SpendTrack User Guide

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Contents

SpendTrack Overview and Roles

What is SpendTrack?

SpendTrack is an online credit card management solution that empowers businesses to easily manage credit card accounts online and provides real-time card controls, transaction details, statement access, payment capabilities and spend analytics for Dollar Bank Business Preferred Credit Card and Dollar Bank Corporate Credit Card customers.

Roles in SpendTrack

Program Administrator – This user can see the entire credit card relationship for the business. As such, they have the same view as the Primary Admin. There is no limit to the number of program admins a profile may have. Customers can enroll as a program admin, or another admin can create a program admin user. Certain cardholder or user requests through SpendTrack must be approved by a program admin. Transactions done by a program admin do not require approval.

Primary Administrator – The first program admin to enroll will be designated as a primary admin. They have the same functionality as a program admin.

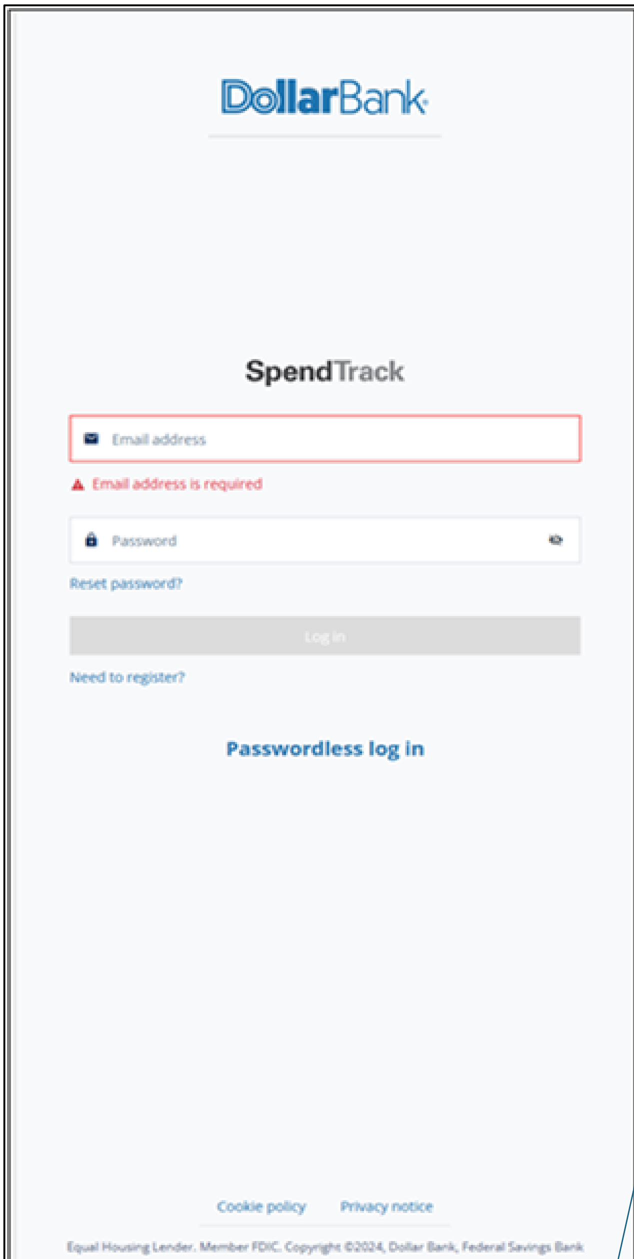
Reporting Admin – This user can see the entire relationship on the SpendTrack profile. However, they cannot submit or approve anything. This role is meant for accountants or bookkeepers and is created by a program admin.

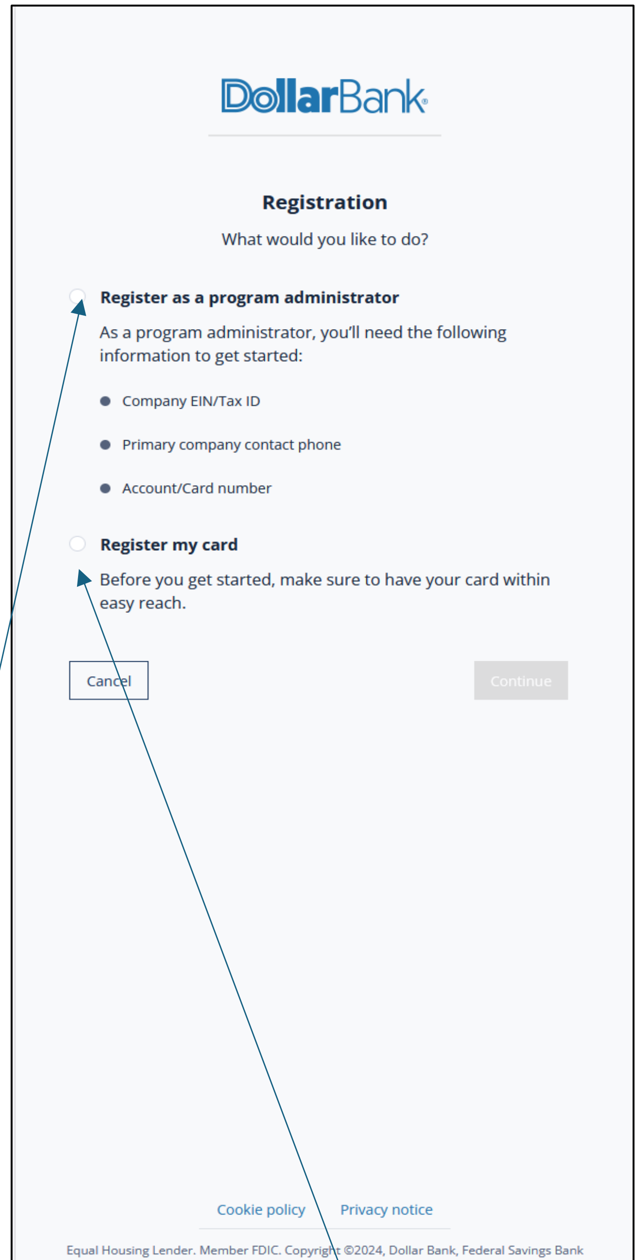
User – This is the lowest level of access and would be associated with the cardholder access we know today. **Customers can and should enroll with this level of access to only see their specific card.**

Registration

Access: https://spendtrack.fiservapp.com/dollar-bank/

- You will have two options - register as your **program administrator** or as a **user.**
- Prior to registering, please have the necessary information noted to get started.

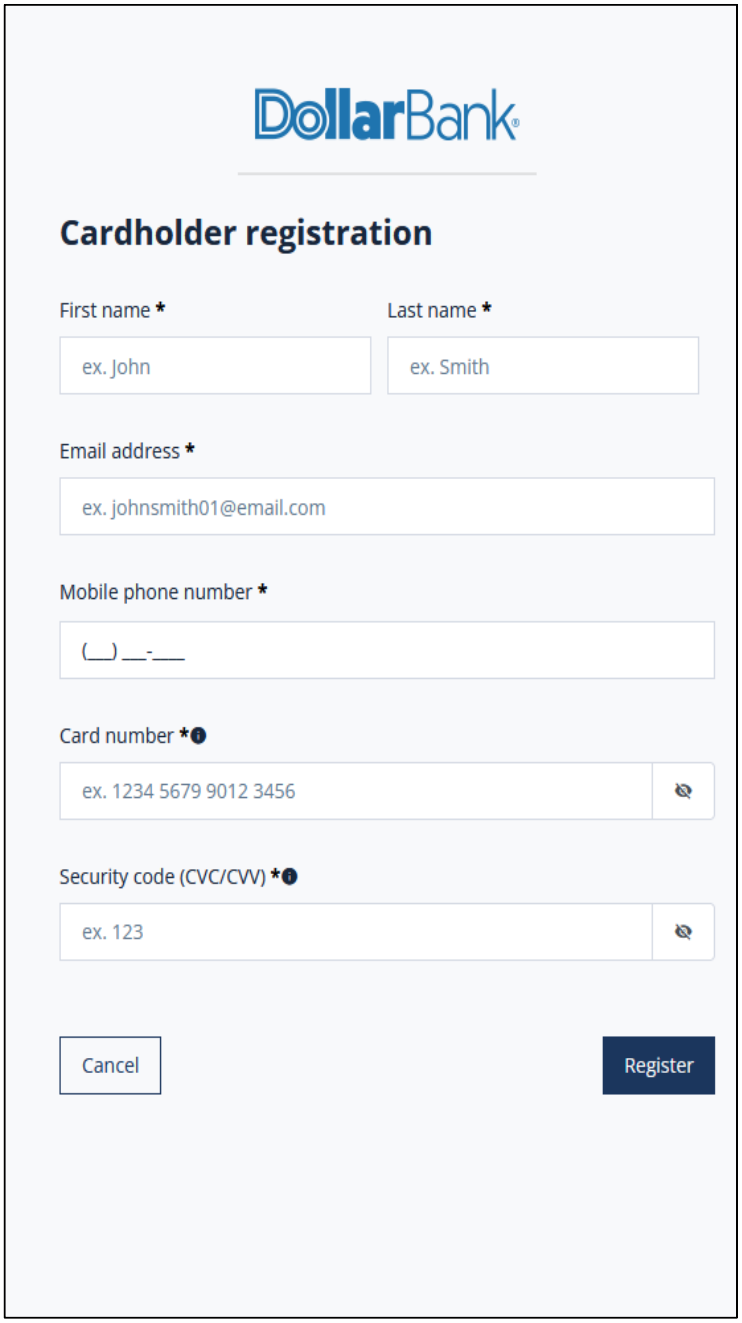




Register as a program administrator

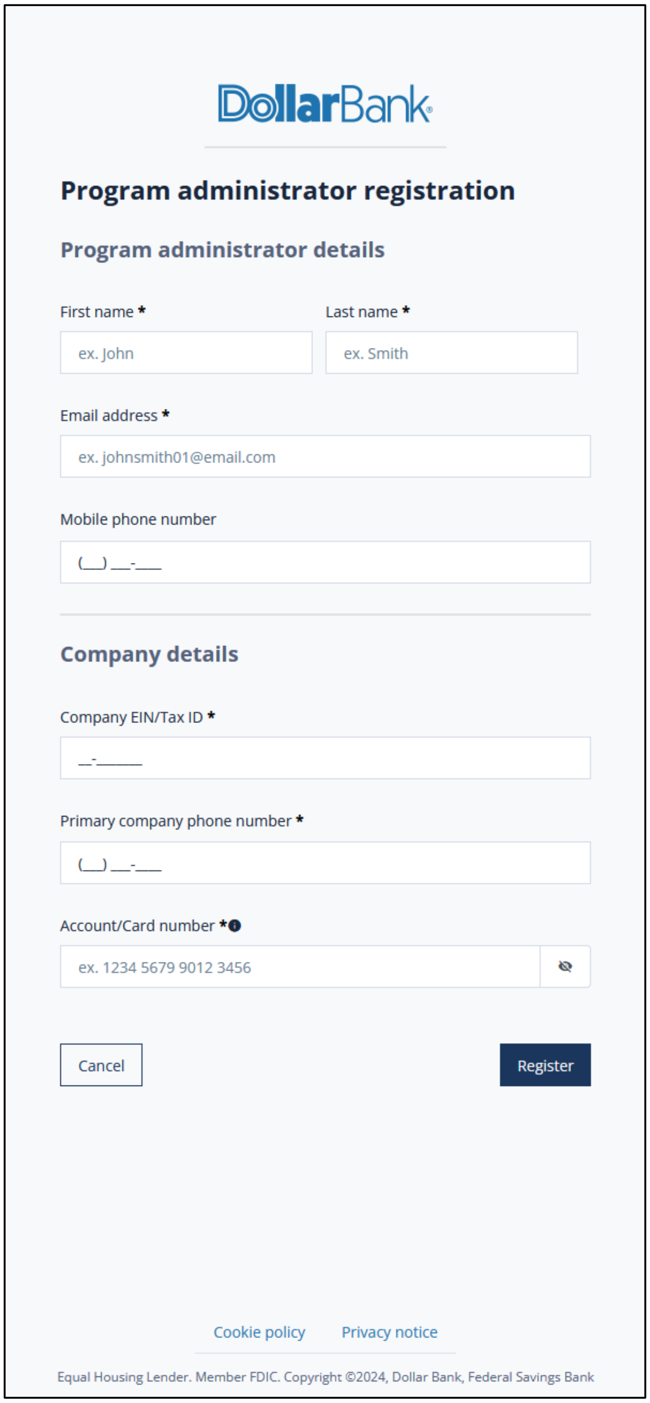
Register my card as a user

User Registration



- Complete the user registration
- Once you register, you will receive an email to complete the registration process
  - The activation code provided via email is only good for two days
  - If you do not receive the activation code, please search for an email from alerts@spendtrack.fiserv.com with the subject, “SpendTrack Welcome & Activation” in your email’s junk and spam folder
  - If you did not receive the code, please call **1-800-242-2265**
- Follow the prompts within SpendTrack to complete the enrollment process

Program Administrator Registration



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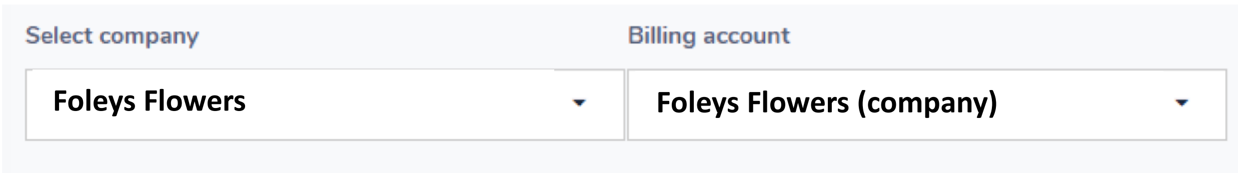
- Follow the prompts within SpendTrack to complete the enrollment process

Program Administrator Home Page

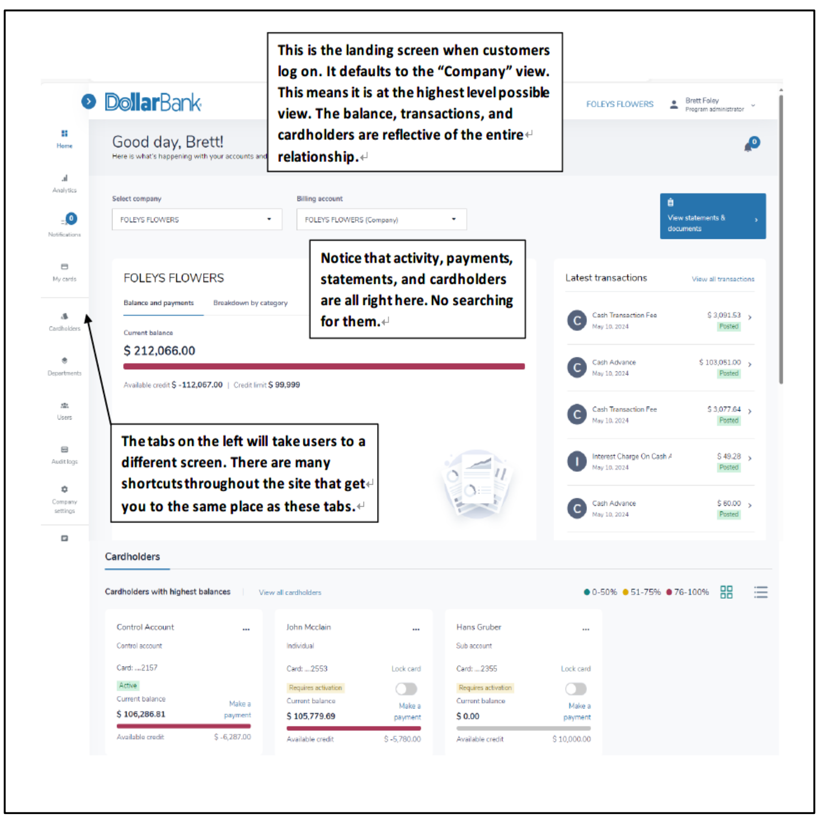
With completion of the enrollment process, start using the excellent features that SpendTrack offers small businesses!

The administrator homepage navigation starts with the **Select company** and **Billing account** dropdown lists. The company name will automatically display in the Select company dropdown.



The Billing account dropdown enables you to see details of separate accounts within a given company for companies that have designated billing accounts. This dropdown will list all the control accounts available within a given company. If there are no control accounts, the dropdown will default to the company record.

The Billing account dropdown enables you to view detailed cardholder and transaction information from the selected company billing account. The administrator can view their full company account record or multiple billing accounts. From this screen, you can manage payments, view documents and uChoose Rewards® points.



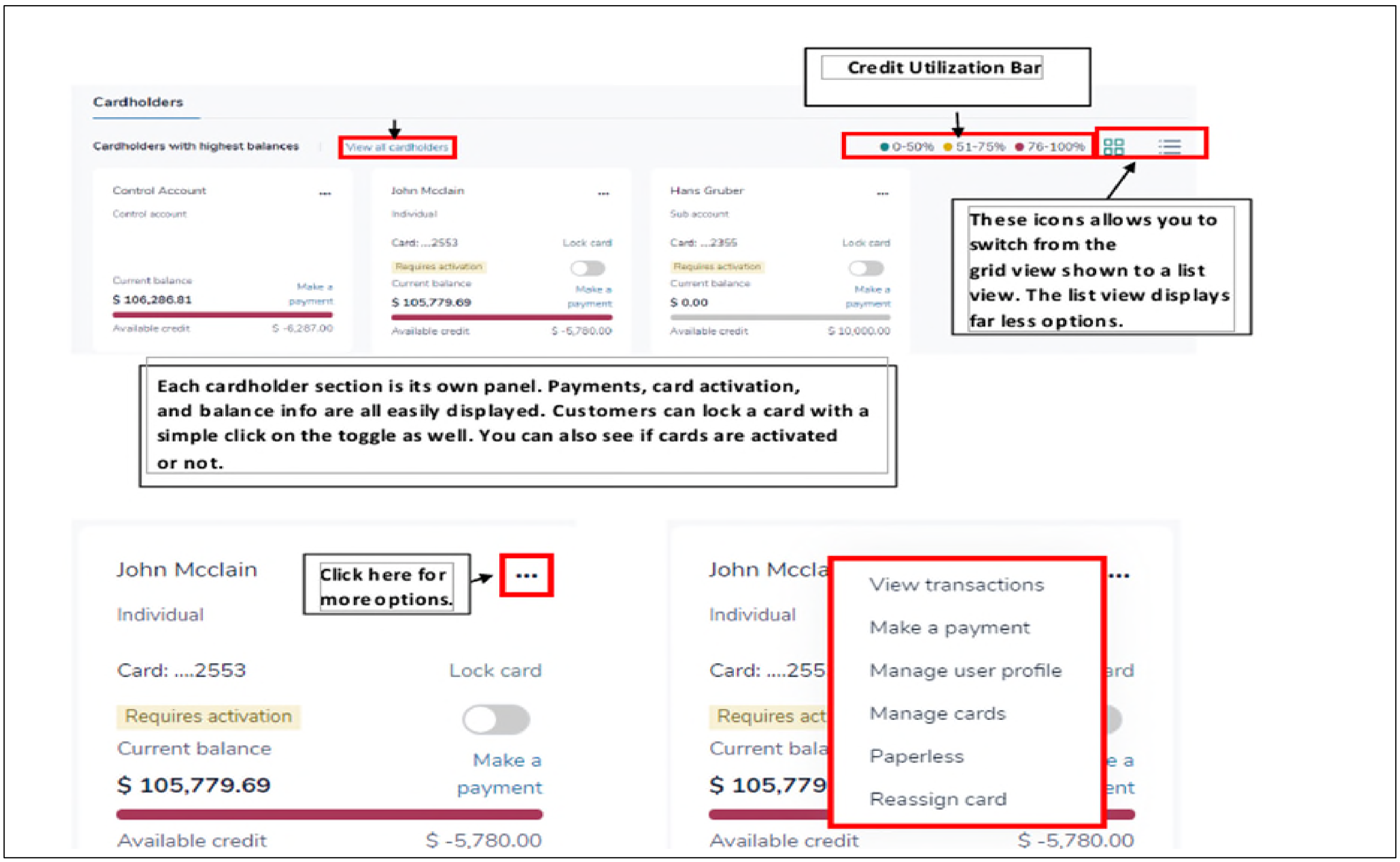
Accessing Cardholder Accounts

From the Cardholders tab, the Lock card and Make a payment options are available. Other card management functions including View transactions or Manage cards are available. The Cardholders tab also enables an administrator to select the Paperless and Reassign card functions. Clients can also view the cardholder's credit limit usage.

The Cardholder tab and Cardholders screens default to tile view. List view is also available.

The following functionality is available on the Cardholders screens:

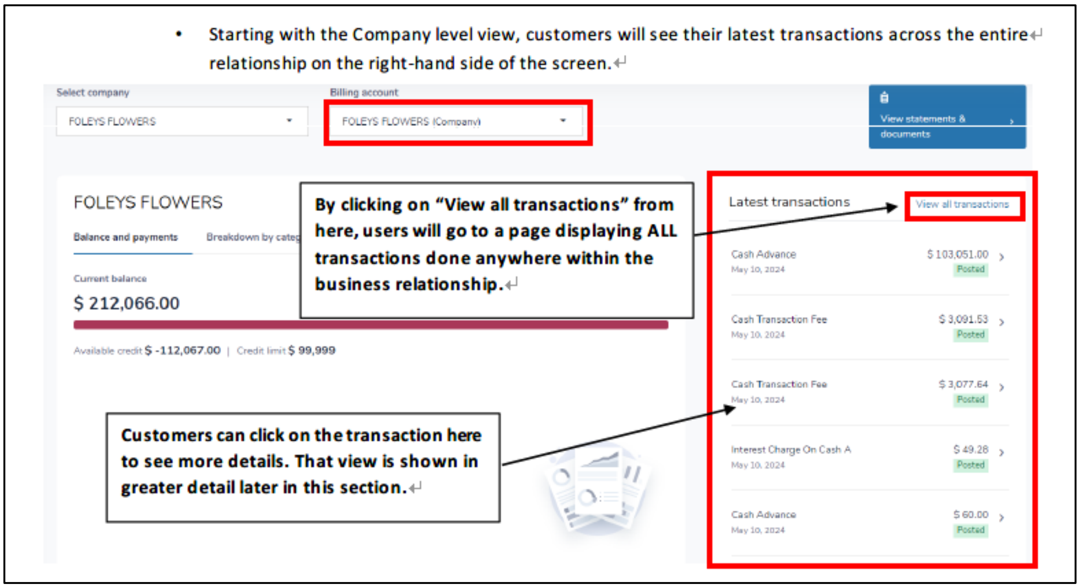
- Search by cardholder name, email or last four digits of the card number
- Select filter - a dialogue box displays a list of fields that can be applied as a filter
- Select a column heading to sort ascending or descending in the list view



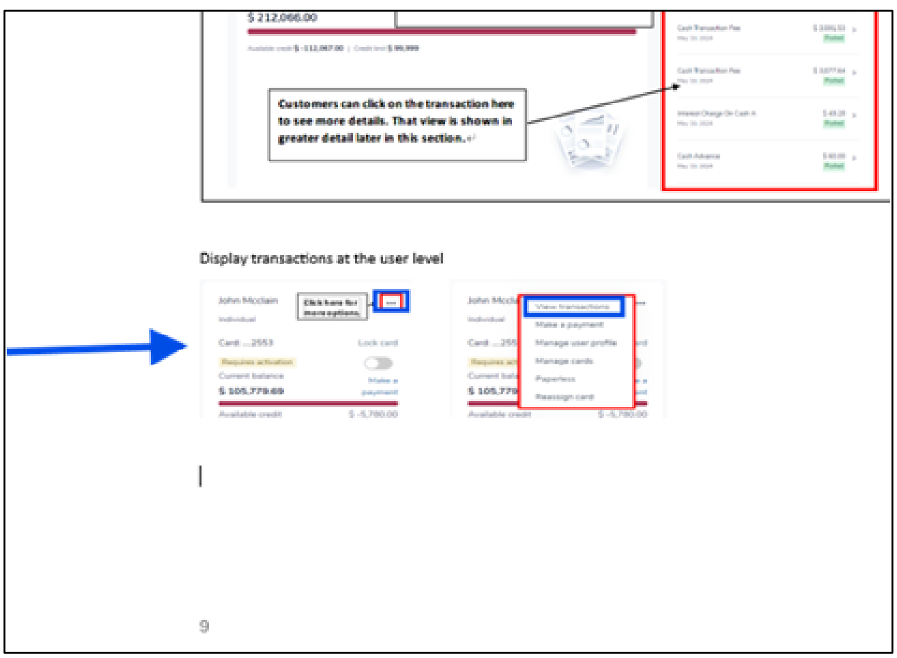
Accessing Cardholder Transactions

Viewing transactions can be done as a **company** view or at a **user** view. To view transactions, click the three dots next to the name, and select View transactions. You can access other options as well.

The Transactions tab defaults to display the eight latest transactions. It also includes a tab to view all transactions tab. If a company does not have designated billing accounts, the Billing account dropdown defaults to the company record and lists the eight latest transactions within the company.

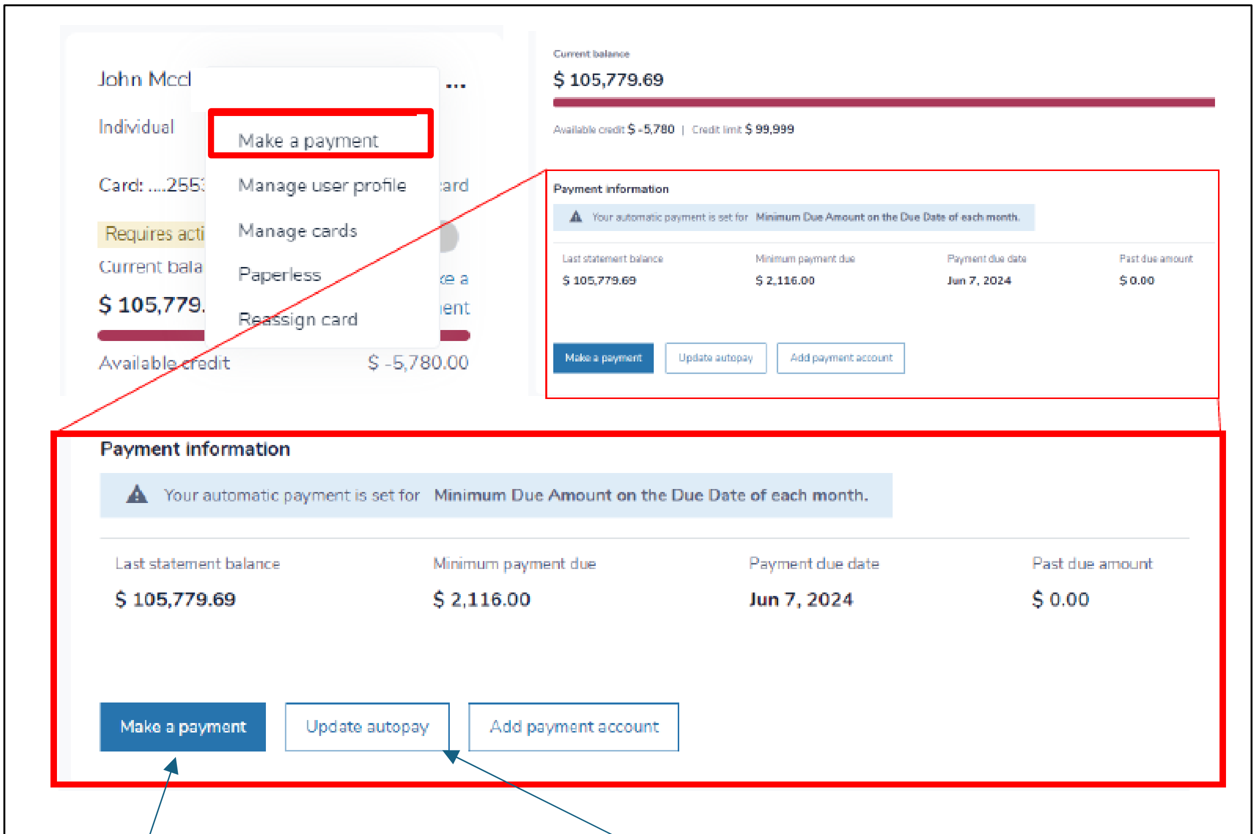


Display transactions at the user level



Payments

To access cardholders' payments from the Homepage, select **Billing account** → **Make a payment.**



<u>Make a one-time payment</u>

1. Select Make a payment
2. Choose a payment date
3. Choose an amount
4. Select a payment account from the dropdown
   - Add a payment amount before making a payment
5. Select View terms and conditions
6. Select the checkbox for the payment disclosure
7. Select pay

<u>Set up autopay</u>

1. Select Update autopay
2. Choose a payment date
3. Choose an amount
4. Choose an account type between checking and savings
5. Enter the routing and bank account number
6. Select View terms and conditions
7. Select the checkbox for the payment disclosure
8. Select pay

Payments – Continued

View Payment History

To view the payment history for an account, select → **View payment history.**

From this screen account type payments can be viewed. This includes Control account, Sub-account or Individual pay account:

- Pending payments display scheduled payment on the account
- Past payments display posted payment on the account

Add or Manage Payment Accounts

To add or manage a payment account, select → **Add payment account.** You will be able to both edit or remove payment accounts from this screen.

To add a payment account:

- Select Add payment account
- Select the account type
- Enter the routing and account number
- Enter the Name on the account
- Add a nickname for the account
- Select Add payment account

View and Redeem uChoose Rewards

Once your account is opened, your account will automatically be enrolled in uChoose Rewards. Accrued points can be viewed from the homepage for billing accounts within the company.

To access uChoose Rewards for the first time:

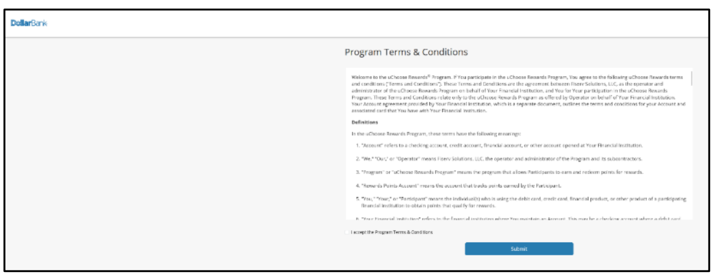
- Select the UChoose Rewards icon from the main menu
- You will be logged in through a single sign-on (SSO) to the uChoose Rewards website.
- Review and agree to the uChoose Rewards Terms and Conditions

View and Redeem uChoose Rewards Points

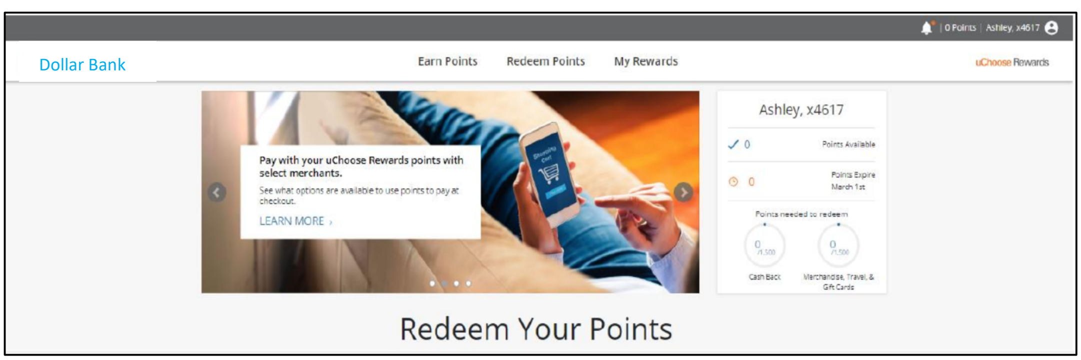
Rewards points can be viewed on the transactions pages. Select the arrow icon next to the points to log in through single sign-on (SSO) to the uChoose Rewards website and redeem points.

- To view or redeem uChoose Rewards, from the homepage select **Bill account → Balance and payment → Reward points**

Accept Terms and Conditions



View and Redeem Reward



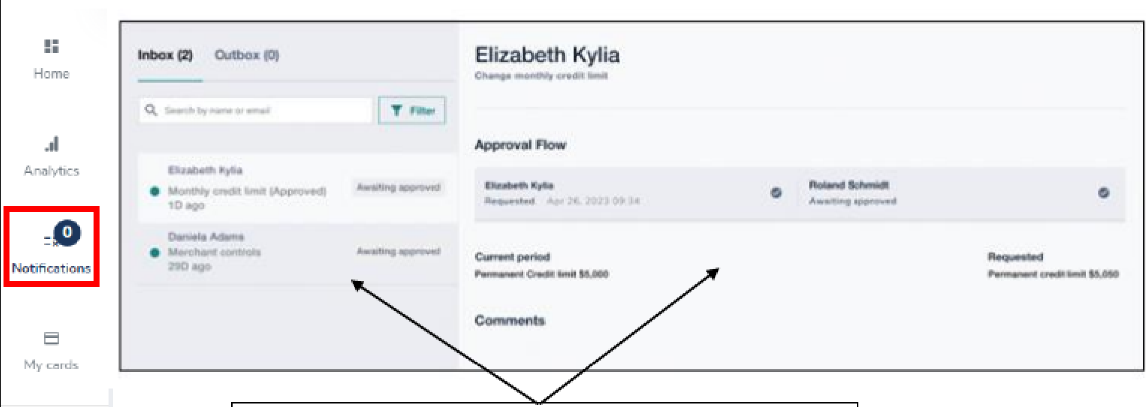
Accessing Notifications

Notifications can be found in the navigation pane and are accessible only for primary admins and program admins. The inbox displays requests from cardholders that are pending approval. Messages include useful information, including the approval flow and comments.

Select a message in the inbox to display the request details and options.

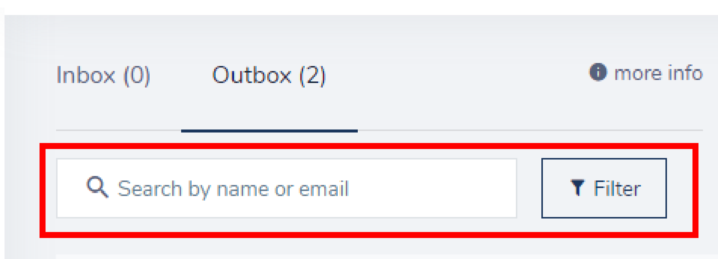
- Decline: Rejects the request and sends a notification to the requester
- Accept: Approves the request and sends a notification to the requester

- Clicking on the "Notifications" tab will show the customers anything that needs approved.



The list of notifications is on the left, clicking it will display more info on the right. When approving, users will see who made the request, what the request is for..

- Notifications can be filtered by type, status, and date range. Users can also search by their rep's name or email.

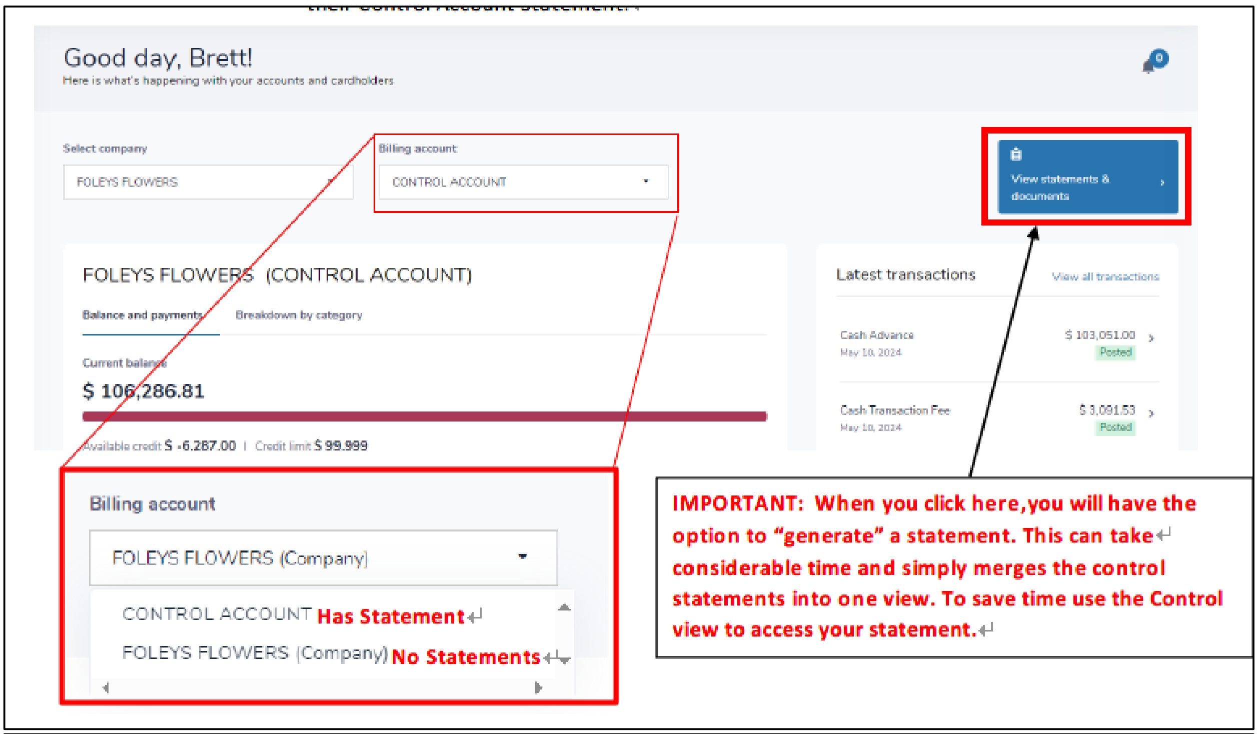


  - By looking at the "Type" filters we can also get an understanding of what changes require approval from a Primary Admin. If an item is not on this list, then the various users can perform those functions without approval. For example, locking one's card does not require an approval.

Accessing Statements

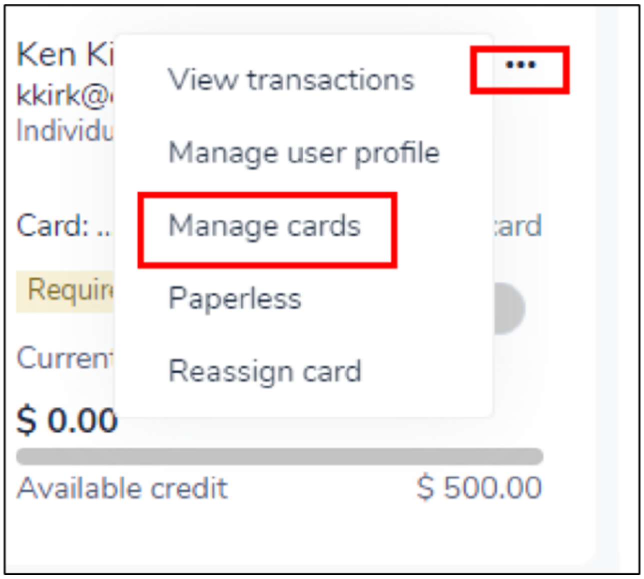
There are two ways to get to the statement and documents screen. The difference being if you want to see the control statement or an individual statement. We will look at the control statement first.

- From the home page, there is a button to click and view statements – this takes customers to their control account statement
- You can access statements for up to 12 months
- Clicking on the statement will download the statement to your browser
- You will have the ability to save the statement to your device



Manage Cards

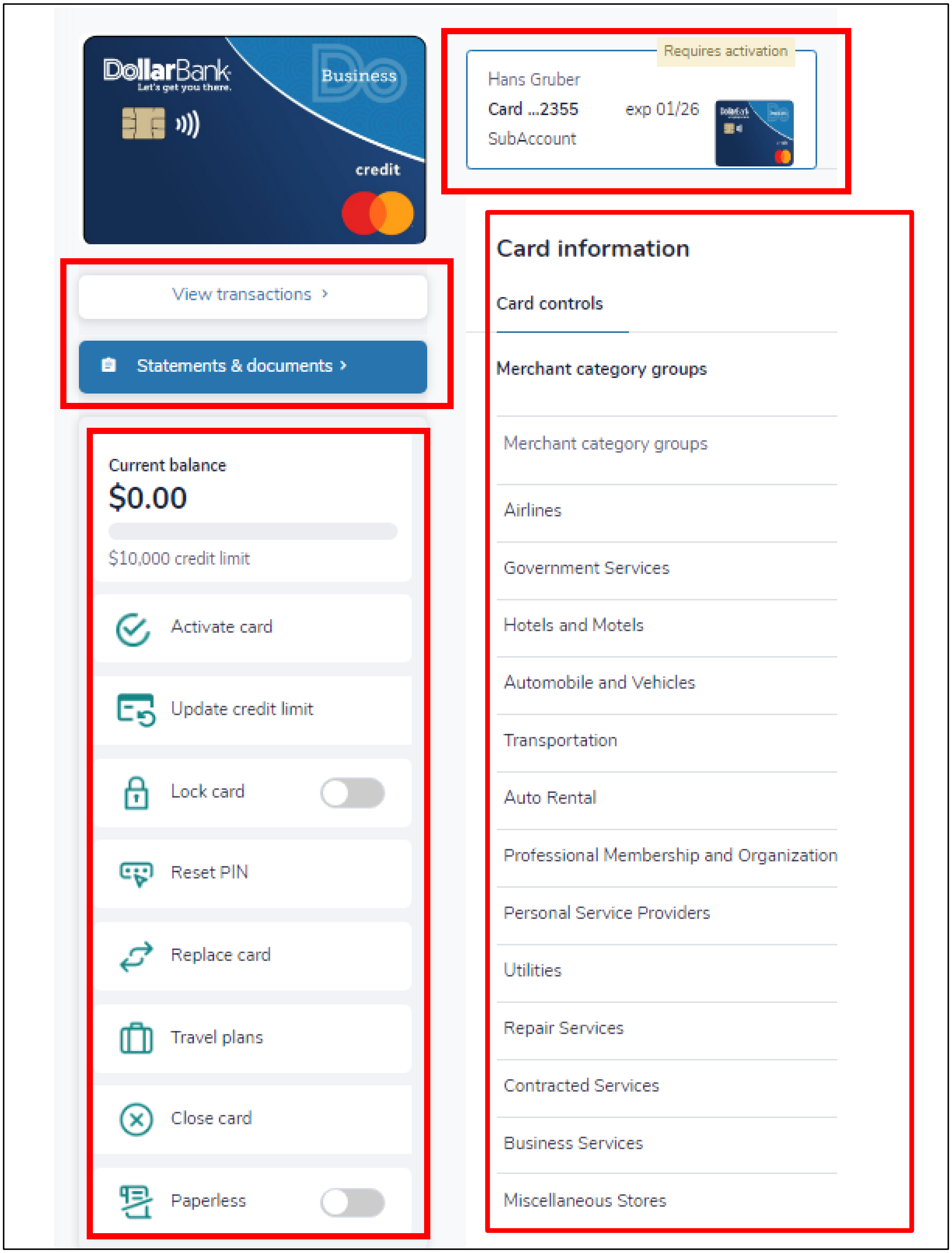
To view/update cardholder information, from the homepage, click **Cardholders** → **View all cardholders** → Click on the **three dots** next to the card → **Manage cards**.



The following functions can be processed under this tab:

- **Activate card:** Activate your card once received
- **Update credit limit**: Maintain credit limit for the account
- **Lock card:** Navigate to the toggle button and select yes to lock card
- **Reset PIN:** To update the PIN, select the > button. Enter and confirm the new PIN and select submit.
- **Replace card:** Navigate the pop-up window for contact information
- **Travel plans:** Set up travel alert
- **Damaged:** If a card is damaged, verify the shipping address and select done to order a new card
- **Close card:** Select the > button and select yes to close the card
- **Paperless:** Click the toggle button, a pop-up window displays
- **View transactions**: A page of current cycle transactions displays – to view transactions from previous cycles, use the period dropdown
- **Statement & documents**: Select the > to display the statement and documents screen for the selected account type
- **Update merchant category**: A window displays to the right. Alter the permission between allow and decline for the desired merchant category group

Manage Cards- Continued

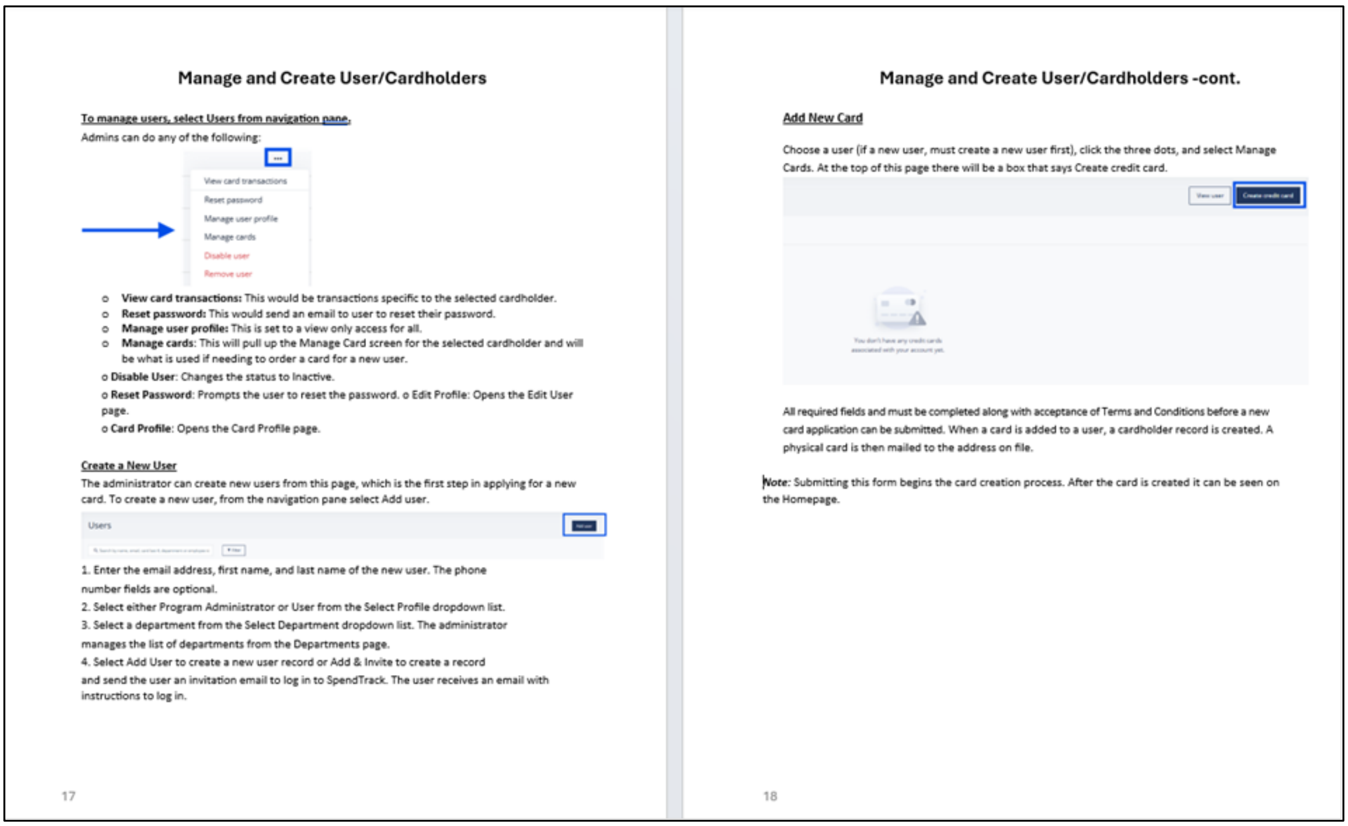


Manage User Profiles

Only the program administrator can add or manage user profiles. To manage the user/cardholder profiles, from the homepage, select **Cardholders** → **View all cardholders** → Click on the three dots → **Manage user profiles**.

Profiles can be managed in SpendTrack at an account level. Profiles are now split into two sections: personal information (SpendTrack user profiles) and contact information. Any profile change will generate a notification to the administrator. Changes made within SpendTrack are for SpendTrack only.

To manage users, select Users from navigation pane.



Manage and Create User/Cardholders

To manage users, select Users from navigation pane.

Admins can do any of the following:

- **View card transactions:** This would be transactions specific to the selected cardholder.
- **Reset password:** This would send an email to user to reset their password.
- **Manage user profile:** This is set to a view only access for all.
- **Manage cards**: This will pull up the Manage Card screen for the selected cardholder and will be what is used if needing to order a card for a new user.

o **Disable User**: Changes the status to Inactive.

o **Reset Password**: Prompts the user to reset the password. o Edit Profile: Opens the Edit User page.

o **Card Profile**: Opens the Card Profile page.

Create a New User

The administrator can create new users from this page, which is the first step in applying for a new card. To create a new user, from the navigation pane select Add user.

1. Enter the email address, first name, and last name of the new user. The phone number fields are optional.
2. Select either Program Administrator or User from the Select Profile dropdown list.
3. Select a department from the Select Department dropdown list. The administrator manages the list of departments from the Departments page.
4. Select Add User to create a new user record or Add & Invite to create a record and send the user an invitation email to log in to SpendTrack. The user receives an email with instructions to log in.

17

Manage and Create User/Cardholders -cont.

Add New Card

Choose a user (if a new user, must create a new user first), click the three dots, and select Manage Cards. At the top of this page there will be a box that says Create credit card.

All required fields and must be completed along with acceptance of Terms and Conditions before a new card application can be submitted. When a card is added to a user, a cardholder record is created. A physical card is then mailed to the address on file.

Note: Submitting this form begins the card creation process. After the card is created it can be seen on the Homepage.

18

Audit Logs and Company Settings

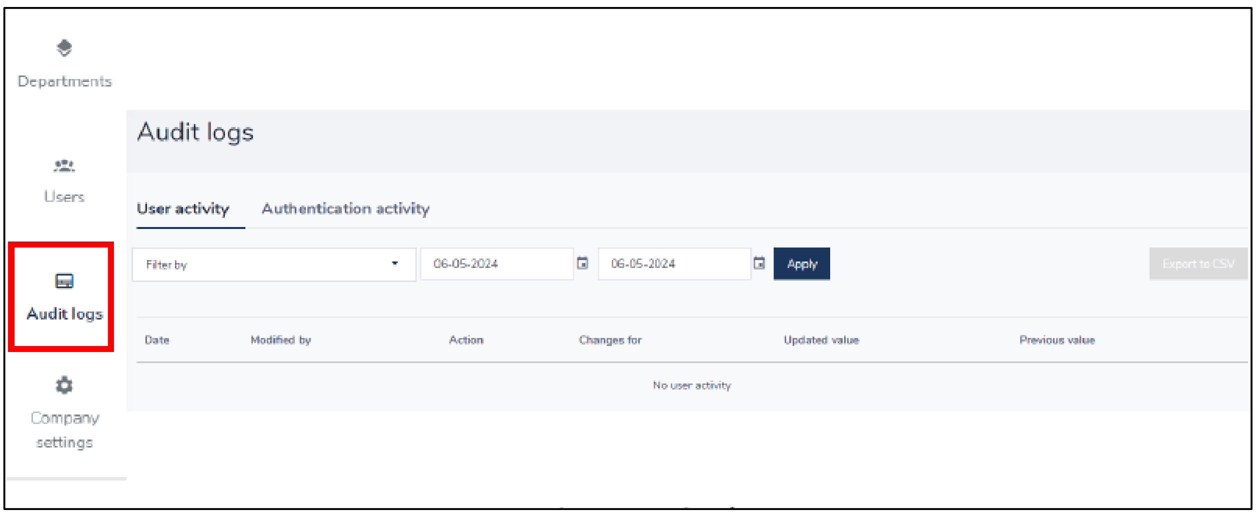
Audit logs display changes made to user records. To view the log, from the navigation pane on the home page, select audit logs.

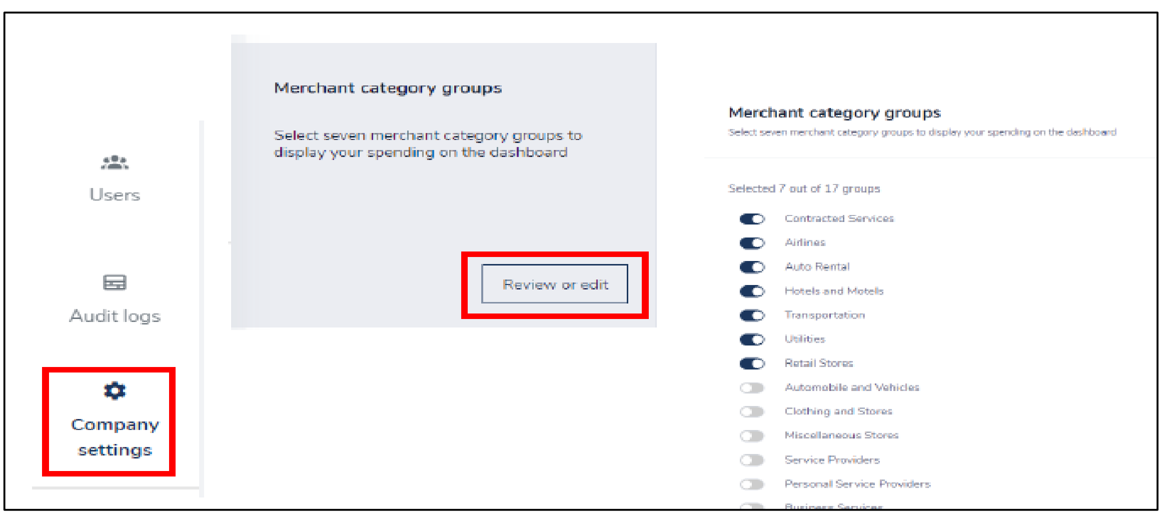
View your audit log

1. Use the filter by dropdown list and the date fields to filter the list by criteria in a date range
2. Select the column headers to sort ascending and descending
3. Select export to CSV to save the data as a .csv file

Make edits to your profile in Settings

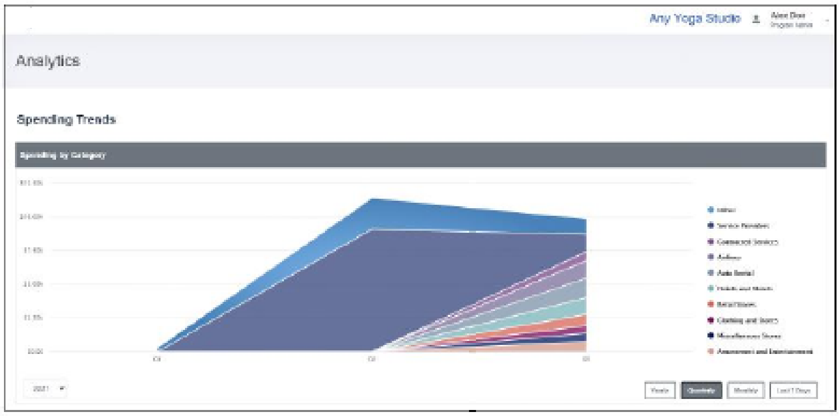
1. Select your name in the top right to view a dropdown list
2. Select settings – the settings page displays
3. Select the pencil icon next to change password to update the password

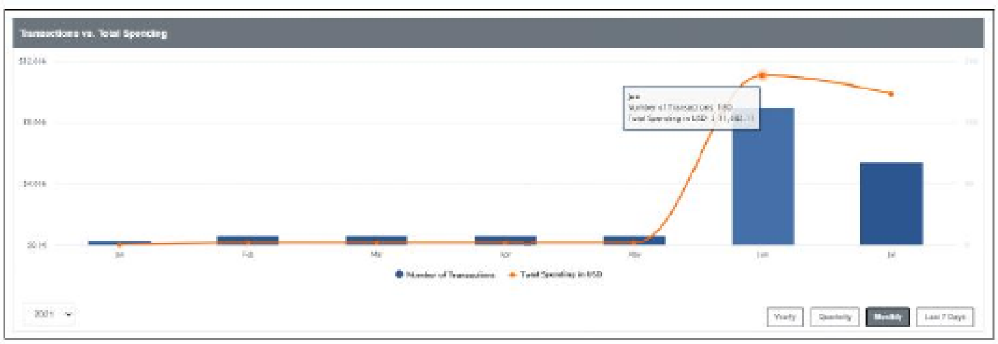




Analytics and Reporting

This is the first tab on the lefthand menu found underneath the home tab. In this section, customers will see spending breakdowns based on merchant codes. They can choose a period specific to their needs and will see various graph breakdowns. These include spending trends, top merchant groups and spending comparison within the separate groups.





Connecting to QuickBooks

<u>QuickBooks and Export Profiles</u>

When connecting to QuickBooks, ensure that the company that you created in QuickBooks is the same as the company in SpendTrack.

Step 1: Program administrator will log into SpendTrack under the Company billing account

Step 2: Click on Transactions

Step 3: Once you have clicked Transactions, click on View all transactions

Step 4: Once the page refreshes, click Connect to QuickBooks. This brings you to the QuickBooks login page

After logging into QuickBooks, you will be prompted to one of the following screens:

DIRECTIONS IF NO COMPANY HAS BEEN DESIGNATED IN QUICKBOOKS:

- Enter company name
- Click Create company
- Select Connect

DIRECTIONS IF COMPANY ALREADY EXISTS IN QUICKBOOKS

- Search for your company name
- Click Next
- Select Connect

After selecting Connect, you will be navigated back to SpendTrack where you should select Past period. The following information will appear:

- A link to Export to QuickBooks
- The status is Export in progress
- After a few minutes, the application displays the status as Export successful

This guide is designed to give the SpendTrack user the information about how to conduct the basic transactions such as accessing transactions, users, making payments and editing user settings. If you have any issues accessing your account information or have any questions related to SpendTrack please call 412-261-2587.

Let's get you there.