



# Barclaycard Corporate online servicing

Reporting and account management –  
Cardholder user guide

# Contents

## About

Barclaycard Corporate online servicing 3

This guide 4

## Getting started

Logging in for the first time 5

Navigating the application 10

The homepage 11

## Transactions and statements

View statements 12

Transaction summary 13

## Reporting

Running reports 15

Scheduled and Completed reports 17

## User management

My profile 18

Associate accounts 19

## Account management

View account information 20

View authorisations and declines 21

## Help

24



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

# About Barclaycard Corporate online servicing

Barclaycard Corporate online servicing is your web-based account management and reporting tool. An extra service that helps your organization achieve the goals of their commercial card programme, you can use it for a variety of handy features, such as:

- Access to electronic statements
- Viewing real-time balance information
- Accessing up to 36 months' worth of transactional data
- Run reports on your spend

Plus you can use the platform at any time just by going online.



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



# About this guide

We've developed this guide to help cardholders with a Barclaycard Corporate card navigate the application, providing guidance and tips on how to use its different functions.

## 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

## User types

The following user types can be present in the application, although you may not choose to use all of them

### **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 commercial card programme

### **LM (Level Manager)**

An Approver role who is responsible for cardholders assigned to their organizational point in the hierarchy

### **AGM (Account Group Manager)**

An Approver who is responsible for cardholders assigned to them

### **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](https://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

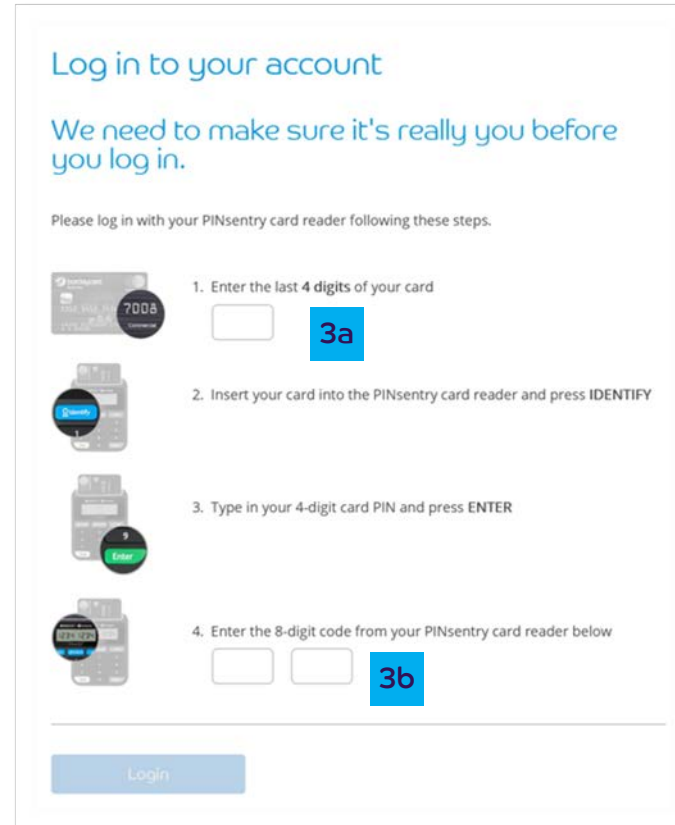
Cancel

2c

Submit

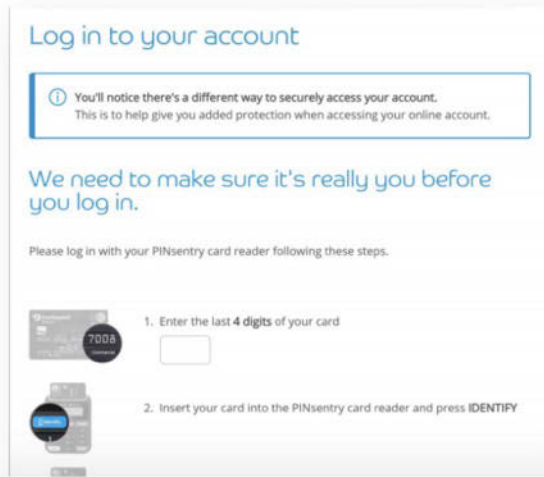
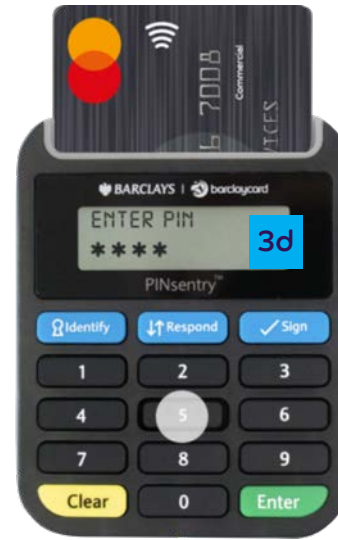
# Getting started: first time login

- 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 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'**

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


Login

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.



Barclaycard Commercial Online Servicing

Take me to my account



Barclaycard Spend Management

Take me to my 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:

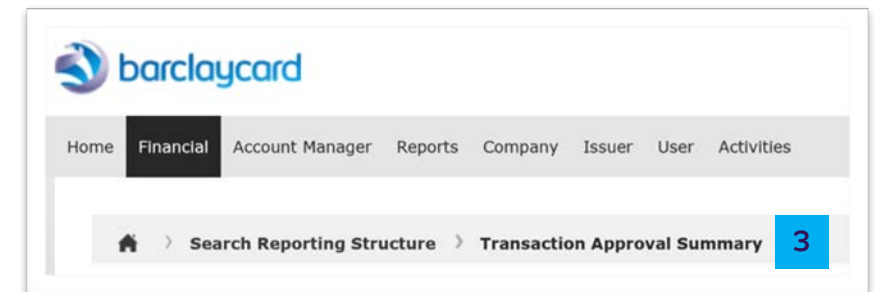
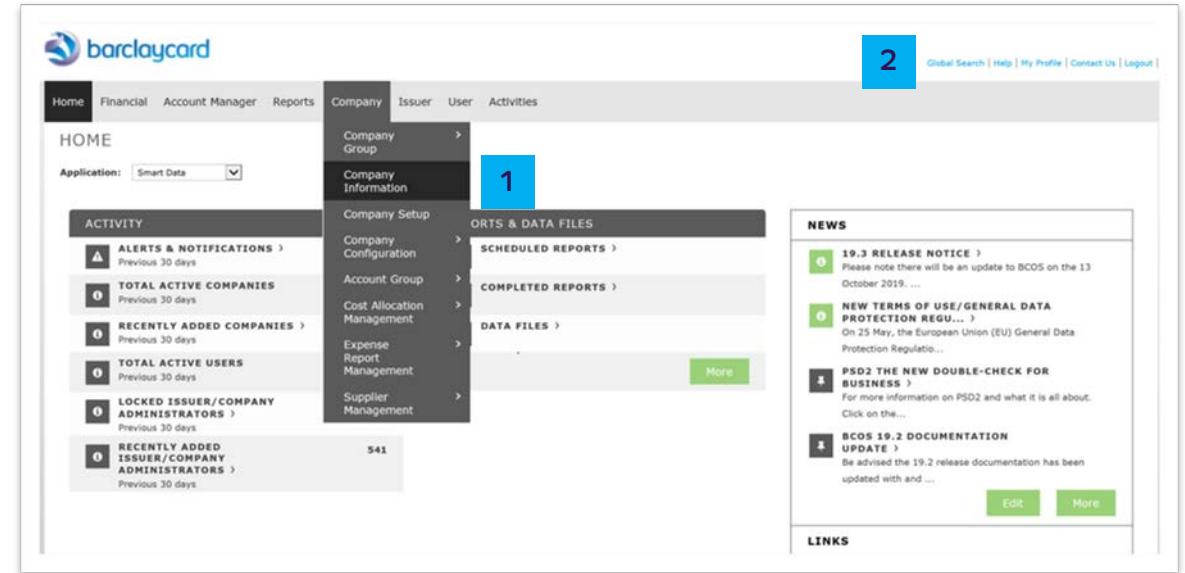
## navigating the application

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



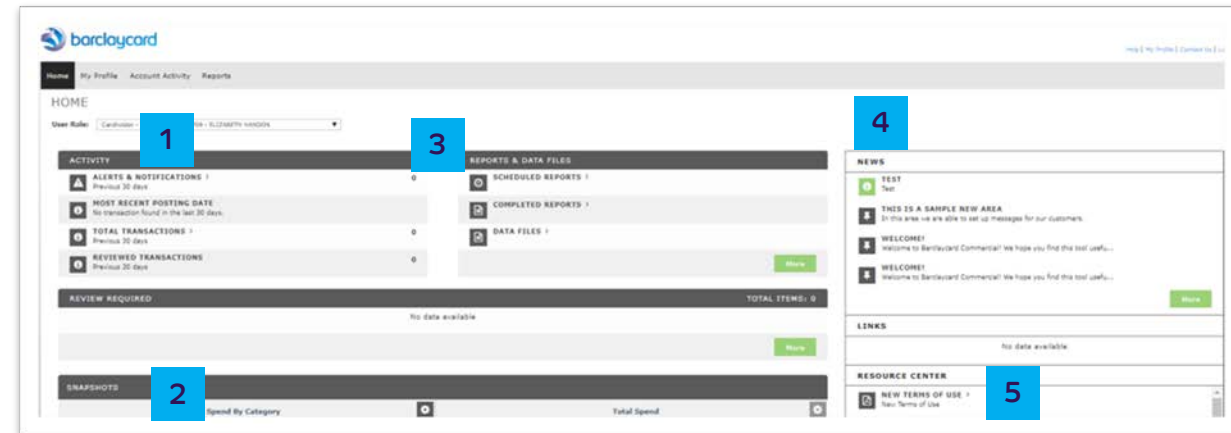
The back button in your browser will not work within this application. Please use internal navigation.



# Getting started: 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

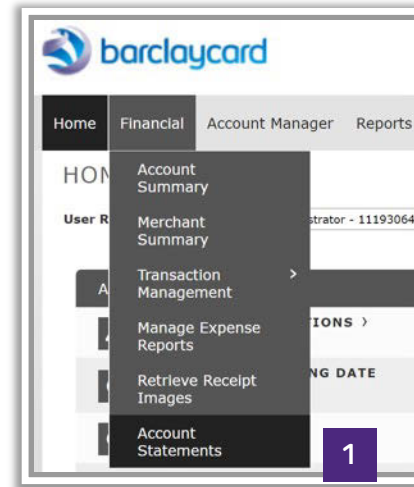


# Transactions and statements:

## view statements

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 From the homepage click on **'Account Statements'**
- 2 Click on the relevant month to download the statement



The screenshot shows the 'ACCOUNT STATEMENTS' page. It includes a note: 'Account Statements will download as PDF'. Below this is a table with the following data:

Description	File Size	View Status	Delivered Date
<a href="#">2019 September Statement</a>	951.9 KB	Viewed	11/09/2019
<a href="#">2019 August Statement</a>	949.2 KB	Never Viewed	11/08/2019

A red circle with the number '2' is placed over the '2019 August Statement' link.

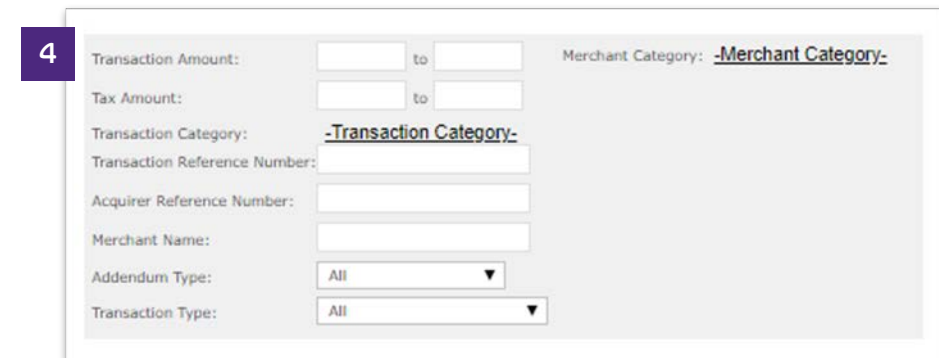
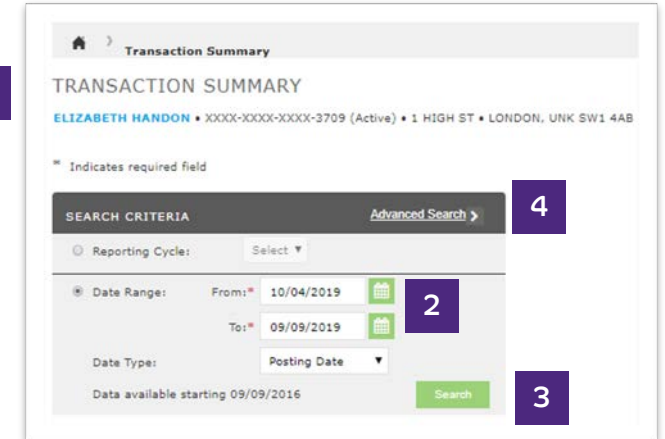
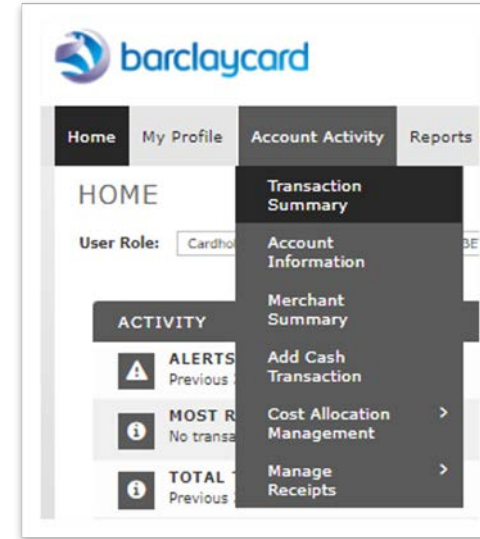


The application stores 13 months' worth of statements.

# Transactions and statements: transaction summary

Barclaycard Corporate online servicing lets you view your transactions.

- 1 Navigate to Account Activity > Transaction Summary
- 2 Select the date range that you want to view transactions for. It will automatically default to the last 30 days. You can also view transactions in line with your Barclaycard Corporate card billing cycle, if your company has configured this setting
- 3 Click on **'Search'**
- 4 If you are searching for a specific transaction(s), click the **'Advanced Search'** button to choose additional filtering criteria



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



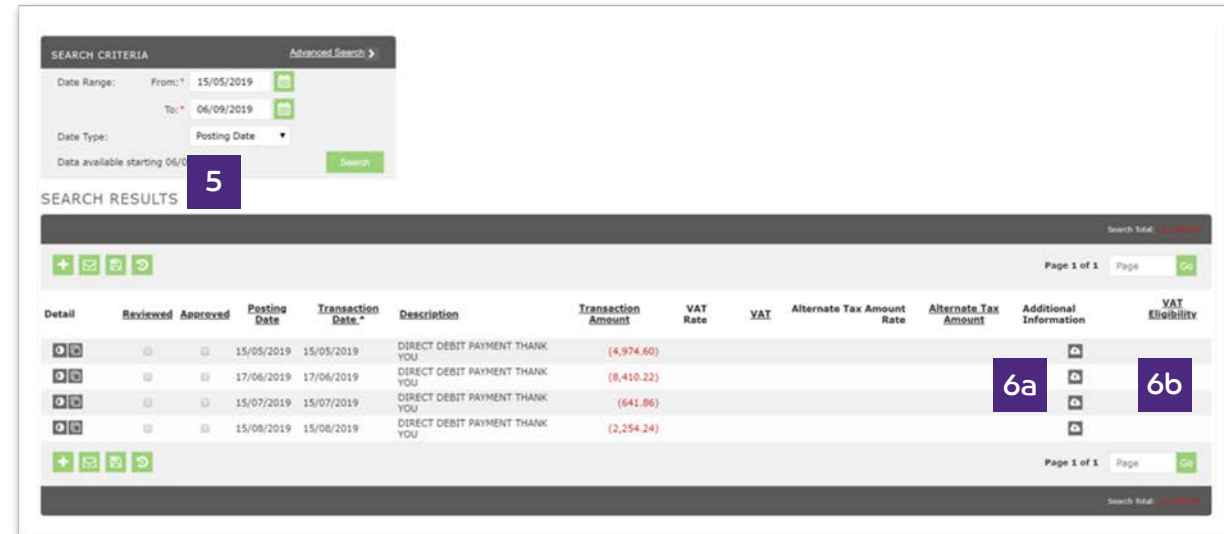
# Transactions and statements:

## transaction summary

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

**6a** **For purchasing card programmes:** The eligibility of the transactions for evidence of VAT paid will be made and display in the **'VAT Eligibility'** column


**6b** 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

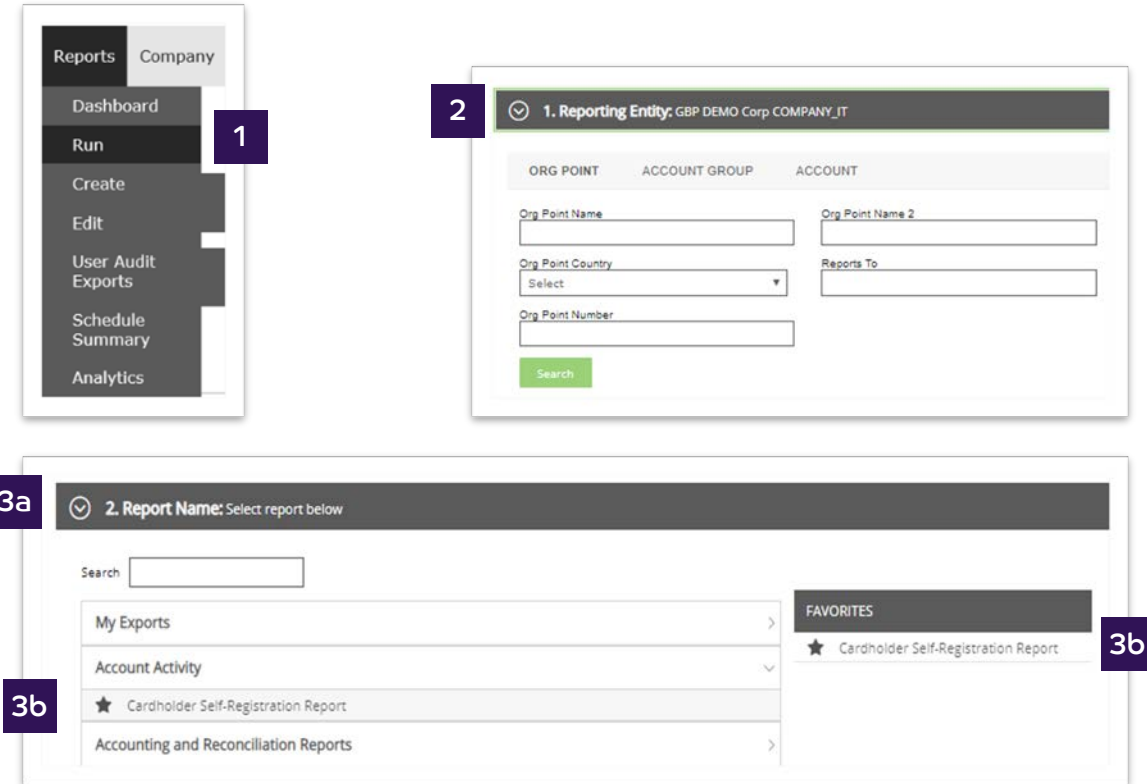


# Reporting:

## 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 screenshot illustrates the process of running a report in the application. It is divided into three main sections:

- Step 1:** A navigation menu on the left shows the path: Reports > Run. The 'Run' option is highlighted with a blue box labeled '1'.
- Step 2:** The '1. Reporting Entity' screen is shown. It has a header '1. Reporting Entity: GBP DEMO Corp COMPANY\_JT'. Below the header are three columns: 'ORG POINT', 'ACCOUNT GROUP', and 'ACCOUNT'. Each column has a search field. The 'ORG POINT' field is highlighted with a blue box labeled '2'. A green 'Search' button is at the bottom.
- Step 3a:** The '2. Report Name' screen is shown. It has a header '2. Report Name: Select report below'. Below the header is a search field. A list of reports is displayed: 'My Exports', 'Account Activity', 'Cardholder Self-Registration Report', and 'Accounting and Reconciliation Reports'. The 'Cardholder Self-Registration Report' is highlighted with a blue box labeled '3a'.
- Step 3b:** A 'FAVORITES' section is shown on the right side of the report list. It contains a star icon and the text 'Cardholder Self-Registration Report', which is highlighted with a blue box labeled '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 (selected)

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

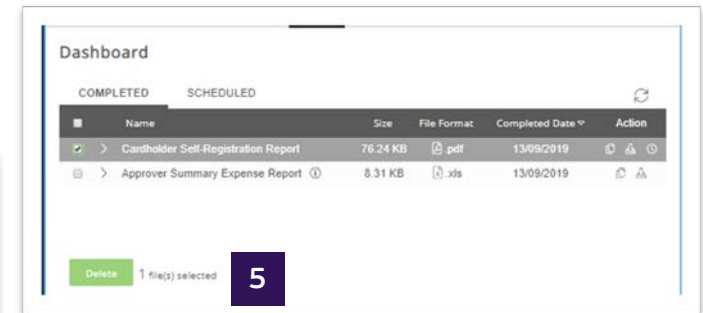
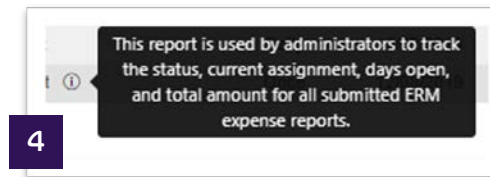
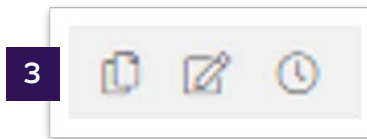
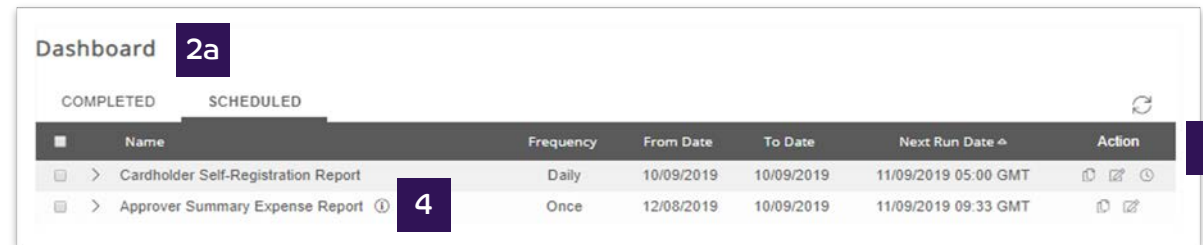
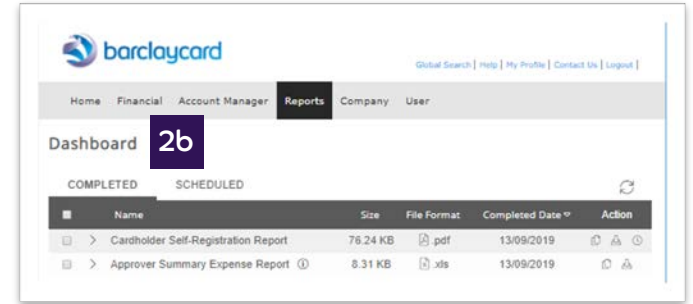
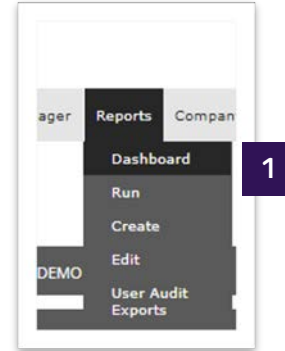
**3** The  icon can be used to duplicate the report

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:

## my profile

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.

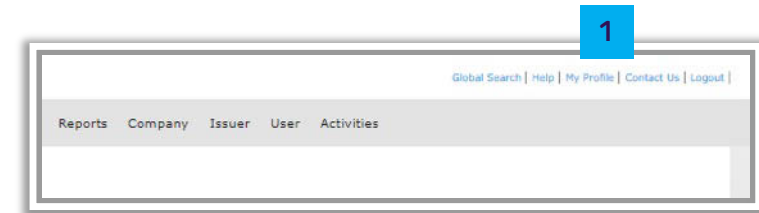
**1** Click on the **'My Profile'** link at the top of the page

Make the changes you need, such as:

**2a** Display Name

**2b** Email Address

**2c** User Status



A screenshot of the 'USER INFORMATION' form. The form contains the following fields and values:

USER INFORMATION	
* Display Name:	J BLOGGS
* First Name:	J
* Last Name:	BLOGGS
User ID:	1fjLTmxds4QxIWIWdHUVu
* E-mail Address:	JBLOGGS@ABC.COM
* Confirm E-mail Address:	JBLOGGS@ABC.COM
Phone Number:	
Opt Out of E-mail:	No
* Status Code:	ACTIVE
<a href="#">Clear Dial Authentication Lock</a>	

Callouts: '2a' points to the Display Name field, '2b' points to the Confirm E-mail Address field, and '2c' points to the Status Code dropdown menu.

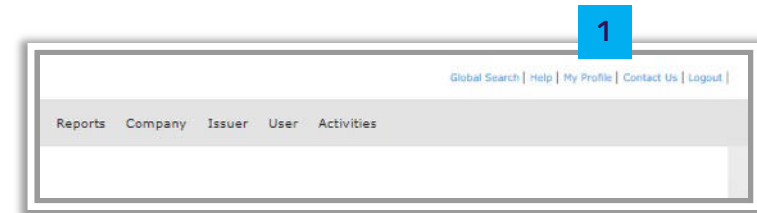


# User management:

## associate accounts

From the 'My Profile' screen you can link additional cardholder accounts to your user profile. For example, if you lose your card, you can use this function to link your new card number to your old card number.

- 1 From the **'My Profile'** page click on **'Associate Accounts'**
- 2 Enter the details for the card account you want to associate to your user profile
- 3 Click on **'Save'**
- 4 Once complete, each account will appear in a drop-down on the homepage allowing you to switch between accounts



A screenshot of the 'USER INFORMATION' form. The form contains the following fields and values:

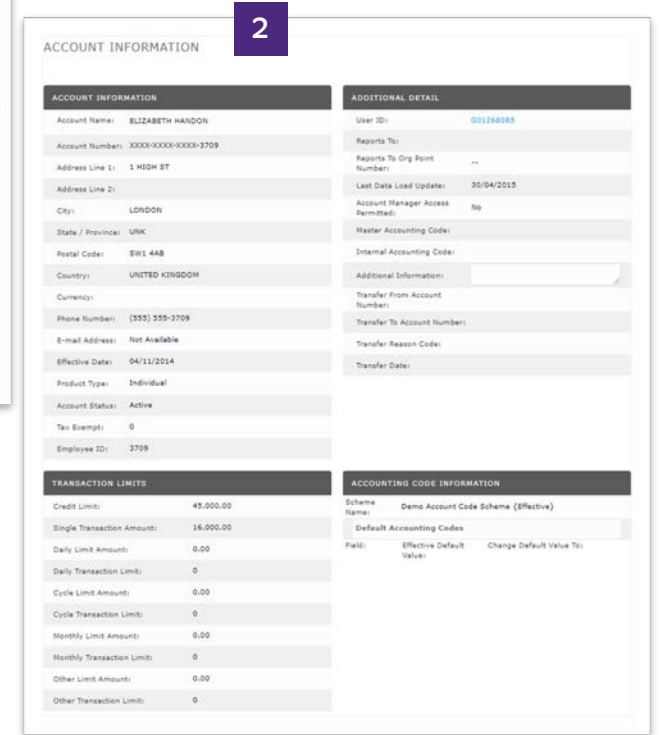
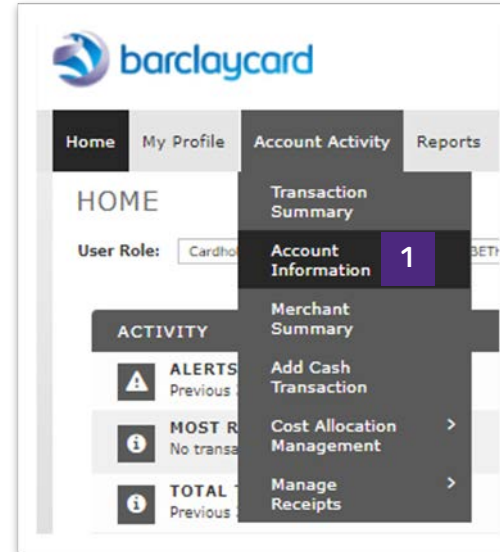
USER INFORMATION	
* Display Name:	J BLOGGS
* First Name:	J
* Last Name:	BLOGGS
User ID:	1fjLTmxds4QxIWIDrUVu
* E-mail Address:	JBLOGGS@ABC.COM
* Confirm E-mail Address:	JBLOGGS@ABC.COM
Phone Number:	
Opt Out of E-mail:	No
* Status Code:	ACTIVE
<a href="#">Clear Dial Authentication Lock</a>	

Blue callout boxes are present: '2a' is over the Display Name field, '2b' is over the Confirm E-mail Address field, and '2c' is over the Status Code dropdown.

# Account management: view account information

If you need to, you can view real-time information about your card account such as your balance limit.

- 1 Navigate to Account Manager > Account Information
- 2 The screen will default to the **'Account Information'** screen. You can view balance, availability etc. in this section

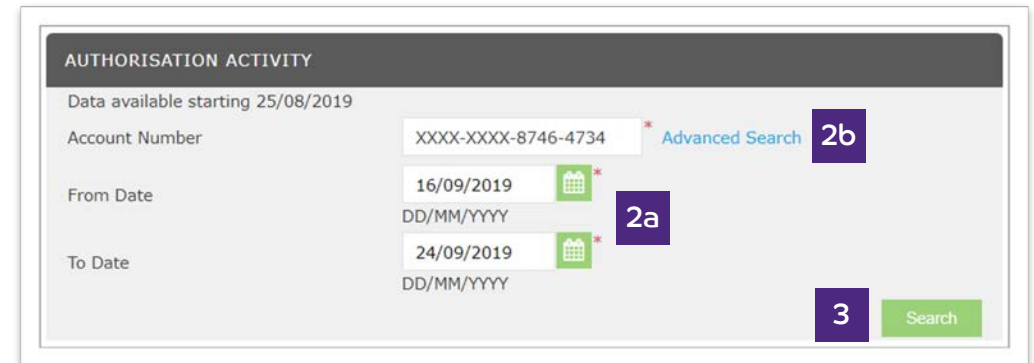
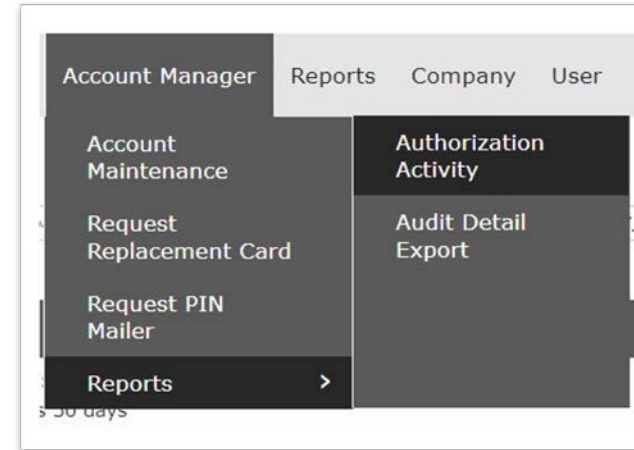


# Account management:

## 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

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	<a href="#">Detail</a>
A B CARTER	24/09/2019 04:04:17	2.40	Mail/Telephone Order	Approved	APPROVED	4121	UBER *TRIP	POUND STERLING	<a href="#">Detail</a>
A B CARTER	24/09/2019 03:49:50	7.92	Mail/Telephone Order	Approved	APPROVED	4121	UBER * PENDING	POUND STERLING	<a href="#">Detail</a>

4a

4b

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	<a href="#">Detail</a>
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								

4b



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.

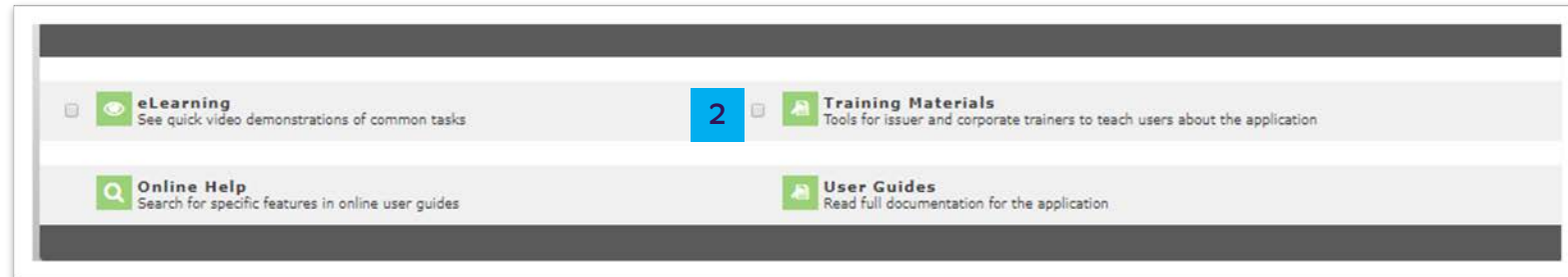
Reason	Decline description	Action to be taken to enable spend
Not enough available	The cardholder currently does not have enough available credit to complete the transaction.	Programme Administrator to increase the cardholder's credit limit. This can be done by Barclaycard Corporate online servicing.
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 ' <b>Unlock PIN</b> ' from the ' <b>PIN Management</b> ' 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.



# 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**.

Calls to 0800 and 0844 numbers are free from UK landlines and personal mobiles, otherwise call charges may apply. Please check with your service provider. To maintain a quality service we may monitor or record phone calls.

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