

SpendTrack User Guide

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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.

DollarBank

SpendTrack

Email address

▲ Email address is required

Password

Reset password?

Log in

Need to register?

Passwordless log in

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DollarBank

Registration

What would you like to do?

☒ **Register as a program administrator**
As a program administrator, you'll need the following information to get started:

- Company EIN/Tax ID
- Primary company contact phone
- Account/Card number

☐ **Register my card**
Before you get started, make sure to have your card within easy reach.

Cancel Continue

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Register as a program administrator

Register my card as a user

User Registration



Cardholder registration

First name *

ex. John

Last name *

ex. Smith

Email address *

ex. johnsmith01@email.com

Mobile phone number *

() - -

Card number * ⓘ

ex. 1234 5679 9012 3456



Security code (CVC/CVV) * ⓘ

ex. 123



Cancel

Register

- Complete the user registration
- Once you register, you will receive an email to complete the registration process
 - o The activation code provided via email is only good for two days
 - o 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
 - o 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



Program administrator registration

Program administrator details

First name *

ex. John

Last name *

ex. Smith

Email address *

ex. johnsmith01@email.com

Mobile phone number

() _-__

Company details

Company EIN/Tax ID *

__-__

Primary company phone number *

() _-__

Account/Card number *🔒

ex. 1234 5679 9012 3456

Cancel

Register

[Cookie policy](#)

[Privacy notice](#)

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- Complete the program administrator registration
- Once you register, you will receive an email to complete the registration process
 - o The activation code provided via email is only good for two days
 - o 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
 - o 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 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.

Select company	Billing account
Foleys Flowers	Foleys Flowers (company)

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.

This is the landing screen when customers log on. It defaults to the "Company" view. This means it is at the highest level possible view. The balance, transactions, and cardholders are reflective of the entire relationship.

Notice that activity, payments, statements, and cardholders are all right here. No searching for them.

The tabs on the left will take users to a different screen. There are many shortcuts throughout the site that get you to the same place as these tabs.

Account Summary:

- Company: FOLEYS FLOWERS
- Billing account: FOLEYS FLOWERS (Company)
- Current balance: \$ 212,066.00
- Available credit: \$ -112,067.00 | Credit limit: \$ 99,999

Latest transactions:

Transaction	Amount	Status
Cash Transaction Fee	\$ 3,863.53	Paid
Cash Advance	\$ 103,863.00	Paid
Cash Transaction Fee	\$ 1,077.64	Paid
Interest Charge On Cash	\$ 49.28	Paid
Cash Advance	\$ 80.00	Paid

Cardholders:

Control Account	Cardholder	Card	Balance	Available credit
Control account	John McClan	Card: 2559	\$ 105,779.69	\$ -4,780.00
Control account	Hans Gruber	Card: 2365	\$ 0.00	\$ 10,000.00

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

The screenshot displays the 'Cardholders' interface. At the top, a 'Credit Utilization Bar' is shown with filters for 0-50%, 51-75%, and 76-100%. Below this, the 'Cardholders with highest balances' section is visible. A red box highlights the 'View all cardholders' link. Another red box highlights the view toggle icons (grid and list). A text box explains: 'These icons allow you to switch from the grid view shown to a list view. The list view displays far less options.'

Each cardholder section is its own panel. Payments, card activation, and balance info are all easily displayed. Customers can lock a card with a simple click on the toggle as well. You can also see if cards are activated or not.

The bottom section shows a detailed view of a cardholder's account (John McClain). A red box highlights the 'More options' menu (three dots), and a text box points to it: 'Click here for more options.' The menu includes: View transactions, Make a payment, Manage user profile, Manage cards, Paperless, and Reassign card.

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.

• Starting with the Company level view, customers will see their latest transactions across the entire relationship on the right-hand side of the screen.↵

FOLEYS FLOWERS

Balance and payments Breakdown by category

Current balance
\$ 212,066.00

Available credit \$ -112,067.00 | Credit limit \$ 99,999

Latest transactions

[View all transactions](#)

Cash Advance May 10, 2024 \$ 103,051.00 [Posted](#)

Cash Transaction Fee May 10, 2024 \$ 3,091.53 [Posted](#)

Cash Transaction Fee May 10, 2024 \$ 3,077.64 [Posted](#)

Interest Charge On Cash A May 10, 2024 \$ 49.28 [Posted](#)

Cash Advance May 10, 2024 \$ 60.00 [Posted](#)

By clicking on "View all transactions" from here, users will go to a page displaying ALL transactions done anywhere within the business relationship.↵

Customers can click on the transaction here to see more details. That view is shown in greater detail later in this section.↵

Display transactions at the user level

Display transactions at the user level

John McClain Individual

Card ...2553 Lock card

Requires activation

Current balance **\$ 105,779.69**

Available credit \$ -5,780.00

[Click here for more options](#)

[View transactions](#)

Make a payment

Manage user profile

Manage cards

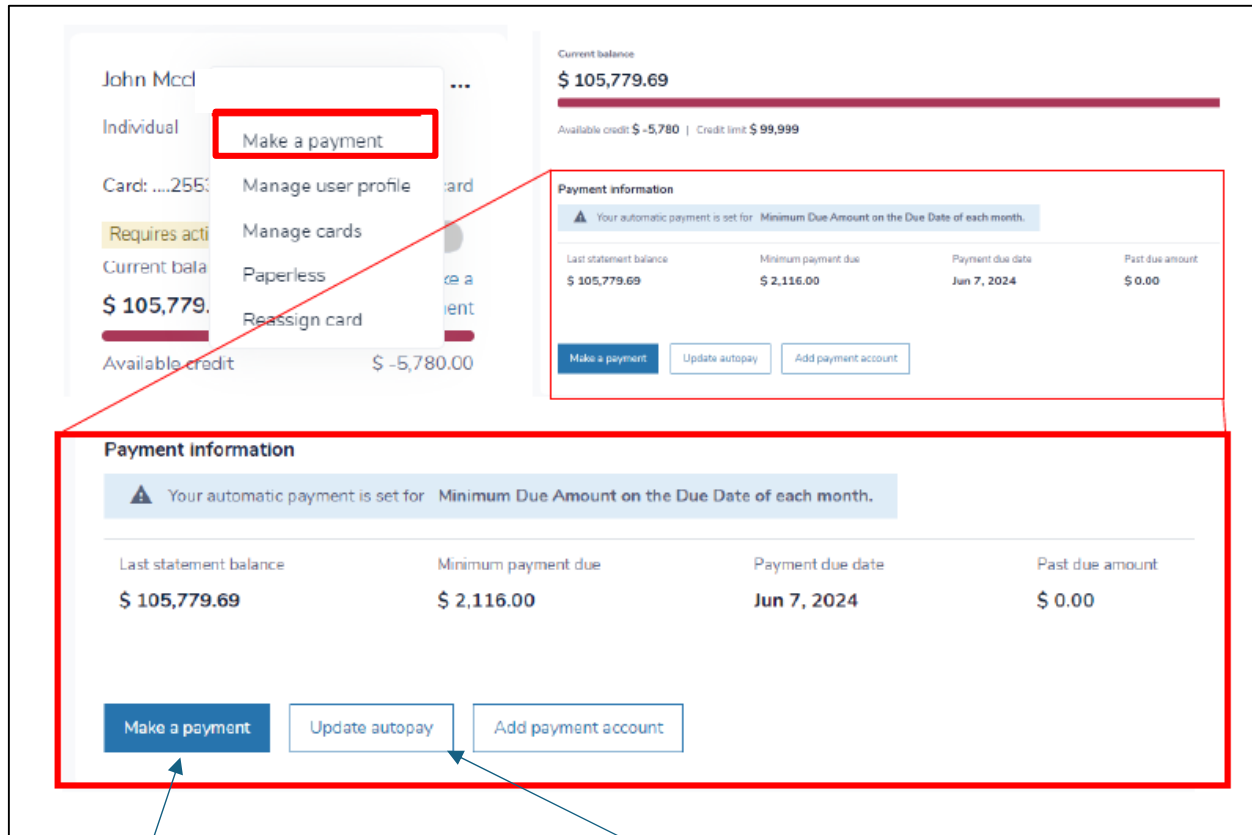
Paperless

Reassign card

Customers can click on the transaction here to see more details. That view is shown in greater detail later in this section.↵

Payments

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



Make a one-time payment

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

Set up autopay

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:

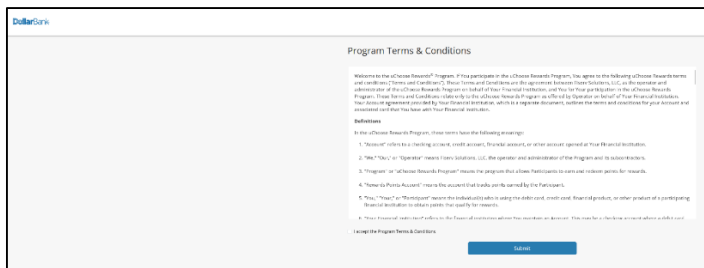
- Select the UChoose Rewards icon from the main menu
- You will be logged in through a single sign-on (SSO) to the uChoose Rewards website.
- Review and agree to the uChoose Rewards Terms and Conditions

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.

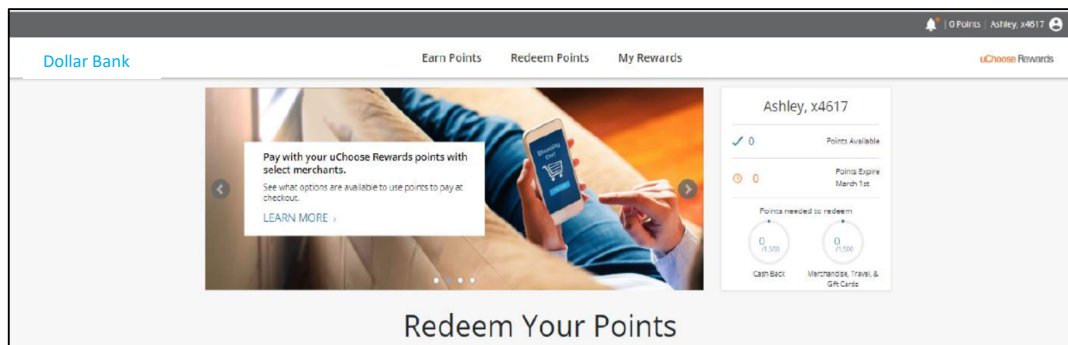
- o To view or redeem uChoose Rewards, from the homepage select **Bill account** → **Balance and payment** → **Reward points**

Accept Terms and Conditions



The screenshot shows the "Program Terms & Conditions" page for the uChoose Rewards program. It includes a "Welcome" message, a "Definitions" section with numbered items, and a "Consent" section. A "Consent" button is visible at the bottom right.

View and Redeem Reward



The screenshot shows the uChoose Rewards website dashboard. The header includes "Dollar Bank" and navigation links for "Earn Points", "Redeem Points", and "My Rewards". The main content area features a banner for "Pay with your uChoose Rewards points with select merchants." and a "Redeem Your Points" section. The "Redeem Your Points" section displays the user's name "Ashley, x4517", "Points Available" (0), "Points Expire March 1st", and "Points needed to redeem" (0 / 1,000). Below this, there are two circular progress indicators for "Cash Back" and "Merchandise, Travel, & Gift Cards".

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 screenshot shows a navigation pane on the left with 'Home', 'Analytics', 'Notifications' (highlighted with a red box and a '0' badge), and 'My cards'. The main content area is titled 'Inbox (2)' and 'Outbox (0)'. It displays a list of notifications: Elizabeth Kyia (Monthly credit limit (Approved) 1D ago) and Daniela Adams (Merchant controls 29D ago). The details for Elizabeth Kyia are shown on the right, including the 'Approval Flow' (Requested by Elizabeth Kyia on Apr 26, 2023 09:34, Awaiting approval by Roland Schmidt) and the 'Current period' (Permanent Credit limit \$5,000). A red box highlights the search bar and filter button at the top of the inbox list. Arrows point from the text box below to the search bar and the details view.

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.↵

The screenshot shows the top of the Notifications interface. It has tabs for 'Inbox (0)' and 'Outbox (2)', and a 'more info' link. Below the tabs is a search bar with the placeholder text 'Search by name or email' and a 'Filter' button. A red box highlights the search bar and the filter button.

- 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

The image shows two screenshots of a web application interface. The top screenshot is the home page, and the bottom screenshot is the 'Statements and documents' page.

Home Page:

- Greeting: "Good day, Brett!"
- Subtext: "Here is what's happening with your accounts and cardholders"
- Navigation: "Select company" (FOLEYS FLOWERS), "Billing account" (CONTROL ACCOUNT), and a button "View statements & documents".
- Account Summary: "FOLEYS FLOWERS (CONTROL ACCOUNT)", "Balance and payments", "Current balance: \$ 106,286.81", "Available credit \$ -6,287.00 | Credit limit \$ 99,999".
- Latest transactions: "Cash Advance May 10, 2024 \$ 103,051.00 Posted", "Cash Transaction Fee May 10, 2024 \$ 3,091.53 Posted".

Statements and documents page:

- Header: "Statements and documents", "CONTROL ACCOUNT ...2157".
- Text: "You can get copies of your statements as PDFs."
- Tabs: "Statements", "Documents".
- Statement list: "05-09-2024", "Date Created: 05-09-2024", and a download icon.

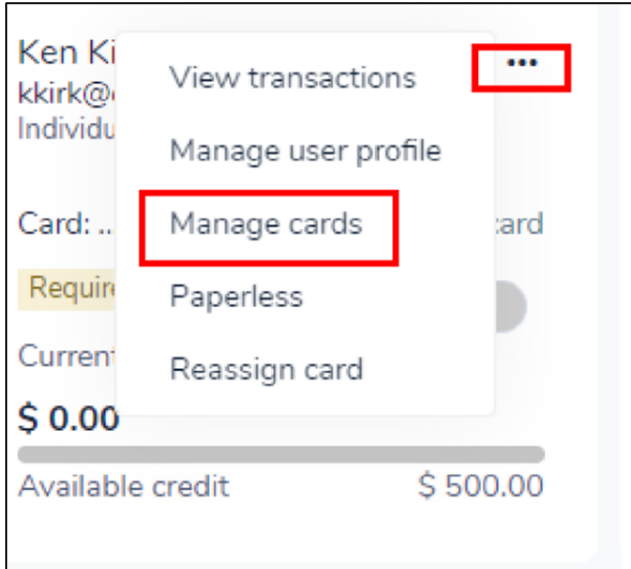
Annotations:

- A red box highlights the "View statements & documents" button on the home page.
- A red box highlights the "Billing account" dropdown menu on the home page, showing "FOLEYS FLOWERS (Company)", "CONTROL ACCOUNT Has Statement", and "FOLEYS FLOWERS (Company) No Statements".
- A red box highlights the "Statements" tab and the statement entry on the "Statements and documents" page.
- A red box highlights the "CONTROL ACCOUNT" dropdown menu on the home page.

IMPORTANT: When you click here, you will have the option to "generate" a statement. This can take a considerable time and simply merges the control statements into one view. To save time use the Control view to access your statement.

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

DollarBank Business credit

Hans Gruber
Card ...2355 exp 01/26
SubAccount

Requires activation

View transactions >

Statements & documents >

Current balance
\$0.00
\$10,000 credit limit

Activate card

Update credit limit

Lock card ☐

Reset PIN

Replace card

Travel plans

Close card

Paperless ☐

Card information

Card controls

Merchant category groups

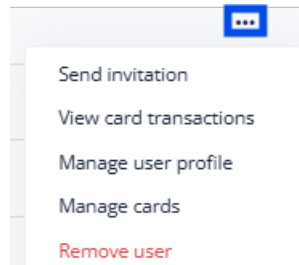
- Merchant category groups
- Airlines
- Government Services
- Hotels and Motels
- Automobile and Vehicles
- Transportation
- Auto Rental
- Professional Membership and Organization
- Personal Service Providers
- Utilities
- Repair Services
- Contracted Services
- Business Services
- Miscellaneous Stores

Manage and Create User/Cardholders

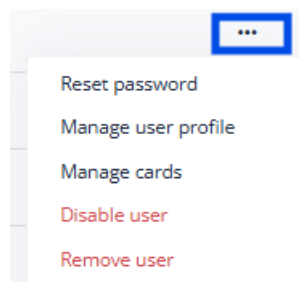
Manage Users

Admins can do any of the following from the user navigation pane:

Users not enrolled in SpendTrack:



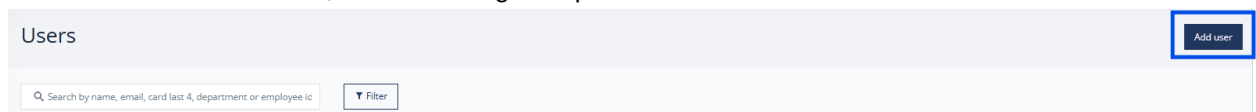
Users enrolled in SpendTrack:



- o Send invitation: This would send an email invitation to user
- o View card transactions: This would be transactions specific to the selected cardholder
- o Reset password: This would send an email to the user to reset their password
- o Manage user profile: This is set to a view only access for all
- o 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 Remove user: This will remove a user from SpendTrack

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.

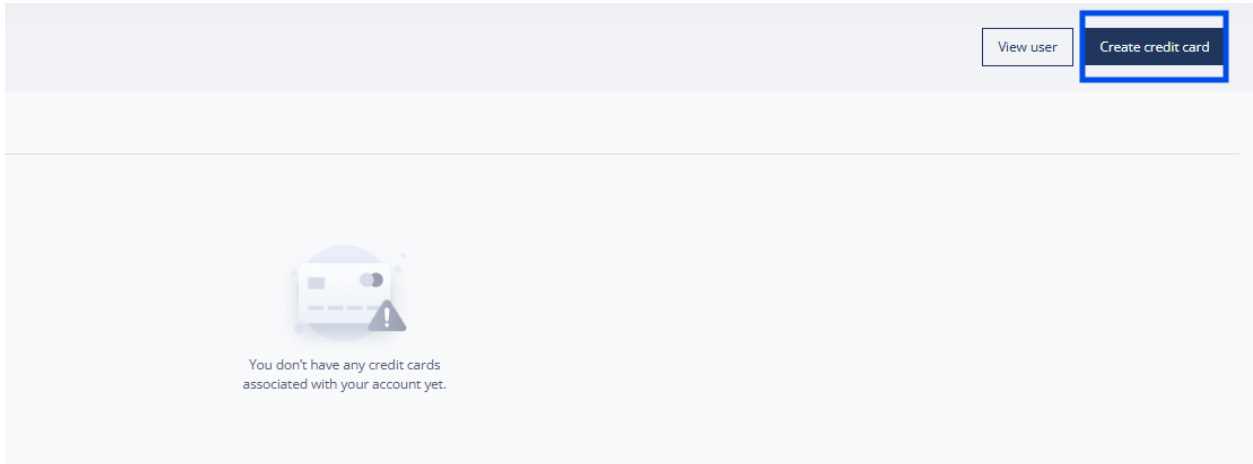


1. Enter the email address, first name and last name of the new user (the phone number fields are optional)
2. Select either program administrator or user from the Select profile dropdown list
3. Select a department from the Select department dropdown list (the administrator manages the list of departments 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)

Manage and Create User/Cardholders- Continued

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 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.

Audit Logs and Company Settings

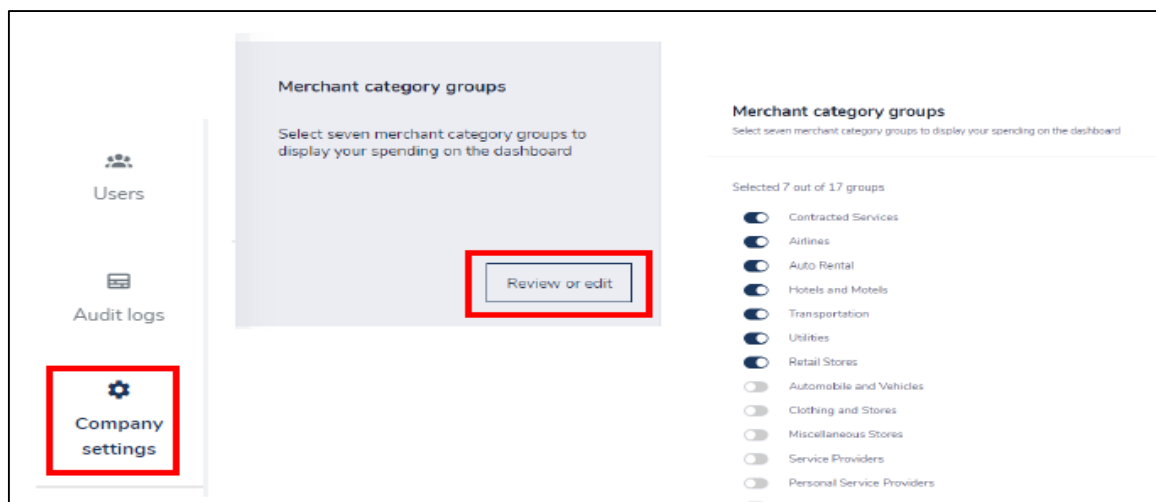
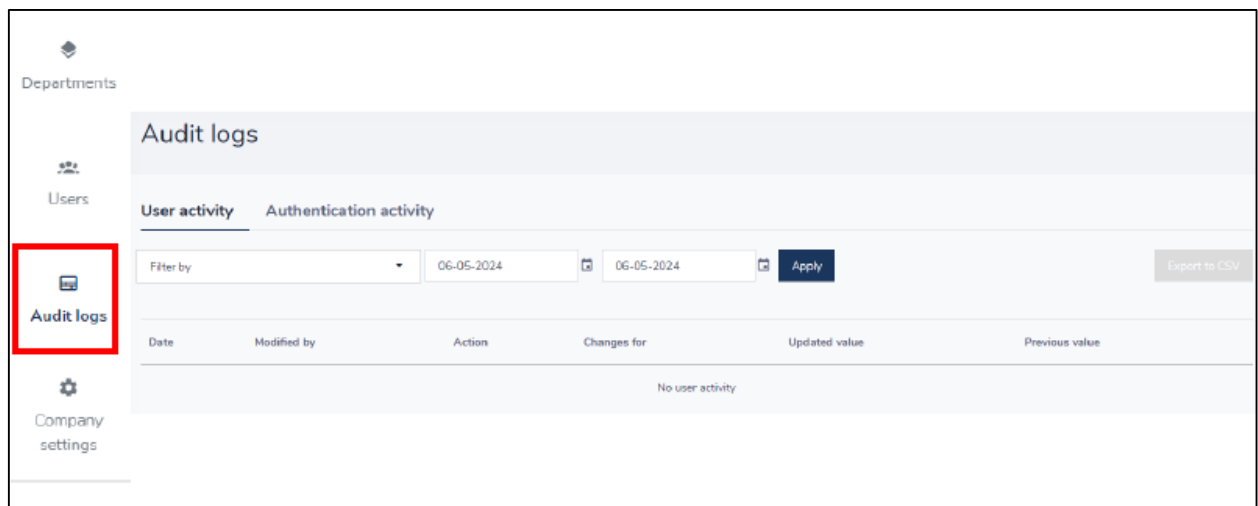
Audit logs display changes made to user records. To view the log, from the navigation pane on the home page, select audit logs.

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

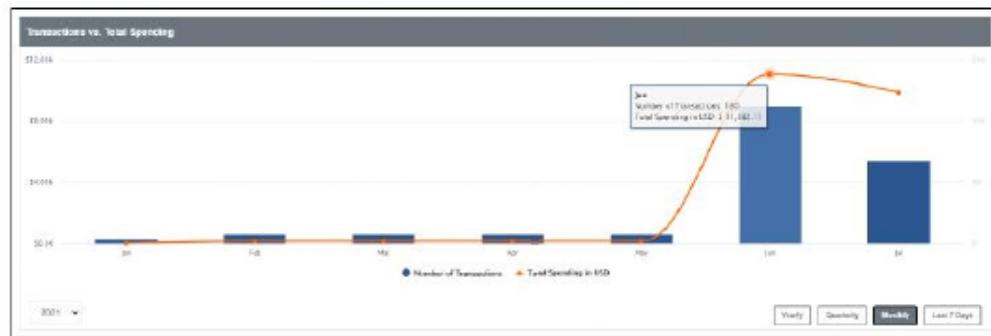
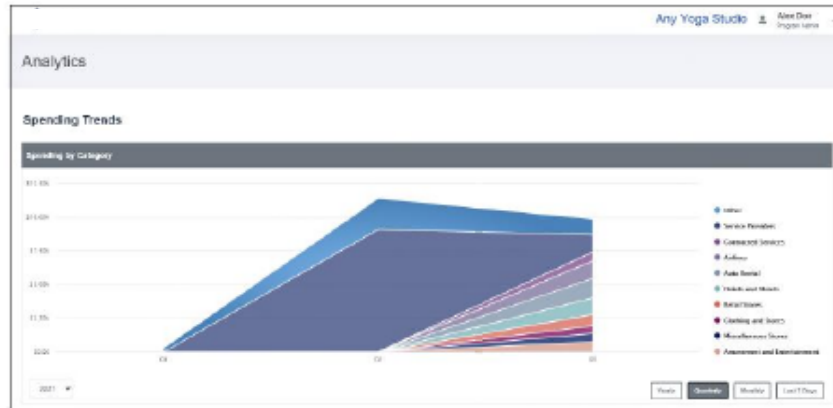
Make edits to your profile in Settings

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



QuickBooks and Export Profiles

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.

