



NBF Corporate Credit Card Self-Service Portal (SSP)

Account Administrator User Guide

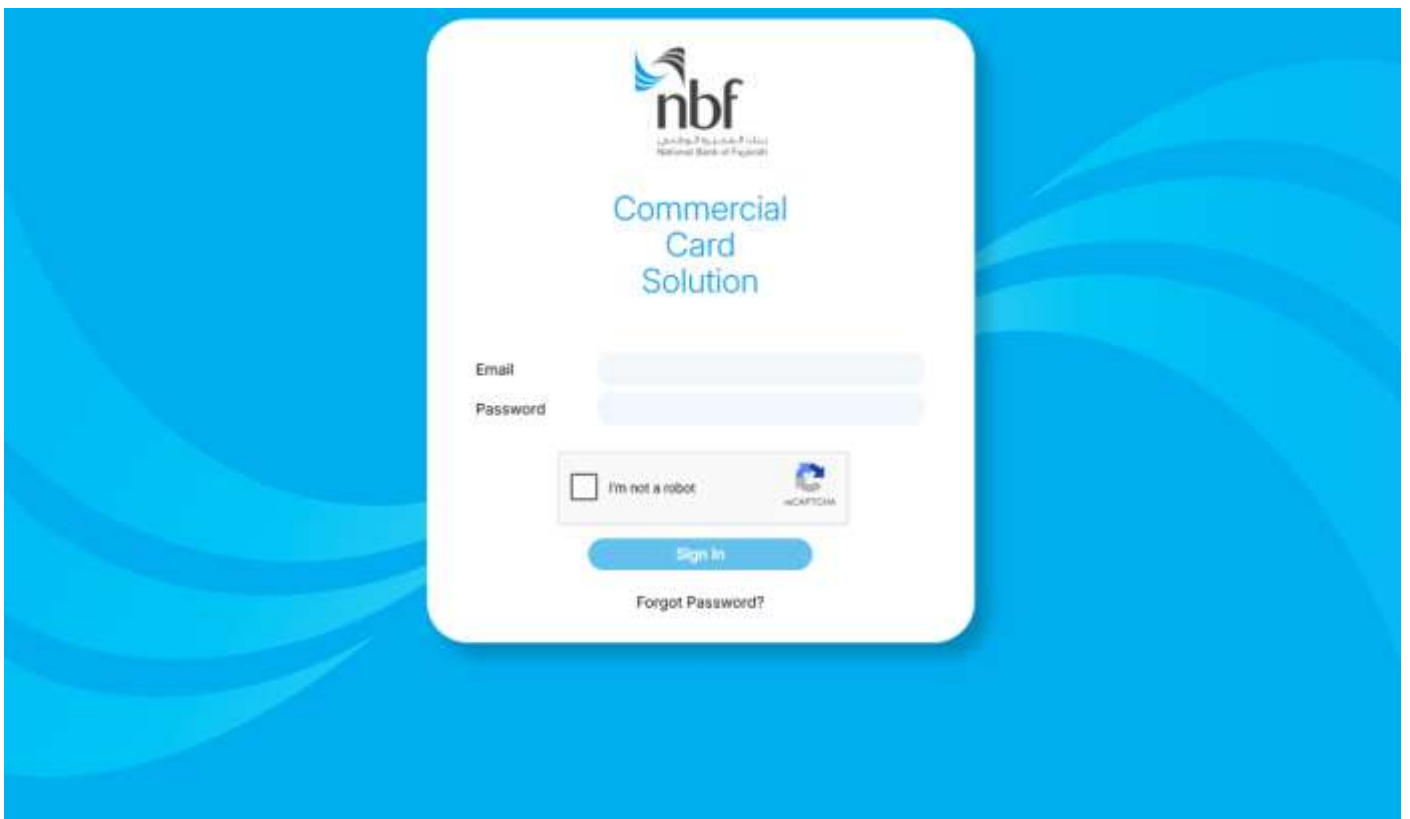


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1. Solution Overview

The NBF Corporate Credit Card Self-Service Portal (SSP) is a secure online platform that enables corporate Account Administrators to manage day-to-day card administration, user access, expense allocation, cardholder onboarding, reporting and data export activities for their organisation's NBF corporate credit card programme.

This manual is designed for NBF Corporate Credit Card customers who have been assigned the Account Administrator role. It explains how to activate access, sign in, maintain users, manage new card requests, monitor claims, configure exports, use reports and complete other key administrative tasks within the portal.

Use this guide as a practical operating reference. Each section describes the purpose of the function, when it should be used, and the key steps or system behaviour that Account Administrators should expect.

Important: Access and available functions may vary depending on the user role, linked company account, cardholder assignment and approval workflow configuration set up for your organisation.

Depending on the access level assigned, Account Administrators can perform functions across two broad areas:

Expense Management System (EMS) — supports transaction allocation, claims, expense coding, reporting and export management.

1. Maintain user, expense information and data export settings
2. Allocate transactions to self-maintained cost centres and expense categories
3. Monitor transactions, cardholder spend and allocations via reports
4. Download interim statements

Self-Service Portal (SSP) — supports card servicing, new card requests, user administration, approval workflows, account visibility and communication through the notice board.

1. Create new cardholder requests for submission to all Issuer Administrators for review and approval for card issuance
2. Enable or disable the Manager approval workflow
3. Notify users of latest updates via the notice board, such as changes to the spend policy
4. Manage existing cards (activate, replace, set credit limit, report lost or stolen, block and unblock, close, set spend limits, set location controls and block and unblock Merchant Category Codes)
5. Check available balance and outstanding transactions

1.1 Functional Areas

Main Menu	Secondary Menu	Function
Dashboard	My Dashboard	Select account to inform Dashboard view
	Claims Statistics	View chart reflecting claim status statistics
	Notice Board	View company messages
	Cardholder Summary	View cardholder details, card limits and status
	Account Limits	View chart reflecting account limits
System Settings	User Profiles	Maintain company users
	Export	Preconfigure data export in various layouts and formats
	Default Export Fields	Add default references to cardholder data for export
	Expense Codes	Maintain cost centre codes
	Expense Categories	Maintain expense category codes
	Notice Board	Post message to company users
	Approval Workflow	Enable/disable new card order manager approval workflow
Claims		Maintain and approve claims
Manage Cards	Manage New Cards	Create personalised new card orders
Reports	Detailed Transactions	Search, view and download transactions across statement periods
	Cardholder Spend	View and download cardholder spend totals
	Claims	View and download claim submission details
	Interim Statement	Download the report to compare it with the Issuer statement.
	Cardholder Registrations	Monitor registration issues
Data Export		Download preconfigured export of accounts/cards linked

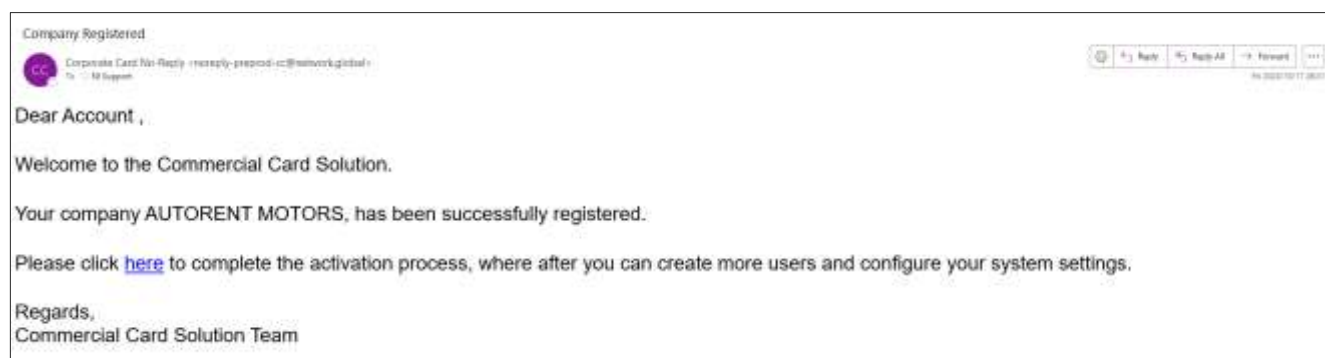
2. Getting Started

Before using the portal, ensure that you have received your activation email, have access to your registered email address for OTP authentication, and are using a supported browser. The portal is supported on the following browsers:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge

2.1 How to activate your company profile

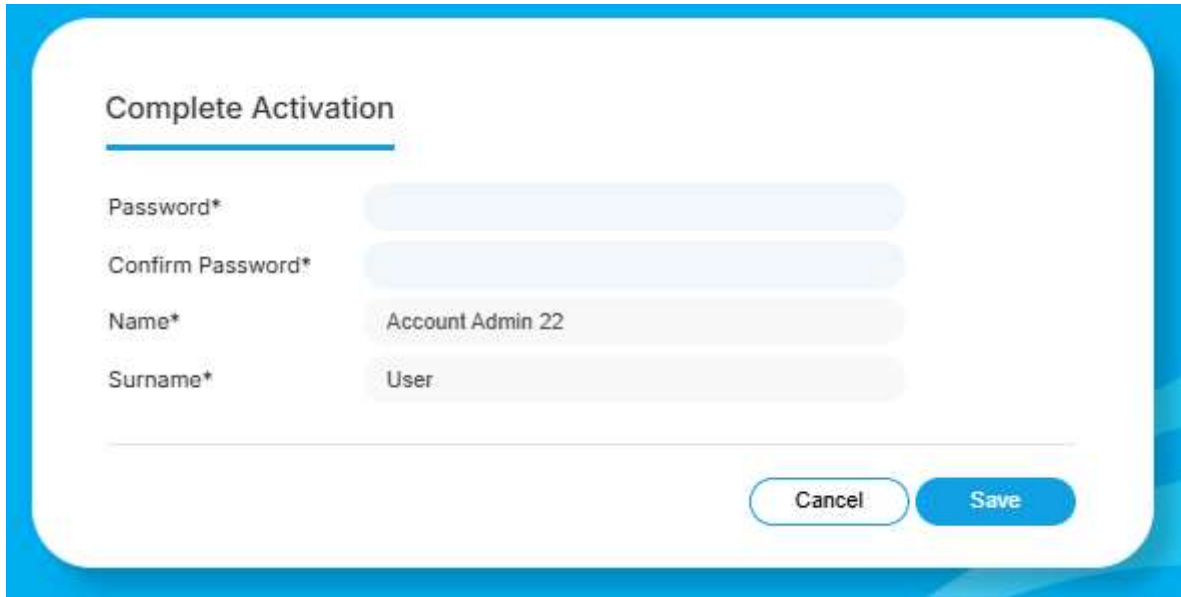
1. Open the **Company Registered** email notification sent to the Account Administrator.
2. Select the activation link in the email to open the portal.
3. Create a password that meets the required password rules.
4. Complete the activation process to enable portal access.



Your password must be between 12 and 30 characters and include at least one of each of the following:

- Capital letter
- Special character, i.e. #, @, etc
- Number
- For example: SecureP@ssword1

Please note that users are required to update their password every 45 days, as passwords automatically expire after this period.



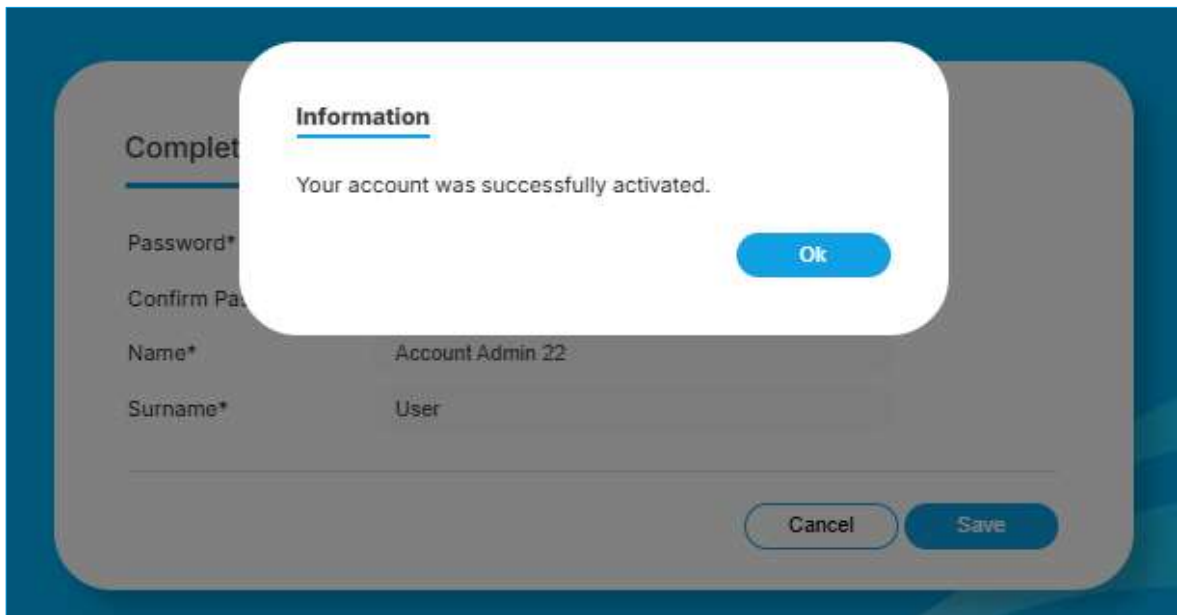
Complete Activation

Password*

Confirm Password*

Name*

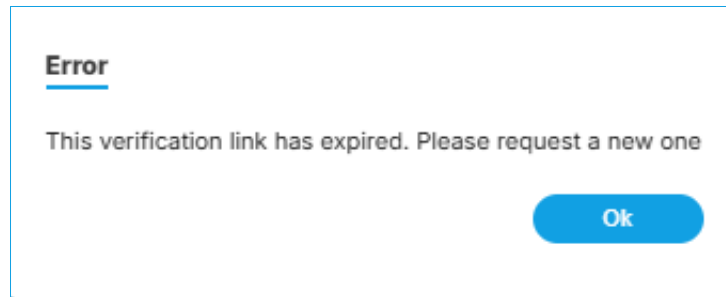
Surname*



Information

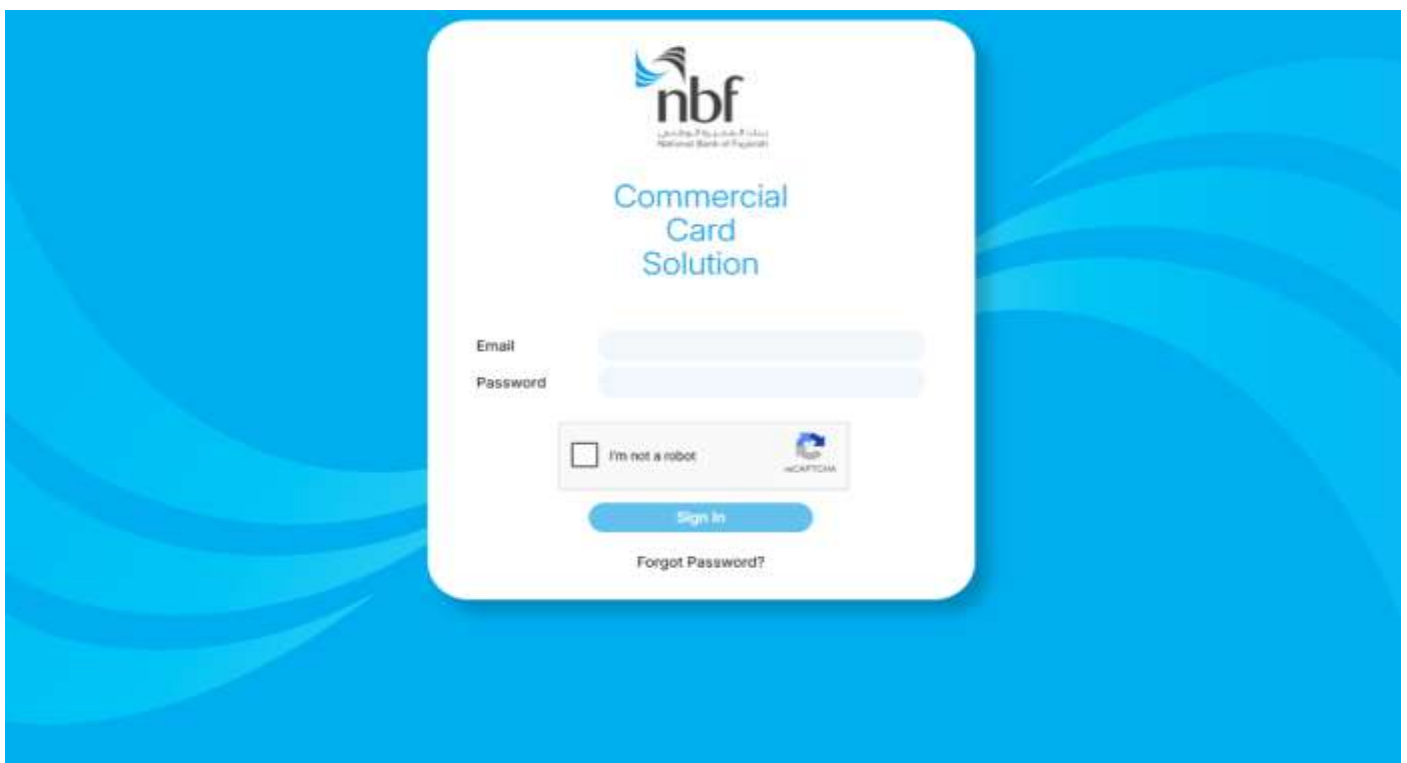
Your account was successfully activated.

If the activation link has expired, an error pop-up will display, and the Issuer Administrator can resend the activation email.

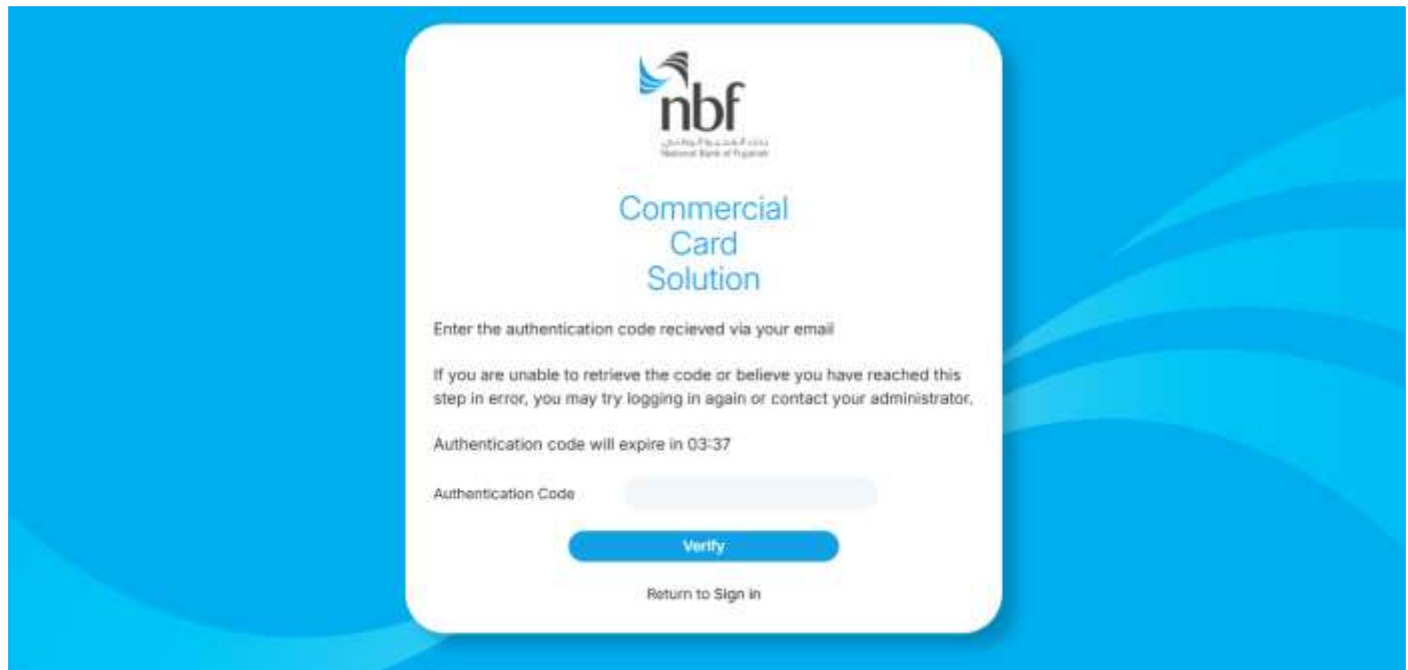
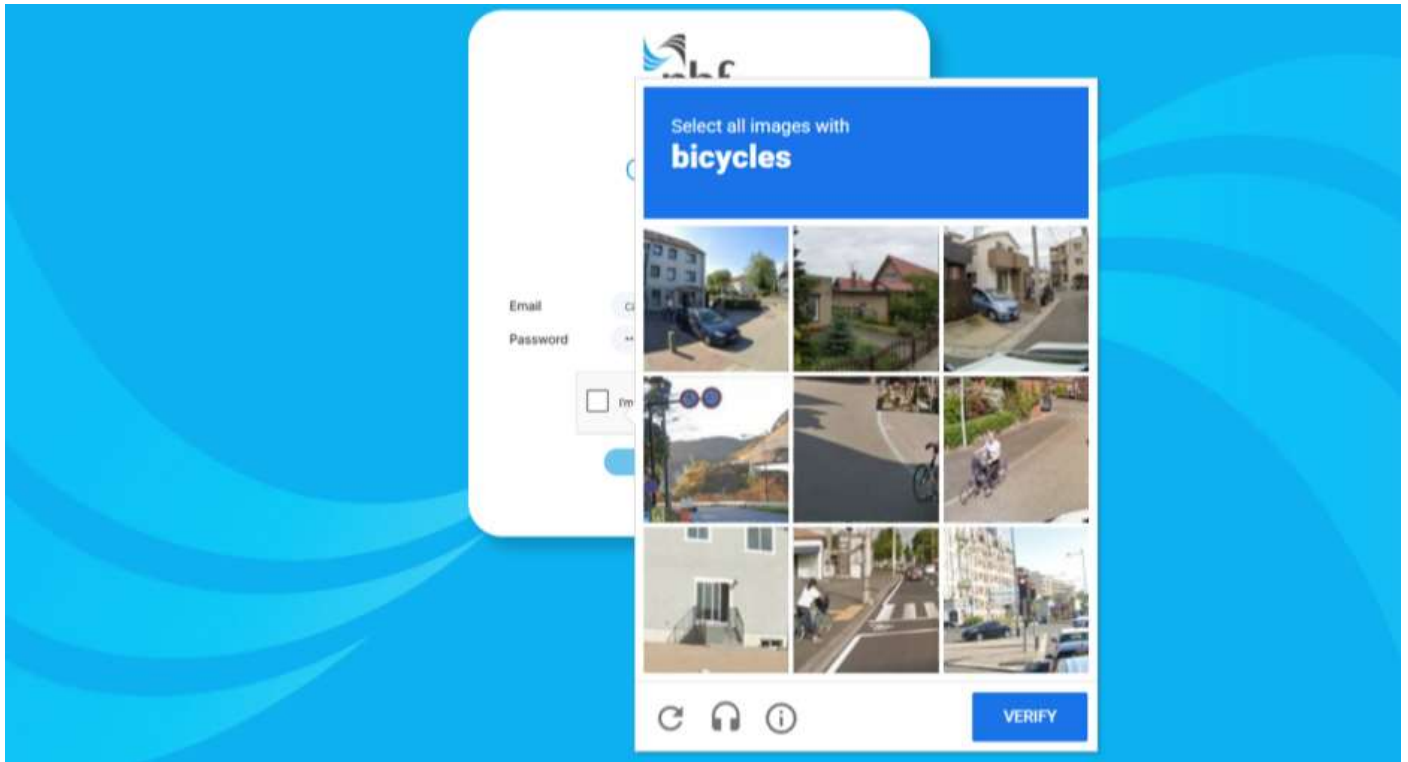


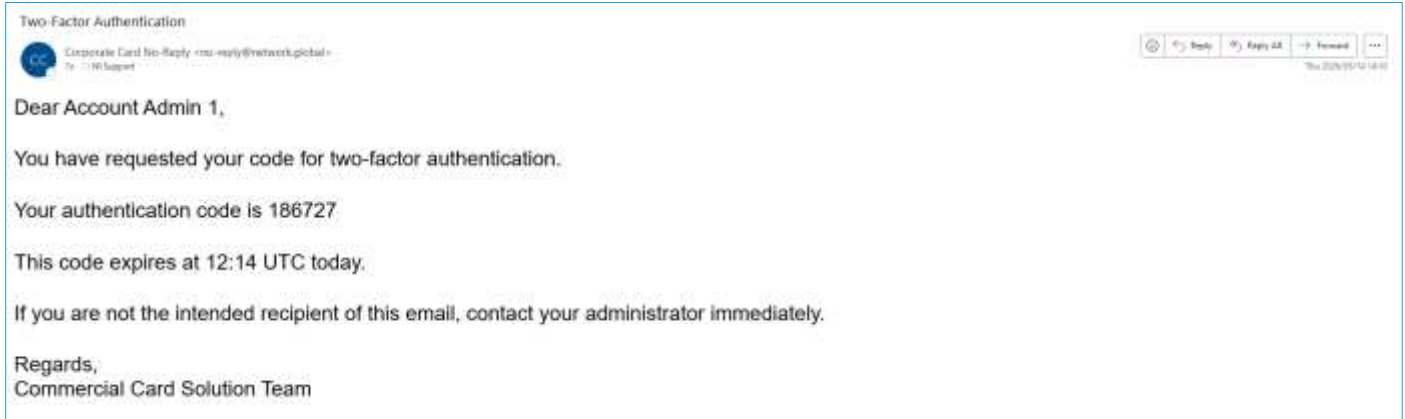
2.2 How to sign in

1. Go to <https://businesscards.nbf.ae>.
2. Enter your registered email address and password.
3. Complete the reCAPTCHA verification.
4. Enter the One-Time Password (OTP) sent to your registered email address.
5. If more than one company account is linked to your profile, select the account you want to access.



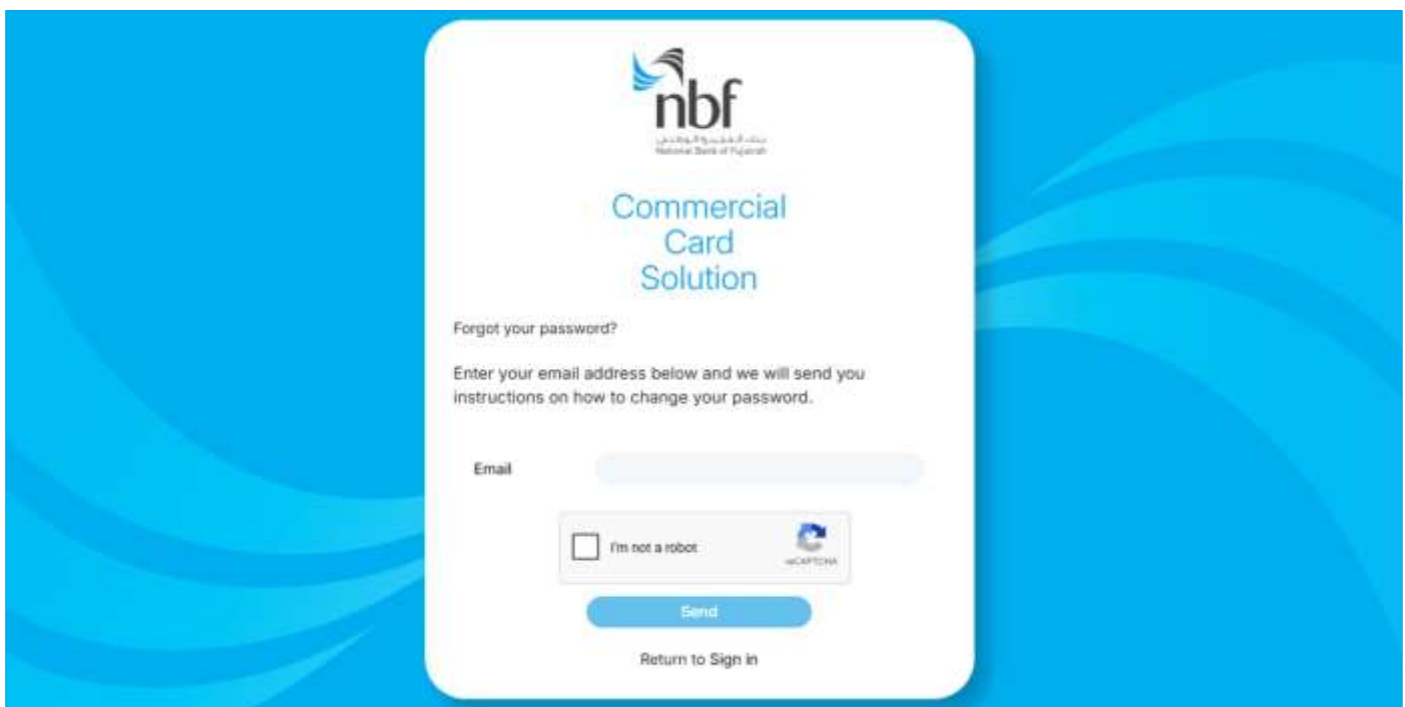
After successful authentication, the Dashboard opens for the selected account.



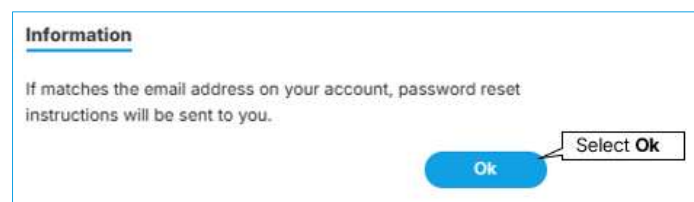


2.3 How to reset a forgotten password

1. On the login page, select **Forgot Password**.
2. Enter your registered email address.
3. Follow the instructions sent to your email address.
4. Create a new password and return to the login page to sign in.



An information pop-up will display.

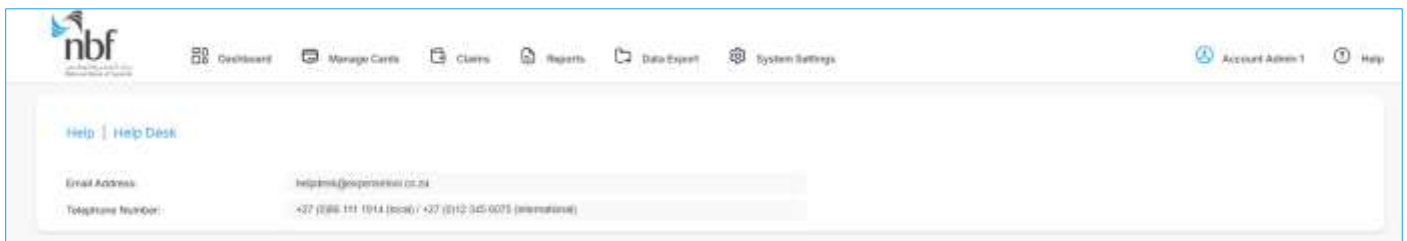


If your profile is linked to more than one company account, the **Access Individual Account** screen will display during login. Select the account you want to access. If your profile is linked to only one account, you will be taken directly to the Dashboard after successful authentication.

3. Main Menu Options

3.1 Help

The **Help** icon provides access to support material and help options. From this menu, users can access:



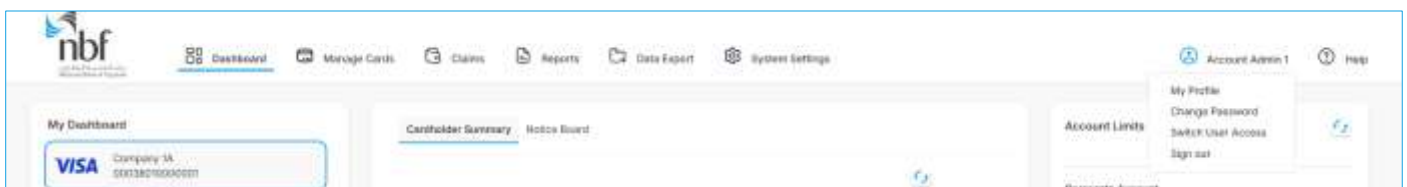
- User Guides
- Help Desk

Users can download the following user guides for internal reference and to understand the roles and functions available in the system.

- Account Administrator User Guide
- Manager User Guide
- Cardholder User Guide

3.2 User Icon

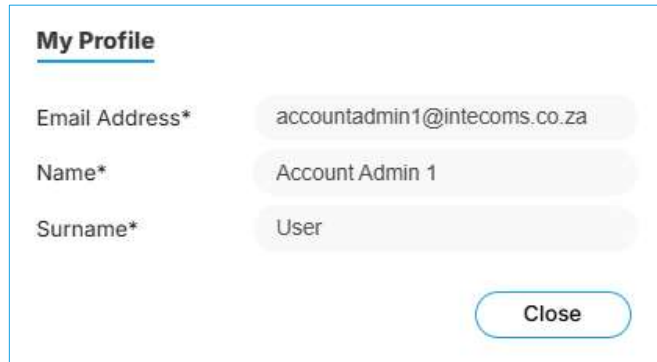
The **User Icon** provides access to profile and session-related actions, including profile viewing, password changes, account switching and sign out.



3.2.1 How to view your profile

6. Select the dropdown menu next to your name.
7. Select **My Profile**.

8. Review the personal information displayed.



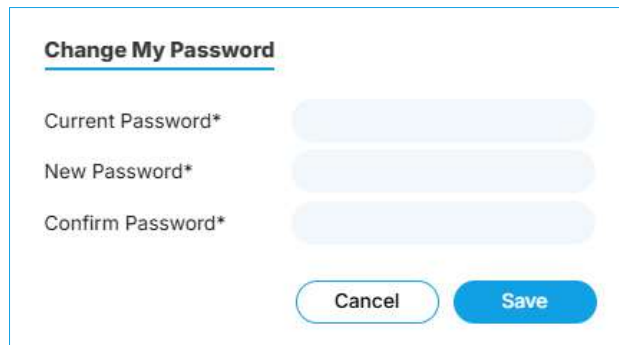
My Profile

Email Address*	accountadmin1@intecoms.co.za
Name*	Account Admin 1
Surname*	User

Close

3.2.2 How to change your password

1. Open the dropdown menu next to your name.
2. Select **Change Password**.
3. Enter your current password.
4. Enter and confirm your new password.
5. Save the change.

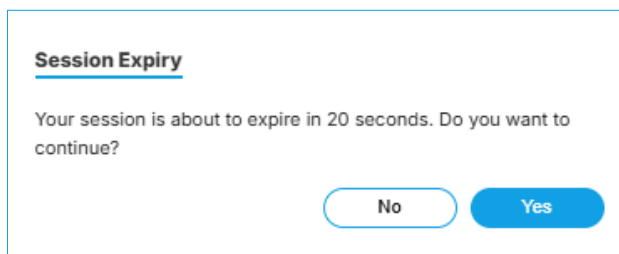


Change My Password

Current Password*	
New Password*	
Confirm Password*	

Cancel Save

For security reasons, the session will expire after a period of inactivity. Before the session expires, a warning pop-up will display.



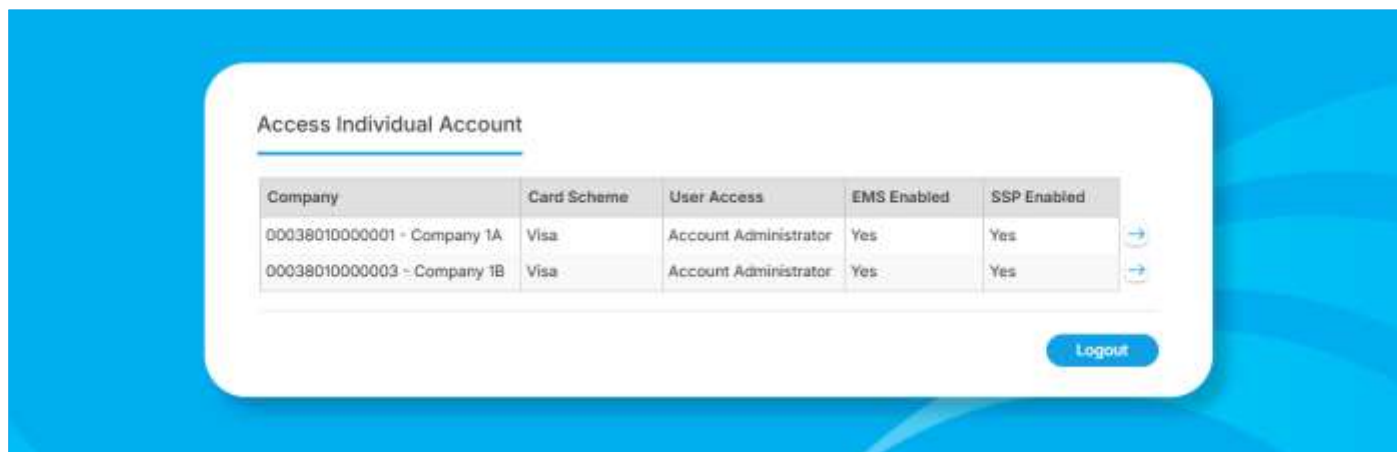
Session Expiry

Your session is about to expire in 20 seconds. Do you want to continue?

No Yes

3.2.3 How to switch user access

1. Open the dropdown menu next to your name.
2. Select **Switch User Access**.
3. On the **Access Individual Account** screen, select the company account you want to access.
4. Confirm the selection to update the active account.

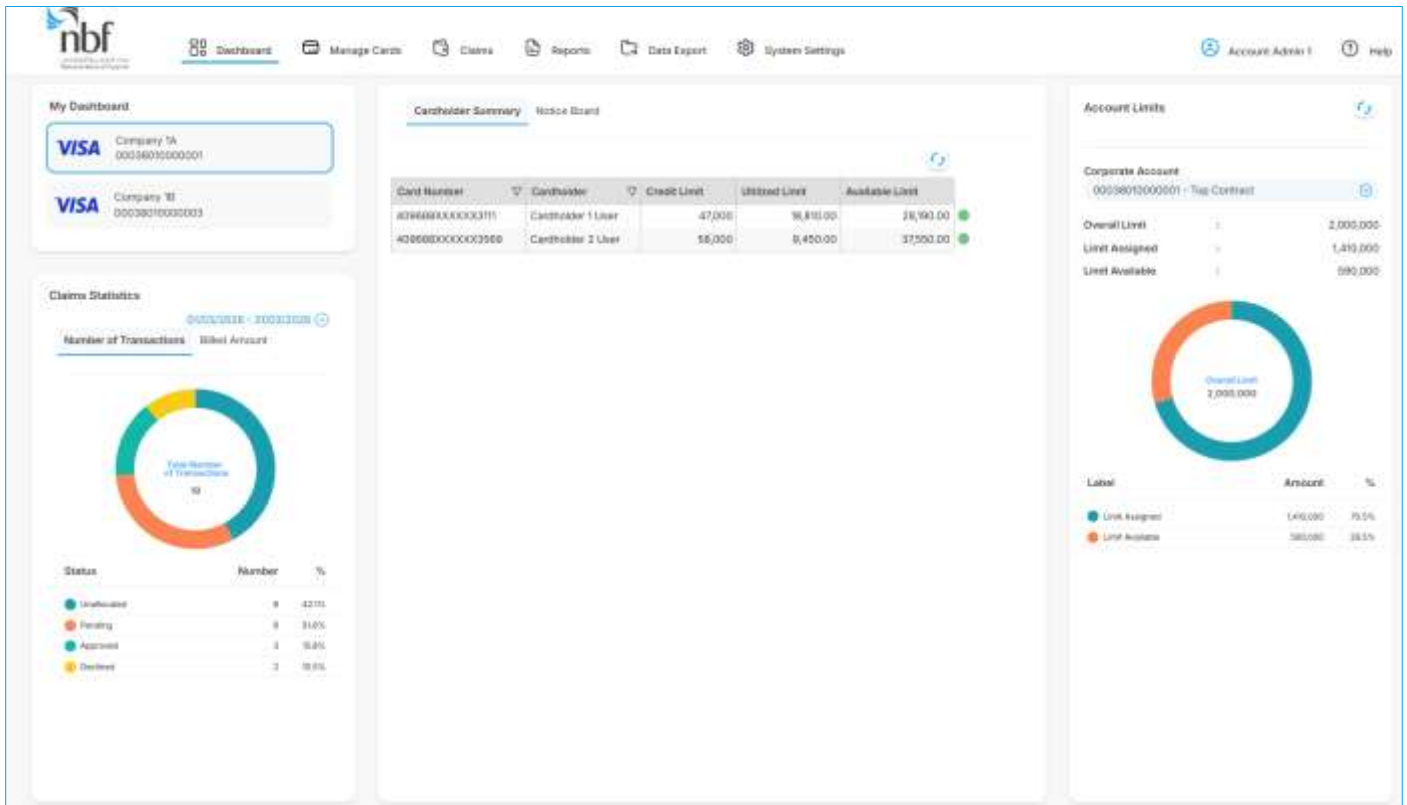


3.2.4 How to sign out

1. Open the dropdown menu next to your name.
2. Select **Sign out**.
3. Confirm that you are redirected to the login page.

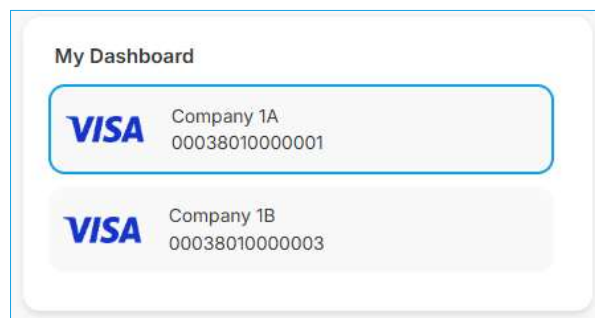
4. Dashboard

After successful login, the Dashboard displays a summary of the accounts, claims, cardholders, notices and limits available to your profile.



4.1 My Dashboard

The **My Dashboard** section displays all accounts linked to your profile, with the account used during sign-in preselected.



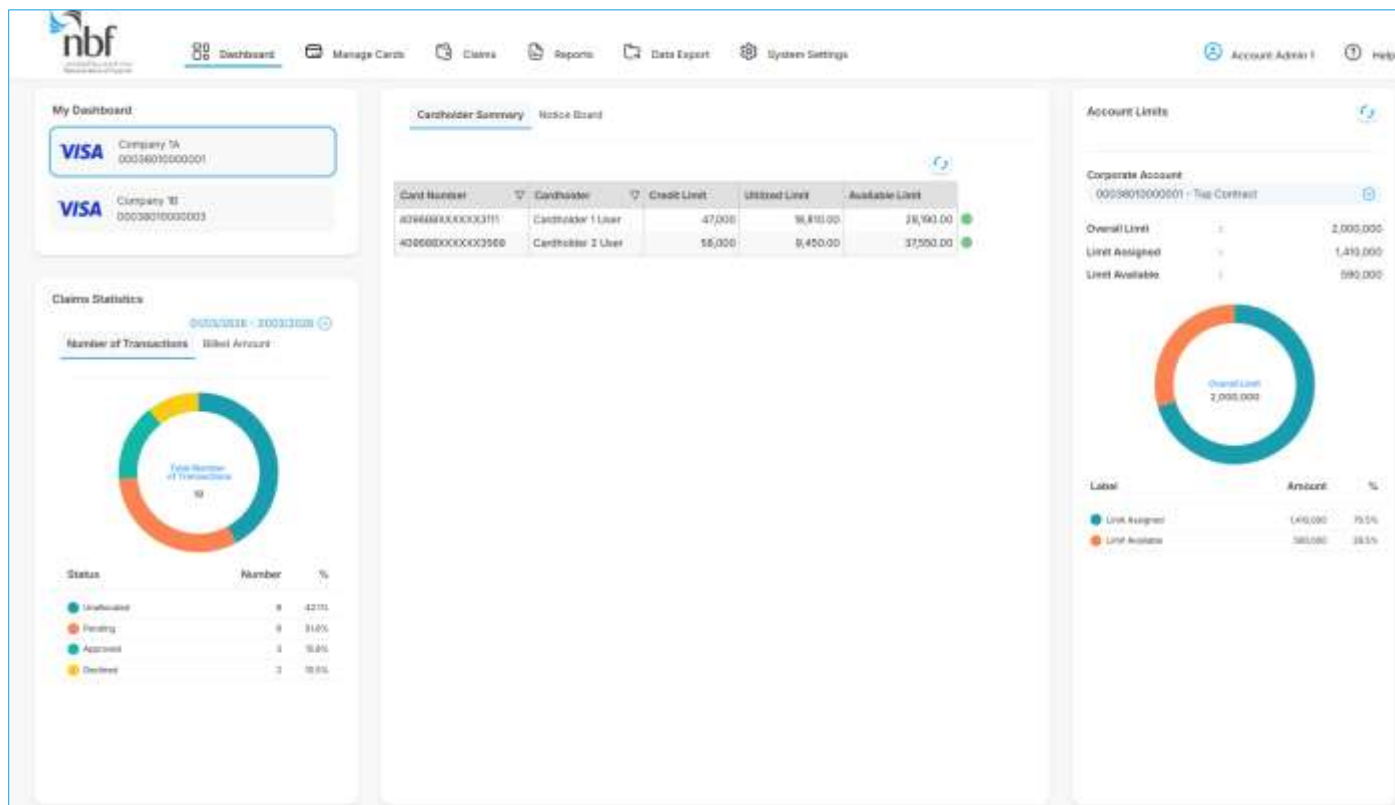
On first login, the preselected account's statistics and information will display in the following Dashboard areas:

- Claim Statistics
- Cardholder Summary
- Notice Board
- Account Limits

If your profile is linked to more than one account, you can select another account under **My Dashboard** to update the dashboard with that account's statistics and information.

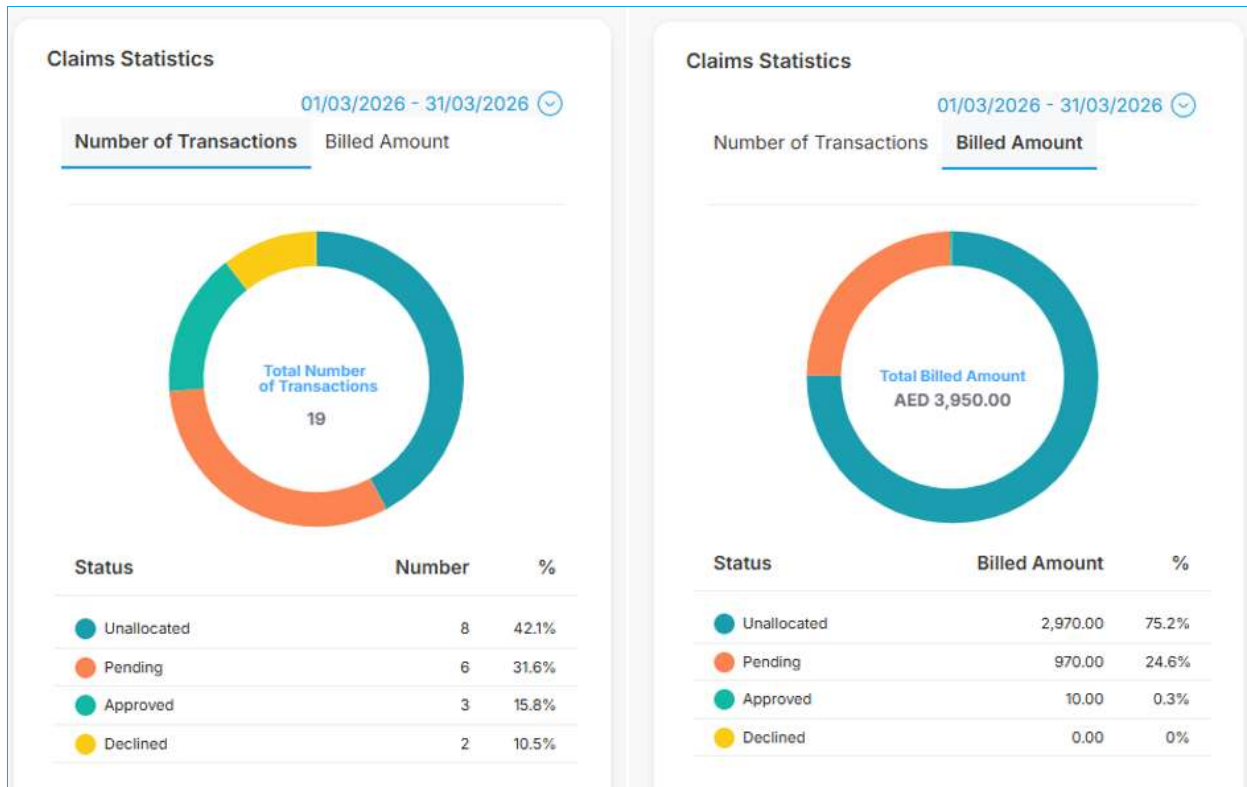
4.2 Claims Statistics

On initial login, claim statistics for the current billing period start and end dates will display.

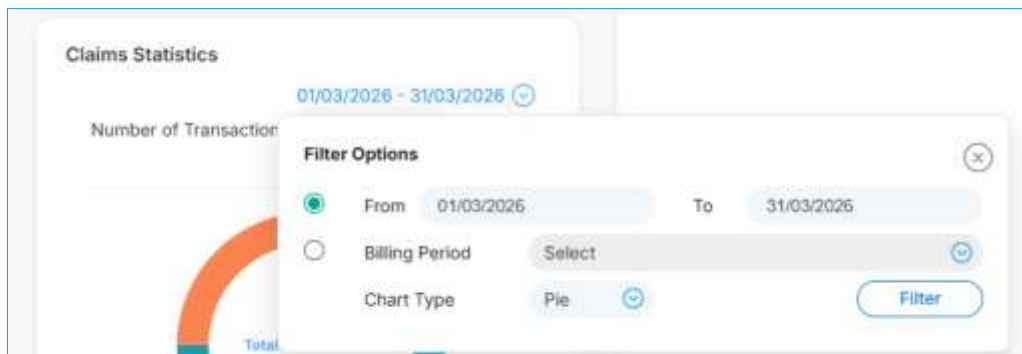


This is then further separated into the **Number of Transactions** and **Billed Amount** of transactions in line with the claim status:

- Unallocated – No action taken
- Pending – Claim submitted for approval
- Declined – Claim declined for reallocation
- Approved – Approved claims

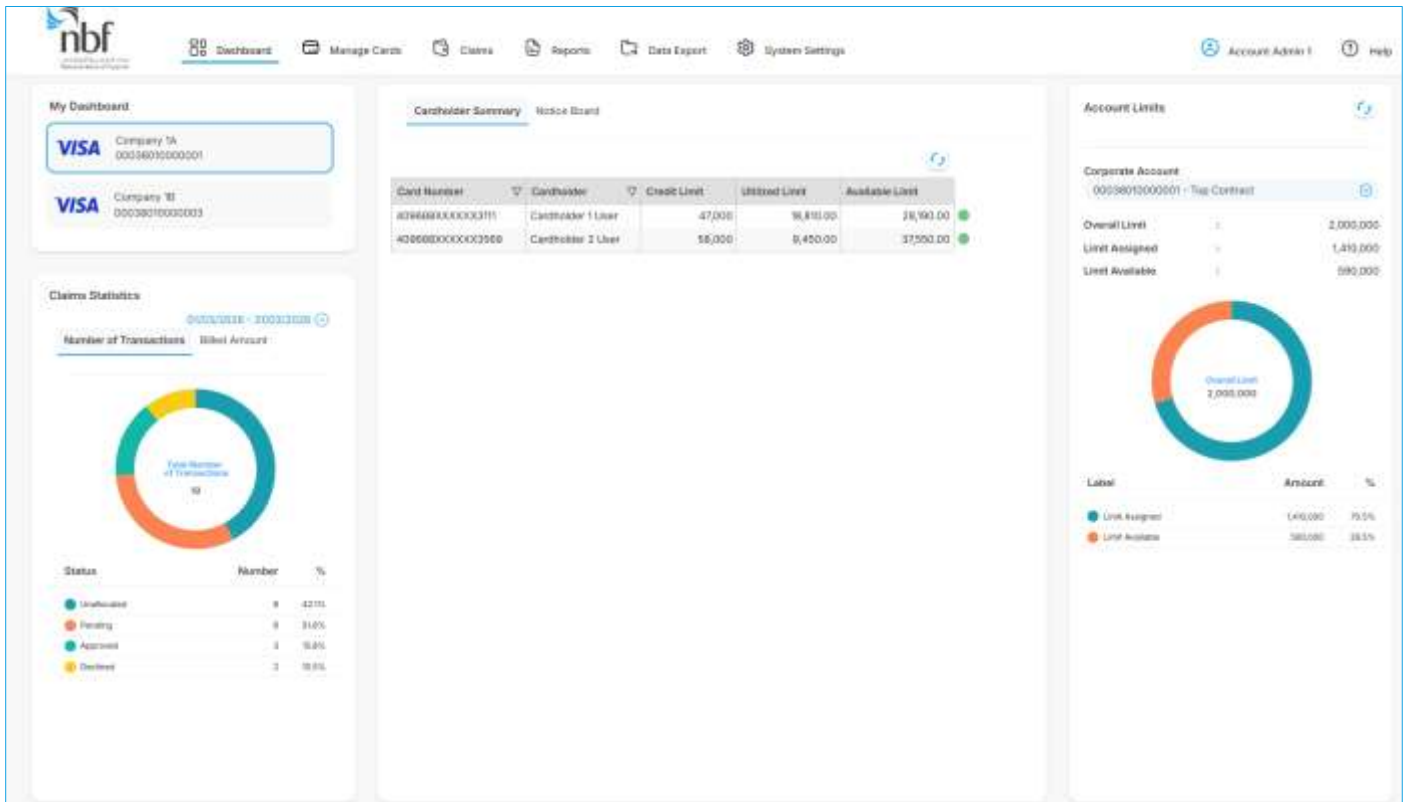


Users can further filter the results by selecting a custom From Date and To Date, or a Billing Period, with the option to present the statistics in Pie or Bar chart format.



4.3 Cardholder Summary

The Cardholder Summary displays all linked cardholders, their card status, current credit limit, utilised limit and available limit. Card statuses are shown in green for open cards and red for closed or other inactive statuses. Hover over the status indicator to view a description.



My Dashboard

VISA Company 1A
00036010000001

VISA Company 1B
00036010000003

Claims Statistics
01/01/2021 - 30/01/2021

Number of Transactions: 19

Cardholder Summary

Card Number	Cardholder	Credit Limit	Utilized Limit	Available Limit
409688XXXXXX3111	Cardholder 1 User	47,000	18,810.00	28,190.00
409688XXXXXX3569	Cardholder 2 User	58,000	9,450.00	37,550.00

Account Limits

Corporate Account
00036010000001 - Tie Contract

Overall Limit: 2,000,000

Limit Assigned: 1,410,000

Limit Available: 590,000

Overall Limit: 2,000,000

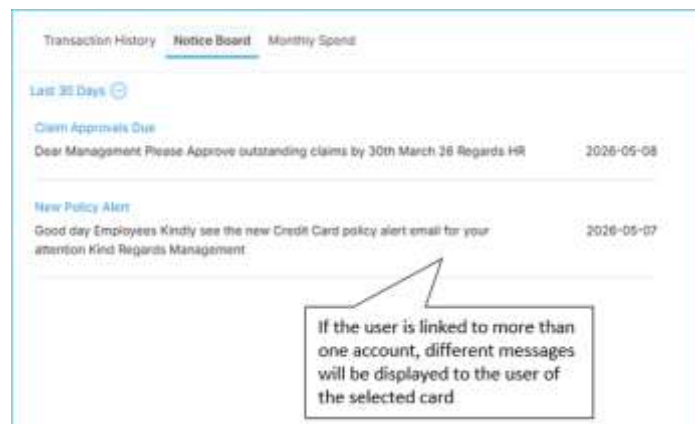
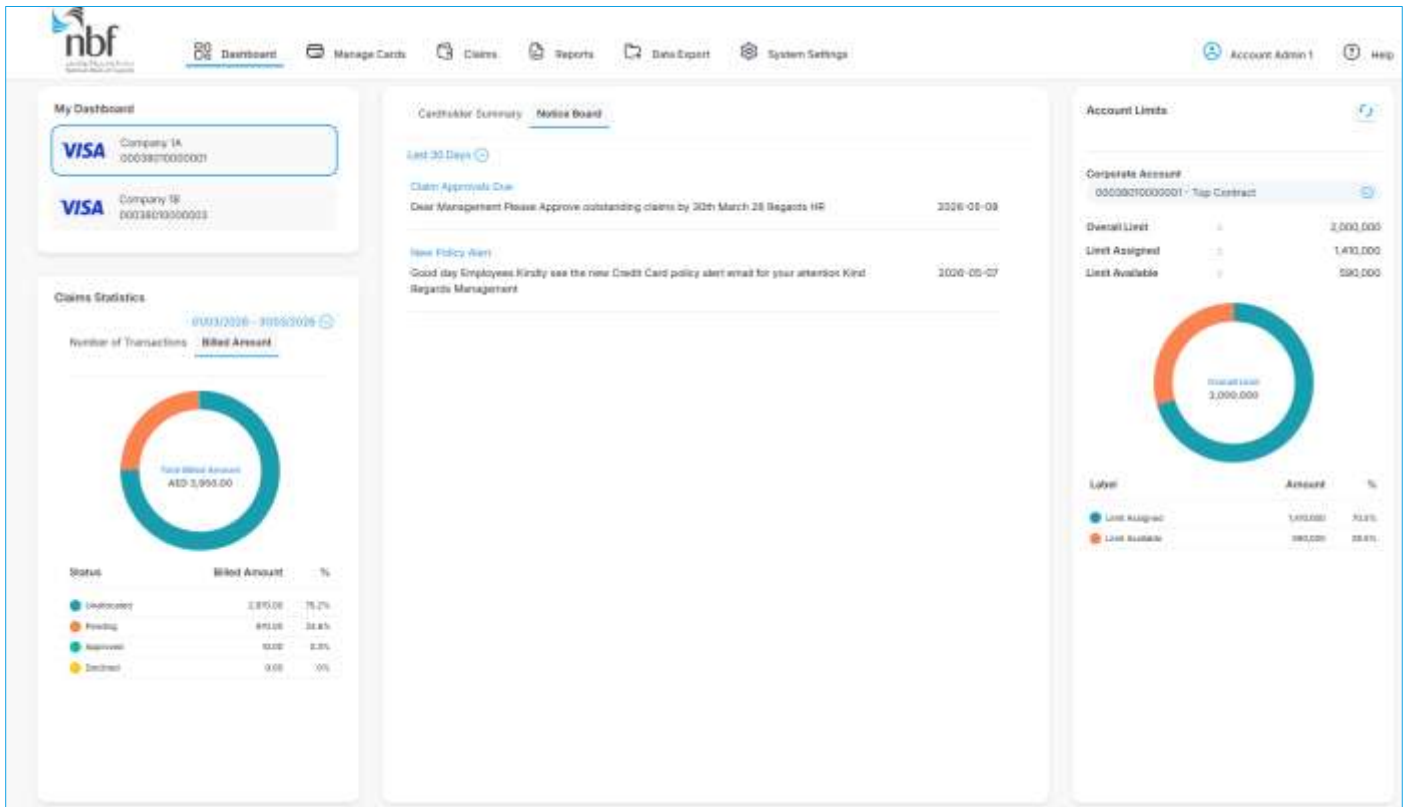
Label	Amount	%
Limit Assigned	1,410,000	70.5%
Limit Available	590,000	29.5%

Cardholder Summary Notice Board

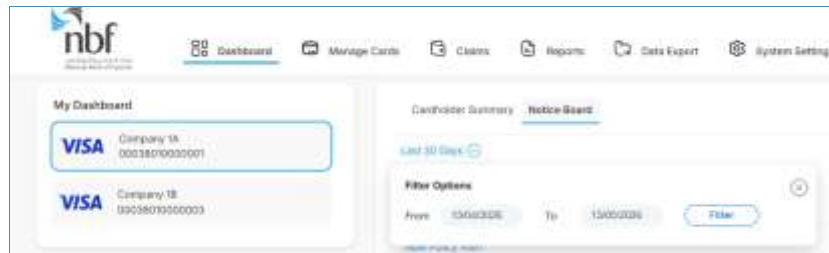
Card Number	Cardholder	Credit Limit	Utilized Limit	Available Limit
409688XXXXXX3111	Cardholder 1 User	47,000	18,810.00	28,190.00
409688XXXXXX3569	Cardholder 2 User	58,000	9,450.00	37,550.00

4.4 Notice Board

On initial login, the Notice Board displays all notifications posted in the last 30 days by the Account Administrator under **System Settings | Notice Board**.



Users can search for past messages by selecting the **The Last 30 Days** dropdown and entering the required **From** and **To Date** range.

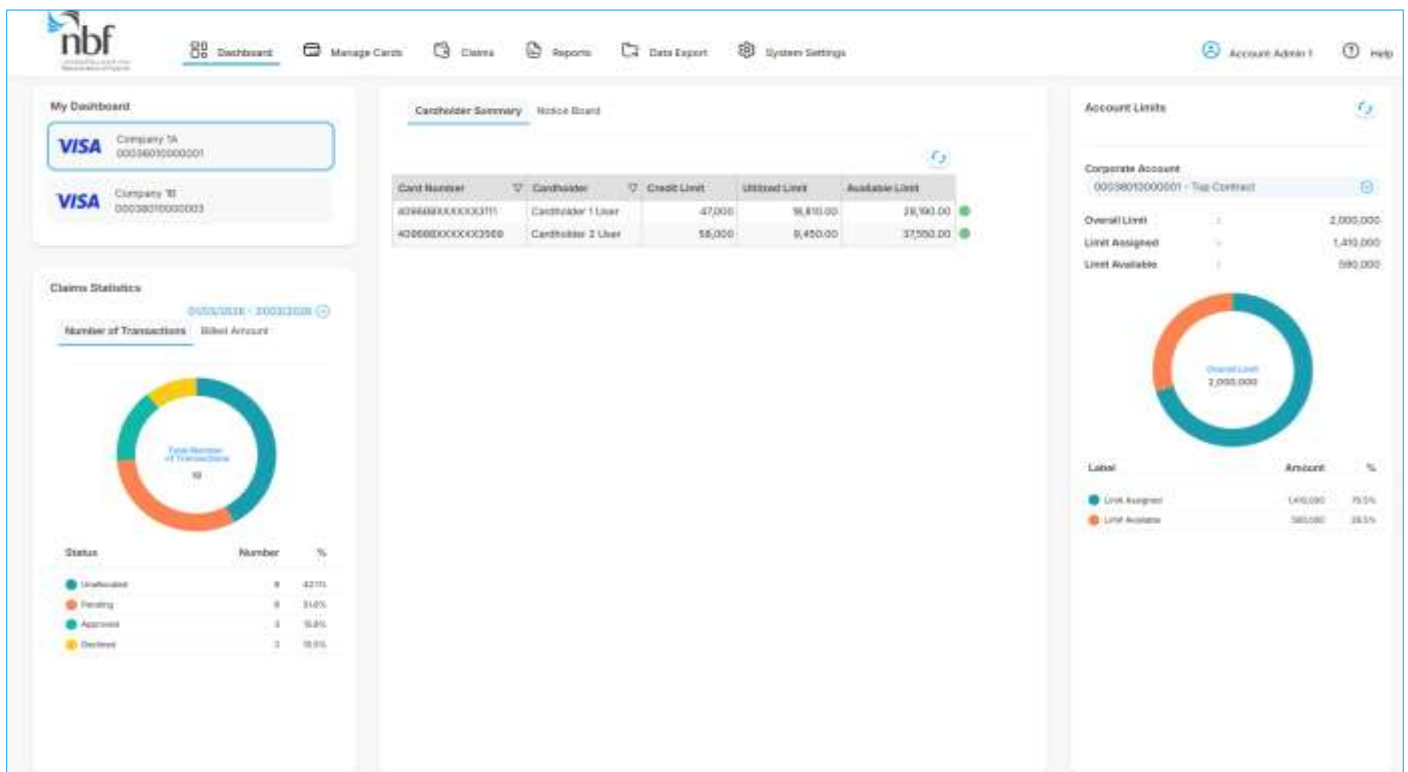


4.5 Account Limits

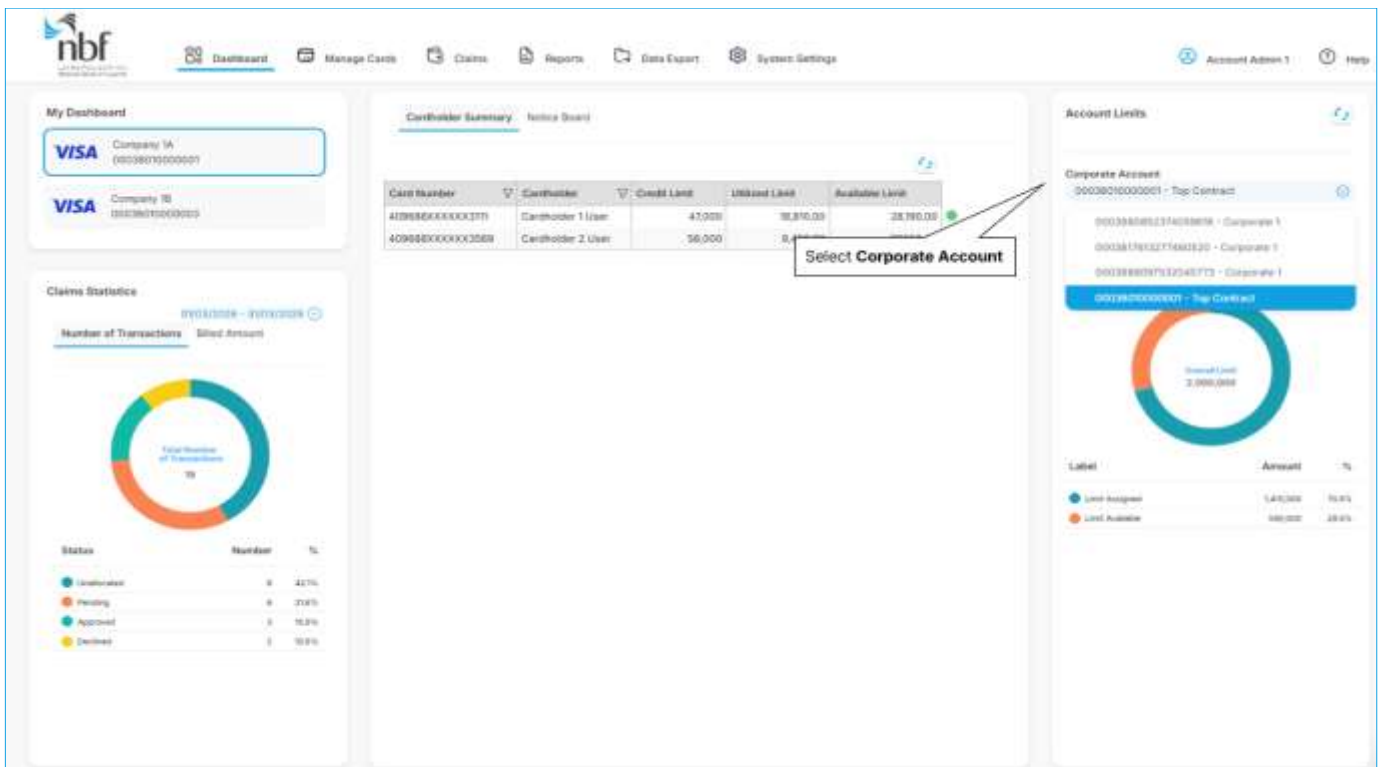
The Account Limits panel displays the limits for the account selected in the Account dropdown. The following details are shown:

- Overall Limit
- Limit Assigned
- Limit Available

A pie chart visually represents the overall limit, assigned limit and available limit. Below the chart, the assigned limit, available limit and utilisation percentage are shown, with an option to refresh and view real-time values.



If more Corporate Accounts are linked to the Account, the user will be able to select a specific Corporate Account from the dropdown menu.



My Dashboard

VISA Company 1A (00038010000001)

VISA Company 1B (00038010000002)

Claims Statistics

Number of Transactions | Billed Amount

Donut Chart: Total Number of Transactions: 35

Status	Number	%
Unsubmitted	8	40.0%
Pending	8	22.9%
Approved	8	16.9%
Declined	1	10.0%

Cardholder Summary

Card Number	Cardholder	Credit Limit	Unbilled Limit	Available Limit
40960XXXXXX3588	Cardholder 1 User	47,000	38,810.00	28,790.00
40960XXXXXX3589	Cardholder 2 User	56,000	0.00	0.00

Account Limits

Corporate Account: 00038010000001 - Top Contract

Donut Chart: Overall Limit: 2,000,000

Label	Amount	%
Limit Assigned	1,470,000	73.5%
Limit Available	530,000	26.5%

Once the specific Corporate Account is selected, all limits, pie chart values and labels, including the utilisation percentage, will update based on the current credit limit for the selected Corporate Account.



Account Limits

Corporate Account: 0003880852374059618 - Corporate 1

Overall Limit : 490,000

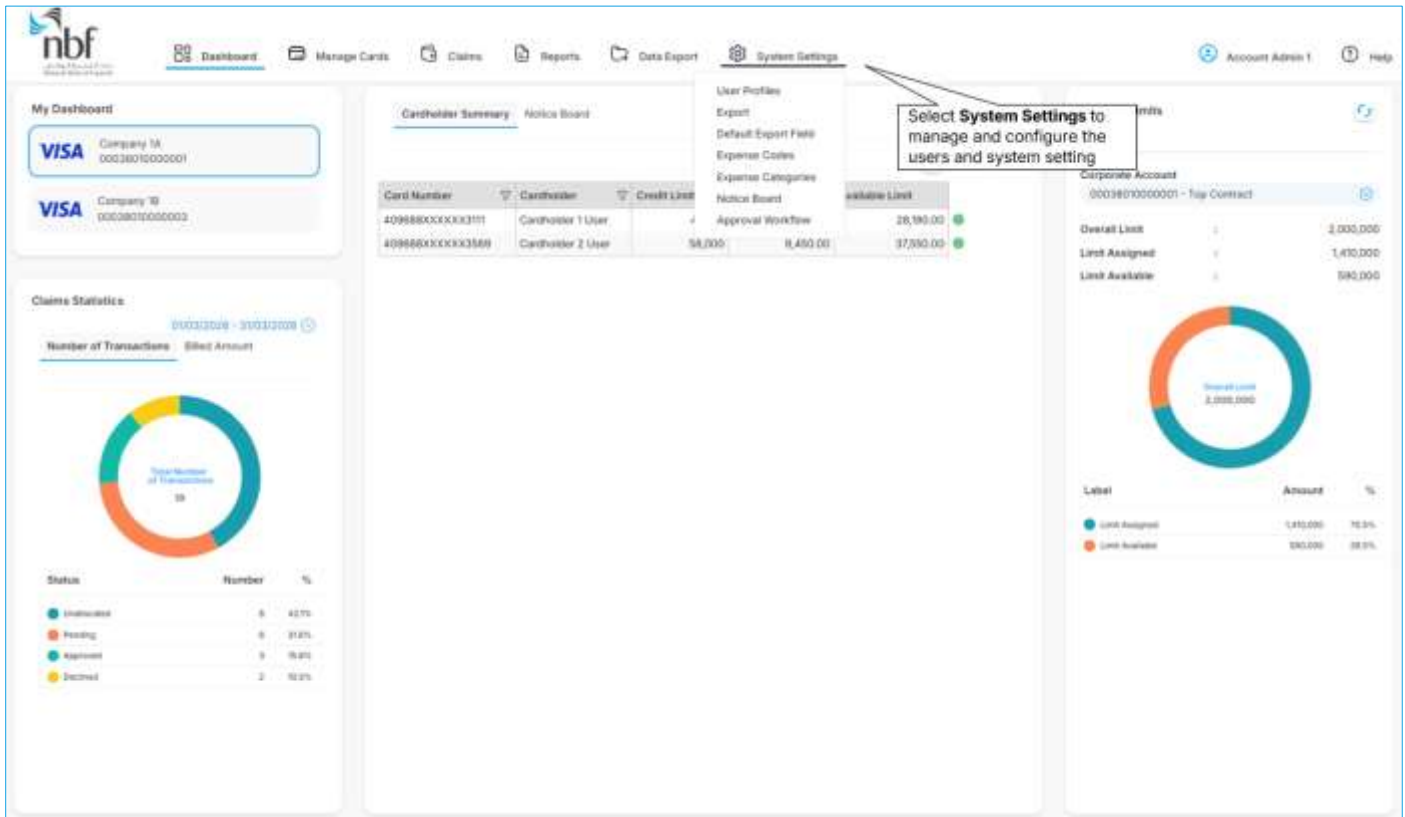
Limit Assigned : 95,000

Limit Available : 395,000

Donut Chart: Overall Limit: 490,000

Label	Amount	%
Limit Assigned	95,000	19.4%
Limit Available	395,000	80.6%

5. System Settings



System Settings

Select **System Settings** to manage and configure the users and system setting

Cardholder Summary

Card Number	Cardholder	Credit Limit	Available Limit
40988XXXXXX3111	Cardholder 1 User	28,180.00	28,180.00
40988XXXXXX3568	Cardholder 2 User	58,000.00	37,050.00

Claims Statistics

Number of Transactions: 39

Corporate Account

00098000000001 - Top Contract

Overall Limit: 2,000,000

Limit Assigned: 1,410,000

Limit Available: 590,000

Label	Amount	%
Limit Assigned	1,410,000	70.5%
Limit Available	590,000	29.5%

5.1 User Profiles

The **System Settings | User Profiles** page allows the Account Administrator to create, maintain and manage user access. Users can be linked to one or more company accounts and, where applicable, to specific cards. Once access is assigned, users can only view and manage information related to their linked accounts or cards.

System Settings | User Profiles

[New](#)

Email	Name	User Created	Last Login	User Profile Enabled	Account Linked	
accountadmin@nbfcoms.co.ae	Account Admin 1 User	11/03/2026	12/06/2026	Yes	Yes	
accountadmin18@nbfcoms.co.ae	Account Admin 18 User	14/04/2026		Yes	No	
accountadmin20@nbfcoms.co.ae	Account Admin 20 User	14/05/2026		Yes	Yes	
accountadmin47@nbfcoms.co.ae	Account Admin User	24/04/2026		Yes	Yes	
cardholder1@nbfcoms.co.ae	Cardholder 1 User	11/03/2026	03/06/2026	Yes	Yes	
cardholder2@nbfcoms.co.ae	Cardholder 2 User	11/03/2026	03/05/2026	Yes	Yes	
cardholder3@nbfcoms.co.ae	Cardholder 3 User	11/03/2026	13/03/2026	Yes	Yes	
cardholder4@nbfcoms.co.ae	Cardholder 4 User	11/03/2026	13/03/2026	Yes	Yes	
cardholder70@nbfcoms.co.ae	Cardholder 70 User	14/04/2026		Yes	No	
manager1@nbfcoms.co.ae	Manager 1 User	11/03/2026	12/06/2026	Yes	Yes	
manager18@nbfcoms.co.ae	Manager 18 User	01/04/2026	08/05/2026	Yes	Yes	
manager22@nbfcoms.co.ae	Manager 22 User	14/04/2026	21/05/2026	Yes	Yes	
manager23@nbfcoms.co.ae	Manager 23 User	14/05/2026		Yes	Yes	
superadmin1@nbfcoms.co.ae	Super Admin 1 User	11/03/2026	11/06/2026	Yes	Yes	
superadmin18@nbfcoms.co.ae	Super Admin 18 User	14/04/2026		Yes	Yes	
superadmin19@nbfcoms.co.ae	Super Admin 19 User	14/05/2026		Yes	Yes	

5.1.1 How to create an Account Administrator

1. Go to **System Settings | User Profiles**.
2. Select **New**.
3. Select **Account Administrator** as the user type.
4. Enter the user's email address, first name and surname.
5. Select **Save**.
6. Link the required company account and user access.
7. Select **Complete Profile** to finish the setup.

System Settings | User Profiles

[New](#) Select New

Email	Name	User Created	Last Login	User Profile Enabled	Account Linked	
accountadmin@nbfcoms.co.ae	Account Admin 1 User	11/03/2026	14/05/2026	Yes	Yes	
accountadmin18@nbfcoms.co.ae	Account Admin 18 User	14/04/2026		Yes	Yes	
accountadmin47@nbfcoms.co.ae	Account Admin User	24/04/2026		Yes	Yes	
cardholder1@nbfcoms.co.ae	Cardholder 1 User	11/03/2026	03/05/2026	Yes	Yes	
cardholder2@nbfcoms.co.ae	Cardholder 2 User	11/03/2026	03/05/2026	Yes	Yes	
cardholder3@nbfcoms.co.ae	Cardholder 3 User	11/03/2026	13/03/2026	Yes	Yes	
cardholder4@nbfcoms.co.ae	Cardholder 4 User	11/03/2026	13/03/2026	Yes	Yes	
cardholder70@nbfcoms.co.ae	Cardholder 70 User	14/04/2026		Yes	No	
manager1@nbfcoms.co.ae	Manager 1 User	11/03/2026	12/05/2026	Yes	Yes	
manager18@nbfcoms.co.ae	Manager 18 User	01/04/2026	08/05/2026	Yes	Yes	
manager22@nbfcoms.co.ae	Manager 22 User	14/04/2026		Yes	Yes	
superadmin1@nbfcoms.co.ae	Super Admin 1 User	11/03/2026	14/05/2026	Yes	Yes	
superadmin18@nbfcoms.co.ae	Super Admin 18 User	14/04/2026		Yes	Yes	

User Type Selection

Select User Type...

Cardholder User

Other User Type

Select **Other User Type**

nbf National Bank of Bahrain

Dashboard Manage Cards Claims Reports Data Export **System Settings** Account Admin 1 Help

System Settings | User Profiles | Detail

Email Address* accountadmin@nbfcc.com.bh

Name* Account Admin

Surname* User

Cancel Save

Information

User Profile saved successfully, please link the relevant account/card to complete the user activation.

Ok

Select **Ok**

nbf National Bank of Bahrain

Dashboard Manage Cards Claims Reports Data Export **System Settings** Account Admin 1 Help

System Settings | User Profiles | Linked Accounts

Email Address* accountadmin41@nbfcc.com.bh

Name* Account Admin

Surname* User

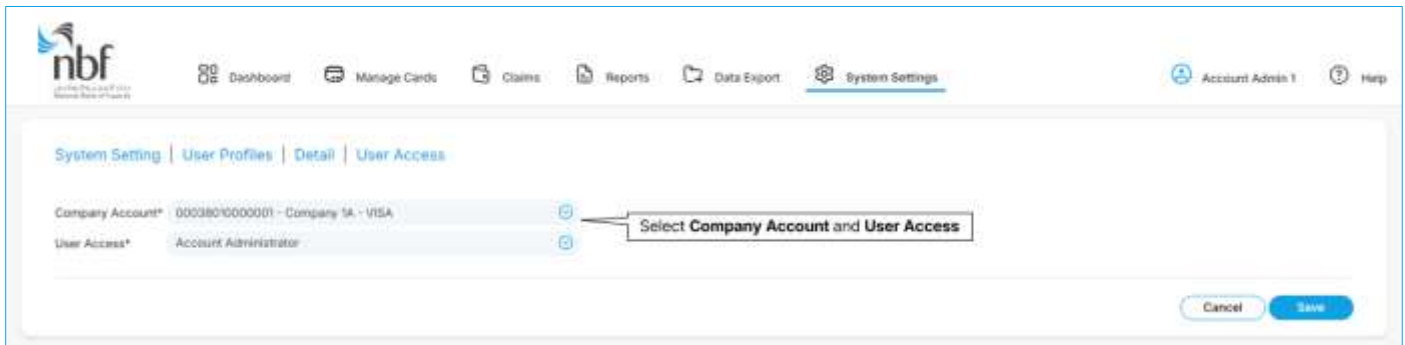
Link Company Accounts

New

Select **New**

Company Id	Company Name	Card Scheme	User Role	Access Enabled
There are no items to display				

Close



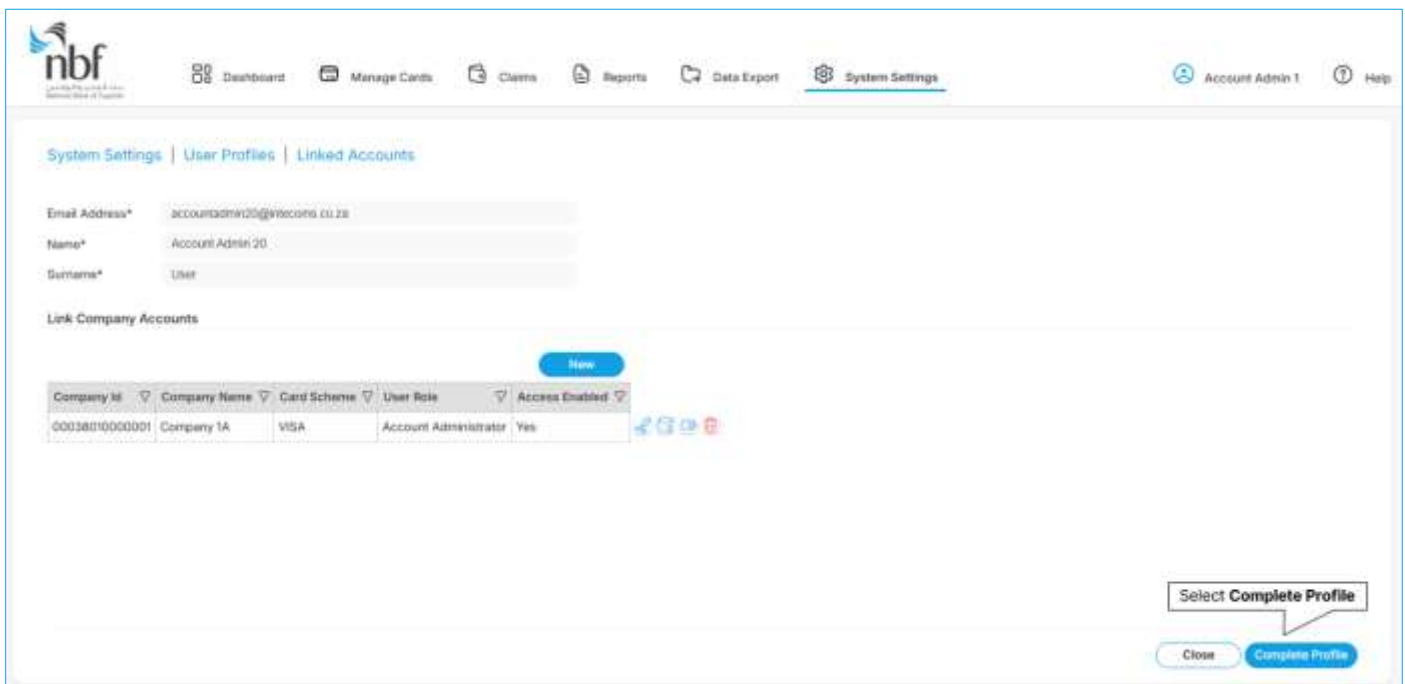
System Setting | User Profiles | Detail | User Access

Company Account* 00038010000001 - Company 1A - VISA

User Access* Account Administrator

Cancel Save

Select Company Account and User Access



System Settings | User Profiles | Linked Accounts

Email Address* accountadmin20@vivecoms.co.za

Name* Account Admin 20

Surname* User

Link Company Accounts

New

Company Id	Company Name	Card Scheme	User Role	Access Enabled
00038010000001	Company 1A	VISA	Account Administrator	Yes

Close Complete Profile

Select Complete Profile

Confirmation

Are you sure you want to proceed? Please note that the user activation email will only be sent once the profile is completed.

No Yes

Select Yes

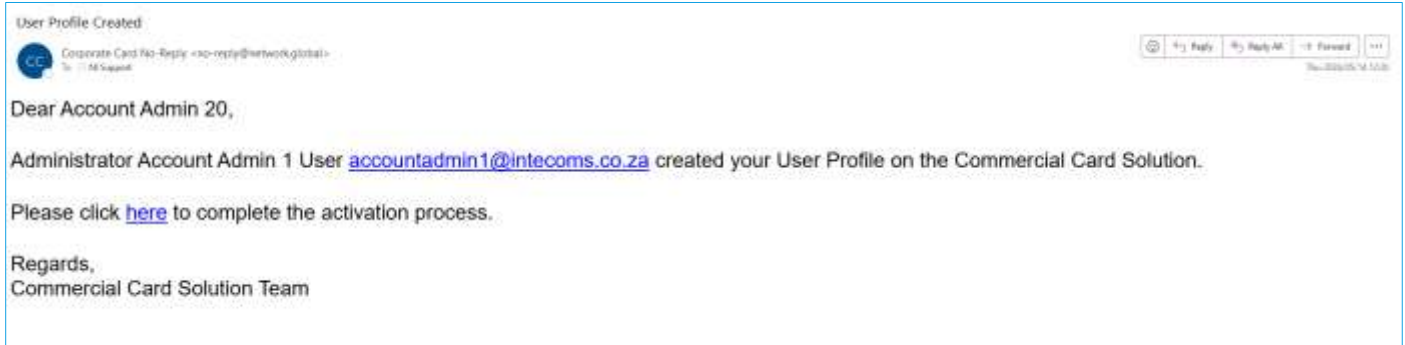
Information

Profile completed and user activation email sent.

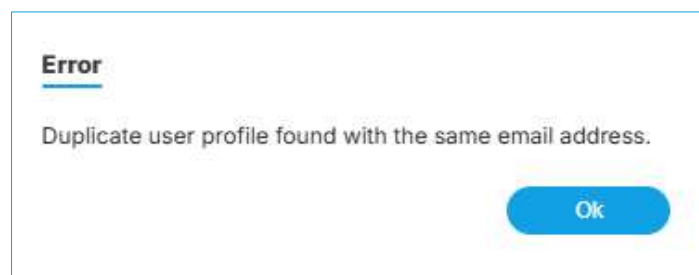
Ok

Select Ok

The created Account Administrator will receive an Account Activation email containing a hyperlink to verify their email address and create their password for sign-in.

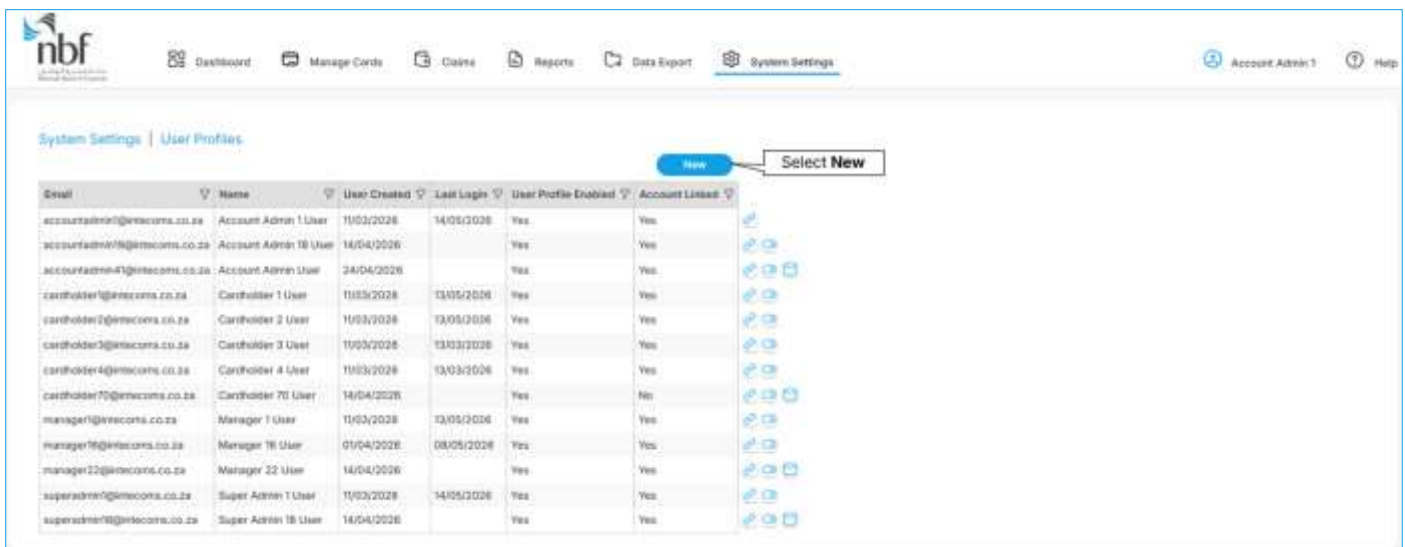


An error will display if a duplicate user profile is found with the same email address.



5.1.2 How to create a Super Administrator

Use this procedure only after the Issuer Administrator has assigned the Super Administrator role to the company. The Super Administrator role combines the functionality of the Account Administrator, Manager and Cardholder roles.



User Type Selection

Select User Type...

Cardholder User

Other User Type

Select Other User Type

1. Go to **System Settings | User Profiles**.
2. Select **New**.
3. Select **Super Administrator** as the user type.
4. Enter the user's email address, first name and surname.
5. Select **Save**.
6. Link the required company account and select the Super Administrator user access type.
7. Select **Complete Profile** to finish the setup.



Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings

Account Admin 1 Help

System Settings | User Profiles | Detail

Email Address* superadmin1@nbfcoms.co.ae
Name* Super Admin 10
Surname* Oweil

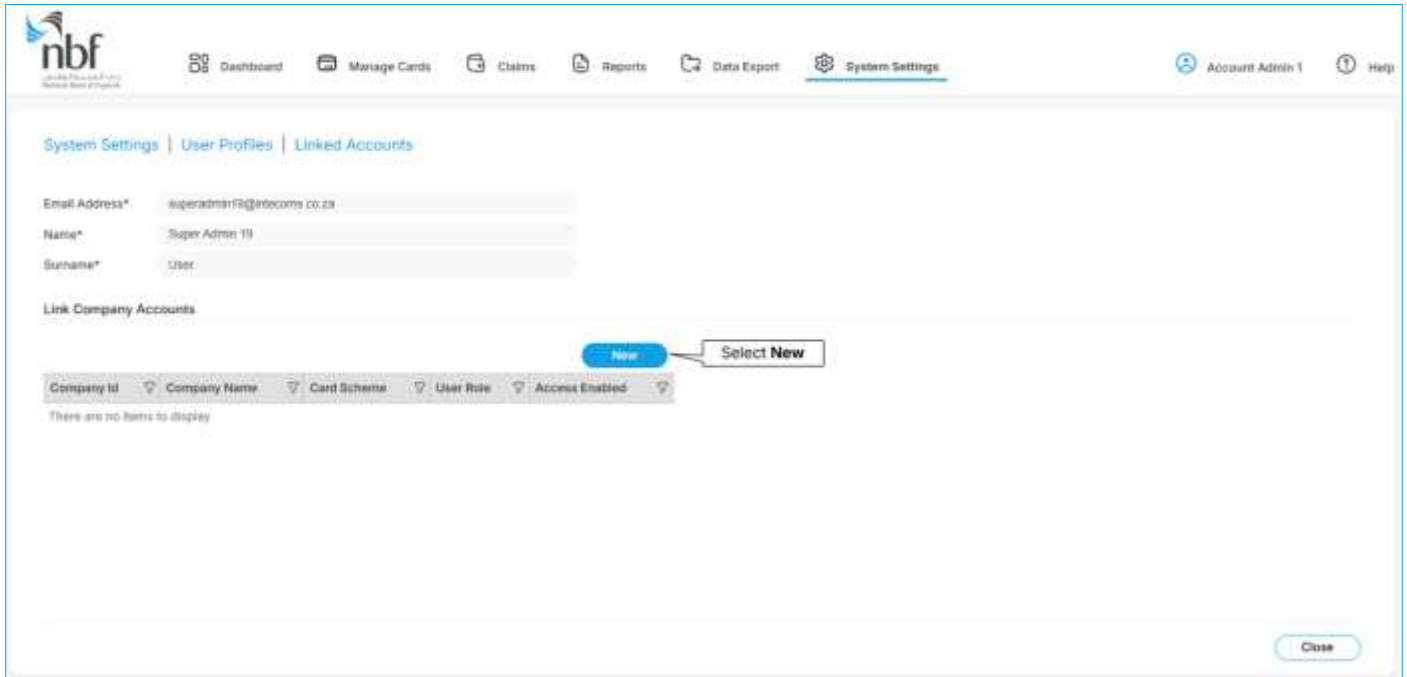
Cancel Save

Information

User Profile saved successfully, please link the relevant account/card to complete the user activation.

Select Ok

Ok



System Settings | User Profiles | Linked Accounts

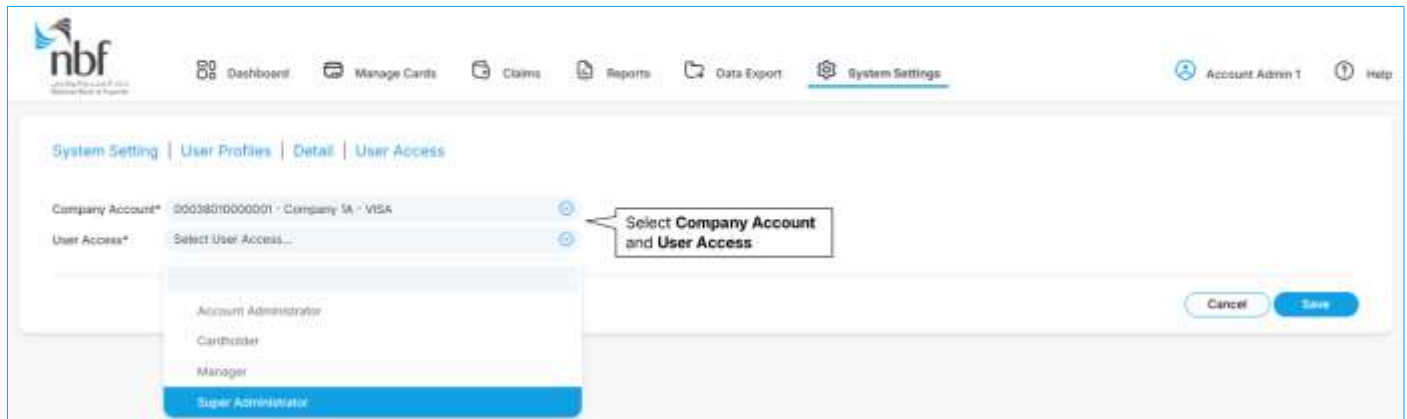
Email Address*

Name*

Surname*

Link Company Accounts

Company Id	Company Name	Card Scheme	User Role	Access Enabled
There are no items to display				

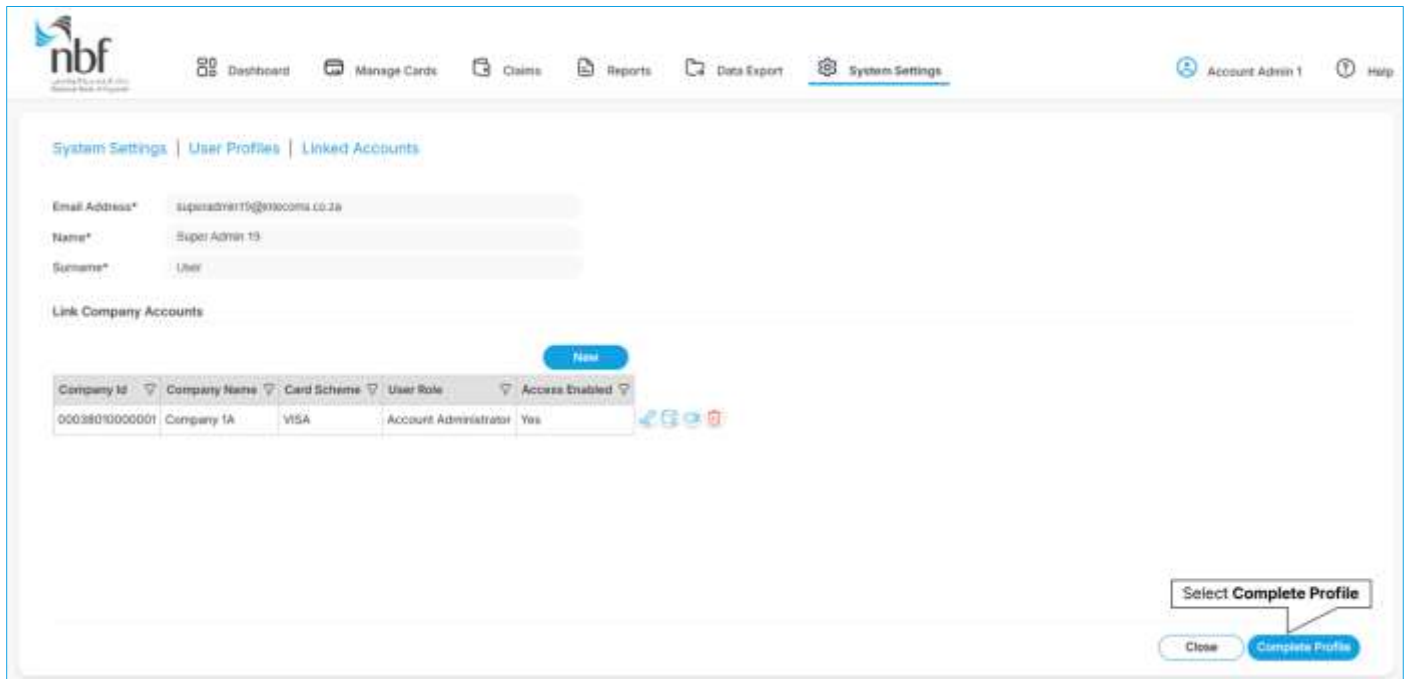


System Setting | User Profiles | Detail | User Access

Company Account*

User Access*

Account Administrator
Cardholder
Manager
Super Administrator



System Settings | User Profiles | Linked Accounts

Email Address*

Name*

Surname*

Link Company Accounts

[New](#)

Company ID	Company Name	Card Scheme	User Role	Access Enabled
00038010000001	Company 1A	VISA	Account Administrator	Yes

[Select Complete Profile](#)

[Close](#) [Complete Profile](#)

Confirmation

Are you sure you want to proceed? Please note that the user activation email will only be sent once the profile is completed.

[No](#) [Yes](#)

Select **Yes**

Information

Profile completed and user activation email sent.

[Ok](#)

Select **Ok**

The created Super Administrator will receive an Account Activation email containing a hyperlink to verify their email address and create their password for sign-in.

User Profile Created


Corporate Card No-Reply <no-reply@nbfwebgate.ae>
to: M Support

Reply

Reply All

Forward

More

Thu, 22/06/2018 11:42

Dear Super Admin 19,

Administrator Account Admin 1 User accountadmin1@intecoms.co.za created your User Profile on the Commercial Card Solution.

Please click [here](#) to complete the activation process.

Regards,
Commercial Card Solution Team

The Account Administrator can update an existing role for a user by selecting the **Edit Roles** button.



Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings

Account Admin 1

Help

System Settings | User Profiles | Linked Accounts

Email Address*
Name*
Surname*

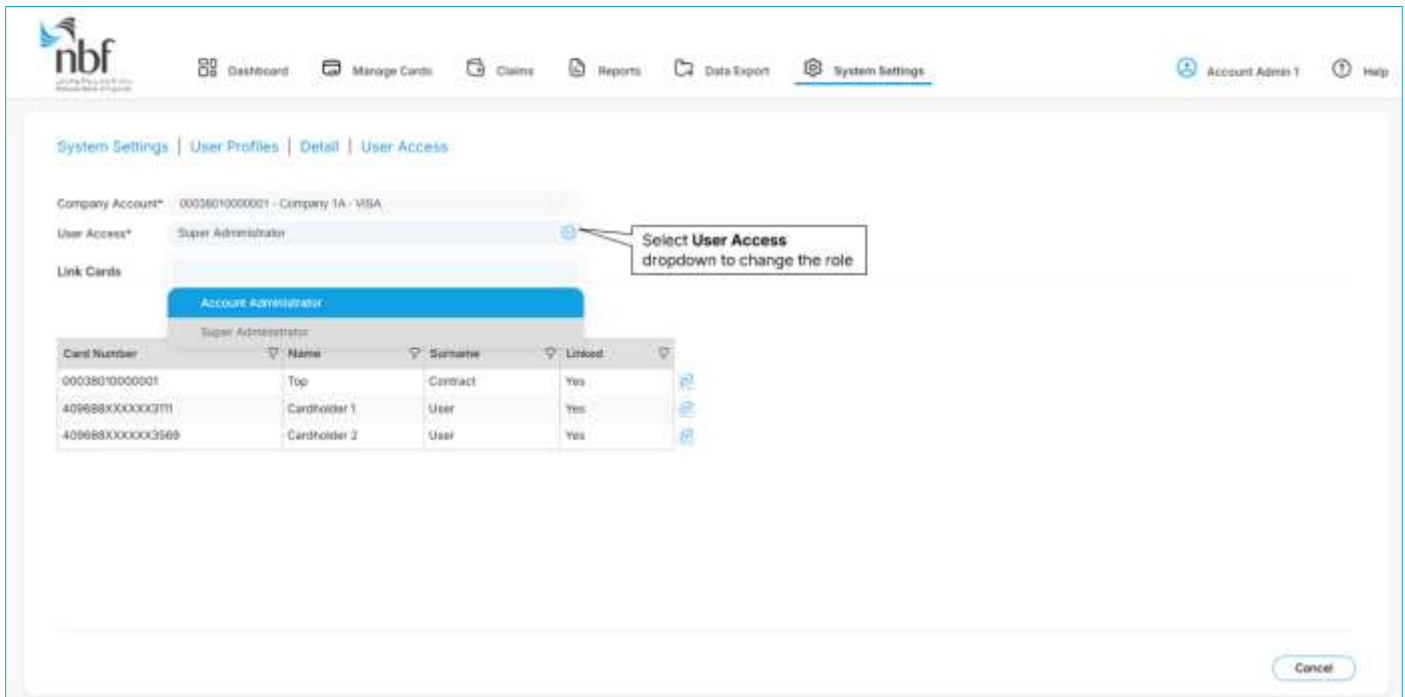
Link Company Accounts

New

Company Id	Company Name	Card Scheme	User Role	Access Enabled
00038210000001	Company 1A	VISA	Account Administrator	Yes

Select Edit User Role

Close



System Settings | User Profiles | Detail | User Access

Company Account* 00038010000001 - Company 1A - VISA

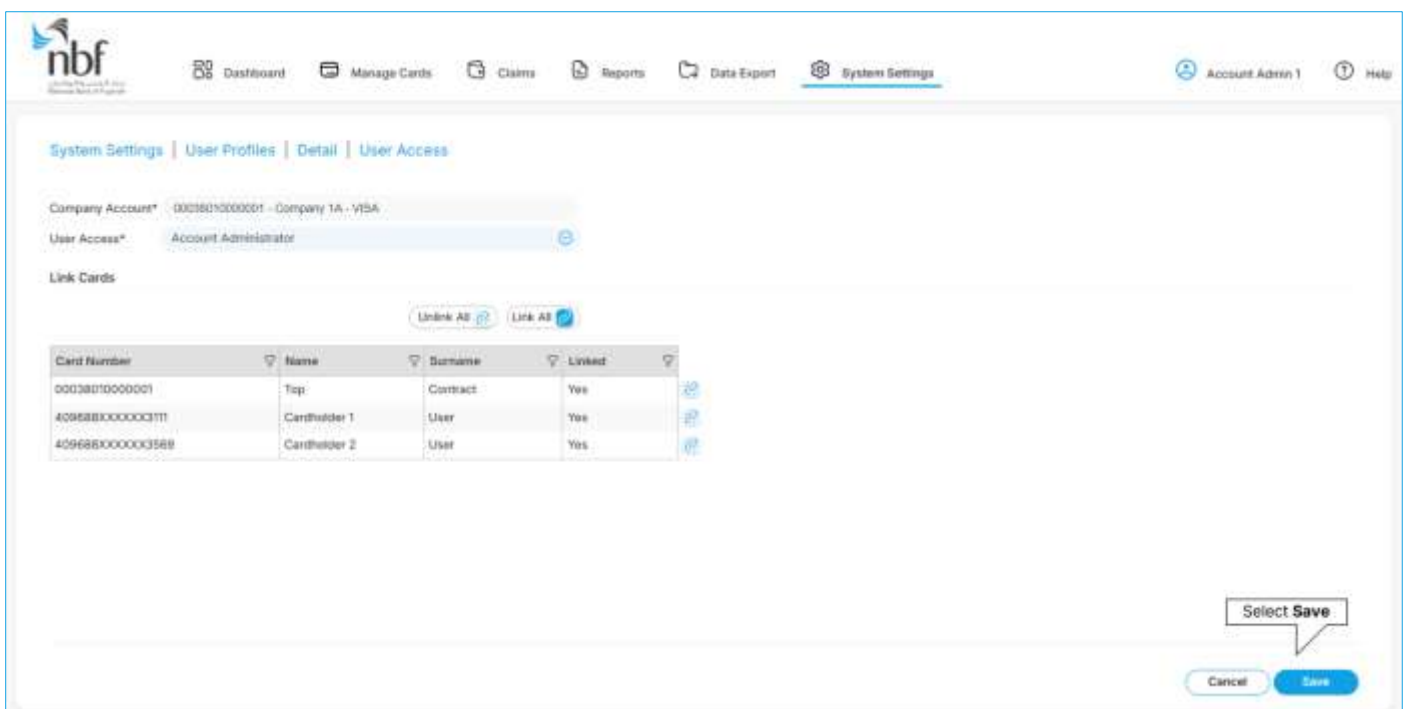
User Access* Super Administrator

Link Cards

Account Administrator

Card Number	Name	Surname	Linked
00038010000001	Top	Contract	Yes
409688XXXXXX0111	Cardholder 1	User	Yes
409688XXXXXX03569	Cardholder 2	User	Yes

Cancel



System Settings | User Profiles | Detail | User Access

Company Account* 00038010000001 - Company 1A - VISA

User Access* Account Administrator

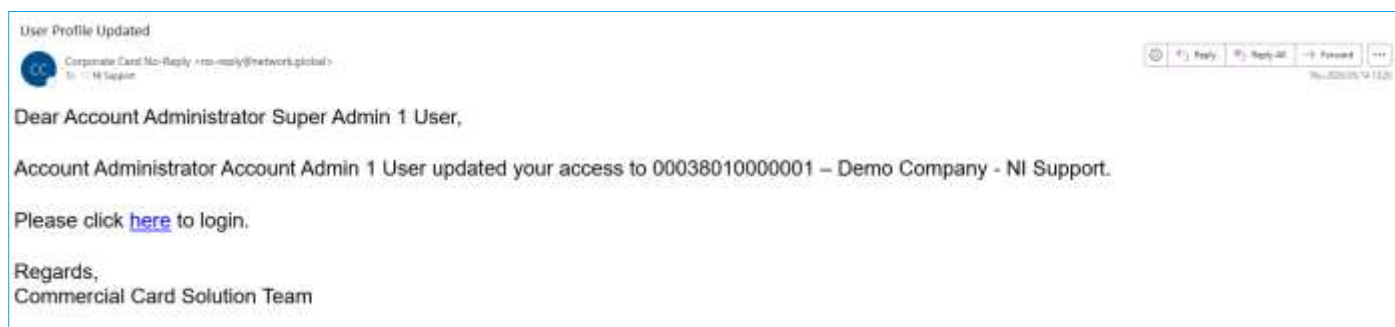
Link Cards

Unlink All Link All

Card Number	Name	Surname	Linked
00038010000001	Top	Contract	Yes
409688XXXXXX0111	Cardholder 1	User	Yes
409688XXXXXX03569	Cardholder 2	User	Yes

Cancel Save

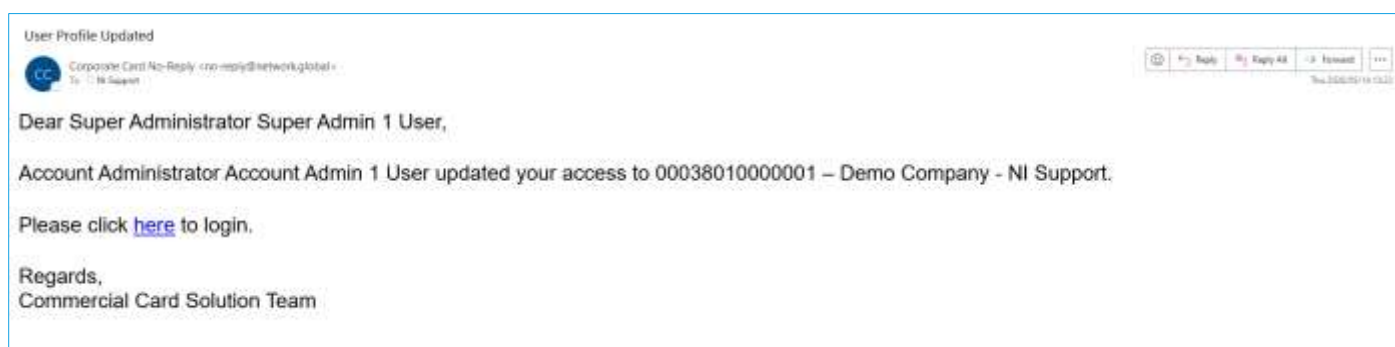
The system will then send the **User Profile Updated** email notification to the Super Administrator to activate their profile and create a password.



The Issuer Administrator can also unlink a **Super Administrator** role for the Company when required.

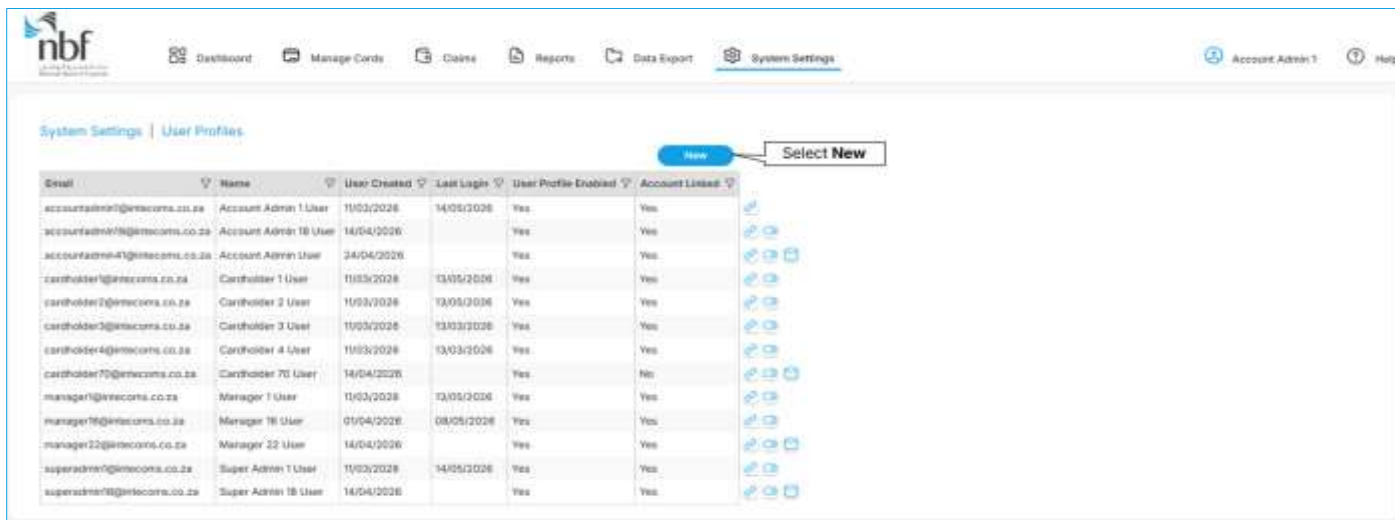
The system changes existing Super Administrator users to Account Administrator users and removes the Super Administrator role from the Account Administrator maintenance workflow.

The system will send the **User Profile Updated** email notification to the affected user advising of the change.



5.1.3 How to create a Manager User Profile

1. Go to **System Settings | User Profiles**.
2. Select **New**.
3. Select **Manager** as the user type.
4. Enter the Manager's email address, first name and surname.
5. Select **Save**.
6. Link the required company account and select the Manager user access type.
7. Select **Complete Profile** to finish the setup.



Email	Name	User Created	Last Login	User Profile Enabled	Account Linked	
accountadmin@nbfccs.co.ae	Account Admin 1 User	11/03/2026	14/05/2026	Yes	Yes	
accountadmin10@nbfccs.co.ae	Account Admin 10 User	14/04/2026		Yes	Yes	
accountadmin43@nbfccs.co.ae	Account Admin User	24/04/2026		Yes	Yes	
cardholder1@nbfccs.co.ae	Cardholder 1 User	11/03/2026	13/05/2026	Yes	Yes	
cardholder2@nbfccs.co.ae	Cardholder 2 User	11/03/2026	13/05/2026	Yes	Yes	
cardholder3@nbfccs.co.ae	Cardholder 3 User	11/03/2026	13/03/2026	Yes	Yes	
cardholder4@nbfccs.co.ae	Cardholder 4 User	11/03/2026	13/03/2026	Yes	Yes	
cardholder70@nbfccs.co.ae	Cardholder 70 User	14/04/2026		Yes	No	
manager1@nbfccs.co.ae	Manager 1 User	11/03/2026	13/05/2026	Yes	Yes	
manager16@nbfccs.co.ae	Manager 16 User	01/04/2026	08/05/2026	Yes	Yes	
manager22@nbfccs.co.ae	Manager 22 User	14/04/2026		Yes	Yes	
superadmin1@nbfccs.co.ae	Super Admin 1 User	11/03/2026	14/05/2026	Yes	Yes	
superadmin18@nbfccs.co.ae	Super Admin 18 User	14/04/2026		Yes	Yes	



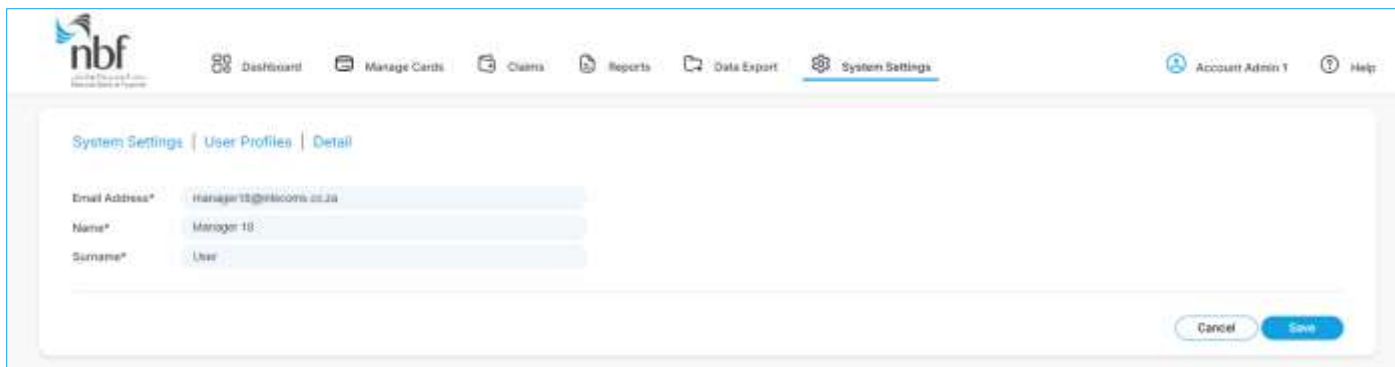
User Type Selection

Select User Type...

Cardholder User

Other User Type

Select Other User Type



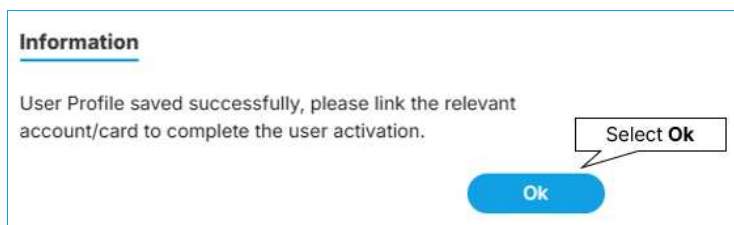
System Settings | User Profiles | Detail

Email Address* manager18@nbfccs.co.ae

Name* Manager 18

Surname* User

Cancel Save

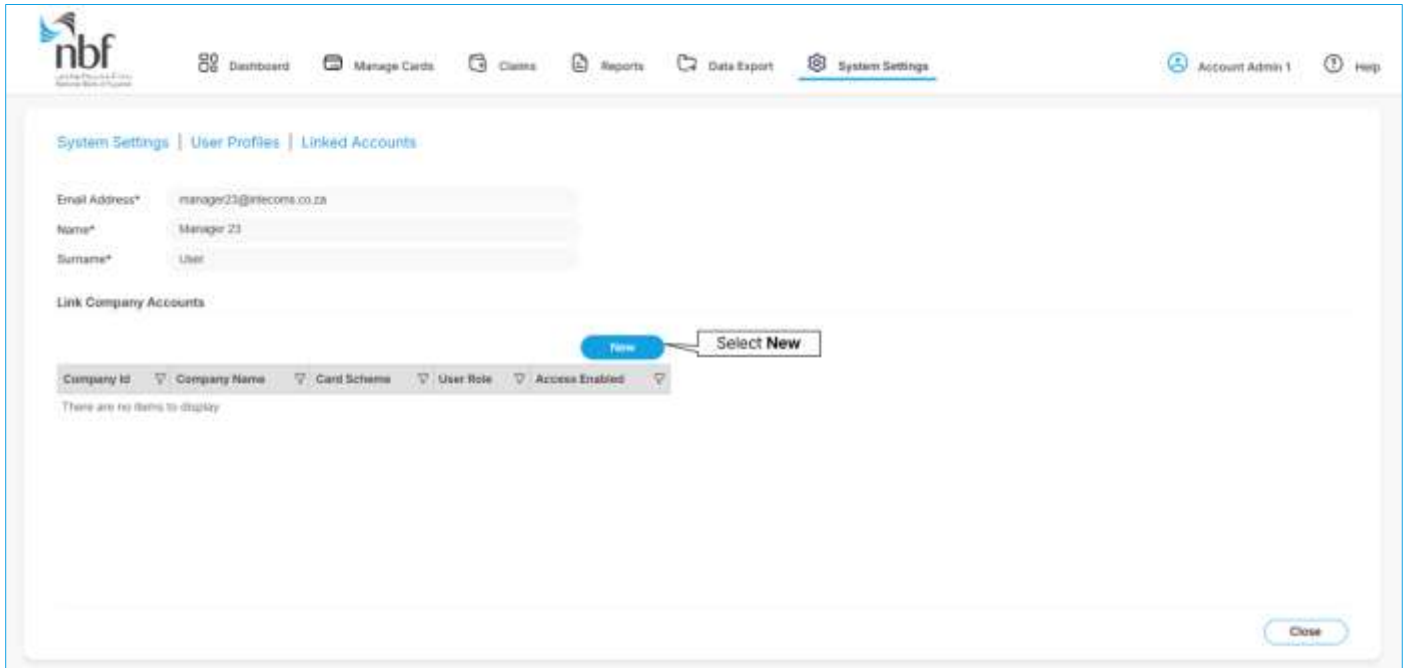


Information

User Profile saved successfully, please link the relevant account/card to complete the user activation.

Ok

Select Ok



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Dashboard Manage Cards Claims Reports Data Export System Settings

Account Admin 1 Help

System Settings | User Profiles | Linked Accounts

Email Address* manager23@ntelecom.co.za

Name* Manager 23

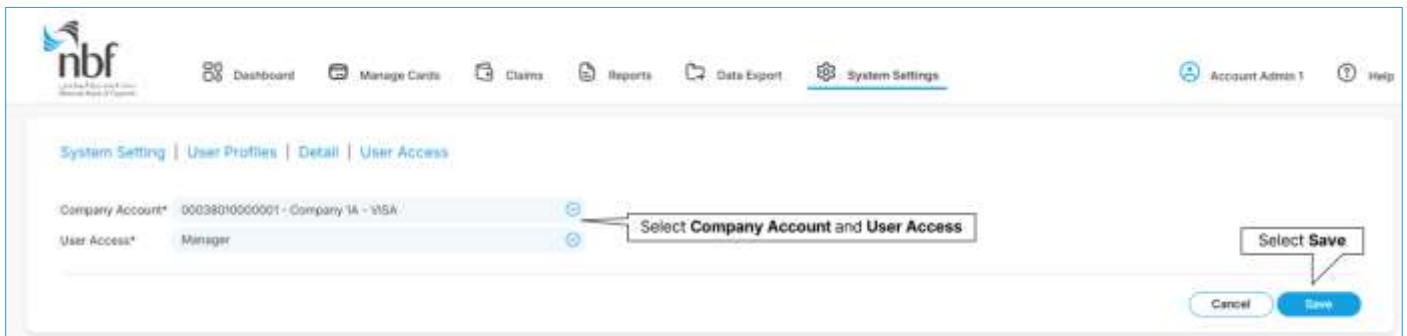
Surname* User

Link Company Accounts

New Select New

Company Id	Company Name	Card Scheme	User Role	Access Enabled
There are no items to display				

Close



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 National Bank of Fujairah

Dashboard Manage Cards Claims Reports Data Export System Settings

Account Admin 1 Help

System Setting | User Profiles | Detail | User Access

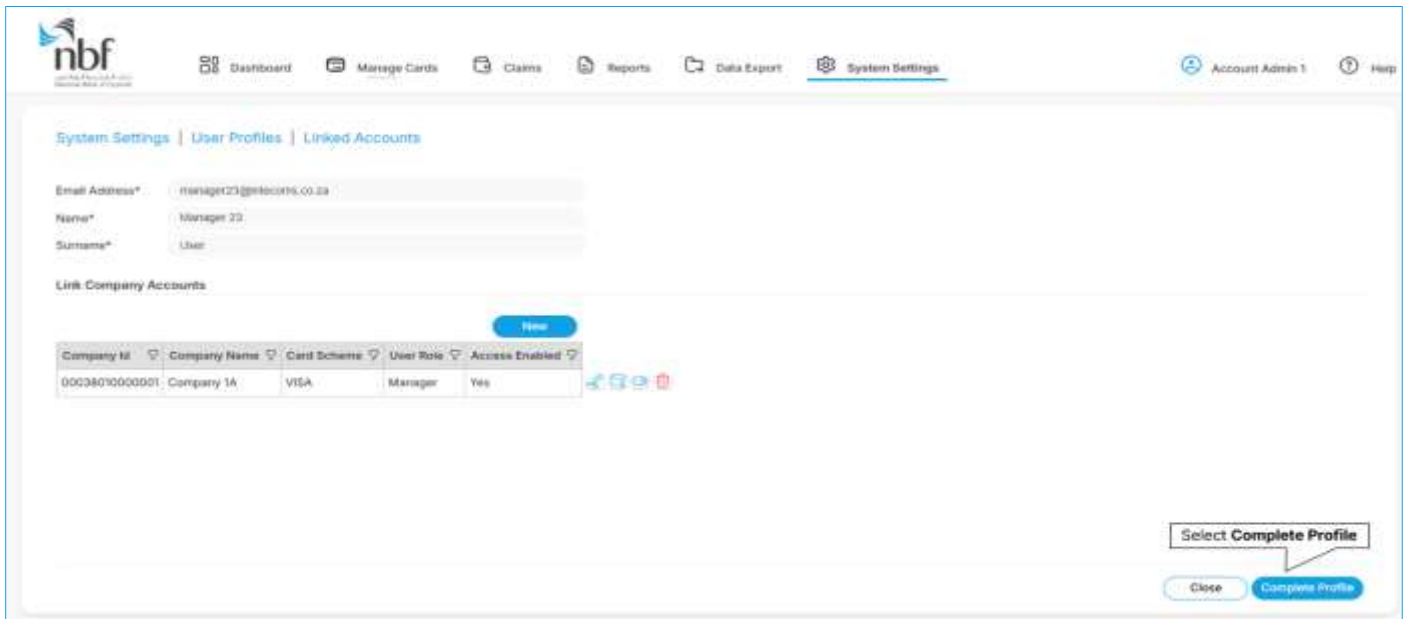
Company Account* 00038010000001 - Company 1A - VISA

User Access* Manager

Select Company Account and User Access

Select Save

Cancel Save



System Settings | User Profiles | Linked Accounts

Email Address*

Name*

Surname*

Link Company Accounts

[New](#)

Company ID	Company Name	Card Scheme	User Role	Access Enabled
00038010000001	Company 1A	VISA	Manager	Yes

[Select Complete Profile](#)

[Close](#) [Complete Profile](#)

Confirmation

Are you sure you want to proceed? Please note that the user activation email will only be sent once the profile is completed.

Select Yes

No

Yes

Information

Profile completed and user activation email sent.

Select Ok

Ok

The created Manager will receive a User Profile Created email containing a hyperlink to verify their email address and create their password for sign-in.



User Profile Created

Corporate Card No-Reply <no-reply@ntecoms.co.za>
To: Manager 23

Dear Manager 23,

Administrator Account Admin 1 User [accountadmin1@ntecoms.co.za](#) created your User Profile on the Commercial Card Solution.

Please click [here](#) to complete the activation process.

Regards,
Commercial Card Solution Team

5.1.4 How to create a Cardholder

1. Confirm that the Cardholder has not already been auto registered.
2. Go to **System Settings | User Profiles**.
3. Select **New** and choose the Cardholder user type.
4. Select the Cardholder's card from the dropdown list to prepopulate the cardholder details.
5. Select the Manager responsible for the Cardholder.
6. Save the profile details.
7. Confirm that the Cardholder receives the **User Profile Created** email notification.

User Type Selection

Select User Type...

Cardholder User

Other User Type

Select **Cardholder User** and select **Ok**

System Settings | User Profiles | Details | Cardholder

Company Account* Company E

Card* 409688XXXXXX3279 (Laura Clark)

Manager* Manager Administrator (manager10@ntecoms.co.za)

Cardholder Contact Detail

Email Address* s70g2lywa@ntecoms.co.za

Name* Laura

Surname* Clark

Mobile Number* +971584850088

Select **Card and Manager** from the dropdowns

The **Cardholder** Contact Details will populate

Select **Save**

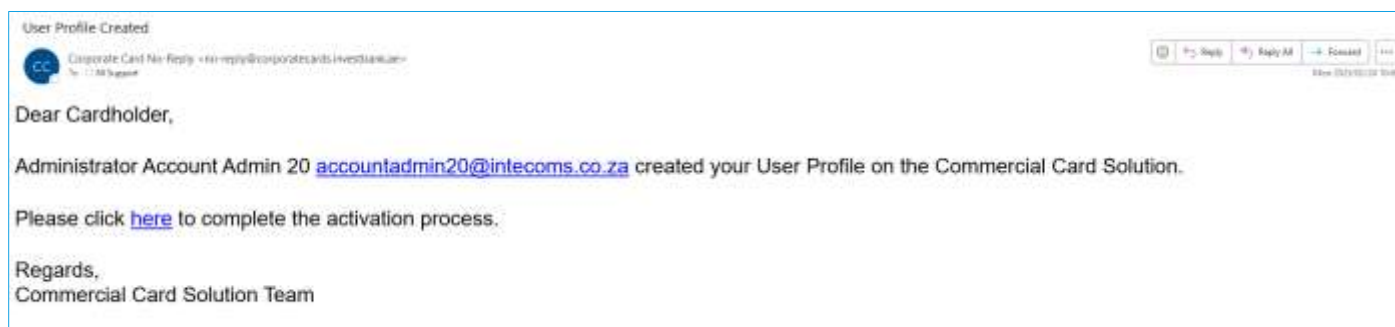
Cancel Save

Information

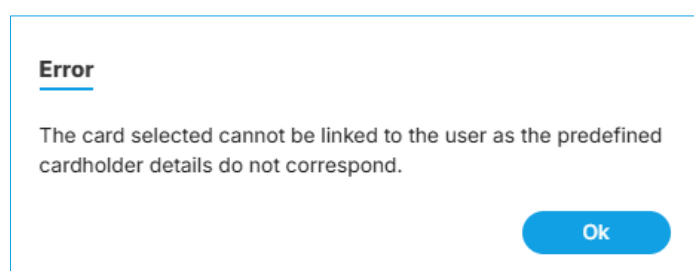
Profile completed and user activation email sent.

Ok

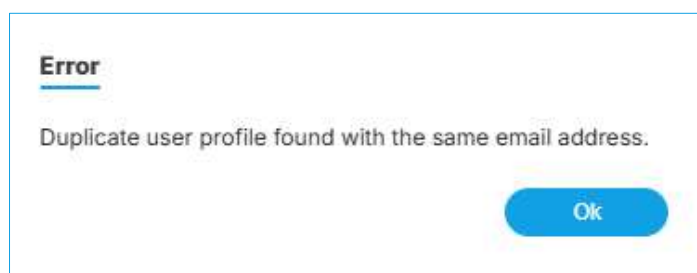
Select **Ok**



If the Cardholder's contact details cannot be successfully verified, the system will display an error pop-up.

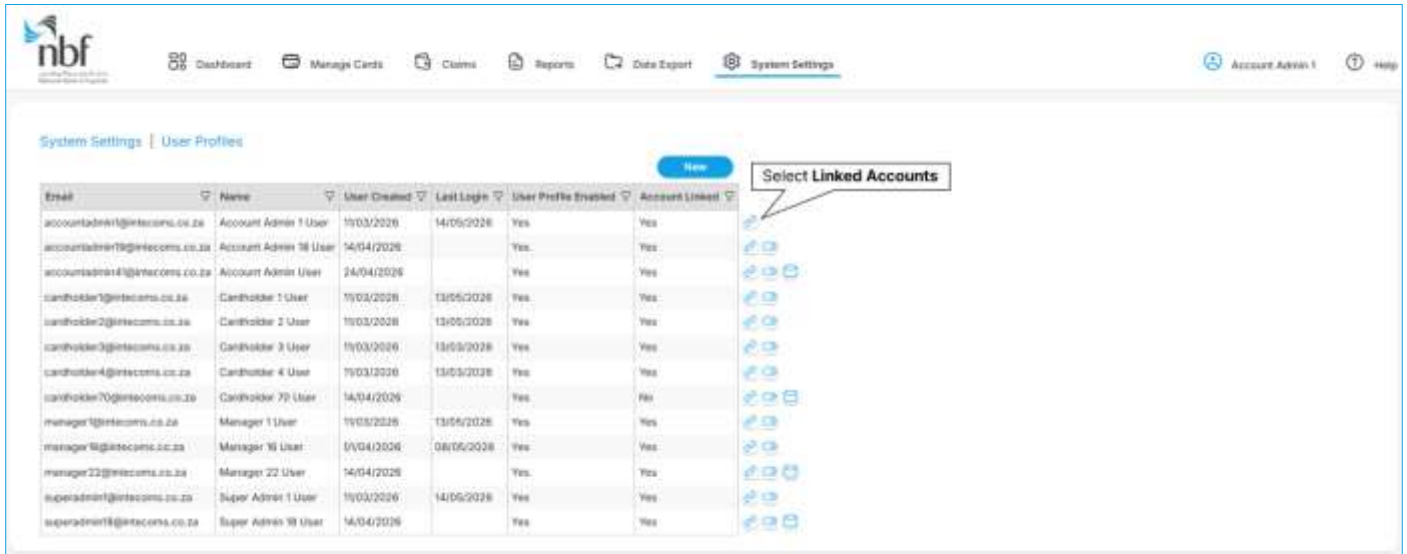


An error will display if a duplicate user profile is found with the same email address.



5.1.5 How to assign additional Cardholder access in the same company account

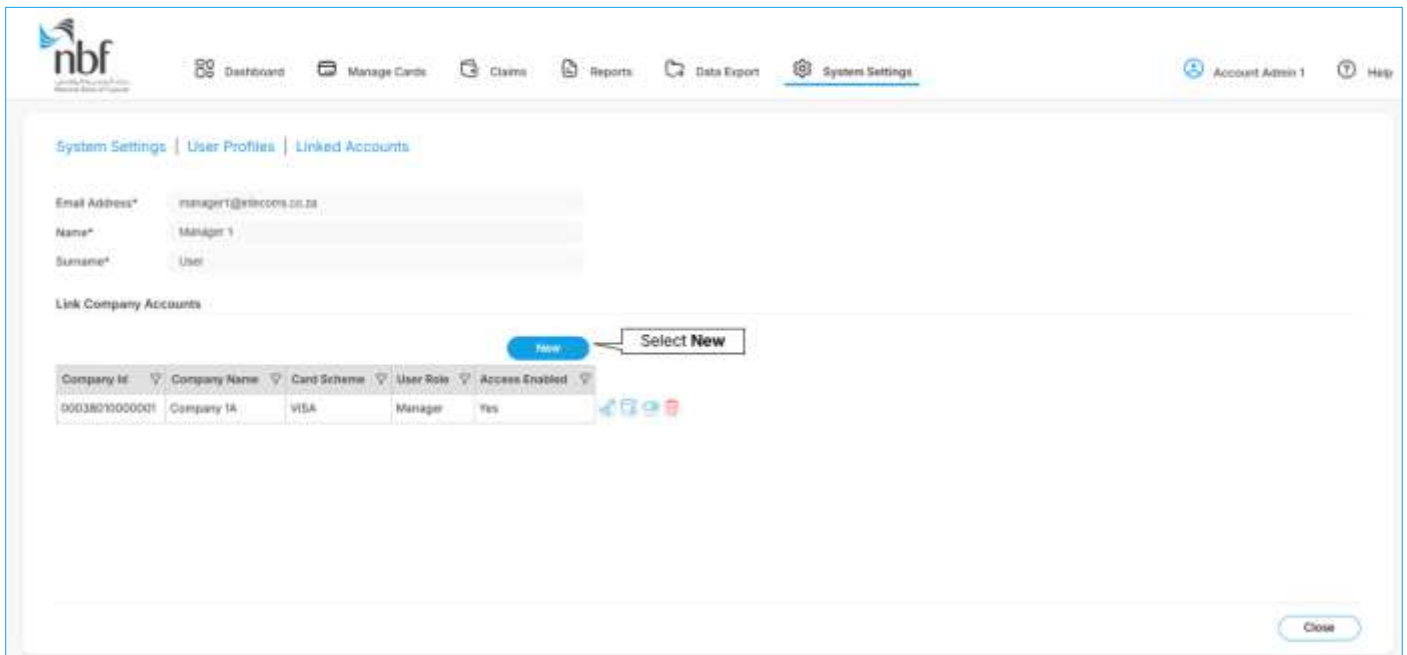
1. Go to the existing user's profile under **System Settings | User Profiles**.
2. Open the linked company account details.
3. Select the Cardholder user access type.
4. Select the relevant card from the Link Cards table.
5. Select the relevant Manager from the Manager dropdown list.
6. Save the changes.
7. Confirm that the user receives the **Additional User Profile Created** email notification.



System Settings | User Profiles

Email	Name	User Created	Last Login	User Profile Enabled	Account Linked
accountadmin1@ntecoms.co.za	Account Admin 1 User	11/03/2026	14/05/2026	Yes	Yes
accountadmin18@ntecoms.co.za	Account Admin 18 User	14/04/2026		Yes	Yes
accountadmin14@ntecoms.co.za	Account Admin User	14/04/2026		Yes	Yes
cardholder1@ntecoms.co.za	Cardholder 1 User	11/03/2026	13/05/2026	Yes	Yes
cardholder2@ntecoms.co.za	Cardholder 2 User	11/03/2026	13/05/2026	Yes	Yes
cardholder3@ntecoms.co.za	Cardholder 3 User	11/03/2026	13/05/2026	Yes	Yes
cardholder4@ntecoms.co.za	Cardholder 4 User	11/03/2026	13/05/2026	Yes	Yes
cardholder70@ntecoms.co.za	Cardholder 70 User	14/04/2026		Yes	No
manager1@ntecoms.co.za	Manager 1 User	11/03/2026	13/05/2026	Yes	Yes
manager16@ntecoms.co.za	Manager 16 User	01/04/2026	08/05/2026	Yes	Yes
manager22@ntecoms.co.za	Manager 22 User	14/04/2026		Yes	Yes
superadmin1@ntecoms.co.za	Super Admin 1 User	11/03/2026	14/05/2026	Yes	Yes
superadmin18@ntecoms.co.za	Super Admin 18 User	14/04/2026		Yes	Yes

New **Select Linked Accounts**



System Settings | User Profiles | Linked Accounts

Email Address*

Name*

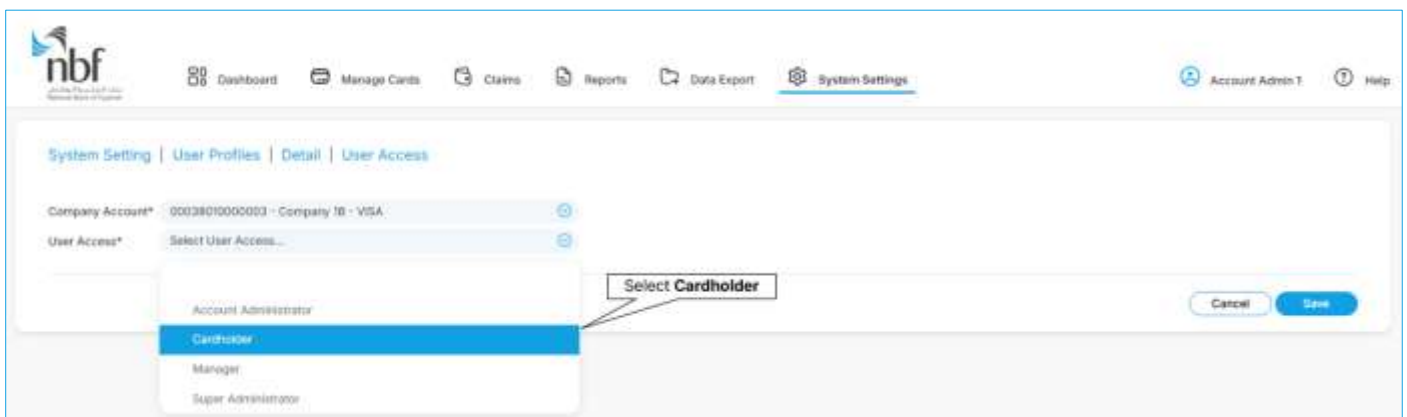
Surname*

Link Company Accounts

Company Id	Company Name	Card Scheme	User Role	Access Enabled
00038010000001	Company 1A	VISA	Manager	Yes

New **Select New**

Close



System Setting | User Profiles | Detail | User Access

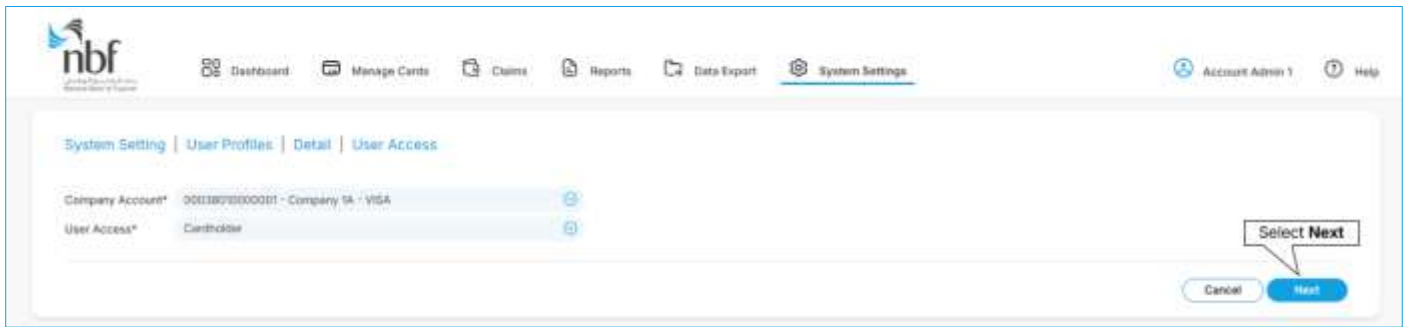
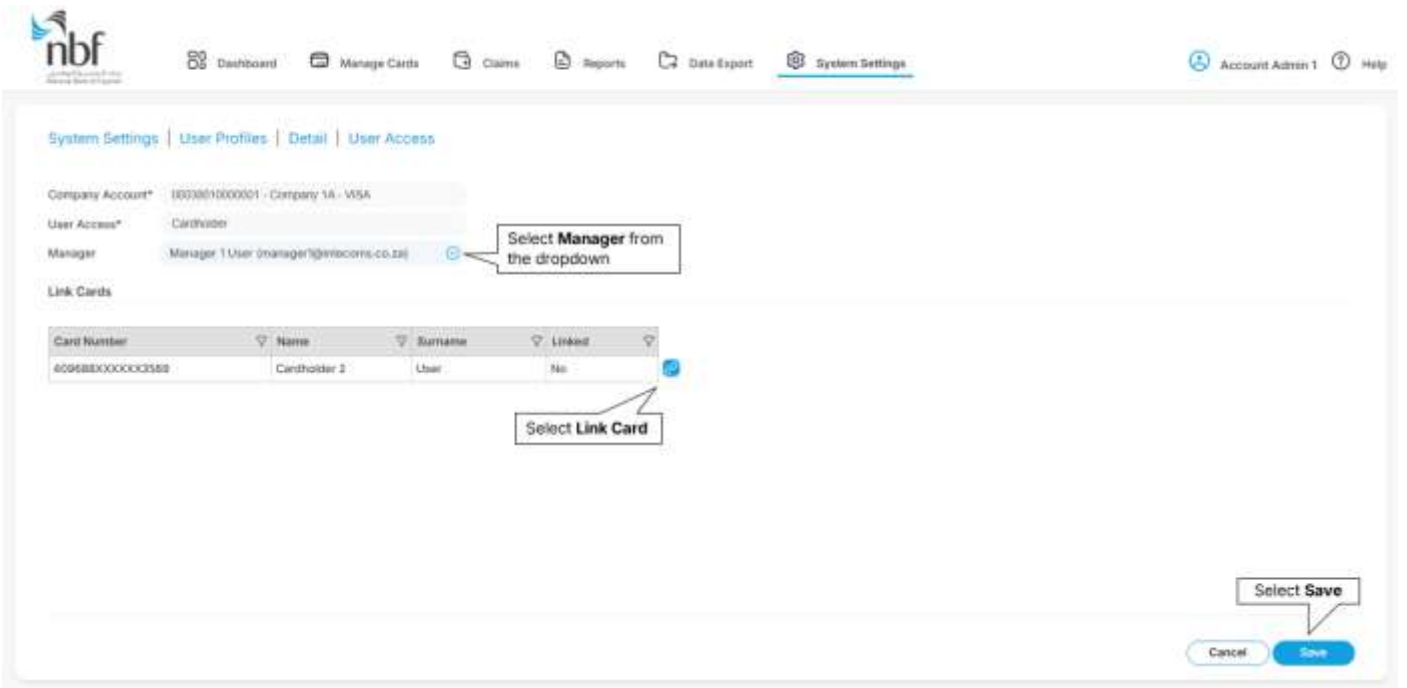
Company Account*

User Access*

Select Cardholder

- Account Administrator
- Cardholder**
- Manager
- Super Administrator

Cancel **Save**

Additional User Profile Created

Corporate Card No-Reply <no-reply@networkglobal>
To: M Support

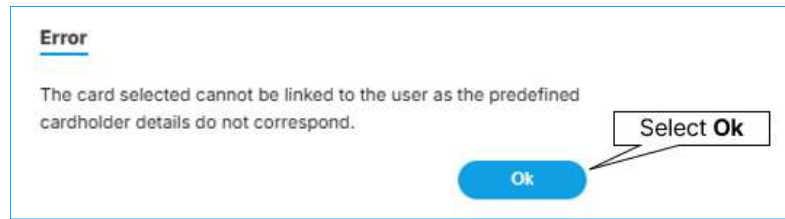
Dear Manager 1

Your Cardholder profile has been activated for company 00038010000001 – Company 1A on the Commercial Card Solution.

Please click [here](#) to login.

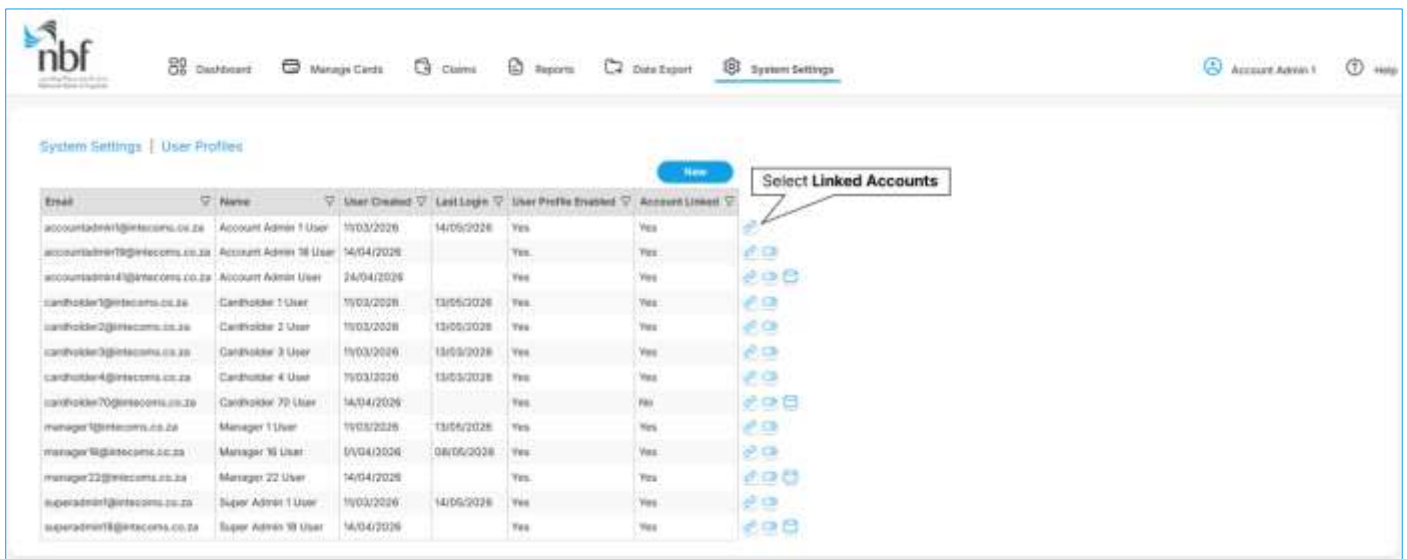
Regards,
Commercial Card Solution Team

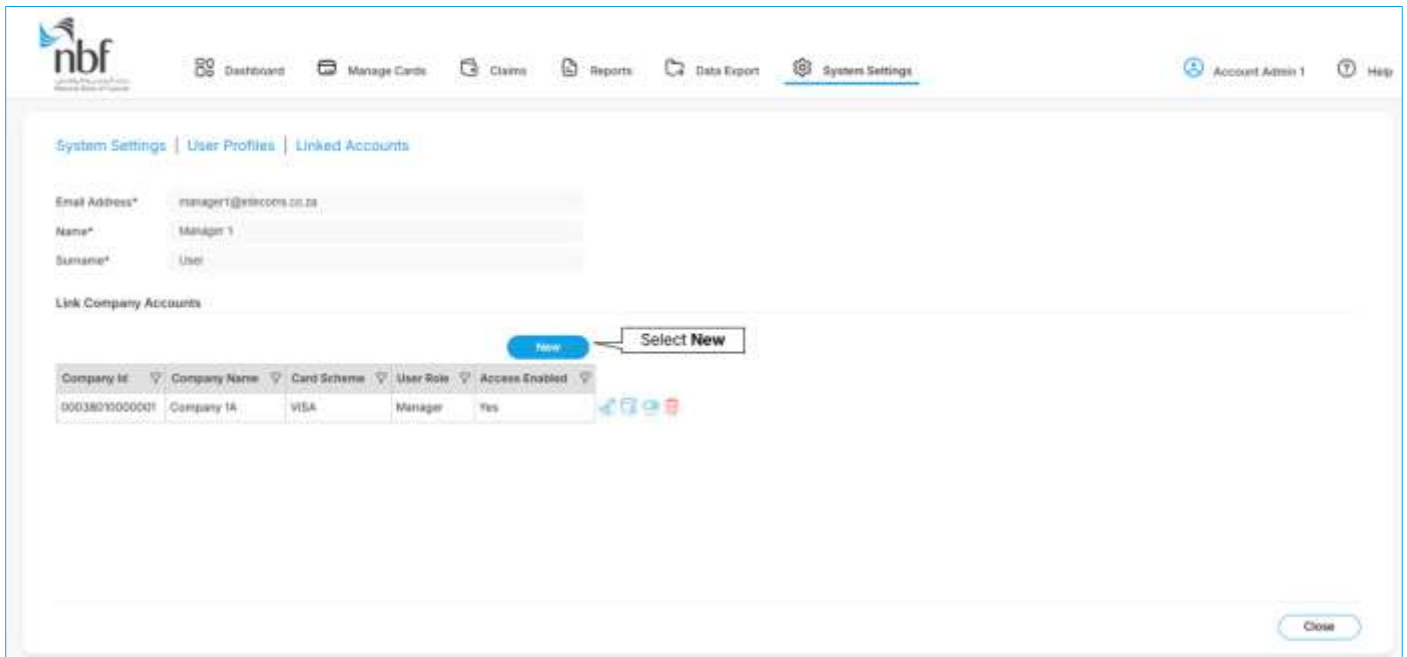
If the Cardholder details cannot be successfully validated, an error pop-up will display, and the card will not be linked.



5.1.6 How to assign Cardholder access across company accounts

1. Use **Switch User Access** to sign in to the company account linked to the Cardholder's card.
2. Go to **System Settings | User Profiles**.
3. Open the existing user profile.
4. Open the linked company account details.
5. Select the Cardholder user access type.
6. Link the required card and save the changes.
7. Confirm that the user receives the **Additional User Profile Created** email notification.





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Dashboard Manage Cards Claims Reports Data Export **System Settings** Account Admin 1 Help

System Settings | User Profiles | **Linked Accounts**

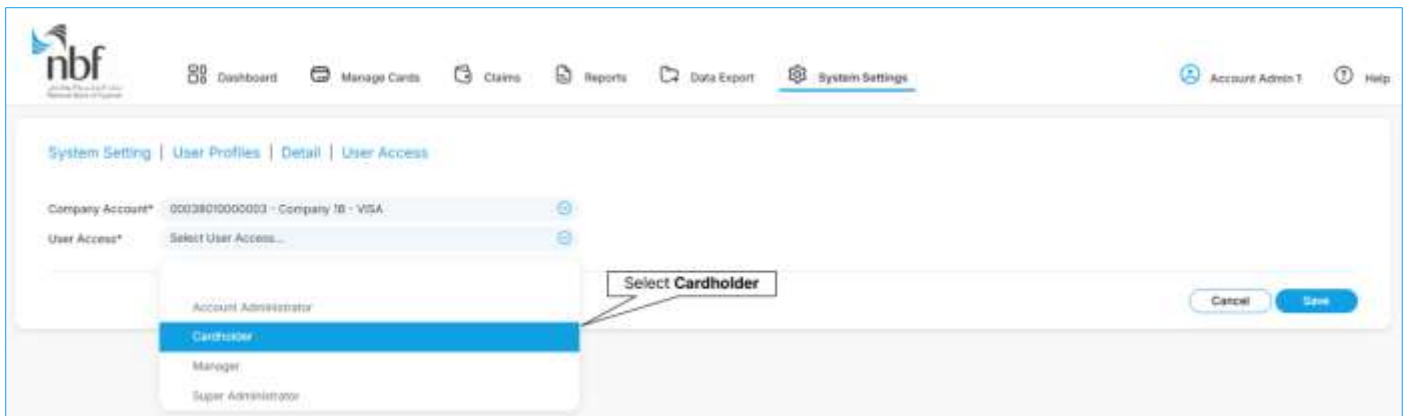
Email Address* manager1@ntk.com.om.sa
 Name* Manager 1
 Surname* User

Link Company Accounts

New Select New

Company Id	Company Name	Card Scheme	User Role	Access Enabled
00038010000001	Company 1A	VISA	Manager	Yes

Close



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Dashboard Manage Cards Claims Reports Data Export **System Settings** Account Admin 1 Help

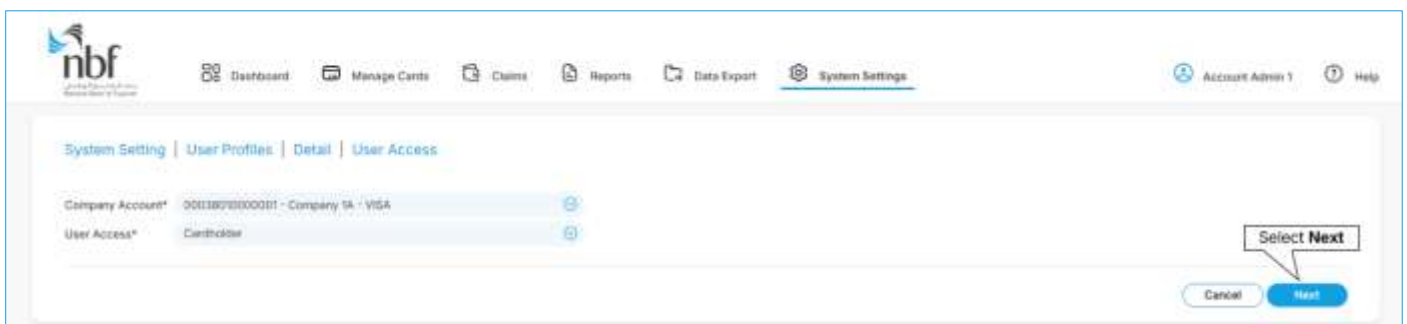
System Setting | User Profiles | Detail | **User Access**

Company Account* 00038010000003 - Company 1B - VISA
 User Access* Select User Access...

Account Administrator
Cardholder
 Manager
 Super Administrator

Select Cardholder

Cancel Save



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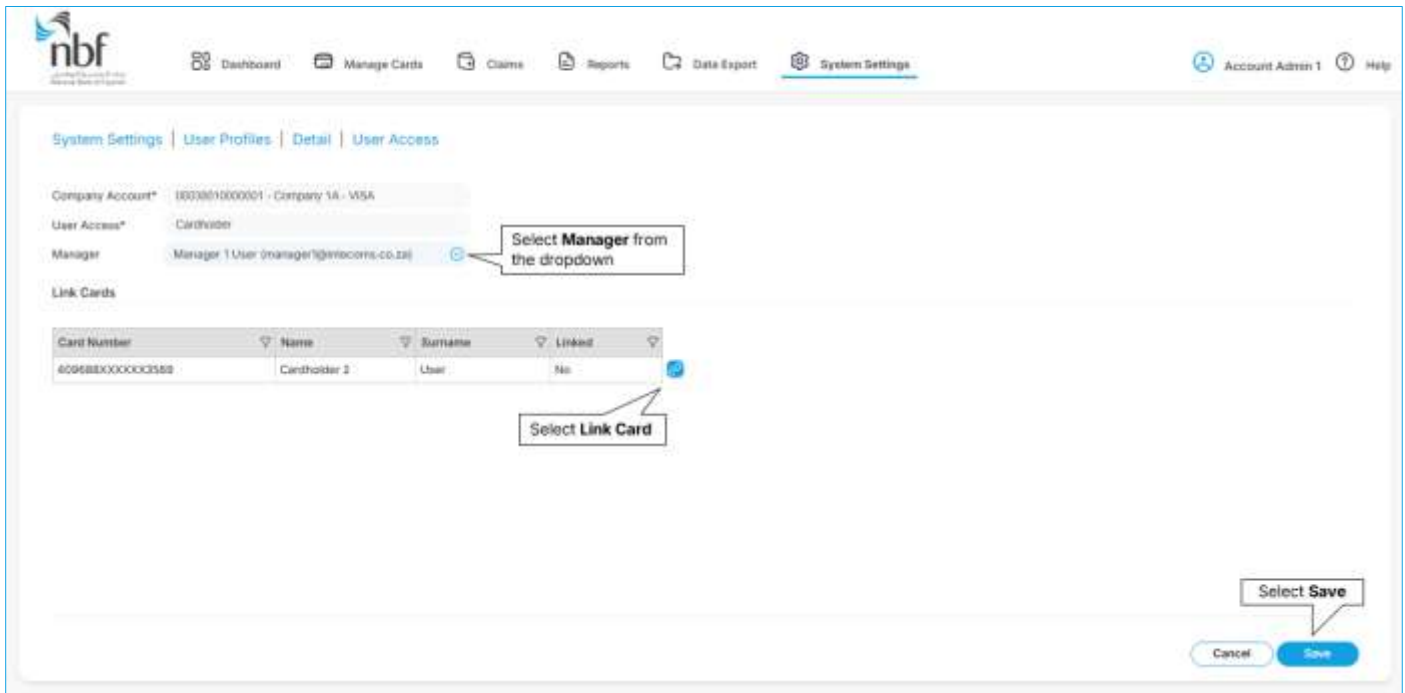
Dashboard Manage Cards Claims Reports Data Export **System Settings** Account Admin 1 Help

System Setting | User Profiles | Detail | **User Access**

Company Account* 00038010000001 - Company 1A - VISA
 User Access* Cardholder

Cancel Next

Select Next



Additional User Profile Created

Corporate Card No-Reply <no-reply@networkglobal>
To: M Support

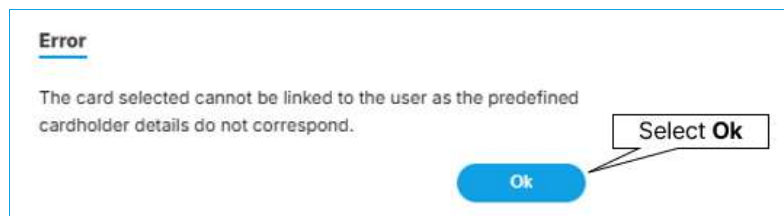
Dear Manager 1

Your Cardholder profile has been activated for company 00038010000001 – Company 1A on the Commercial Card Solution.

Please click [here](#) to login.

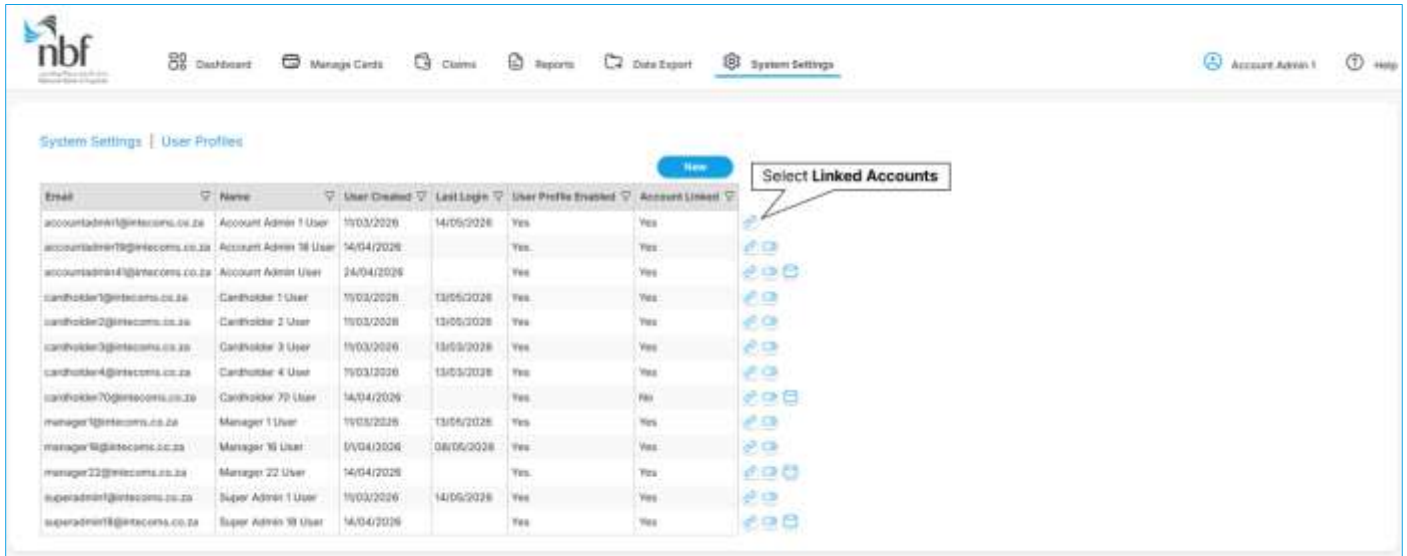
Regards,
Commercial Card Solution Team

If the Cardholder details cannot be successfully validated, an error pop-up will display, and the card will not be linked.



5.1.7 How to maintain Cardholder cards and user profiles

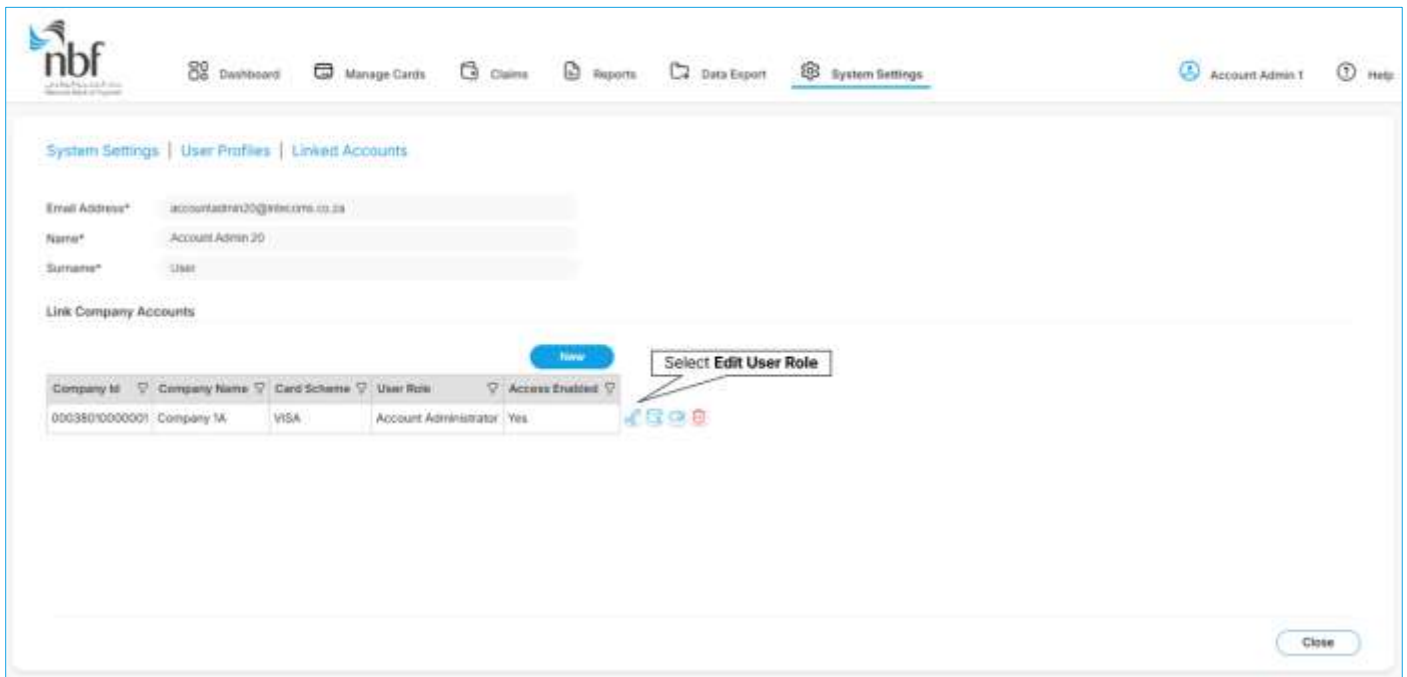
As the system has been configured to automate the process of linking newly issued cards, the Account Administrator can add or remove cards from an existing Cardholder profile.



System Settings | User Profiles

[New](#) [Select Linked Accounts](#)

Email	Name	User Created	Last Login	User Profile Enabled	Account Linked
accountadmin1@ntecoms.co.za	Account Admin 1 User	11/03/2026	14/05/2026	Yes	Yes
accountadmin18@ntecoms.co.za	Account Admin 18 User	14/04/2026		Yes	Yes
accountadmin14@ntecoms.co.za	Account Admin User	24/04/2026		Yes	Yes
cardholder1@ntecoms.co.za	Cardholder 1 User	11/03/2026	13/05/2026	Yes	Yes
cardholder2@ntecoms.co.za	Cardholder 2 User	11/03/2026	13/05/2026	Yes	Yes
cardholder3@ntecoms.co.za	Cardholder 3 User	11/03/2026	13/05/2026	Yes	Yes
cardholder4@ntecoms.co.za	Cardholder 4 User	11/03/2026	13/05/2026	Yes	Yes
cardholder70@ntecoms.co.za	Cardholder 70 User	14/04/2026		Yes	No
manager1@ntecoms.co.za	Manager 1 User	11/03/2026	13/05/2026	Yes	Yes
manager16@ntecoms.co.za	Manager 16 User	01/04/2026	08/05/2026	Yes	Yes
manager22@ntecoms.co.za	Manager 22 User	14/04/2026		Yes	Yes
superadmin1@ntecoms.co.za	Super Admin 1 User	11/03/2026	14/05/2026	Yes	Yes
superadmin18@ntecoms.co.za	Super Admin 18 User	14/04/2026		Yes	Yes



System Settings | User Profiles | Linked Accounts

Email Address*

Name*

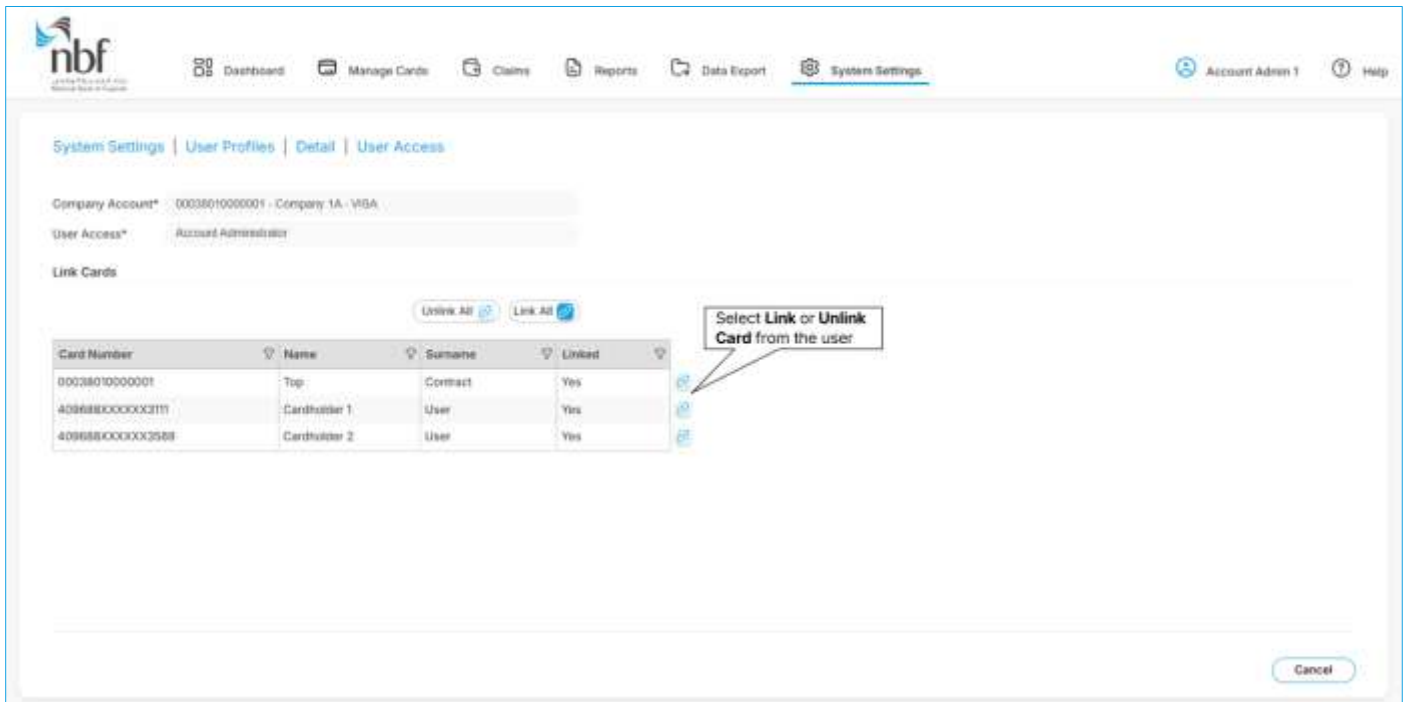
Surname*

Link Company Accounts

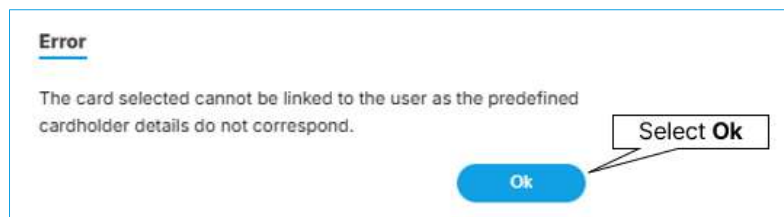
[New](#) [Select Edit User Role](#)

Company ID	Company Name	Card Scheme	User Role	Access Enabled
00035010000001	Company 1A	VISA	Account Administrator	Yes

[Close](#)

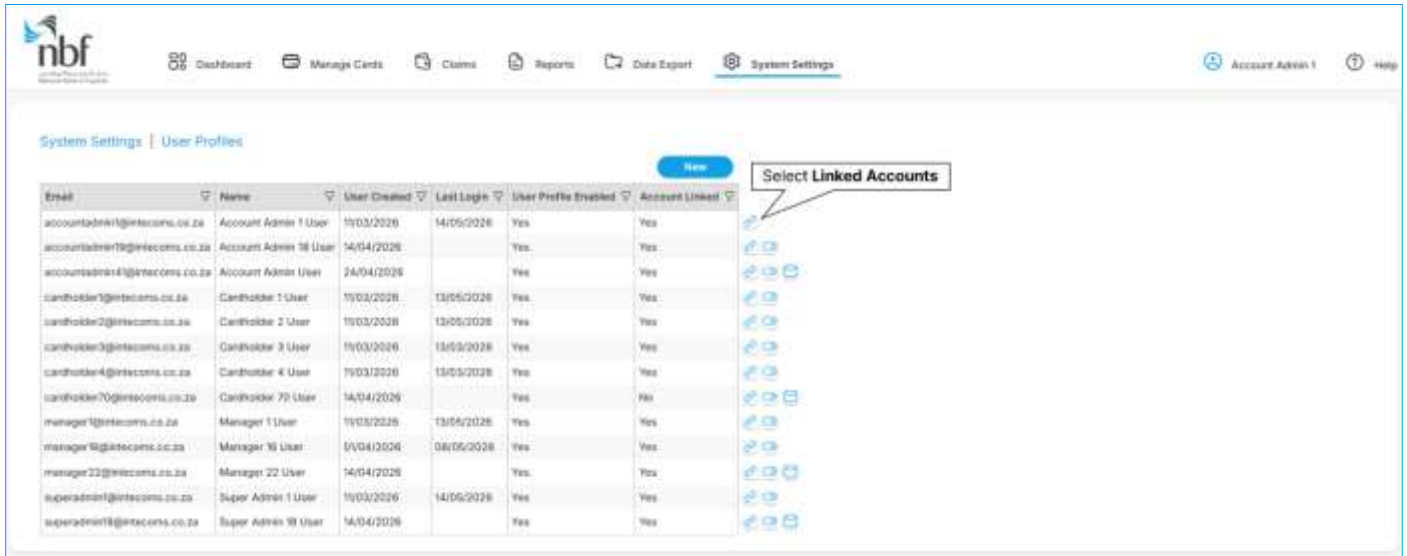


If the Cardholder details cannot be successfully validated, an error pop-up will display, and the card will not be linked.



5.1.8 How to change a user email address

1. Confirm that the updated email address has first been updated by the Bank where required.
2. Go to **System Settings | User Profiles**.
3. Open the relevant user profile.
4. Select the **Change User Email Address** icon.
5. Enter the updated email address.
6. Confirm the change.
7. Confirm that the user receives the **User Profile Email Updated** notification.

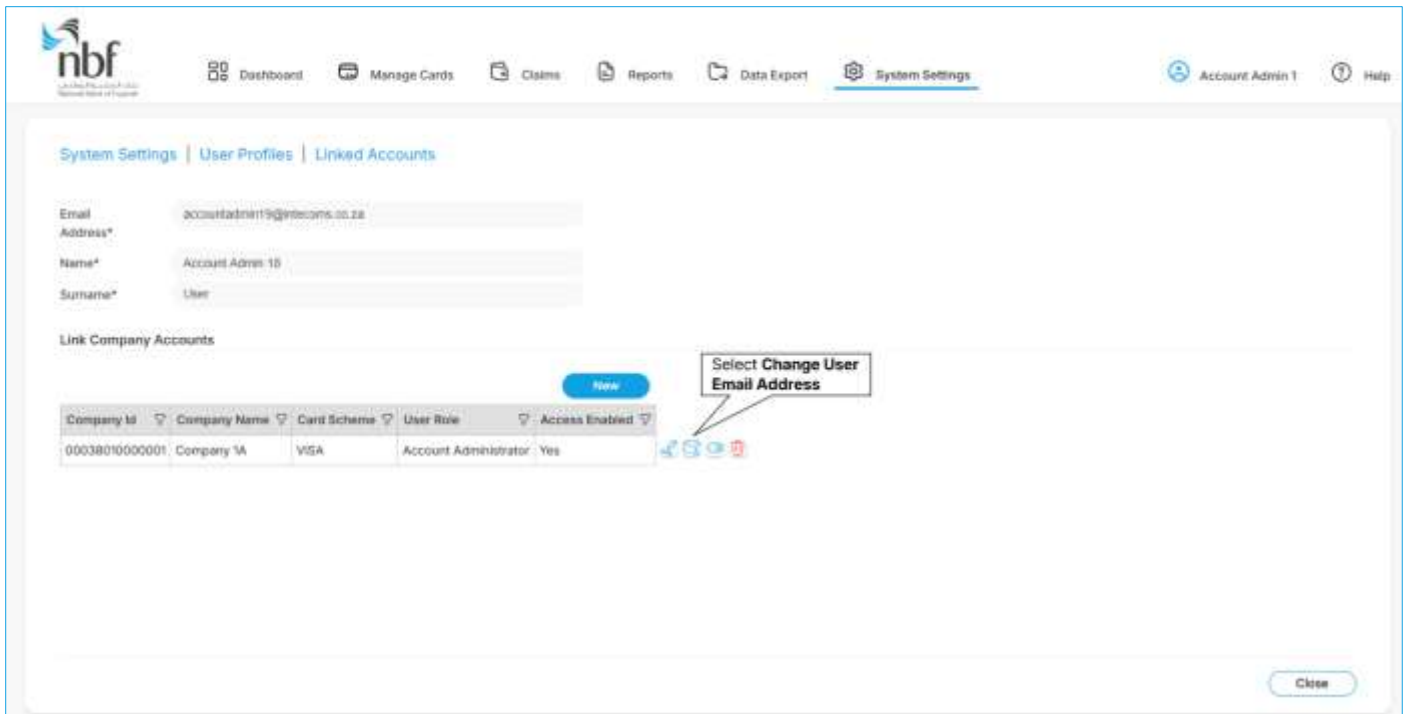


System Settings | User Profiles

New

Select Linked Accounts

Email	Name	User Created	Last Login	User Profile Enabled	Account Linked
accountadmin1@ntecoms.co.za	Account Admin 1 User	11/03/2026	14/05/2026	Yes	Yes
accountadmin18@ntecoms.co.za	Account Admin 18 User	14/04/2026		Yes	Yes
accountadmin14@ntecoms.co.za	Account Admin User	24/04/2026		Yes	Yes
cardholder1@ntecoms.co.za	Cardholder 1 User	11/03/2026	13/05/2026	Yes	Yes
cardholder2@ntecoms.co.za	Cardholder 2 User	11/03/2026	13/05/2026	Yes	Yes
cardholder3@ntecoms.co.za	Cardholder 3 User	11/03/2026	13/05/2026	Yes	Yes
cardholder4@ntecoms.co.za	Cardholder 4 User	11/03/2026	13/05/2026	Yes	Yes
cardholder70@ntecoms.co.za	Cardholder 70 User	14/04/2026		Yes	No
manager1@ntecoms.co.za	Manager 1 User	11/03/2026	13/05/2026	Yes	Yes
manager16@ntecoms.co.za	Manager 16 User	01/04/2026	08/05/2026	Yes	Yes
manager22@ntecoms.co.za	Manager 22 User	14/04/2026		Yes	Yes
superadmin1@ntecoms.co.za	Super Admin 1 User	11/03/2026	14/05/2026	Yes	Yes
superadmin18@ntecoms.co.za	Super Admin 18 User	14/04/2026		Yes	Yes



System Settings | User Profiles | Linked Accounts

New

Select Change User Email Address

Email Address* accountadmin15@ntecoms.co.za

Name* Account Admin 15

Surname* User

Link Company Accounts

Company ID	Company Name	Card Scheme	User Role	Access Enabled
00038010000001	Company 1A	VISA	Account Administrator	Yes

Close

Change User Email Address

Insert **Email Address** and select **Change**

Email Address*

Confirmation

Are you sure you want to change user profile email address to "accountadmin18@intecom.co.za"?

No

Yes

If the email address is the same and has not been updated by the Bank, an error pop-up message will display.

Error

Email address has not changed.

Ok

If the email address is different and an existing profile has already been registered, an error pop-up will display.

Error

Email address accountadmin20@intecom.co.za already exists.

Ok

If the email address is different, has been updated by the Bank and does not already exist as a profile in the system, a confirmation pop-up will display.

Confirmation

Are you sure you want to change user profile email address to "accountadmin18@intecom.co.za"?

No

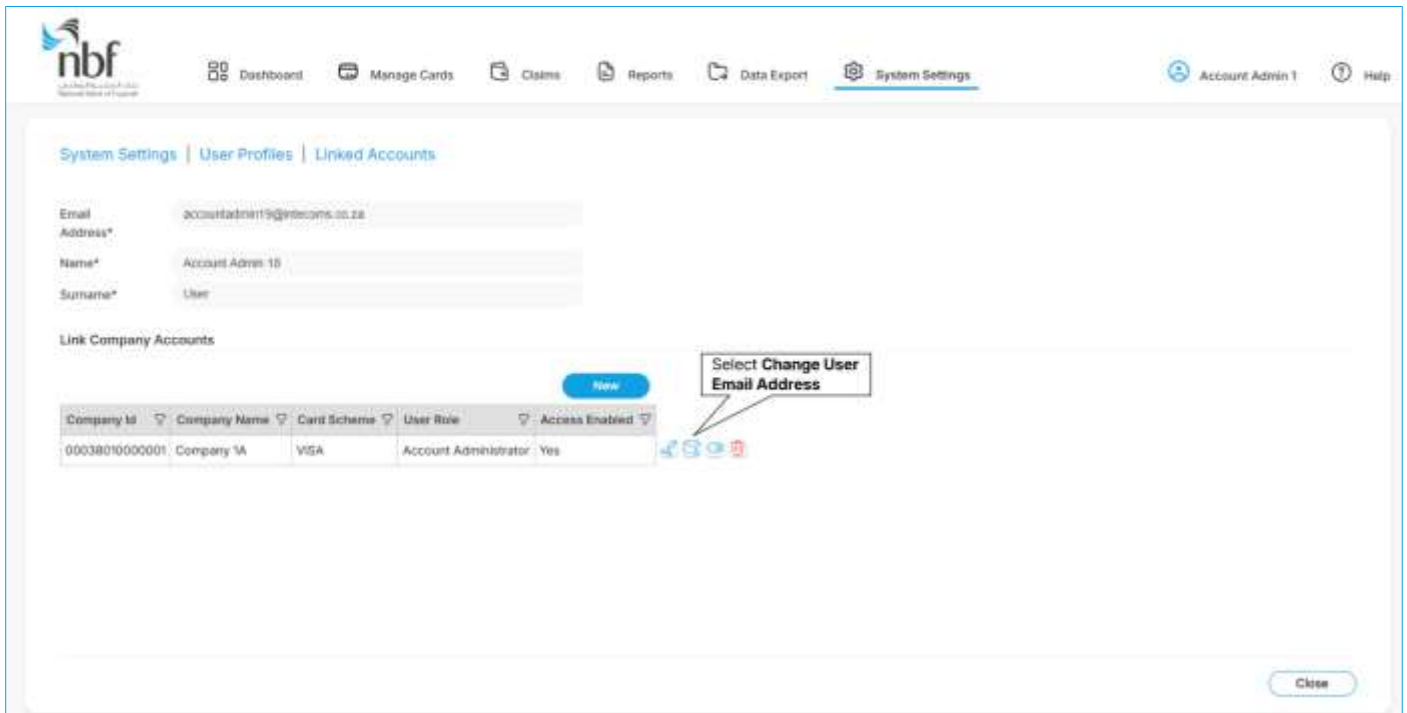
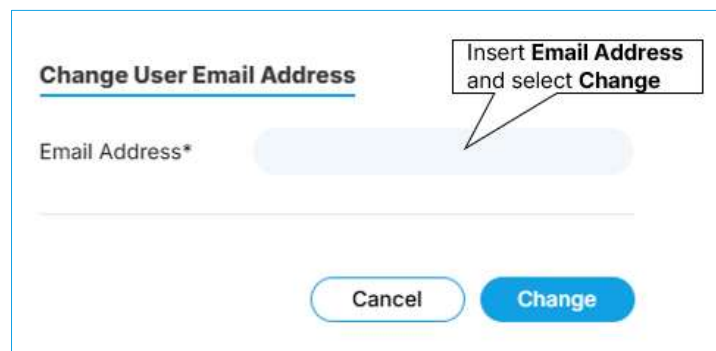
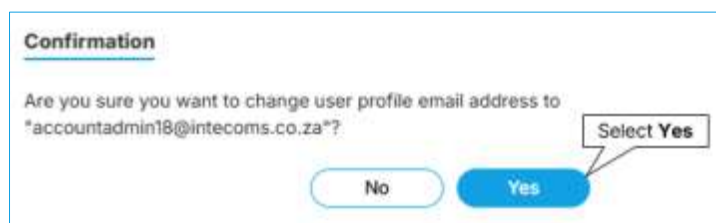
Yes

Success

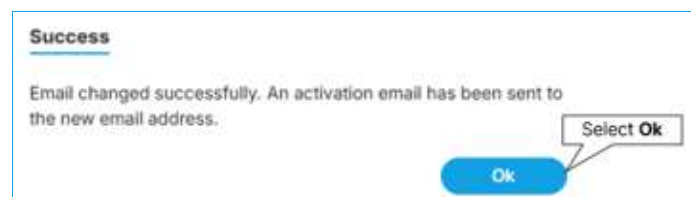
Email changed successfully. An activation email has been sent to the new email address.

Ok

To change the email address for an Account Administrator, Super Administrator or Manager, select the **Change User Email Address** icon.

The success pop-up will display once the email address has been updated successfully.



The user will receive the User Profile Email Updated notification.

User Profile Email Updated

Corporate Card No-Reply <no-reply@network.produ>
To: Account Admin 18

Dear Account Admin 18,

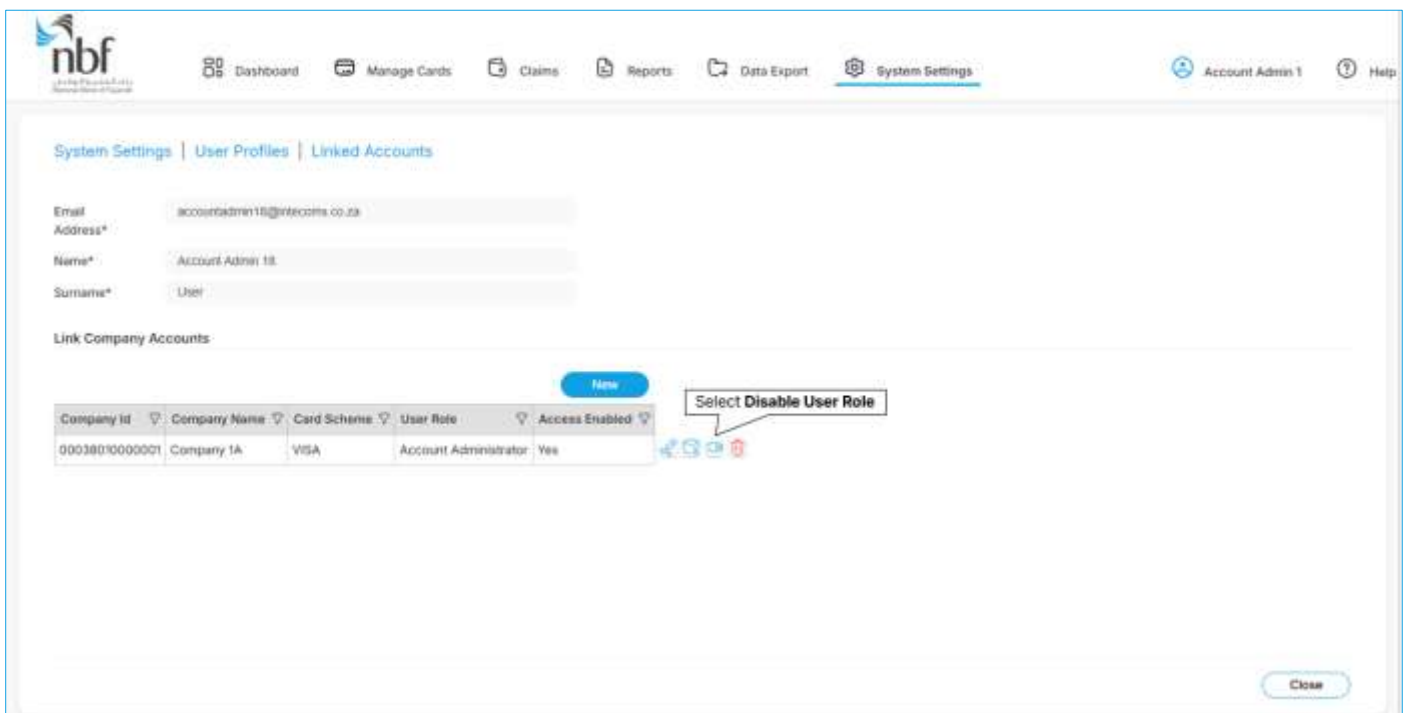
Account Administrator Account Admin 1 User updated your User Profile on the Commercial Card Solution.

Please click [here](#) to complete the activation process.

Regards,
Commercial Card Solution Team

5.1.9 How to disable, enable or delete linked accounts

1. Go to **System Settings | User Profiles**.
2. Open the relevant user profile.
3. Open the linked accounts or linked cards section.
4. Select **Disable** to temporarily remove access, **Enable** to restore access, or **Delete** to remove the link.
5. Review the confirmation message.
6. Confirm the action to update the user profile.



System Settings | User Profiles | Linked Accounts

Email Address* accountadmin18@ntecoms.co.za

Name* Account Admin 18

Surname* User

Link Company Accounts

New

Company Id	Company Name	Card Scheme	User Role	Access Enabled
00038010000001	Company 1A	VISA	Account Administrator	Yes

Select Disable User Role

Close

Confirmation

Are you sure you want to disable the selected user access?

No Yes

Select Yes



Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings

Account Admin 1 Help

System Settings | User Profiles | Linked Accounts

Email: accountadmin1@ntecoms.co.za
Address*:
Name*: Account Admin 10
Surname*: User

Link Company Accounts

New

Company Id	Company Name	Card Scheme	User Role	Access Enabled
00038010000001	Company 1A	VISA	Account Administrator	No

Select Enable User Role

Close

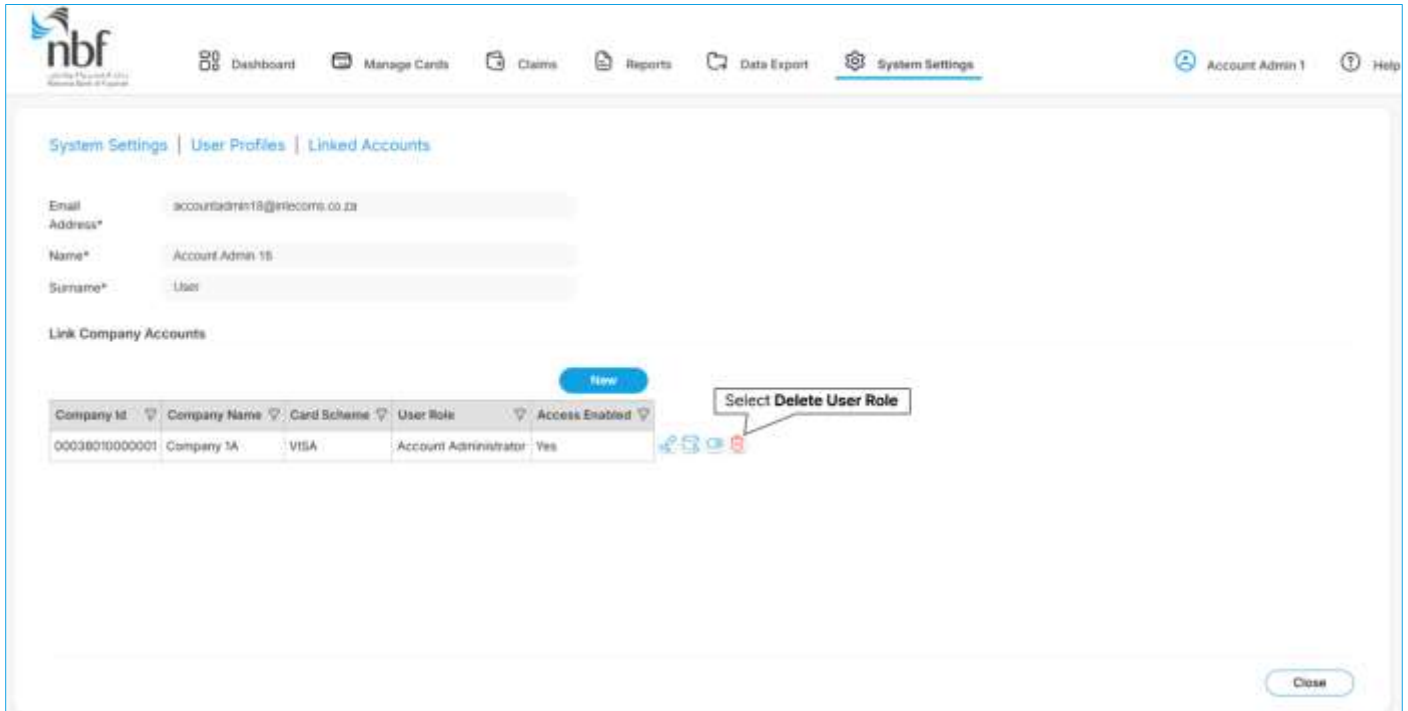
Confirmation

Are you sure you want to enable the selected user access?

No

Yes

Select Yes



nbf
 National Bank of Fujairah

Dashboard Manage Cards Claims Reports Data Export System Settings

Account Admin 1 Help

System Settings | User Profiles | Linked Accounts

Email Address* accountadmin18@ntecoms.co.za
 Name* Account Admin 18
 Surname* User

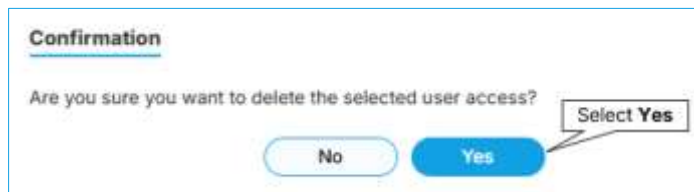
Link Company Accounts

New

Company Id	Company Name	Card Scheme	User Role	Access Enabled
00038010000001	Company 1A	VISA	Account Administrator	Yes

Select Delete User Role

Close

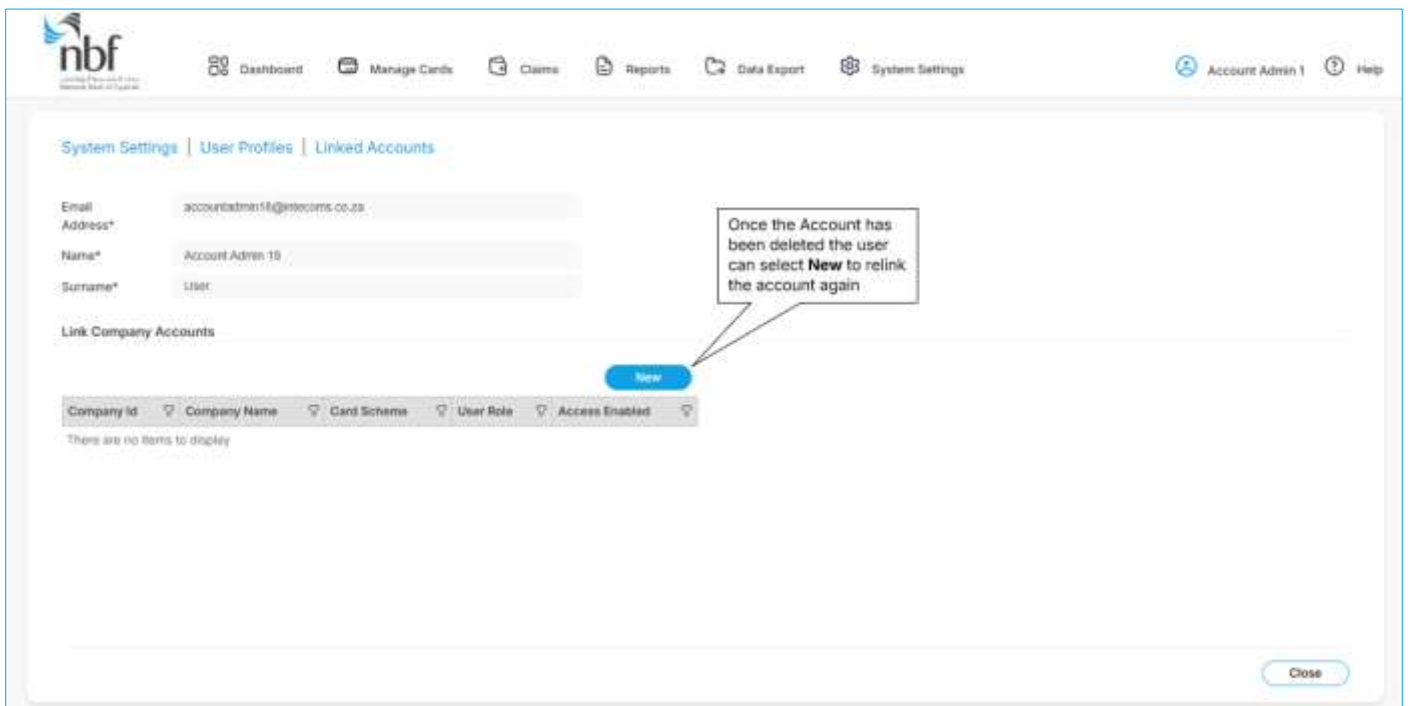


Confirmation

Are you sure you want to delete the selected user access?

No Yes

Select Yes



nbf
 National Bank of Fujairah

Dashboard Manage Cards Claims Reports Data Export System Settings

Account Admin 1 Help

System Settings | User Profiles | Linked Accounts

Email Address* accountadmin18@ntecoms.co.za
 Name* Account Admin 18
 Surname* User

Link Company Accounts

New

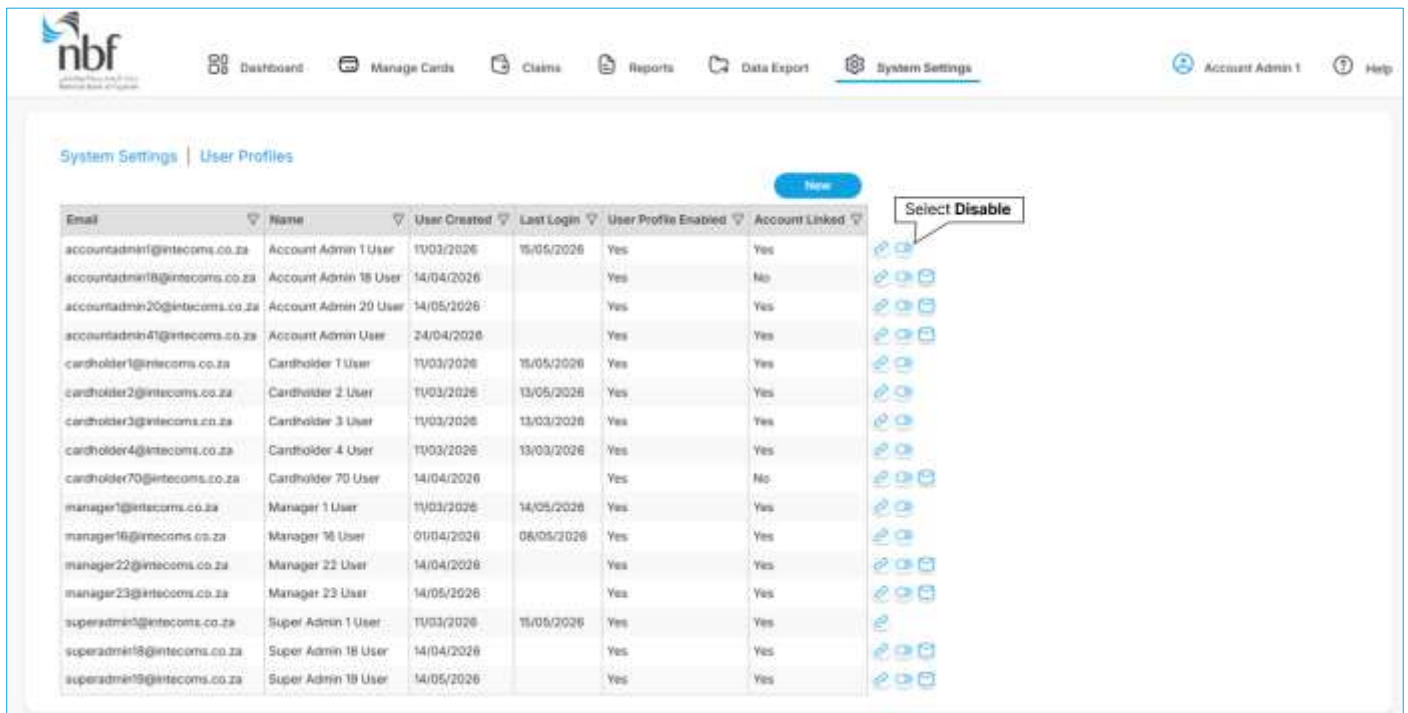
Company Id	Company Name	Card Scheme	User Role	Access Enabled
There are no items to display				

Once the Account has been deleted the user can select New to relink the account again

Close

5.1.10 How to disable a user profile

1. Go to **System Settings | User Profiles**.
2. Search for and open the relevant user profile.
3. Select the option to disable the user profile.
4. Review the confirmation message.
5. Confirm the action.
6. Confirm that the enable option becomes available if access needs to be restored later.



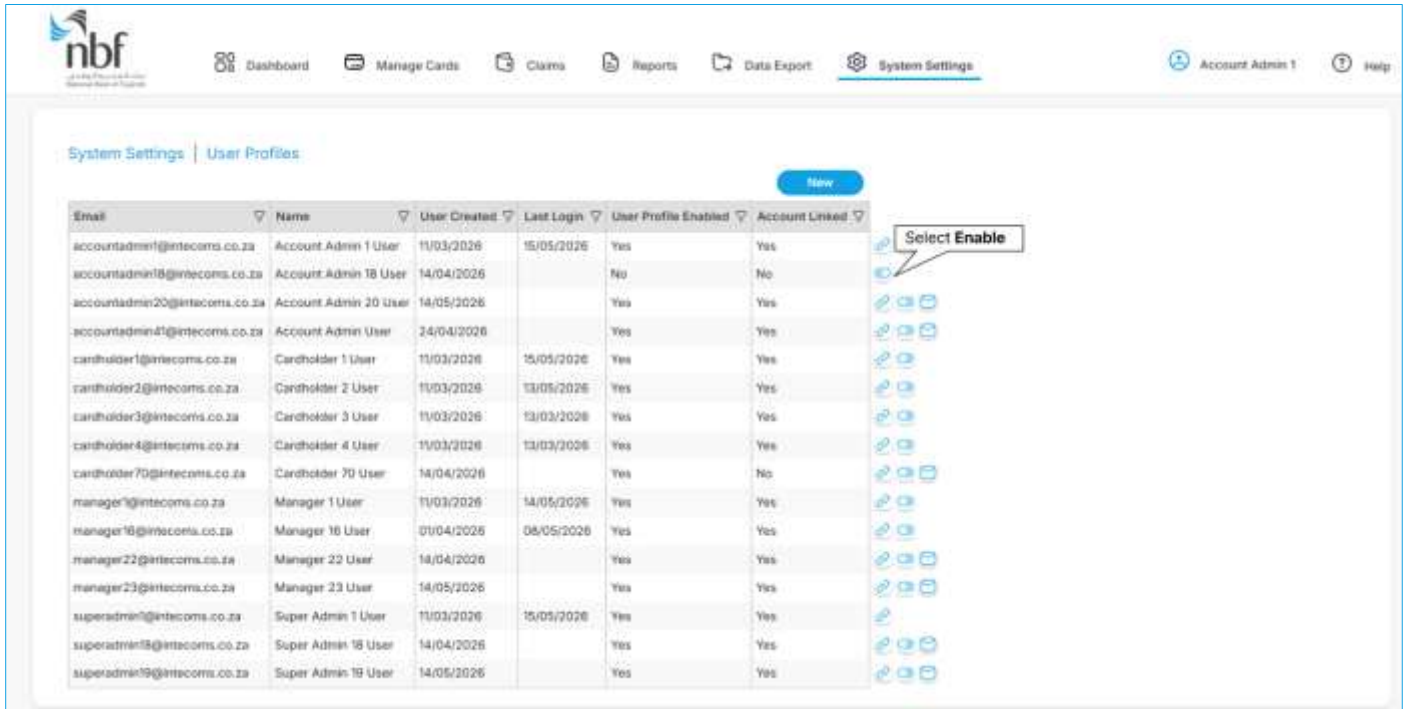
Email	Name	User Created	Last Login	User Profile Enabled	Account Linked
accountadmin@intecom.co.za	Account Admin 1 User	11/03/2026	15/05/2026	Yes	Yes
accountadmin18@intecom.co.za	Account Admin 18 User	14/04/2026		Yes	No
accountadmin20@intecom.co.za	Account Admin 20 User	14/05/2026		Yes	Yes
accountadmin41@intecom.co.za	Account Admin User	24/04/2026		Yes	Yes
cardholder1@intecom.co.za	Cardholder 1 User	11/03/2026	15/05/2026	Yes	Yes
cardholder2@intecom.co.za	Cardholder 2 User	11/03/2026	13/05/2026	Yes	Yes
cardholder3@intecom.co.za	Cardholder 3 User	11/03/2026	13/03/2026	Yes	Yes
cardholder4@intecom.co.za	Cardholder 4 User	11/03/2026	13/03/2026	Yes	Yes
cardholder70@intecom.co.za	Cardholder 70 User	14/04/2026		Yes	No
manager1@intecom.co.za	Manager 1 User	11/03/2026	14/05/2026	Yes	Yes
manager16@intecom.co.za	Manager 16 User	01/04/2026	06/05/2026	Yes	Yes
manager22@intecom.co.za	Manager 22 User	14/04/2026		Yes	Yes
manager23@intecom.co.za	Manager 23 User	14/05/2026		Yes	Yes
superadmin@intecom.co.za	Super Admin 1 User	11/03/2026	15/05/2026	Yes	Yes
superadmin18@intecom.co.za	Super Admin 18 User	14/04/2026		Yes	Yes
superadmin19@intecom.co.za	Super Admin 19 User	14/05/2026		Yes	Yes

Confirmation

Are you sure you want to disable the selected user?

No

Yes



Email	Name	User Created	Last Login	User Profile Enabled	Account Linked
accountadmin1@intecom.co.za	Account Admin 1 User	11/03/2026	15/05/2026	Yes	Yes
accountadmin18@intecom.co.za	Account Admin 18 User	14/04/2026		No	No
accountadmin20@intecom.co.za	Account Admin 20 User	14/05/2026		Yes	Yes
accountadmin41@intecom.co.za	Account Admin User	24/04/2026		Yes	Yes
cardholder1@intecom.co.za	Cardholder 1 User	11/03/2026	15/05/2026	Yes	Yes
cardholder2@intecom.co.za	Cardholder 2 User	11/03/2026	13/05/2026	Yes	Yes
cardholder3@intecom.co.za	Cardholder 3 User	11/03/2026	13/03/2026	Yes	Yes
cardholder4@intecom.co.za	Cardholder 4 User	11/03/2026	13/03/2026	Yes	Yes
cardholder70@intecom.co.za	Cardholder 70 User	14/04/2026		Yes	No
manager1@intecom.co.za	Manager 1 User	11/03/2026	14/05/2026	Yes	Yes
manager16@intecom.co.za	Manager 16 User	01/04/2026	08/05/2026	Yes	Yes
manager22@intecom.co.za	Manager 22 User	14/04/2026		Yes	Yes
manager23@intecom.co.za	Manager 23 User	14/05/2026		Yes	Yes
superadmin1@intecom.co.za	Super Admin 1 User	11/03/2026	15/05/2026	Yes	Yes
superadmin18@intecom.co.za	Super Admin 18 User	14/04/2026		Yes	Yes
superadmin19@intecom.co.za	Super Admin 19 User	14/05/2026		Yes	Yes

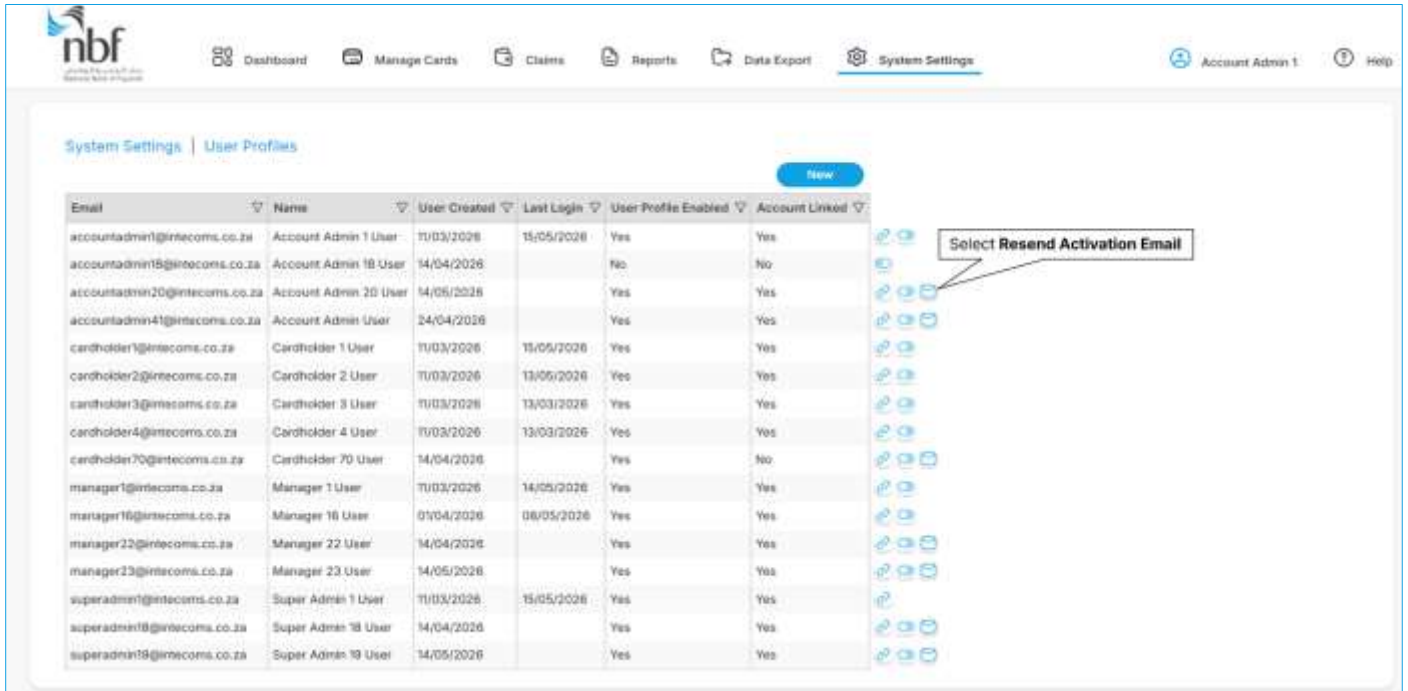
Confirmation

Are you sure you want to enable the selected user?

Select Yes

5.1.11 How to resend a verification email

1. Go to **System Settings | User Profiles**.
2. Search for and open the user profile that has not yet been activated.
3. Select the option to resend the verification email.
4. Review the confirmation message.
5. Confirm the action.
6. Confirm that the user receives the email containing the activation link.



System Settings | User Profiles

New

Email	Name	User Created	Last Login	User Profile Enabled	Account Linked
accountadmin1@intecom.co.za	Account Admin 1 User	11/03/2026	15/05/2026	Yes	Yes
accountadmin15@intecom.co.za	Account Admin 15 User	14/04/2026		No	No
accountadmin20@intecom.co.za	Account Admin 20 User	14/05/2026		Yes	Yes
accountadmin41@intecom.co.za	Account Admin User	24/04/2026		Yes	Yes
cardholder1@intecom.co.za	Cardholder 1 User	11/03/2026	15/05/2026	Yes	Yes
cardholder2@intecom.co.za	Cardholder 2 User	11/03/2026	13/05/2026	Yes	Yes
cardholder3@intecom.co.za	Cardholder 3 User	11/03/2026	13/03/2026	Yes	Yes
cardholder4@intecom.co.za	Cardholder 4 User	11/03/2026	13/03/2026	Yes	Yes
cardholder70@intecom.co.za	Cardholder 70 User	14/04/2026		Yes	No
manager1@intecom.co.za	Manager 1 User	11/03/2026	14/05/2026	Yes	Yes
manager16@intecom.co.za	Manager 16 User	01/04/2026	08/05/2026	Yes	Yes
manager22@intecom.co.za	Manager 22 User	14/04/2026		Yes	Yes
manager23@intecom.co.za	Manager 23 User	14/05/2026		Yes	Yes
superadmin1@intecom.co.za	Super Admin 1 User	11/03/2026	15/05/2026	Yes	Yes
superadmin18@intecom.co.za	Super Admin 18 User	14/04/2026		Yes	Yes
superadmin19@intecom.co.za	Super Admin 19 User	14/05/2026		Yes	Yes

Select Resend Activation Email

Confirmation

Are you sure you want to resend the Activation email?

No Yes

Select Yes

Information

Verification email sent successfully.

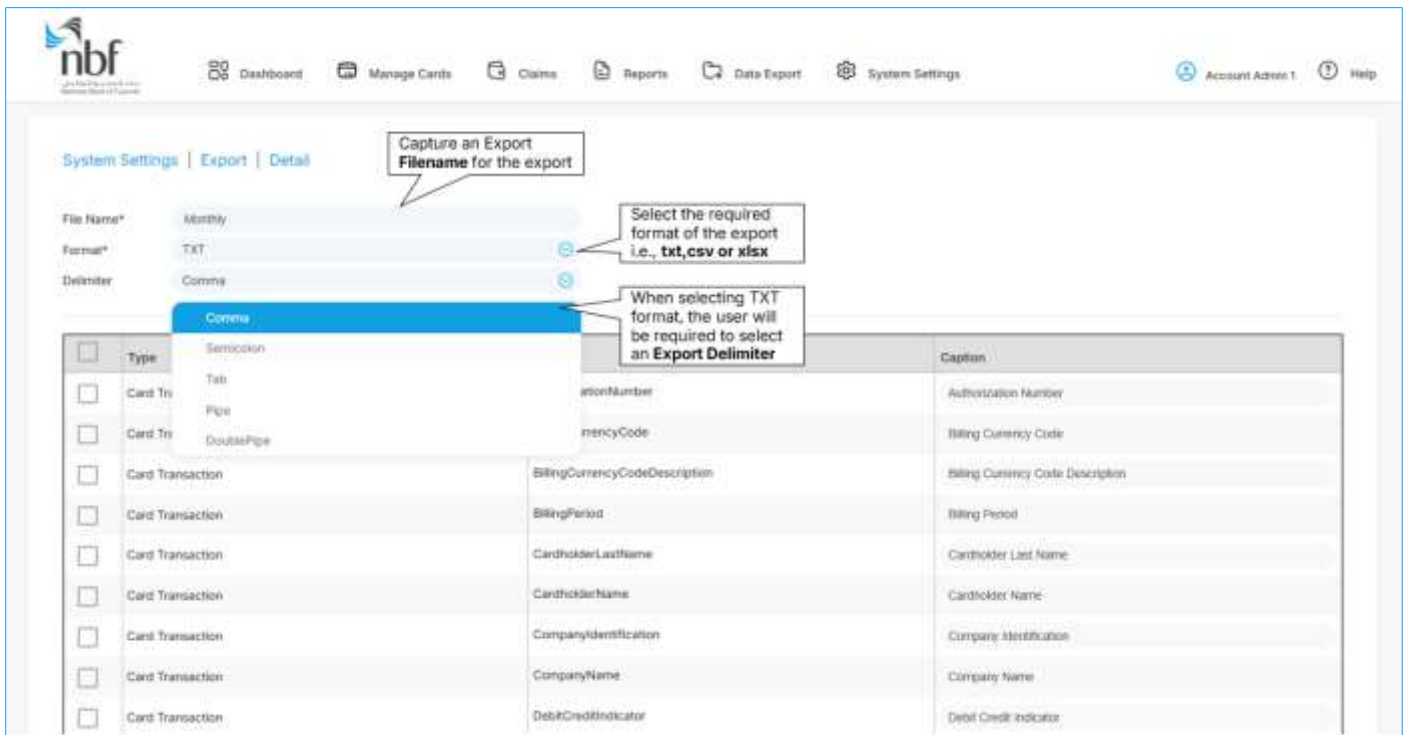
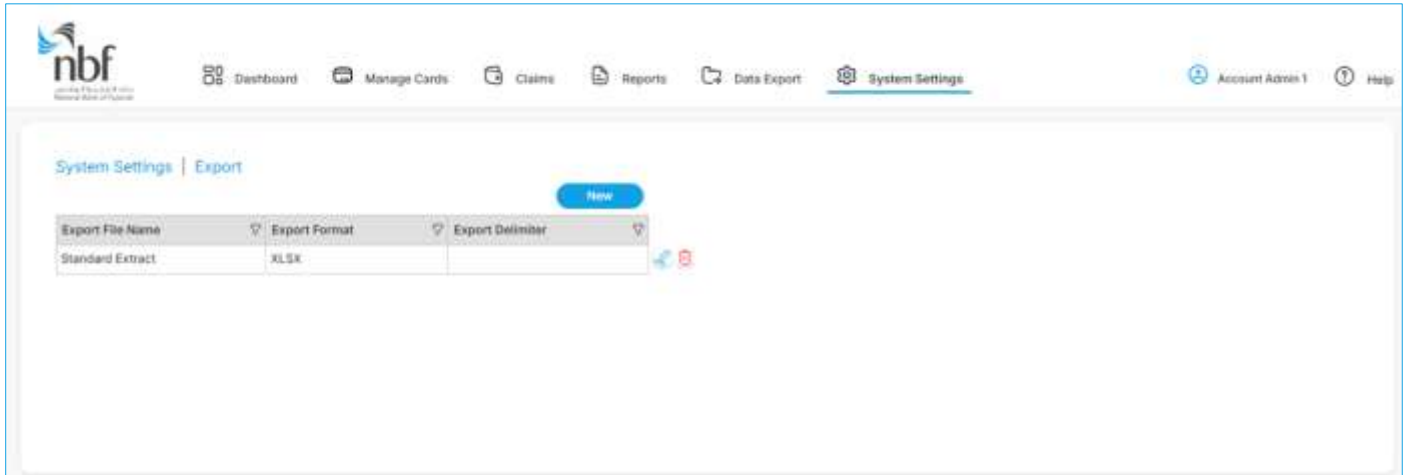
Ok

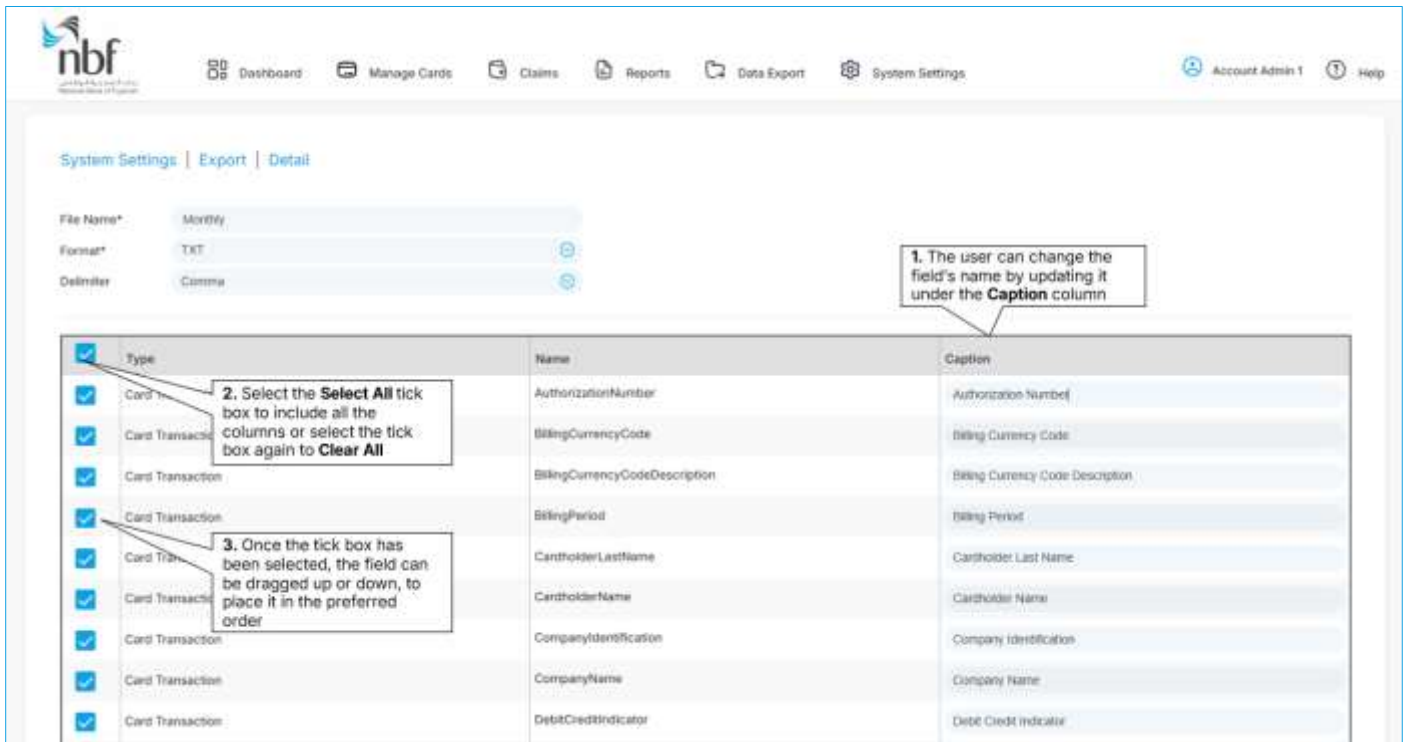
Select Ok

5.2 How to configure exports

The Account Administrator can create multiple preconfigured reports with the fields required by the company or for upload into its back-office systems. The report configuration can include card transaction fields received from issuer data files and claim fields where Cardholders have allocated their transactions.

1. Go to **System Settings | Export**.
2. Select **New** to create a new export.
3. Select the checkbox next to each field required in the export.
4. Rename selected fields using the caption option, where required.
5. Save the export configuration.
6. Return to **System Settings | Export** to edit or delete the export later, if required.





System Settings | Export | Detail

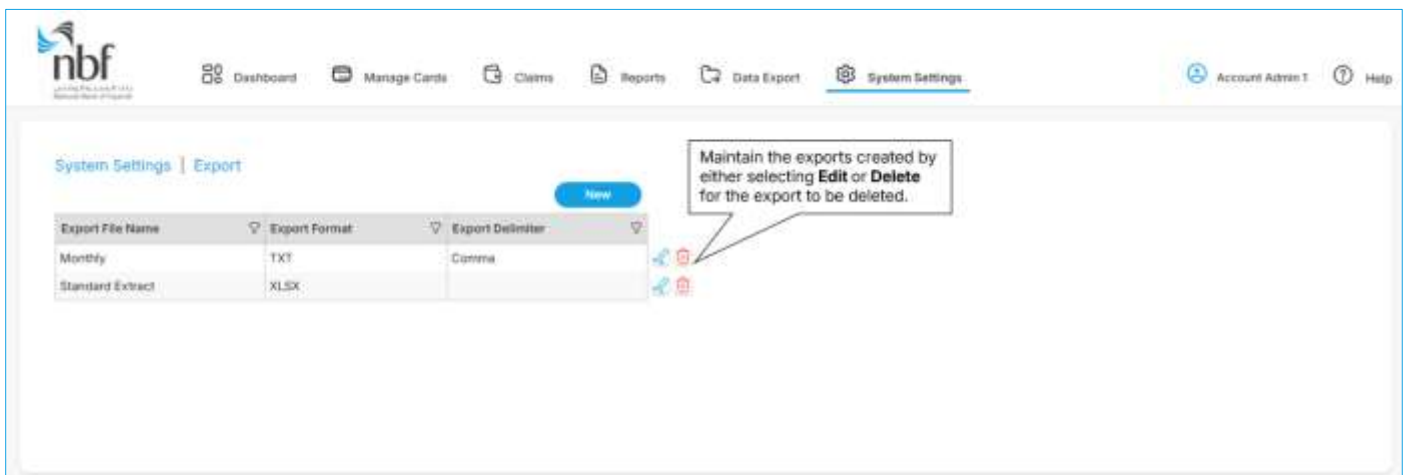
File Name* Monthly
Format* TXT
Delimiter Comma

1. The user can change the field's name by updating it under the **Caption** column

Type	Name	Caption
☒	AuthorizationNumber	Authorization Number
☒	BillingCurrencyCode	Billing Currency Code
☒	BillingCurrencyCodeDescription	Billing Currency Code Description
☒	BillingPeriod	Billing Period
☒	CardholderLastName	Cardholder Last Name
☒	CardholderName	Cardholder Name
☒	CompanyIdentification	Company Identification
☒	CompanyName	Company Name
☒	DebitCreditIndicator	Debit Credit Indicator

2. Select the **Select All** tick box to include all the columns or select the tick box again to **Clear All**

3. Once the tick box has been selected, the field can be dragged up or down, to place it in the preferred order



System Settings | Export

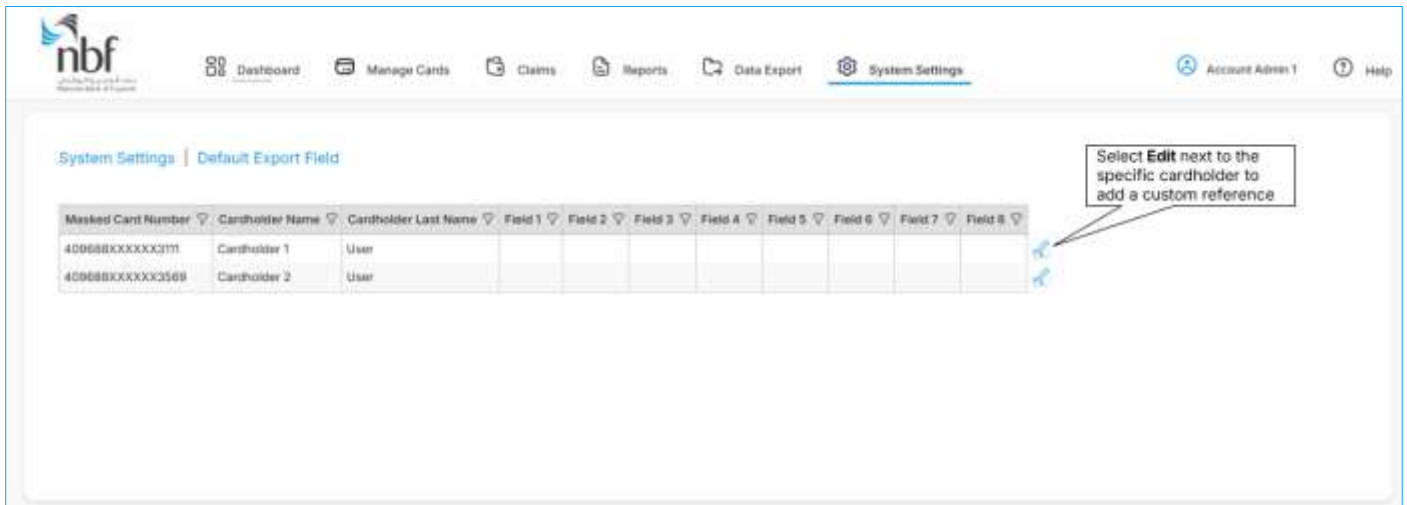
Export File Name Export Format Export Delimiter

Monthly	TXT	Comma
Standard Extract	XLSX	

1. Maintain the exports created by either selecting **Edit** or **Delete** for the export to be deleted.

5.3 Default Export Fields

The Default Export Fields contain up to eight customised default fields related to a card number for selection as part of the export, such as the Cardholder's cost centre or personnel number.



System Settings | Default Export Field

Masked Card Number	Cardholder Name	Cardholder Last Name	Field 1	Field 2	Field 3	Field 4	Field 5	Field 6	Field 7	Field 8
409688XXXXXX3111	Cardholder 1	User								
409688XXXXXX3569	Cardholder 2	User								

Select **Edit** next to the specific cardholder to add a custom reference

Default Export Field

Masked Card Number

409688XXXXXX3111

Cardholder Name

Cardholder 1

Cardholder Last Name

User

Field 1

Field 2

Field 3

Field 4

Field 5

Field 6

Field 7

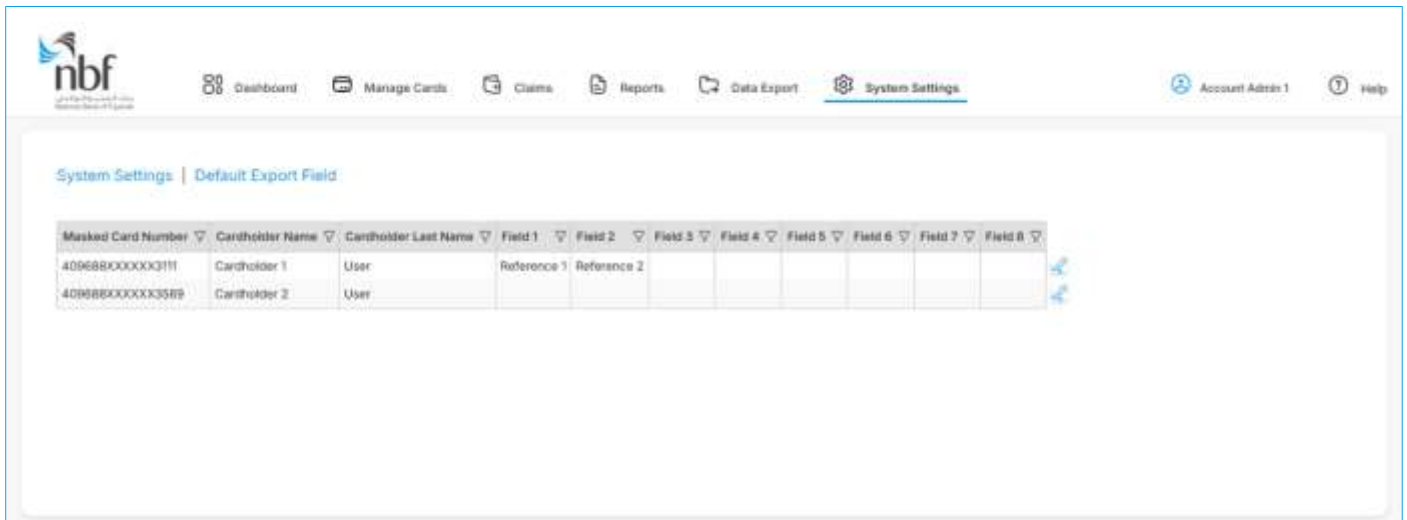
Field 8

Cancel

Save

Capture the required references and select **Save**

Once the required fields have been updated with the details related to a Cardholder, the details will be saved and can be updated when required.

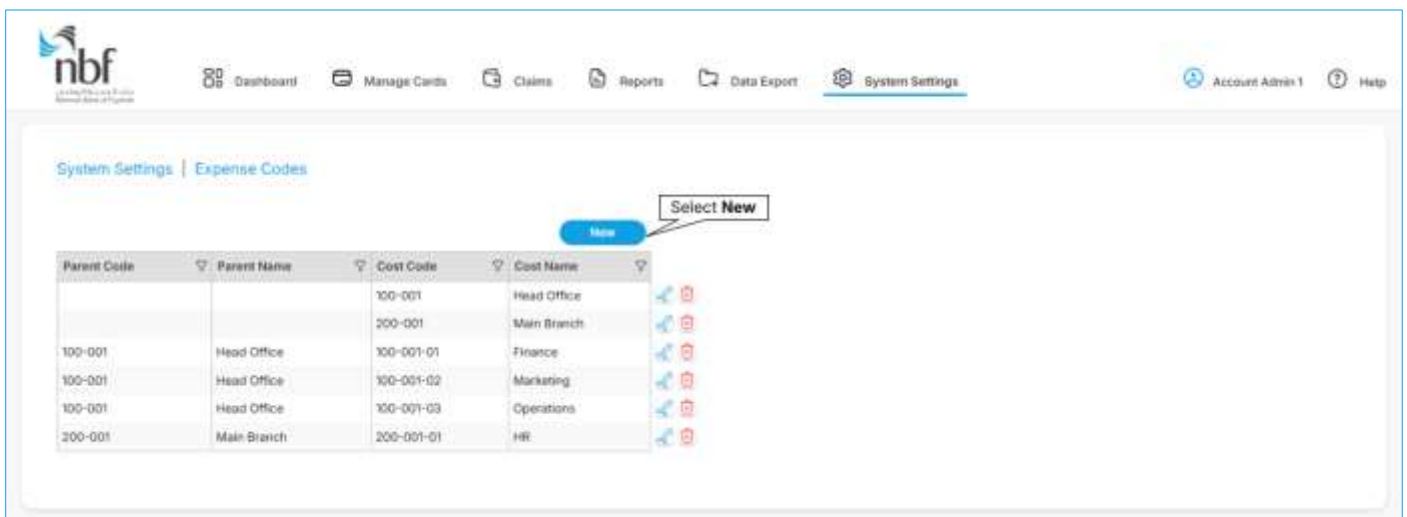


Masked Card Number	Cardholder Name	Cardholder Last Name	Field 1	Field 2	Field 3	Field 4	Field 5	Field 6	Field 7	Field 8
40968XXXXXX0111	Cardholder 1	User	Reference 1	Reference 2						
40968XXXXXX3569	Cardholder 2	User								

5.4 Expense Codes

The Account Administrator can preconfigure and maintain Expense Codes. A two-level allocation is available in the Claims process for users to select from a dropdown list.

When the Account Administrator creates Expense Codes, the **Code** and **Description** fields are mandatory and must be unique. Linking a cost code to a **Parent Code** is optional.



Parent Code	Parent Name	Cost Code	Cost Name
		100-001	Head Office
		200-001	Main Branch
100-001	Head Office	100-001-01	Finance
100-001	Head Office	100-001-02	Marketing
100-001	Head Office	100-001-03	Operations
200-001	Main Branch	200-001-01	HR

If a two-level claim allocation is required, create the parent code first so it is available for selection in the dropdown list. You can then create the related cost codes.

Expense Codes

Code* 100-015

Description* Infrastructure

Parent Cost Centre 100-014 : Head Office

Cancel

Save

Select Save

Once the cost code has been created, the user can only **Edit** or **Delete** a cost code that has not yet been linked to an allocated Claim.

Information

Unable to edit Code, as it has been used under Claims. To complete this action, reallocate the affected Claims to a different Code.

Ok

Select Ok

Information

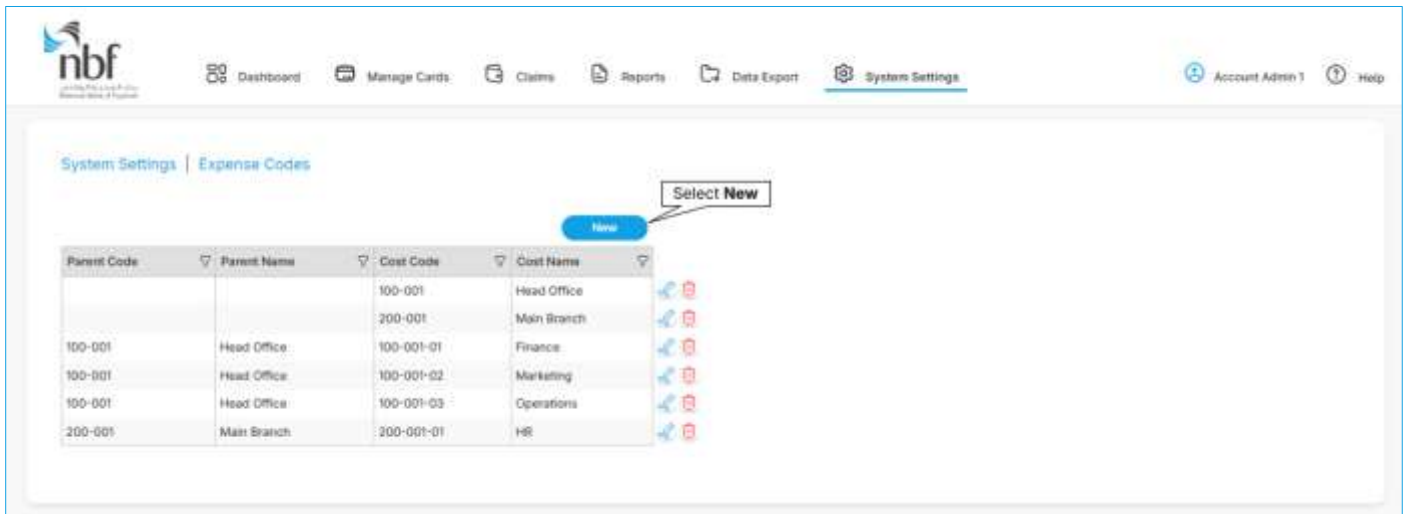
Unable to delete Code, as it has been used under Claims. To complete this action, reallocate the affected Claims to a different Code.

Ok

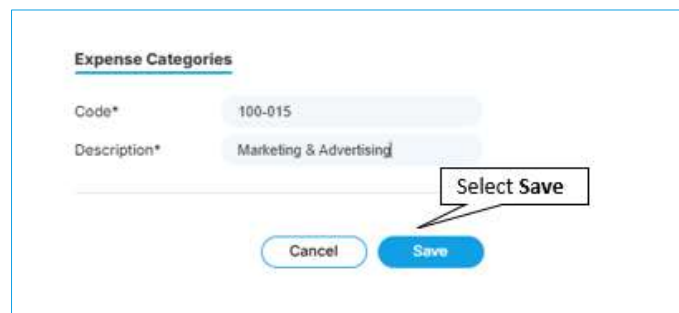
Select Ok

5.5 Expense Categories

The Account Administrator can preconfigure and maintain the Expense Categories that will be available during the Claims process.



After selecting the **New** button, the Expense Categories pop-up will display.

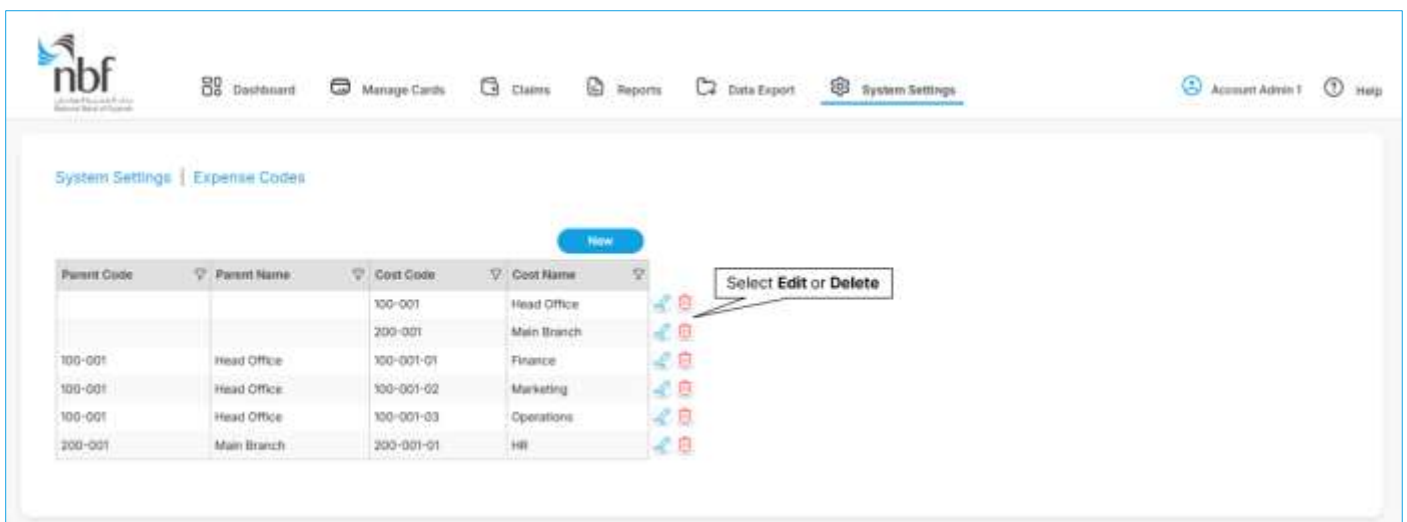


The 'Expense Categories' pop-up form contains the following fields and buttons:

- Code***: 100-015
- Description***: Marketing & Advertising
- Buttons**: Cancel, Save

A callout 'Select Save' points to the 'Save' button.

Once an Expense Category has been created, the user can only **Edit** or **Delete** an expense category that has not yet been linked to an allocated claim.



An information pop-up will display if the user attempts to edit or delete an Expense Code that has already been selected under claims.

Information

Unable to edit Code, as it has been used under Claims. To complete this action, reallocate the affected Claims to a different Code.

Ok

Select **Ok**

Information

Unable to delete Code, as it has been used under Claims. To complete this action, reallocate the affected Claims to a different Code.

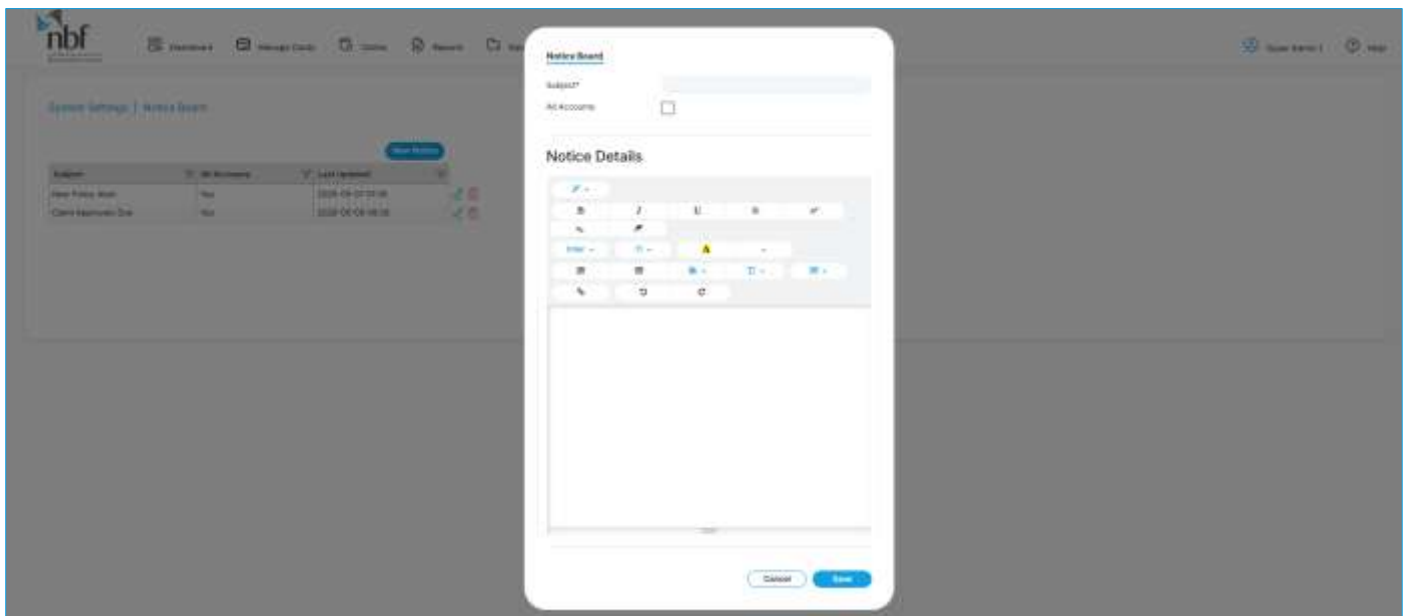
Ok

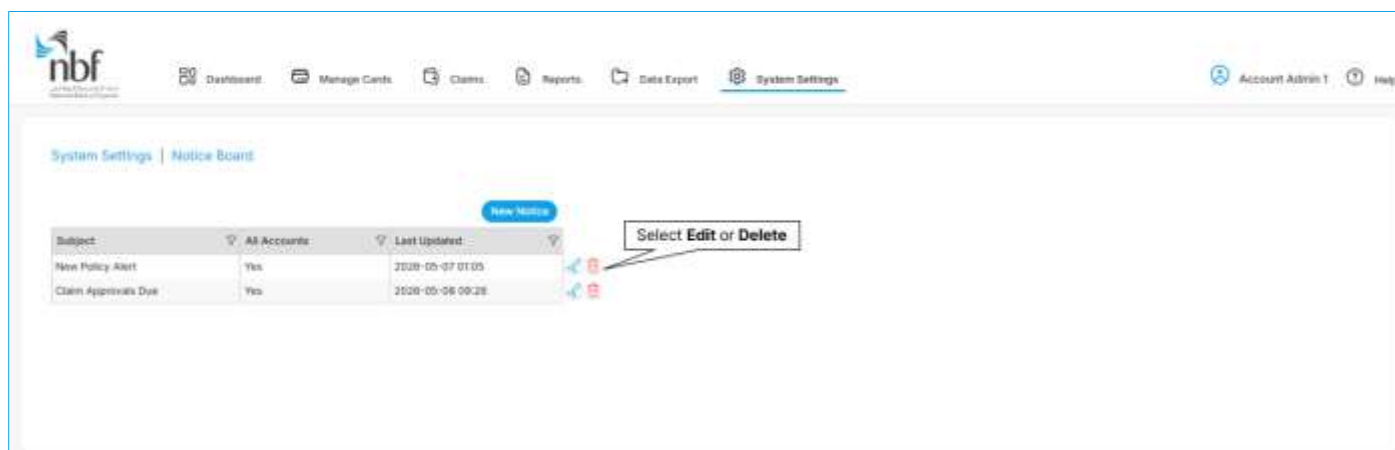
Select **Ok**

5.6 Notice Board

The Account Administrator can provide users with company updates using the Notice Board.

If the Account Administrator is linked to more than one account, messages can be posted to users across linked accounts by selecting **All Accounts**. To post only to users within the account currently accessed by the Account Administrator, leave **All Accounts** unselected.





6. Manage New Cards

6.1 Approval Workflow

The Account Administrator can determine whether Manager approval is required before a new card order progresses to the cardholder. To configure this setting, go to **System Settings | Workflow Approval** and select the required approval workflow preference.

When disabled, the new card order created by the Administrator is submitted directly to the new Cardholder. When enabled, the new card order must first be approved by a manager before it is sent to the new Cardholder for completion.

6.2 How to order a new card when Manager approval is disabled

6.2.1 How to create the order

Once the approval workflow is confirmed as **Disabled**, the Administrator goes to **Manage Cards | Manage New Cards** to create a new card order request. The grid displays all new card order details and their respective statuses.



The following order statuses can display when the workflow is **Disabled**.

Status	Status Description
Pending Cardholder Details	Completed and submitted by Administrator to Cardholder
Pending Company Review	Completed and submitted by Cardholder to Administrator
Referred to Cardholder	Referred back to the Cardholder by Administrator
Pending Issuer Review	Submitted by Administrator to Issuing Bank
Referred to Company	Referred back to the Administrator by the Issuing Bank
Approval in Progress	Issuing Bank approval in progress
Approved by Issuer	Order approved by Issuing Bank
Declined by Issuer	Order declined by Issuing Bank
Error	View error message and take the appropriate action

1. Go to **Manage Cards | Manage New Cards**.
2. Select **New**.
3. Complete the required fields on the **Cardholder Onboarding Details** page.
4. Select **Submit**.
5. Confirm that the order status updates in the Manage New Cards grid.
6. Confirm that the new Cardholder receives the **Provide Cardholder Onboarding Details** email notification.

[Manage Cards](#) | [Manage New Cards](#) | [Cardholder Onboarding Details](#)

Personal Details

Name*
Surname*
Email Address*

Informs part of the user's credentials to access the system.

Card Delivery Address

Address Line 1*
Address Line 2
City*
Emirate
Zip
Country*

16 Some Street
Somewhere
City

Certain fields are prepopulated with the company details already retrieved by the system and are made editable should the details need to change.

AE - United Arab Emirates

Indicates the available limit that can be assigned to the card related to the **Corporate Account** selected.

Additional Details

Corporate Account*
Credit Limit*
Direct Debit Enrolment*
Employee Designation
Employee Number*
Preferred Cardholder Name on Card*
Preferred Company Name on Card*
Card Design*

0003880852374059618 - Corporate 1
Available Limit: 396,000

A zero limit amount can be inserted.

Yes

Company 1A

01

Cancel
Submit

[Manage Cards](#) | [Manage New Cards](#)

[New](#)

Order Number	Name	Surname	Email	Mobile Number	Credit Limit	Date Created	Created By	Company Approver	Issuer Approver	Status
202406000009	Cardholder #8	User	cardholder8@emecoins.co.za		4,000	15/06/2024	superadmin@emecoins.co.za	manager@emecoins.co.za		Pending Cardholder Details

[Order#202605000002] Provide Cardholder Onboarding Details

Corporate Card No-Reply <no-reply@nbfnetwk.globals>
To: NI UAE Support

Dear Cardholder 62 User,

Account Administrator Account Admin 1 User for 00038010000001 Company 1A has initiated a new card order request [Order#202605000002].

Please click [here](#) to login and provide the required information for review and submission.

Regards,
Commercial Card Solution Team

6.2.2 How the Cardholder completes the order

1. The new Cardholder selects the link in the email notification.
2. The Cardholder creates a password to activate the temporary profile.
3. The Cardholder signs in to the portal.
4. The Cardholder completes the required details on the **Cardholder Onboarding Details** screen.
5. The Cardholder selects **Submit** to submit the order, or **Save** to complete it later within 14 days.

Complete Activation

Password*

Confirm Password*

Name*

Surname*


Cardholder 01 Help

[Manage Cards](#) | [Manage New Cards](#) | [Cardholder Onboarding Details](#)

Personal Details

Name*

Cardholder 01

Surname*

User

Email Address*

cardholder01@ntecoms.co.za

Mobile Number*

Date of Birth*

Gender*

☒ Male
 ☐ Female

Country of Birth*

Identity Type*

☒ Passport
 Valid identity documents are required. (Passport only for non-UAE residents, Emirates ID and Passport for UAE Residents.)

Identity Type Number*

Identity Type Document*

Identity Type Expiry Date*

Complete the required fields.

Upload copy of Passport document here and additional documents under the **Supporting Documents** section.

Card Delivery Address

Address Line 1*

16 Some Street

Address Line 2

Somewhere

City*

City

Emirate

Zip

Country*

AE - United Arab Emirates

Card Delivery Address is set and cannot be changed by the new cardholder

Additional Details

Credit Limit*

1,000

Company Approver

Manager 1 User (manager1@ntecoms.co.za)

Direct Debit Enrolment*

☒ Yes

Employee Designation

Employee Number*

125694

Preferred Cardholder Name on Card*

Cardholder

Preferred Company Name on Card*

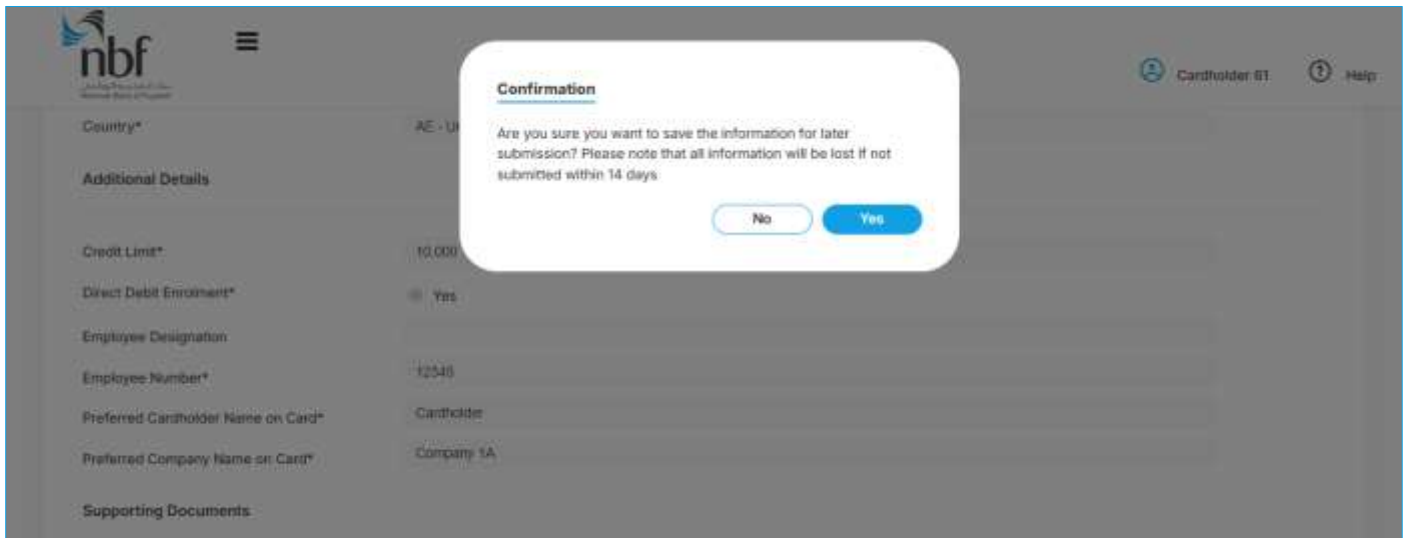
Company 1A

Additional Details are set and can be changed by the Administrator.

Select the **Download** icon to view the attachment.

Save

Submit



The screenshot shows the NBF Corporate Credit Card Self-Service Portal (SSP) interface. A Confirmation dialog box is displayed in the center, asking: "Are you sure you want to save the information for later submission? Please note that all information will be lost if not submitted within 14 days." The dialog has "No" and "Yes" buttons. The background shows a form with fields for Country* (AE - U), Credit Limit* (10,000), Direct Debit Enrolment* (Yes), Employee Designation, Employee Number* (12546), Preferred Cardholder Name on Card* (Cardholder), Preferred Company Name on Card* (Company SA), and Supporting Documents.



The screenshot shows the NBF Corporate Credit Card Self-Service Portal (SSP) interface. An Information dialog box is displayed in the center, stating: "Login restricted until card is issued." The dialog has an "OK" button. The background shows a login form with fields for Email (Cardholder61@jetecomms.co.za), Password, a checkbox for "I'm not a robot", a "Sign in" button, and a "Forgot Password?" link.

When the new cardholder selects to **Submit** the order, the Administrator that created the order will receive the **Review Cardholder Onboarding Details** email notification advising that the order is ready for review.



Corporate Card No-Reply <no-reply@network.global>
To: NI Support

 Reply
  Reply All
  Forward
 


Tue 2026/04/14 10:32

Dear Account Administrator Account Admin 3 User,

New cardholder Cardholder 67 User for 00038030000001 Company 3A has completed the onboarding details [Order#202604000001].

Please click [here](#) to login and review to submit.

Regards,
Commercial Card Solution Team

6.2.3 How to review an order

1. Go to **Manage Cards | Manage New Cards**.
2. Locate the order that requires review.
3. Select the **View Order** icon.
4. Review the Cardholder onboarding details.
5. Submit the order to the Issuing Bank or refer it back to the Cardholder if changes are required.



 Dashboard
  **Manage Cards**
 Claims
  Reports
  Data Export
  System Settings

 Account Admin 1
  Help

[Manage Cards](#) | [Manage New Cards](#)



Order Number	Name	Surname	Email	Mobile Number	Credit Limit	Date Created	Created By	Issuer Approver	Status
202605000002	Cardholder 62	User	cardholder62@intecoms.co.za		1,000	19/05/2026	accountadmin@intecoms.co.za		Pending Cardholder Details
202606000001	Cardholder 61	User	cardholder61@intecoms.co.za		10,000	13/05/2026	accountadmin@intecoms.co.za		Pending Cardholder Details
202604000003	Cardholder 60	User	Cardholder60@intecoms.co.za	+27005000000	1,000	18/04/2026	accountadmin@intecoms.co.za	issueradmin@intecoms.co.za	Approved By Issuer

 View Order
 



Cardholder 61 Help

Manage Cards | Manage New Cards | Cardholder Onboarding Details

Personal Details

Name*

Cardholder 61

Surname*

User

Email Address*

cardholder61@intecom.co.za

Mobile Number*

+27123456789

Date of Birth*

04/01/2000

Gender*

☒ Male
 ☐ Female

Country of Birth*

AE - United Arab Emirates

Identity Type*

☒ Passport
 Valid identity documents are required. (Passport only for non-UAE residents; Emirates ID and Passport for UAE Residents.)

Identity Type Number*

012528888

Identity Type Document*

id.jpg

Download Delete

Identity Type Expiry Date*

31/12/2029

Card Delivery Address

Address Line 1*

16 Some Street

Address Line 2

Somewhere

City*

City

Emirate

Zip

Country*

AE - United Arab Emirates

Additional Details

Credit Limit*

10,000

Direct Debit Enrolment*

☒ Yes
 ☐ No

Employee Designation

Employee Number*

12345

Preferred Cardholder Name on Card*

Cardholder

Preferred Company Name on Card*

Company 1A

Supporting Documents

Order Status

Save Submit

Personal Details are no longer editable by the Administrator.

Select the "Download" icon to view the attachment.

Card Delivery Address is set and can be changed by the Administrator.

Additional Details are set and can be changed by the Administrator.

Select the Download icon to view the attachment.

6.2.4 How to refer an order to the new Cardholder

1. Open the order that requires changes.

2. Select **Refer** at the bottom of the screen.
3. Enter the reason for referring the order back to the Cardholder.
4. Submit the referral.
5. Confirm that the order status updates in **Manage Cards | Manage New Cards**.
6. Confirm that the Cardholder receives the **Outstanding Cardholder Onboarding Details** email notification.

Confirmation

Are you sure you want to refer the request to the new cardholder?

Please attached a clear copy of your passport

No

Yes



Dashboard Manage Cards Claims Reports Data Export System Settings Account Admin 1 Help

Manage Cards | Manage New Cards

Flow

Order Number	Name	Surname	Email	Mobile Number	Credit Limit	Date Created	Created By	Issuer Approver	Status
202605000001	Cardholder 61	User	cardholder61@ntecoms.co.za	+27123456788	10,000	13/05/2026	accountadmin@ntecoms.co.za		Referred To Cardholder

[Order#202605000001] Outstanding Cardholder Onboarding Details

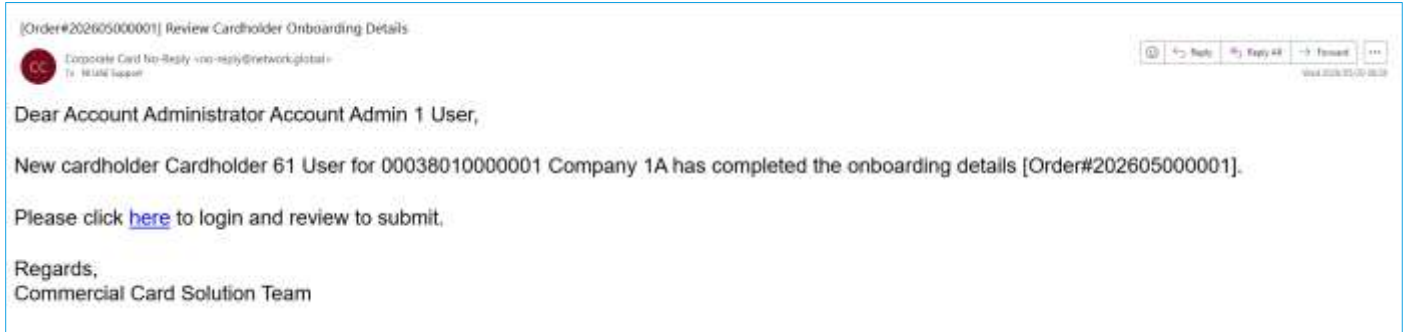
Corporate Card No-Reply <no-reply@network.global>
to: 16 User Support

Dear Cardholder 61 User,

Account Administrator Account Admin 1 User for 00038010000001 Company 1A has reviewed your details [Order#202605000001] and indicated that your information is incomplete with reason: "Please attached a clear copy of your passport"

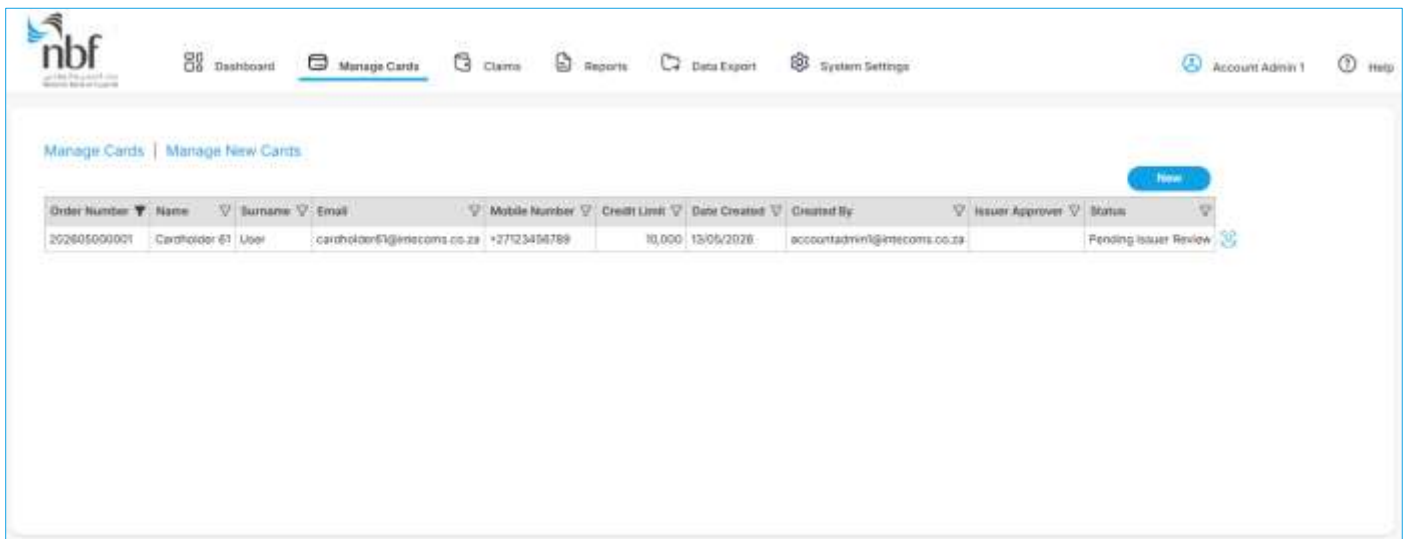
Please click [here](#) to login and complete the details.

Regards,
Commercial Card Solution Team



6.2.5 How to submit an order to the Issuing Bank

1. Open the completed order in **Manage Cards | Manage New Cards**.
2. Verify that all required details are complete and correct.
3. Select **Submit**.
4. Confirm that the order status changes to **Pending Issuer Review** or the applicable next status.



6.2.6 How to handle an order referred by the Issuing Bank

1. Review the **Cardholder Onboarding Referred to Company** email notification.
2. Go to **Manage Cards | Manage New Cards**.
3. Open the referred order.
4. Review the reason for referral.
5. Update the required information.
6. Submit the order again for Issuing Bank review.

[Order#202605000001] Cardholder Onboarding Referred to Company.

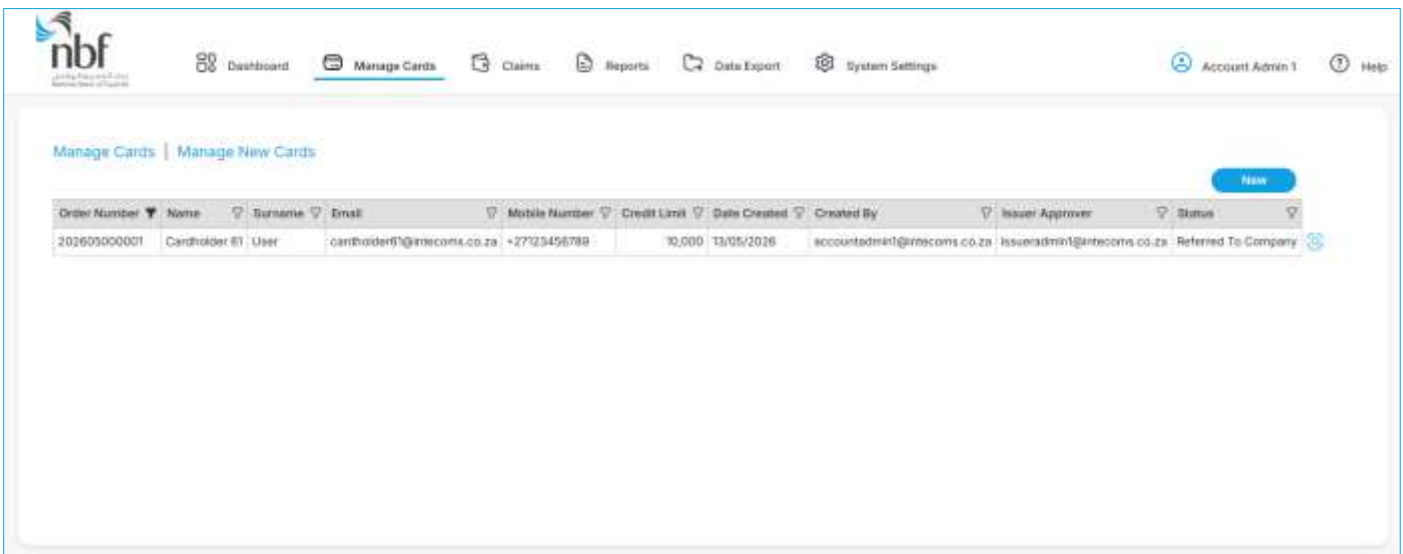
Corporate Card No Reply <no-reply@nbfcoms.co.za>
To: All NBF Support

Dear Account Administrator Account Admin 1 User,

Issuer Administrator Issuer Admin1 reviewed the onboarding details for new cardholder Cardholder 61 User [Order#202605000001] for 00038010000001 Company 1A and indicated that the information is incomplete with reason: "Please upload Emirates ID to the Supporting Documents section of the cardholder onboarding request"

Please click [here](#) to login and complete the details.

Regards,
Commercial Card Solution Team

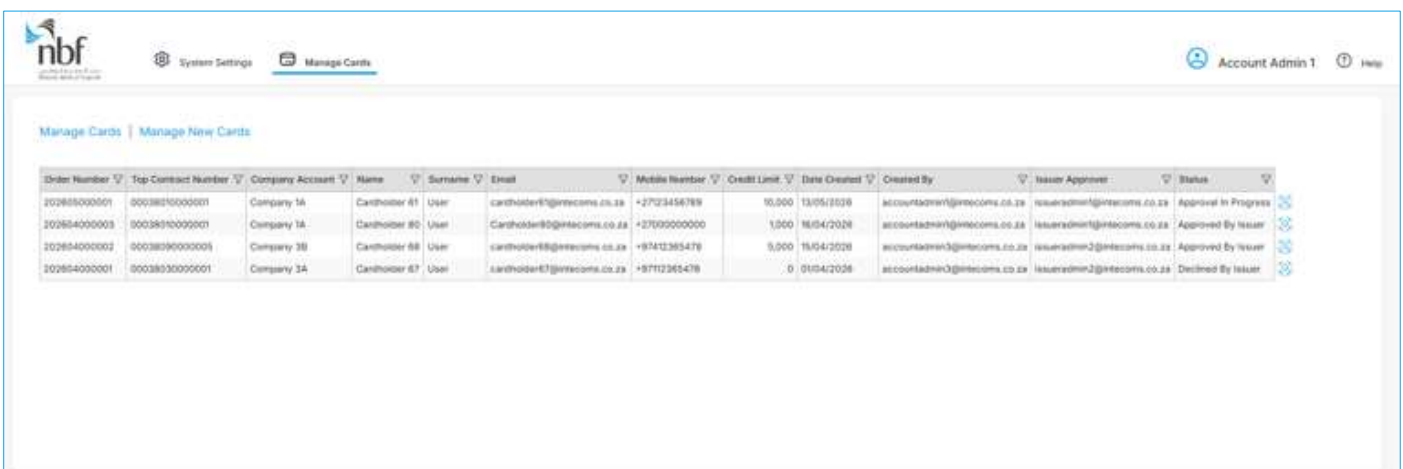


Manage Cards | Manage New Cards

Order Number	Name	Surname	Email	Mobile Number	Credit Limit	Date Created	Created By	Issuer Approver	Status
202605000001	Cardholder 61	User	cardholder61@nbfcoms.co.za	+27723456789	10,000	13/05/2026	accountadmin1@nbfcoms.co.za	issueradmin1@nbfcoms.co.za	Referred To Company

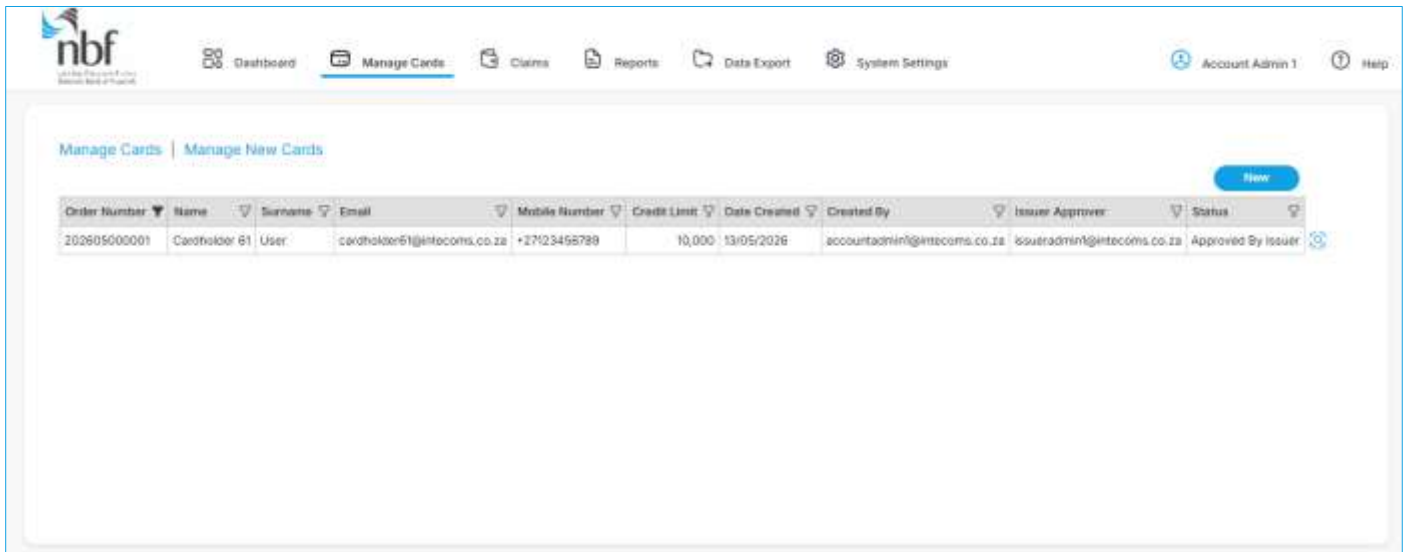
6.2.7 Approved order by Issuing Bank

Once the order is verified as correct, the Issuing Bank will approve it. The order status first updates to **Approval in Progress** in **Manage Cards | Manage New Cards** and then changes to **Approved by Issuer** once the system has successfully processed the new card order request.



Manage Cards | Manage New Cards

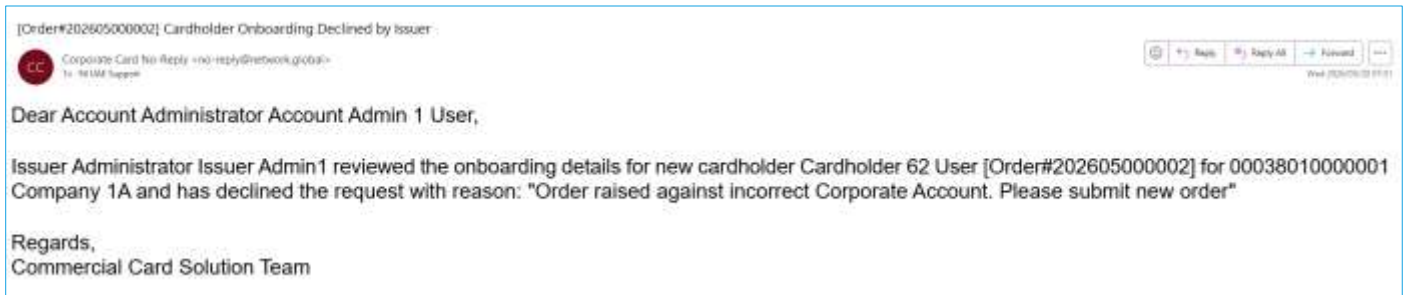
Order Number	Top Contact Number	Company Account	Name	Surname	Email	Mobile Number	Credit Limit	Date Created	Created By	Issuer Approver	Status
202605000001	00038010000001	Company 1A	Cardholder 61	User	cardholder61@nbfcoms.co.za	+27723456789	10,000	13/05/2026	accountadmin1@nbfcoms.co.za	issueradmin1@nbfcoms.co.za	Approval in Progress
202604000003	00038010000001	Company 1A	Cardholder 60	User	Cardholder60@nbfcoms.co.za	+270000000000	1,000	16/04/2026	accountadmin1@nbfcoms.co.za	issueradmin1@nbfcoms.co.za	Approved By Issuer
202604000002	00038090000005	Company 3B	Cardholder 68	User	cardholder68@nbfcoms.co.za	+97412365476	5,000	16/04/2026	accountadmin3@nbfcoms.co.za	issueradmin2@nbfcoms.co.za	Approved By Issuer
202604000001	00038030000001	Company 3A	Cardholder 67	User	cardholder67@nbfcoms.co.za	+97712365476	0	01/04/2026	accountadmin3@nbfcoms.co.za	issueradmin2@nbfcoms.co.za	Declined By Issuer



Order Number	Name	Surname	Email	Mobile Number	Credit Limit	Date Created	Created By	Issuer Approver	Status
202605000001	Cardholder 61	User	cardholder61@ntecoms.co.za	+27123456789	10,000	13/05/2026	accountadmin1@ntecoms.co.za	issueradmin1@ntecoms.co.za	Approved By Issuer

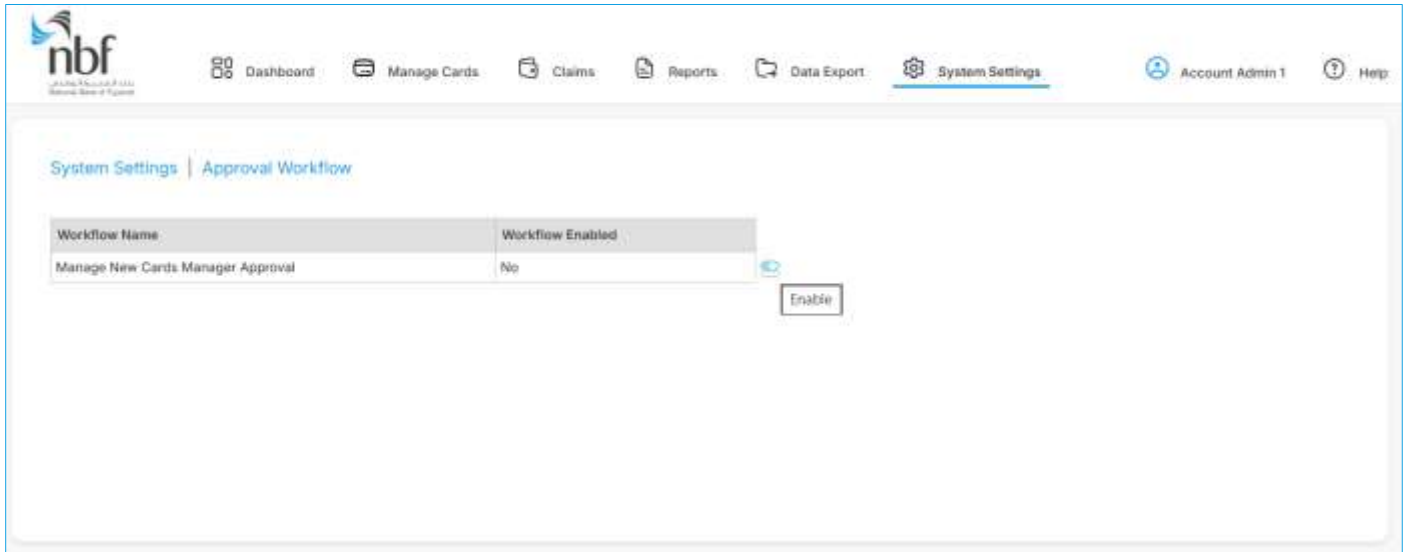
6.2.8 Declined order by Issuing Bank

Should the Issuing Bank decline the order, the Administrator will receive the **Cardholder Onboarding Declined by Issuer** email notification that reflects the reason for the decline.



6.3 How to order a new card when Manager approval is enabled

To enable Manager approval, go to **System Settings | Workflow Approval** and activate the **Manage New Cards Manager Approval** workflow by selecting the **Enable** icon.

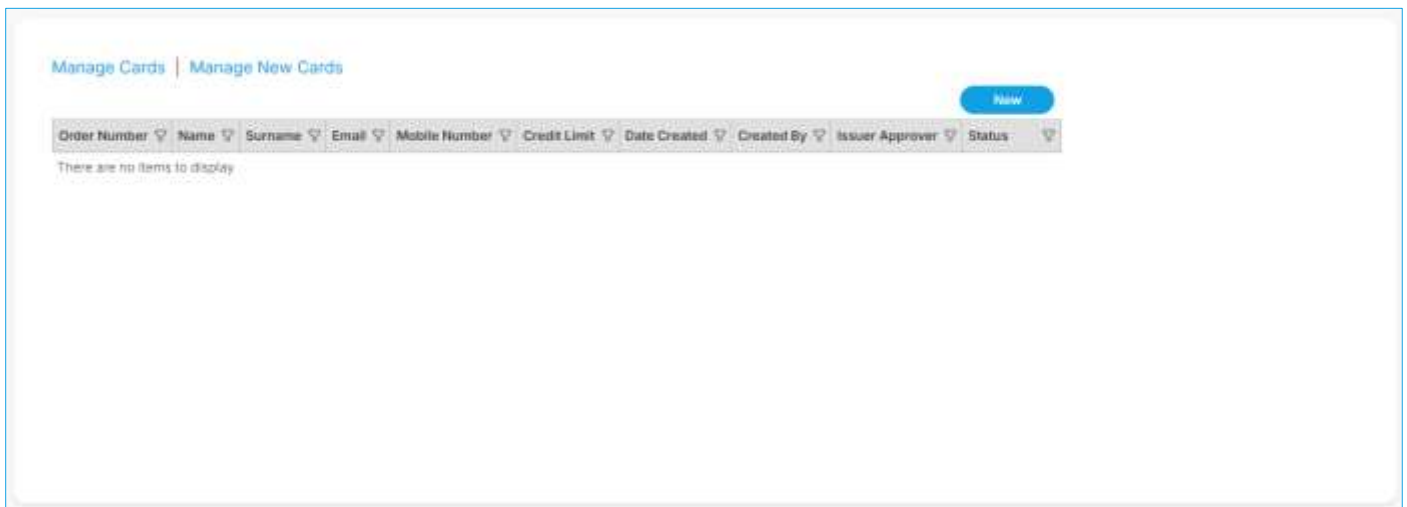


Workflow Name	Workflow Enabled
Manage New Cards Manager Approval	No

Enable

6.3.1 How to create the order

Once the approval workflow has been set, the Administrator goes to **Manage Cards | Manage New Cards** to order a new card. The grid displays all new card order details and their respective statuses.



Order Number	Name	Surname	Email	Mobile Number	Credit Limit	Date Created	Created By	Issuer Approver	Status
There are no items to display									

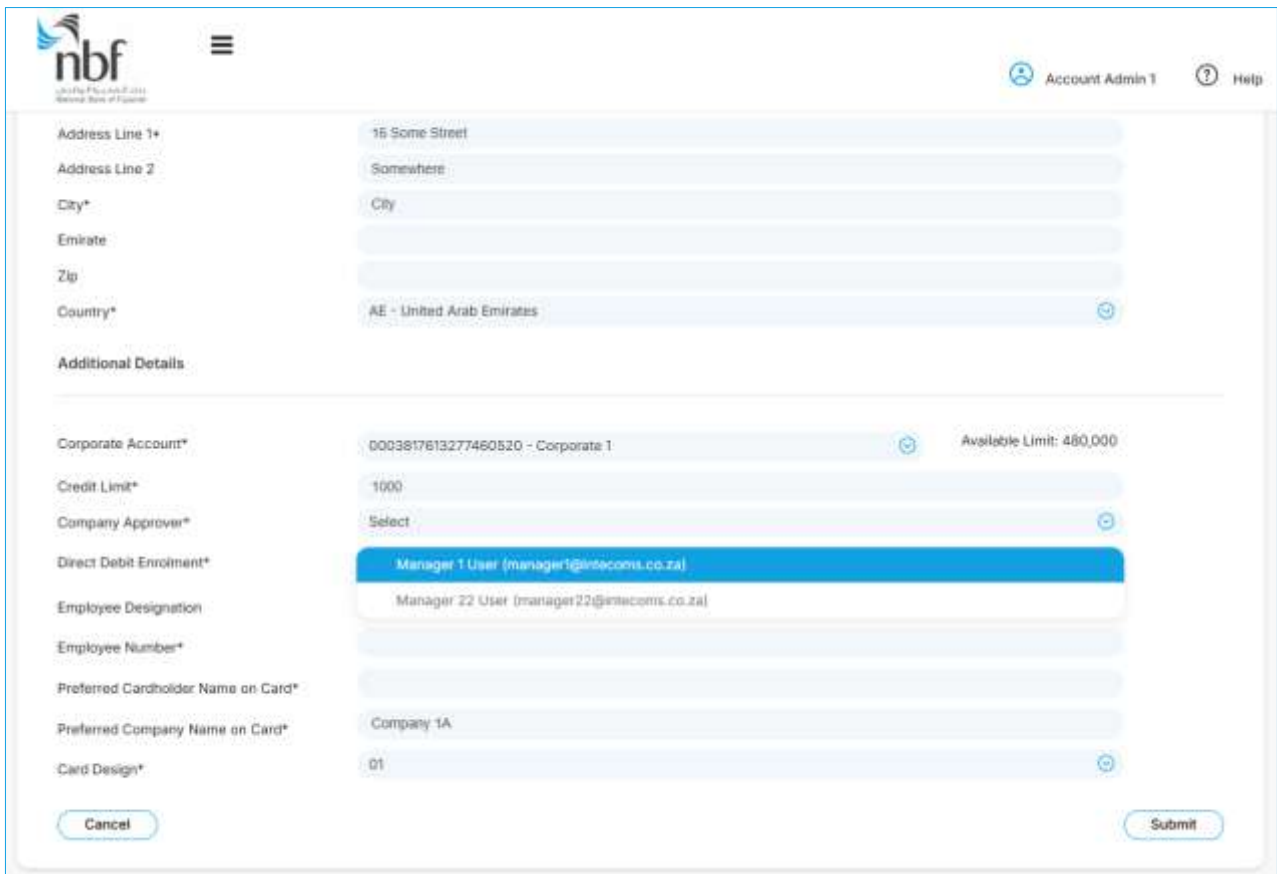
New

The following order statuses can display when the workflow is **Enabled**.

Status	Status Description
Pending Company Approval	Submitted by Administrator to Manager
Referred by Company	Referred back to the Administrator by the Manager
Pending Cardholder Details	Approved by Manager and submitted to Cardholder

Pending Company Review	Completed and submitted by Cardholder to Administrator
Referred to Cardholder	Referred back to the Cardholder by Administrator
Pending Issuer Review	Submitted by Administrator to Issuing Bank
Referred to Company	Referred back to the Administrator by the Issuing Bank
Approval in Progress	Issuing Bank approval in progress
Approved by Issuer	Approved by Issuing Bank
Declined by Issuer	Declined by Issuing Bank
Error	Reference error message that will display

Select **New** to create a new card order. Because workflow approval is enabled, the Administrator must also select the relevant Manager in the Company Approver field on the Cardholder Onboarding Details page.

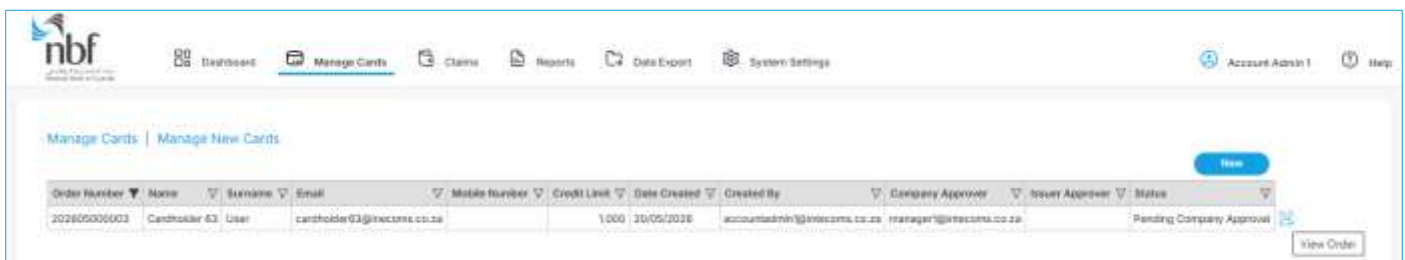


The screenshot displays the 'Cardholder Onboarding Details' form in the NBF Corporate Credit Card Self-Service Portal. The form is divided into two main sections: 'Address' and 'Additional Details'. The 'Address' section includes fields for Address Line 1, Address Line 2, City, Emirate, Zip, and Country (pre-filled with 'AE - United Arab Emirates'). The 'Additional Details' section includes fields for Corporate Account (pre-filled with '0003817613277460520 - Corporate 1' and 'Available Limit: 460,000'), Credit Limit (pre-filled with '1000'), Company Approver (a dropdown menu with 'Manager 1 User (manager1@ntecoms.co.za)' selected), Direct Debit Enrolment, Employee Designation (pre-filled with 'Manager 22 User (manager22@ntecoms.co.za)'), Employee Number, Preferred Cardholder Name on Card, Preferred Company Name on Card (pre-filled with 'Company 1A'), and Card Design (pre-filled with '01'). At the bottom of the form are 'Cancel' and 'Submit' buttons. The top of the page shows the NBF logo, a menu icon, and user information: 'Account Admin 1' and a 'Help' link.

On submission, the Manager selected will receive the **Review Cardholder Onboarding Details** email notification.

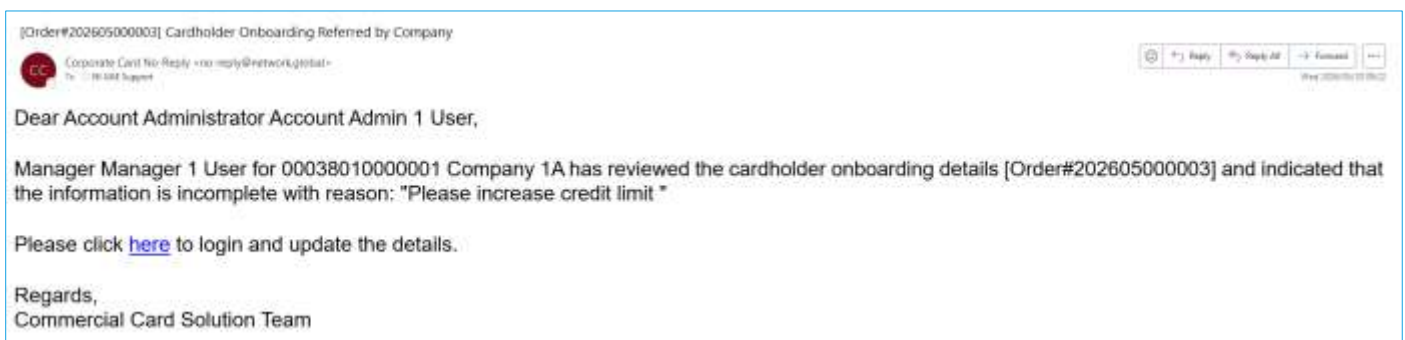


The Manager will navigate to the **Manage Cards | Manage New Cards** menu option and select the **View Order** icon next to the order that needs to be reviewed.

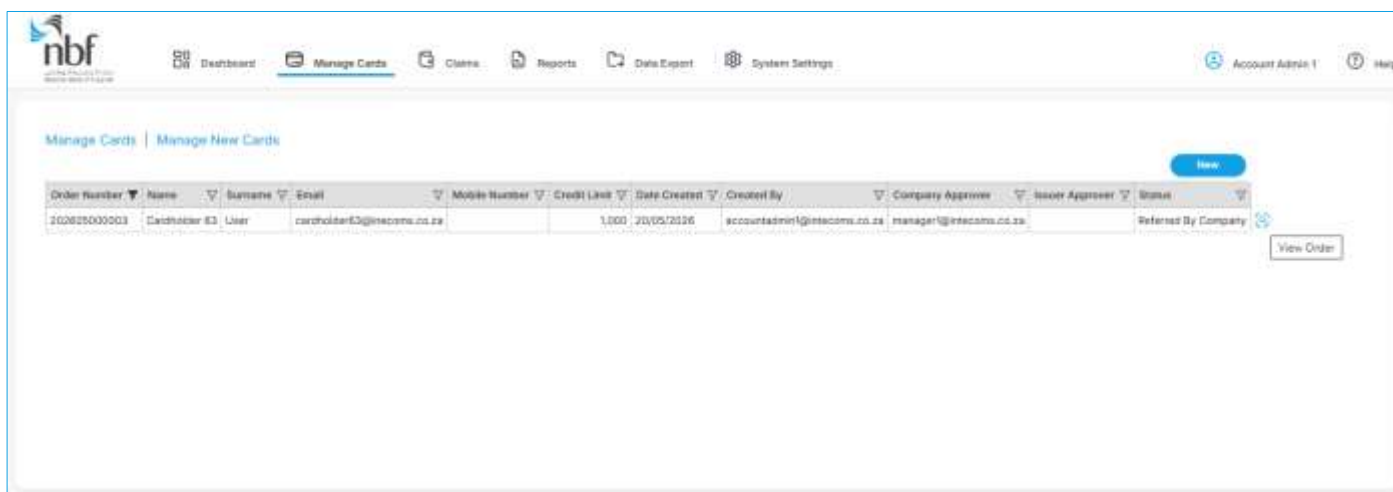


6.3.2 How to handle an order referred by the Manager

Should the Manager require changes, the order can be referred to the Administrator who will receive the **Cardholder Onboarding Referred by Company** email notification with the reason for the referral.

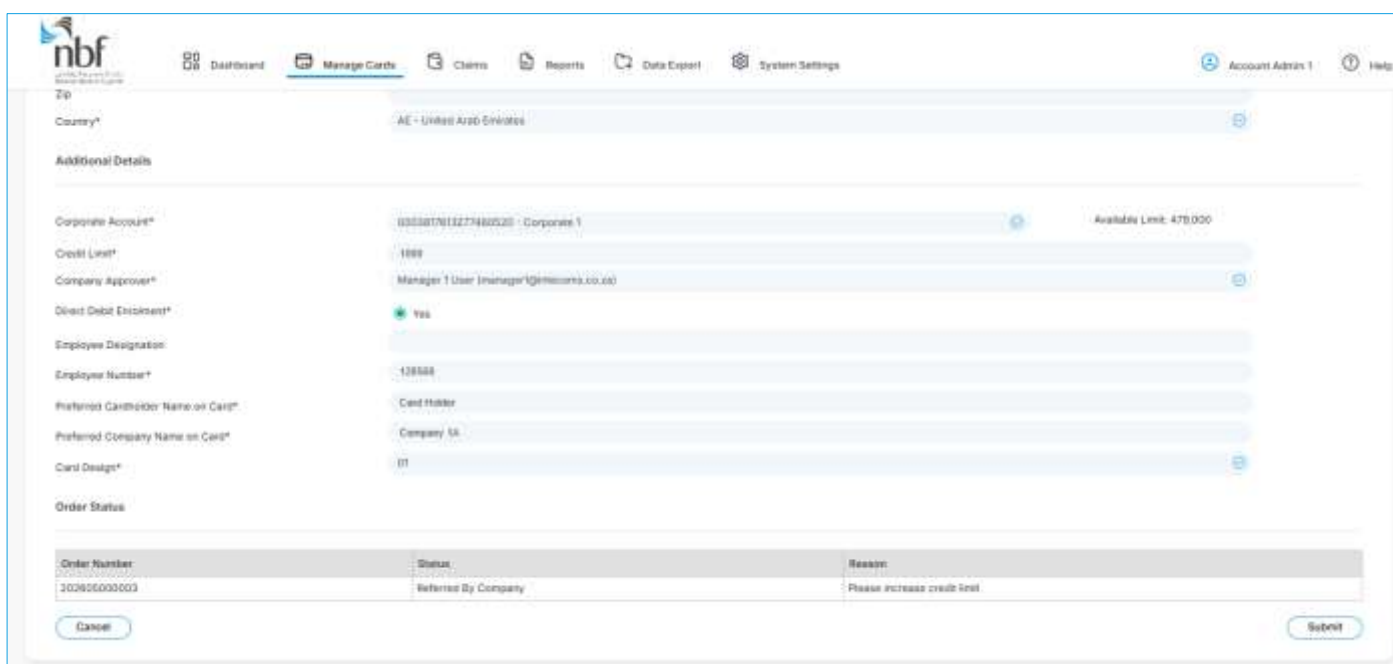


The Administrator can go to **Manage Cards | Manage New Cards** and select the **View Order** icon to update the order.



Order Number	Name	Surname	Email	Mobile Number	Credit Limit	Date Created	Created By	Company Approver	Issuer Approver	Status
2026000003	Cardholder 63	User	cardholder63@ntecoms.co.za		1,000	20/05/2026	accountadmin@ntecoms.co.za	manager@ntecoms.co.za		Referred By Company

The Administrator can update any of the fields in the order until it is **Approved** or **Declined** by the Manager. Once submitted, the Manager will receive the **Review Cardholder Onboarding Details** email notification.



Tip

Country* AE - United Arab Emirates

Additional Details

Corporate Account* 030387N11227480525 - Corporate 1 Available Limit: 475,000

Credit Limit* 1000

Company Approver* Manager 1 User (manager@ntecoms.co.za)

Direct Debit Enkment* Yes

Employee Designation

Employee Number* 128588

Preferred Cardholder Name on Card* Card Holder

Preferred Company Name on Card* Company SA

Card Design* 01

Order Status

Order Number	Status	Reason
2026000003	Referred By Company	Please increase credit limit

Cancel Submit

After successful verification, the Manager can **Approve** the order. This generates the **Provide Cardholder Onboarding Details** email notification to the new Cardholder, who can then complete the order. Refer to section 6.2.2 for the required steps.

[Order#202605000002] Provide Cardholder Onboarding Details


Corporate Card No-Reply <no-reply@network.global>
To: NI UAE Support

Reply Reply All Forward

Feb 2026/05/19 16:51

Dear Cardholder 62 User,

Account Administrator Account Admin 1 User for 00038010000001 Company 1A has initiated a new card order request [Order#202605000002].

Please click [here](#) to login and provide the required information for review and submission.

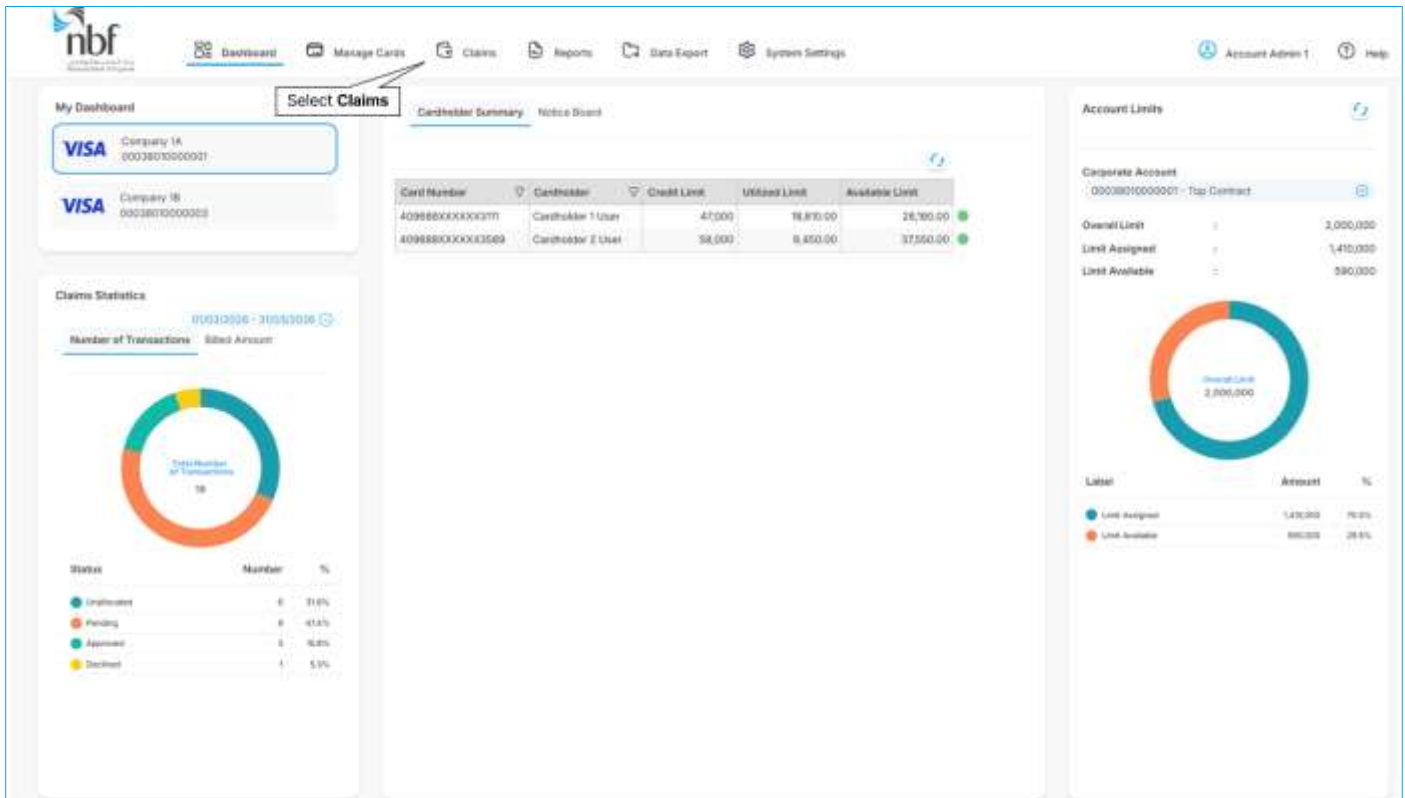
Regards,
Commercial Card Solution Team

7. Claims

The Claims module allows Account Administrators to allocate transactions, upload receipts, review claim submissions and approve or decline claims based on the company's expense management process.

- Allocate Claims
- Upload Receipts to Claims
- Approve/Decline Claims

Allocated claim statuses are reflected in the Claims Statistics chart on the Dashboard, providing an easy view of claim progress.



My Dashboard

VISA Company 1A 00038010000021
 VISA Company 1B 00038010000022

Claims Statistics

01/01/2016 - 31/03/2016

Number of Transactions: 18

Status: Unliquidated (0, 0.0%), Pending (0, 0.0%), Approved (0, 0.0%), Declined (1, 5.6%)

Card Number	Cardholder	Credit Limit	Utilized Limit	Available Limit
40988XXXXXX001	Cardholder 1 User	40,000	18,870.00	21,130.00
40988XXXXXX002	Cardholder 2 User	58,000	8,450.00	49,550.00

Account Limits

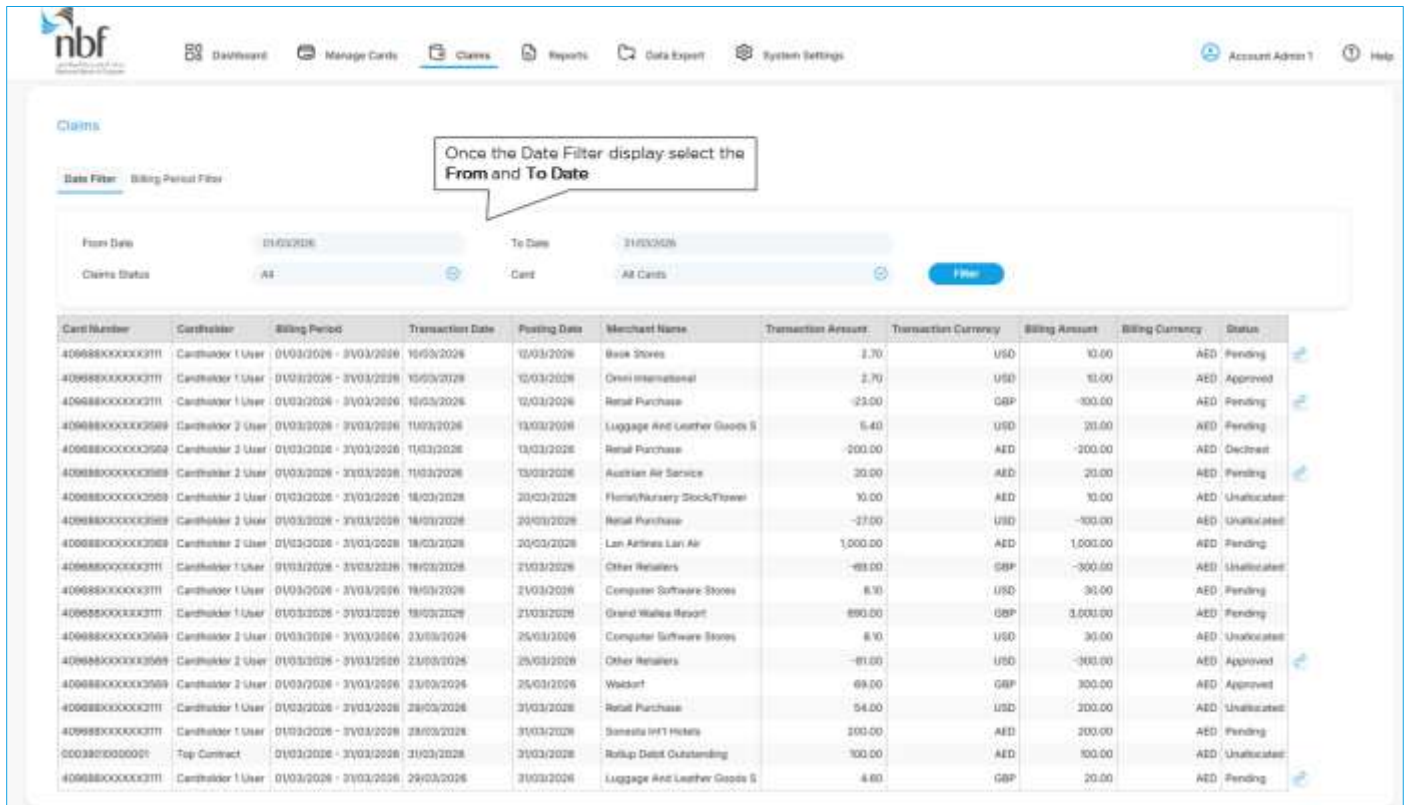
Corporate Account: 00038010000001 - Top Contract

Overall Limit: 1,000,000
 Limit Assigned: 1,410,000
 Limit Available: 590,000

Label: Amount %
 Limit Assigned: 1,410,000 70.5%
 Limit Available: 590,000 29.5%

On the **Claims** page, there are two transaction filter options:

- **Date Filter** – Select a From and To Date
- **Billing Period Filter** – Select a particular billing period from the dropdown menu



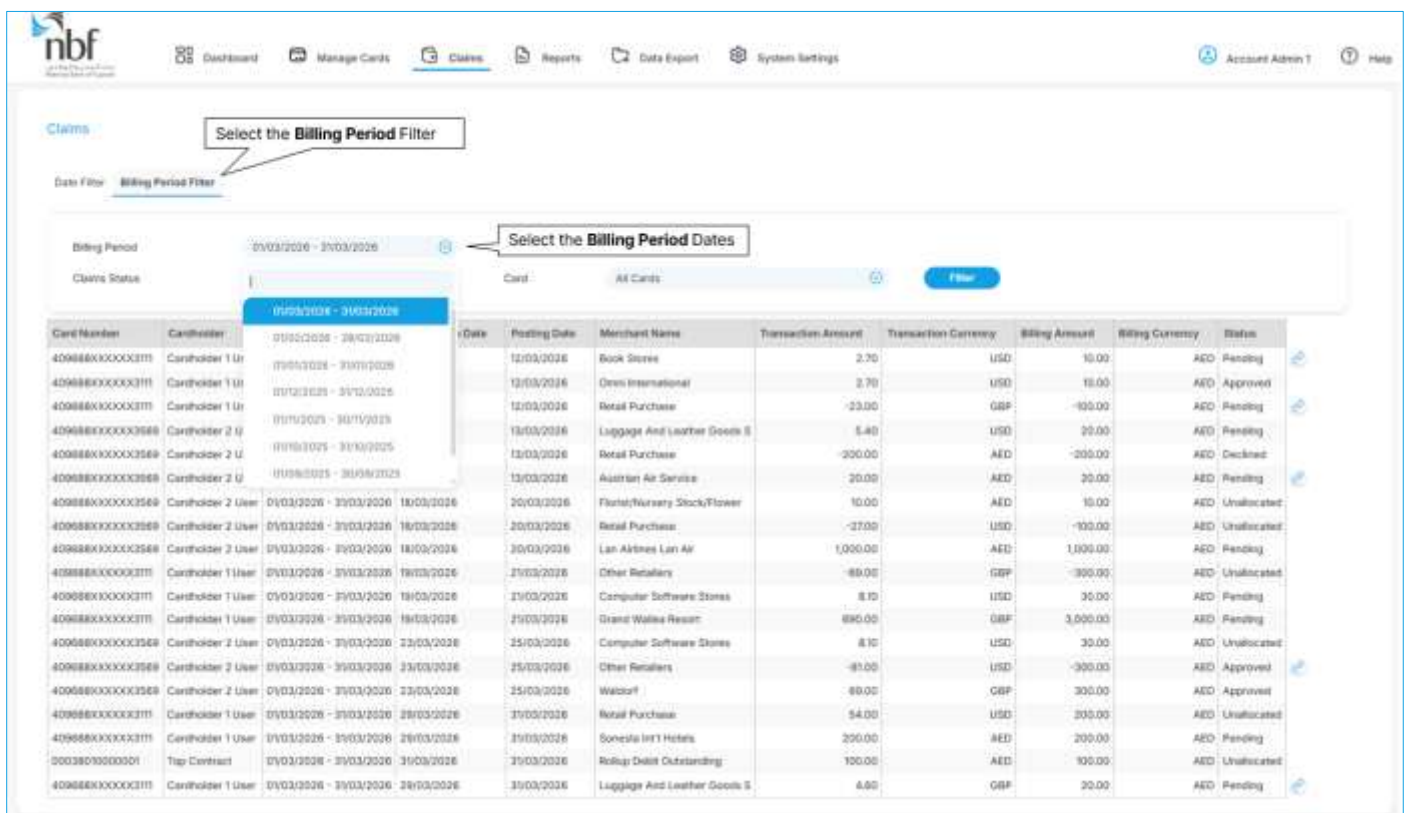
Claims

Once the Date Filter display select the From and To Date

From Date: 01/03/2026 To Date: 31/03/2026

Claims Status: All Card: All Cards **Filter**

Card Number	Cardholder	Billing Period	Transaction Date	Posting Date	Merchant Name	Transaction Amount	Transaction Currency	Billing Amount	Billing Currency	Status
40988XXXXXX311	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Book Stores	2.70	USD	10.00	AED	Pending
40988XXXXXX311	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Orson International	2.70	USD	10.00	AED	Approved
40988XXXXXX311	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Retail Purchase	-23.00	GBP	-100.00	AED	Pending
40988XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Luggage And Leather Goods S	5.40	USD	20.00	AED	Pending
40988XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Retail Purchase	-200.00	AED	-200.00	AED	Declined
40988XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Austrian Air Service	20.00	AED	20.00	AED	Pending
40988XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Floral/Nursery Stock/Flower	10.00	AED	10.00	AED	Unallocated
40988XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Retail Purchase	-27.00	USD	-100.00	AED	Unallocated
40988XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Lan Airlines Lan Air	1,000.00	AED	1,000.00	AED	Pending
40988XXXXXX311	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Other Retailers	-60.00	GBP	-300.00	AED	Unallocated
40988XXXXXX311	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Computer Software Stores	8.10	USD	30.00	AED	Pending
40988XXXXXX311	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Grand Walle Resort	890.00	GBP	3,000.00	AED	Pending
40988XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Computer Software Stores	8.10	USD	30.00	AED	Unallocated
40988XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Other Retailers	-61.00	USD	-300.00	AED	Approved
40988XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Walton	60.00	GBP	300.00	AED	Approved
40988XXXXXX311	Cardholder 1 User	01/03/2026 - 31/03/2026	28/03/2026	31/03/2026	Retail Purchase	54.00	USD	200.00	AED	Unallocated
40988XXXXXX311	Cardholder 1 User	01/03/2026 - 31/03/2026	28/03/2026	31/03/2026	Sonesta INT Hotels	200.00	AED	200.00	AED	Pending
0003801000001	Top Contract	01/03/2026 - 31/03/2026	31/03/2026	31/03/2026	Rollup Debt Outstanding	100.00	AED	100.00	AED	Unallocated
40988XXXXXX311	Cardholder 1 User	01/03/2026 - 31/03/2026	29/03/2026	31/03/2026	Luggage And Leather Goods S	6.60	GBP	20.00	AED	Pending



Claims

Select the Billing Period Filter

Billing Period: 01/03/2026 - 31/03/2026

Claims Status: All Card: All Cards **Filter**

Select the Billing Period Dates

01/03/2026 - 31/03/2026

Card Number	Cardholder	Billing Period	Transaction Date	Posting Date	Merchant Name	Transaction Amount	Transaction Currency	Billing Amount	Billing Currency	Status
40988XXXXXX311	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Book Stores	2.70	USD	10.00	AED	Pending
40988XXXXXX311	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Orson International	2.70	USD	10.00	AED	Approved
40988XXXXXX311	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Retail Purchase	-23.00	GBP	-100.00	AED	Pending
40988XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Luggage And Leather Goods S	5.40	USD	20.00	AED	Pending
40988XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Retail Purchase	-200.00	AED	-200.00	AED	Declined
40988XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Austrian Air Service	20.00	AED	20.00	AED	Pending
40988XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Floral/Nursery Stock/Flower	10.00	AED	10.00	AED	Unallocated
40988XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Retail Purchase	-27.00	USD	-100.00	AED	Unallocated
40988XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Lan Airlines Lan Air	1,000.00	AED	1,000.00	AED	Pending
40988XXXXXX311	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Other Retailers	-60.00	GBP	-300.00	AED	Unallocated
40988XXXXXX311	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Computer Software Stores	8.10	USD	30.00	AED	Pending
40988XXXXXX311	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Grand Walle Resort	890.00	GBP	3,000.00	AED	Pending
40988XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Computer Software Stores	8.10	USD	30.00	AED	Unallocated
40988XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Other Retailers	-61.00	USD	-300.00	AED	Approved
40988XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Walton	60.00	GBP	300.00	AED	Approved
40988XXXXXX311	Cardholder 1 User	01/03/2026 - 31/03/2026	28/03/2026	31/03/2026	Retail Purchase	54.00	USD	200.00	AED	Unallocated
40988XXXXXX311	Cardholder 1 User	01/03/2026 - 31/03/2026	28/03/2026	31/03/2026	Sonesta INT Hotels	200.00	AED	200.00	AED	Pending
0003801000001	Top Contract	01/03/2026 - 31/03/2026	31/03/2026	31/03/2026	Rollup Debt Outstanding	100.00	AED	100.00	AED	Unallocated
40988XXXXXX311	Cardholder 1 User	01/03/2026 - 31/03/2026	29/03/2026	31/03/2026	Luggage And Leather Goods S	6.60	GBP	20.00	AED	Pending

Once the transaction period has been selected, users can further narrow the results by filtering by cards linked to the user profile or by claim status.

[Dashboard](#)
[Manage Cards](#)
[Claims](#)
[Reports](#)
[Data Export](#)
[System Settings](#)

Account Admin 1

Claims

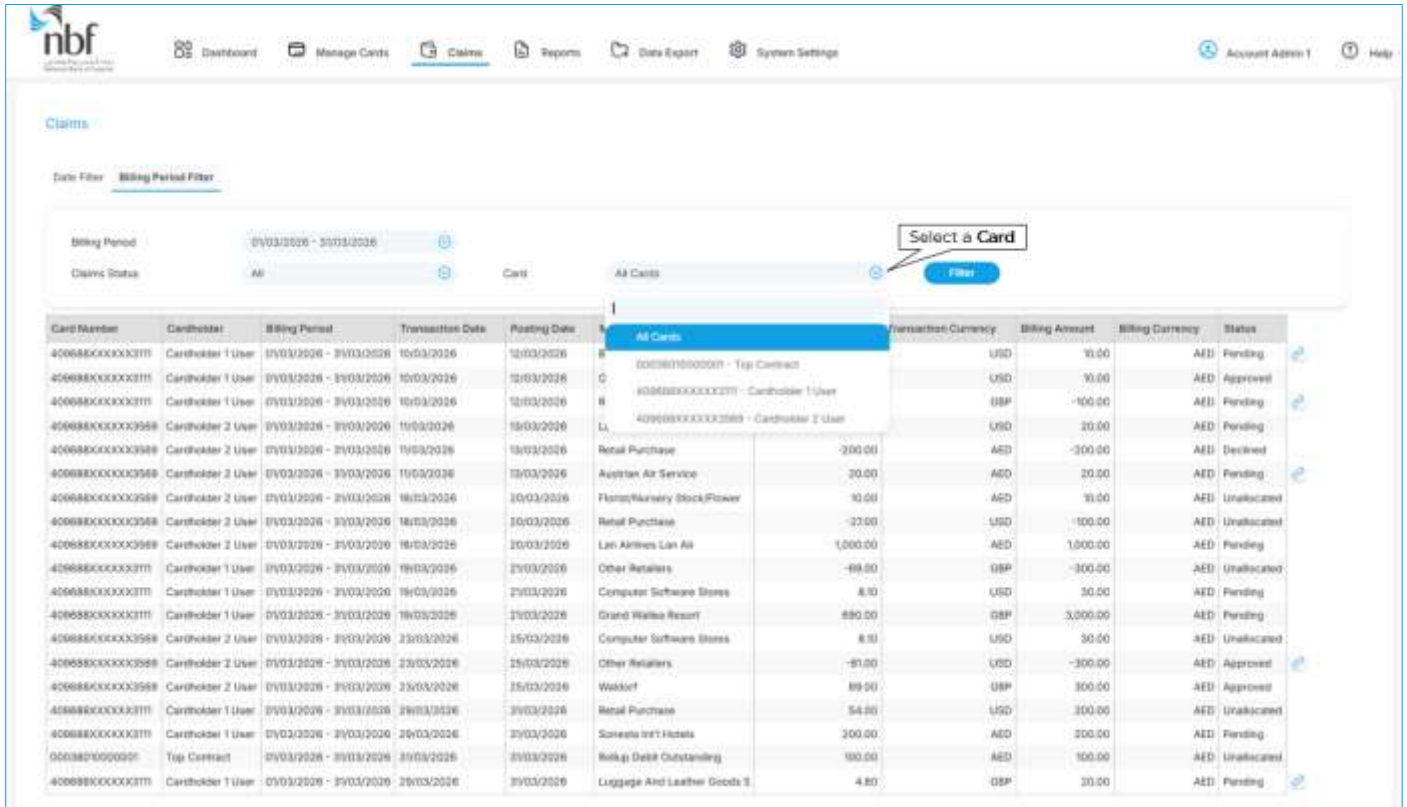
Date Filter: [Billing Period Filter](#)

Billing Period: 01/03/2028 - 31/03/2028

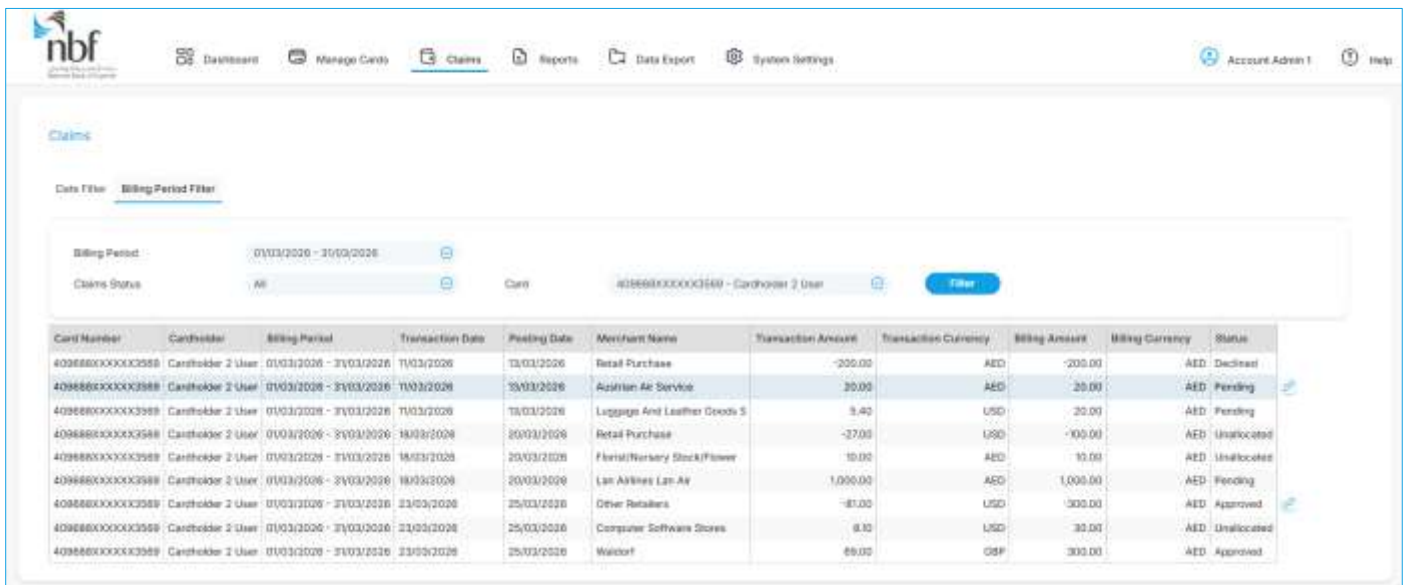
Claims Status: All

[Filter](#)

Card Number	Cardholder	Approval	Date	Pending Date	Merchant Name	Transaction Amount	Transaction Currency	Billing Amount	Billing Currency	Status
408688XXXXXX0311	Cardholder 1 UA	Declined		12/03/2028	Book Stores	1.70	USD	10.00	AED	Pending
408688XXXXXX0311	Cardholder 1 UA	Pending		12/03/2028	Gem International	2.70	USD	10.00	AED	Approved
408688XXXXXX0311	Cardholder 1 UA	Unallocated		12/03/2028	Retail Purchase	-23.00	GBP	-100.00	AED	Pending
408688XXXXXX03569	Cardholder 2 UA			12/03/2028	Luggage And Leather Goods S	5.40	USD	20.00	AED	Pending
408688XXXXXX03569	Cardholder 2 User	01/03/2028 - 31/03/2028	17/03/2028	12/03/2028	Retail Purchase	-200.00	AED	-200.00	AED	Declined
408688XXXXXX03569	Cardholder 2 User	01/03/2028 - 31/03/2028	11/03/2028	12/03/2028	Austrian Air Service	20.00	AED	20.00	AED	Pending
408688XXXXXX03569	Cardholder 2 User	01/03/2028 - 31/03/2028	18/03/2028	28/03/2028	FloresFlourary Stock/Flower	10.00	AED	10.00	AED	Unallocated
408688XXXXXX03569	Cardholder 2 User	01/03/2028 - 31/03/2028	18/03/2028	20/03/2028	Retail Purchase	-27.00	USD	-100.00	AED	Unallocated
408688XXXXXX03569	Cardholder 2 User	01/03/2028 - 31/03/2028	18/03/2028	20/03/2028	Lan Airlines Lan Air	1,000.00	AED	1,000.00	AED	Pending
408688XXXXXX0311	Cardholder 1 User	01/03/2028 - 31/03/2028	18/03/2028	21/03/2028	Other Retailers	-68.00	GBP	-300.00	AED	Unallocated
408688XXXXXX0311	Cardholder 1 User	01/03/2028 - 31/03/2028	18/03/2028	21/03/2028	Computer Software Stores	8.10	USD	30.00	AED	Pending
408688XXXXXX0311	Cardholder 1 User	01/03/2028 - 31/03/2028	18/03/2028	21/03/2028	Grand Waka Resort	690.00	GBP	3,000.00	AED	Pending
408688XXXXXX03569	Cardholder 2 User	01/03/2028 - 31/03/2028	23/03/2028	25/03/2028	Computer Software Stores	8.10	USD	30.00	AED	Unallocated
408688XXXXXX03569	Cardholder 2 User	01/03/2028 - 31/03/2028	23/03/2028	25/03/2028	Other Retailers	-81.00	USD	-300.00	AED	Approved
408688XXXXXX03569	Cardholder 2 User	01/03/2028 - 31/03/2028	23/03/2028	25/03/2028	Waldorf	69.00	GBP	300.00	AED	Approved
408688XXXXXX0311	Cardholder 1 User	01/03/2028 - 31/03/2028	29/03/2028	31/03/2028	Retail Purchase	54.00	USD	200.00	AED	Unallocated
408688XXXXXX0311	Cardholder 1 User	01/03/2028 - 31/03/2028	29/03/2028	31/03/2028	Sireesta HFI Hotels	200.00	AED	200.00	AED	Pending
00088100000001	Top Contract	01/03/2028 - 31/03/2028	31/03/2028	31/03/2028	Rollup Debt Outstanding	100.00	AED	100.00	AED	Unallocated
408688XXXXXX0311	Cardholder 1 User	01/03/2028 - 31/03/2028	29/03/2028	31/03/2028	Luggage And Leather Goods S	4.60	GBP	20.00	AED	Pending



Card Number	Cardholder	Billing Period	Transaction Date	Posting Date	Merchant Name	Transaction Amount	Transaction Currency	Billing Amount	Billing Currency	Status
40968XXXXXX3588	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	12/03/2026	003801000001 - Top Contract	10.00	USD	10.00	AED	Pending
40968XXXXXX3588	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	12/03/2026	40968XXXXXX3588 - Cardholder 1 User	10.00	USD	10.00	AED	Approved
40968XXXXXX3588	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	12/03/2026	40968XXXXXX3588 - Cardholder 1 User	-100.00	USD	100.00	AED	Pending
40968XXXXXX3588	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	12/03/2026	40968XXXXXX3588 - Cardholder 2 User	20.00	USD	20.00	AED	Pending
40968XXXXXX3588	Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	13/03/2026	Retail Purchase	-200.00	AED	200.00	AED	Declined
40968XXXXXX3588	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	12/03/2026	Austrian Air Service	20.00	AED	20.00	AED	Pending
40968XXXXXX3588	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	12/03/2026	Floral/Winery Stock/Flower	10.00	AED	10.00	AED	Unallocated
40968XXXXXX3588	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	12/03/2026	Retail Purchase	-27.00	USD	100.00	AED	Unallocated
40968XXXXXX3588	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	12/03/2026	Len Airlines Len Air	1,000.00	AED	1,000.00	AED	Pending
40968XXXXXX3588	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	12/03/2026	Other Retailers	-69.00	GBP	300.00	AED	Unallocated
40968XXXXXX3588	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	12/03/2026	Computer Software Stores	8.00	USD	30.00	AED	Pending
40968XXXXXX3588	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	12/03/2026	Grand Wallea Resort	890.00	GBP	3,000.00	AED	Pending
40968XXXXXX3588	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Computer Software Stores	8.00	USD	30.00	AED	Unallocated
40968XXXXXX3588	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Other Retailers	-81.00	USD	300.00	AED	Approved
40968XXXXXX3588	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Waldorf	89.00	GBP	300.00	AED	Approved
40968XXXXXX3588	Cardholder 1 User	01/03/2026 - 31/03/2026	29/03/2026	31/03/2026	Retail Purchase	54.00	USD	300.00	AED	Unallocated
40968XXXXXX3588	Cardholder 1 User	01/03/2026 - 31/03/2026	29/03/2026	31/03/2026	Somerset Int'l Hotels	300.00	AED	200.00	AED	Pending
000380000000	Top Contract	01/03/2026 - 31/03/2026	31/03/2026	31/03/2026	Refill Debt Outstanding	100.00	AED	100.00	AED	Unallocated
40968XXXXXX3588	Cardholder 1 User	01/03/2026 - 31/03/2026	20/03/2026	22/03/2026	Luggage And Leather Goods S	4.80	GBP	30.00	AED	Pending



Card Number	Cardholder	Billing Period	Transaction Date	Posting Date	Merchant Name	Transaction Amount	Transaction Currency	Billing Amount	Billing Currency	Status
40968XXXXXX3588	Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	13/03/2026	Retail Purchase	-200.00	AED	200.00	AED	Declined
40968XXXXXX3588	Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	13/03/2026	Austrian Air Service	20.00	AED	20.00	AED	Pending
40968XXXXXX3588	Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	13/03/2026	Luggage And Leather Goods S	4.80	USD	30.00	AED	Pending
40968XXXXXX3588	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	12/03/2026	Retail Purchase	-27.00	USD	100.00	AED	Unallocated
40968XXXXXX3588	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	12/03/2026	Floral/Winery Stock/Flower	10.00	AED	10.00	AED	Unallocated
40968XXXXXX3588	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	12/03/2026	Len Airlines Len Air	1,000.00	AED	1,000.00	AED	Pending
40968XXXXXX3588	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Other Retailers	-81.00	USD	300.00	AED	Approved
40968XXXXXX3588	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Computer Software Stores	8.00	USD	30.00	AED	Unallocated
40968XXXXXX3588	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Waldorf	89.00	GBP	300.00	AED	Approved

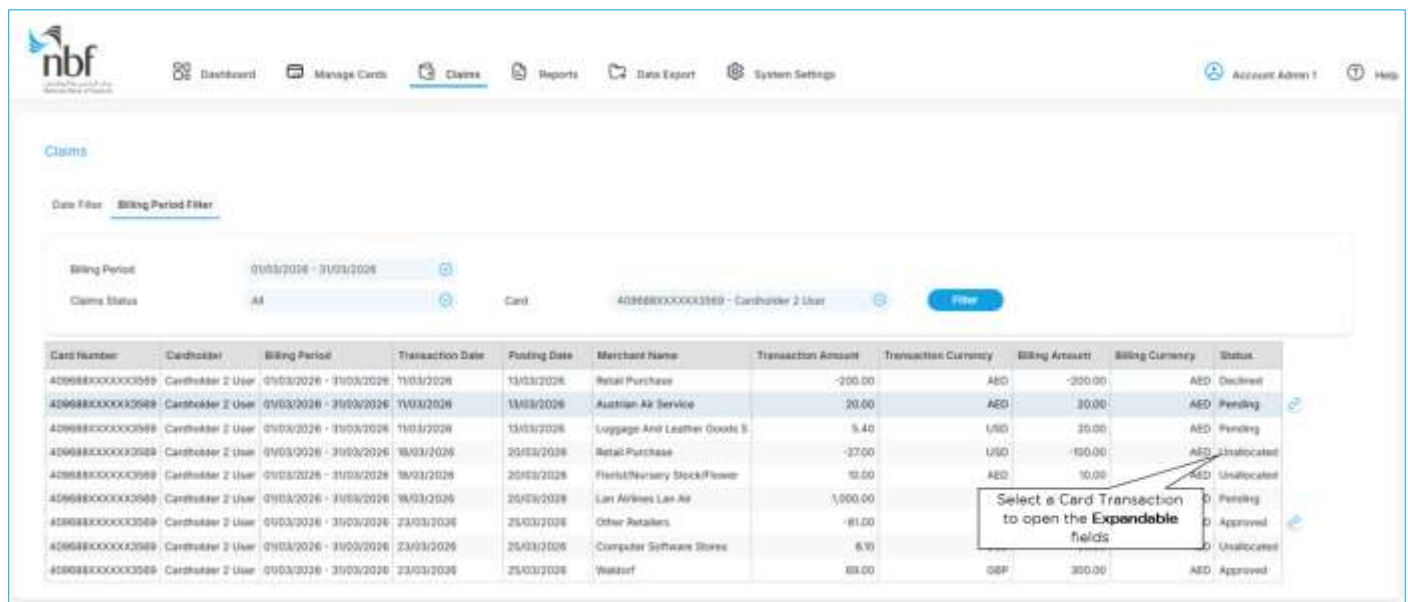
The following claim statuses are available for selection.

Status	Description
All	All, irrespective of the status
Approved	Approved and finalised

Declined	Declined, needs attention/reallocation
Pending	Allocated, needs approval
Unallocated	Not yet allocated

7.1 How to allocate claims

1. Open the **Claims** page.
2. Select the required date range or billing period.
3. Filter by card or claim status, if required.
4. Select the transaction to allocate.
5. Select the required cost code and expense category.
6. If the transaction must be split, select **Create New** and allocate the remaining amount.
7. Save the claim.
8. Confirm that the claim status changes from **Unallocated** to **Pending**.



The screenshot displays the 'Claims' page in the NBF Corporate Credit Card Self-Service Portal (SSP). The page includes a navigation bar with links to Dashboard, Manage Cards, Claims, Reports, Data Export, and System Settings. The 'Claims' section is active, showing a table of transactions. The table has columns for Card Number, Cardholder, Billing Period, Transaction Date, Posting Date, Merchant Name, Transaction Amount, Transaction Currency, Billing Amount, Billing Currency, and Status. A callout box points to the 'Status' column, indicating that a card transaction can be selected to open the 'Expendable' fields.

Card Number	Cardholder	Billing Period	Transaction Date	Posting Date	Merchant Name	Transaction Amount	Transaction Currency	Billing Amount	Billing Currency	Status
409688XXXXXX3589	Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	13/03/2026	Retail Purchase	-200.00	AED	-200.00	AED	Declined
409688XXXXXX3589	Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	13/03/2026	Austrian Air Service	20.00	AED	30.00	AED	Pending
409688XXXXXX3589	Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	13/03/2026	Luggage And Leather Goods S	5.40	USD	35.00	AED	Pending
409688XXXXXX3589	Cardholder 2 User	01/03/2026 - 31/03/2026	18/03/2026	20/03/2026	Retail Purchase	-37.00	USD	-150.00	AED	Unallocated
409688XXXXXX3589	Cardholder 2 User	01/03/2026 - 31/03/2026	18/03/2026	20/03/2026	Florist/Nursery Stock/Flower	10.00	AED	10.00	AED	Unallocated
409688XXXXXX3589	Cardholder 2 User	01/03/2026 - 31/03/2026	18/03/2026	20/03/2026	Lat Airlines Lat Air	1,000.00				Pending
409688XXXXXX3589	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Other Retailers	-81.00				Approved
409688XXXXXX3589	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Computer Software Stores	6.90				Unallocated
409688XXXXXX3589	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Walmart	89.00	GBP	300.00	AED	Approved

The screenshot displays the NBF Claims Management System interface. A modal window titled 'Create New' is open, showing details for a new claim. The modal includes fields for Card Number, Cardholder, Billing Period, Transaction Date, Posting Date, Merchant Name, Transaction Amount, Transaction Currency, Billing Amount, and Billing Currency. A 'Create New' button is highlighted with a callout that says 'Select Create New'. The background shows a table of claims with columns for Card Number, Cardholder, Billing Period, Transaction Date, Transaction Amount, Transaction Currency, and Status.

Card Number	Cardholder	Billing Period	Transaction Date	Transaction Amount	Transaction Currency	Status
40998XXXXXX0589	Cardholder 2 User	01/01/2026 - 01/01/2026	01/01/2026	100.00	USD	Approved
40998XXXXXX0589	Cardholder 2 User	01/01/2026 - 01/01/2026	01/01/2026	100.00	USD	Pending
40998XXXXXX0589	Cardholder 2 User	01/01/2026 - 01/01/2026	01/01/2026	100.00	USD	Pending
40998XXXXXX0589	Cardholder 2 User	01/01/2026 - 01/01/2026	01/01/2026	100.00	USD	Unallocated
40998XXXXXX0589	Cardholder 2 User	01/01/2026 - 01/01/2026	01/01/2026	100.00	USD	Approved

1. Select the relevant **Claim Details** by selecting the dropdown items

2. Should the Company have a one-level cost code structure, the cost codes that have been preconfigured will be made available to select under the **Parent Code** expandable tab.

3. No Cost Codes will be present in the **Cost Code** expandable tab

4. User can also insert additional (variable) references in the **Notes** field i.e., project number and this can be added to the preconfigured Export by the Account Admin

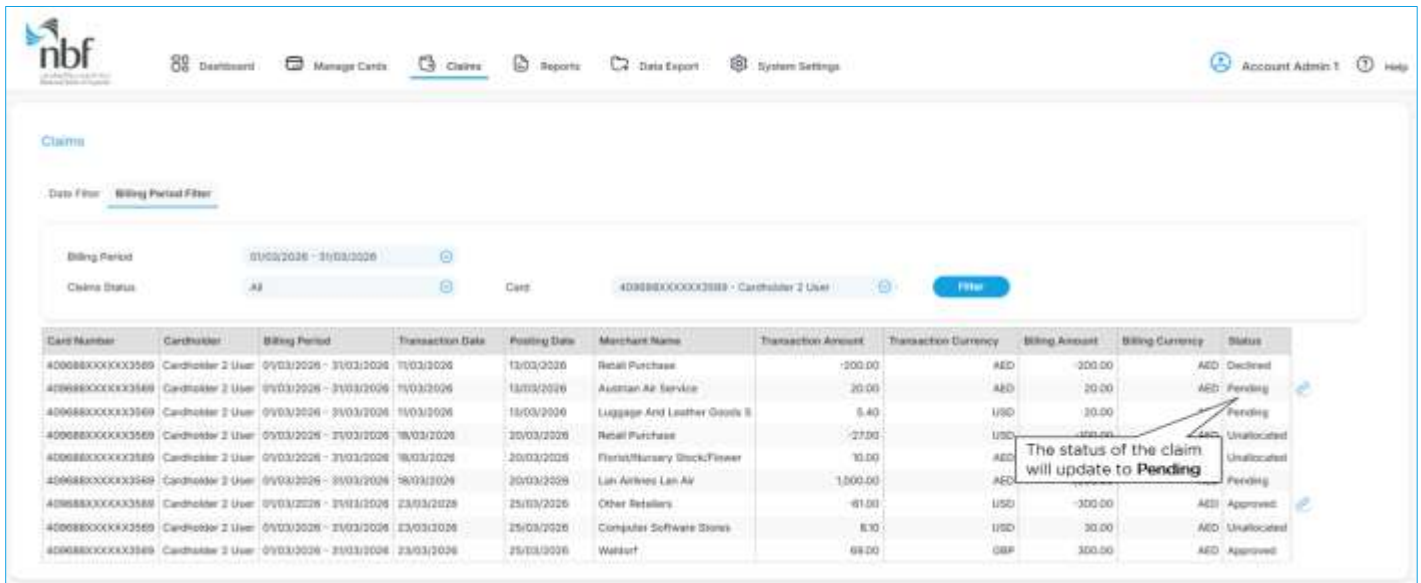


Success

Claim details updated.

Select Ok

Ok



Claims

Date Filter: **Billing Period Filter**

Billing Period: 01/03/2026 - 31/03/2026

Claims Status: All

Card: 40988XXXXXX3589 - Cardholder 2 User

Filter

Card Number	Cardholder	Billing Period	Transaction Date	Posting Date	Merchant Name	Transaction Amount	Transaction Currency	Billing Amount	Billing Currency	Status
40988XXXXXX3589	Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	12/03/2026	Retail Purchase	100.00	AED	100.00	AED	Declined
40988XXXXXX3589	Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	13/03/2026	Audman Air Service	20.00	AED	20.00	AED	Pending
40988XXXXXX3589	Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	15/03/2026	Luggage And Leather Goods S	5.40	USD	30.00	AED	Pending
40988XXXXXX3589	Cardholder 2 User	01/03/2026 - 31/03/2026	18/03/2026	20/03/2026	Retail Purchase	27.00	USD	100.00	AED	Unallocated
40988XXXXXX3589	Cardholder 2 User	01/03/2026 - 31/03/2026	18/03/2026	20/03/2026	Fleet/Holiday Stock/Finewer	30.00	AED	100.00	AED	Unallocated
40988XXXXXX3589	Cardholder 2 User	01/03/2026 - 31/03/2026	26/03/2026	26/03/2026	Lan Airlines Lan Air	1,000.00	AED	100.00	AED	Pending
40988XXXXXX3589	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Other Retailers	61.00	USD	100.00	AED	Approved
40988XXXXXX3589	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Computer Software Stores	6.30	USD	30.00	AED	Unallocated
40988XXXXXX3589	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Walmart	68.00	GBP	300.00	AED	Approved

The status of the claim will update to Pending

Please note: The Account Administrator or Manager User can change the claim details if incorrect or decline the claim for reallocation by the Cardholder. Once a claim has been approved, the Cardholder can no longer make changes.

Card Number	: 409688XXXXX0252	
Cardholder	: David Martin	
Billing Period	: 31/01/2026 - 27/02/2026	
Transaction Date	: 09/02/2026	
Posting Date	: 11/02/2026	
Merchant Name	: Merchant 5	
Transaction Amount	: 30.00	
Transaction Currency	: AED	
Billing Amount	: 30.00	
Billing Currency	: AED	
Claims 		
Claim 1 		
Parent Code	: 100-014 - Head Office	
Cost Code	: 100-014-01 - Finance	
Expense	: 500-014 - Staff Expense	
Amount	: 10.00	
Notes	: Additional Reference	
Claim 2 		
Parent Code	: 100-014 - Head Office	
Cost Code	: 100-014-02 - Marketing	
Expense	: 500-014 - Staff Expense	
Amount	: 20.00	
Notes	: Additional Reference	
Receipts 		
		Decline Approve

Success

Claim details updated.

Select Ok



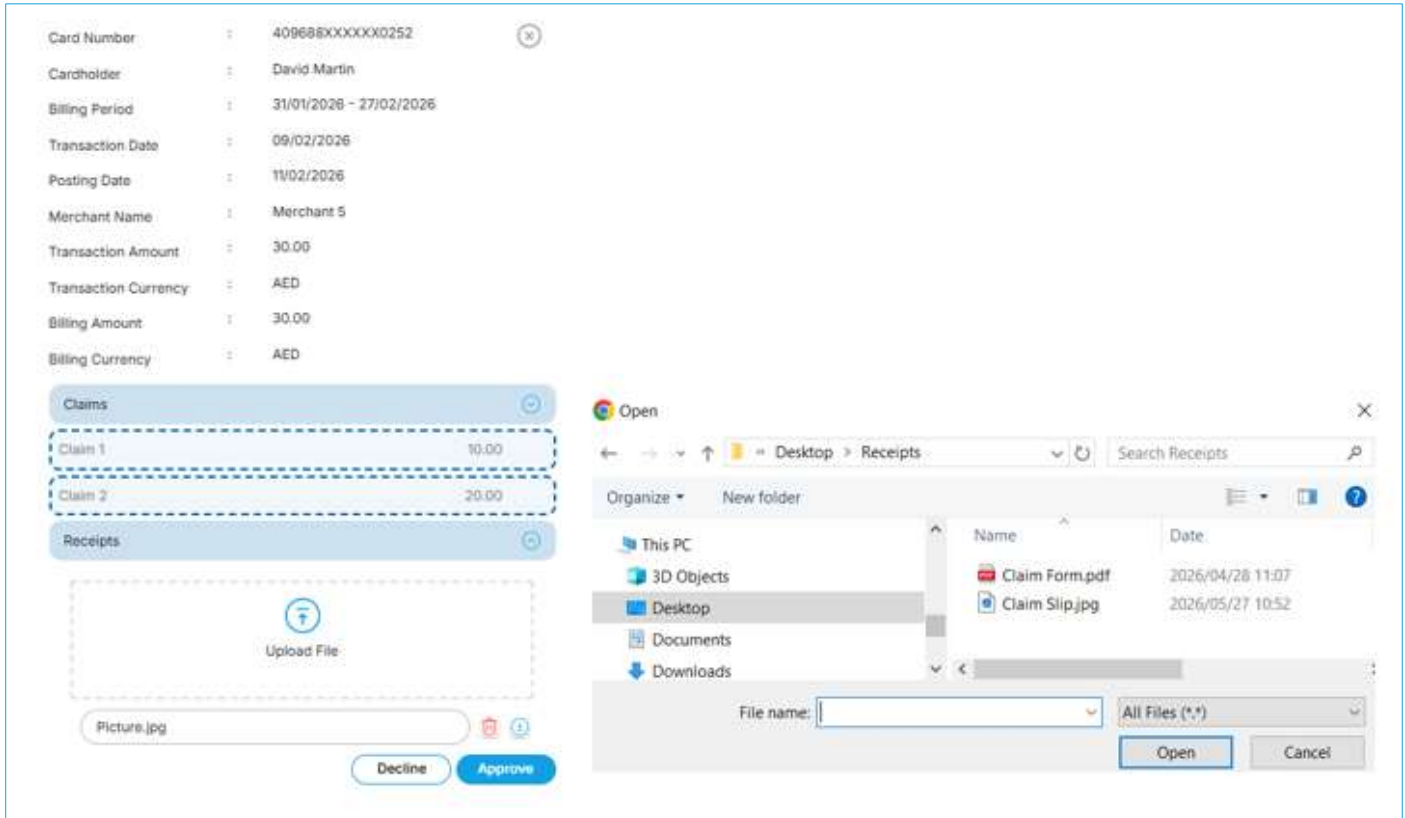
Please note: The claim will not save if the total amount of the allocation does not equal the total **Billing Amount** of the actual transaction.

7.2 How to upload receipts

1. Open the relevant claim.
2. Expand the **Receipts** section.
3. Select **Upload File**.
4. Browse to the required document.
5. Select **Open** to upload it.

6. Confirm that the file name appears in the Receipts section.

Supported file formats are **PNG, JPEG, BMP, DOCX, PDF, XLSX, CSV** and **TXT**, with a maximum file size of 2 MB per document.



The screenshot displays the 'Receipts' section of the NBF Corporate Credit Card Self-Service Portal (SSP). On the left, a list of transaction details is shown:

Card Number	: 409688XXXXXX0252
Cardholder	: David Martin
Billing Period	: 31/01/2026 - 27/02/2026
Transaction Date	: 09/02/2026
Posting Date	: 11/02/2026
Merchant Name	: Merchant 5
Transaction Amount	: 30.00
Transaction Currency	: AED
Billing Amount	: 30.00
Billing Currency	: AED

Below the transaction details, there are two sections: 'Claims' and 'Receipts'. The 'Receipts' section shows a list of receipts with columns for 'Name' and 'Date'.

Name	Date
Claim Form.pdf	2026/04/28 11:07
Claim Slip.jpg	2026/05/27 10:52

On the right side of the screenshot, a file upload dialog box is open, showing the 'Desktop' folder. The file 'Claim Slip.jpg' is selected, and the 'Open' button is highlighted.

After the Account Administrator has uploaded the receipt, the receipt can be deleted if incorrect or downloaded for record-keeping purposes.



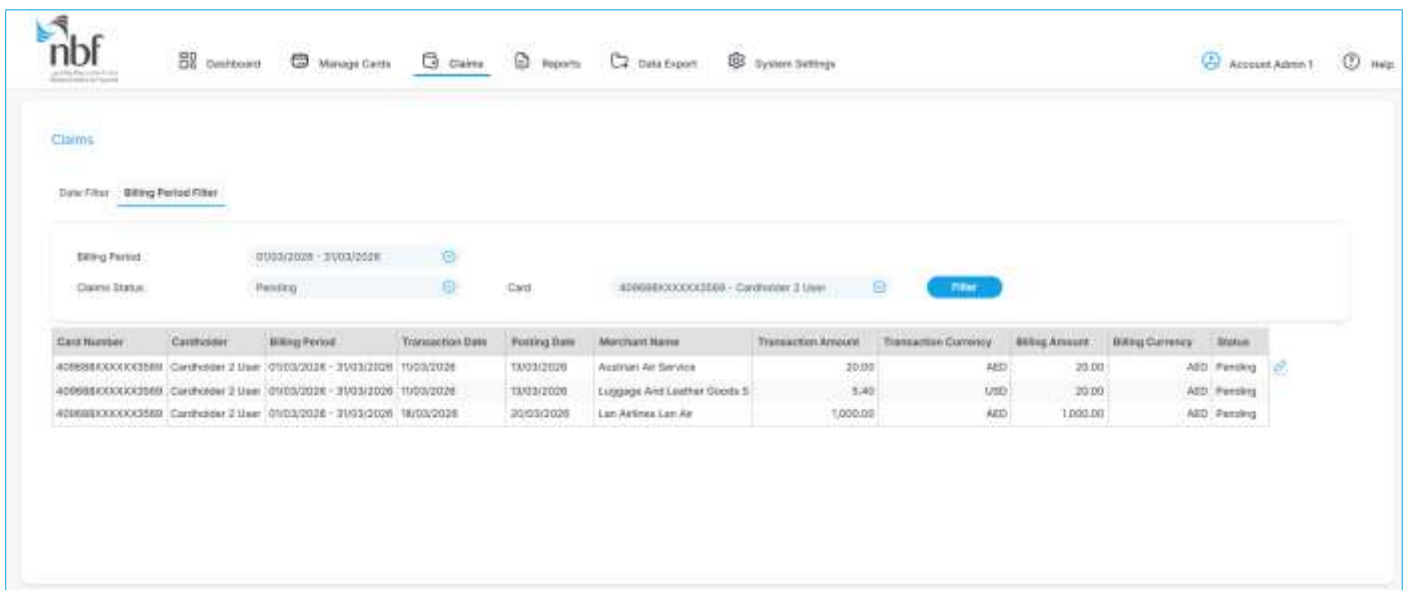
The screenshot displays the 'Receipts' section of the NBF Corporate Credit Card Self-Service Portal (SSP). It shows a list of receipts with columns for 'Name' and 'Date'.

Name	Date
Claim Slip.jpg	2026/05/27 10:52

Below the receipt list, there is a file upload interface with a dashed box containing an 'Upload File' button. The file 'Claim Slip.jpg' is shown in the upload area, and the 'Open' button is highlighted.

7.3 How to approve or decline claims

1. Open the claim that requires review.
2. Review the claim details, allocation, supporting documents and receipts.
3. If the details are correct, select **Approve**.
4. If the details require correction, select **Decline** and provide the required reason, where prompted.
5. Review the confirmation message.
6. Confirm the action to update the claim status.



Claims

Date Filter: Billing Period Filter

Billing Period: 01/03/2026 - 31/03/2026

Claims Status: Pending

Card: 40698XXXXX3569 - Cardholder 2 User

Filter

Card Number	Cardholder	Billing Period	Transaction Date	Posting Date	Merchant Name	Transaction Amount	Transaction Currency	Billing Amount	Billing Currency	Status
40698XXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	19/03/2026	13/03/2026	Academi Air Service	20.00	AED	20.00	AED	Pending
40698XXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	10/03/2026	13/03/2026	Luggage And Leather Goods S	5.40	USD	20.00	AED	Pending
40698XXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	18/03/2026	20/03/2026	Lan Airlines Lan Air	1,000.00	AED	1,000.00	AED	Pending

Card Number	: 409688XXXXX3569	(X)
Cardholder	: Cardholder 2 User	
Billing Period	: 01/03/2026 - 31/03/2026	
Transaction Date	: 11/03/2026	
Posting Date	: 13/03/2026	
Merchant Name	: Austrian Air Service	
Transaction Amount	: 20.00	
Transaction Currency	: AED	
Billing Amount	: 20.00	
Billing Currency	: AED	

Additional Data (X)

Claims (X)

Claim 1	10.00
Claim 2	10.00

Receipts (X)

Select Approve or Decline

Confirmation

Are you sure you want to approve this cost allocation?

Select Yes

Confirmation

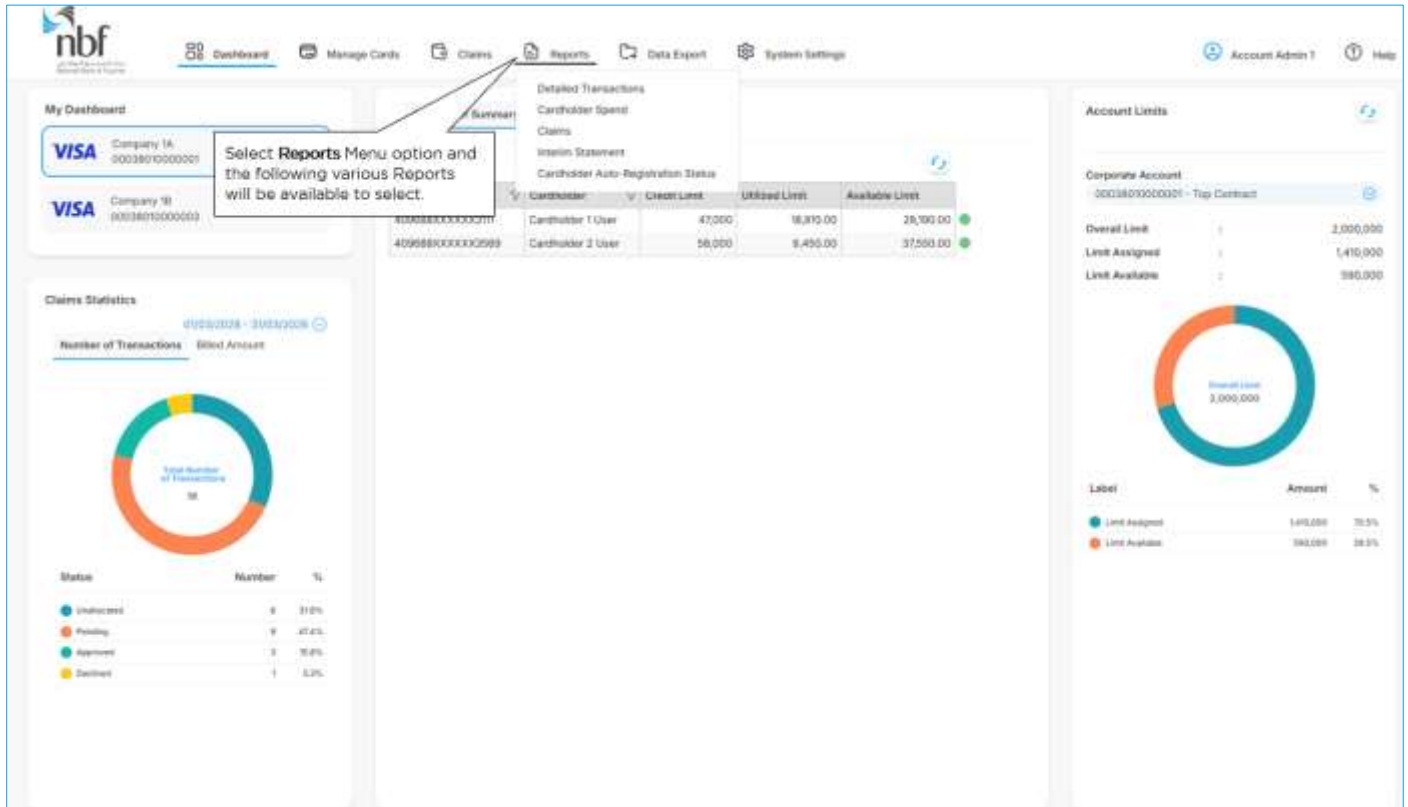
Are you sure you want to decline this cost allocation?

Select Yes

When all transactions are allocated within a billing period, the Account Administrator can lock the period under the **Export** Menu option, which will block all users from being able to effect any further changes.

8. Reports

The Reports section gives Account Administrators access to predefined reports that support transaction monitoring, cardholder spend analysis, claim tracking and reconciliation. Report parameters and filters can be used to refine the information before downloading.



Cardholder	Credit Limit	Utilized Limit	Available Limit
409688XXXXXX0001	47,000	18,310.00	28,690.00
409688XXXXXX0299	58,000	9,495.00	37,505.00

Card Number	Cardholder	Billing Period
409688XXXXXX	Type:	
409688XXXXXX	Equals	
409688XXXXXX	Value:	
409688XXXXXX		
409688XXXXXX		
409688XXXXXX		
409688XXXXXX	Apply	

- Limit the results via the **Filter** option that displays next to the column headers.

Card Number	Cardholder	Billing Period
409688XXXXXX	Type:	
409688XXXXXX	Equals	
409688XXXXXX	Value:	
409688XXXXXX	Equals	
409688XXXXXX	Contains	
409688XXXXXX	StartsWith	
409688XXXXXX02	EndsWith	

- Equals – Display data that has the exact value
- Contains – Display data that contains the value
- StartsWith – Display data that starts with the value
- EndsWith – Display data that ends with the value

Card Number	Cardholder	Billing Period
409688XXXXXX	Type:	
409688XXXXXX	EndsWith	
409688XXXXXX	Value:	
409688XXXXXX	0252	
409688XXXXXX	Apply	
409688XXXXXX		

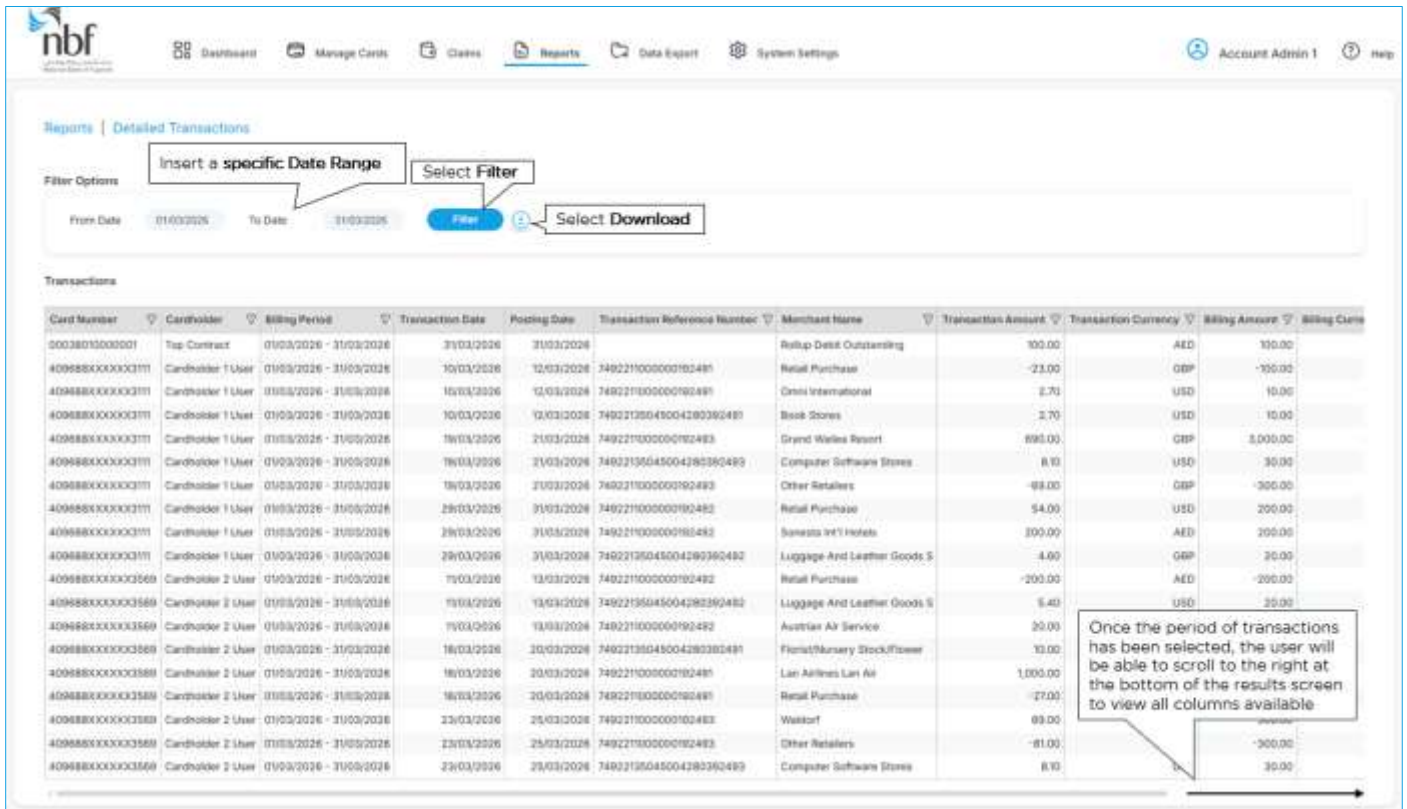
- After you have specified the **TYPE** of filtering that needs to be applied, insert the **VALUE** that the filter needs to consider and select the Apply.

Users can customise the data content of the report by using the **Filter** options. The table below shows the report layout and export format.

Reports	Format
Detailed Transaction	XLSX
Cardholder Spend	XLSX
Allocations	XLSX
Interim Statement	PDF

8.1 How to download detailed transactions

- Go to **Reports | Detailed Transactions**.
- Select the required billing period or date range.
- Apply any available filters to narrow the results.
- Review the transaction results.
- Download the report in the available format.



Reports | Detailed Transactions

Filter Options: Insert a specific Date Range, Select Filter, Filter, Select Download

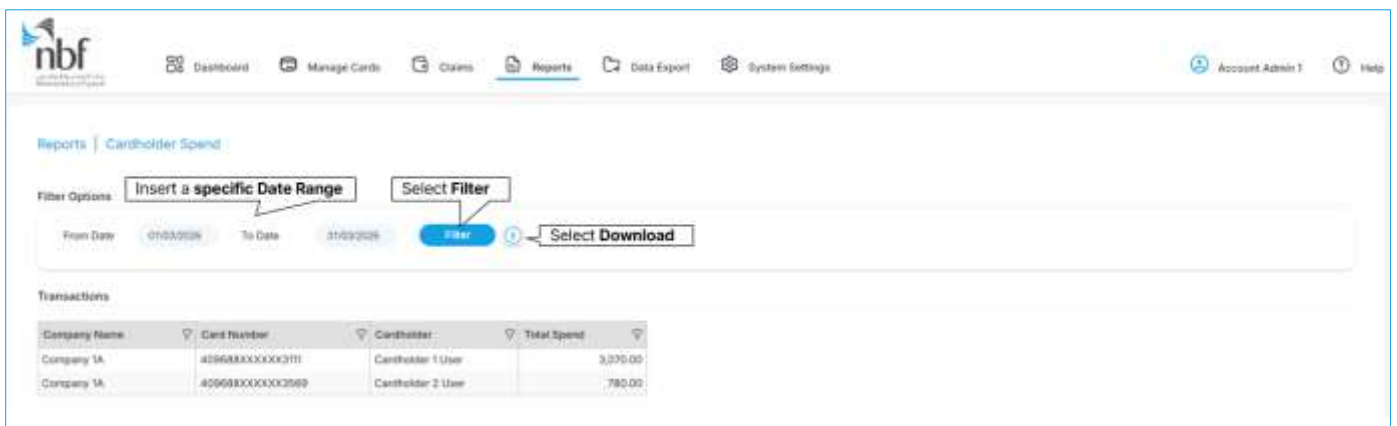
From Date: 01/03/2026 To Date: 31/03/2026

Card Number	Cardholder	Billing Period	Transaction Date	Posting Date	Transaction Reference Number	Merchant Name	Transaction Amount	Transaction Currency	Billing Amount	Billing Cycle
0003801000001	Top Contract	01/03/2026 - 31/03/2026	31/03/2026	31/03/2026		Rollup Debt Outstanding	100.00	AED	100.00	
409688XXXXXX3111	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	12/03/2026	7492211000000192481	Retail Purchase	-23.00	GBP	-100.00	
409688XXXXXX3111	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	12/03/2026	7492211000000192481	Cross International	2.70	USD	10.00	
409688XXXXXX3111	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	12/03/2026	7492211000000192481	Book Stores	2.70	USD	10.00	
409688XXXXXX3111	Cardholder 1 User	01/03/2026 - 31/03/2026	18/03/2026	21/03/2026	7492211000000192483	Grand Wales Resort	890.00	GBP	3,000.00	
409688XXXXXX3111	Cardholder 1 User	01/03/2026 - 31/03/2026	18/03/2026	21/03/2026	7492211000000192483	Computer Software Stores	8.10	USD	30.00	
409688XXXXXX3111	Cardholder 1 User	01/03/2026 - 31/03/2026	18/03/2026	21/03/2026	7492211000000192483	Other Retailers	-89.00	GBP	-300.00	
409688XXXXXX3111	Cardholder 1 User	01/03/2026 - 31/03/2026	29/03/2026	31/03/2026	7492211000000192482	Retail Purchase	54.00	USD	200.00	
409688XXXXXX3111	Cardholder 1 User	01/03/2026 - 31/03/2026	29/03/2026	31/03/2026	7492211000000192482	Sonesta Int'l Hotels	300.00	AED	200.00	
409688XXXXXX3111	Cardholder 1 User	01/03/2026 - 31/03/2026	29/03/2026	31/03/2026	7492211000000192482	Luggage And Leather Goods S	-4.00	GBP	30.00	
409688XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	13/03/2026	7492211000000192482	Retail Purchase	-200.00	AED	-200.00	
409688XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	13/03/2026	7492211000000192482	Luggage And Leather Goods S	5.40	USD	30.00	
409688XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	13/03/2026	7492211000000192482	Austrian Air Service	30.00			
409688XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	18/03/2026	20/03/2026	7492211000000192481	Florist/Nursery Stock/flower	10.00			
409688XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	18/03/2026	20/03/2026	7492211000000192481	Lan Airlines Lan Air	1,000.00			
409688XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	18/03/2026	20/03/2026	7492211000000192481	Retail Purchase	-17.00			
409688XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	7492211000000192483	Walmart	89.00			
409688XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	7492211000000192483	Other Retailers	-81.00		-300.00	
409688XXXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	7492211000000192483	Computer Software Stores	8.10		30.00	

Once the period of transactions has been selected, the user will be able to scroll to the right at the bottom of the results screen to view all columns available.

8.2 How to download Cardholder spend

1. Go to **Reports | Cardholder Spend**.
2. Select the required period.
3. Choose all Cardholders or a specific Cardholder.
4. Review the spend summary.
5. Download the report.



Reports | Cardholder Spend

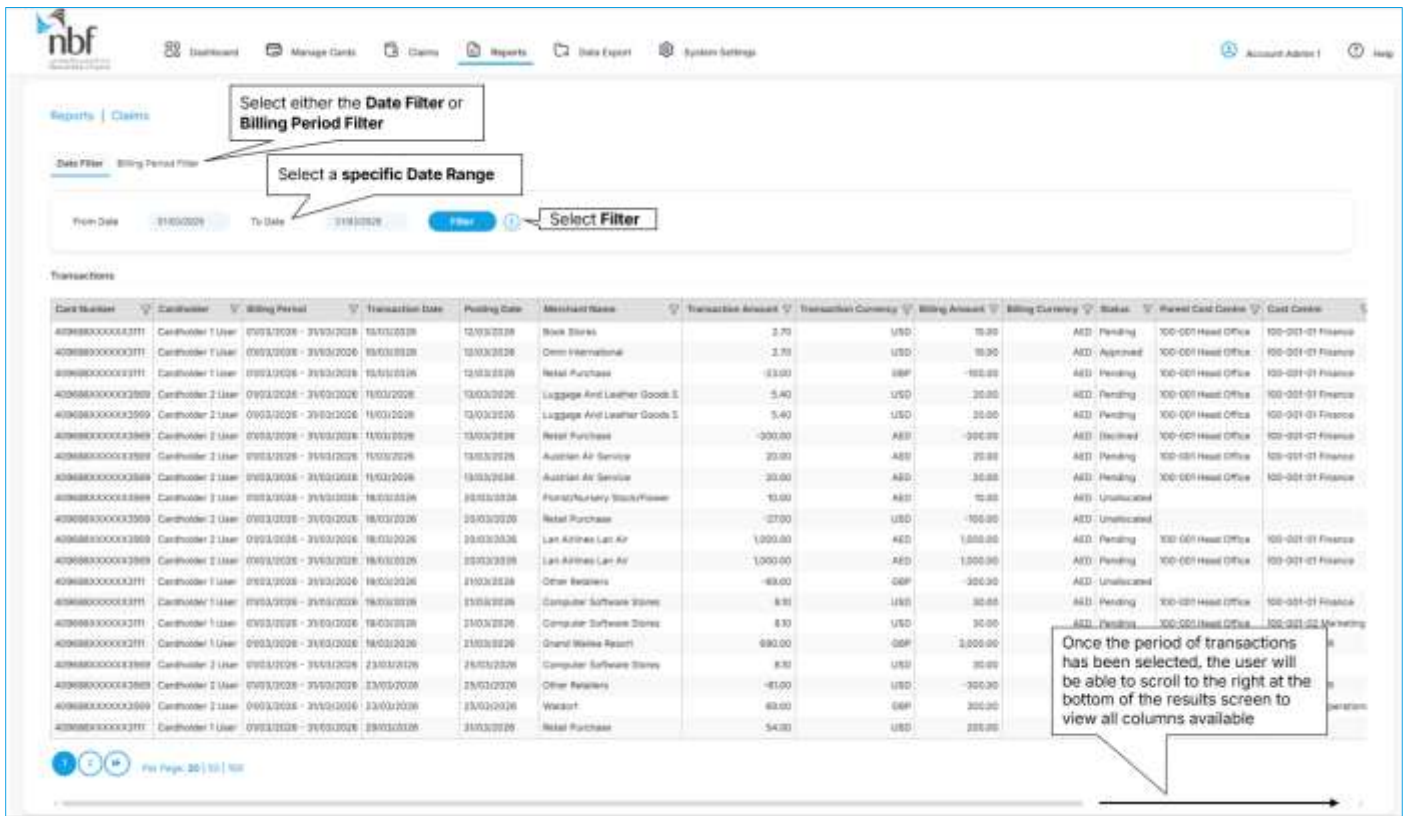
Filter Options: Insert a specific Date Range, Select Filter, Filter, Select Download

From Date: 01/03/2026 To Date: 31/03/2026

Company Name	Card Number	Cardholder	Total Spend
Company 1A	409688XXXXXX3111	Cardholder 1 User	3,370.00
Company 1A	409688XXXXXX3569	Cardholder 2 User	780.00

8.3 How to monitor claim reports

1. Go to **Reports | Claims**.
2. Select the required period or filter criteria.
3. Use the filter icon in the Claims Status column to filter by status, if required.
4. Review the claim results.
5. Select **Clear Filter** to return to the original results.
6. Download the report, if required.



Select either the **Date Filter** or **Billing Period Filter**

Select a specific Date Range

From Date: 01/03/2020 To Date: 31/03/2020 [Filter] Select Filter

Transactions

Card Number	Cardholder	Billing Period	Transaction Date	Pending Date	Merchant Name	Transaction Amount	Transaction Currency	Billing Amount	Billing Currency	Status	Parent Card Details	Card Details
409680XXXXXX3111	Cardholder 1 User	01/03/2020 - 31/03/2020	12/03/2020	12/03/2020	Book Stores	2.70	USD	15.00	AED	Pending	100-001 Head Office	100-001-01 Finance
409680XXXXXX3111	Cardholder 1 User	01/03/2020 - 31/03/2020	13/03/2020	13/03/2020	Deem International	2.70	USD	15.00	AED	Approved	100-001 Head Office	100-001-01 Finance
409680XXXXXX3111	Cardholder 1 User	01/03/2020 - 31/03/2020	15/03/2020	12/03/2020	Retail Purchase	-13.00	GBP	-100.00	AED	Pending	100-001 Head Office	100-001-01 Finance
409680XXXXXX3209	Cardholder 2 User	01/03/2020 - 31/03/2020	16/03/2020	12/03/2020	Luggage And Leather Goods S	-5.40	USD	20.00	AED	Pending	100-001 Head Office	100-001-01 Finance
409680XXXXXX3209	Cardholder 2 User	01/03/2020 - 31/03/2020	16/03/2020	12/03/2020	Luggage And Leather Goods S	-5.40	USD	20.00	AED	Pending	100-001 Head Office	100-001-01 Finance
409680XXXXXX3209	Cardholder 2 User	01/03/2020 - 31/03/2020	11/03/2020	13/03/2020	Retail Purchase	-300.00	AED	-300.00	AED	Declined	100-001 Head Office	100-001-01 Finance
409680XXXXXX3209	Cardholder 2 User	01/03/2020 - 31/03/2020	15/03/2020	13/03/2020	Austrian Air Service	20.00	AED	20.00	AED	Pending	100-001 Head Office	100-001-01 Finance
409680XXXXXX3209	Cardholder 2 User	01/03/2020 - 31/03/2020	16/03/2020	13/03/2020	Austrian Air Service	20.00	AED	20.00	AED	Pending	100-001 Head Office	100-001-01 Finance
409680XXXXXX3209	Cardholder 2 User	01/03/2020 - 31/03/2020	18/03/2020	18/03/2020	ForayHuntley SteakHouse	10.00	AED	10.00	AED	Unallocated		
409680XXXXXX3209	Cardholder 2 User	01/03/2020 - 31/03/2020	18/03/2020	20/03/2020	Retail Purchase	-27.00	USD	-100.00	AED	Unallocated		
409680XXXXXX3209	Cardholder 2 User	01/03/2020 - 31/03/2020	18/03/2020	19/03/2020	Lan Airlines Lan Air	1,000.00	AED	1,000.00	AED	Pending	100-001 Head Office	100-001-01 Finance
409680XXXXXX3209	Cardholder 2 User	01/03/2020 - 31/03/2020	18/03/2020	20/03/2020	Lan Airlines Lan Air	1,000.00	AED	1,000.00	AED	Pending	100-001 Head Office	100-001-01 Finance
409680XXXXXX3111	Cardholder 1 User	01/03/2020 - 31/03/2020	18/03/2020	21/03/2020	Other Retailers	-69.00	GBP	-200.00	AED	Unallocated		
409680XXXXXX3111	Cardholder 1 User	01/03/2020 - 31/03/2020	19/03/2020	21/03/2020	Computer Software Stores	8.00	USD	30.00	AED	Pending	100-001 Head Office	100-001-01 Finance
409680XXXXXX3111	Cardholder 1 User	01/03/2020 - 31/03/2020	19/03/2020	21/03/2020	Computer Software Stores	8.00	USD	30.00	AED	Pending	100-001 Head Office	100-001-01 Finance
409680XXXXXX3111	Cardholder 1 User	01/03/2020 - 31/03/2020	19/03/2020	21/03/2020	Grand Wakes Resort	690.00	GBP	2,000.00	AED	Pending	100-001 Head Office	100-001-01 Finance
409680XXXXXX3209	Cardholder 2 User	01/03/2020 - 31/03/2020	23/03/2020	25/03/2020	Computer Software Stores	8.00	USD	30.00	AED	Pending	100-001 Head Office	100-001-01 Finance
409680XXXXXX3209	Cardholder 2 User	01/03/2020 - 31/03/2020	23/03/2020	25/03/2020	Other Retailers	-61.00	USD	-200.00	AED	Pending	100-001 Head Office	100-001-01 Finance
409680XXXXXX3209	Cardholder 2 User	01/03/2020 - 31/03/2020	23/03/2020	25/03/2020	Walmart	60.00	GBP	200.00	AED	Pending	100-001 Head Office	100-001-01 Finance
409680XXXXXX3111	Cardholder 1 User	01/03/2020 - 31/03/2020	28/03/2020	31/03/2020	Retail Purchase	-54.00	USD	200.00	AED	Pending	100-001 Head Office	100-001-01 Finance

Once the period of transactions has been selected, the user will be able to scroll to the right at the bottom of the results screen to view all columns available

Reports | Claims

Date Filter - Billing Period Filter

From Date: 01/03/2026 To Date: 31/03/2026 **Filter** **Select Download**

Transactions

Item Date	Posting Date	Merchant Name	Transaction Amount	Transaction Currency	Billing Amount	Billing Currency	Status	Parent Cost Centre	Cost Centre	Expense Category	Notes	Allocation Amount
126	12/03/2026	Book Stores	2.70	USD	10.00	AED	Pending	100-001 Head Office	100-001-01 Finance	200-001 Flight Expense	Additional Reference	10.00
126	12/03/2026	Gucci International	2.70	USD	10.00	AED	Approved	100-001 Head Office	100-001-01 Finance	200-001 Flight Expense		10.00
126	12/03/2026	Retail Purchase	-120.00	GBP	-100.00	AED	Pending	100-001 Head Office	100-001-01 Finance	400-001 Vehicle Maintenance		-100.00
126	13/03/2026	Luggage And Leather Goods S	5.40	USD	20.00	AED	Pending	100-001 Head Office	100-001-01 Finance	200-001 Flight Expense	Additional Reference	10.00
126	13/03/2026	Luggage And Leather Goods S	5.40	USD	20.00	AED	Pending	100-001 Head Office	100-001-01 Finance	200-001 Flight Expense	Additional Reference	10.00
126	13/03/2026	Retail Purchase	-200.00	AED	-200.00	AED	Declined	100-001 Head Office	100-001-01 Finance	400-001 Vehicle Maintenance	Additional Reference	-200.00
126	14/03/2026	Austrian Air Service	20.00	AED	20.00	AED	Pending	100-001 Head Office	100-001-01 Finance	200-001 Flight Expense	Additional Reference	10.00
126	14/03/2026	Austrian Air Service	20.00	AED	20.00	AED	Pending	100-001 Head Office	100-001-01 Finance	200-001 Flight Expense	Additional Reference	10.00
126	25/03/2026	Florist/Nursery Stock/Flower	10.00	AED	10.00	AED	Unallocated					
126	25/03/2026	Retail Purchase	-170.00	USD	-100.00	AED	Unallocated					
126	25/03/2026	Lan Airlines Lan Air	1,000.00	AED	1,000.00	AED	Pending	100-001 Head Office	100-001-01 Finance	200-001 Flight Expense	Additional Reference	100.00
126	25/03/2026	Lan Airlines Lan Air	1,000.00	AED	1,000.00	AED	Pending	100-001 Head Office	100-001-01 Finance	200-001 Flight Expense	Additional Reference	100.00
126	21/03/2026	Other Retailers	-68.00	GBP	-300.00	AED	Unallocated					
126	21/03/2026	Computer Software Stores	8.10	USD	30.00	AED	Pending	100-001 Head Office	100-001-01 Finance	100-001 Fuel Expense		10.00
126	21/03/2026	Computer Software Stores	8.10	USD	30.00	AED	Pending	100-001 Head Office	100-001-02 Marketing	100-001 Fuel Expense		10.00
126	21/03/2026	Grand Wailea Resort	890.00	GBP	3,000.00	AED	Pending	200-001 Main Branch	200-001-01 HR	300-001 Hotel Expense	Trip	1,000.00
126	25/03/2026	Computer Software Stores	8.10	USD	30.00	AED	Unallocated					
126	25/03/2026	Other Retailers	-61.00	USD	-300.00	AED	Approved	200-001 Main Branch	200-001-01 HR	400-001 Vehicle Maintenance		-300.00
126	25/03/2026	Waldorf	88.00	GBP	300.00	AED	Approved	100-001 Head Office	100-001-03 Operations	300-001 Hotel Expense	Additional Reference	300.00
126	31/03/2026	Retail Purchase	54.00	USD	200.00	AED	Unallocated					

Reports | Claims

Date Filter - Billing Period Filter

From Date: 01/03/2026 To Date: 31/03/2026 **Filter**

Transactions

Cardholder	Billing Period	Transaction Date	Posting Date	Merchant Name	Transaction Amount	Transaction Currency	Billing Amount	Billing Currency	Status	Parent Cost Centre	Cost Centre
Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Book Stores	2.70	USD	10.00				100-001-01 Fi
Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Gucci International							100-001-01 Fi
Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	10/03/2026	Retail Purchase							100-001-01 Fi
Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	12/03/2026	Luggage And Leather Goods S							100-001-01 Fi
Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	13/03/2026	Luggage And Leather Goods S							100-001-01 Fi
Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	13/03/2026	Retail Purchase							100-001-01 Fi
Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	13/03/2026	Austrian Air Service	20.00	AED	20.00	AED	Pending	100-001 Head Office	100-001-01 Fi
Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	13/03/2026	Austrian Air Service	20.00	AED	20.00	AED	Pending	100-001 Head Office	100-001-01 Fi
Cardholder 2 User	01/03/2026 - 31/03/2026	16/03/2026	20/03/2026	Florist/Nursery Stock/Flower	10.00	AED	10.00	AED	Unallocated		
Cardholder 2 User	01/03/2026 - 31/03/2026	16/03/2026	20/03/2026	Retail Purchase	-120.00	USD	-100.00	AED	Unallocated		
Cardholder 2 User	01/03/2026 - 31/03/2026	16/03/2026	20/03/2026	Lan Airlines Lan Air	1,000.00	AED	1,000.00	AED	Pending	100-001 Head Office	100-001-01 Fi
Cardholder 2 User	01/03/2026 - 31/03/2026	16/03/2026	20/03/2026	Lan Airlines Lan Air	1,000.00	AED	1,000.00	AED	Pending	100-001 Head Office	100-001-01 Fi
Cardholder 1 User	01/03/2026 - 31/03/2026	16/03/2026	21/03/2026	Other Retailers	-68.00	GBP	-300.00	AED	Unallocated		
Cardholder 1 User	01/03/2026 - 31/03/2026	16/03/2026	21/03/2026	Computer Software Stores	8.10	USD	30.00	AED	Pending	100-001 Head Office	100-001-01 Fi
Cardholder 1 User	01/03/2026 - 31/03/2026	16/03/2026	21/03/2026	Computer Software Stores	8.10	USD	30.00	AED	Pending	100-001 Head Office	100-001-02 k
Cardholder 1 User	01/03/2026 - 31/03/2026	16/03/2026	21/03/2026	Grand Wailea Resort	890.00	GBP	3,000.00	AED	Pending	200-001 Main Branch	200-001-01 k
Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Computer Software Stores	8.10	USD	30.00	AED	Unallocated		
Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Other Retailers	-61.00	USD	-300.00	AED	Approved	200-001 Main Branch	200-001-01 k
Cardholder 2 User	01/03/2026 - 31/03/2026	23/03/2026	25/03/2026	Waldorf	88.00	GBP	300.00	AED	Approved	100-001 Head Office	100-001-03 C
Cardholder 1 User	01/03/2026 - 31/03/2026	29/03/2026	31/03/2026	Retail Purchase	54.00	USD	200.00	AED	Unallocated		

- Select **Filter** icon next to **Claim Status**
- Select **Contains** in the **Type** dropdown
- Insert **Pending** in the **Value** input field and select **Apply**

Type

Contains

Value:

Pending

Apply

Please note: When a transaction is split between multiple cost codes, it may display as a duplicate transaction. However, when you scroll to the right-hand side of the screen, the cost allocation split will be visible.

 Dashboard Manage Cards Claims Reports Data Export System Settings Account Admin T Help											
Reports Claims Date Filter Billing Period Filter From Date 01/03/2026 To Date 31/03/2026 Filter											
Transactions											
Card Number	Cardholder	Billing Period	Transaction Date	Posting Date	Merchant Name	Transaction Amount	Transaction Currency	Billing Amount	Billing Currency	Status	Parent Cost Centre
409688XXXXX3211	Cardholder 1 User	01/03/2026 - 31/03/2026	10/03/2026	12/03/2026	Book Stores	2.70	USD	10.00	AED	Pending	100-001 Head Office
409688XXXXX3211	Cardholder 1 User	01/03/2026 - 31/03/2026	09/03/2026	12/03/2026	Retail Purchase	-23.00	GBP	-100.00	AED	Pending	100-001 Head Office
409688XXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	13/03/2026	Luggage And Leather Goods S	5.40	USD	20.00	AED	Pending	100-001 Head Office
409688XXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	13/03/2026	Luggage And Leather Goods S	5.40	USD	20.00	AED	Pending	100-001 Head Office
409688XXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	13/03/2026	Austrian Air Service	20.00	AED	20.00	AED	Pending	100-001 Head Office
409688XXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	11/03/2026	13/03/2026	Austrian Air Service	20.00	AED	20.00	AED	Pending	100-001 Head Office
409688XXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	16/03/2026	20/03/2026	Lan Airlines Lan Air	1,000.00	AED	1,000.00	AED	Pending	100-001 Head Office
409688XXXXX3569	Cardholder 2 User	01/03/2026 - 31/03/2026	16/03/2026	20/03/2026	Lan Airlines Lan Air	1,000.00	AED	1,000.00	AED	Pending	100-001 Head Office
409688XXXXX3211	Cardholder 1 User	01/03/2026 - 31/03/2026	18/03/2026	21/03/2026	Computer Software Stores	6.30	USD	30.00	AED	Pending	100-001 Head Office
409688XXXXX3211	Cardholder 1 User	01/03/2026 - 31/03/2026	18/03/2026	21/03/2026	Computer Software Stores	6.30	USD	30.00	AED	Pending	100-001 Head Office
409688XXXXX3211	Cardholder 1 User	01/03/2026 - 31/03/2026	19/03/2026	21/03/2026	Grand Wallea Resort	690.00	GBP	3,000.00	AED	Pending	200-001 Main Branch
409688XXXXX3211	Cardholder 1 User	01/03/2026 - 31/03/2026	26/03/2026	31/03/2026	Sonesta Int'l Hotels	200.00	AED	200.00	AED	Pending	200-001 Main Branch
409688XXXXX3211	Cardholder 1 User	01/03/2026 - 31/03/2026	28/03/2026	31/03/2026	Luggage And Leather Goods S	4.80	GBP	20.00	AED	Pending	100-001 Head Office

nbf

Company Name

Phone Number

Email Address

Dashboard

Manage Cards

Claims

Reports

Data Export

System Settings

Account Admin

Help

Reports

Claims

Date Filter

Billing Period Filter

From Date

01/03/2026

To Date

31/03/2026

Filter

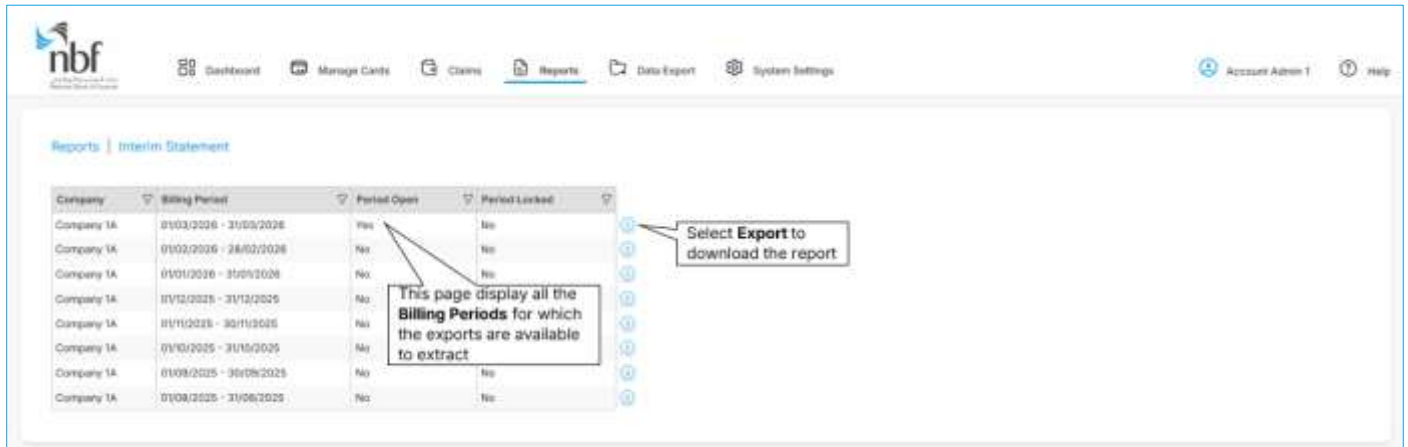
Transactions

Merchant Name	Transaction Amount	Transaction Currency	Billing Amount	Billing Currency	Status	Parent Cost Centre	Cost Centre	Expense Category	Notes	Allocation Amount
Book Stores	2.70	USD	10.00	AED	Pending	100-001 Head Office	100-001-01 Finance	200-001 Flight Expense	Additional Reference	10.00
Retail Purchase	-23.00	GBP	-100.00	AED	Pending	100-001 Head Office	100-001-01 Finance	400-001 Vehicle Maintenance		-100.00
Luggage And Leather Goods S	5.40	USD	20.00	AED	Pending	100-001 Head Office	100-001-01 Finance	200-001 Flight Expense	Additional Reference	10.00
Luggage And Leather Goods S	5.40	USD	20.00	AED	Pending	100-001 Head Office	100-001-01 Finance	200-001 Flight Expense	Additional Reference	10.00
Austrian Air Service	20.00	AED	20.00	AED	Pending	100-001 Head Office	100-001-01 Finance	200-001 Flight Expense	Additional Reference	10.00
Austrian Air Service	20.00	AED	20.00	AED	Pending	100-001 Head Office	100-001-01 Finance	200-001 Flight Expense	Additional Reference	10.00
Lan Airlines Lan Air	1,000.00	AED	1,000.00	AED	Pending	100-001 Head Office	100-001-01 Finance	200-001 Flight Expense	Additional Reference	500.00
Lan Airlines Lan Air	1,000.00	AED	1,000.00	AED	Pending	100-001 Head Office	100-001-01 Finance	200-001 Flight Expense	Additional Reference	500.00
Computer Software Stores	6.30	USD	30.00	AED	Pending	100-001 Head Office	100-001-01 Finance	100-001 Fuel Expense		15.00
Computer Software Stores	6.30	USD	30.00	AED	Pending	100-001 Head Office	100-001-02 Marketing	100-001 Fuel Expense		15.00
Grand Wallea Resort	690.00	GBP	3,000.00	AED	Pending	200-001 Main Branch	200-001-01 HR	300-001 Hotel Expense	Trip	3,000.00
Sonesta Int'l Hotels	200.00	AED	200.00	AED	Pending	200-001 Main Branch	200-001-01 HR	200-001 Flight Expense	Additional Reference	200.00
Luggage And Leather Goods S	4.80	GBP	20.00	AED	Pending	100-001 Head Office	100-001-01 Finance	100-001 Fuel Expense	Additional Reference	20.00

8.4 How to download interim statements

The Interim Statement helps reconcile card transactions against the card statement.

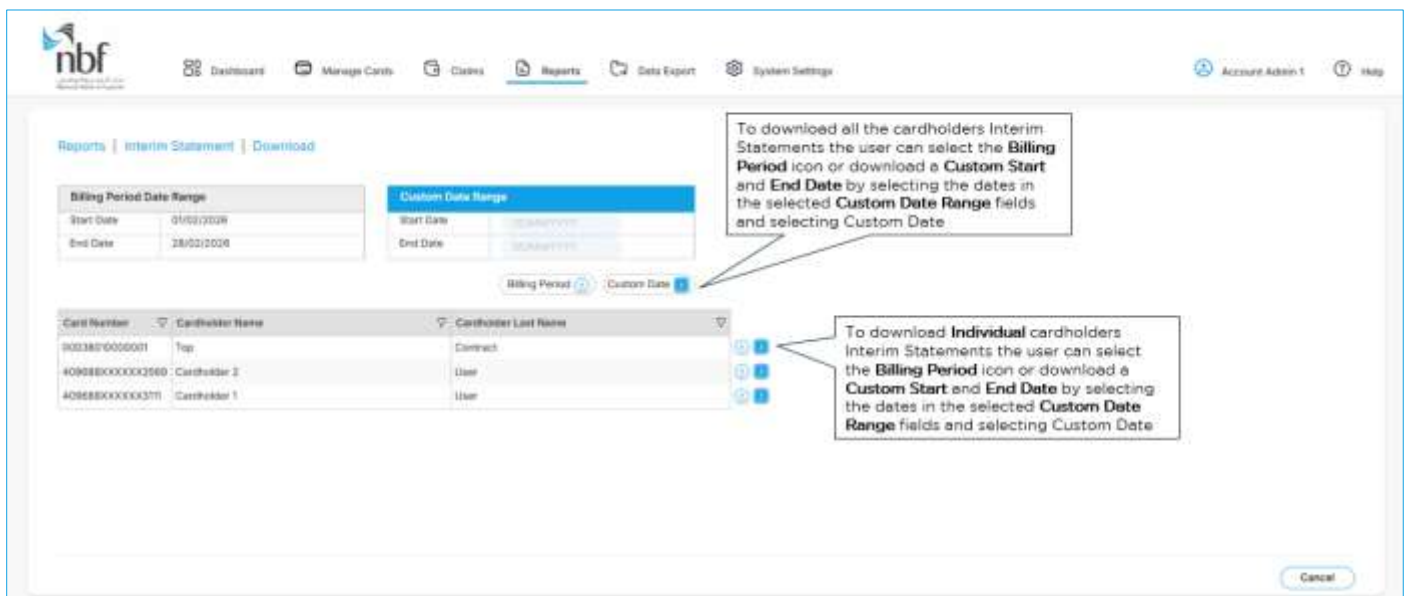
Refer to the **Card Monthly Statement** to confirm any balances due and make payment.



Company	Billing Period	Period Open	Period Locked
Company 1A	01/03/2026 - 31/03/2026	No	No
Company 1A	01/02/2026 - 28/02/2026	No	No
Company 1A	01/01/2026 - 31/01/2026	No	No
Company 1A	01/12/2025 - 31/12/2025	No	No
Company 1A	01/11/2025 - 30/11/2025	No	No
Company 1A	01/10/2025 - 31/10/2025	No	No
Company 1A	01/09/2025 - 30/09/2025	No	No
Company 1A	01/08/2025 - 31/08/2025	No	No

The **Billing Period** serves as the dates identifier that aligns with the cycle dates (Period Start and End) provided in the issuer data file.

In the Period Open field, the Interim Statement status indicates whether the cycle date is open or closed.



Billing Period Date Range

Start Date: 01/02/2026
End Date: 28/02/2026

Custom Date Range

Start Date:
End Date:

Cardholder List

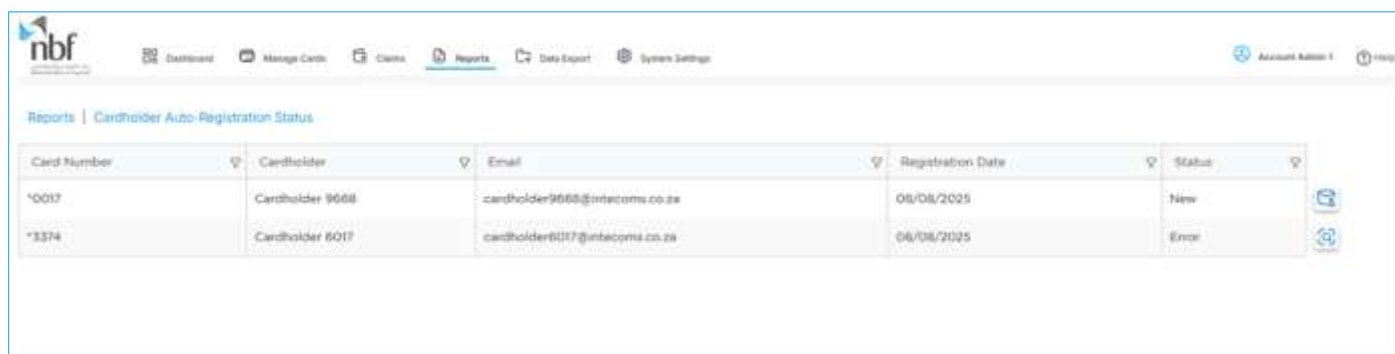
Card Number	Cardholder Name	Cardholder Last Name
9003800000001	Top	Contract
4090800000002660	Cardholder 2	User
4090800000003771	Cardholder 1	User

1. Go to **Reports | Interim Statement**.
2. Select the required billing period.
3. Select the required Cardholder interim statement or choose all Cardholder interim statements.
4. Download the statement file.

5. If downloading all Cardholder interim statements, save the automatically generated zip folder.
6. Open the zip folder and select the required PDF interim statement.

8.5 How to monitor Cardholder auto-registration status

1. Go to **Reports | Cardholder Auto-Registration Status**.
2. Review Cardholders with outstanding auto-registration statuses.
3. For a **New** status, resend the verification email if the Cardholder has not activated their profile.
4. For an **Error** status, open the backend error details and take the appropriate follow-up action.



Card Number	Cardholder	Email	Registration Date	Status
*0017	Cardholder 9668	cardholder9668@ntecoms.co.za	08/08/2025	New
*3374	Cardholder 6017	cardholder6017@ntecoms.co.za	06/08/2025	Error

9. How to export data

The Data Export function allows Account Administrators to download standard or preconfigured export files for accounts and cards linked to their profile. Export configuration settings are predefined by the company during the onboarding process.

1. Go to **Data Export**.
2. Select the required predefined export configuration.
3. Select the required billing period or date range.
4. Lock the period before exporting, if all transactions have been allocated and approved and the file will be used for back-office upload.
5. Download the export file in the available format.
6. If the period cannot be locked, review any unallocated or unapproved transactions before retrying.

Data Export

Company	Billing Period	Period Open	Period Locked
Company 1A	01/03/2026 - 31/03/2026	Yes	No
Company 1A	01/02/2026 - 28/02/2026		No
Company 1A	01/01/2026 - 31/01/2026		
Company 1A	01/12/2025 - 31/12/2025		
Company 1A	01/11/2025 - 30/11/2025		
Company 1A	01/10/2025 - 31/10/2025	No	No
Company 1A	01/09/2025 - 30/09/2025	No	No
Company 1A	01/08/2025 - 31/08/2025	No	No

If **Yes**, reflects in the **Period Open** column, the Billing Period is still Open.

Period Open	Period Locked
Yes	No

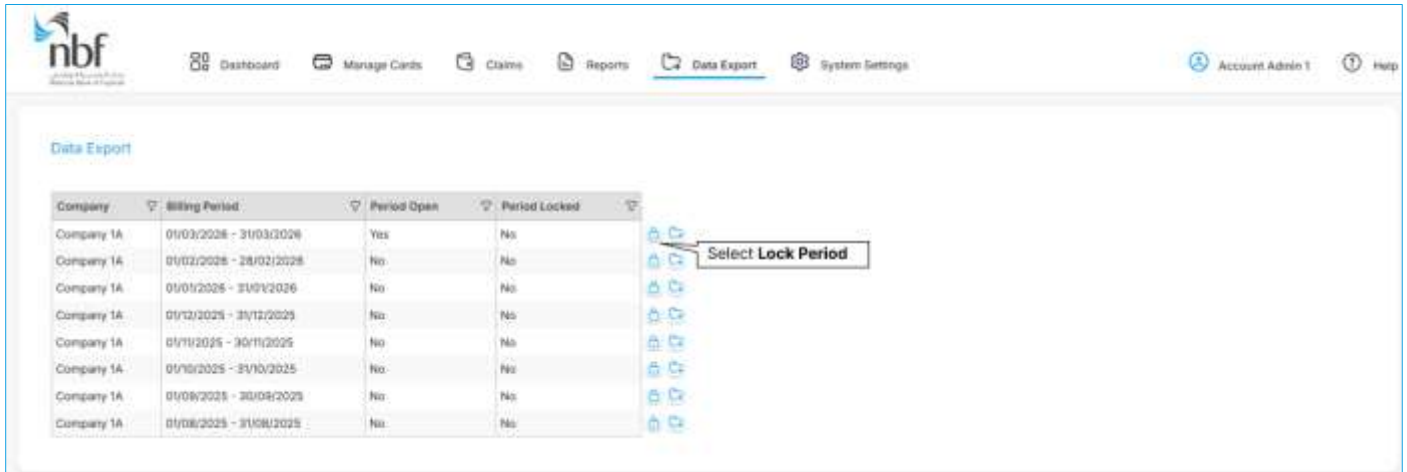
If **No** reflects in the **Period Locked** column the users will still be able to make changes to their claims.

If **No**, reflects in the **Period Open** column, the Billing Period has Closed.

Period Open	Period Locked
No	No

If **Yes**, reflects in the **Period Locked** column the users will not be able make any changes to their claims.

Period Open	Period Locked
No	Yes



Data Export

Company	Billing Period	Period Open	Period Locked
Company 1A	01/03/2026 - 31/03/2026	Yes	No
Company 1A	01/02/2026 - 28/02/2026	No	No
Company 1A	01/01/2026 - 31/01/2026	No	No
Company 1A	01/12/2025 - 31/12/2025	No	No
Company 1A	01/11/2025 - 30/11/2025	No	No
Company 1A	01/10/2025 - 31/10/2025	No	No
Company 1A	01/09/2025 - 30/09/2025	No	No
Company 1A	01/08/2025 - 31/08/2025	No	No

Select Lock Period

Confirmation

Are you sure you want to lock the selected Billing Period from any further changes?

No Yes

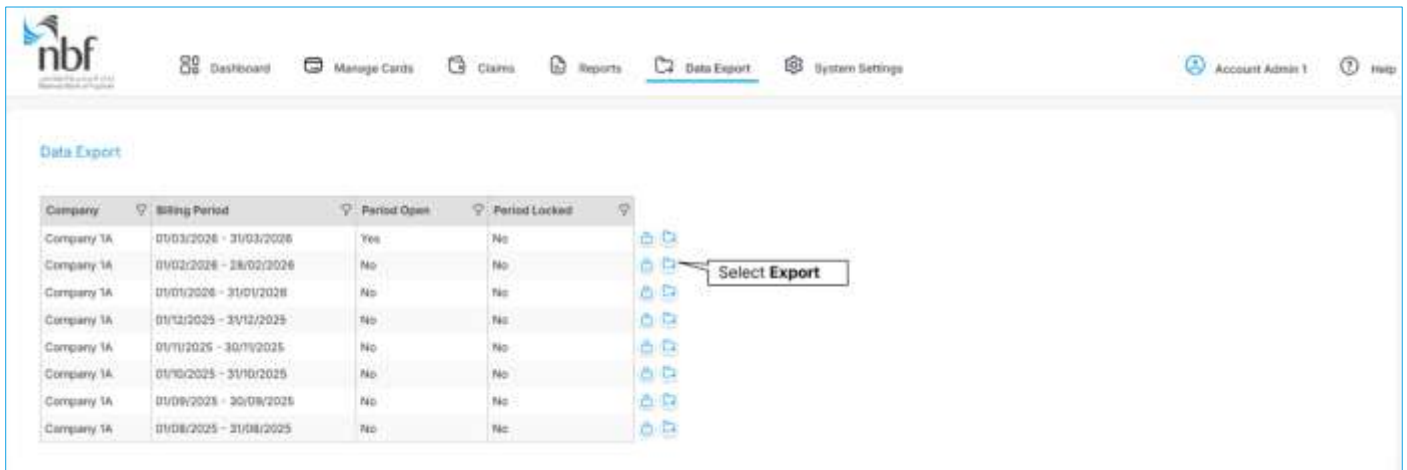
Select Yes

Information

Billing Period cannot be locked as it contains claims that aren't approved.

Ok

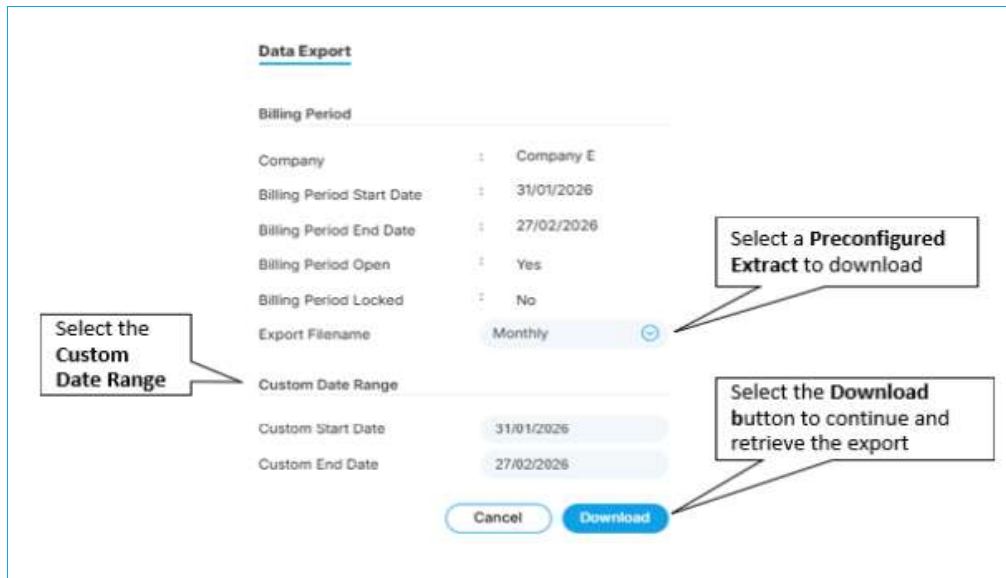
Select Ok



Data Export

Company	Billing Period	Period Open	Period Locked
Company 1A	01/03/2026 - 31/03/2026	Yes	No
Company 1A	01/02/2026 - 28/02/2026	No	No
Company 1A	01/01/2026 - 31/01/2026	No	No
Company 1A	01/12/2025 - 31/12/2025	No	No
Company 1A	01/11/2025 - 30/11/2025	No	No
Company 1A	01/10/2025 - 31/10/2025	No	No
Company 1A	01/09/2025 - 30/09/2025	No	No
Company 1A	01/08/2025 - 31/08/2025	No	No

Select Export



Data Export

Billing Period

Company : Company E

Billing Period Start Date : 31/01/2026

Billing Period End Date : 27/02/2026

Billing Period Open : Yes

Billing Period Locked : No

Export Filename : Monthly

Custom Date Range

Custom Start Date : 31/01/2026

Custom End Date : 27/02/2026

Buttons: Cancel, Download

Callouts:

- Select the Custom Date Range
- Select a Preconfigured Extract to download
- Select the Download button to continue and retrieve the export

Although users can customise report data by using filter options, the table below shows the report layout and export format.

Reports	Format
Export	CSV, XLSX and TXT