX-XXXX-3347) (Active)

8

Display: Page 1 of 1

Issuer: BARCLAYCARD (ALL)

Company: [GBP CIM COMPANY LTD 11193070_IT](#) 🔍

- 🔍
- 🔍
- 🔍

Page 1 of 1

8

Display: Page 1 of 1

Issuer: BARCLAYCARD (ALL)

Company: [GBP CIM COMPANY LTD 11193070_IT](#) 🔍

- 🔍
- 🔍
- ALICE JONES (XXXX-XXXX-XXXX-2427) (Active)
- BARBARA WALEY (XXXX-XXXX-XXXX-2815) (Active)
- BILL TATE (XXXX-XXXX-XXXX-3643) (Active)
- CHRIS ROBERTS (XXXX-XXXX-XXXX-3930) (Active)
- DEREK ADAMS (XXXX-XXXX-XXXX-2516) (Active)

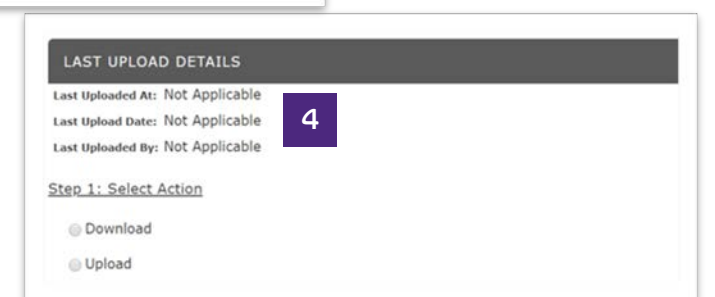
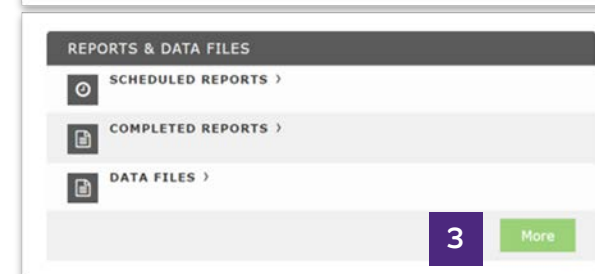
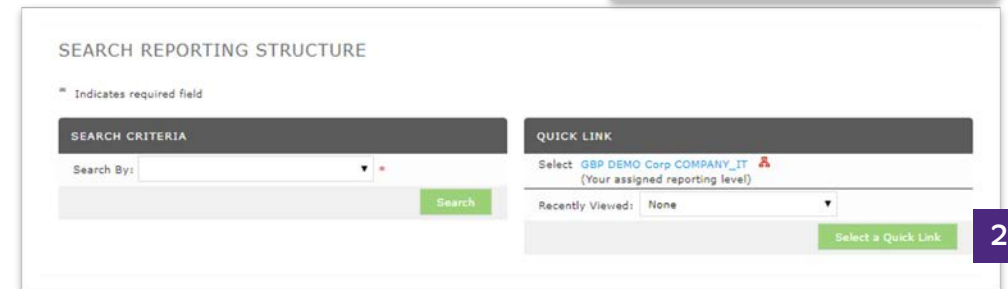
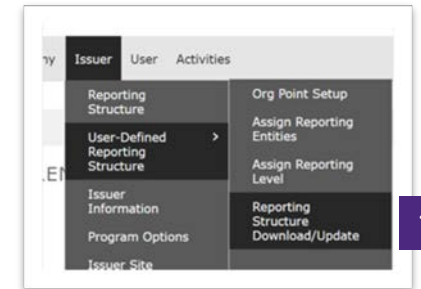
Page 1 of 1

Implementation:

reporting structure

If you have a complex hierarchy, you have the ability to download the hierarchy, make amendments and then update it back into the application.

- 1 Navigate to Issuer > User Defined Reporting Structure > Reporting Structure Download/Update
- 2 Choose where in the hierarchy the download or update needs to take place
- 3 Choose to download the file. Once the download is complete it will be available in **'Data Files'** on the homepage
- 4 Once the file has been edited, navigate to this page and select **'Update'**. You can then browse your files to upload the new hierarchy



Implementation:

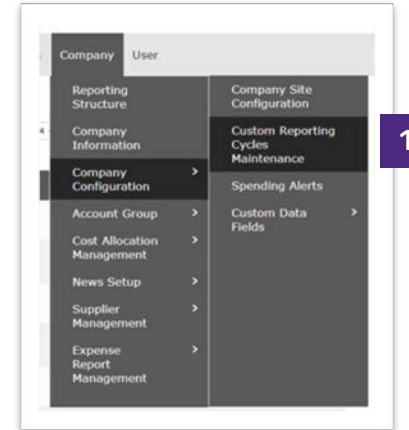
custom reporting cycles

Custom reporting cycles allow you to replicate your billing cycles to aid navigation when running reports or searching for transactions.

- 1 Navigate to Company > Company Configuration > Custom Reporting Cycles Maintenance
- 2 Enter the **'from'** and **'to'** dates and a description for the billing cycle you want to create
- 3 Click on **'Add'**
- 4 Select the **'Default Cycle'** to either **'Current Cycle'** or **'Last Full Cycle'**



The date ranges for billing cycles can be accessed via the **'Resources Centre'** on the homepage.



CUSTOM REPORTING CYCLES MAINTENANCE

GBP DEMO Corp COMPANY_IT • 1 HIGH STREET • LONDON, UNK SW1 4AB

Date Type: Posting Date

From Date	To Date	Description
DD/MM/YYYY	DD/MM/YYYY	

Default Cycle:

Use the Default Search to set which cycle will appear by default on Search Criteria screens. The user can manually select a different cycle in the dropdown

From Date	To Date	Description
09/09/2019	12/09/2019	Demo

Transactions and statement: transaction summary

The 'Account Summary' screen allows you to search for and view transactions for the accounts in your card programme.

1

Navigate to Financial > Account Summary
Use the **'Reporting Structure'** to search for transactions.
You can locate them using the following options:

2a

Use the search criteria to search for specific accounts

2b

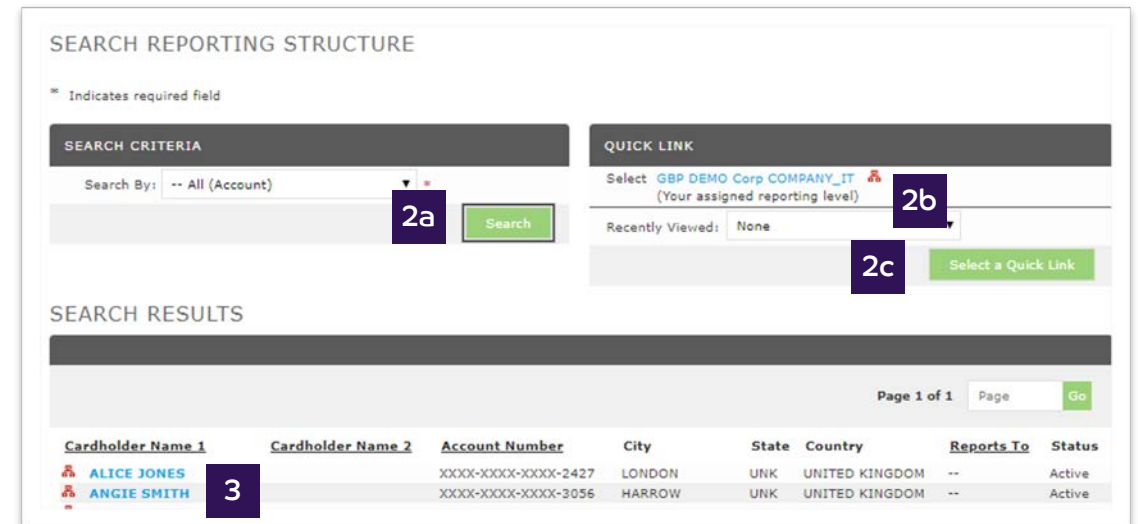
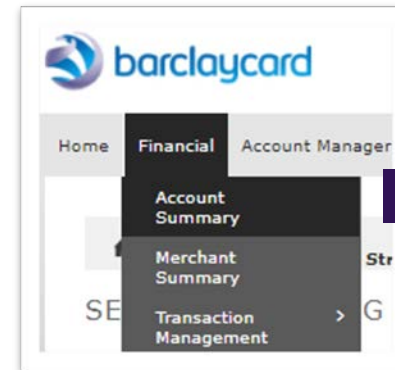
Click on the **'Company Quick Link'** to view all cardholders assigned to you

2c

Use the **'Recently Viewed'** drop-down and click on **'Select a Quick Link'** to navigate quickly to previously visited entities

3

Once you have located the entity that you want to view transactions for, click on the relevant entity



Transactions and statement: transaction summary

4 Choose the date range for the search, either by date range or billing cycle

5 If you're searching for a specific transaction, click the **'Advanced Search'** button to choose additional filtering criteria

SEARCH CRITERIA [Advanced Search >](#)

Date Range: From:* 07/08/2019

To:* 06/09/2019

Date Type: Posting Date ▼

Data available starting 06/09/2016

Search

Transaction Amount: to

Tax Amount: to

Transaction Category: -Transaction Category-

Transaction Reference Number:

Acquirer Reference Number:

Merchant Name:

Diverted Transactions: All ▼

Addendum Type: All ▼

Transaction Type: All ▼

Account Name (contains):

Account Number (exact):

Account Number:

Account Type: All ▼

Account Status:

- All
- Account Closed
- Active
- Inactive
- Issuer Initiated
- Lost/Stolen
- Purged
- Retired/Deceased

Exclude Accounts without Activity:

Merchant Category: -Merchant Category-



The maximum amount of data that can be searched at any one time is six months. The six-month period can be any time during the 36-month data retention period.

Transactions and statement:

transaction summary

6a

Transactions meeting the search criteria will display. Here you can view standard transactional information such as post date, transaction date, merchant description and amount

6b

For purchasing card programmes:

The eligibility of the transactions for evidence of VAT paid will be made and display in the **'VAT Eligibility'** column

6c

Any VAT amounts will display in the VAT amount field and the line item data can be viewed by clicking on the icon in the **'Additional Information'** column

6a

The screenshot shows a search interface with the following sections:

- SEARCH CRITERIA:** Includes fields for Date Range (From: 15/05/2019, To: 06/09/2019), Date Type (Posting Date), and a Search button. A note indicates "Data available starting 06/09/2016".
- SEARCH RESULTS:** A table with columns: Retail, Reviewed, Approved, Posting Date, Transaction Date, Description, Transaction Amount, VAT Rate, VAT, Alternate Tax Amount Rate, Alternate Tax Amount, Additional Information, and VAT Eligibility. The table contains four rows of transaction data.

Retail	Reviewed	Approved	Posting Date	Transaction Date	Description	Transaction Amount	VAT Rate	VAT	Alternate Tax Amount Rate	Alternate Tax Amount	Additional Information	VAT Eligibility
	<input type="checkbox"/>	<input type="checkbox"/>	15/05/2019	15/05/2019	DIRECT DEBIT PAYMENT THANK YOU	(4,974.60)						
	<input type="checkbox"/>	<input type="checkbox"/>	17/06/2019	17/06/2019	DIRECT DEBIT PAYMENT THANK YOU	(8,410.22)						
	<input type="checkbox"/>	<input type="checkbox"/>	15/07/2019	15/07/2019	DIRECT DEBIT PAYMENT THANK YOU	(641.86)						
	<input type="checkbox"/>	<input type="checkbox"/>	15/08/2019	15/08/2019	DIRECT DEBIT PAYMENT THANK YOU	(2,254.24)						

6c

6b

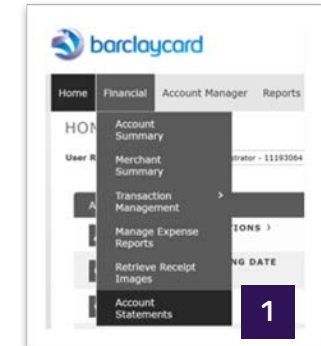
Transactions and statement: view statements

Customer and cardholder level billing statements will be available as PDFs in Barclaycard Corporate online servicing for Administrators and cardholders to view and download.

- 1 Navigate to Financial > Account Statements
- 2 Use the **'Reporting Structure'** screen, search for the account you want to view the statement for. Recently viewed accounts will show in the **'Quick Link'** section
- 3 Once you have located the account, click on the account name
- 4 Click on the relevant month to download the statement



13 months' worth of statements are stored in the application. cardholders can access their statement directly from their Barclaycard Corporate online servicing homepage.



SEARCH REPORTING STRUCTURE

* Indicates required field

SEARCH CRITERIA QUICK LINK

Search By: -- All (Account) Recently Viewed: None

Search Select a Quick Link

SEARCH RESULTS

Page 1 of 1 Page Go

Cardholder Name 1	Cardholder Name 2	Account Number	City	State	Country	Reports To	Status
▲ ALICE JONES		XXXX-XXXX-XXXX-2427	LONDON	UNK	UNITED KINGDOM	--	Active
▲ ANGIE SMITH		XXXX-XXXX-XXXX-3056	HARROW	UNK	UNITED KINGDOM	--	Active
▲ BARBARA WALEY		XXXX-XXXX-XXXX-2815	MILTON KEYNES	UNK	UNITED KINGDOM	--	Active

ACCOUNT STATEMENTS


Account Statements will download as PDF

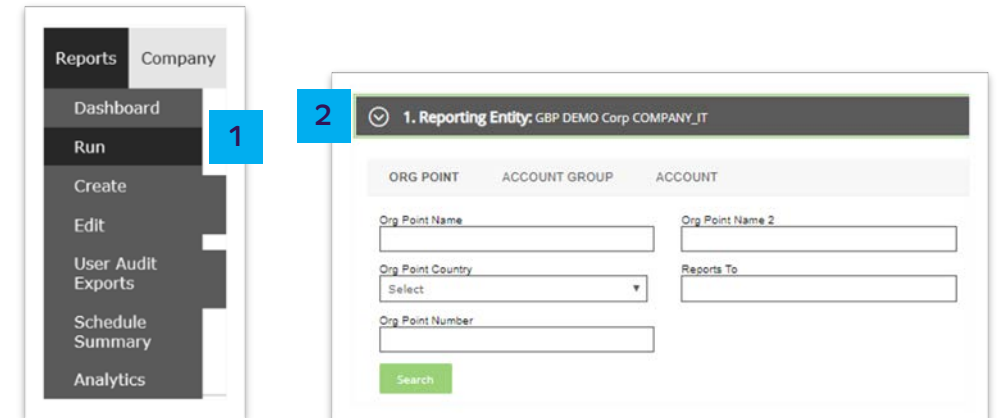
Description	File Size	View Status	Delivered Date
2019 September Statement	951.9 KB	Viewed	11/09/2019
2019 August Statement	949.2 KB	Never Viewed	11/08/2019

Reporting:

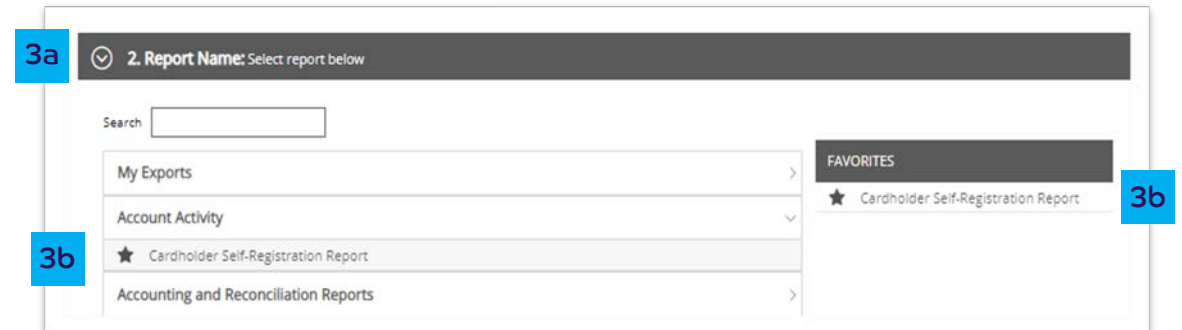
running reports

The application provides a wide variety of standard, pre-defined reports to help you understand programme performance, supplier spend and cardholder spend.

- 1 Navigate to Reports > Run
- 2 Use the **'Reporting Entity'** tab to search for the entity you want to run the report for via org point, account group or account
- 3a Use the **'Report Name'** section to select the report you want to run
- 3b Select the  icon to add the report to your favourites



The image shows two parts of the application interface. On the left, a vertical menu is open with the 'Run' option highlighted, marked with a blue '1'. On the right, the 'Reporting Entity' search form is shown, marked with a blue '2'. The form has a title bar '1. Reporting Entity: GBP DEMO Corp COMPANY_IT' and three columns: 'ORG POINT', 'ACCOUNT GROUP', and 'ACCOUNT'. Each column has a search field. The 'ORG POINT' field has a dropdown menu with 'Select' as the current selection. A green 'Search' button is at the bottom left of the form.



The image shows the 'Report Name' selection screen, marked with a blue '3a'. The title bar reads '2. Report Name: Select report below'. There is a search input field at the top. Below it is a list of report categories: 'My Exports', 'Account Activity', 'Cardholder Self-Registration Report', and 'Accounting and Reconciliation Reports'. The 'Cardholder Self-Registration Report' is highlighted with a blue '3b'. To the right, there is a 'FAVORITES' section with a star icon and the text 'Cardholder Self-Registration Report', also marked with a blue '3b'.

Reporting:

running reports

- 4 Use the **'Criteria'** tab to set the date type, report type, number format and date format for the transactions you want to export. Use the **'Report Notes'** box to add any further information to the notes of the report
- 5 Use the **'Frequency'** tab to choose how often to run the report (once, daily, weekly, monthly, quarterly or reporting cycle) and the date range for the data to include in the report
- 6 Use the **'Delivery Options and Notifications'** tab to set where the report will be made available
- 7 Submit the request

4 3. Criteria: Select criteria below

Date Type
Posting

Report Type
Adobe PDF

Number Format
XX,XXX.XX

Date Format
DD/MM/YYYY

Report Notes
0/200

5 4. Frequency: Once

Once
Daily
Weekly
Monthly
Quarterly
Reporting Cycle

From (DD/MM/YYYY)
11/08/2019

To (DD/MM/YYYY)
09/09/2019

Schedule Offset (in days)
0

6 5. Delivery Options and Notifications: System Inbox & REBECCA.IMRIE@BARCLAYSCORP.COM

Delivery Options
System Inbox

Suppress Email Notifications

Email Notifications
Send email notification to:
REBECCA.IMRIE@BARCLAYSCORP.COM

7 Submit Request Cancel

Reporting:

scheduled and completed reports

1 Once the report has been submitted navigate to Reports > Dashboard to view the completed and scheduled report

2a The **'Scheduled'** tab displays the reports that are scheduled to be processed

2b The **'Completed'** tab displays processed reports which will stay on the system for 30 days

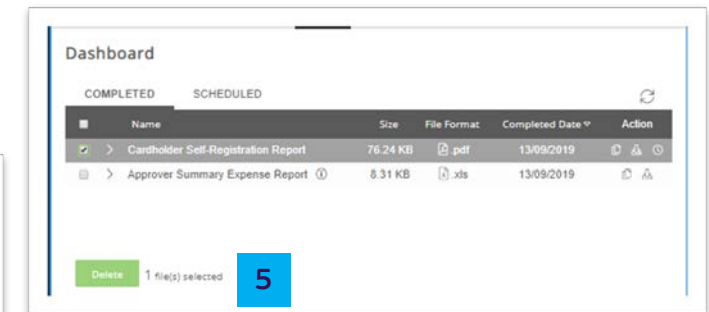
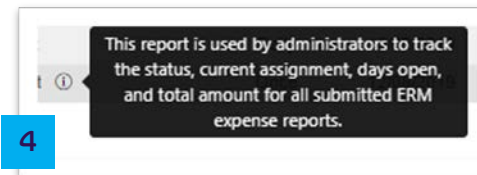
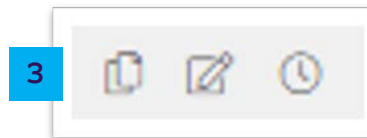
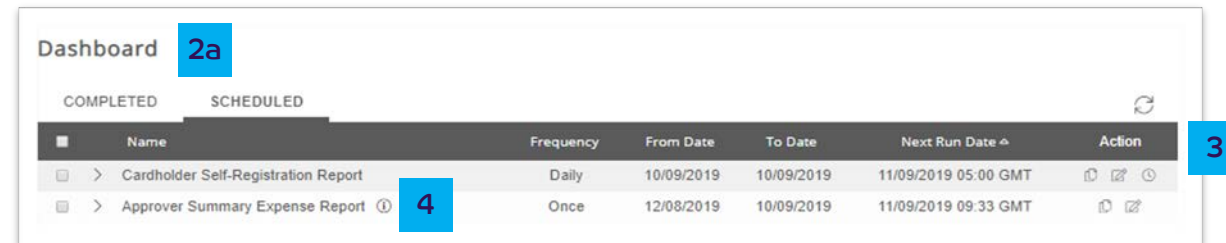
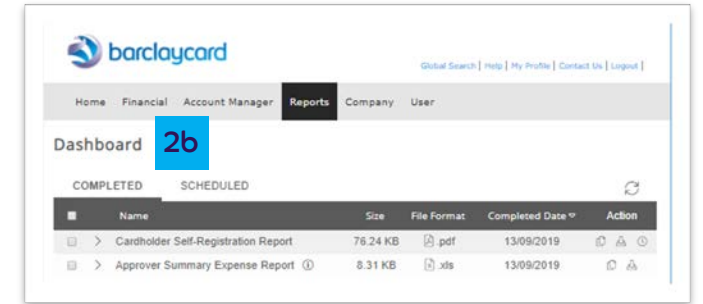
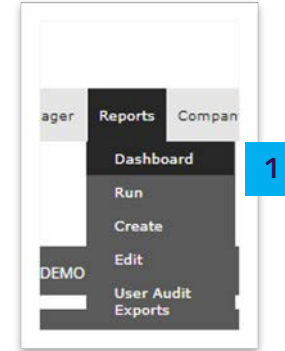
3 The  icon can be used to duplicate the report

The  icon can be used to edit the report

The  icon can be used to auto renew the report

4 The  icon can be used to display more information on the report

5 To delete reports select the relevant report and click **'Delete'**



User management: templates

The user template controls the tasks users are able to perform within the application. We have created a number of standard templates and you can create customised versions if needed.

- 1 Navigate to User > User Templates
- 2 Search for the user templates using the parameters. You can search by template name if you know the specific template needed or by user type
- 3 Click on **'Search'**
- 4 To create your own template, select a user template to base the customer template on and click on **'+'**
- 5 A confirmation message appears. Click **'OK'** to continue

The screenshot illustrates the process of creating a new user template from an existing one. It is divided into five numbered steps:

- 1** A navigation menu is shown with 'User Templates' selected.
- 2** The 'TEMPLATE LIST' page is displayed. The 'SEARCH CRITERIA' section shows 'List Templates by' set to 'User Type' and 'Cardholder' selected in the dropdown. A 'Search' button is visible.
- 3** The search results are shown in a table. The table has columns for Template Name, User Type, Owner, Last Updated, and Last Updated By. The results include:

Template Name	User Type	Owner	Last Updated	Last Updated By
Account Group Manager (Expense Workflow)	Account Group Manager	Issuer: BARCLAYCARD (ALL)	05/20/2015	User Information Unavailable
Account Group Manager (Standard Access)	Account Group Manager	Issuer: BARCLAYCARD (ALL)	07/09/2015	lindabgrp
Account Group Manager (System Default)	Account Group Manager	System-Defined User Template	08/21/2019	system
Test System Name	Account Group Manager	System-Defined User Template	09/07/2016	e055348
- 4** A confirmation dialog box appears with the text: 'commercialdemo.barclaycard.co.uk says Creating a new template from an existing one.' The dialog has 'OK' and 'Cancel' buttons.

User management: templates

6a In the template name field enter the name for your template

6b Check the boxes (view, modify and delete) that you want to enable

7 Click on **'Save'**



The templates name needs to be unique among all templates so you may need to include your company name or another identifier in the name (this field has a maximum of 70 characters).

USER TEMPLATE DETAILS

* Indicates required field

Template Name: **6a**

Assign template to:

Issuer Group Name:

Company Group Name:

Issuer Name: BARCLAYCARD (ALL)

Company Name: GBP DEMO Corp COMPANY_IT

User Type: Account Group Manager

REPORTING STRUCTURE AUTHORITIES			
Authority	View	Modify	Delete
Account Information	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Account Status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COST ALLOCATION AUTHORITIES			
Authority	View	Modify	Delete
Default Accounting Code Values - Account	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Default Accounting Code Values - MCC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Default Accounting Code Values - Supplier Code	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

EXPENSE REPORTING AUTHORITIES			
Authority	View	Modify	Delete
Submit Expense Report	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Approve Expense Report	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Approve Multiple Expense Reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Out of Office Across Company Delegation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

ACCOUNT MANAGER AUTHORITIES			
Authority	View	Modify	Delete
Account Information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Account Name	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Account Address	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Account Authorization Limits	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Account MCC Group Limits	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Account Status	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Replacement Card Request	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Request PIN Mailer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Close Account Request	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Authorization Activity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

REPORTING AND E-MAIL AUTHORITIES			
Authority	View	Modify	Delete
Report Templates	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Create and Schedule E-mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
E-mail History for All Users	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opt Out of E-mail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

MOBILE SERVICES			
Authority	View	Modify	Delete
Maintain Receipt Pool	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

7

User management:

creating users

Cardholders can self-register but if you require additional Administrator access or need Managers/Approvers to access the systems, they will need a user ID to be created.

1 Navigate to User > User Set-up

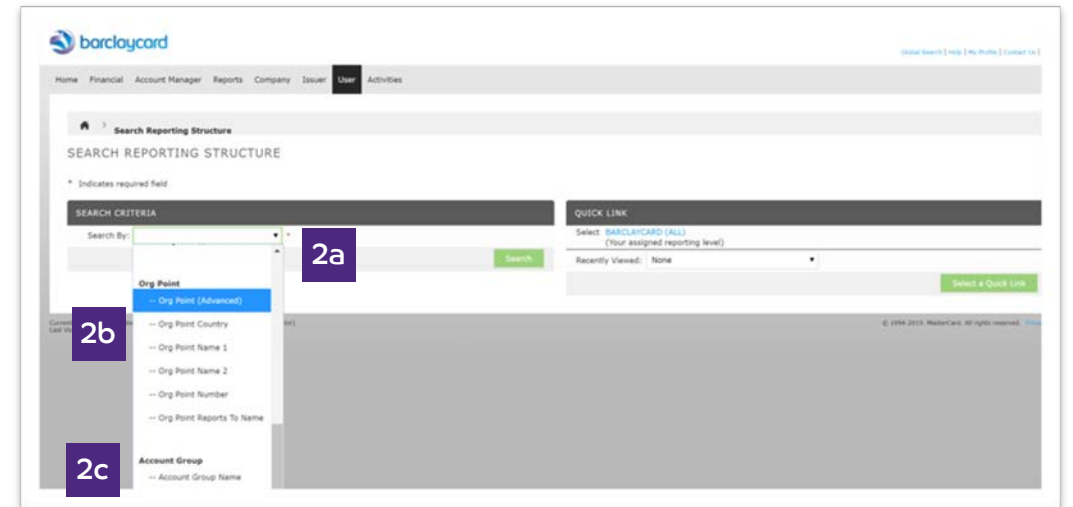
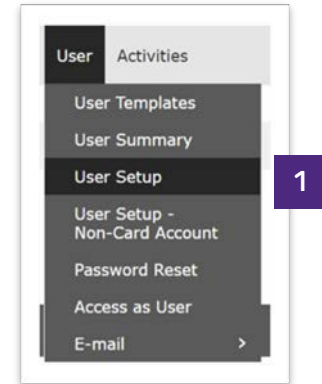
Choose where in the hierarchy you want to create the user, for example:

2a Company Level = Company Admin Users

2b Org Point = Level Managers

2c Account Group = Account Group Managers

From the section, choose the entity where the user should be created.



User management:

creating users

3 Enter the user's name, specify an ID, choose a template, enter the email address, confirm it and click on **'Save'**

4 Click on the **'Reports List'** tab and check the reports that the user needs to have access to

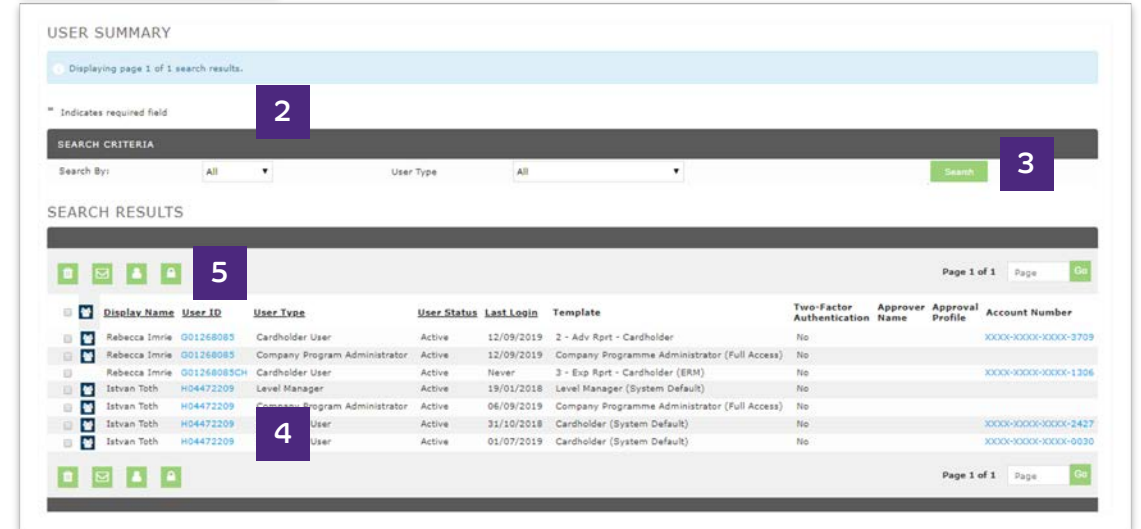
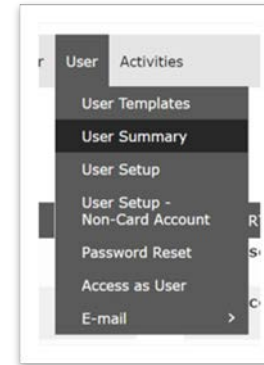
The screenshot displays the 'barclaycard' User Setup interface. The navigation bar includes 'Home', 'Financial', 'Account Manager', 'Reports', 'Company', 'Issuer', 'User', and 'Activities'. The breadcrumb trail shows 'Search Reporting Structure' > 'User Setup'. The 'USER SETUP' section has a 'General' tab and a 'Reports List' tab, with the latter being active and highlighted with a blue box labeled '4'. A '3' is placed in a blue box above the 'Reports List' tab. Below the tabs are 'Save' and 'Reset' buttons. The form is divided into 'USER INFORMATION' and 'REGIONAL SETTINGS' sections. The 'USER INFORMATION' section includes fields for 'Display Name', 'First Name', 'Last Name', 'User ID', 'User Type' (set to 'Company Program Administrator'), 'Template' (set to 'BC_CPA_All Access (with SDRAM)'), 'Entity Name' (set to 'NEWLANDS GIRLS' SCHOOL'), 'E-mail Address', 'Confirm E-mail Address', 'Phone Number', 'Opt Out of E-mail' (set to 'No'), and 'User Status' (set to 'ACTIVE'). The 'REGIONAL SETTINGS' section includes 'Date and Time Settings' (Date Style: 'DD/MM/YYYY', Time Zone: 'Greenwich Mean Time (GMT)') and 'Number Settings' (Decimal Digits: '2', Display Format: 'XX,XXX.XX'). An 'ADDITIONAL INFORMATION' section is also present at the bottom. 'Save' and 'Reset' buttons are located at the bottom right of the form.

User management:

modify and unlock users

From time to time, you may need to modify an existing user profile, or unlock their user account.

- 1 Navigate to User > User Summary
- 2 Use the search criteria to specify your search
- 3 Click on **'Search'**
- 4 Here you can delete user(s)
- 5 If the user is locked, click on the user ID to access the user information screen



User management:

modify and unlock users

6 'Status Code'

Inactive – This means the user has not logged in to the system for 90 days. Change the status code to **'Active'**

7 Click on 'Save'

The screenshot shows the 'General' tab of a user management interface. At the top right, there are 'Save' and 'Reset' buttons. A callout box with the number '7' points to the 'Save' button. Below the buttons, there is a note: 'Updates made to the User Role Information section will only apply to the role selected.' and '* Indicates required field'. The main section is titled 'USER INFORMATION' and contains several fields: 'Display Name' (Rebecca Imrie), 'First Name' (Rebecca), 'Last Name' (Imrie), 'User ID' (G01268085), 'Last Password Change' (06/09/2019 11:32:53 GMT), 'E-mail Address' (REBECCA.IMRIE@BARCLAYSCO), 'Confirm E-mail Address' (REBECCA.IMRIE@BARCLAYSCO), 'Password for E-mailed Reports' (masked with asterisks), 'Phone Number' (empty), 'Security Question' (Where was your mother born?), and 'Security Answer' (masked with asterisks). A 'Change Password' button is located below the password fields. At the bottom right, the 'User Status' is set to 'ACTIVE'. A callout box with the number '6' points to the 'User Status' field. Below the 'USER INFORMATION' section is a 'CHALLENGE QUESTION RESPONSES' section with an upward arrow.

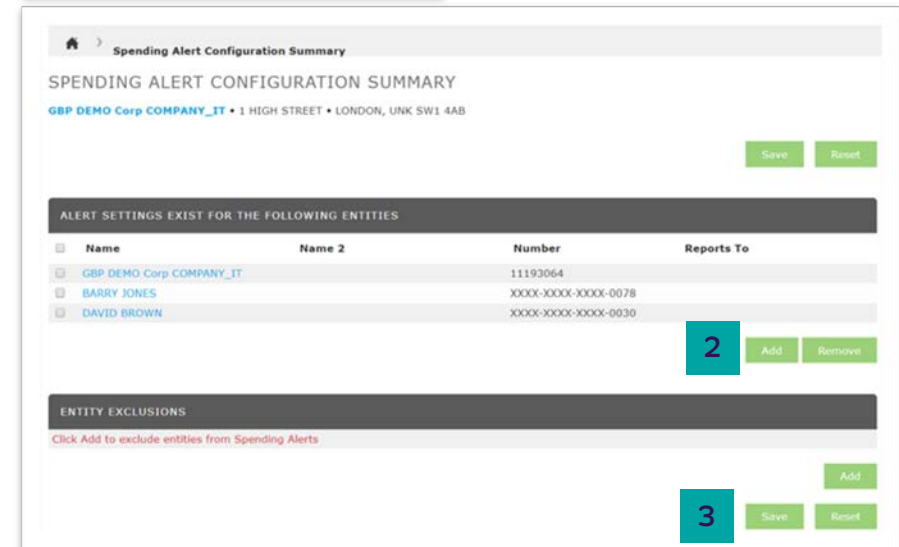
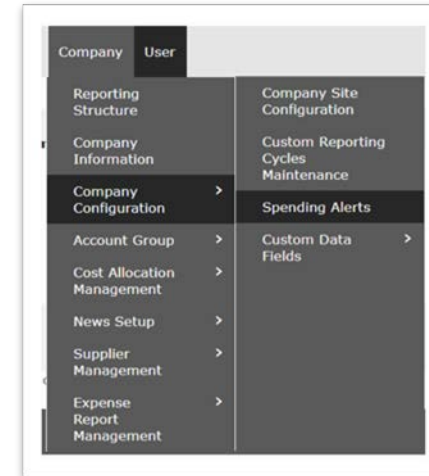


If a user does not log in within 90 days, the user profile will be set to inactive.

Spending alerts

Spending alerts are a really good way to control your card programme. You can configure parameters and when spend exceeds these, it generates an 'Exception Report'.

- 1 Navigate to Company > Company Configuration > Spending Alerts
- 2 Spending alerts can be configured at any point in the hierarchy. Click on '**Add**' to choose which entity they should be configured for
- 3 If there are any accounts or entities in your chosen reporting level that you do not want the spending alerts to apply to, click on '**Add**' to exclude them



Spending alerts

Choose the parameters you want to set in your spending alerts:

- 4a Spending Velocity
- 4b Merchant Alerts
- 4c Transaction Category Alerts
- 4d MCC Alerts
- 4e Point of Service Alerts

You can also set thresholds for the Merchant and spend type alerts.

- 5 Click on 'Save'



Once you have configured your alerts you need to schedule the following two reports:

- Account Activity Spending Alerts
- Spending Alerts

AVID BROWN • XXXX-XXXX-XXXX-0030 (Active) • 1 HIGH ST • LONDON, UNK SW1 4AB

Save Reset

† threshold values will be evaluated using greater than/equal to.

SPENDING VELOCITY 4a

Single Transaction Amount: 500.00 Total Monthly Transaction Amount:

Total Daily Transaction Amount: Total Monthly Transaction Count:

Total Daily Transaction Count: When X% of the total Y amount is reached: % MONTHLY ▼

Total Weekly Transaction Amount: When X% of the total credit limit is reached: % MONTHLY ▼

MERCHANT ALERTS 4b

Merchant Name	Merchant Category Code	Merchant Address	City	State / Province	Postal Code	Country	Threshold
Add Merchant By Name Add Merchant By Location							

TRANSACTION CATEGORY ALERTS 4c

Transaction Category	Threshold
CASH ADVANCES - C, Z	1.00
Remove Add	

MERCHANT CATEGORY CODE ALERTS 4d

Add

POINT OF SERVICE ALERTS 4e

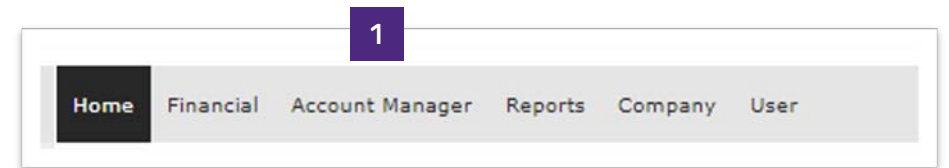
- Cardholder Present
- Mail or Telephone Order
- Internet Transaction

5 Save Reset

Account management

Barclaycard Corporate online servicing Real-time Account Manager provides you with a real-time view of cardholder information, such as declined transactions, cardholder balance/availability and the ability to maintain accounts such as close cards, change limits and addresses etc.

1 To access Account Manager navigate to Account Manager tab



Account management:

view authorisations and declines

Account Manager will allow you to view real-time authorisation and decline information for your cardholders, allowing you to quickly troubleshoot any issues and take the required action.

- 1 Navigate to Reports > Authorisation Activity
- 2a Enter the details for the cardholder you want to search for and enter the date range
- 2b Click on the **'Advanced Search'** button for additional options to locate the account if you do not know the full card number
- 3 Click on **'Search'**

The screenshot displays the Account Manager interface. The top navigation bar includes 'Account Manager', 'Reports', 'Company', and 'User'. The 'Reports' menu is open, showing options like 'Account Maintenance', 'Request Replacement Card', 'Request PIN Mailer', and 'Reports'. The 'Reports' option is selected, and the 'Authorization Activity' sub-menu is visible, marked with a '1'. Below this, the 'AUTHORISATION ACTIVITY' search form is shown. It includes a note 'Data available starting 25/08/2019', an 'Account Number' field with the value 'XXXX-XXXX-8746-4734' and an 'Advanced Search' button (marked '2b'), a 'From Date' field with '16/09/2019' (marked '2a'), and a 'To Date' field with '24/09/2019'. A 'Search' button (marked '3') is located at the bottom right of the form.

Account management:

view authorisations and declines

4a View the decline. The reason displays in the **'Response Reason'** column

4b Further information can be obtained by clicking on **'Details'**

SEARCH RESULTS

Page 1 of 1 Page Go

Account Name	Authorisation Date/Time	Transaction Amount	Request Type	Request Disposition	Response Reason	Merchant Category Code (MCC)	Merchant Name	Currency	Details
A B CARTER	24/09/2019 06:40:27	209.28	Purchase	Approved	APPROVED	7011	CHICAGO SOUTH LOOP HOT	POUND STERLING	Detail
A B CARTER	24/09/2019 04:04:17	2.40	Mail/Telephone Order	Approved	APPROVED	4121	UBER *TRIP	POUND STERLING	Detail
A B CARTER	24/09/2019 03:49:50	7.92	Mail/Telephone Order	Approved	APPROVED	4121	UBER * PENDING	POUND STERLING	Detail

SEARCH RESULTS

Page 1 of 1 Page Go

Account Name	Authorisation Date/Time	Transaction Amount	Request Type	Request Disposition	Response Reason	Merchant Category Code (MCC)	Merchant Name	Currency	Details
	24/09/2019 06:40:27	209.28	Purchase	Approved	APPROVED	7011	CHICAGO SOUTH LOOP HOT	POUND STERLING	Detail
Date/Time	24/09/2019 06:40:27		Authorisation Amount		209.28				
Currency	826		Merchant DBA Name		CHICAGO SOUTH LOOP HOT				
Merchant City	CHICAGO		Merchant State		IL				
Merchant Postal Code	606160000		Merchant Category Code		7011				
Decline Reason	CARTER/A		Card Expiry Date		02/01/2022				
Limit	5,000.00		Balance at Authorisation		5,001.48				
Available Money Before Authorisation	5,210.76		Cash Available at Authorisation		0.00				
Exceeded Velocity Counters			PIN Limit Exceeded						
Bad PIN Attempts	0								



The last 14 days with authorisations and declines will show on the application. If you want historic declines run the decline report by navigating to Reports > Schedule Report > Authorisation Decline Report.

Account management:

view authorisations and declines

The following table details the commonly occurring decline reasons and the actions that can be taken to prevent further declines.

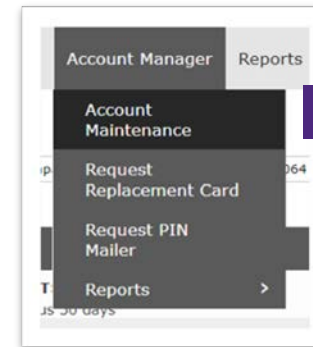
Reason	Decline description	Action to be taken to enable spend
Not enough available	The cardholder currently does not have enough available credit to complete the transaction.	Programme Administrator to increase the cardholder's credit limit. This can be done by Barclaycard Corporate online servicing.
MCCG excluded/included	The merchant category code for the merchant that the cardholder is transacting with is not included in their Merchant Category Code Group (MCCG) assignment.	Programme Administrator to amend the cardholder's MCCG to one which contains the MCC for the merchant.
Single purchase limit exceeded	The cardholder is trying to make a purchase for a value that exceeds the single transaction limit assigned to the account.	Programme Administrator to amend the single transaction limit assigned to the cardholder's account.
Overlimit	The cardholder is attempting to make a purchase but they are currently over their credit limit.	Programme Administrator to increase the credit limit assigned to the cardholder's account. This can be done by Barclaycard Corporate online servicing.
Offline PIN blocked	The cardholder has entered the PIN incorrectly three times or more and therefore locked their card for use with Chip and PIN-enabled merchants.	The cardholder needs to go to a UK-based ATM and choose to ' Unlock PIN ' from the ' PIN Management ' menu. If the cardholder is outside of the UK, they should contact the call center for further options.
Invalid CVV2 or CVC2	An invalid card security code is entered. This is the last three digits on the signature strip on the reverse of the card. This usually occurs with online/telephone transactions.	Merchant/cardholder to check the security code being used and validate that it is correct.
Invalid expiration date	An invalid card expiry date has been entered. This usually occurs with online/telephone transactions.	Merchant/cardholder to check the expiry date being used and validate that it is correct.

Account management:

account maintenance

The 'Account Maintenance' page allows you to make edits to your cardholder profiles, for example, the address, closing a card and amending credit limit (temporarily or permanently).

- 1 Navigate to Account Manager > Account Maintenance
- 2a Use the search criteria to search for the required account
- 2b Click on **'Search'**
- 3 Choose the required account from the search results



A screenshot of a search interface titled 'SEARCH REPORTING STRUCTURE'. It features a 'SEARCH CRITERIA' section with a dropdown menu for 'Search By:' (labeled '2a') and a 'QUICK LINKS' section with a 'Recently Viewed: None' dropdown and a 'Select a Quick Link' button. A green 'Search' button (labeled '2b') is located at the bottom right of the search area.

A screenshot of a table titled 'SEARCH RESULTS'. The table has columns for Cardholder Name 1, Cardholder Name 2, Account Number, City, State, Country, Reports To, and Status. The first row is highlighted. A purple box labeled '3' is placed over the 'Cardholder Name 2' column of the first row.

Cardholder Name 1	Cardholder Name 2	Account Number	City	State	Country	Reports To	Status
ALICE JONES		XXXX-XXXX-XXXX-2427	LONDON	UNK	UNITED KINGDOM	--	Active
ANGIE SMITH		XXXX-XXXX-XXXX-3056	HARROW	UNK	UNITED KINGDOM	--	Active
BARBARA WALEY		XXXX-XXXX-XXXX-2815	MILTON KEYNES	UNK	UNITED	--	Active

Account management:

account maintenance

4

To edit the address, click on **'Edit'**, maintain the address and click on **'Save'**

5

To close the account click on **'Edit'** and move the closed status to the selected box and click on **'Save'**

6

To change the credit limit, click on **'Edit'** and amend the limit. If you choose to amend the temporary limit specify the end date

ACCOUNT MAINTENANCE

* Indicates required field

ACCOUNT INFORMATION

Account Number XXXX-XXXX-XXXX-6271

Name 1

Embossed Line 1

Name 2 LIMITED

Embossed Line 2

Accounting Code

Edit

STATUS

Processor TSYS-TS2

Account Type Individual

Billing Type Corporate

Card Account Status

Included

PG/Y - Product Change

DT/Y - Debit Activity Today

AT/Y - Active Today

AV/Y - Active This Cycle

FU/PU - First Use Was Purchase

MA/Y - Active This Month

OA/Y - Active Since Opened

TA/B - Business Type Account

Edit

ADDRESS AND EMPLOYEE INFORMATION

4

Edit

Correspondence Address

Address Line 1

Address Line 2 ROBERT ROBINSON AVENUE

City

State

Postal Code

County

Country UNITED KINGDOM

Employee ID

Email Address

Date of Birth *****

PHONES

Edit

Home Phone Number

Work Phone Number

Work Phone Extension

Mobile Phone Number

Fax Number

TRANSACTION LIMITS

Edit

Single Transaction Limit 0.00

Cycle Number of Transactions 0

Cycle Amount 0.00

Daily Number of Transactions 0

Daily Amount 0.00

Monthly Number of Transactions 0

Monthly Amount 0.00

CREDIT LIMITS

Edit

Current Balance 240.30

Available Limit 32,260.00

Previous Balance 1,330.07

Disputed Amount 0.00

Current Amount Due 0.00

Days Past Due 0

Credit Limit 25,000.00

Temporary Credit Limit

6

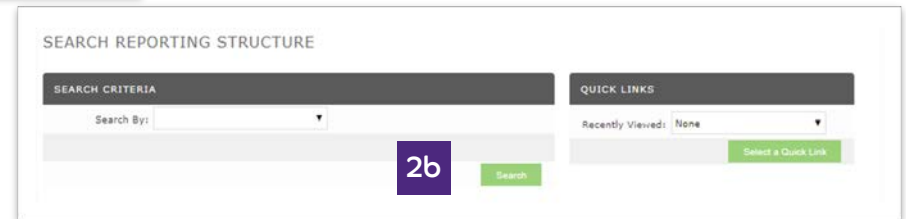
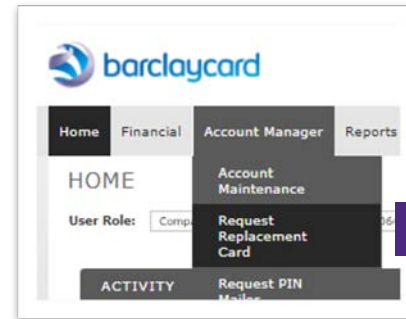
Account management: order replacement card

If there is a problem with the cardholder's card, such as a faulty magnetic stripe or chip, you can order a replacement card for the cardholder.

- 1 Navigate to Account Manager > Request Replacement Card
- 2a Use the search criteria to search for the required account
- 2b Click on **'Search'**
- 3 Choose the required account from the search results
- 4 Enter the reason for your request and click on **'Request Replacement Card'**

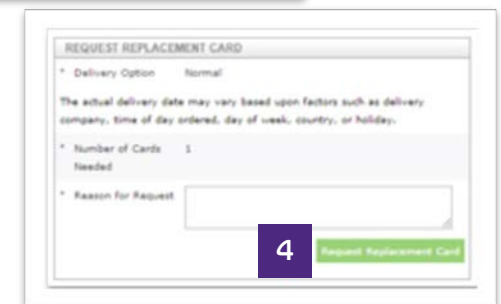


This function should not be used where a cardholder loses their card or suspects fraud. These replacements should be made by calling the number on the back of the cardholder's card.



The screenshot shows the 'SEARCH RESULTS' table. The second row, corresponding to 'ANGIE SMITH', is highlighted with a callout box labeled '3'.

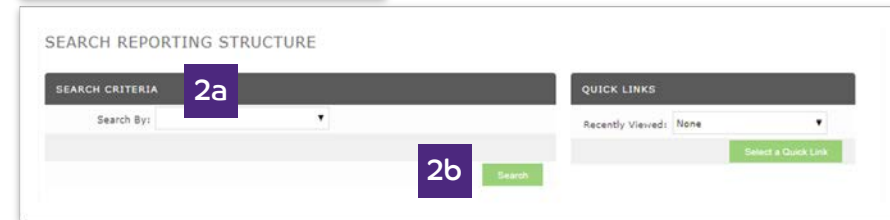
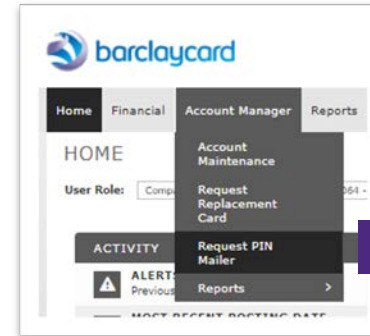
Cardholder Name 1	Cardholder Name 2	Account Number	City	State	Country	Reports To	Status
ALICE JONES		XXXX-XXXX-XXXX-2427	LONDON	UNK	UNITED KINGDOM	--	Active
ANGIE SMITH		XXXX-XXXX-XXXX-3056	HARROW	UNK	UNITED KINGDOM	--	Active
BARBARA WALEY		XXXX-XXXX-XXXX-2815	MILTON KEYNES	UNK	UNITED KINGDOM	--	Active



Account management: order replacement PIN

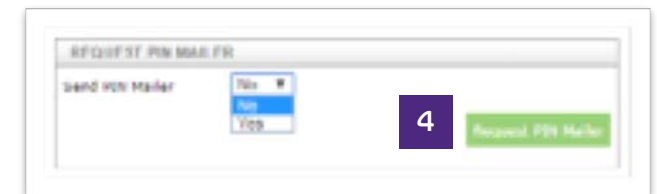
If your cardholder cannot remember their PIN you can request PIN replacement via Barclaycard Corporate online servicing Real-Time Account Manager.

- 1 Navigate to Account Manager > Request PIN Mailer
- 2a Use the search criteria to search for the required account
- 2b Click on **'Search'**
- 3 Choose the required account from the search results
- 4 Change **'Send PIN Mailer'** to **'Yes'** and click on **'Request PIN Mailer'**



A screenshot of the 'SEARCH RESULTS' table. The table has columns for Cardholder Name 1, Cardholder Name 2, Account Number, City, State, Country, Reports To, and Status. A purple box with the number '3' is placed over the 'ANGIE SMITH' row.

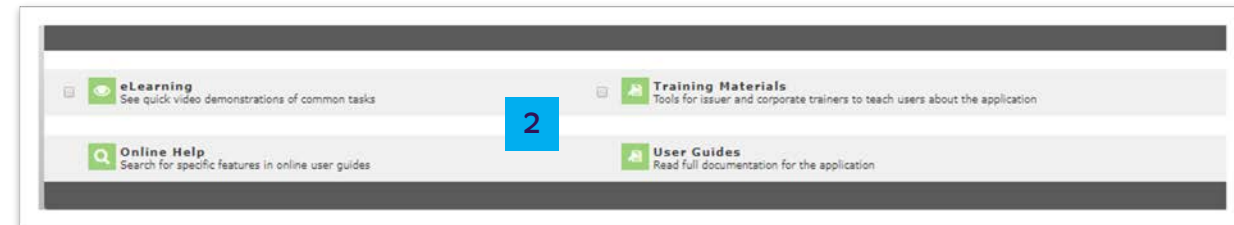
Cardholder Name 1	Cardholder Name 2	Account Number	City	State	Country	Reports To	Status
ALICE JONES		XXXX-XXXX-XXXX-2427	LONDON	UNK	UNITED KINGDOM	--	Active
ANGIE SMITH		XXXX-XXXX-XXXX-3056	HARROW	UNK	UNITED KINGDOM	--	Active
BARBARA WALEY		XXXX-XXXX-XXXX-2815	MILTON KEYNES	UNK	UNITED KINGDOM	--	Active



Help:

This guide provides details on how to perform the key functions in the application. If you need further detail, the 'Help' function contains more information in a range of formats.

- 1 Choose **'Help'** from the main menu
- 2 You can search for topics or navigate using the key menu topics





Thank you

This information is available in large print, Braille or audio format by calling **0844 822 2140**.

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