



barclaycard commercial Online Services

introduction

We're constantly looking at ways to improve our service and offer our customers what they need. As part of this ongoing commitment, we've changed our Online Services to offer new and improved functionality.

Here are just some of the benefits you can now see following the introduction of our new Online Services functionality:

- improvements to our online servicing functionality making information quickly and easily available
- ability to view real-time account data and statements
- ability to review company spend and extract reports
- enhanced control with visibility of who is spending what and with which suppliers
- opportunity to use additional level of information to negotiate volume discounts with suppliers and drive additional cost savings for your business.
- online account management with the ability to make changes online e.g.
 - amend cardholder details
 - change cardholder limits
 - allow other administrators to access specific information (for new customers).

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access to Online Services

You can find out more about Online Services and access the functionality by going to the Barclaycard Business website at www.barclaycard.co.uk/business

If you would like to register for the service, please select 'Register'.

If you are an existing Online Services user, please select 'Log In' which will open up the Online Services log in page. See page 5 for next steps.



registration – simple online process

If you haven't already registered for Online Services, you will need to follow the simple steps below in order to register:

You will be required to validate yourself when registering

Once this is done, you can create your own login details

No need for cardholders to wait for administrators to register first

barclaycard

Registration

Have a Question?
Enter the following information to register:

Create a username and password

First Name Last Name

Your email address

Confirm your email address

Create a Username:

Enter a password:

Re-enter password

Your password hint

Enter logon passcode

Re-enter logon passcode

Please enter the information below to register a card account. Alternatively, click the link opposite to register as an Administrator.

Enter the information below to register an account.

Card Account Number:

Name on card

Enter your name exactly as it appears on your card.

Expiry date: Month Year

Enter the month and year when your account expires.

Credit Limit

[Register Org Admin](#)

Register Account

[Terms & Conditions and Privacy Policy](#)

Supported Browsers: Microsoft Windows version of Internet Explorer 6.0 or 7.0

To register, administrators will require:

- Corporate No. (16 digit ID)
- Corporate credit limit
- Security Password (provided on application)

To register, cardholders will require:

- Card Number
- Cardholder Name
- Expiry Date
- Credit limit

Lower part of page defaults to allow cardholder registration. An administrator needs to select "Register Org Admin" link to complete their validation

once registered, simple secure online login for all users



A Forgotten Password link is available which will email the details to you

Logon

Additional Information

[Forgotten your password?](#)
[Not registered?](#)

Any user not registered can just click link on homepage – no need to chase administrators or wait for an invitation

Enter credentials

Username or Membership Number

Password

Logon passcode

Enter the numbers from your passcode corresponding to random digits
6,3

Language

Log on

Once registered, simply use logon homepage to enter details provided at registration - Username, Password and 2 requested characters from your logon passcode

[Terms & Conditions](#) and [Privacy Policy](#)

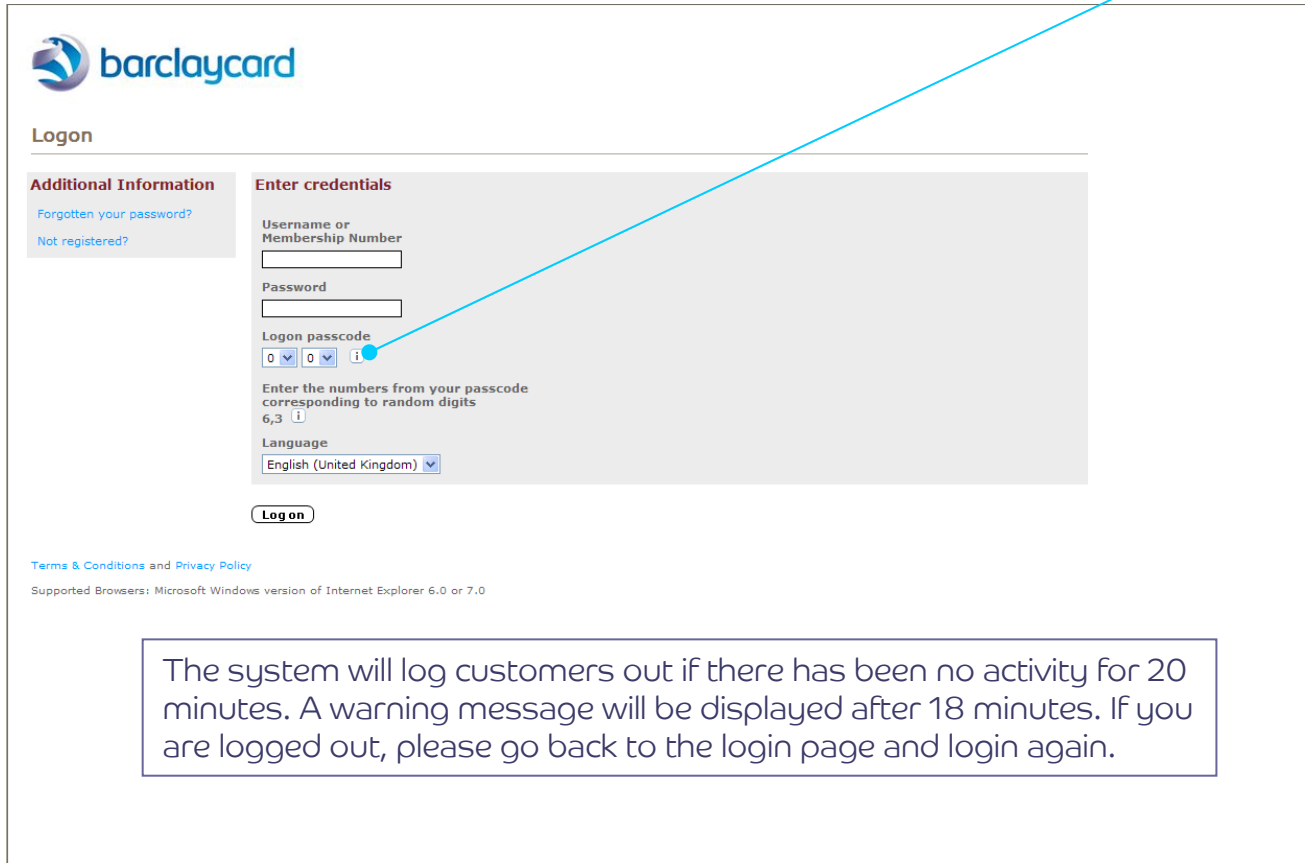
Supported Browsers: Microsoft Windows version of Internet Explorer 6.0 or 7.0

If you were **previously registered** for Online Services, you can log in to your account as normal. The first time you log in, you must input your existing membership number in the username field followed by your existing password (case sensitive) and 2 requested characters from your logon passcode in the required fields and then select Logon.

The system won't remember your membership number, this is something that you need to enter each time you log in. You will no longer need to use your memorable word.

additional help

Please look out for the 'i' indicator throughout Online Services. Just hover over the 'i' symbol and you'll find more information to help you.



The screenshot shows the Barclaycard login interface. At the top left is the Barclaycard logo. Below it is the heading "Logon". To the left of the login form is a box titled "Additional Information" containing links for "Forgotten your password?" and "Not registered?". The main login form is titled "Enter credentials" and includes fields for "Username or Membership Number", "Password", and "Logon passcode". The "Logon passcode" field consists of three dropdown menus, each containing the number "0", followed by an information icon "i". A red line points from the text above to this icon. Below the passcode field is a note: "Enter the numbers from your passcode corresponding to random digits 6,3" with a small "i" icon. At the bottom of the form is a "Log on" button. Below the form are links for "Terms & Conditions and Privacy Policy" and "Supported Browsers: Microsoft Windows version of Internet Explorer 6.0 or 7.0".

Additional Information

[Forgotten your password?](#)
[Not registered?](#)

Enter credentials

Username or Membership Number

Password

Logon passcode
0 0 0 i

Enter the numbers from your passcode corresponding to random digits 6,3 i

Language
English (United Kingdom)

Log on

[Terms & Conditions and Privacy Policy](#)
Supported Browsers: Microsoft Windows version of Internet Explorer 6.0 or 7.0

The system will log customers out if there has been no activity for 20 minutes. A warning message will be displayed after 18 minutes. If you are logged out, please go back to the login page and login again.

landing page and a personalised welcome

You can view a landing page summary of your account.

The screenshot shows the Barclaycard Administrator landing page. At the top left is the Barclaycard logo. Below it is a navigation bar with links: HOME, Statements, Accounts, Reports, Help, and LOG OFF. The main heading is "Welcome Administrator". On the right, it says "You last logged in on: 10 October 2008 3:19 PM".

There are two main sections: "My Accounts" and "My Messages".

My Accounts section contains:

Account Number	547676*****5594 (MR. DARREN EAVES)
Credit Limit	500.00
Last Transaction Posted	-78.00 01/10/2008

Below this is the "Update User Information" section with links: Edit Password, Edit Logon Passcode, Edit Personal Information, and Add Account. A callout box points to "Edit Password" and "Edit Logon Passcode".

At the bottom left, there is a link for "Terms & Conditions and Privacy Policy". A callout box points to this link.

My Messages section contains a welcome message: "Welcome to your card management programme. To begin, select an option from the menu above." A callout box points to this message.

Three callout boxes provide additional information:

- One points to the "Edit Password" and "Edit Logon Passcode" links, stating: "Administrators and cardholders can change their password and passcode once logged in to Online Services. Cardholders won't be able to change their own membership number/username but administrators will be able to action this."
- One points to the "My Messages" section, stating: "Administrators can 'Maintain Messages' which allows them to add messages to appear on the users' landing page. Cardholders may see a customised message relevant to them and their account."
- One points to the "You last logged in on:" text, stating: "A security message will be displayed to show when you last logged in."

simple navigation – administrator and cardholder

The screenshot shows the Barclaycard website interface. At the top left is the Barclaycard logo. Below it is a navigation menu with links: HOME, Statements, Accounts, Reports, Help, and LOG OFF. The main content area is divided into two columns. The left column has a 'Welcome' message and a 'My Accounts' section. The 'My Accounts' section contains a table with the following data:

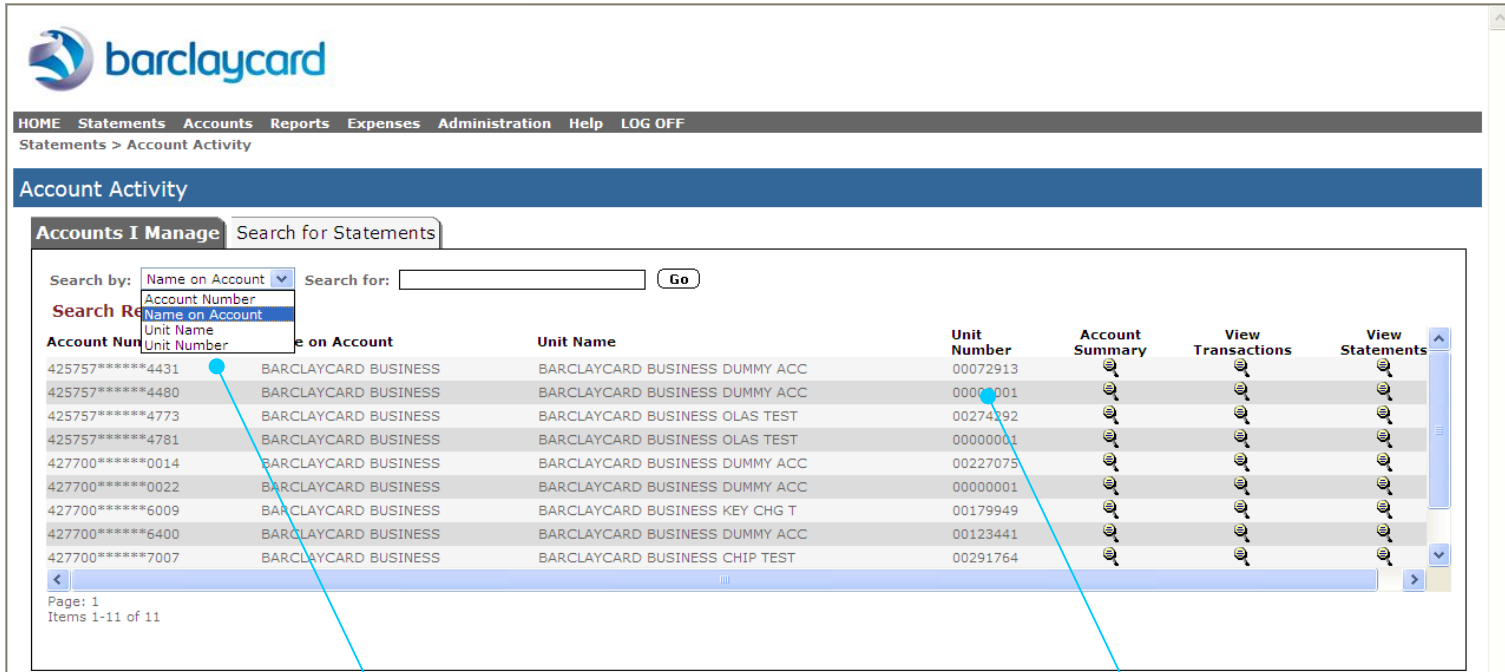
Account Number	547676*****5594 (MR DARREN EAVES)
Credit Limit	500.00
Last Transaction Posted	-78.00 01/10/2008

Below the table is an 'Update User Information' section with links for 'Edit Password', 'Edit Logon Passcode', 'Edit Personal Information', and 'Add Account'. The right column has a 'My Messages' section with a welcome message: 'Welcome to your card management programme. To begin, select an option from the menu above.' At the bottom left, there are links for 'Terms & Conditions' and 'Privacy Policy'. Two callout boxes are present: one pointing to the 'LOG OFF' link in the top menu, and another pointing to the 'Update User Information' section. A third callout box points to the 'My Accounts' table.

Cardholders can view basic financial information from their home page.

Navigate by moving your mouse across the Top Menu and highlighting the required functionality.

simple administrator search functionality



The screenshot displays the 'Account Activity' section of the Barclaycard administrator interface. At the top, there is a navigation menu with options: HOME, Statements, Accounts, Reports, Expenses, Administration, Help, and LOG OFF. Below this, the breadcrumb trail reads 'Statements > Account Activity'. The main heading is 'Account Activity', followed by a sub-heading 'Accounts I Manage' and a search box 'Search for Statements'. The search interface includes a 'Search by:' dropdown menu with options: Name on Account, Account Number, Name on Receipt, Unit Name, and Unit Number. A 'Search for:' text input field and a 'Go' button are also present. Below the search area is a table with the following columns: Account Number, Name on Account, Unit Name, Unit Number, Account Summary, View Transactions, and View Statements. The table contains 11 rows of account data. At the bottom of the table, it indicates 'Page: 1' and 'Items 1-11 of 11'. Two blue callout lines point from the 'Unit Number' column and the 'End of Account Activity' section to explanatory text boxes.

Account Number	Name on Account	Unit Name	Unit Number	Account Summary	View Transactions	View Statements
425757*****4431	BARCLAYCARD BUSINESS	BARCLAYCARD BUSINESS DUMMY ACC	00072913			
425757*****4480	BARCLAYCARD BUSINESS	BARCLAYCARD BUSINESS DUMMY ACC	00000001			
425757*****4773	BARCLAYCARD BUSINESS	BARCLAYCARD BUSINESS OLAS TEST	00274292			
425757*****4781	BARCLAYCARD BUSINESS	BARCLAYCARD BUSINESS OLAS TEST	00000001			
427700*****0014	BARCLAYCARD BUSINESS	BARCLAYCARD BUSINESS DUMMY ACC	00227075			
427700*****0022	BARCLAYCARD BUSINESS	BARCLAYCARD BUSINESS DUMMY ACC	00000001			
427700*****6009	BARCLAYCARD BUSINESS	BARCLAYCARD BUSINESS KEY CHG T	00179949			
427700*****6400	BARCLAYCARD BUSINESS	BARCLAYCARD BUSINESS DUMMY ACC	00123441			
427700*****7007	BARCLAYCARD BUSINESS	BARCLAYCARD BUSINESS CHIP TEST	00291764			

End of Account Activity

Administrators have various search options in order to locate accounts.

Wildcard '*' - some search fields support the use of the symbol * as a wildcard.

Administrators will see a Unit Number assigned to their accounts that they can use to locate their accounts within Online Services. The Unit Number can also be used when running reports.

statements – account summary

barclaycard

HOME Statements Accounts Reports Help LOG OFF

Statement Review Account Activity
View Authorisations and Declines

My Account Activity

Account Summary Account Activity View Statements

Activity Since Last Statement:

Transaction Activity:	
Current balance	£0.00
Credit limit	£2,000.00
Available to spend	£2,000.00

The current balance amount includes cash advances.

Summary of Last Statement:
(Statement Date 05/08/2009)

Transaction Activity:	
Statement balance	£223.46

End of Account Activity

You can view an activity summary giving you a clear view of your financial position. The level of detail provided will differ dependent on how the card is billed.

statements – account activity

barclaycard

HOME Statements Accounts Reports Help LOG OFF

Statements > Account Activity

My Account Activity

Account Summary **Account Activity** View Statements

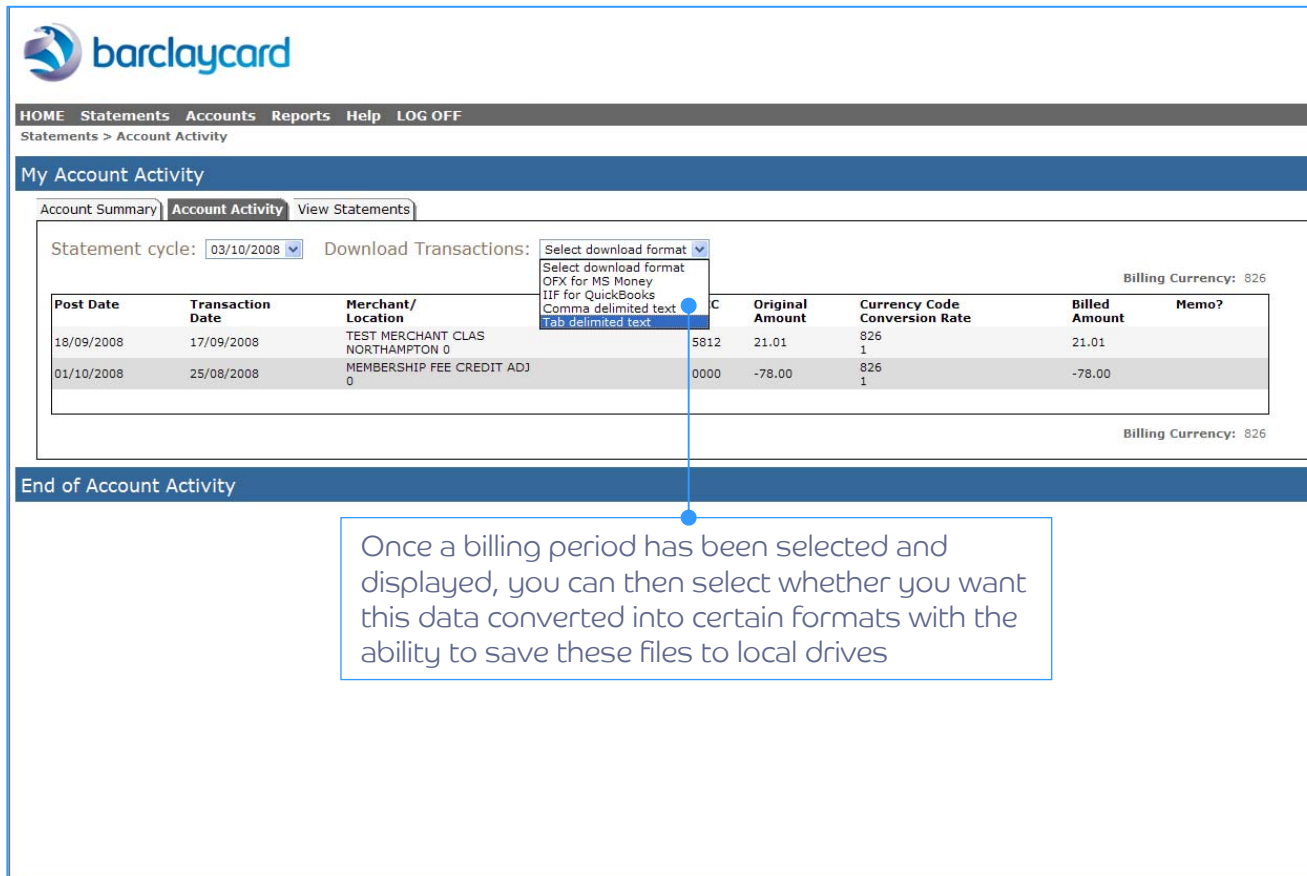
Statement cycle: Current Download Transactions: Select download format

End of Account Activity

Current
05/08/2009
05/07/2009
07/06/2009
05/05/2009
05/04/2009
05/03/2009
05/02/2009
05/01/2009
07/12/2008
05/11/2008
05/10/2008
07/09/2008

You can search for transactional data for a certain billing period.

statements – downloadable data



The screenshot displays the Barclaycard account activity interface. At the top, the Barclaycard logo is visible. Below it, a navigation bar includes links for HOME, Statements, Accounts, Reports, Help, and LOG OFF. The current page is titled "Statements > Account Activity".

The main section is "My Account Activity", which includes tabs for Account Summary, Account Activity, and View Statements. The "Account Activity" tab is active, showing a "Statement cycle" of 03/10/2008 and a "Download Transactions" dropdown menu. The dropdown menu is open, showing options: "Select download format", "OFX for MS Money", "IIF for QuickBooks", "Comma delimited text", and "Tab delimited text".

Below the dropdown menu is a table of transactions. The table has columns for Post Date, Transaction Date, Merchant/Location, C, Original Amount, Currency Code, Conversion Rate, Billed Amount, and Memo?. The table contains two rows of data:

Post Date	Transaction Date	Merchant/Location	C	Original Amount	Currency Code	Conversion Rate	Billed Amount	Memo?
18/09/2008	17/09/2008	TEST MERCHANT CLAS NORTHAMPTON 0		5812	21.01	826 1	21.01	
01/10/2008	25/08/2008	MEMBERSHIP FEE CREDIT ADJ 0	0000	-78.00	826 1		-78.00	

The "Billing Currency" is indicated as 826. Below the table, the text "End of Account Activity" is displayed. A blue dot is positioned at the bottom of the dropdown menu, with a line pointing to a text box below the screenshot.

Once a billing period has been selected and displayed, you can then select whether you want this data converted into certain formats with the ability to save these files to local drives

statements – online copy of paper statement

The screenshot shows the Barclaycard website interface. The top navigation bar includes 'HOME', 'Statements', 'Accounts', 'Reports', 'Help', and 'LOG OFF'. The main content area is titled 'My Account Activity' and has tabs for 'Account Summary', 'Account Activity', and 'View Statements'. Under 'View Statements', there is a list of statements with dates from 07 December 2008 to 05 August 2009. A 'File Download' dialog box is open, showing the file name 'Statement-20081003.pdf' and type 'Adobe Acrobat 7.0 Document, 96.0 KB'. To the right, the Adobe Acrobat Standard window displays the PDF statement for Mr. Darren Eaves, including company details and a table of transactions.

Statement

STATEMENT FOR MR DARREN EAVES

Company reference: 5476769455260392
Card number: 5476769573515594
Statement date: 03 Oct 2008
Page number: 1 of 1
Monthly spend limit: £500

BARCLAYCARD BUSINESS
PO BOX 3000
TEESDALE BUSINESS PARK
STOCKTON ON TEES, TS17 6YG

Tel: 0844 822 2140
Outside UK: 44 1642 876624
Fax: 01642 663636
Online: www.barclaycardbusiness.co.uk

Date	Description	Amount
25 Aug 2008	MEMBERSHIP FEE CREDIT ADI 011075566778	78.00
17 Sep 2008	TEST MERCHANT CLAS NORTHAMPTON 180905230658 EATING PLACES, RESTAURANTS	21.01
2 new purchases / cash advances. Total of spending.		£56.99 CR

By clicking on the required statement icon, you can download an exact replica of the posted paper statement. The statement will download using Adobe Acrobat reader (a download link is available if you not have this)

authorisations and declines – real time view available

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HOME Statements Accounts Reports Help LOG OFF
Statements > Authorisations and Declines

View Authorisations and Declines for Select Different Account

Authorisations ⓘ

Date/Time	Status ▲	Auth. Code	Merchant	MCC	Amount	Type	Reason	More
30/07/2009 07:30	A	002190	HOLIDAY INN	3501	£116.19	Purchase	APPROVED	🔍
30/07/2009 20:25	A	064640	THE YOUNGS RESTAURANT	5812	£13.75	Purchase	APPROVED	🔍
10/08/2009 11:51	A	045019	HOGG ROBINSON TRVL	4722	£1.00	Mail/Telephone Order	APPROVED	🔍

Page: 1
Items 1-3 of 3

End of Authorisations and Declines

Related screens: [Manage accounts](#) [Review Account Activity](#)

By selecting "View Authorisations and Declines" from the 'Statements' menu, administrators can view all outstanding authorisations and/or declines of the cardholder accounts that belong to them and cardholders can view the outstanding authorisation and/or declines that relate to their account only.

account management – search for accounts

By selecting “Manage Accounts” from within ‘Accounts’ menu, administrators can view and change all the cardholder accounts that belong to them and cardholders can only view and change only their account.

All associated accounts can be easily searched for and once found, click on the “Edit” link to see full details.

The screenshot shows the Barclays website interface. At the top, there is a navigation bar with 'HOME', 'Statements', 'Accounts', 'Reports', 'Help', and 'LOG OFF'. Below this, a welcome message reads 'Welcome Darren' and 'You last logged in on: 14 October 2008 11:18 PM'. The main content area is divided into two sections: 'My Accounts' and 'My Messages'. The 'My Accounts' section displays the following information:

Account Number	547676*****5594 (DARREN EAVES)
Credit Limit	800.00
Last Transaction Posted	-70.00 01/10/2008

Below this, there is a section for 'Update User Information' with links for 'Edit Password', 'Edit Logon Passcode', 'Edit Personal Information', and 'Add Account'. At the bottom left, there is a link for 'Terms & Conditions and Privacy Policy'.

The screenshot shows the 'Accounts > Manage Account' page. It features a search bar with the following elements:

- Search using: **Name on account** (dropdown menu)
- Search for:
- Instructions: To retrieve all, leave blank and click Go
- Filters: View active accounts only, View purged accounts only, View all accounts,

Below the search bar, there is a section for 'Search Results' which contains a table of account information.

The screenshot shows the search results for the account. It includes the same search bar as the previous screenshot. Below the search bar, there is a table with the following data:

Account Number	Name	Status	Email	Type	Account Detail
547676*****5594	DARREN EAVES	FU MA OR TA UP YA	DARREN.EAVES@BARCLAYCARD.CO.UK	1	Edit

At the bottom right of the results, there is an 'Export All' button. At the bottom left, it says 'Page: 1' and 'Items 1-1 of 1'.

account management – administrators can apply changes to cardholder accounts

Administrator can change account details (in real time):
Address
Phone numbers
Credit Limit
Single Purchase Limit (if available on product)
Cash advance amount (if available on product).

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HOME Statements Accounts Reports Expenses Administration Help LOG OFF

Accounts > Manage Account

Account Management for ANAT TESTTWO

* Required field Indicates field is updated in real time

Go to section: **General Information**

Card Information

* Card Account Number: *****0052022129

Cardholder Name:

Company Name:

Your Reference:

Address Information

Address Status: Active Card Correspondence Statement Inactive All

Address Code: 02 - Address Type: Active - Address Description: OFFICE

* Address 1:

Address 2:

Address 3:

Address 4:

* Town/City:

* Post Code:

* Country:

General Information

Location:

* Company ID:

* Account type:

Billing type: 1

* Account type:

Billing type: 1

Account Holder Information

Date of birth:

Account Status

Expiry Date: 201108

Account status:

Current status:

PD01 --
AV5 --
MAS --
GAS --
TAB --
YAS --

Authorisation

* Card Limits

* Card:

Single Purchase:

Cash advance amount:

End of Account Management For ANAT TESTTWO

expenses – view transactions

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HOME Statements Accounts Reports Expenses Administration Help LOG OFF
Expenses > View Transactions

Search for Transactions

Search for Transactions | Advanced Search

Click here to select accounts or units for your search

Search for: Account Unit Using: Name on Account Value: Go

* Required field

* Selected accounts/units: No accounts or units selected ⓘ

Select a saved search: Select a saved search ⓘ Display format: Default

* Date range: Last 10 days From: 13/07/2009 To: 23/07/2009 ⓘ

Include transactions: Not assigned to an expense report Assigned to an expense report Both

Transaction type: Out-of-pocket transactions only Card transactions only Both

End of Search for Transactions

The expenses – view transactions search provides administrators with the ability to search for all transactions over a period or use the advanced search to look for transactions with a specific merchant, by merchant description or by amount values.

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HOME Statements Accounts Reports Expenses Administration Help LOG OFF
Expenses > View Transactions

Search for Transactions

Search for Transactions | Advanced Search

Click here to select accounts or units for your search

Search for: Account Unit Using: Name on Account Value: Go

* Required field

* Selected accounts/units: No accounts or units selected ⓘ

Select a saved search: Select a saved search ⓘ Display format: Default

* Date range: Last 10 days From: 13/07/2009 To: 23/07/2009 ⓘ

Include transactions: Not assigned to an expense report Assigned to an expense report Both

Transaction type: Out-of-pocket transactions only Card transactions only Both

Additional Search Criteria [Reset Criteria](#)

MCC/Expense Type

Merchant Information

Search for merchants to add to the search criteria. Specify a search value. You can use the wildcard (*) to replace starting or ending values.

Search for: Name City County

Name:

Amount

Specify type and amount of transaction.

Amount: Any amount

Include: Only diverted transactions Non-diverted transactions All transactions

Addendum Information

Allocation Information

Mapped Status

reporting – administrator standard reports

Administrators have access to a number of **standard reports**. The reports are “run” by clicking on the blue hyperlink and the output provided in the output log.

Depending on the report selected, the output options will vary between HTML, CSV or Excel.

Once run, report results are available in the output log. An email will be sent to you advising availability. Reports remain in the log for 10 days.



HOME Statements Accounts Reports Expenses Administration Help LOG OFF

Reports > Standard Reports

Standard Reports

Click the report link to run or schedule the report.

Report Name	Number	Category	Description	Sample	Delete
Allocation Analysis Report	1500	Account	Detail or summary of transactions by their assigned allocation code over a specified date range		
Cardholder Profile Report	5080	Account	An unformatted file of accounts with their authorisation and allocation values		
Merchant Report	6100	Merchant	Detail or summary of all transactions sorted by selected merchants		
Multiple Transaction Exception Report	1600	Expense	Purchases that may have been split between multiple receipts that exceed the single purchase limit		
Non-Statutory VAT Transaction Analysis	8100	VAT	MI reports for transactions with e-invoice data. These can't be used as legal evidence to support VAT reclaims. Separate Statutory reports are provided for this purpose.		
Programme Change Request Audit Report	7010	Account	Detail of changes made in Manage Accounts		
Statement of Account Report	1200	Account	List of transactions sorted and grouped by account holder for use while reconciling expenses		
Statutory VAT Reports	8150	VAT	Accredited tax invoice detail for transactions that are categorised as Evidence and Not Evidence for VAT reclaim. Includes LID, Summary and VGIS invoice formats.		
Transaction Report	1710	Transaction	Detail or summary of all transactions made by account holders		
User Profile Report	5100	User	Listing of pertinent data for selected users, including approver and security profiles.		

End of Standard Reports

reporting – report/mapper scheduling

The scheduler enables an administrator to set date parameters for when you want a report or mapper to be run. This is typically for reports requiring more detailed data analysis.

The screenshot shows the 'Schedule New Task' page. At the top, there is a navigation bar with 'HOME', 'Statements', 'Accounts', 'Reports', 'Administration', 'Help', and 'LOG OFF'. Below this is a breadcrumb trail 'Reports > Schedule New Task'. The main heading is 'Schedule New Task' with 'Next' and 'Cancel' buttons. The page is divided into two steps:

- Step 1: Select task category**
Task category: Reports (selected) [Go] [i]
- Step 2: Select report to schedule**
Available Reports [Show Standard Reports] [i]

Selected	Report Name	Number	Category
<input checked="" type="radio"/>	Merchant Report	6100	Merchant
<input type="radio"/>	Statement of Account Report	1200	Account
<input type="radio"/>	Transaction Report	1710	Transaction

Page: 1
Items 1-3 of 3

End of Page

The screenshot shows the 'Schedule MerchantReport' page. At the top, there is a navigation bar with 'HOME', 'Statements', 'Accounts', 'Reports', 'Administration', 'Help', and 'LOG OFF'. Below this is a breadcrumb trail 'Reports > Schedule New Task'. The main heading is 'Schedule MerchantReport' with 'Previous', 'Next', and 'Cancel' buttons. The page is divided into three steps:

- * Required**
- Step 3: Complete required criteria**

Date

*Date Type: Date posted [v] [i]

Accounts And Units

Search: Account Unit [i]

*Search by: Account name [v] Search for: [] [Go]

Select List [Add to Search]

<input type="checkbox"/>	Account Number	Account Name	Unit Name
<input type="checkbox"/>	427700*****8383	ECR TEST ACCOUNT	BARCLAYCARD BUSINESS (00000070)
<input type="checkbox"/>	427700*****0285	THEO WALCOTT	BARCLAYCARD BUSINESS (00000070)

Page: 1
Items 1-2 of 2

End of Page [Previous] [Next] [Cancel]

reporting – cardholder standard reports

Cardholders have access to 3 standard reports. The reports are “run” and the output provided in the output log in the same way as administrators. You will receive a notification email.

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HOME Statements Accounts Reports Administration Help LOG OFF

Reports > Standard Reports

Standard Reports **i** Run Schedule

Selected Report Name	Number	Category	Description	Sample	Edit	Delete
<input type="radio"/> Merchant Report	6100	Merchant	Detail or summary of all transactions sorted by selected merchants			
<input type="radio"/> Statement of Account Report	1200	Account	List of transactions sorted and grouped by account holder for use while reconciling expenses			
<input type="radio"/> Transaction Report	1710	Transaction	Detail or summary of all transactions made by account holders			

Page: 1
Items 1-3 of 3

End of Standard Reports

Related screens: [Output Log](#) [Scheduler](#)

reporting – data mapper



HOME Statements Accounts Reports Expenses Administration Help LOG OFF

Reports > Create Mapper

Create Mapper i

Copy from existing mapper: Yes No Select mapper: i

Step 1: Enter general information

* Mapper name: i

Description: i

* Output file name: i

File format: Fixed length Delimited i

File extension: i

* Organisation: **None selected** i

Account type: Individual Corporate Both i

Include transaction types: i

Regular card transactions

Payments

Fees

Adjustments

Out-of-pocket transactions

Personal transactions

Include transaction splits: Yes No i

Include only transactions assigned to expense reports: Yes No Expense report status: i

End of Page

The mapper enables administrators to build a data extract.

The administrator has a detailed level of control of what data is extracted and is also able to define the header and footer; the data elements as well as the extract format e.g. selecting delimiters, determining where decimal points are shown.

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HOME Statements Accounts Reports Expenses Administration Help LOG OFF
Administration > Manage Users > Maintain User Information

Search for Users

Search for users matching any of the following search criteria:

Corp number: Corp name:
User ID: First name: Last name:
Status: Active Inactive Either Email Address: Product Notifications: Yes No Either

To improve search performance, enter values for as many search criteria as known.

Search Results

User ID	First Name	Last Name ▲	Status	Date Created	Edit	Delete
TestAccount1	Test	Account	Active	19/08/2009	Edit	
TestProfile1	Profile	Test	Active	24/07/2009	Edit	
Test1230	Test	Test	Active	29/06/2009	Edit	

Page: 1
Items 1-3 of 3

ⓘ

The 'Maintain User Information' within Administration enables administrators to view and amend user details.

The administrator can either search for users using the search criteria or alternatively just click on 'go' to see all Online Services Users. 'Edit' enables an administrator to amend user details.

resetting user access

barclaycard

HOME Statements Accounts Reports Expenses Administration Help LOG OFF
Administration > Manage Users > Maintain User Information

Edit Personal Information for Test Account Reset Password Reset Logon Passcode Cancel Save

* Required Field

Contact Information

* First name: ⓘ

* Last name: ⓘ

Product Notifications: Yes No ⓘ

* Email address: ⓘ

CC Email address: ⓘ

BCC Email address: ⓘ

Location and Branding

* Location: ⓘ

* Branding: ⓘ

User Information

* Username: ⓘ

Logon status: Active Inactive ⓘ

Unlocked Locked ⓘ

Approvers for User's Expense Report ⓘ

User ID	Last Name	First Name	Unit Name (Number)	Approval Profile	Remove
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Administrators have the ability to reset user details.

The administrator also has the ability to lock a user from accessing the service or unlock a user should they have entered their details incorrectly on 3 consecutive occasions and locked themselves out.

frequently asked questions

Please find a full list of questions regarding Online Services via the "frequently asked questions" link on our home page at www.barclaycard.co.uk/business - click on making payments and then select "Online Services"

Do the changes affect my current Terms and Conditions?

No, but when you first log in to the new service, you'll be asked to accept a new End User Licensing Agreement, which is specifically to use the new service being offered.

How do we view all cardholders and balances in Online Services?

There are 3 options:

- 1.You can either go to the "Expenses" tab, then "View Transactions" and run this report which will list all cardholders and their current spending activity.
- 2.You can also access "Standard Reports" and run the "Transaction Report".
- 3.At individual cardholder level (rather than all users), simply access "Statements" then "View Transactions" and search for the cardholder. You can then view their current status, transaction list or statement.

In "manage accounts", in order to access an account, what search criteria is the best to use and with which number?

This will depend on what information you have available. We would recommend that you search using the full 16 digit card number ("Search by account"), however, you can search using the cardholder name. If you do not know the full name you can use * (asterisk) as a wild card either at the start, middle or end (or all three) in the search box. Alternatively just click GO and all results will be returned in paginated form.

How do we remove administrators who are no longer with the company?

You will need to go to "Administration" and then "Manage Users" and locate the administrator (note: only Programme Administrators can do this). Again, there are multiple search options. Once located, select the blue edit button. On the next screen you can lock the user, or further down the screen you can delete the user. We would recommend locking.

frequently asked questions

I was previously registered for Online Services but can not use password and pass code set in Online Services

Please check to ensure you are using your 10 digit membership number, entering your password with all upper, lower case and numeric characters and only enter the digits required for your passcode (this is shown next to the "Random Digits" field).

When can I run reports?

You can run reports whenever you want. The reports can be run and the data is then delivered into your output log. The data is retained in the log for 10 days.

What period of data can I search on?

Reports and statements are available for a rolling 13 month period.

When inputting the corporate number it does not give a list of cardholders on the account

If customers are entering their corporate account number, the system will only return details of that corporate account. We would recommend that when searching, instead of specifying the corporate account, just leave all fields blank and select GO to get all results. Alternatively, it is possible to search by "unit" number or name which will bring through the hierarchy. If you do not know the unit name or hierarchy, then leave all fields blank and select GO. The unit name will then be shown in the results.

Tabs at top of page when logged in show 'false' message

This may be as a result of using version 8 of Internet Explorer. As an alternative, either please use Internet Explorer versions 6 and 7 or see a message on the home page that identifies what you need to do if you're using Internet Explorer version 8.