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:

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.

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

Getting started:

first time login

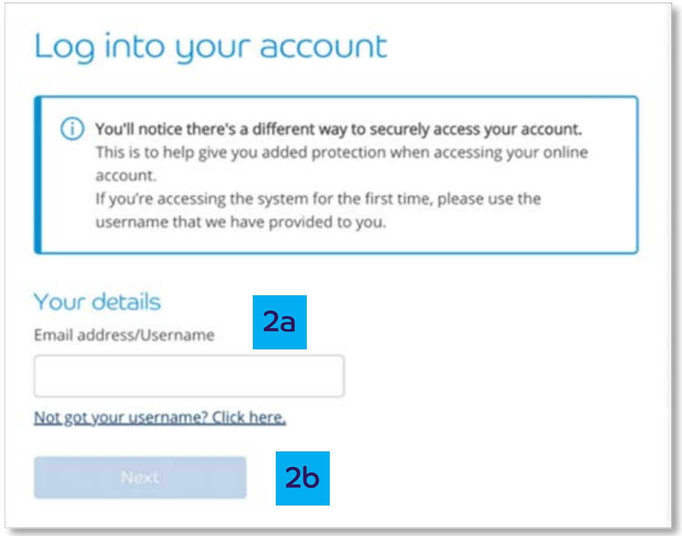
To log in to your Corporate online servicing accounts, you'll need your PINsentry card reader and your Barclaycard Corporate card or Authentication card.

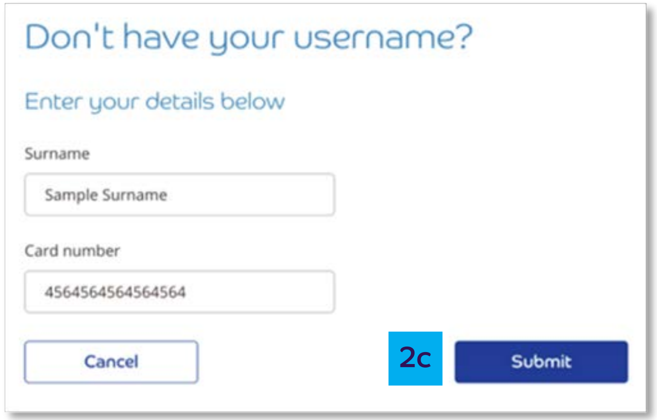
1 Navigate to **barclaycard.co.uk/business** and log in with the button in the top-right corner

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'**



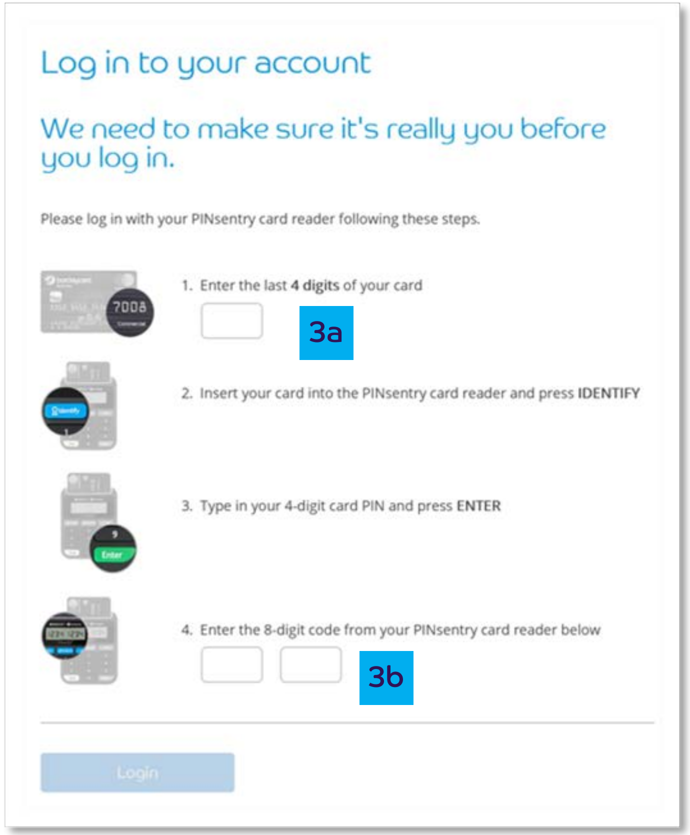


Getting started:
first time login

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 you Barclaycard Corporate card or Authentication card in the card slot, chip-end first. Then press **'Identify'**

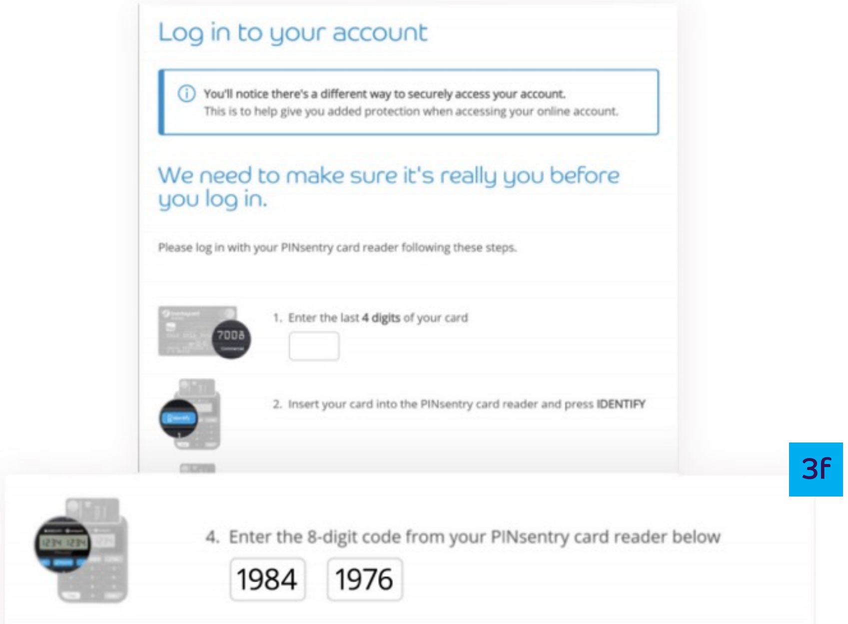


Getting started:
first time login

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'**

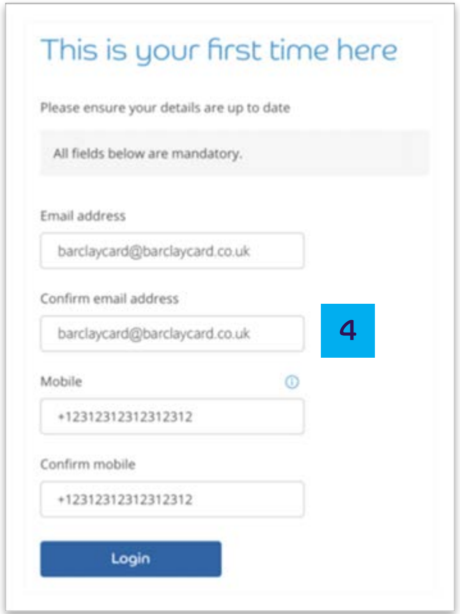


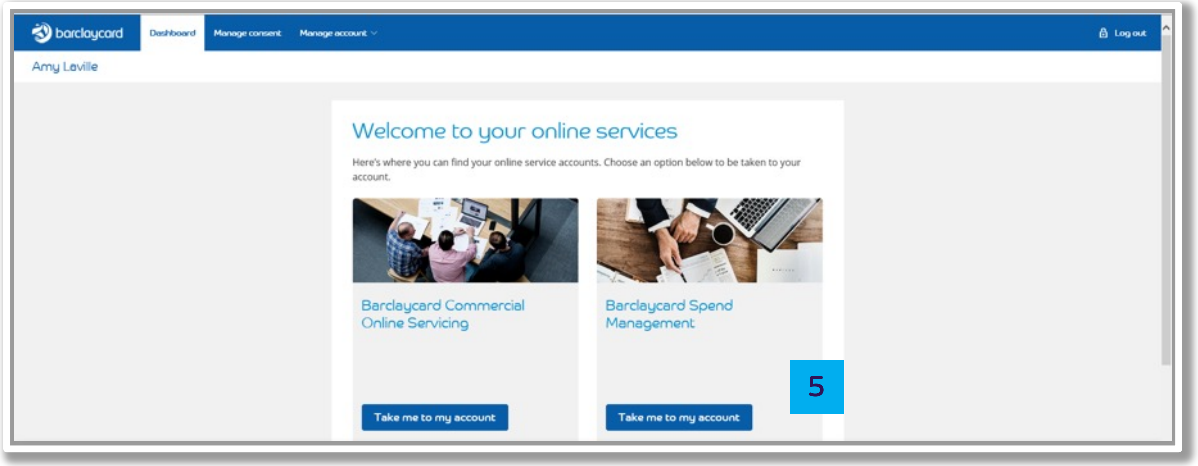
Getting started:

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’**

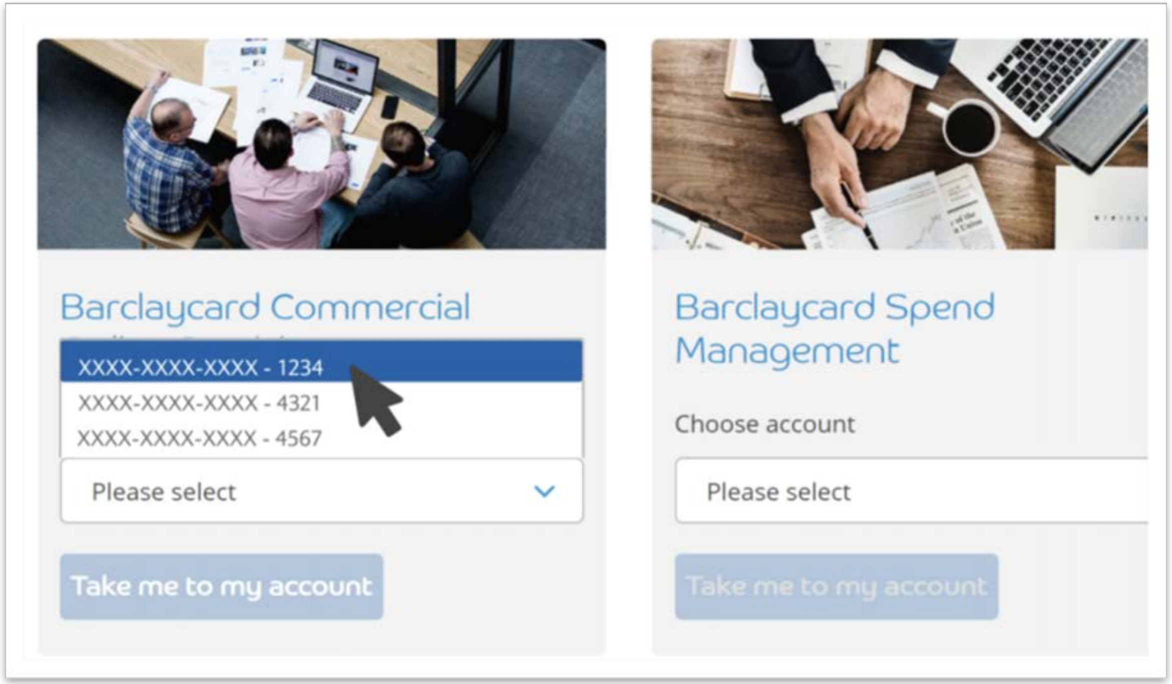




Getting started:
first time login

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



Getting started:
navigating the application

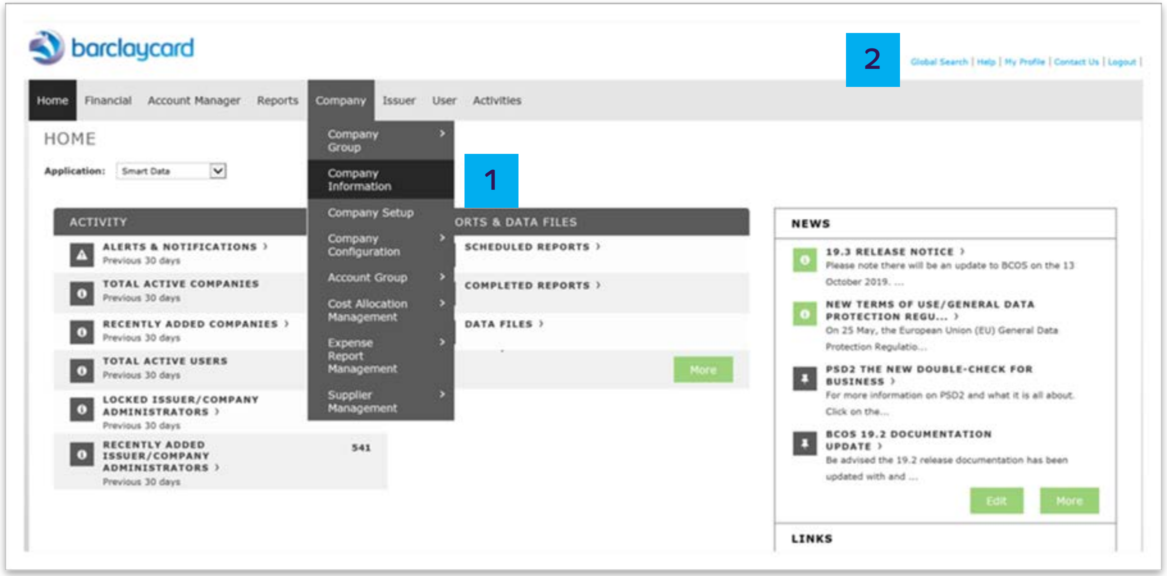
Barclaycard Corporate online servicing is designed to be easy to use. Here are some key pointers to help you move around the application.

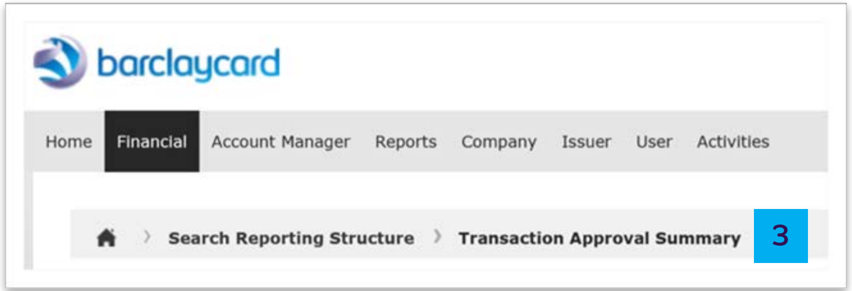
1 **Menus -** The main navigation is via the tab top menus. These allow you to navigate through the functionality in the application, consolidating under a common theme

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.





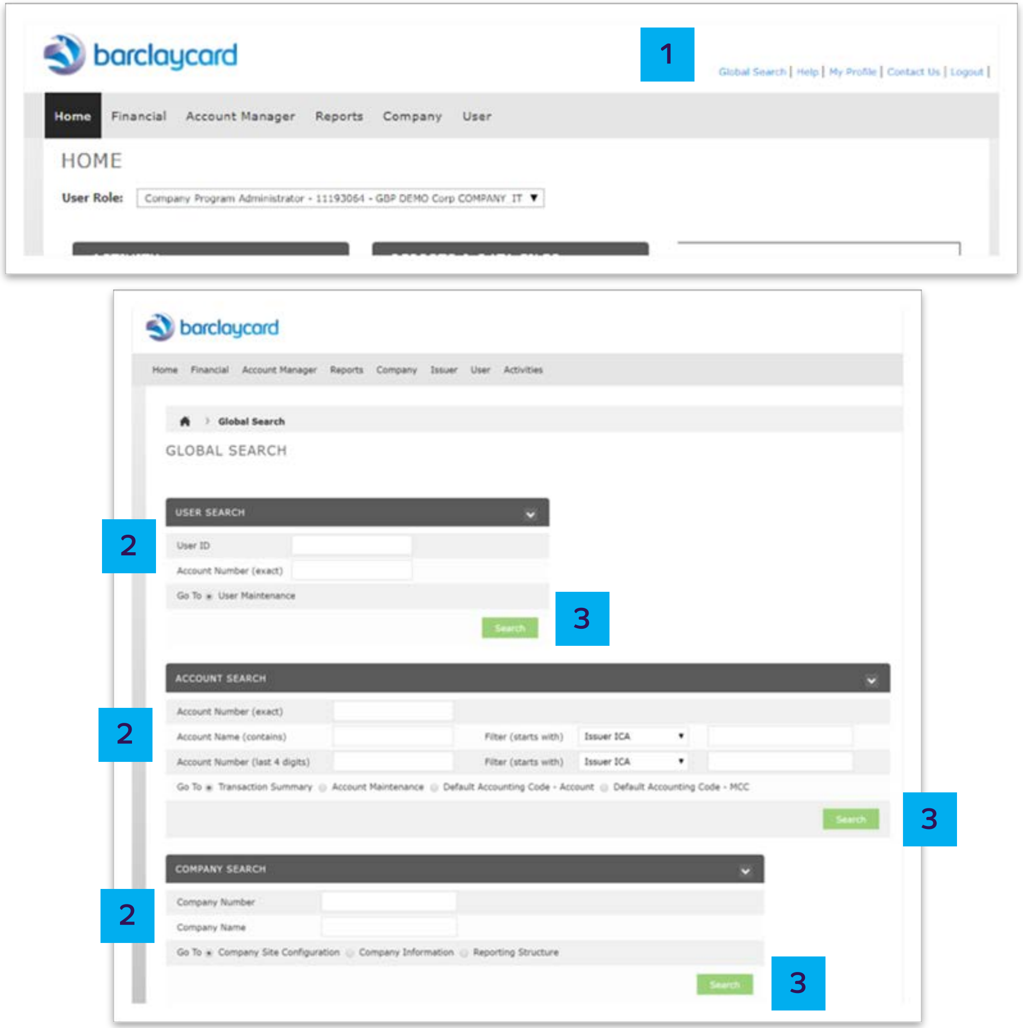
Getting started:
global search

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

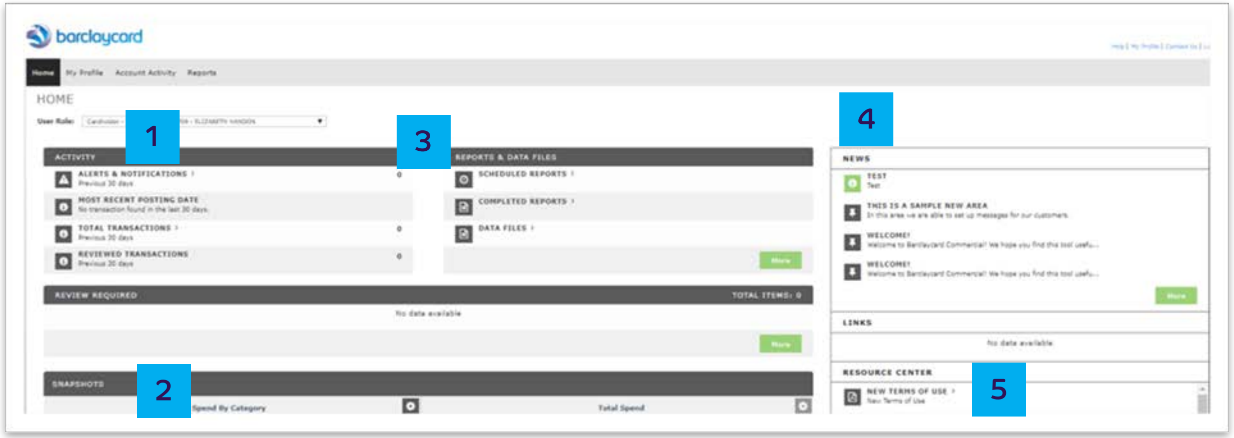
3 Select the option required and click on **‘Search’**



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

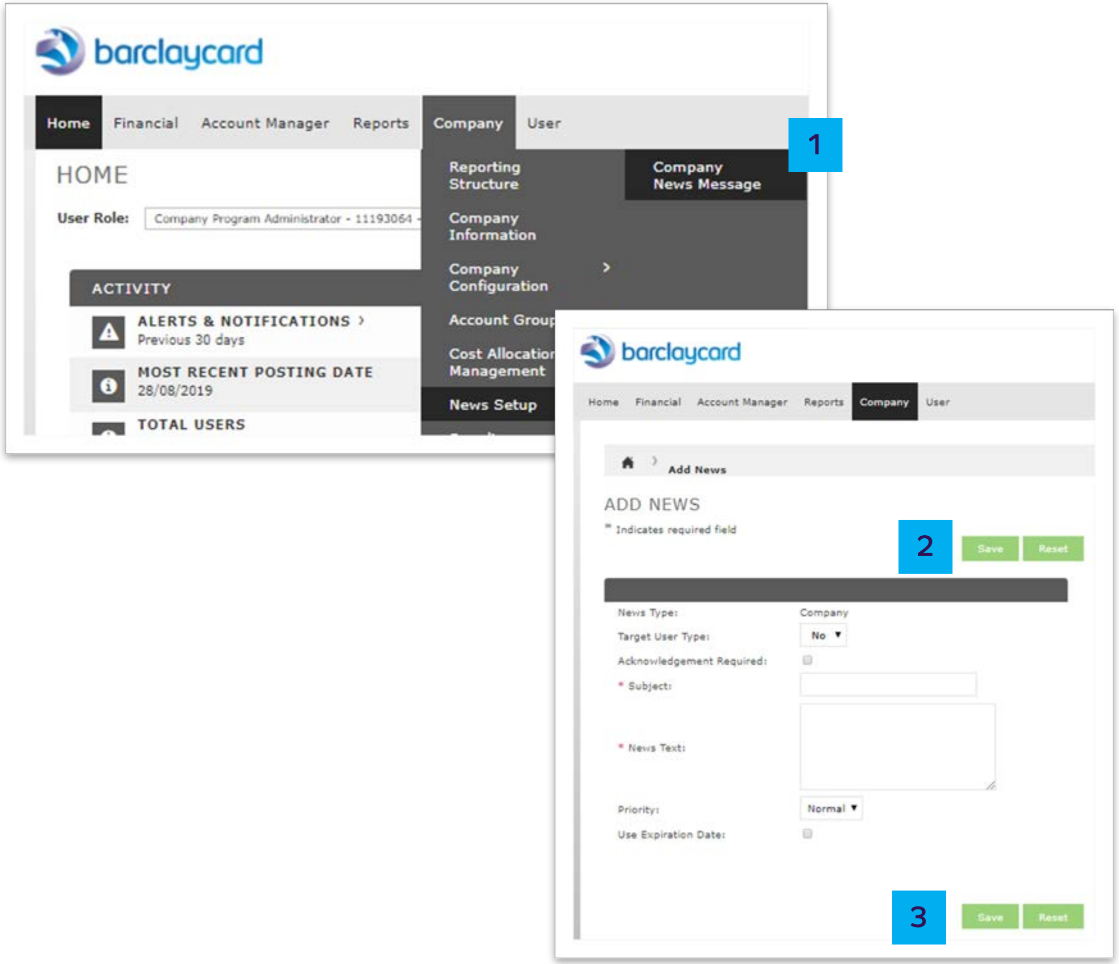


Getting started:

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’**

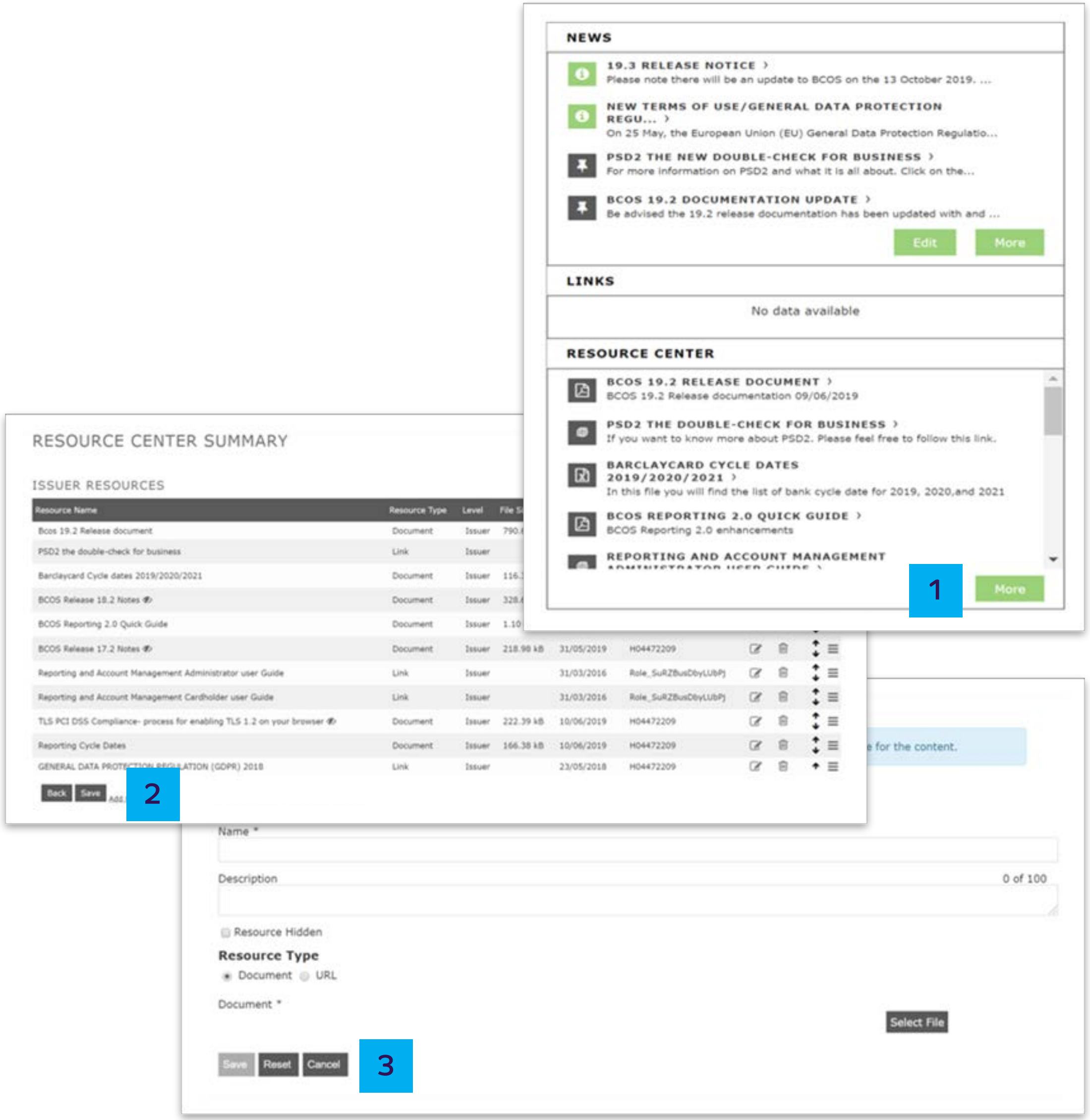


Getting started:

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’**

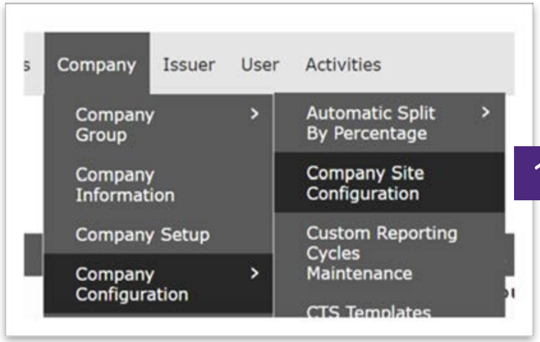


The **‘Resource Centre’** supports uploads of .pdf, .doc and .xls documents.
Each document has a maximum file 2MB.

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'**



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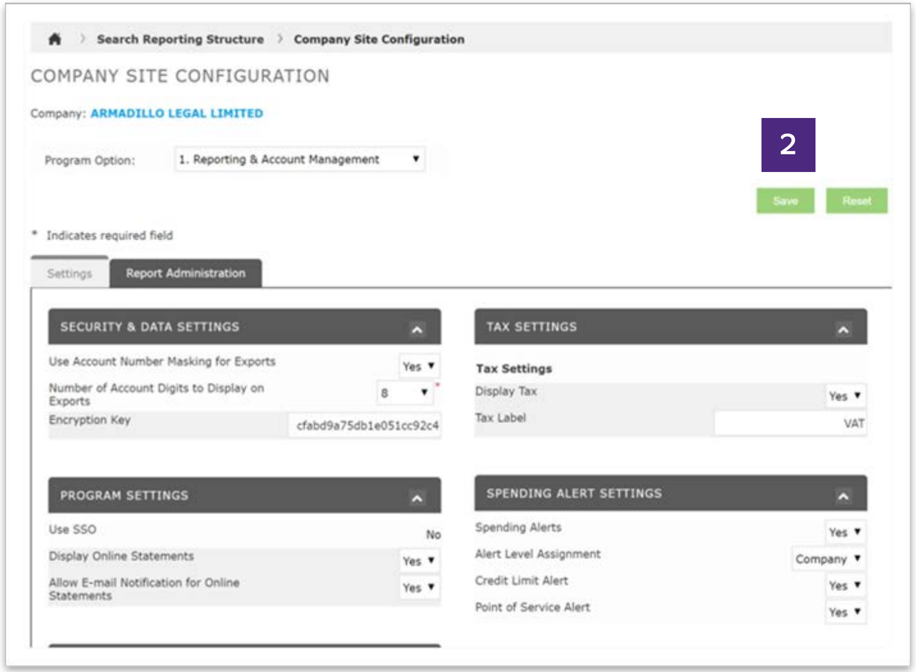
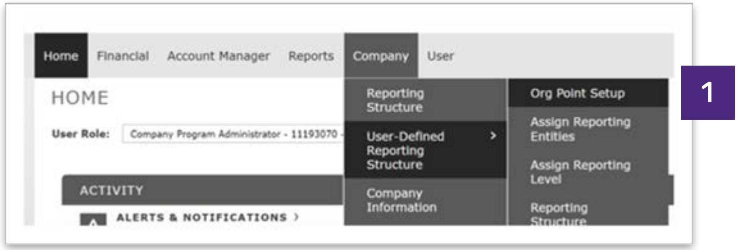


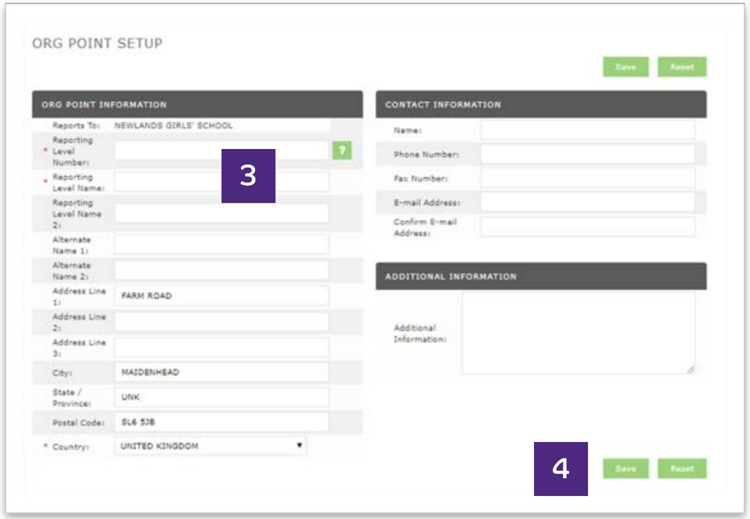
Implementation:
reporting structure

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

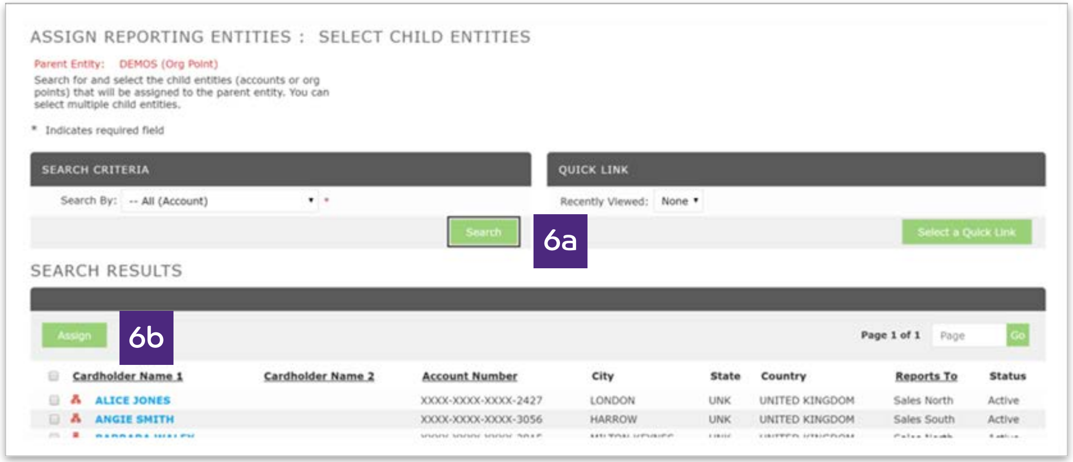
Confirmation of the org point set-up will be presented.

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'**

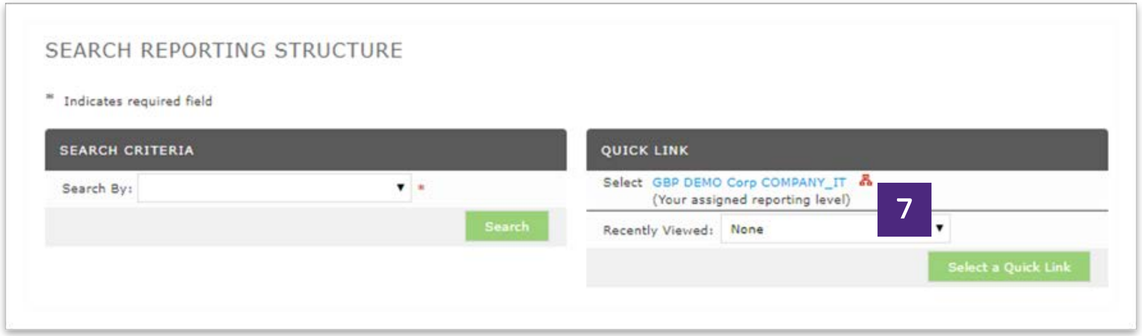


Implementation:
reporting structure

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

7



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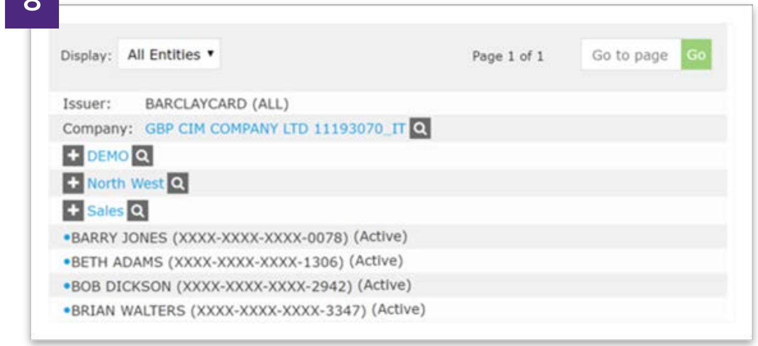

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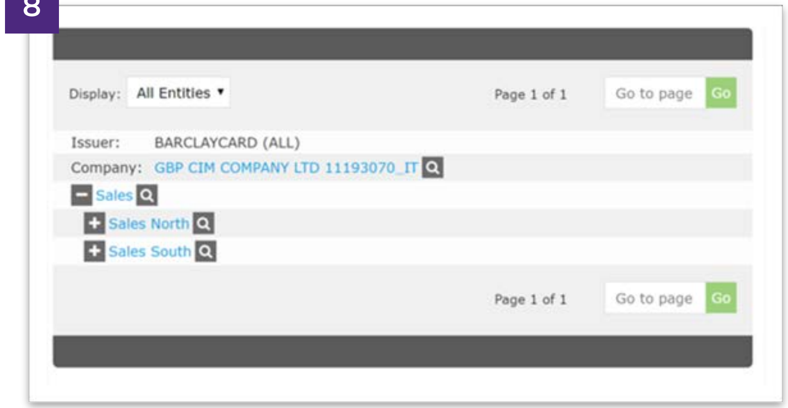

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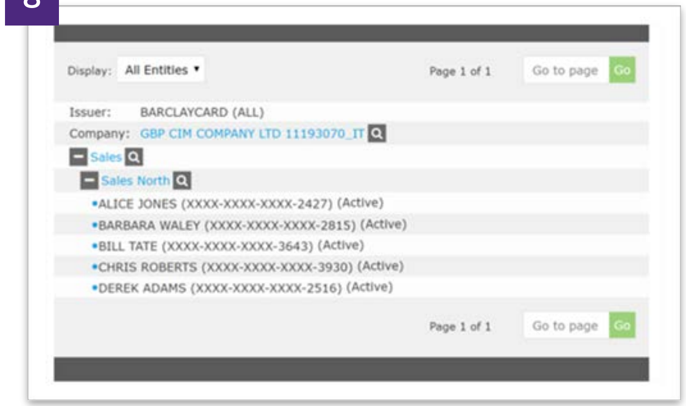
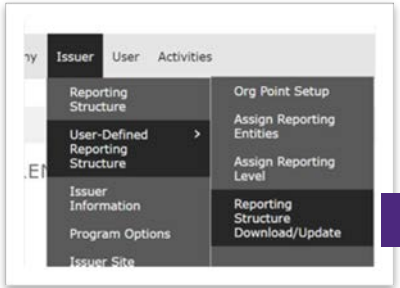
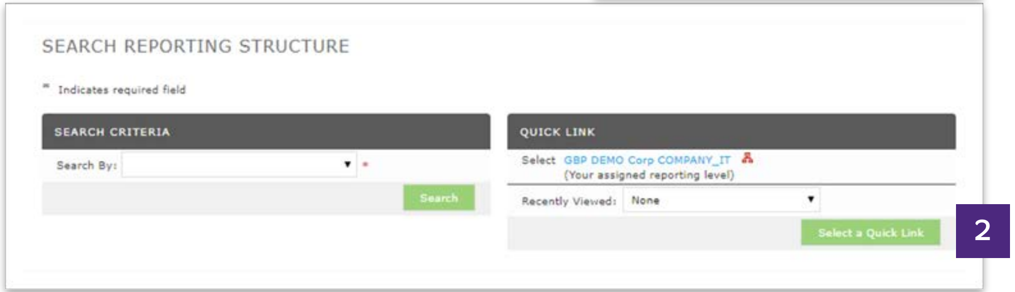


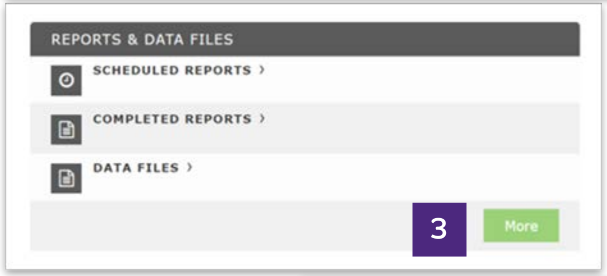
Implementation:
reporting structure

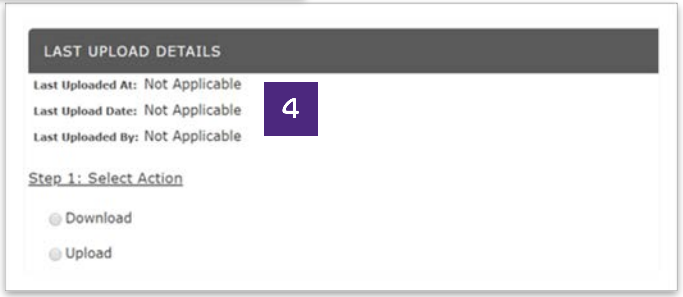
If you have a complex hierarchy, you have the ability to download the hierarchy, make amendments and then update it back into the application.

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.

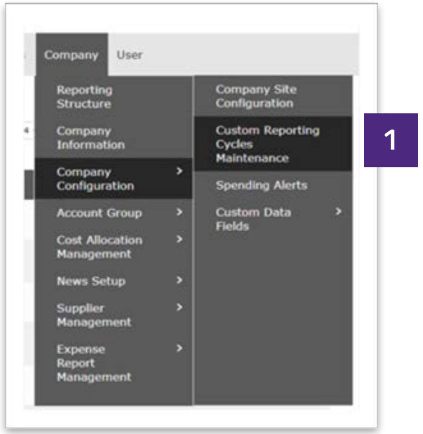
1. Navigate to Company > Company Configuration > Custom Reporting Cycles Maintenance

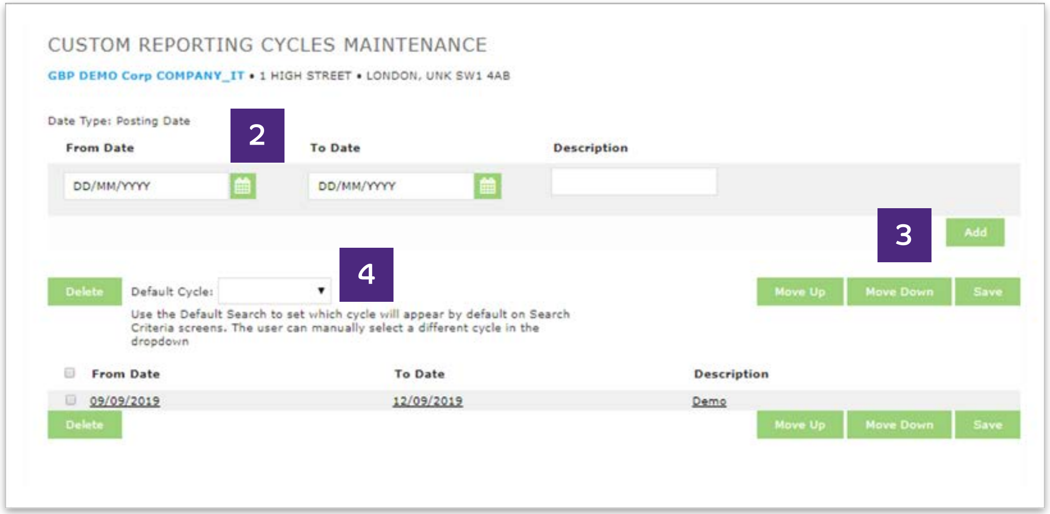
2. Enter the **'from'** and **'to'** dates and a description for the billing cycle you want to create

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.





Transactions and statement:

transaction summary

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

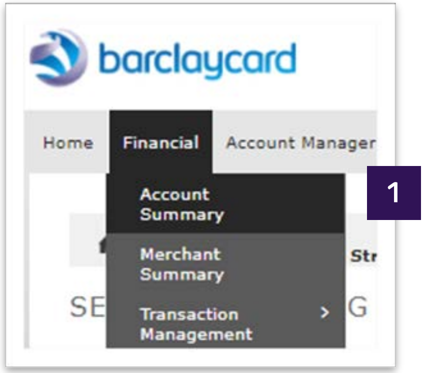
1 Navigate to Financial > Account Summary
Use the **'Reporting Structure'** to search for transactions. You can locate them using the following options:

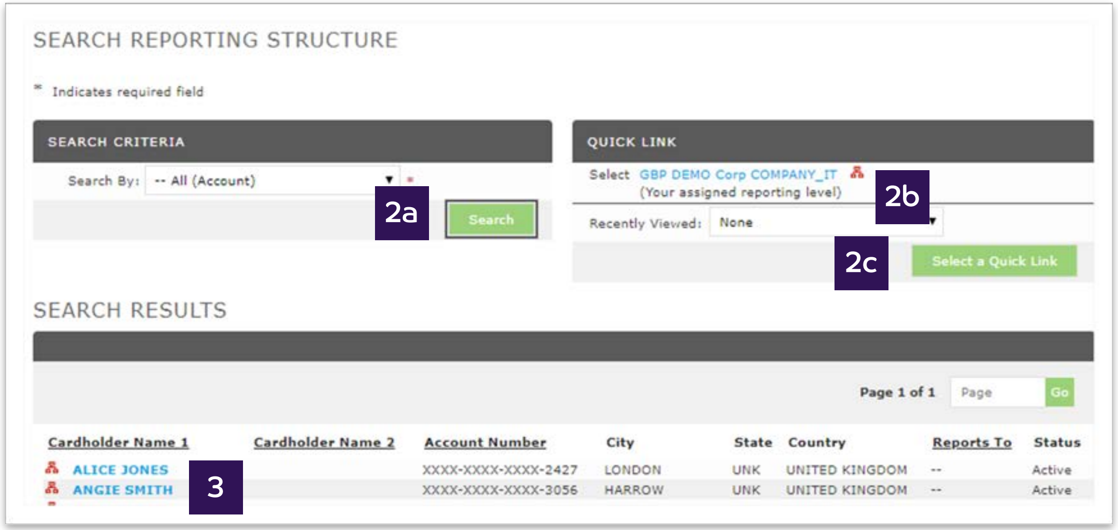
2a Use the search criteria to search for specific accounts

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





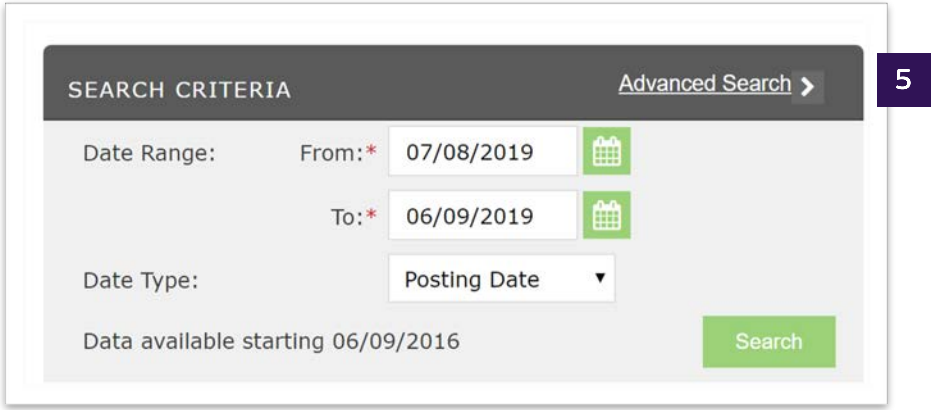
Transactions and statement:

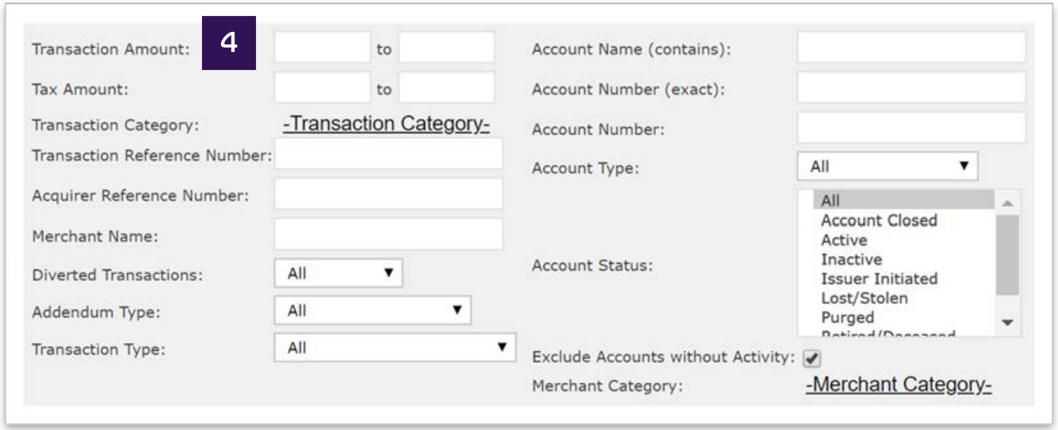
transaction summary

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

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.





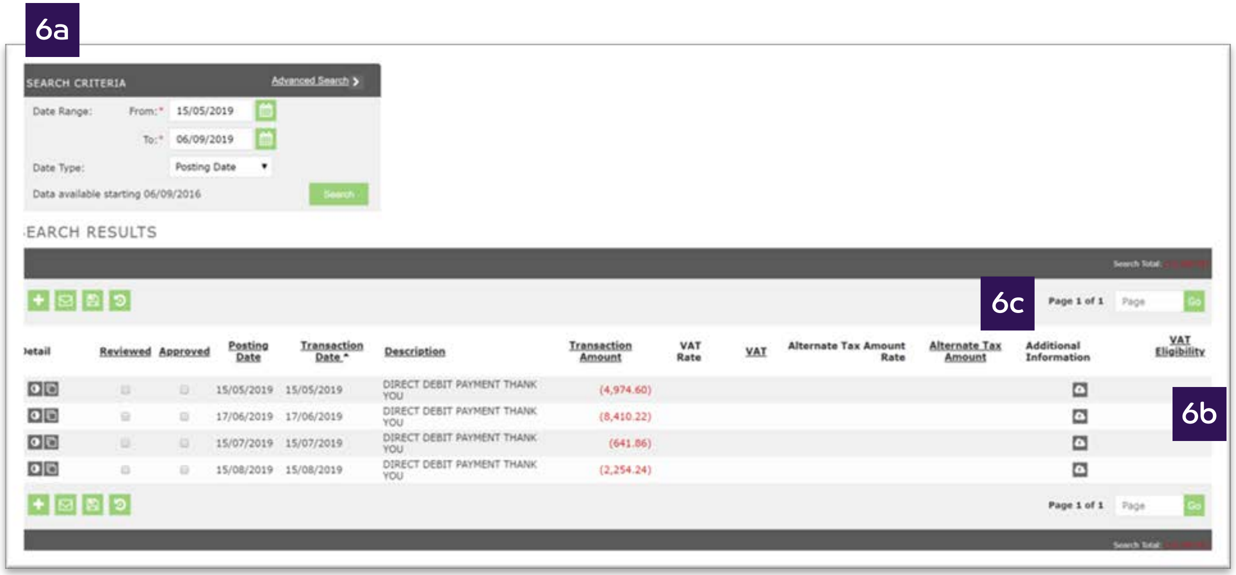
Transactions and statement:

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



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.

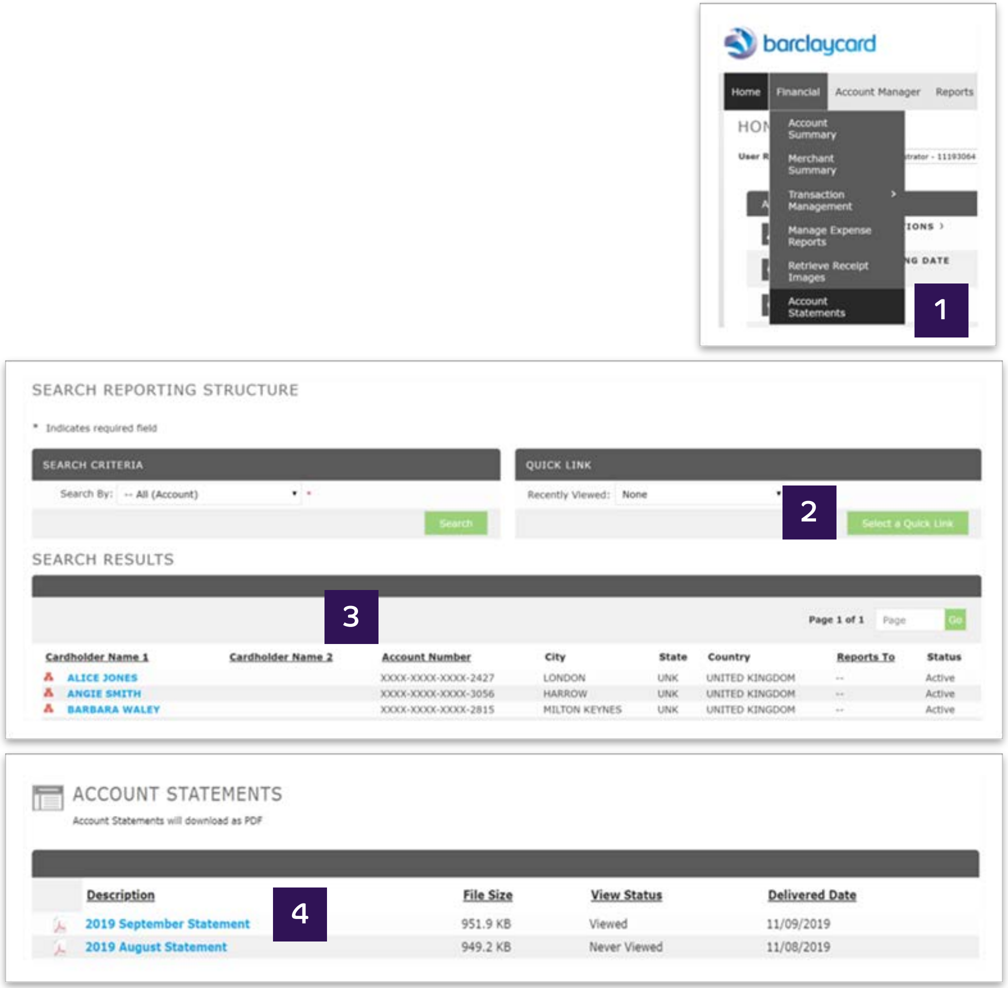
1. Navigate to Financial > Account Statements

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.



Reporting:

running reports

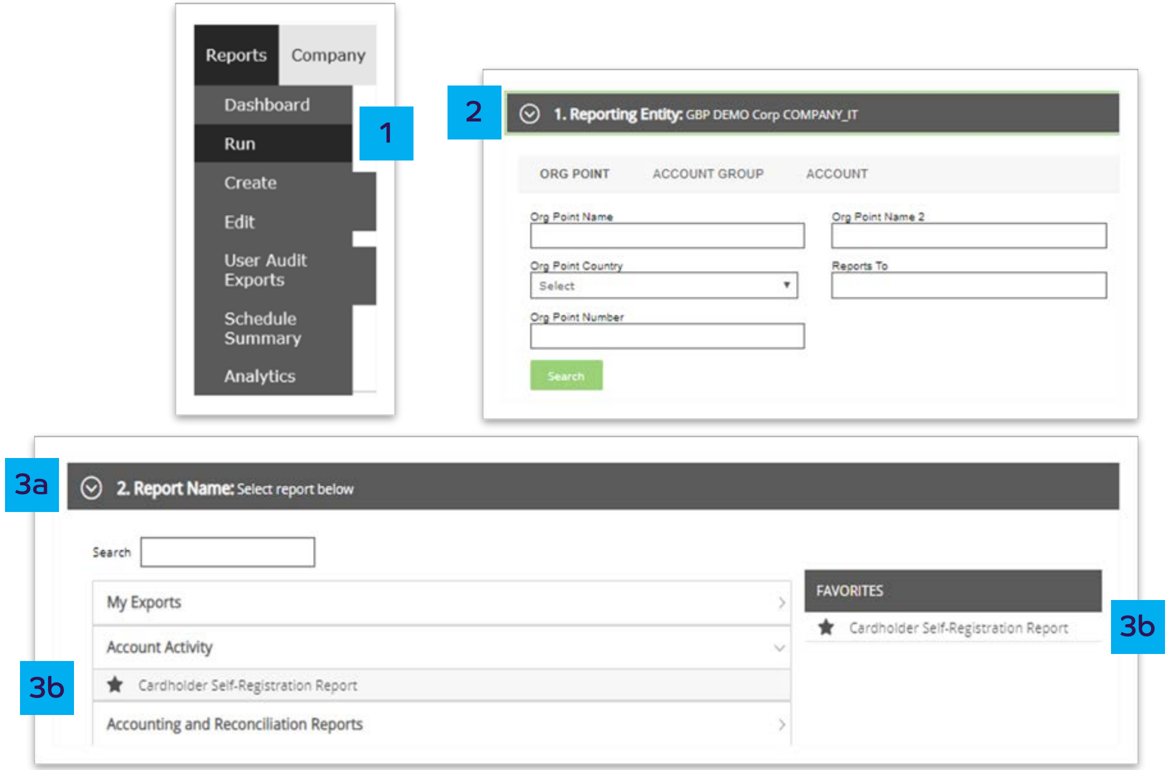
The application provides a wide variety of standard, pre-defined reports to help you understand programme performance, supplier spend and cardholder spend.

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



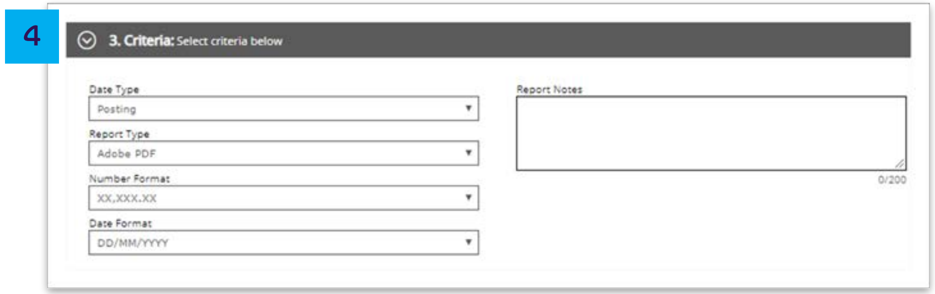
Reporting:
running reports

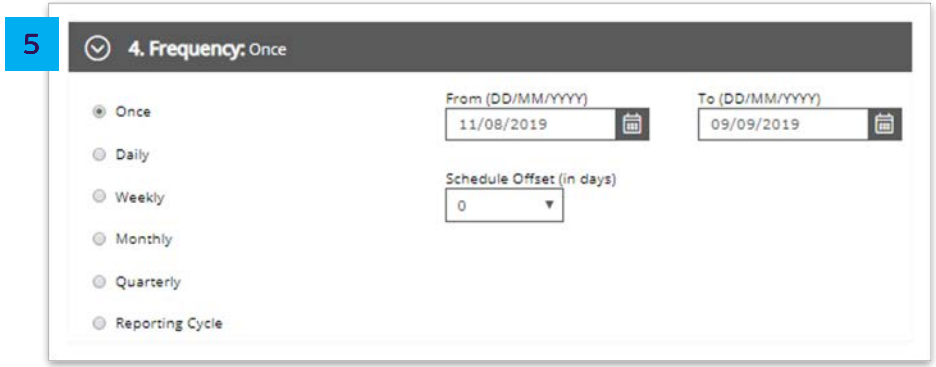
4 Use the **'Criteria'** tab to set the date type, report type, number format and date format for the transactions you want to export. Use the **'Report Notes'** box to add any further information to the notes of the report

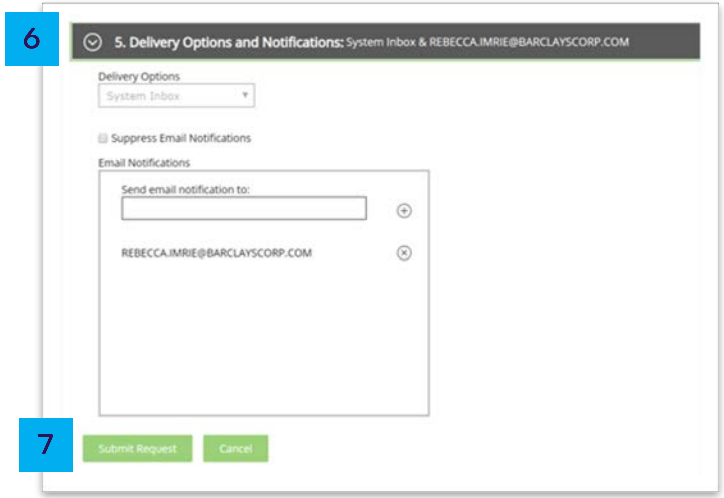
5 Use the **'Frequency'** tab to choose how often to run the report (once, daily, weekly, monthly, quarterly or reporting cycle) and the date range for the data to include in the report

6 Use the **'Delivery Options and Notifications'** tab to set where the report will be made available

7 Submit the request







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

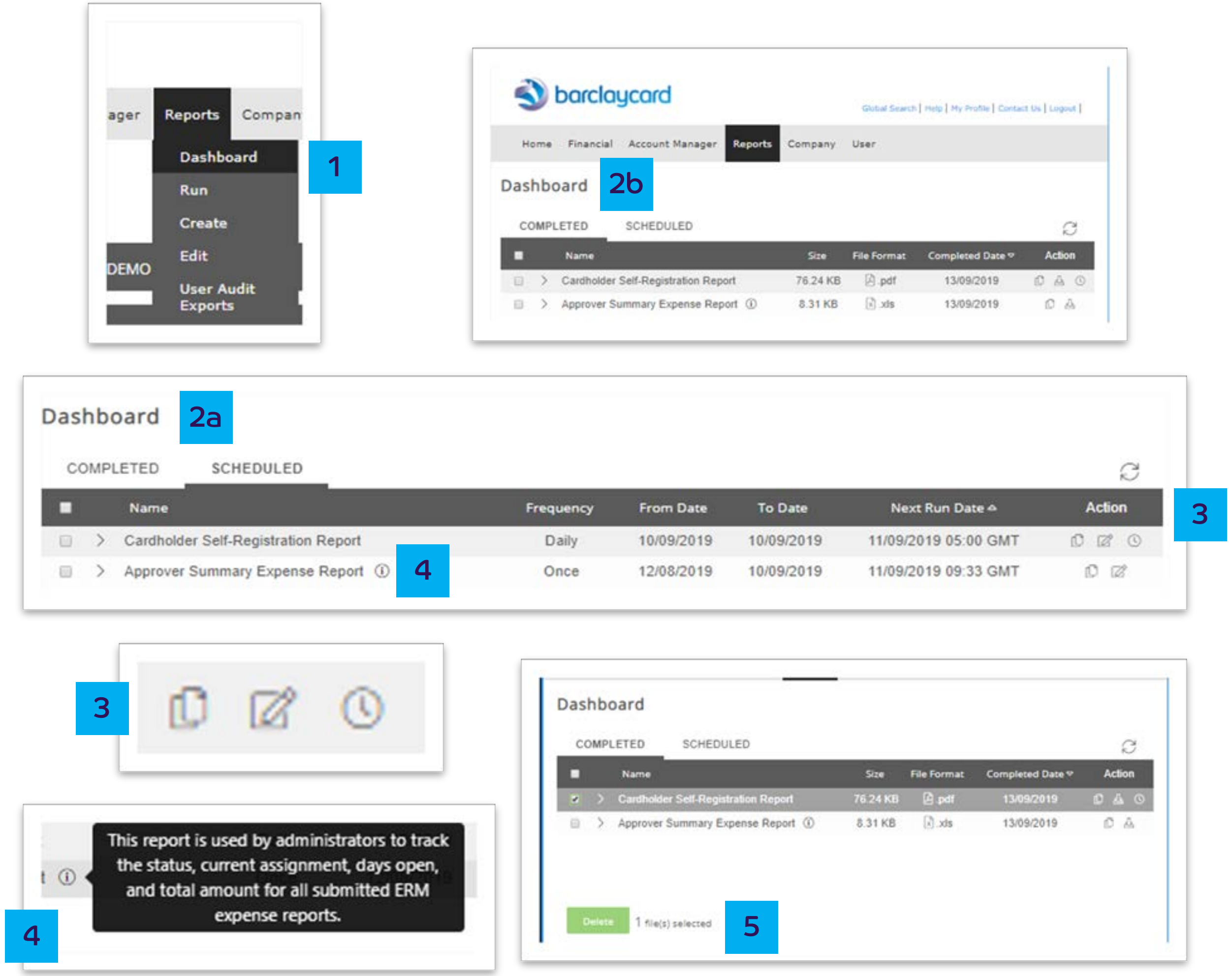
3 The icon can be used to duplicate the report

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

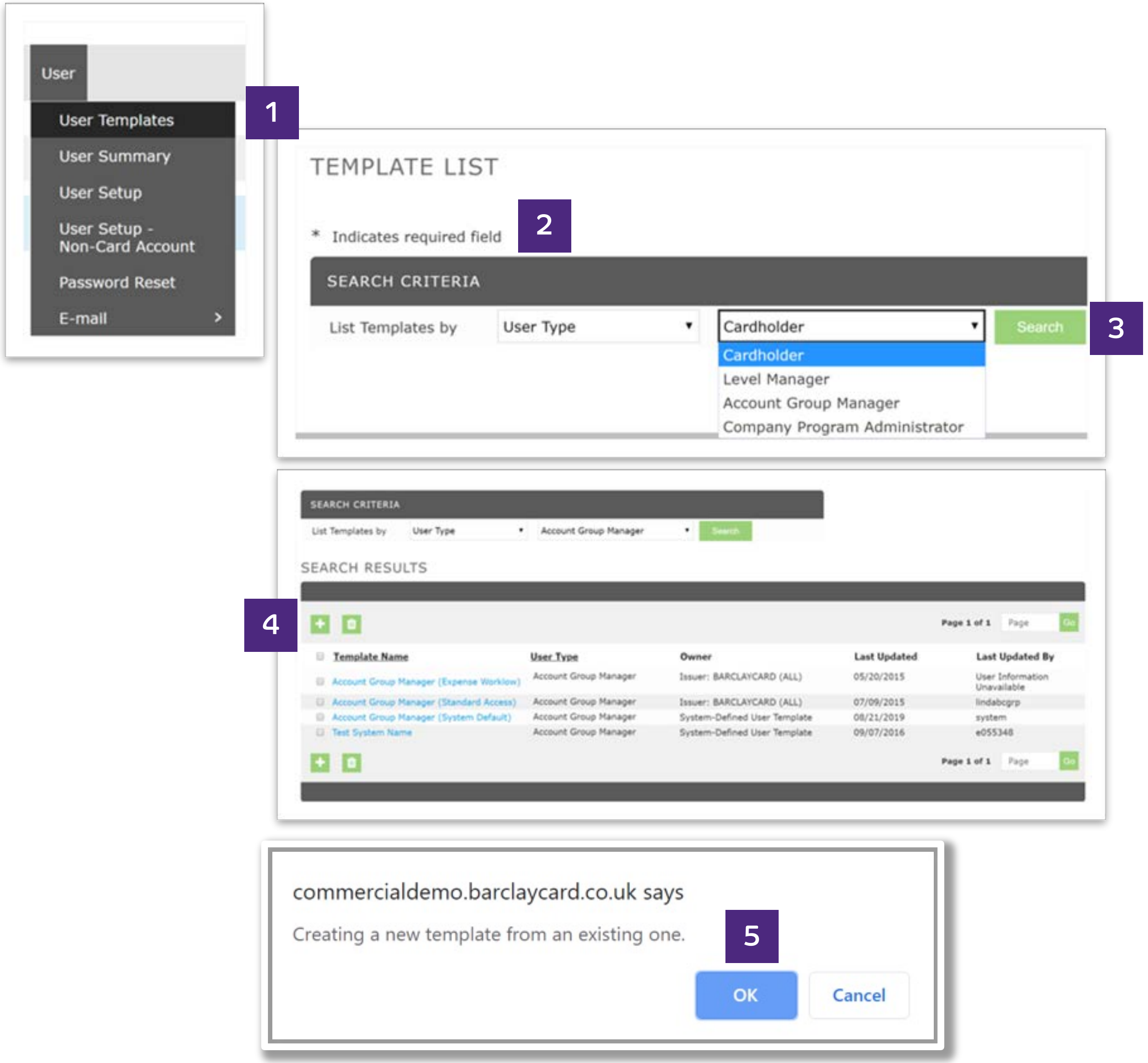
5 To delete reports select the relevant report and click **‘Delete’**



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

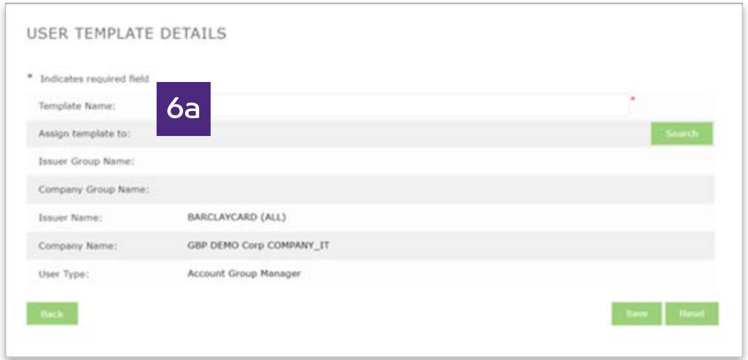


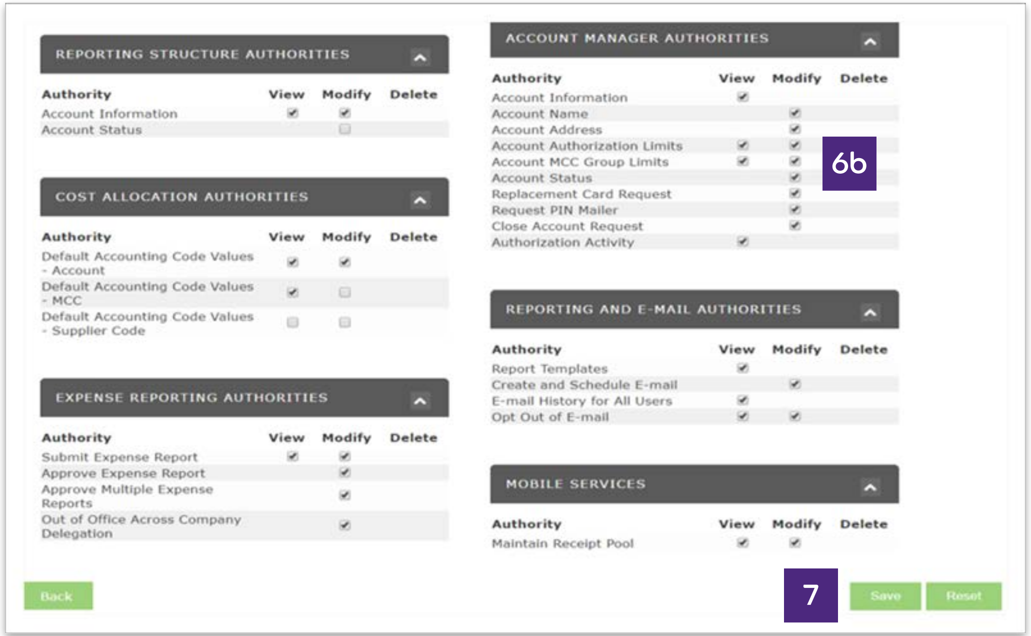
User management:
templates

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 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

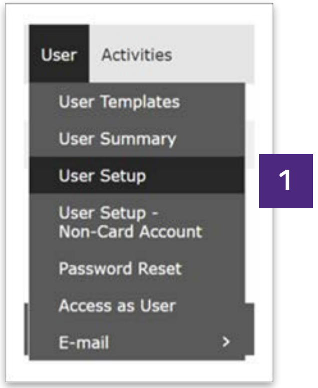
Choose where in the hierarchy you want to create the user, for example:

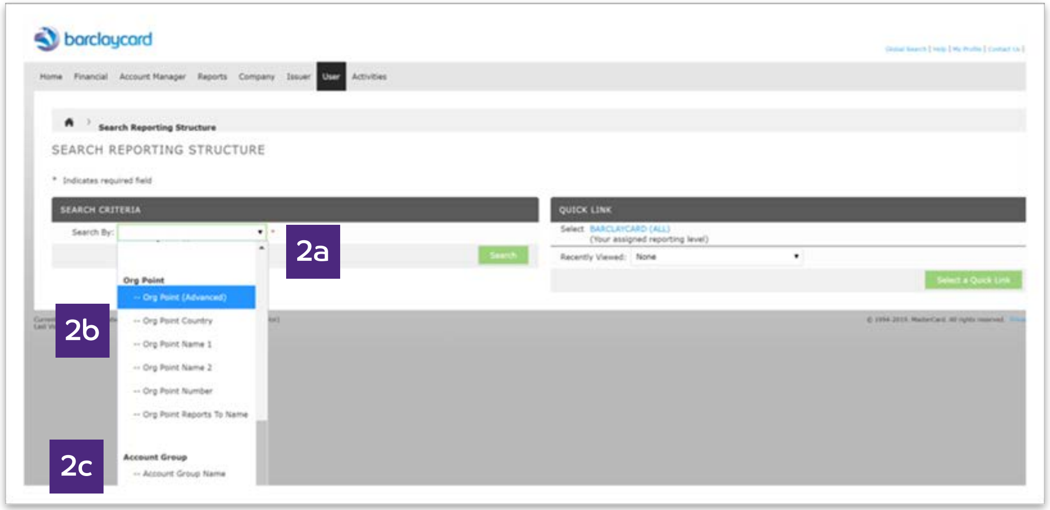
2a Company Level = Company Admin Users

2b Org Point = Level Managers

2c Account Group = Account Group Managers

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

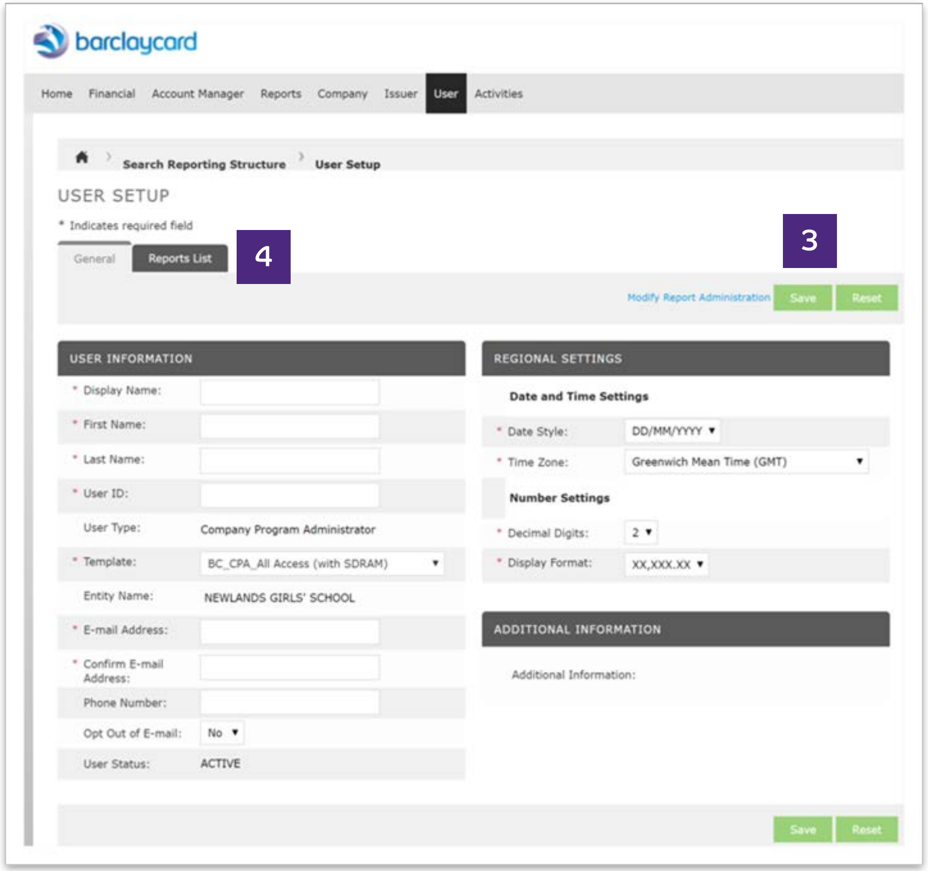




User management:
creating users

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

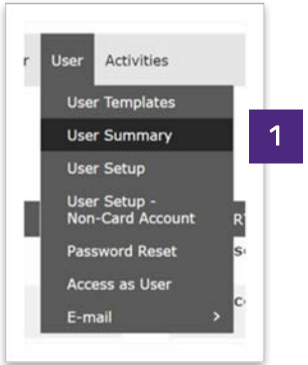


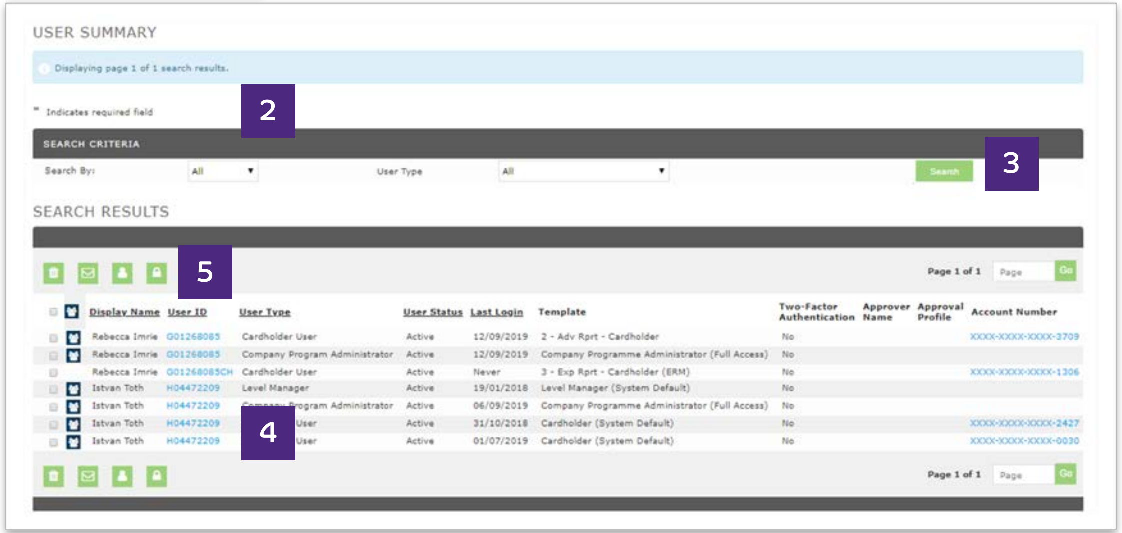
User management:

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



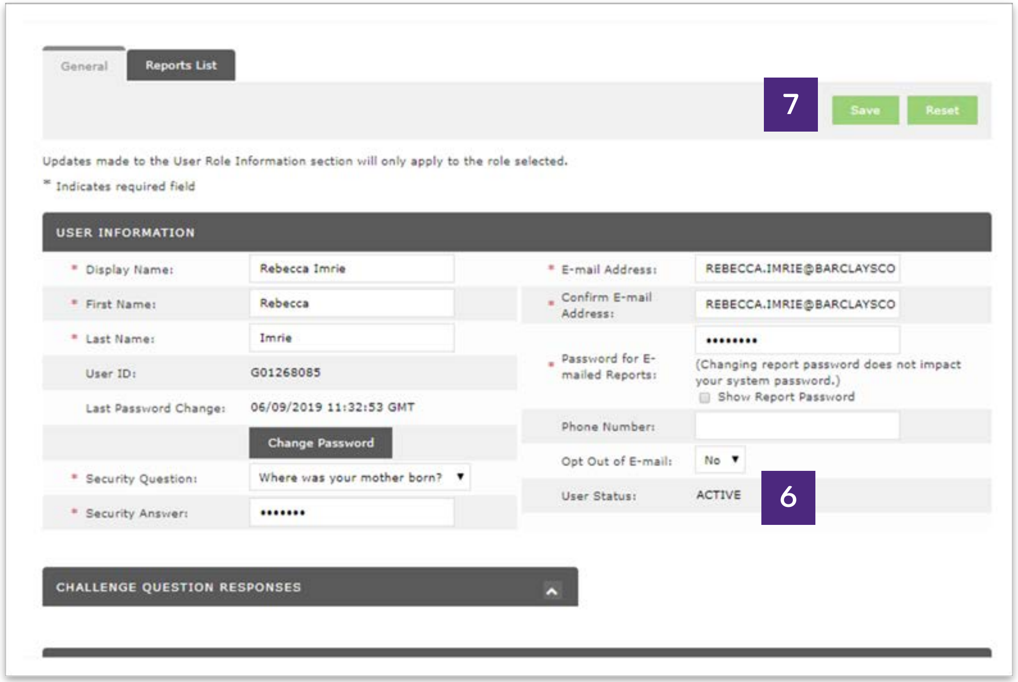


User management:
modify and unlock users

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'**

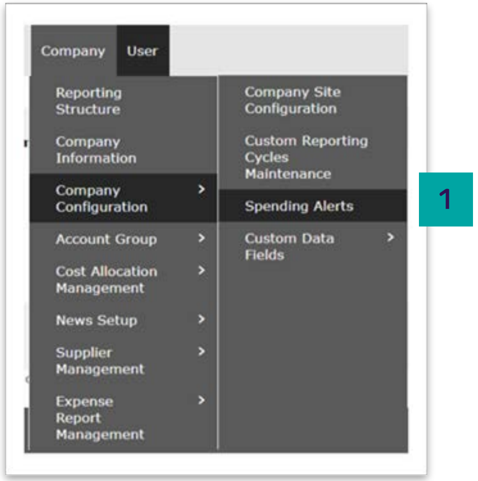


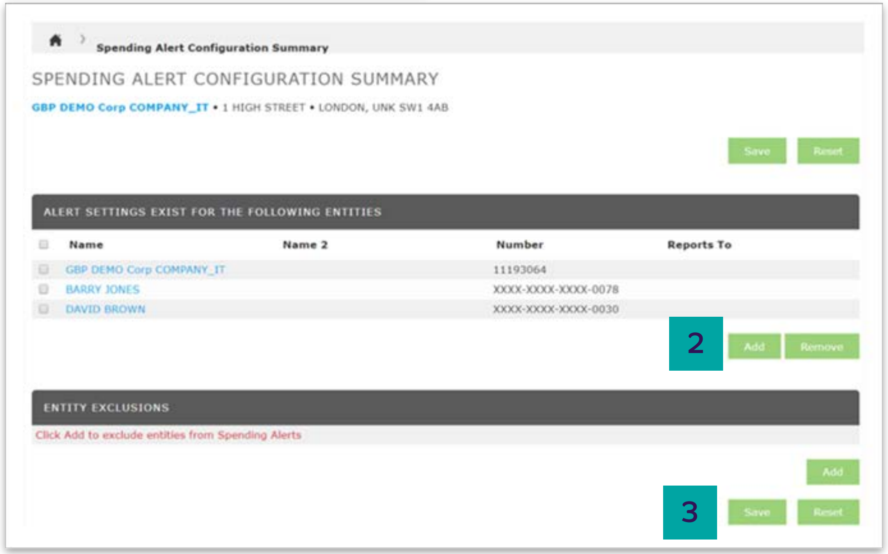
If a user does not log in within 90 days, the user profile will be set to inactive.

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

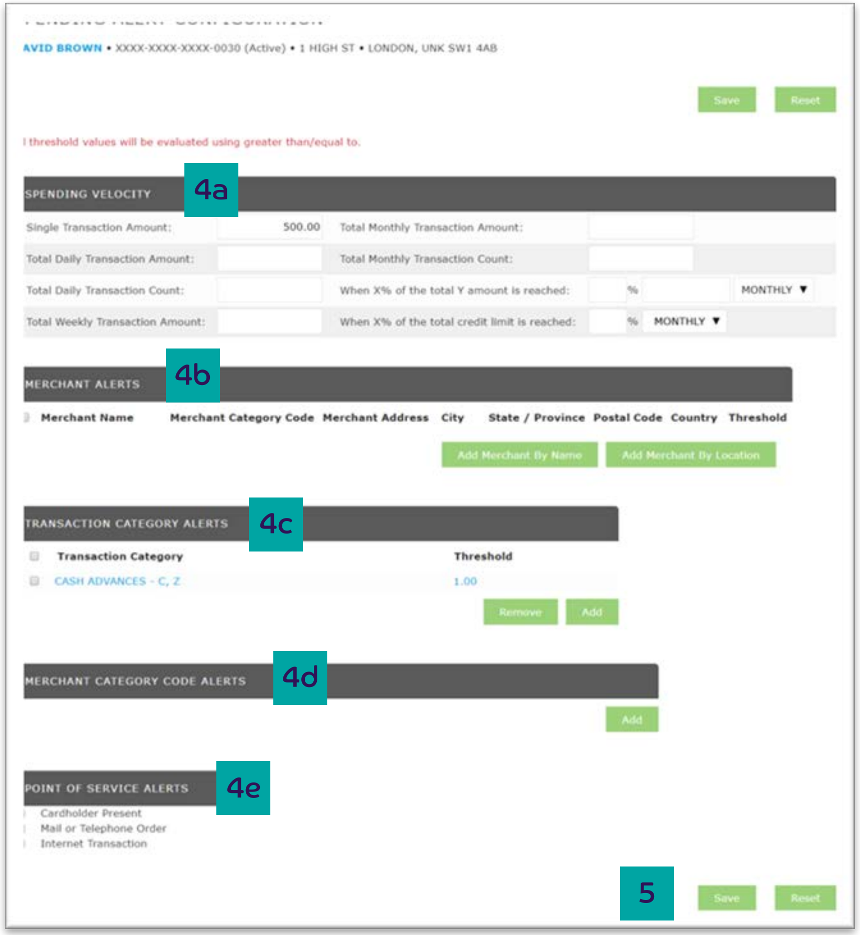
4c Transaction Category Alerts

4d MCC Alerts

4e Point of Service Alerts

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

5 Click on **'Save'**



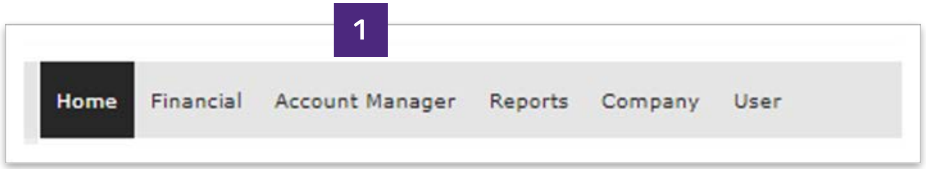
Once you have configured your alerts you need to schedule the following two reports:

- Account Activity Spending Alerts
- Spending Alerts

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

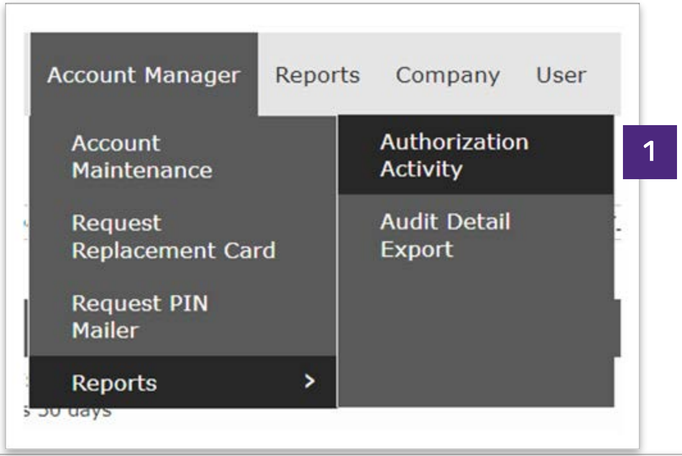
Account Manager will allow you to view real-time authorisation and decline information for your cardholders, allowing you to quickly troubleshoot any issues and take the required action.

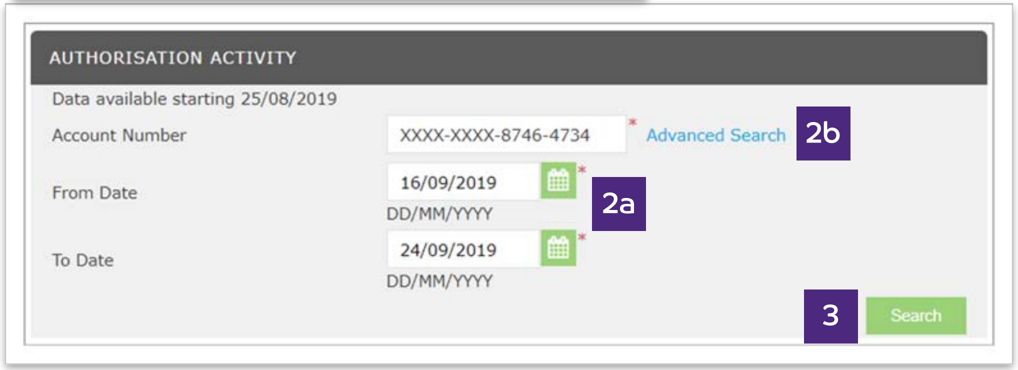
1 Navigate to Reports > Authorisation Activity

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'**

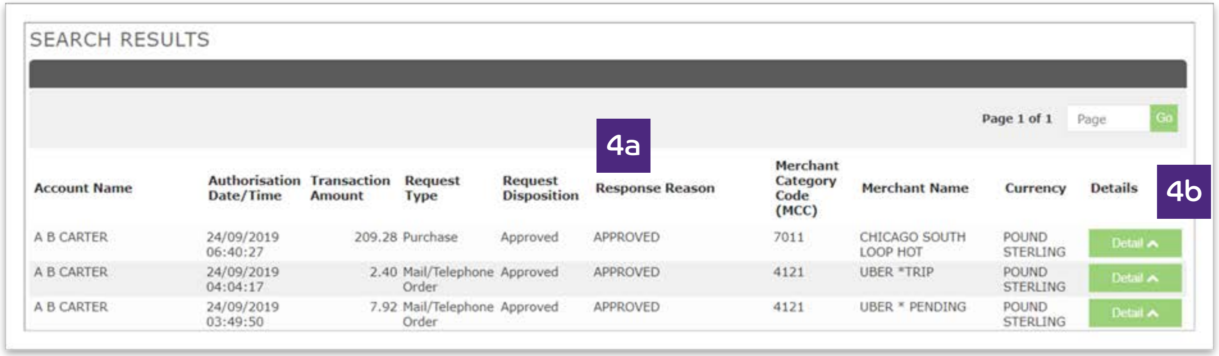




Account management:
view authorisations and declines

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

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



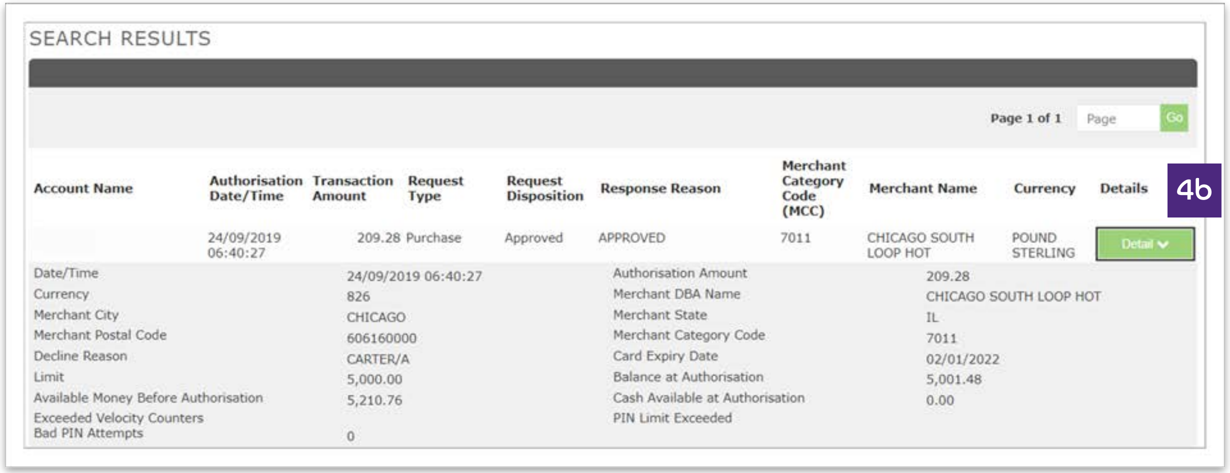
SEARCH RESULTS

Page 1 of 1 Page Go

4a

4b

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

4b

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

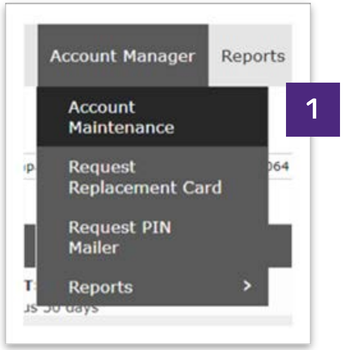
The 'Account Maintenance' page allows you to make edits to your cardholder profiles, for example, the address, closing a card and amending credit limit (temporarily or permanently).

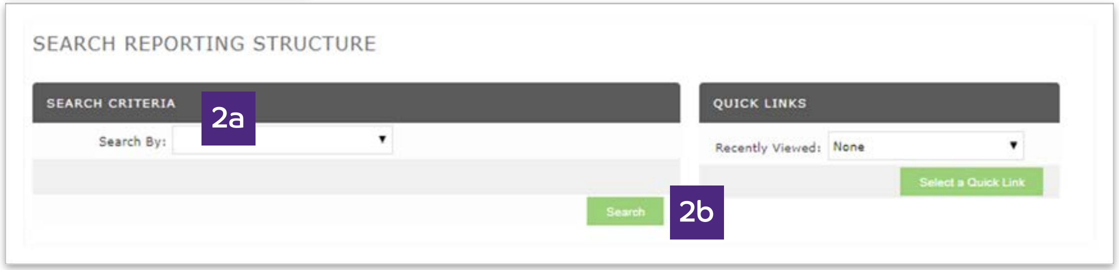
1 Navigate to Account Manager > Account Maintenance

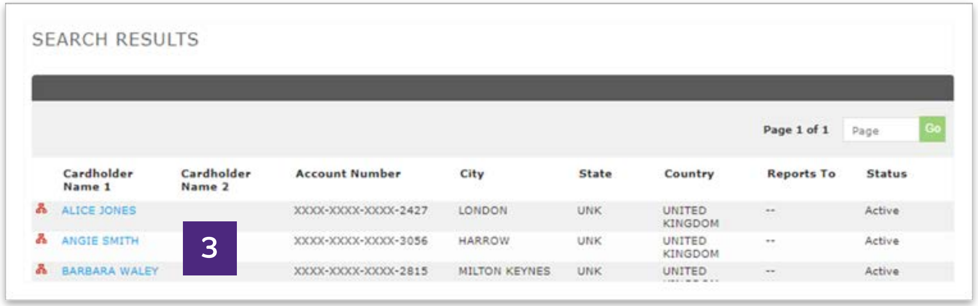
2a Use the search criteria to search for the required account

2b Click on **'Search'**

3 Choose the required account from the search results





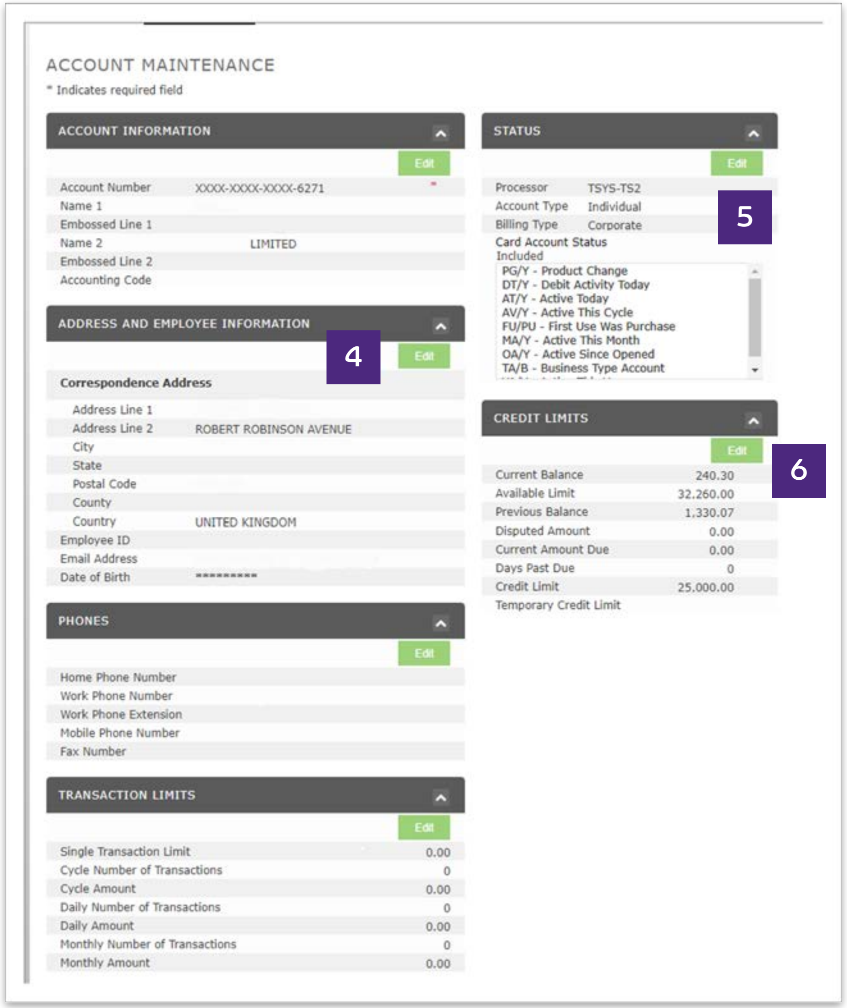


Account management:
account maintenance

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 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

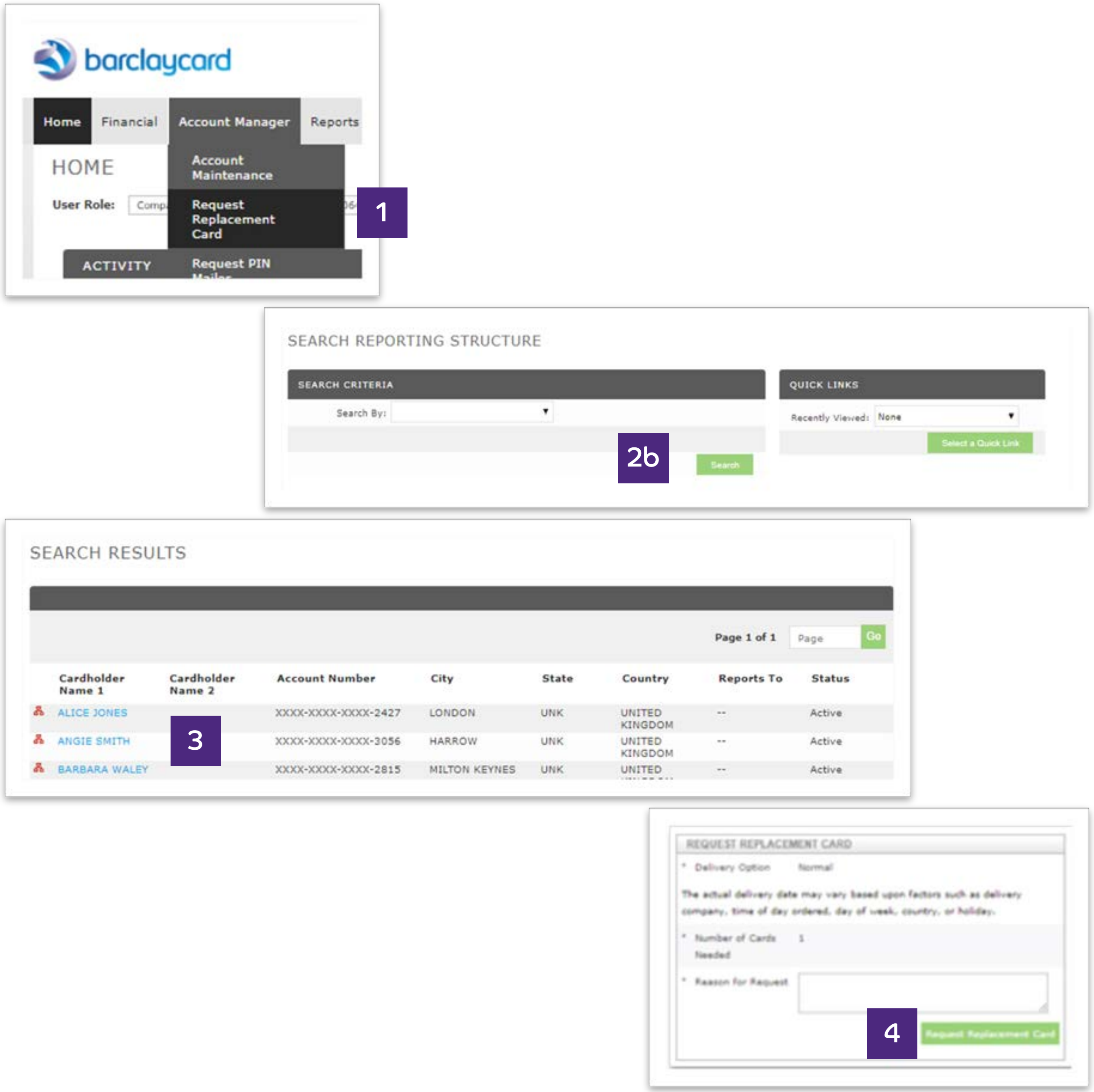
2a. Use the search criteria to search for the required account

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'**

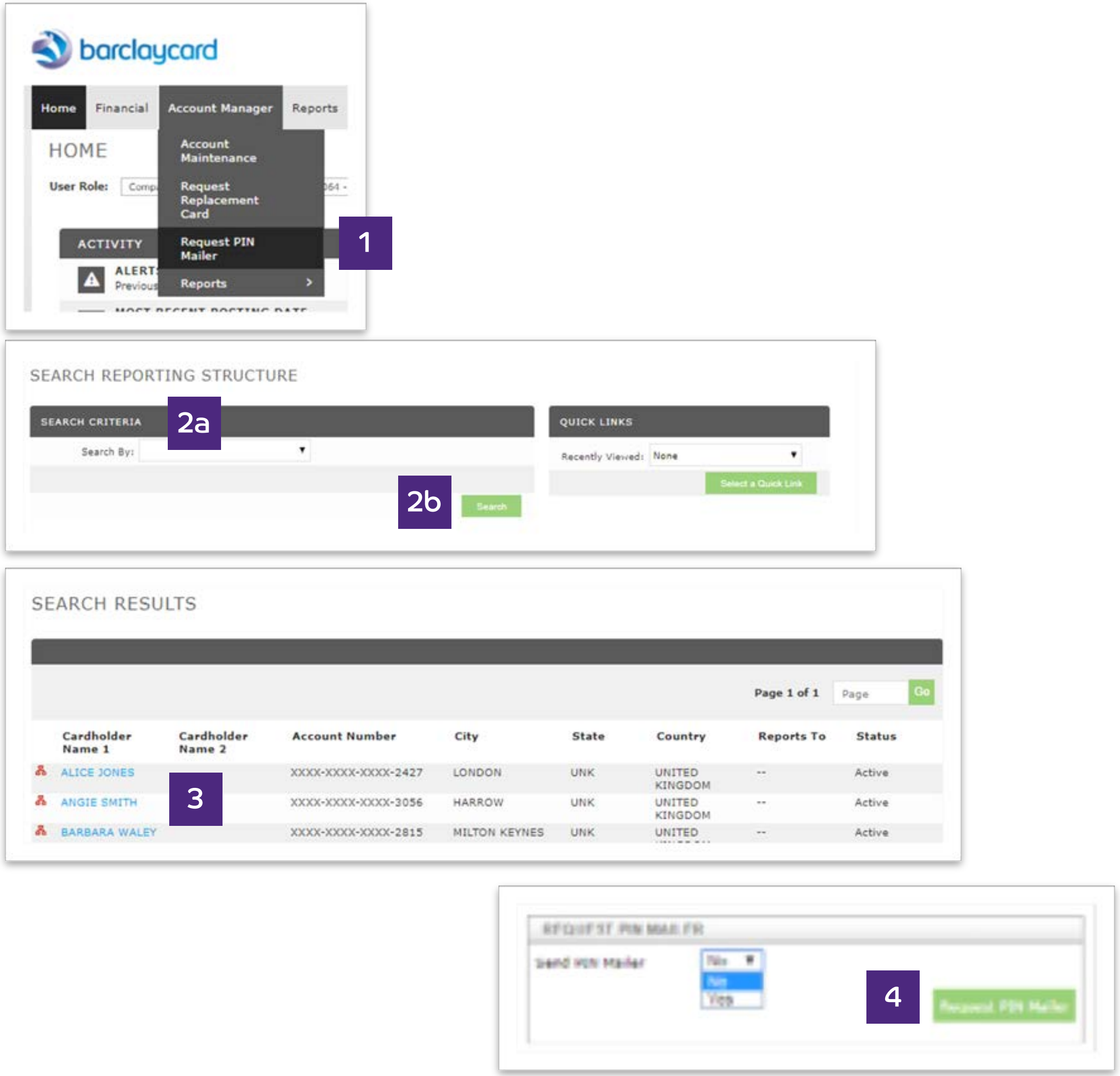
This function should not be used where a cardholder loses their card or suspects fraud. These replacements should be made by calling the number on the back of the cardholder's card.



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.

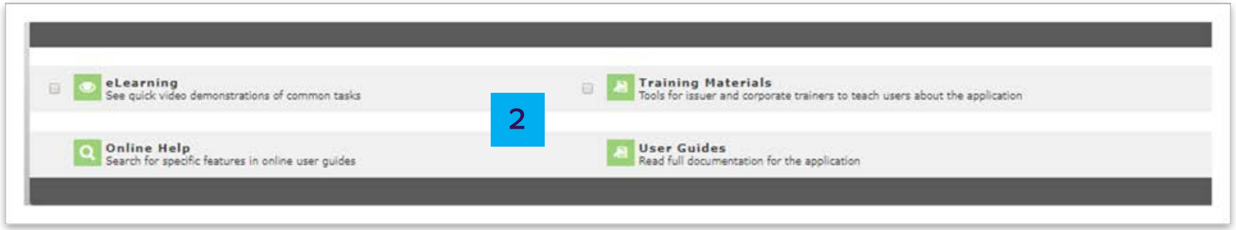
- **1** Navigate to Account Manager > Request PIN Mailer
- **2a** Use the search criteria to search for the required account
- **2b** Click on **'Search'**
- **3** Choose the required account from the search results
- **4** Change **'Send PIN Mailer'** to **'Yes'** and click on **'Request PIN Mailer'**



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**.