5 Payable Documents

Audience:	Cardholders (Requester and GL Coder roles) and Proxy Reconcilers.
Summary:	Describes how to reconcile transactions, create and reconcile reimbursement requests, and how to create, edit, and sign off expense folders.

Contents:

Overview

This chapter describes the tasks related to payable documents. A payable document represents an expenditure such as a card transaction or a reimbursement request for an out-of-pocket expense. Much of the interaction between a user and the application involves the review and manipulation of payable documents. For example, as a cardholder, you are responsible for reconciling your transactions. The reconciliation process can vary based on your organization's policies, but generally includes the following actions:

- Reviewing the details of the transaction
- Entering an explanation and/or justification of the purchase
- Changing the GL (general ledger) allocation of the purchase (if authorized to do so)
- Indicating whether or not you have a physical receipt for the purchase (Your organization may be required by law to maintain physical records of all expenditures over a certain amount.)
- Attaching the transaction to a pre-approved purchase request if your organization uses a pre-approval process.
- "Signing off" the transaction within the application to indicate that you have reviewed the transaction
- Printing out the details of a transaction for your records or for submitting with your physical receipts

> **IMPORTANT**: This chapter includes instructions for cardholders or Proxy Reconcilers. Although managers can perform some of the same tasks described in this chapter (such as signing off a transaction), the procedure for completing these tasks are different for managers. Instructions for all tasks that managers perform are included in Chapter 8 (see "Overview" on page 136).

If you purchased items for your organization using personal funds, you can create a reimbursement request to initiate the reimbursement process.

> **NOTE**: Some organizations use the application exclusively for the reconciliation of card transactions, and use another system for out-of-pocket reimbursement. Check with your program administrator if you are unsure of your organization's process for reimbursing out-of-pocket expenses.

Signing Off Payable Documents

When a cardholder signs off a transaction or purchase request the application indicates that the payable document has been processed by the cardholder and may continue in the workflow to a higher level of authority if necessary before it is closed.

If the card has discretionary funds, the funds can be restored in response to a sign off at a specified level. Your organization's policy can determine that discretionary funds can be restored after a transaction is signed off by the cardholder, after a transaction is signed off by the manager or after a transaction is closed by the Accountant.

Transactions

When you complete a purchase, the details of the electronic transaction post to the application, and the application places the transaction in the Transactions Requiring Sign Off queue for you and your manager simultaneously. Signing off a transaction notifies your manager that you have reconciled a transaction and it is ready for manager sign off. Your manager can access the transaction to edit, flag, and sign off at any time.

Reimbursements

If the purchase was made with your own funds, you will create a reimbursement request, that you can either submit (that is, sign off) immediately (without attaching a purchase request) or save to the Reimbursements Requiring Sign Off queue (allowing you to subsequently attach a purchase request).

Accountant Sweep Feature

A payable document that requires an Accountant review automatically enters the Accountant's Transactions Requiring Review queue after both the cardholder and the manager have signed off the document. In order to expedite the process of completing financial tasks for a billing cycle, an Accountant can sweep transactions that have not yet been signed off by the cardholder and manager (outstanding transactions) into the Transactions Requiring Review queue. The sweep feature can only be applied to transacions--not reimbursement requests.

Once transactions have been swept, an Accountant can then review, edit, and close the payable document. Edits that the Accountant might perform on a transaction located in this queue include modifying allocation information, resolving a disputed transactions, or flagging the document to request additional information from either the cardholder or manager.

Sign Off Basics

You should sign off a payable document only after you have reviewed and reconciled the document according to the requirements of your organization. After you sign off a payable document, you can access that payable document in a read-only format. In other words, you can no longer make any changes to the document. The exception to this rule is if the payable document is flagged by another user. In that case, you can access the payable document in the Flagged queue to make edits.

> **NOTE**: You must also dispute, revoke a dispute, or divide the transaction as necessary before signing off.

> **IMPORTANT**: You are only required to sign off a transaction (as described in this procedure) if the transaction exceeds the maximum dollar amount specified in the card profile for your purchasing card. If a transaction exceeds the limit specified in your card's profile, the application will not automatically sign off another transaction until you sign off the transaction that exceeded the specified limit.

Sign Off Denoted

After each sign off has been completed, the application supplies an annotation in the **Sign Off** column to denote that the sign off has been completed and whether it was completed by the application (automatically) or by an individual (manually).

For example, if the manager signs off on a document, the application places an "M" in the **Sign Off** column. If the application automatically signed off the document, the application places parenthesis around the annotation (for example, "(M)." indicated that the application automatically signed off for the manager.

❑ **To sign off a payable document:**

1 Access the desired payable document in either the Transactions Requiring Sign Off or the Reimbursements Requiring Sign Off queue. For example, to access a transaction requiring sign off, click **Tasks** → **Cardholder** → **Transactions Requiring Sign Off** in the Left Navigation bar.

2 Click (to highlight) the desired payable document in the List section.

> **NOTE**: You can sign off multiple documents (either transactions or reimbursement requests) at a time using the Table Layout view (see "Work Area Layout radio buttons" on page 20).

3 Click **Sign Off** (see Figure 5-1 on page 79). A confirmation page displays.

4 (*Optional*) Enter a comment in the **Comments** field.

5 Click **OK**.

Viewing Transaction Details

❑ **To view the details of a transaction:**

1 Under Cardholder in the left navigation bar click the appropriate queue to locate the transaction. Each queue contains transactions in a particular level of the workflow. A card transaction exists in one of three states for a typical cardholder:

a Requiring Sign Off — The transaction is awaiting review and reconciliation by the cardholder. To see a list of all your transactions currently requiring sign off, click **Tasks** → **Cardholder** → **Transactions Requiring Sign Off** in the Left Navigation bar.

b Flagged — The transaction has been reviewed by the cardholder, but has been returned for more information by a reviewing manager or Accountant. To see a list of all your transactions that have been flagged for more information, click **Tasks** → **Cardholder** → **Flagged Transactions** in the Left Navigation bar.

c Signed Off — The transaction has been reviewed by the cardholder and is further along in the reconciliation workflow (for example, it might be awaiting review by a manager, or it might be ready for export to your organization's accounting system, etc.), To view the transactions that you have previously signed off, open the transaction queue by clicking **Tasks** → **Cardholder** → **Transactions Requiring Sign Off** in the Left Navigation bar, and then change the View selector drop down from **Transactions Requiring Sign Off** to **Transactions Signed Off.**

NOTE: If you are not sure of the current state of a transaction, you can use the search tool to locate it. See "Performing a Search" on page 41 for information on the transaction search tool.

The List section of the queue displays the transactions currently in the selected state. You can use the **View** menu to change the currently selected state, or use the filters on the work area to narrow the results shown in the List section. See "Filtering the Work Area" on page 37 for information on filtering the work area.

2 Click (to highlight) the desired payable document in the List section. (see Figure 5-11).

Viewing the General Details of a Transaction

By default, when you select a payable document in the List section, the details on the General Details tab display in the details section. You may have to use the scroll bar in the Detail section to view all of the information displayed. Some of the fields under the General tab already contain information about the transaction transferred to the application from the credit card network and other fields are blank for you to provide additional information.

Viewing Purchase Details for a Transaction

You may view (but not edit) the purchase detail information (also called level 3 data) optionally provided by the merchant. It may include tax information, line item information, airline flight/ticket information, car rental information, hotel information, extended shipping data, fleet data, and services detail data.

NOTE: Car rental information may include the class of vehicle, rate, number of days, pickup and return dates. Hotel information may include the rate, number of nights, check-in and check-out dates.

❑ To view purchase detail for a transaction:

1 Access the desired transaction in the appropriate queue (see above).

2 Click the **Purchase Detail** tab (see Figure 5-2).

Figure 5-1: Transaction Detail - General tab

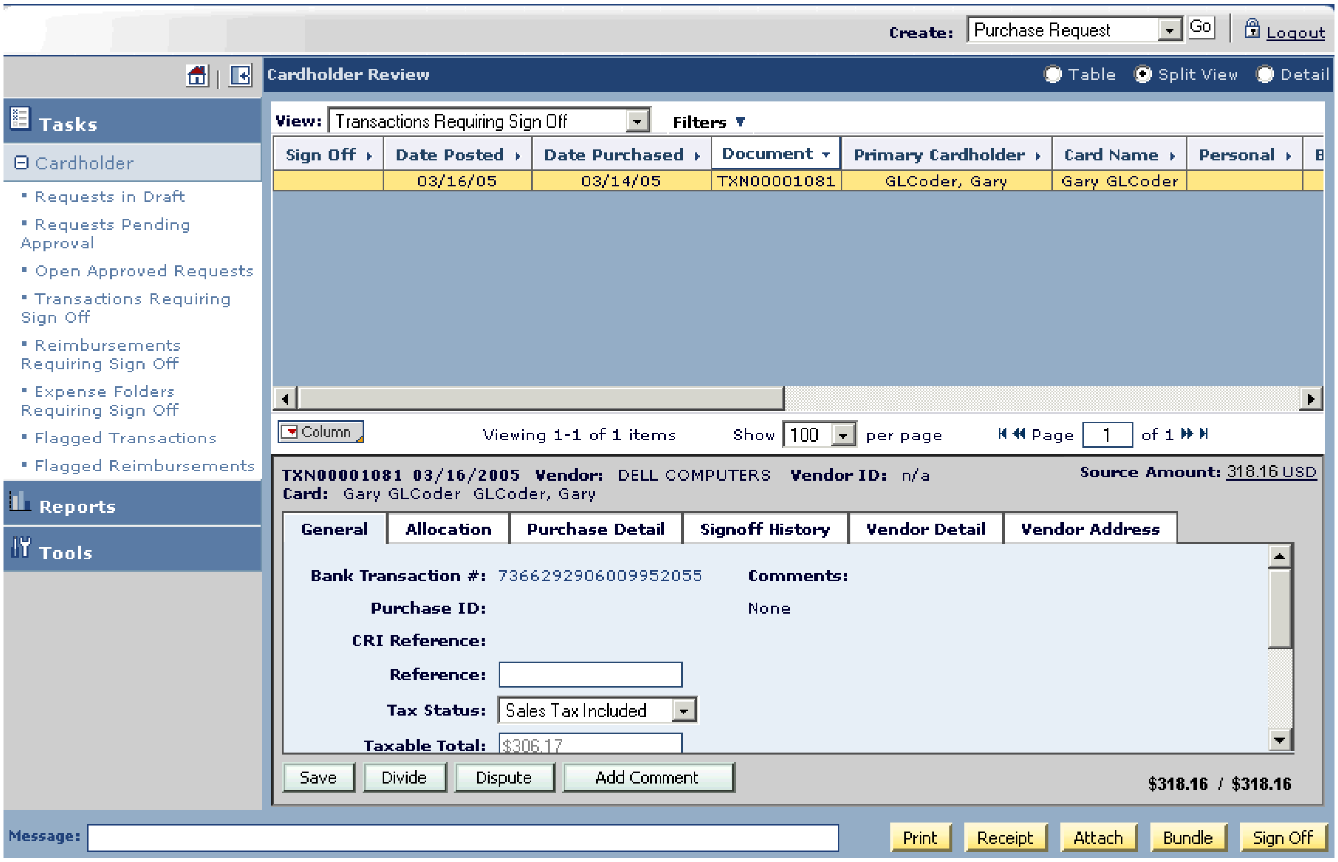
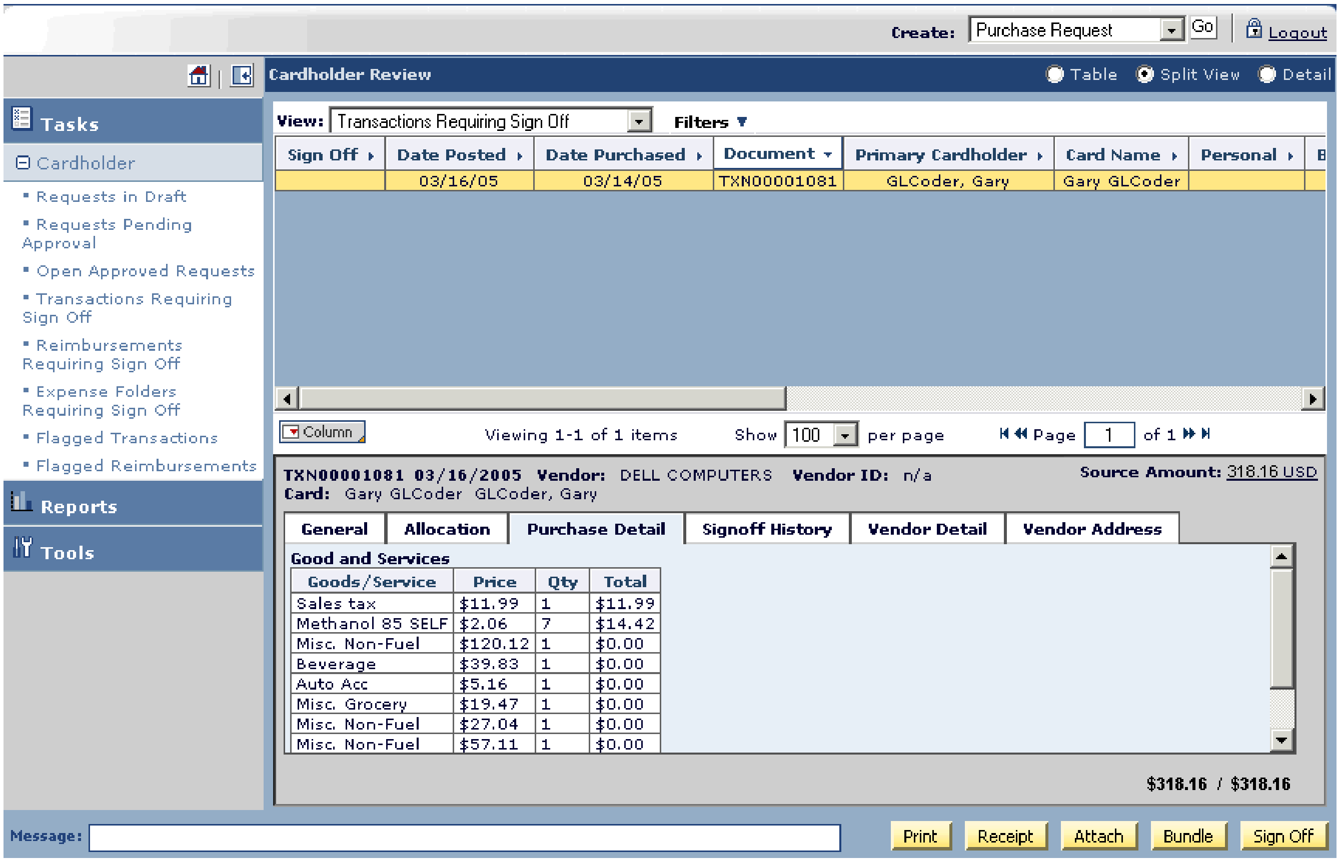


Figure 5-2: Transaction Detail - Purchase Detail tab



NOTE: If no purchase detail data is available, a message to that effect displays in the Detail section when the **Purchase Detail** tab is active.

Viewing Sign Off History for a Transaction

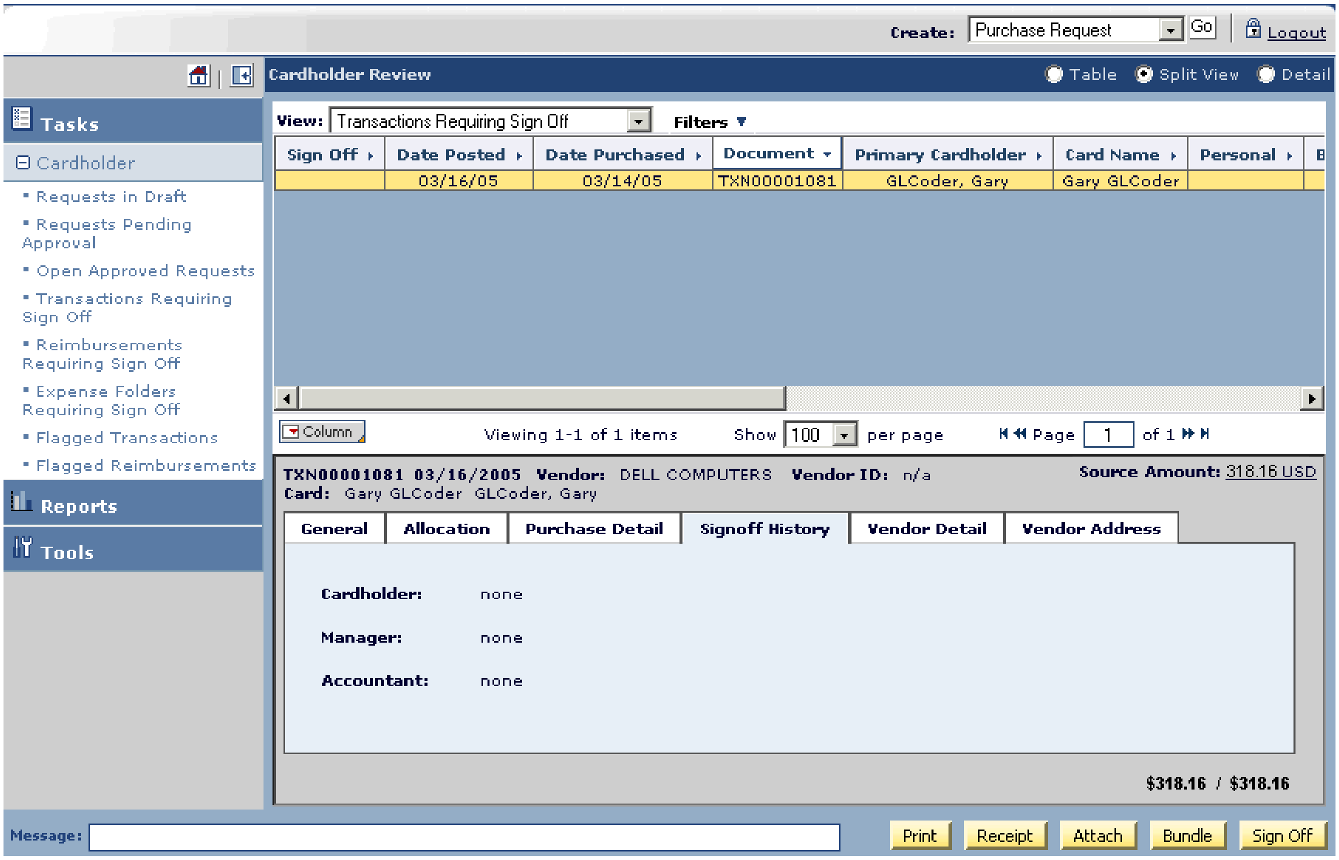
You can view the signoff history of your transactions to see which users have already signed off the transaction.

❑ **To view sign off history:**

1 Access the desired transaction in the appropriate queue (see Viewing Transaction Details on page 78).

2 Click the **Signoff History** tab (see Figure 5-3).

Figure 5-3: Signoff history



Viewing Vendor Details for a Transaction

Vendor detail information may be supplied by the merchant with the electronic transfer of transaction information. You can view (but not edit) any vendor details provided. The information may include the following data:

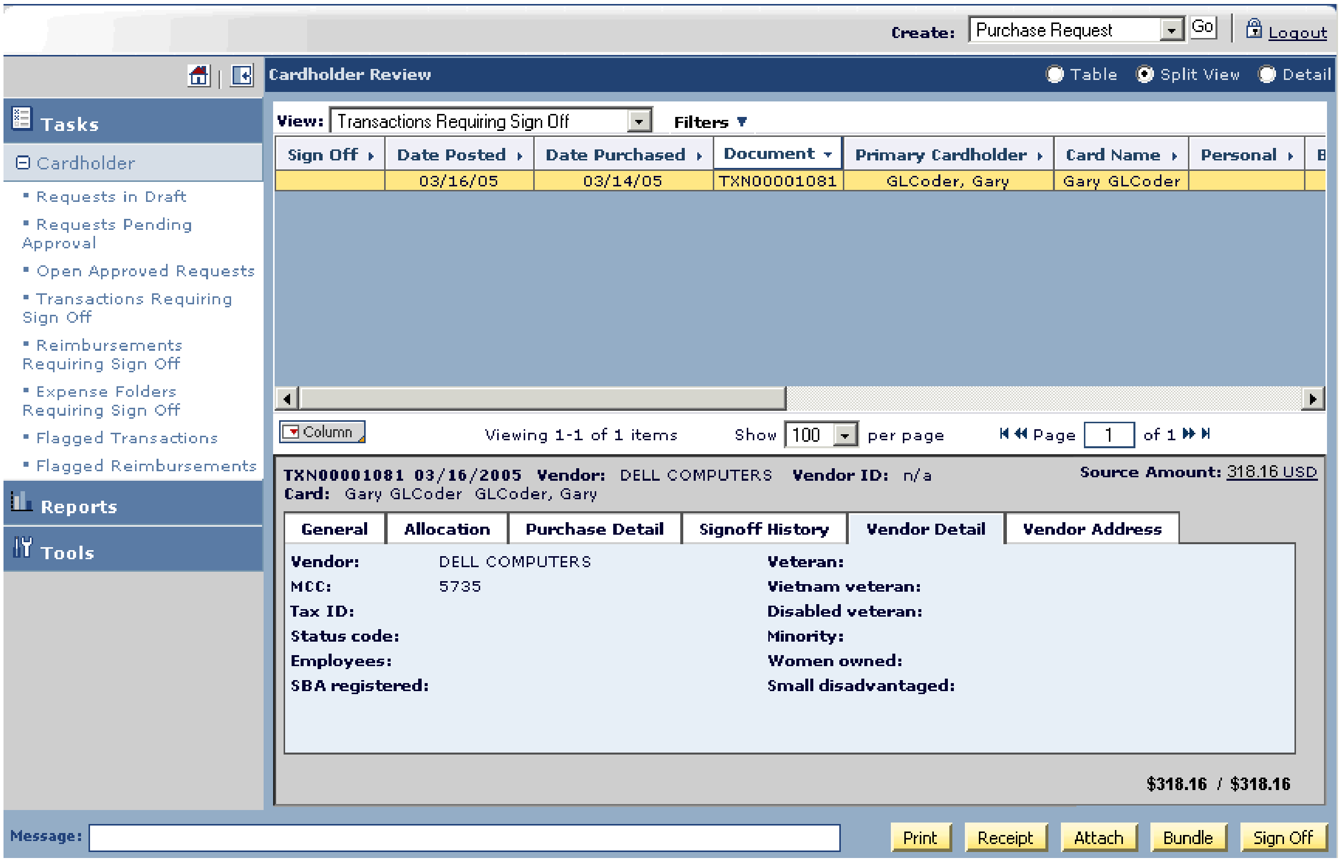
- Vendor's name
- Merchant Category Code (MCC)
- Tax ID
- Status Code
- Number of employees
- SBA (Small Business Administration) status
- Veteran status of the owners
- Minority-owned, woman-owned, or small/disadvantaged status

❑ To view vendor details for a transaction:

1 Access the desired transaction in the appropriate queue (see Viewing Transaction Details on page 78).

2 Click the **Vendor Detail** tab in the Detail section (see Figure 5-4).

Figure 5-4: Transaction Detail - Vendor Detail tab



Viewing Vendor Address for a Transaction

Vendor address information may be supplied by the merchant with the electronic transfer of transaction information. The vendor address information includes the vendor name and location address. You can view (but not edit) the vendor address for a transaction located in any of the transaction queues available to the Accountant.

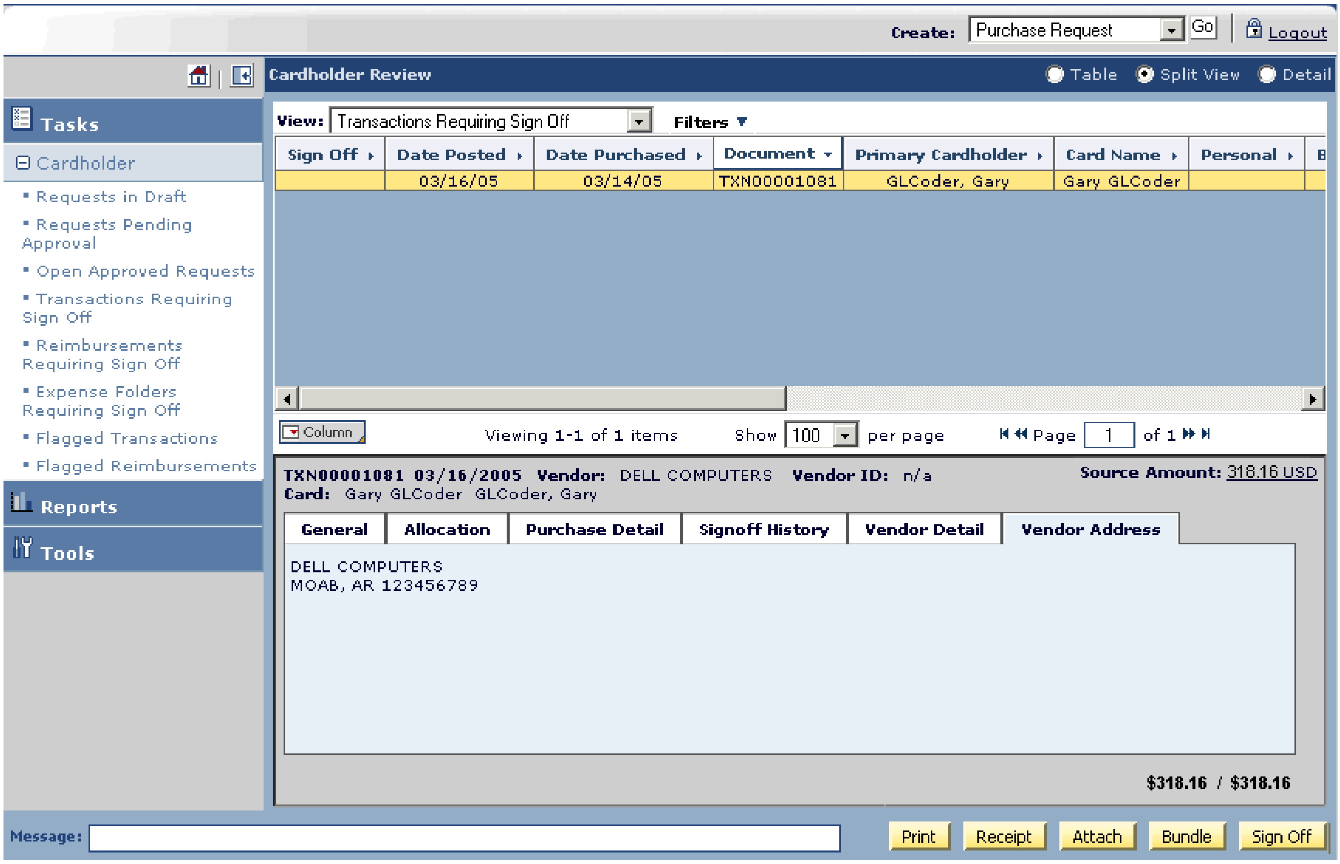
> **NOTE**: The address information shown on the transaction's **Vendor Address** tab can differ from the address shown in the **Merchant Address** field located on the **General** tab. Your program administrator has the ability to edit the address information for a vendor using the application's supplier directory. The application will show the updated address information from the supplier directory on the **Vendor Address** if applicable. The **Merchant Address** field on the **General** tab always shows the raw address information reported by the credit card network.

❑ **To view the vendor address for a transaction:**

1 Access the desired transaction in the appropriate queue (see Viewing Transaction Details on page 78).

2 Click the **Vendor Address** tab in the Detail section (see Figure 5-5).

Figure 5-5: Transaction Detail - Vendor Address tab



Printing Transaction Details

You may print the details of a transaction from any tab.

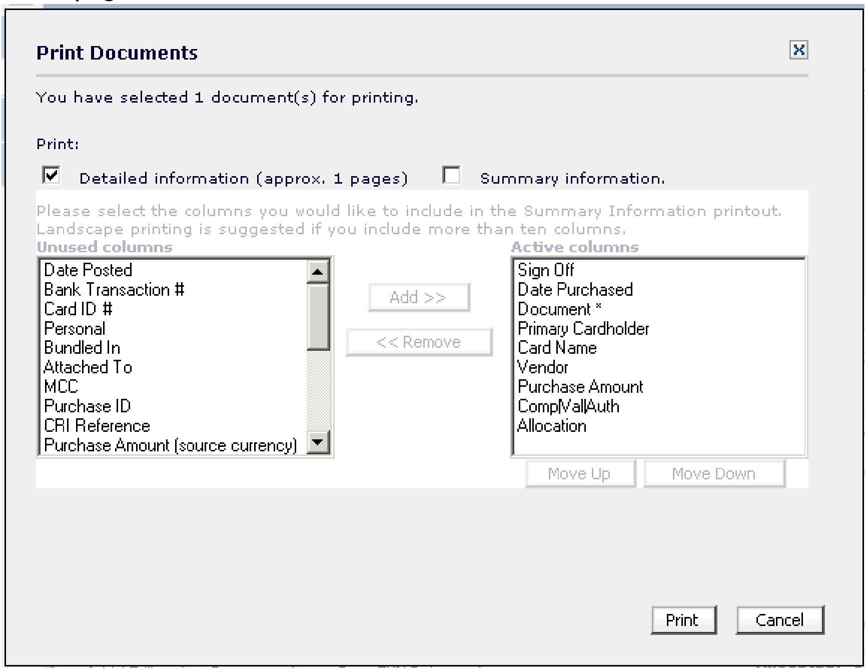
❑ **To print a transaction's detailed information:**

1 Access the details of the desired transaction in the appropriate queue (see "Viewing Transaction Details" on page 78). For example, to access a transaction in the Requiring Sign Off queue, click **Tasks** → **Cardholder** → **Transactions Requiring Sign Off** in the Left Navigation bar.

> **NOTE**: You can print details for multiple transactions at a time using the Table Layout view (see "Work Area Layout radio buttons" on page 25).

2 Click **Print** (see "Viewing Vendor Address for a Transaction" on page 82). The Print Documents page displays (see Figure 5-6).

Figure 5-6: Print Documents page



3 Do one of the following:

- Click the **Detailed Information** checkbox to print all available details for the selected transaction(s).
- Click the **Summary Information** checkbox to print specific columns of information (and their order). If you select this option, complete the following:

    a To include an unused column, click the desired item in the **Unused Columns** list, then click **Add** to move it to the **Active Columns** list.

    b To remove an active column, click the desired item in the **Active Columns** list, then click **Remove** to move it to the **Unused Columns** list.

    NOTE: If a column is marked with an asterisk (*), you cannot remove the column.

    c To specify the order of the columns in the printout, click to highlight the desired column in the **Active Columns** list, then click either **Move Up** or **Move Down** to move the selected column to the desired location.

4 Click **Print**. A preview of the printout displays in a separate window.

5 To print the selected data, click **Print**.

Editing a Transaction

When a card transaction is awaiting cardholder sign off or has been flagged by a reviewer, a cardholder or Proxy Reconciler can edit certain elements of the transaction detail. This includes the following:

- One or more general comments that can be used to explain or justify the expenditure
- The type of tax collected or owed on the transaction (sales tax included, non-taxable, or subject to use tax). You can also edit the amount of the transaction that was subject to tax, how much was collected, and how much is owed (if applicable).
- A general reference field that may be used by your organization during reconciliation. The reference number serves as an internal ID that enables you to connect multiple documents (transactions and/or reimbursement requests) without attaching the documents to each other. Check with your program administrator or accounting department for information about how your organization uses the general reference field.
- The shipping or destination address. By default, this address is the cardholder's state and zip code, but you can edit this information if the purchase was shipped to a different location. This can be important to your accounting department when computing whether your organization owes use tax on the purchase, and if so, how much.
- The general ledger (GL) allocation information. The application assigns a default GL allocation to every card transaction, but if you are assigned the GL coder role in the application, you can view and edit the allocation information (for example, if you made a purchase for another department, or if you made a purchase that needs to be split across multiple departments or projects).

  NOTE: The tasks of dividing, disputing, revoking a dispute, clearing a flag, attaching a purchase request, and signing off also affect a transaction. See the appropriate section in this chapter for information about those tasks. For information on bundling a transaction into an expense folder, see chapter 6, "Expense Folders".

If you need to edit a transaction's general information or GL allocation, you must do so before you sign off on the transaction. However, if another user flags a transaction you have signed off, you can access that transaction in the Flagged queue to make necessary edits. Note that you can add a comment at any time, regardless of whether the transaction is signed off.

> **NOTE**: If the Accountant signs off on the payable document before you, you can access and edit the payable document's general information, but you can no longer edit the allocation information.

This section includes instructions for cardholders or Proxy Requesters to edit a transaction. For instructions for managers to edit a transaction, see "Group Official Tasks" on page 135.

Editing General Information for a Transaction

❑ **To edit general information for a transaction:**

1 Access the desired transaction in the appropriate queue (either the Requiring Review or Flagged queue). For example, to edit a transaction in the Requiring Review queue, click **Tasks** → **Cardholder** → **Transactions Requiring Review** in the Left Navigation bar.

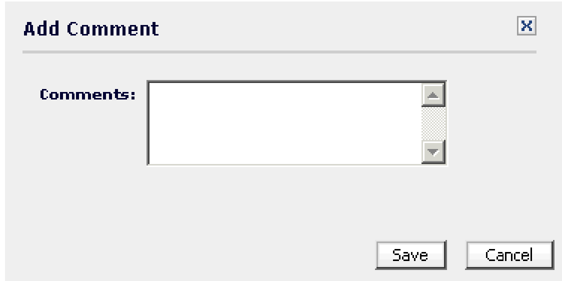
2 Click (to highlight) the desired transaction in the List section.

3 Click the **General** tab option (see Figure 5-1 on page 79).

4 To add a comment, complete the following:

   a Click **Add Comment**. The Add Comment page displays (see Figure 5-7).

Figure 5-7: Add Comment page



b Enter a comment in the **Comments** field.

c Click **Save**.

5 To edit general information for the selected transaction, edit any of the following:

- Enter or edit the number in the **Reference** field.
- Click the arrow in the **Tax Status** field and select a tax status. Select **Subject To Use Tax** if the items purchased in the transaction are subject to use tax (for example, if the items were purchased from another state that did not collect tax on the items). Select **Non Taxable Purchase** if the items purchased in the transaction are *not* subject to either sales or use tax. Select **Sales Tax Included** if the items purchased in the transaction are subject to sales tax (which has already been applied and remitted by the merchant).

  If you selected **Sales Tax Included**, you can edit information in the following tax fields:

  - **Taxable Total** - The dollar amount of the items purchased in the transaction that are subject to tax. You can edit this value only if you select the **Adjust Taxable Total** checkbox. Otherwise, the application automatically calculates the amount in the **Taxable Items Total** field to equal the transaction purchase amount minus the **Sales Tax Total**.

    IMPORTANT: If your organization recognizes tax allocation separately from goods/services, any changes you make to the **Taxable Items Total** and **Sales Tax Total** amounts are automatically reflected in the allocation amounts on the **Allocation** tab option (see Figure 5-9 on page 88). However, if you edit the **Taxable Items Total** and **Sales Tax Total** amounts so that they do *not* equal the transaction purchase amount, the application does *not* automatically update the allocation amounts.

  - **Sales Tax Total** - The dollar amount of the sales tax. (This field may already contain the sales tax amount passed to the application in the transaction file from the merchant.)

  If you selected **Subject To Use Tax**, you can edit the **Taxable Total** and **Sales Tax Total** fields (defined above) as well as the **Use Tax Total** field, which is the dollar amount of the use tax.

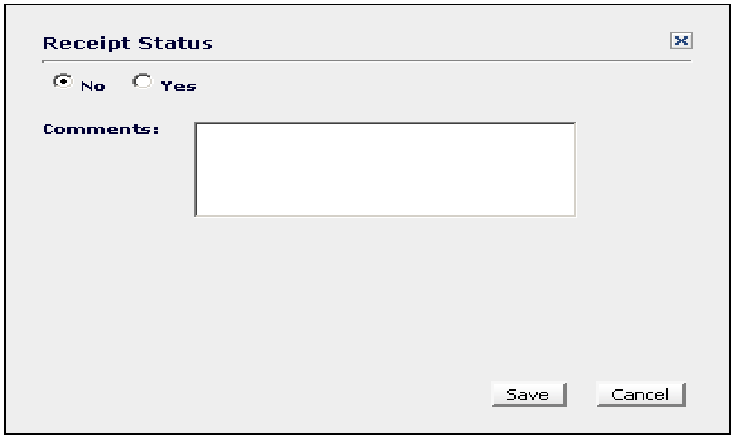
- Click **Edit** in the **Shipping Address** field to change the address to which the goods were shipped. This information is helpful when determining whether the transaction is subject to use tax, and if so, the applicable tax rate (by state). The default values for the shipping address fields (street address, city, state, country, and zip code) correspond to the fields in the cardholder's location address.
- Click the checkbox in the **Personal Expense** field if the goods and/or services purchased were personal (not business) items.: This checkbox only displays if your Program Administrator configured the application to allow cardholders to mark transactions as a personal purchase.

NOTE: If you want to denote only a portion of the transaction as a personal expense, you must divide the transaction (see "Dividing a Transaction" on page 95). This feature is only available if the Program Administrator has set up the application to enable it.

6 To change the physical receipt status on transaction, complete the following:

a Click **Receipt.** The Receipt Status page displays (see Figure 5-8).

Figure 5-8: Receipt Status page



b If you have a physical receipt for the transaction, click **Yes**. If you do not have one, click **No.**

c Enter a comment in the **Comments** field. For example, if you do not have a receipt, you can use the comment field to explain why you do not have one.

d Click **Save** to save the **receipt status.**

7 Click **Save** to save all edits you have made to the general details about the transaction.

Editing Allocation Information for a Transaction

To edit the allocation information for a transaction, you must have the GL coder role (see "Roles" on page 4 for more information about user roles). In addition, your ability to change allocation information depends on the transaction's current position in the reconciliation workflow. You can generally only edit the allocation information on a transaction before you have signed off on the transaction. However, if another user (e.g., a manager or an Accountant) flags a transaction you have signed off, you can access that transaction in the Flagged queue and make changes to the allocation information.

Once an Accountant signs off on the transaction, regardless of whether or not you have signed off on the transaction, you can no longer edit the allocation information (though you can still view the allocations).

❑ **To edit allocation information for a transaction:**

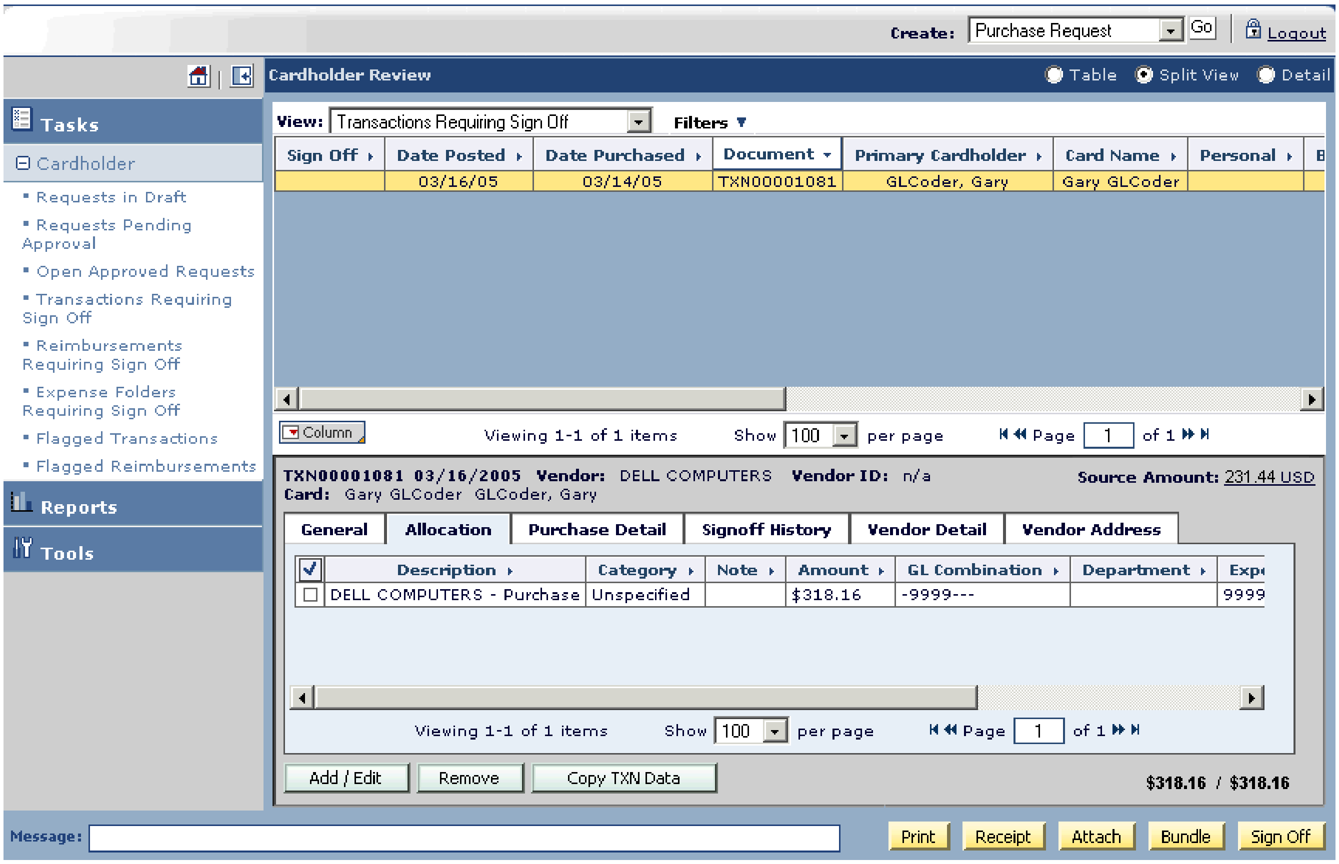
1 Access the desired transaction in the appropriate queue (either Requiring Sign Off or Flagged). For example, to access the desired transaction in the Requiring Review queue, click **Tasks** → **Cardholder** → **Transactions Requiring Review** in the Left Navigation bar.

2 Click (to highlight) the desired transaction in the List section.

3 Click the **Allocation** tab option (see Figure 5-9).

IMPORTANT: If the Accountant has already moved the transaction into the Accounting queue, you cannot edit the allocation information, and will see a read-only view of the allocations. However, unless the Accountant has forced your sign off, you can still access the transaction in your Requiring Sign Off queue and edit the general information and sign off the transaction.

Figure 5-9: Transaction Allocation page



4 To remove a line of allocation information, complete the following:

   a Click (to select) one or more checkboxes for the desired allocation line(s) in the Detail section.

   b Click **Remove**. A confirmation page displays.

   c Click **OK**.

5 To copy level 3 data about the transaction supplied by the merchant into the allocation line items, complete the following:

   a Click **Copy TXN Data**. A confirmation page displays listing available level 3 data.

   b Click **Save**.

Merchants typically supply Level 1 and Level 2 data about each transaction. Because not all merchants include level 3 data in their electronic transmittal of transaction information, this data may or may not be available. Below is a brief description of the information provided with each level of data:

- Level 1 data includes basic information such as the merchant name and total transaction amount.
- Level 2 data also includes the tax amount.

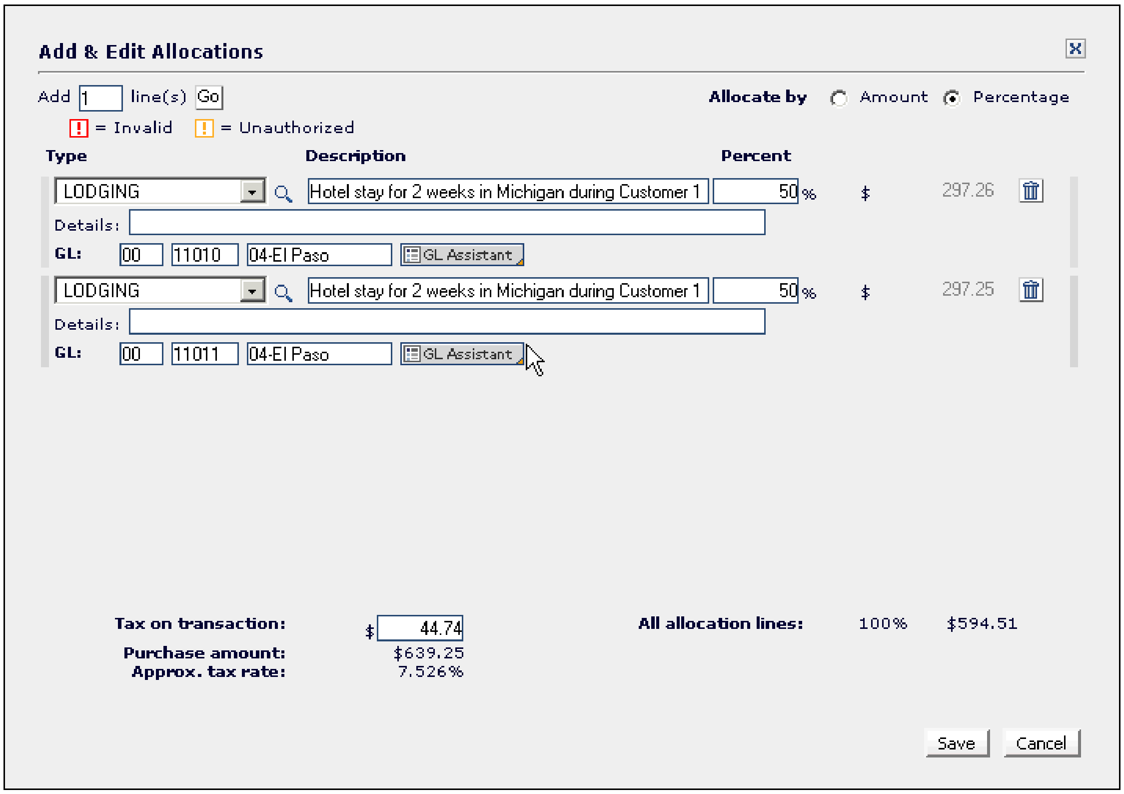
- Level 3 data includes regular line item data (that is, a description and amount for each item purchased) and irregular line item data (such as Discount, Tax, Shipping, and Miscellaneous). The level 3 data, if available is shown on the Purchase Detail tab option (see "Attaching or Detaching a Purchase Request" on page 91)

NOTE: Clicking **Copy TXN Data** will not override any GL values previously entered manually or applied automatically to the transaction.

6 To add a new line of allocation information or to edit an existing line, complete the following:

a Click **Add/Edit**. The Add & Edit Allocations page displays (see Figure 5-10).

Figure 5-10: Add & Edit Allocations page



b Enter the number of allocation lines to add to this page in the **Add** field and then click **Go**.

c Beside **Allocate by**, confirm that the appropriate button has been selected to indicate how the application should allocate the purchase. Changing the selection, changes the label of a field on the page.

- **Amount** (to allocate in dollar amounts)
- **Percentage** (to allocate by percentage).

d If not already entered, enter the amount of the tax charged on the total transaction into the **Tax on transaction** field and click anywhere on the page to calculate and display the **Approx. tax rate**. (This rate will be prorated and applied to each allocation after you finish allocating and click **Save**.)

e For each line of allocation information, enter any of the following information that applies:

- **Type** — If your organization uses types, the Types field will display. Click the arrow in the Type menu and select a type of purchase from the options in the drop-down menu. It t is very likely that selecting a type will display another field requesting details about the type. In this example, the field is labeled **Details**.

- **Description** — Enter a description for the allocation. Be as specific as possible.

- **Amount/Percent** — Enter or edit the amount or percentage of the total purchase that will be allocated to a sector of the General Ledger (GL) identified on the next line.

  Amount
  If you enter an amount, enter the amount with or without tax included in the entry (at your discretion).

  Percentage
  If you enter a percentage, the application will automatically calculate and display the amount.

  NOTE: If you are entering a percentage, the amount calculated and displayed to the right is without tax. Only when you click **Save** does the application use the approximate tax rate indicated in the lower left of the page and prorate the tax for each allocation described on the page. The results of the prorated tax calculation can be viewed when you return to the allocation details on the previous page.

  Each time you add or edit the amount or percentage of an allocation, the application modifies the total for **All allocation lines** at the bottom of the page. The application will automatically tally the total up to 100% of the purchase amount.

  If there is a variance (that is, discrepancy) between the total allocated and the purchase amount, the variance can display as a column in the List section. For more information, see "Setting Column Preferences" on page 189.

  NOTE: A Program Administrator specifies GL Global settings for your organization that determine whether transactions that have a variance can be signed off by the cardholder or manager or closed by the Accountant. If not, you must fully allocate the transaction before closing.

- **GL** — Enter or edit GL segment codes in these fields to identify the sector of the general ledger to which the funds will be allocated. Click the **GL Assistant** located next to the coding fields to select a code from a list of codes predefined for each segment.

  An Exclamation mark icons displays in a segment if an entry is absent from a required segment, making the combination *incomplete*, if an entry is *unauthorized* for use by the user who performed the transaction, or if the entry is *invalid* for the segment or in combination with the other values entered.

f When finished adding or editing allocation information, review your entries carefully. If you need to remove an allocation from the page, place your cursor in any field of the allocation and click the trash can icon for the desired allocation.

g Click **Save** to save your allocation entries and return to the allocation details on the previous page.

Attaching or Detaching a Purchase Request

If your company uses the application's pre-purchase request workflow, the application allows you to attach the resulting transactions and reimbursement requests to the purchase request during reconciliation. This section describes how to manually associate one or more payable documents with a purchase request, and applies to both transactions and reimbursement requests.

> **NOTE**: The auto-matching rules set up when creating a card should eliminate the need for frequent manual matching.You can associate payable documents with purchase requests either by first accessing the payable document(s) or by first accessing the purchase request. This section describes how to access the payable document(s) first. For information on accessing the purchase request first, see "Attaching or Detaching a Purchase Request" on page 70.

Attaching a Purchase Request

When manually attaching a purchase request, you can simultaneously close the attached request and sign off all other attached payable documents, if desired.

> **NOTE**: You can attach a single purchase request to multiple payable documents. However, if you need to attach a single transaction to multiple purchase requests, you must first divide the transaction. For more information, see "Dividing a Transaction" on page 95.

The primary cardholder, a Proxy Reconciler, or an Accountant can attach to a payable document to an approved purchase request.

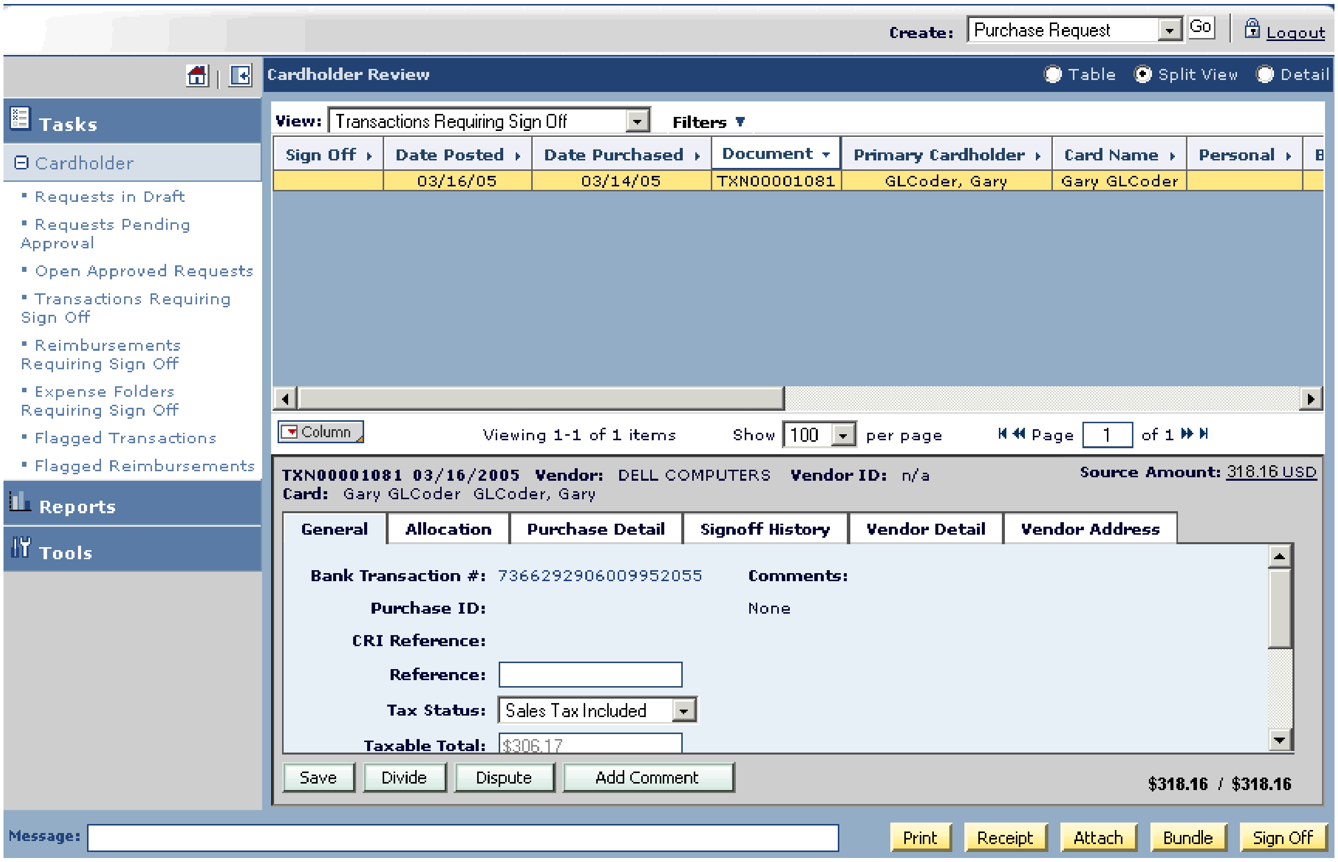
❑ **To attach an approved purchase request:**

1. Access the desired payable document in the appropriate queue (either Requiring Sign Off or Signed Off). For example, to access a transaction in the Requiring Sign Off queue, click **Tasks** → **Cardholder** → **Transactions Requiring Sign Off** in the Left Navigation bar.

2. Click (to highlight) the desired payable document in the List section (see Figure 5-11).

   > **NOTE**: You can attach multiple payable documents at a time using the Table Layout view (see "Work Area Layout radio buttons" on page 20).

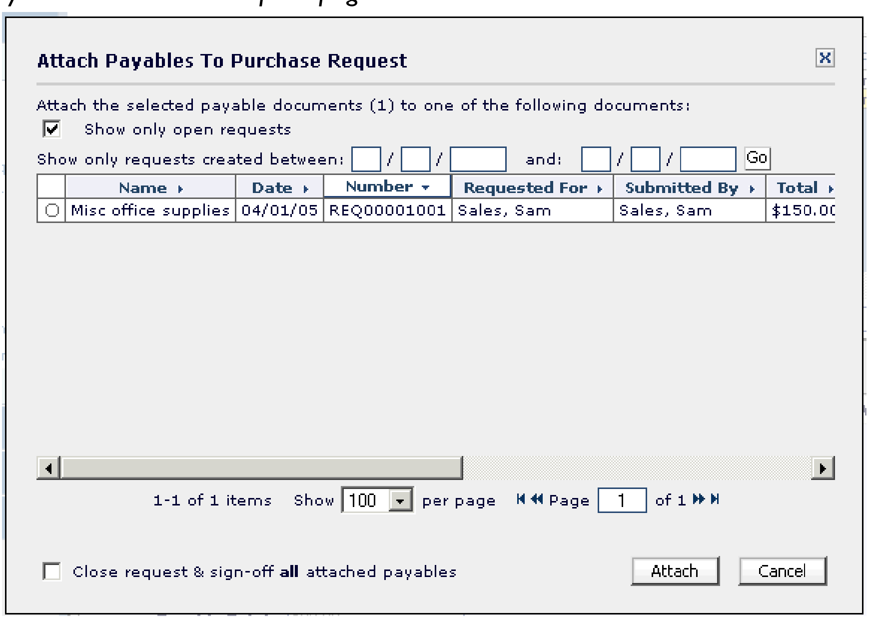
Figure 5-11: Transactions Requiring Sign Off



3 Click **Attach**.

The Attach Payables To Purchase Request page displays (see Figure 5-12). This page lists all approved purchase requests that are eligible to be attached to the payable document. To be eligible for attaching, the purchase request must be approved, currently unattached, list the same Card ID in the payment method, and originate from the same user.

Figure 5-12: Attach Payables To Purchase Request page



IMPORTANT: In Figure 5-12, note that some columns on the page are not shown because that information is viewable only when you use the scroll bar at the bottom of the page to scroll across the page.

4 (*Optional*) To include *only* open requests in the list of eligible requests, click (to select) the **Show only** checkbox. Note that you can attach the payable document to a request, regardless of whether the request is open or closed.

5 (*Optional*) To filter the listed requests, enter a beginning and ending date in the **Show only requests created between** fields to specify the desired date range.

6 Click the radio button for the desired purchase request.

NOTE: You can determine the number of results to display per page using the **Show** field. Therefore, if you do not see all expected results, make sure you have viewed all pages. For more information, see "Pagination options" on page 26.

7 (*Optional*) Click the **Close request** checkbox at the bottom of the page to automatically close the request you have selected and sign off all other payable documents that are currently attached to the request when you attach the request to the selected payable document.

8 Click **Attach**. The Attach Payables To Purchase Request page closes, and the purchase request you selected displays in the **Attached To** column in the List section.

Detaching a Purchase Request

If necessary, the primary cardholder, a Proxy Reconciler, or an Accountant can detach a purchase request from the transaction or reimbursement request to which it is currently attached.

You can detach a purchase request from a payable document either by first accessing the purchase request and detaching the payable document(s) or by first accessing the payable document and then detaching the purchase request. This procedure describes accessing the payable document first. For information on accessing the purchase request first, see "Attaching or Detaching a Purchase Request" on page 70.

❑ **To detach a purchase request from a payable document:**

1 Access the desired payable document in the appropriate queue (either the Requiring Sign Off, Signed Off, or Flagged queue). For example, to access a transaction in the Requiring Sign Off queue, click **Tasks** → **Cardholder** → **Transactions Requiring Sign Off** in the Left Navigation bar.

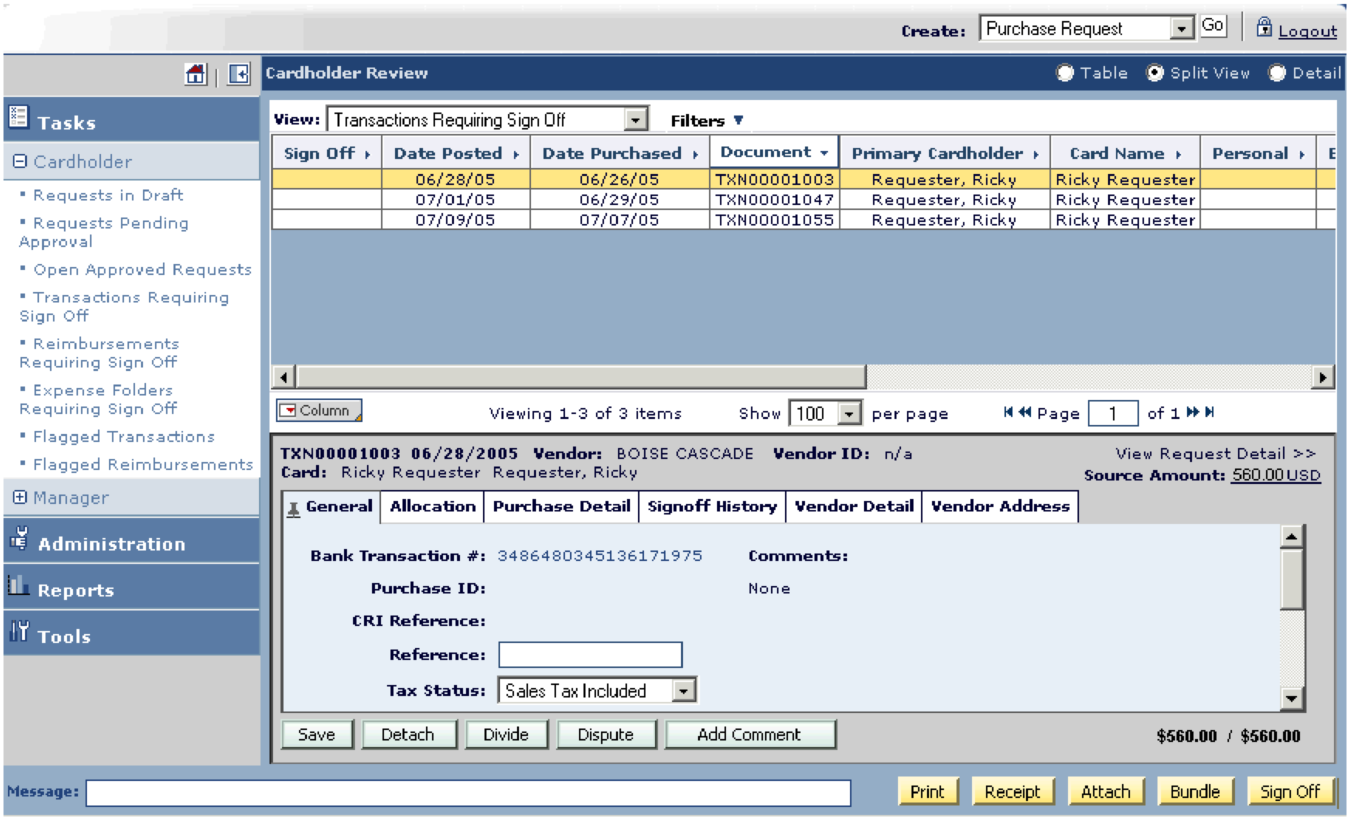
2 Click (to highlight) the desired payable document in the List section.

3 Click **Detach**. A confirmation page displays.

NOTE: The **Detach** button displays only if the payable document is currently attached to a purchase request.

4 Click **OK**.

Figure 5-13: Transactions Requiring Sign Off - Detach button



Viewing Attached Purchase Request Details

The primary cardholder, manager, Proxy Reconciler, or Accountant can view the details for a purchase request that is attached to a transaction or reimbursement request.

❑ **To view attached purchase request details:**

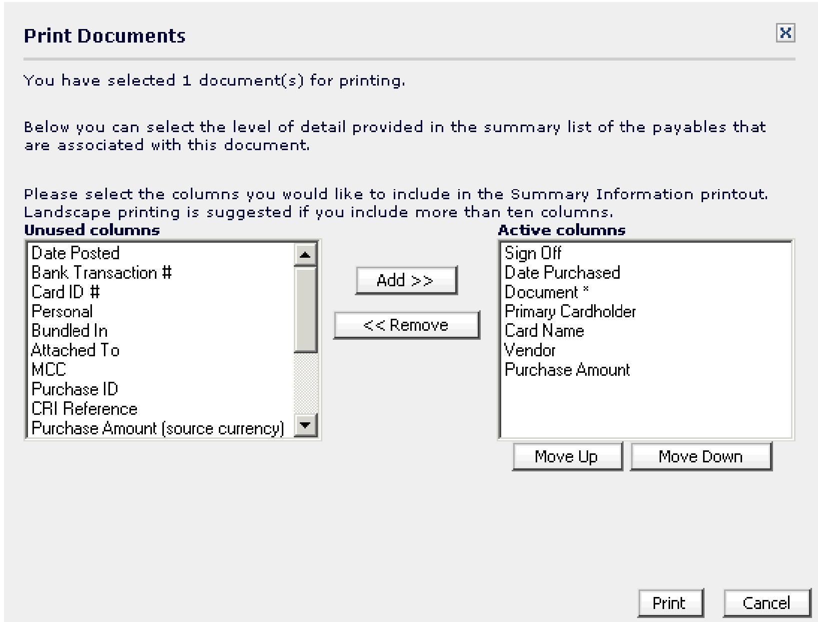
1 Access the desired payable document in the appropriate queue (either the Requiring Sign Off, Signed Off, or Flagged queue). For example, to access a transaction in the Requiring Sign Off queue, click **Tasks** → **Cardholder** → **Transactions Requiring Sign Off** in the Left Navigation bar.

2 Click (to highlight) the desired payable document in the List section.

3 Click the **View Request Detail >>** link located top right in the Details section (see Figure 5-13 on page 94).

4 The Print Documents page displays (see Figure 5-14).

Figure 5-14: Print Documents page



5 Complete any of the following:

- To include an unused column, click the desired item in the **Unused Columns** list, then click **Add** to move it to the **Active Columns** list.
- To remove an active column, click the desired item in the **Active Columns** list, then click **Remove** to move it to the **Unused Columns** list.

  NOTE: If a column is marked with an asterisk (*), you cannot remove the column.

- To specify the order of the columns, click to highlight the desired column in the **Active Columns** list, then click either **Move Up** or **Move Down** to move the selected column to the desired location.

6 Click **Print**. A preview of the request details displays in a separate window.

7 Do one of the following:

- To print the attached purchase request details, click **Print** and use your browser's print feature to print this page.
- To close the page, click **Close**.

Dividing a Transaction

IMPORTANT: This feature is only available if your Program Administrator configured the application to allow cardholders to divide transactions into multiple card transactions.

A cardholder, Proxy Reconciler, or an Accountant can divide a transaction into a designated number of parts. This is necessary if you need to match a single transaction to multiple purchase requests. For example, three different users may have created purchase requests for office supplies. If a cardholder (for example, a Purchaser) made *one* purchase for all the requested items, you can divide the transaction into three parts and attach them to the appropriate purchase requests.

If you need to divide a transaction, you must do so before you sign off the transaction. If you have already signed off a transaction that needs to be divided, the Accountant must perform this task.

> **NOTE**: You can divide a flagged transaction and a credit transaction, however, you cannot divide a reimbursement request. You must create a separate reimbursement request for each approved purchase request.

Dividing the transaction copies the goods and/or services description, quantity, price, unit measurement, and any GL combination(s) entered on the original undivided transaction to each divided portion.

> **NOTE**: Comments in the original transaction are *not* included in divided portions.

❑ **To divide a transaction:**

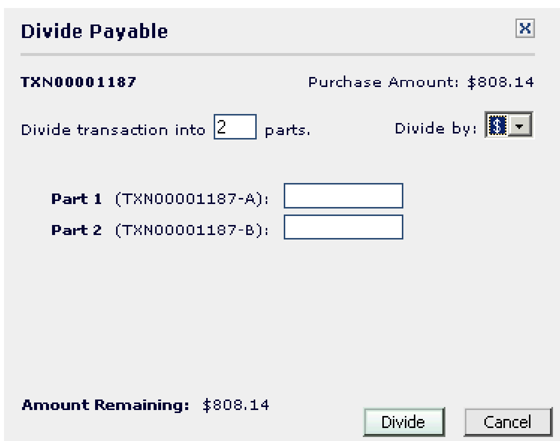
1. Access the desired transaction in the appropriate queue (either the Requiring Sign Off queue or the Flagged queue). For example, to access the desired transaction in the Requiring Sign Off queue, click **Tasks** → **Cardholder** → **Transactions Requiring Sign Off** in the Left Navigation bar.

   > **NOTE**: See chapter 3, "Locating Document Types" for information on other methods for locating the desired transaction.

2. Click (to highlight) the desired transaction in the List section.

3. Click **Divide**. The Divide Payable page displays (see Figure 5-15).

Figure 5-15: Divide Payable page



4. In the **Divide transaction into** field, enter the number of parts you want to obtain by dividing the original transaction. The Divide Transaction page changes to include the specified number of transactions.

5. Click the arrow in the **Divide by** field and select either **%** (to distribute the transaction amounts by percent) or **$** (to distribute the transaction amounts by dollar amount).

6. Enter the amount you want to allocate to each duplicate transaction in each of the corresponding **Part** fields.

   For example, in Figure 5-15, the transaction is split into two parts, and the total transaction amount is $808.14. If you decide to divide the transaction total *equally* between the two transactions, so you would enter $404.07 (of 50%) in the **Part 1** field as well as the **Part 2** field.

7. Click **Divide**.

If the allocated amount does not equal the transaction total, an error message will display, and the **Amount Remaining** field will display a number other than $0.00 (100%). This field is automatically calculated when you change the amounts in the **Part** fields. You must continue adjusting the allocated dollar amounts until the allocated amount equals the transaction total.

Each duplicate is assigned the same document number with a separate alphanumeric extension. For example, TXN00001049-A and TXN00001049-B.

> **IMPORTANT**: You must manually edit the allocation amounts for the original transaction and all duplicate transactions because the allocation amount is *not* automatically updated when you divide a transaction. For more information, see "Printing Transaction Details" on page 83.

Disputing a Transaction

Should a merchant accidentally submit a transaction twice, a cardholder, proxy reconciler, or accountant aware of the issue may dispute the transaction. The process for disputing a transaction depends on whether your organization is licensed to use the dispute feature of the application.

Manual Notification to the financial Institution

If your organization is not licensed to use the dispute feature of the application, an individual must contact the bank directly to notify the issuing bank about the dispute. Any further communication about the disputed transaction (including revoking the dispute) must be handled directly with the bank.

Automatic Notification to the Financial Institution

If your organization is licensed to use the dispute feature of the application, the process begins with marking the transaction as disputed within the application. The application automatically notifies the bank whenever a transaction is marked as disputed, and any further communication about the disputed transaction (including revoking the dispute) must be handled directly between the organization and the bank.

If you need to mark a transaction as disputed, you must do so before you sign off the transaction. However, if the transaction is flagged after you have signed off the transaction, you can dispute the transaction in the Flagged queue.

❑ **To dispute a transaction:**

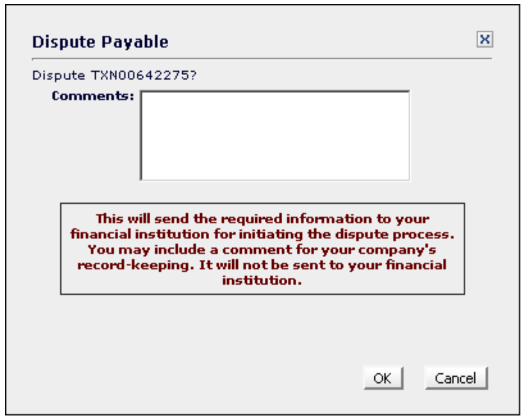
1 Access the desired transaction in the appropriate queue (either the Requiring Sign Off queue or the Flagged queue). For example, to access the desired transaction in the Requiring Sign Off queue, click **Tasks** → **Cardholder** → **Transactions Requiring Sign Off** in the Left Navigation bar.

2 Click (to highlight) the desired transaction in the List section.

3 Click the **General** tab option (see Figure 5-13 on page 94).

4 Click **Dispute**. The Dispute Payable page displays (see Figure 5-16).

Figure 5-16: Dispute Payable page



5 Enter the amount of the transaction that you want to dispute in the **Amount** field.

6 Click the arrow in the **Reason** field and select the reason for disputing the transaction from the drop down list.

7 (*Optional*) Enter any comments about the disputed transaction in the **Comments** field.

8 Click **OK**. The transaction is marked as disputed by adding an "**X**" to the **Disputed** column in the List section. To display the column, see "Column Preferences" on page 185.

Revoking a Dispute

Once a disputed transaction has been reported to the bank (either automatically or manually), it cannot be revoked by any other means than direct contact between the organization and the bank.

If your organization is licensed to use the dispute feature, any transaction marked as disputed within the application will retain the indication after the issue has been or resolved or revoked.

> **NOTE**: A transaction marked as disputed can be attached to a purchase request, signed off by the cardholder/manager, closed, and batched.

Removing a Flag

Another user (such as your manager or an Accountant) can flag one of your payable documents (i.e, transaction or reimbursement request) to request additional information about the document. For example, if you signed off on a transaction for a client luncheon, your manager might flag the transaction and include a comment requesting a list of attendees. In this example, you could access the flagged transaction, enter the names of the attendees in the **Comments** field and then remove the flag.

When another user flags a payable document, the application copies the document to the appropriate Flagged queue (either the Transactions Flagged queue or the Reimbursements Flagged queue) for you, the appropriate manager, and Accountants. Note that the flagged payable document still resides in the current queue *as well as* in the Flagged queue. For example, you can access and edit a transaction that you signed off and that has been flagged in both the Transactions Signed Off and Transactions Flagged queues.

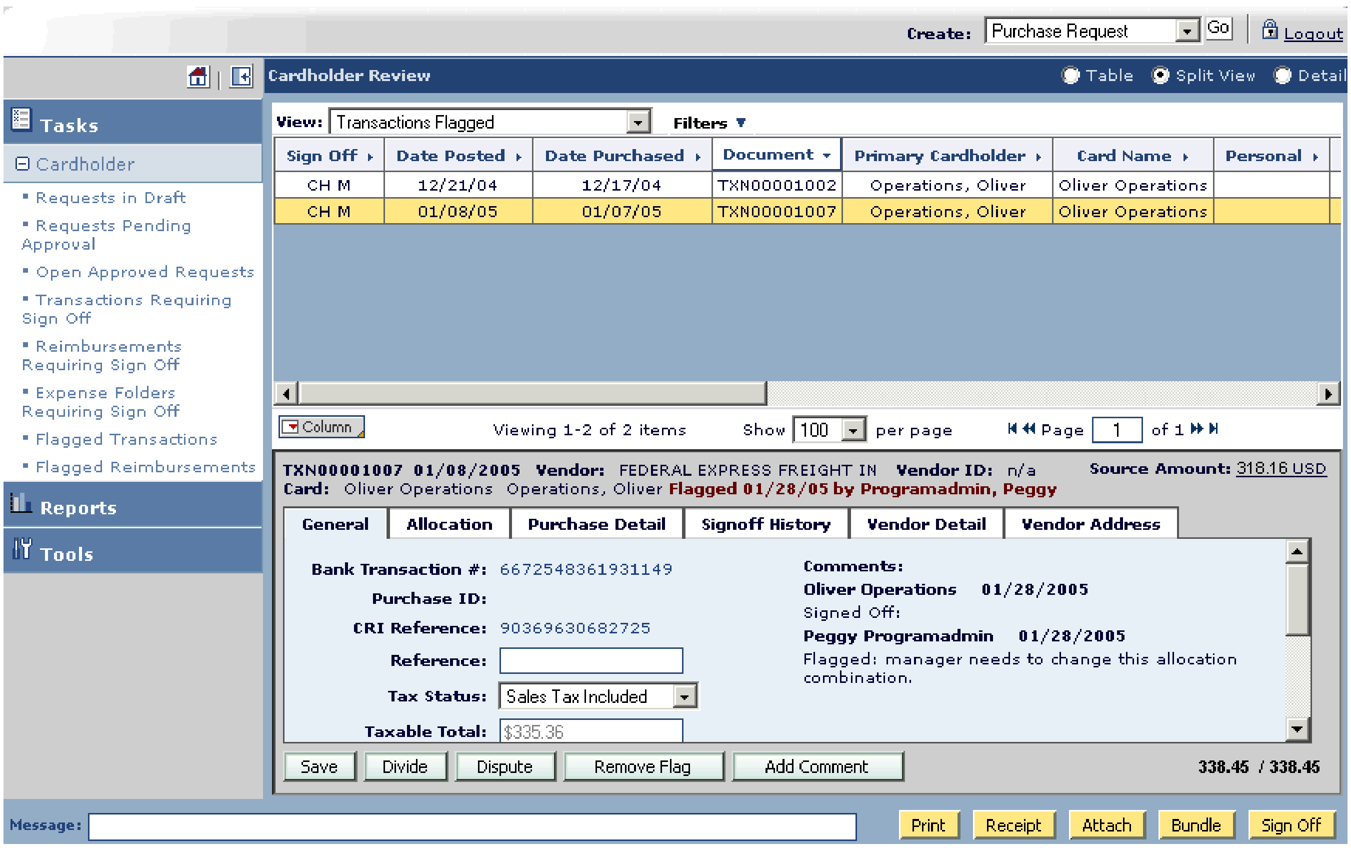
Removing a flag removes the transaction from the Flagged queue for you, the appropriate manager, and the Accountant.

❑ **To remove a flag:**

1 Access the desired payable document in the appropriate queue. For example, access a flagged transaction in the flagged queue by clicking **Tasks** → **Cardholder** → **Flagged Transactions** in the Left Navigation bar.

2 Click (to highlight) the desired transaction in the List section (see Figure 5-17).

Figure 5-17: Flagged Transactions



3 View the **Comments** field to determine why the transaction was flagged, and edit the information as appropriate in the desired field(s) on either the **General** tab or **Allocation** tab option. For more information on these fields, see "Printing Transaction Details" on page 83 or "Editing a Reimbursement Request" on page 103.

4 Click **Remove Flag**. A confirmation page displays.

5 Enter a comment explaining the actions you took to clear the flag in the **Comments** field.

6 Click **OK**.

Creating a Reimbursement Request

If you made a purchase using your personal funds, you can use the application to request a reimbursement from your organization and attach a purchase request (if applicable). For example, if you have an approved purchase request, but were unable to pay for the transaction with your purchasing card (for instance, you forgot your card), you can attach the reimbursement request to the approved purchase request.

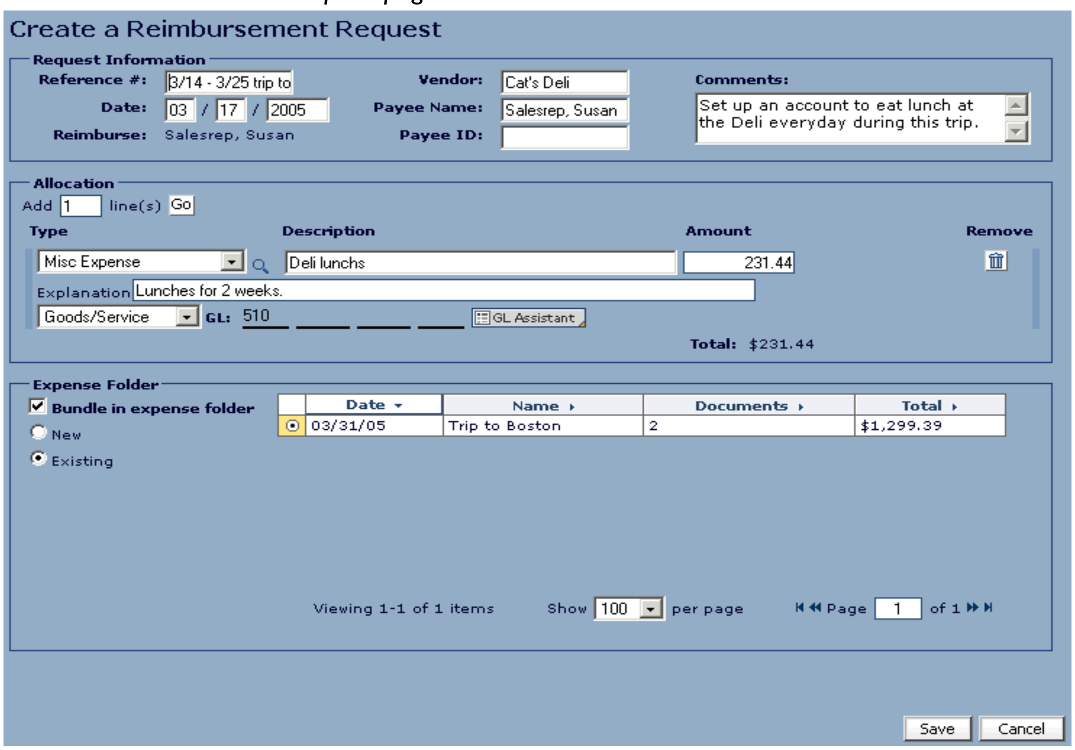
❑ **To create a reimbursement request:**

1 Click the arrow in the **Create** field and select **Reimbursement Request** from the drop down list (see Figure 5-18).

Figure 5-18: Select Reimbursement Request from the Create field

2 Click **Go**. The Create A Reimbursement Request page displays in a separate window (see Figure 5-19).

Figure 5-19: Create A Reimbursement Request page



3 (*Optional*) Enter a number in the **Reference #** field. The reference number enables you to connect multiple documents (transactions and/or reimbursement requests) without attaching the documents to each other.

NOTE: The reference number, if entered, is exported with the transaction detail data.

4 Enter the date you purchased the goods and/or services in the **Date Purchased** fields in DD/MM/YYYY format (for example, 08/31/2003).

5 If you have a Proxy Reconciler or Proxy Requester role, you can select an employee (other than yourself) to receive the reimbursement. Otherwise, the **Reimburse** field is read-only and is pre-populated with your name. To select a different user to receive the reimbursement, complete the following:

a Click **Employee** in the **Employee To Be Reimbursed** field. The Select An Employee page displays (see Figure 4-3 on page 54).

b If necessary, perform a search for the user you want to reimburse by entering information in the filter fields at the top of the Select An Employee page and clicking **Find**.

c Click the radio button for the desired user and click **Finish**.

6 (*Optional*) Enter the name of the vendor where the goods and/or services were purchased in the **Vendor** field.

7 (*Optional*) Enter the payee name of the user to be reimbursed in the **Payee Name** field. The Program Administrator assigns a payee name to each user when creating a new user, and the payee name is included in each user's organization information (see "Accessing User Information" on page 31).

8 (*Optional*) Enter the payee ID of the user to be reimbursed in the **Payee ID** field. The Program Administrator assigns a Payee ID to each user when creating a new user, and the Payee ID is included in each user's organization information (see "Accessing User Information" on page 31).

9 (*Optional*) Enter any comments in the **Comments** field.

10 For each line item of goods/services and/or tax, enter the following:

a Click the arrow in the **Type** column and select either **Goods/Service** (if the line item of reimbursement is for goods and/or services), or **Tax** (if the line item of reimbursement is for tax).

b Enter a description of the line item in the **Description** column.

c Enter the dollar amount to allocate to the line item in the **Amount** column.

d Enter the corresponding GL segment codes to which you want to allocate the line item in the **Allocations** field.

IMPORTANT: You must have the GL Coder role to edit the GL segment codes associated with the reimbursement request allocation.

NOTE: To view available codes for each segment, click the GL Allocation Assistant icon located next to the coding fields. The GL Allocation Assistant displays in a separate window (see "Using the GL Assistant" on page 58).

e If necessary, click the trashcan icon for a line item to remove the line item, or click the arrow in the **Add New Lines** field to add additional line items. The total allocated amount is automatically calculated and displayed in the **Total** field (located below the allocations) each time you add or delete a line item.

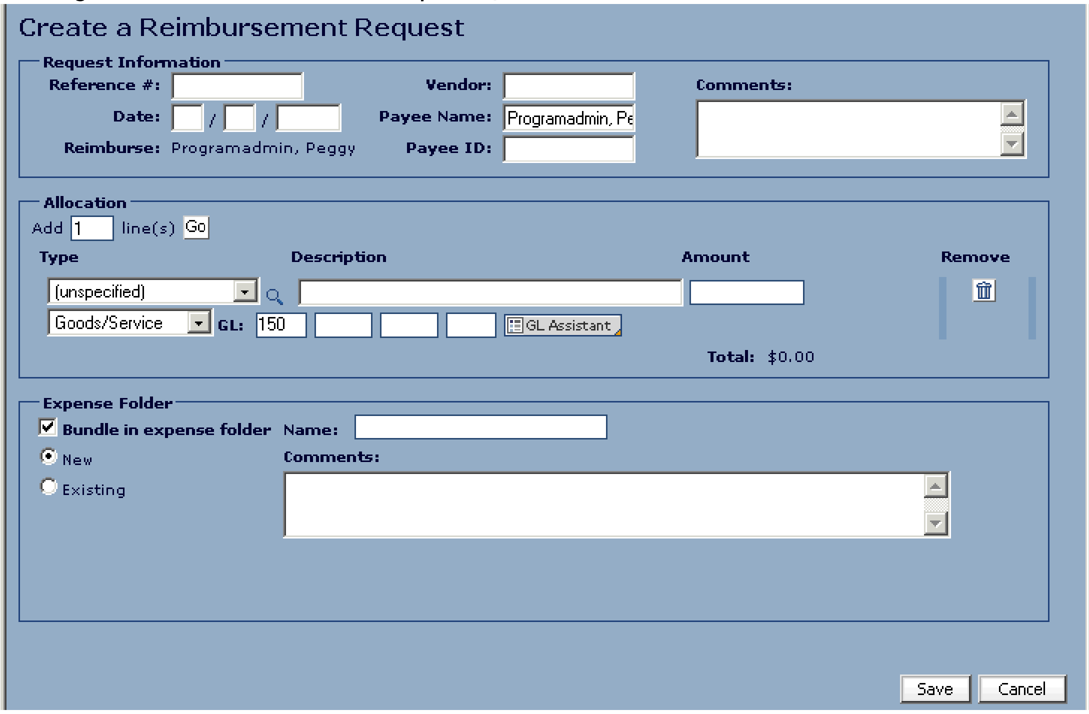
11 (*Optional*) To add the reimbursement request to an expense folder, complete the following:

a Click the **Bundle in expense folder** checkbox.

b Do one of the following:

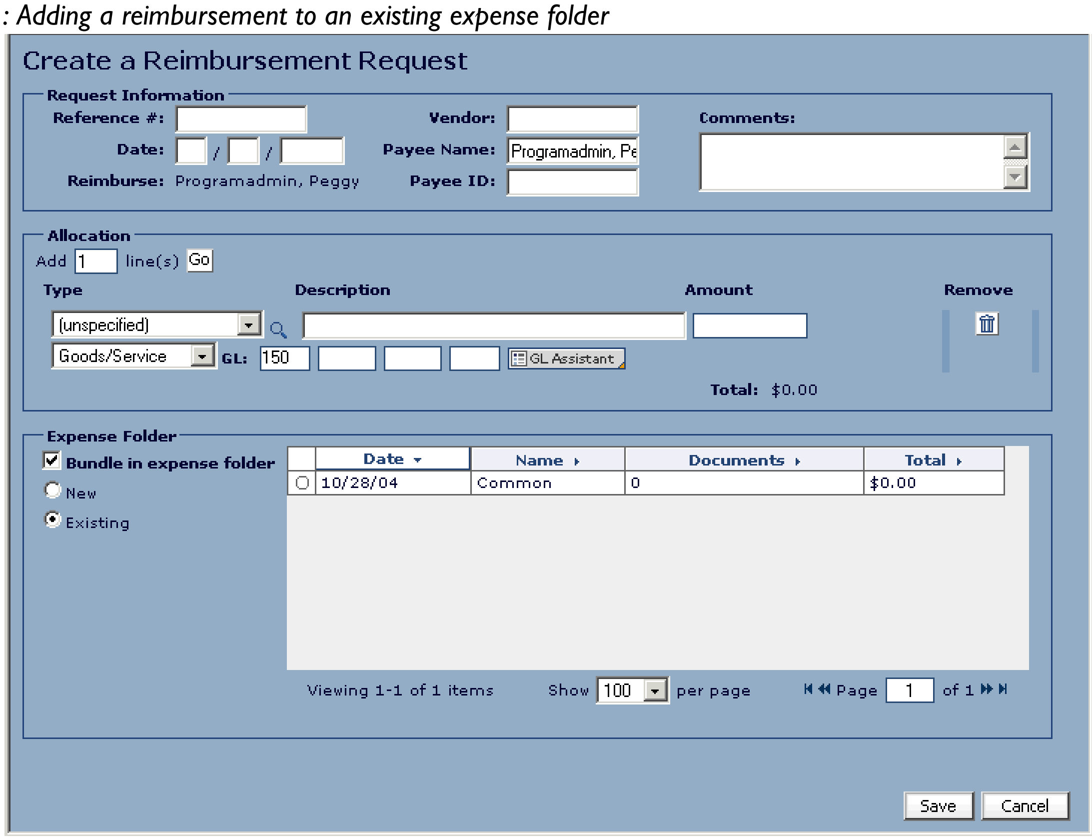
- If you are adding the reimbursement to a new expense folder, click the **New** radio button. Enter a name for the new expense folder in the **Name** field, and enter any comments in the **Comments** field (see Figure 5-20).

Figure 5-20: Adding a reimbursement to a new expense folder



- If you are adding the reimbursement to an existing expense folder, click the **existing** radio button, and then click the radio button for the desired expense folder (see Figure 5-21).

Figure 5-21: Adding a reimbursement to an existing expense folder



12 Do one of the following:

- To save (but not submit) the reimbursement request, click **Save**. The application moves the reimbursement request to your Requiring Sign Off queue. You can edit, attach or detach a purchase request, bundle into an expense folder (see chapter 6, "Expense Folders"), and sign off the reimbursement request from this queue.

- To submit the reimbursement request without attaching a purchase request, click **Submit**. Note that submitting a reimbursement request means you are signing off the reimbursement request. After you submit (that is, sign off) the reimbursement request, you can no longer edit the reimbursement request (unless the reimbursement request is flagged by another user).

Editing a Reimbursement Request

If you saved (but did not submit) a reimbursement request, or if a reimbursement request was rejected, you can edit the reimbursement request to change general information (including comment) or to edit its GL allocation.

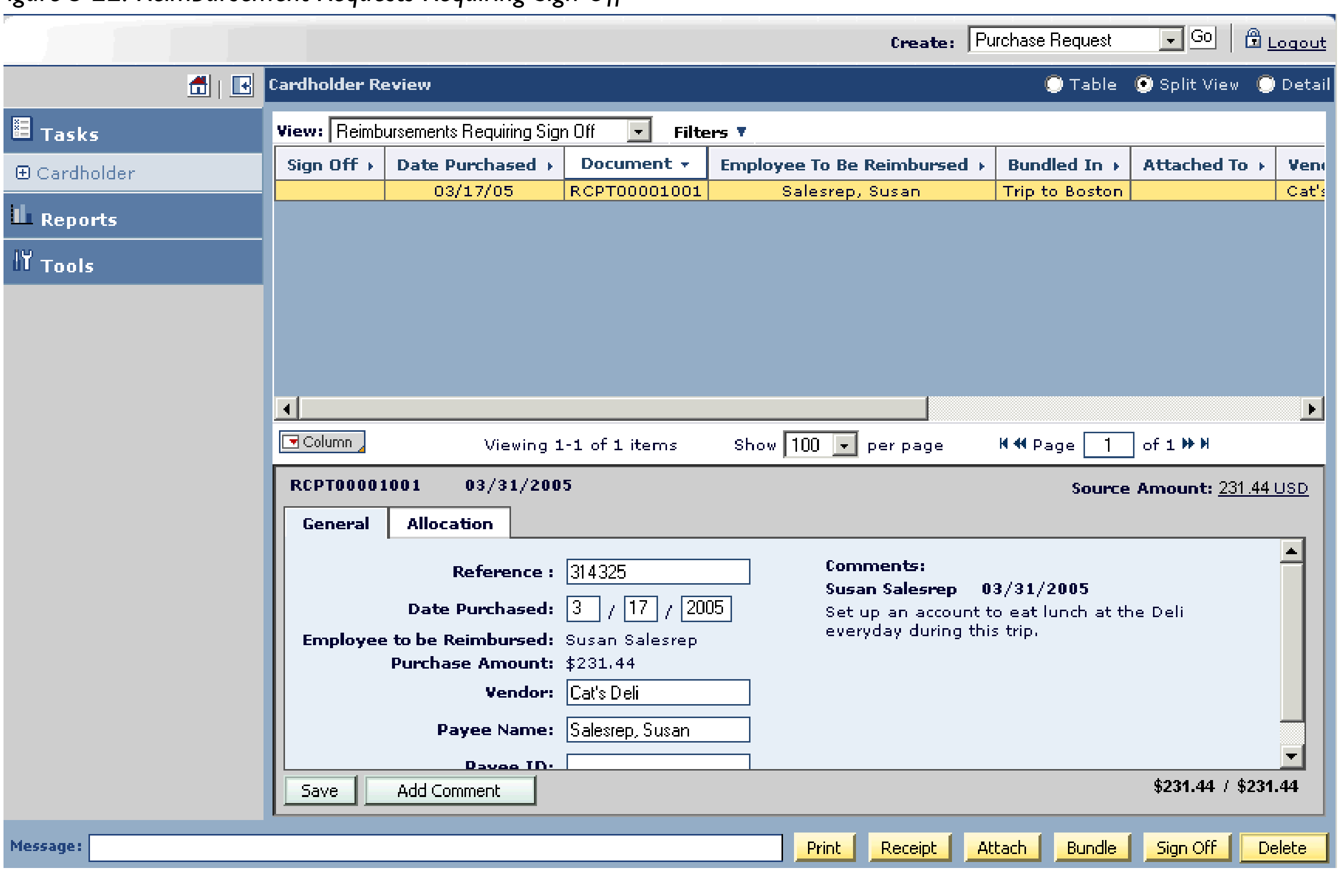
Editing General Information for a Reimbursement Request

❑ **To edit general information for a reimbursement request:**

1 Access the desired reimbursement request in the Reimbursement Requiring Sign Off queue by clicking **Tasks** → **Cardholder** → **Reimbursements Requiring Sign Off** in the Left Navigation bar.

2 Click (to highlight) the desired reimbursement request in the List section.

Figure 5-22: Reimbursement Requests Requiring Sign Off



3 To add a comment, complete the following:

   a Click **Add Comment**. The Add Comment page displays (see Figure 5-7 on page 86).

   b Enter a comment in the **Comments** field.

   c Click **Save**.

4 To edit general information for the selected transaction, edit any of the following:

- Edit the number in the **Reference #** field. The reference number enables you to connect multiple documents (transactions and/or reimbursement requests) without attaching the documents to each other.

  NOTE: The reference number, if any, is exported with the transaction detail data.

- Edit the date you purchased the goods and/or services in the **Date Purchased** fields in DD/MM/YYYY format (for example, 08/31/2003).

- If you have a Proxy Reconciler or Proxy Requester role, you can select an employee (other than yourself) to receive the reimbursement. Otherwise, the **Reimburse** field is read-only and is pre-populated with your name.

  To select a different user to receive the reimbursement, complete the following:

  a Click **Employee** in the **Employee To Be Reimbursed** field. The Select An Employee page displays (see Figure 4-3 on page 54).

  b If necessary, perform a search for the user you want to add as a new group official by entering information in the filter fields at the top of the Select An Employee page and clicking **Find**.

  c Click the radio button for the desired user and click **Finish**.

- Edit the name of the vendor from whom you purchased the goods and/or services in the **Vendor** field.

- Edit the payee name of the user to be reimbursed in the **Payee Name** field. The Program Administrator assigns a payee name to each user when creating a new user, and the payee name is included in each user's organization information (see "Accessing User Information" on page 31).

- Edit the payee ID of the user to be reimbursed in the **Payee ID** field. The Program Administrator assigns a Payee ID to each user when creating a new user, and the Payee ID is included in each user's organization information (see "Accessing User Information" on page 31).

5 Click **Save**.

Editing Allocation Information for a Reimbursement Request

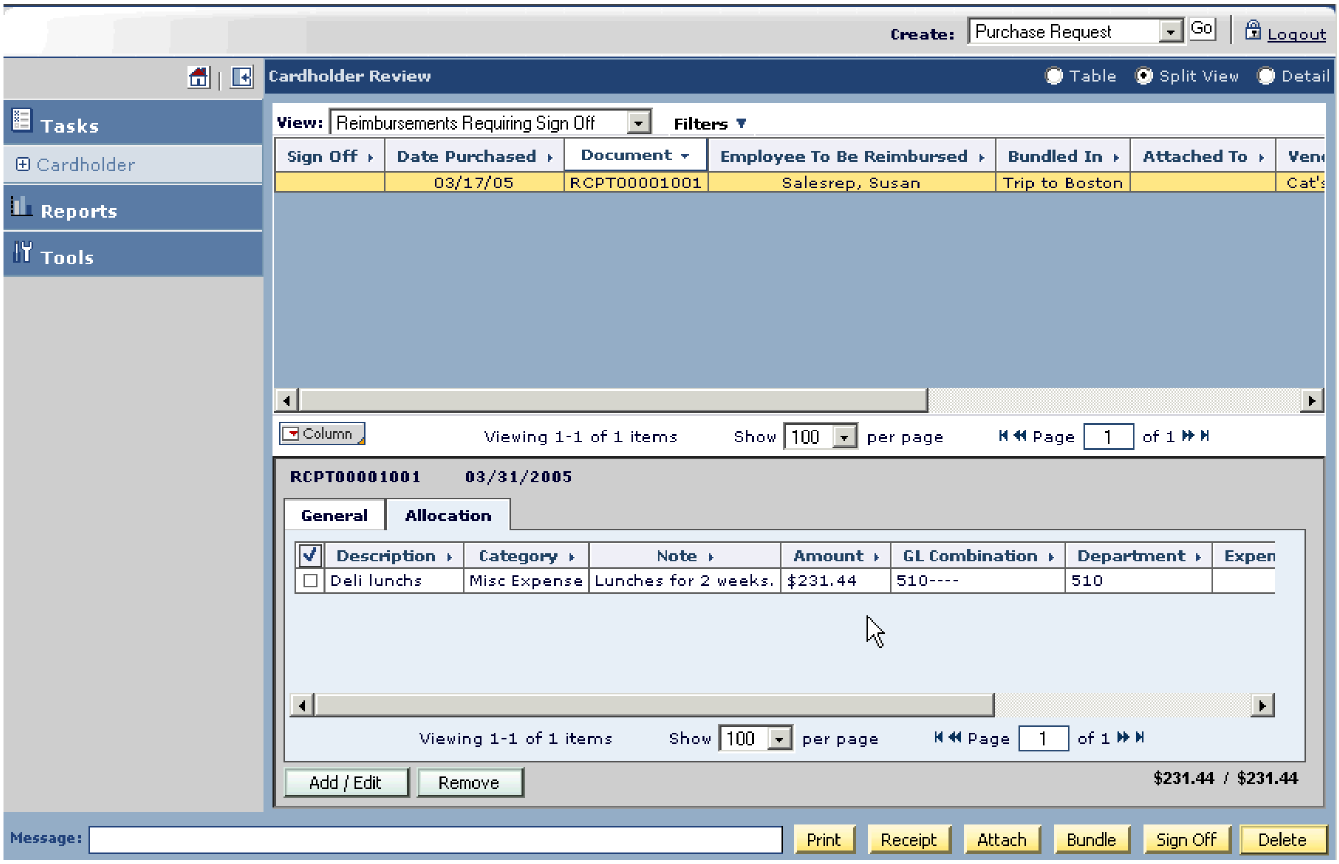
❑ **To edit allocation information for a reimbursement request:**

1 Access the desired reimbursement request in the Reimbursement Requiring Sign Off queue by clicking **Tasks** → **Cardholder** → **Reimbursements Requiring Sign Off** in the Left Navigation bar.

2 Click (to highlight) the desired reimbursement request in the List section.

3 Click the **Allocation** tab option (see Figure 5-23).

Figure 5-23: Reimbursement Request - allocation tab option



4 To remove a line of allocation information, complete the following:

a Click (to select) one or more checkboxes for the desired allocation line(s) in the Detail section.

b Click **Remove**. A confirmation page displays.

c Click **OK**.

5 To copy level 3 data about the transaction supplied by the merchant into the allocation line items, complete the following:

a Click **Copy TXN Data**. A confirmation page displays listing available level 3 data.

b Click **Save**.

Merchants typically supply Level 1 and Level 2 data about each transaction. Because not all merchants include level 3 data in their electronic transmittal of transaction information, this data may or may not be available. Below is a brief description of the information provided with each level of data:

- Level 1 data includes basic information such as the merchant name and total transaction amount.
- Level 2 data also includes the tax amount.
- Level 3 data includes regular line item data (that is, a description and amount for each item purchased) and irregular line item data (such as Discount, Tax, Shipping, and Miscellaneous). The

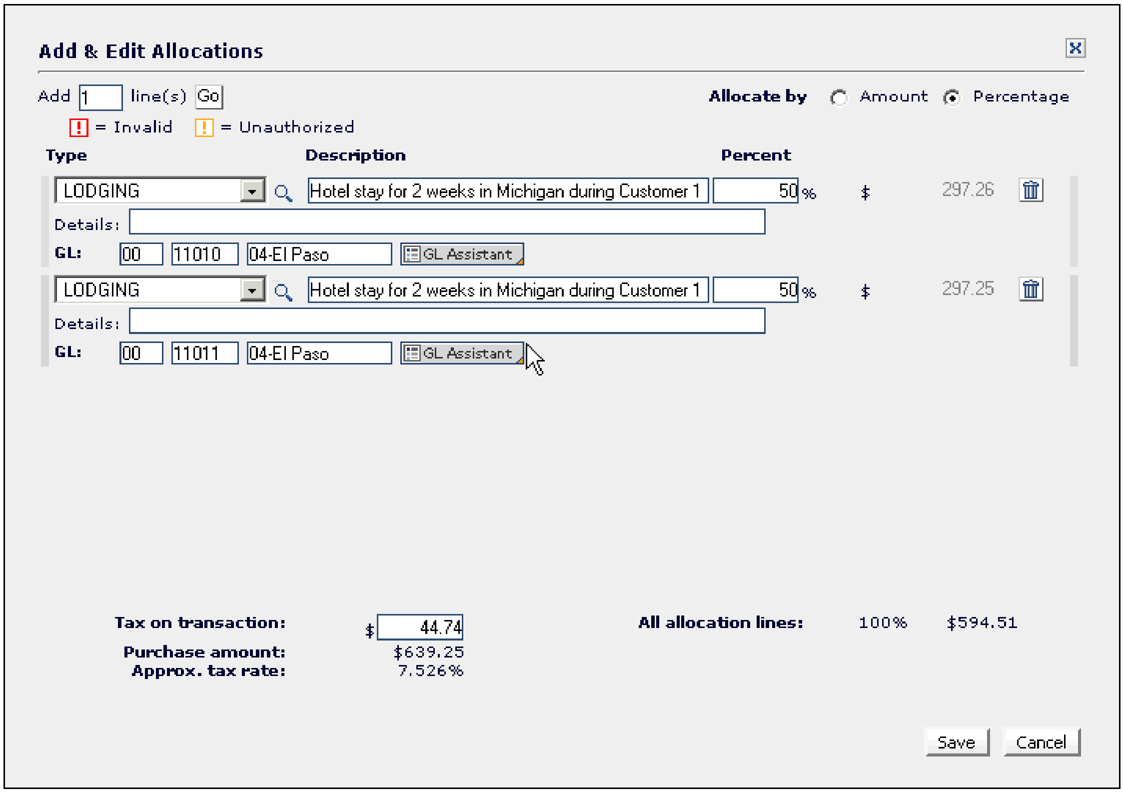
level 3 data, if available is shown on the Purchase Detail tab option (see “Attaching or Detaching a Purchase Request” on page 91)

NOTE: Clicking **Copy TXN Data** will not override any GL values previously entered manually or applied automatically to the transaction.

6 To add a new line of allocation information or to edit an existing line, complete the following:

c Click **Add/Edit**. The Add & Edit Allocations page displays (see Figure 5-24).

Figure 5-24: Add & Edit Allocations page



d Enter the number of allocation lines to add to this page in the **Add** field and then click **Go**.

e Beside **Allocate by**, confirm that the appropriate button has been selected to indicate how the application should allocate the purchase. Changing the selection, changes the label of a field on the page.

- **Amount** (to allocate in dollar amounts)
- **Percentage** (to allocate by percentage).

f If not already entered, enter the amount of the tax charged on the total transaction into the **Tax on transaction** field and click anywhere on the page to calculate and display the **Approx. tax rate**. (This rate will be prorated and applied to each allocation after you finish allocating and click **Save**.)

g For each line of allocation information, enter any of the following information that applies:

- **Type** — If your organization uses types, the Types field will display. Click the arrow in the Type menu and select a type of purchase from the options in the drop-down menu. It t is very likely that selecting a type will display another field requesting details about the type. In this example, the field is labeled **Details**.

- **Description** — Enter a description for the allocation. Be as specific as possible.
- **Amount/Percent** — Enter or edit the amount or percentage of the total purchase that will be allocated to a sector of the General Ledger (GL) identified on the next line.

  Amount
  If you enter an amount, enter the amount with or without tax included in the entry (at your discretion).

  Percentage
  If you enter a percentage, the application will automatically calculate and display the amount.

  NOTE: If you are entering a percentage, the amount calculated and displayed to the right is without tax. Only when you click **Save** does the application use the approximate tax rate indicated in the lower left of the page and prorate the tax for each allocation described on the page. The results of the prorated tax calculation can be viewed when you return to the allocation details on the previous page.

  Each time you add or edit the amount or percentage of an allocation, the application modifies the total for **All allocation lines** at the bottom of the page. The application will automatically tally the total up to 100% of the purchase amount.

  If there is a variance (that is, discrepancy) between the total allocated and the purchase amount, the variance can display as a column in the List section. For more information, see "Setting Column Preferences" on page 189.

  NOTE: A Program Administrator specifies GL Global settings for your organization that determine whether transactions that have a variance can be signed off by the cardholder or manager or closed by the Accountant. If not, you must fully allocate the transaction before closing.

- **GL** — Enter or edit GL segment codes in these fields to identify the sector of the General Ledger to which you want to allocate the purchase. Click **GL Assistant** located next to the coding fields to select the codes from a predefined list for each segment.

  An Exclamation mark icons displays in a segment if an entry is absent from a required segment, making the combination *incomplete*, if an entry is *unauthorized* for use by the user who performed the transaction, or if the entry is *invalid* for the segment or in combination with the other values entered.

h When finished adding or editing allocation information, review your entries carefully. If you need to remove an allocation from the page, place your cursor in any field of the allocation and click the trash can icon for the desired allocation.

i Click **Save** to save your allocation entries and return to the allocation details on the previous page.

Printing Reimbursement Request Details

❑ **To print a reimbursement request's detailed information:**

1 Access one or more desired reimbursement request(s) in the appropriate queue (either the Requiring Review or Flagged queue). For example, to edit a reimbursement request in the Requiring Review queue, click **Tasks** → **Accountant** → **Reimbursements Requiring Review** in the Left Navigation bar.

2 Click (to highlight) one or more desired reimbursement request(s) in the List section.

NOTE: You can print details for multiple reimbursement requests at a time using the Table Layout view (see "Work Area Layout radio buttons" on page 20).

3 Click **Print** (see Figure 5-22 on page 103). The Print Documents page displays (see Figure 5-6 on page 84).

4 Do one of the following:

- Click the **Detailed Information** checkbox to print all available details for the selected reimbursement request(s).
- Click the **Summary Information** checkbox to print specific columns of information (and their order). If you select this option, complete the following:

  a To include an unused column, click the desired item in the **Unused Columns** list, then click **Add** to move it to the **Active Columns** list.

  b To remove an active column, click the desired item in the **Active Columns** list, then click **Remove** to move it to the **Unused Columns** list.

  NOTE: If a column is marked with an asterisk (*), you cannot remove the column.

  c To specify the order of the columns in the printout, click to highlight the desired column in the **Active Columns** list, then click either **Move Up** or **Move Down** to move the selected column to the desired location.

5 Click **Print**. A preview of the printout displays in a separate window.

6 To print the selected data, click **Print**.

Deleting a Reimbursement Request

You can delete the reimbursement request if you saved (but did not submit) the reimbursement request, or if a reimbursement request you submitted was rejected by a manager.

❑ **To delete a reimbursement request:**

1 Access the desired reimbursement request in the Reimbursement Requiring Sign Off queue by clicking **Tasks** → **Cardholder** → **Reimbursements Requiring Sign Off** in the Left Navigation bar.

2 Click (to highlight) the desired reimbursement request in the List section (see Figure 5-22 on page 103).

3 Click **Delete** to delete the reimbursement request.