NBF Corporate Credit Card Self-Service Portal (SSP)

Account Administrator

User Guide

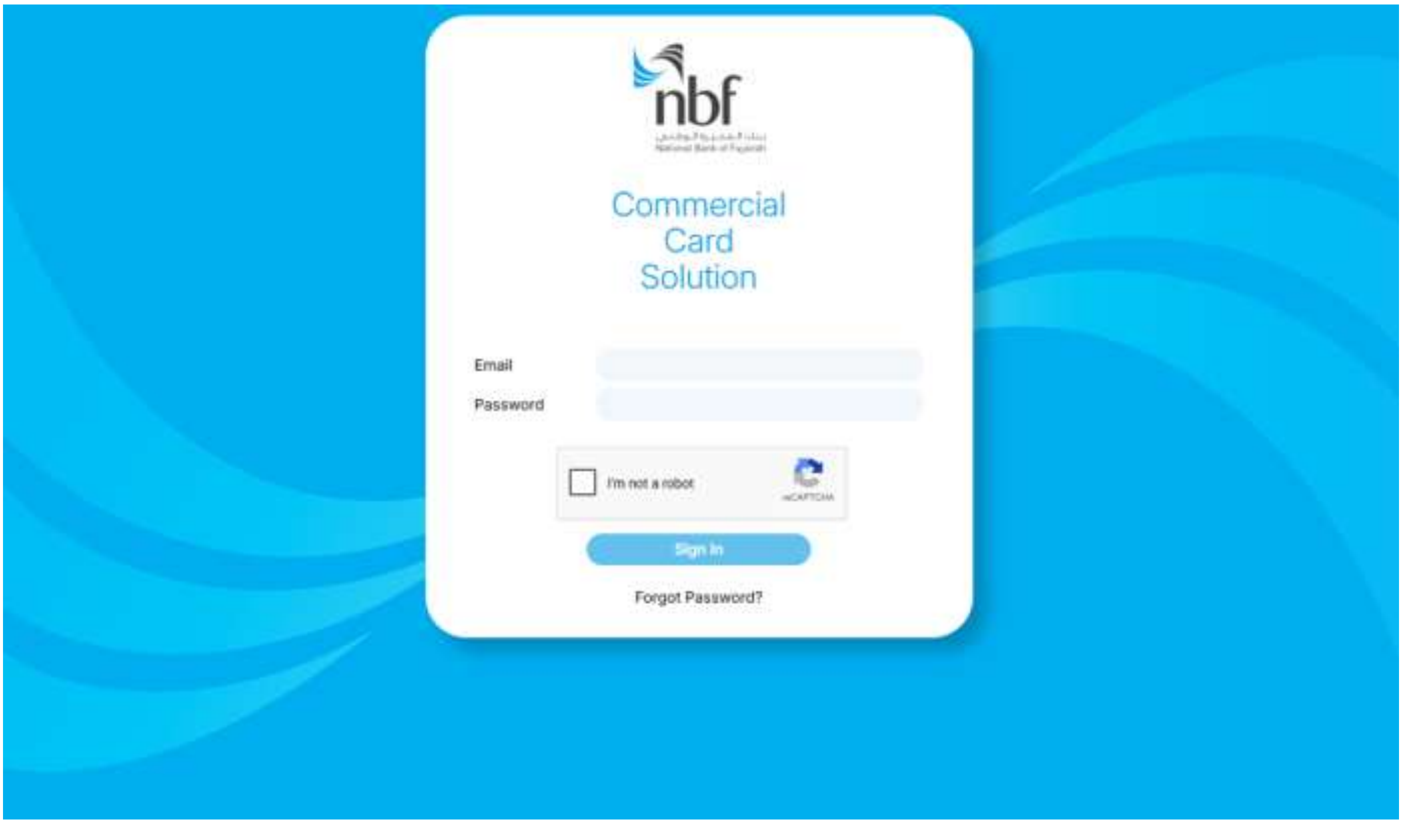


Table of Contents

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

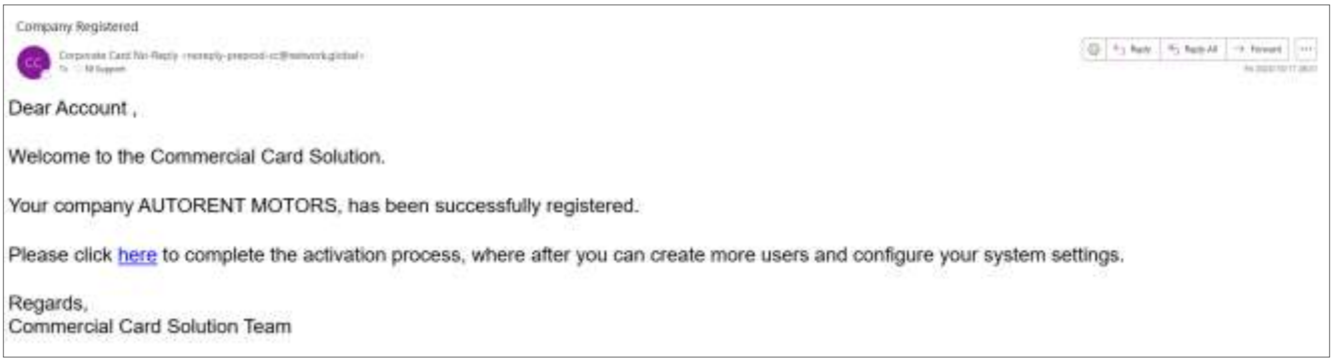
2. Getting Started

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.


Company Registered

Dear Account ,

Welcome to the Commercial Card Solution.

Your company AUTORENT MOTORS, has been successfully registered.

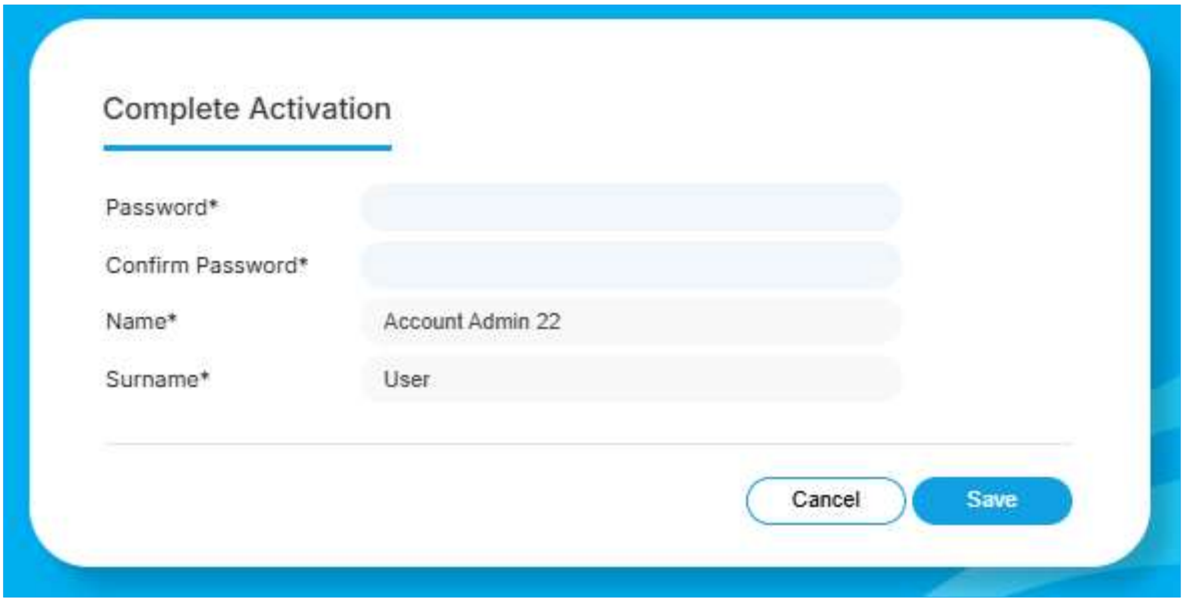
Please click here to complete the activation process, where after you can create more users and configure your system settings.

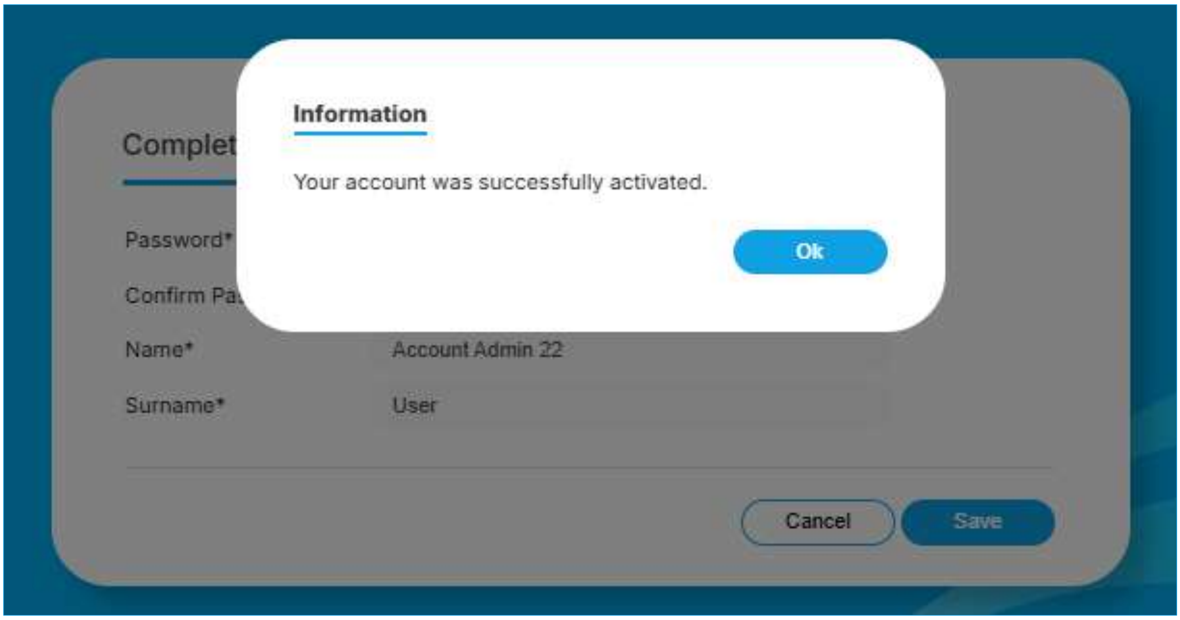
Regards,
Commercial Card Solution Team

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

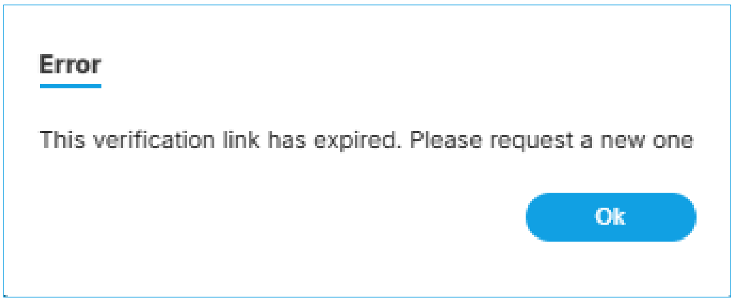
- Capital letter
- Special character, i.e. #, @, etc
- Number
- For example: SecureP@ssword1

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



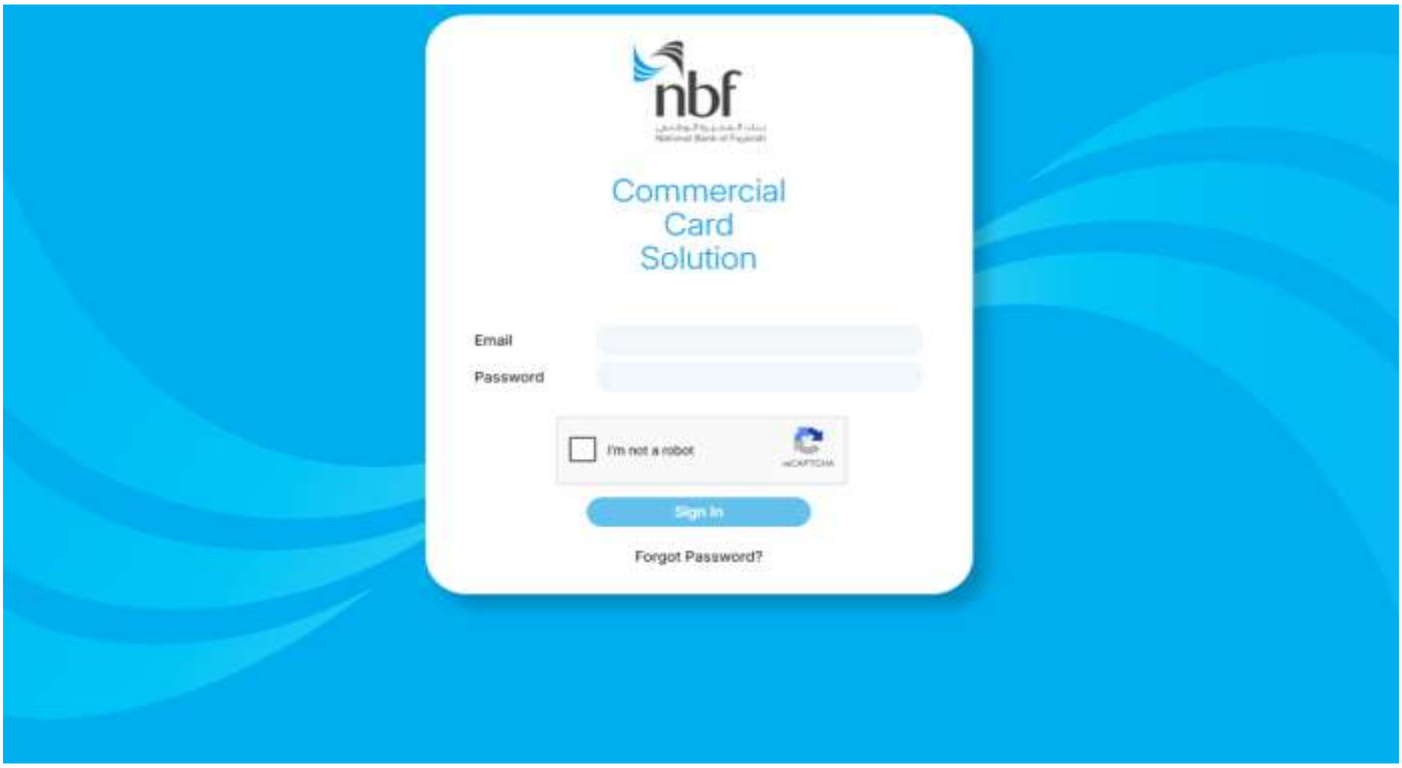


If the activation link has expired, an error pop-up will display, and the Issuer Administrator can resend the activation email.

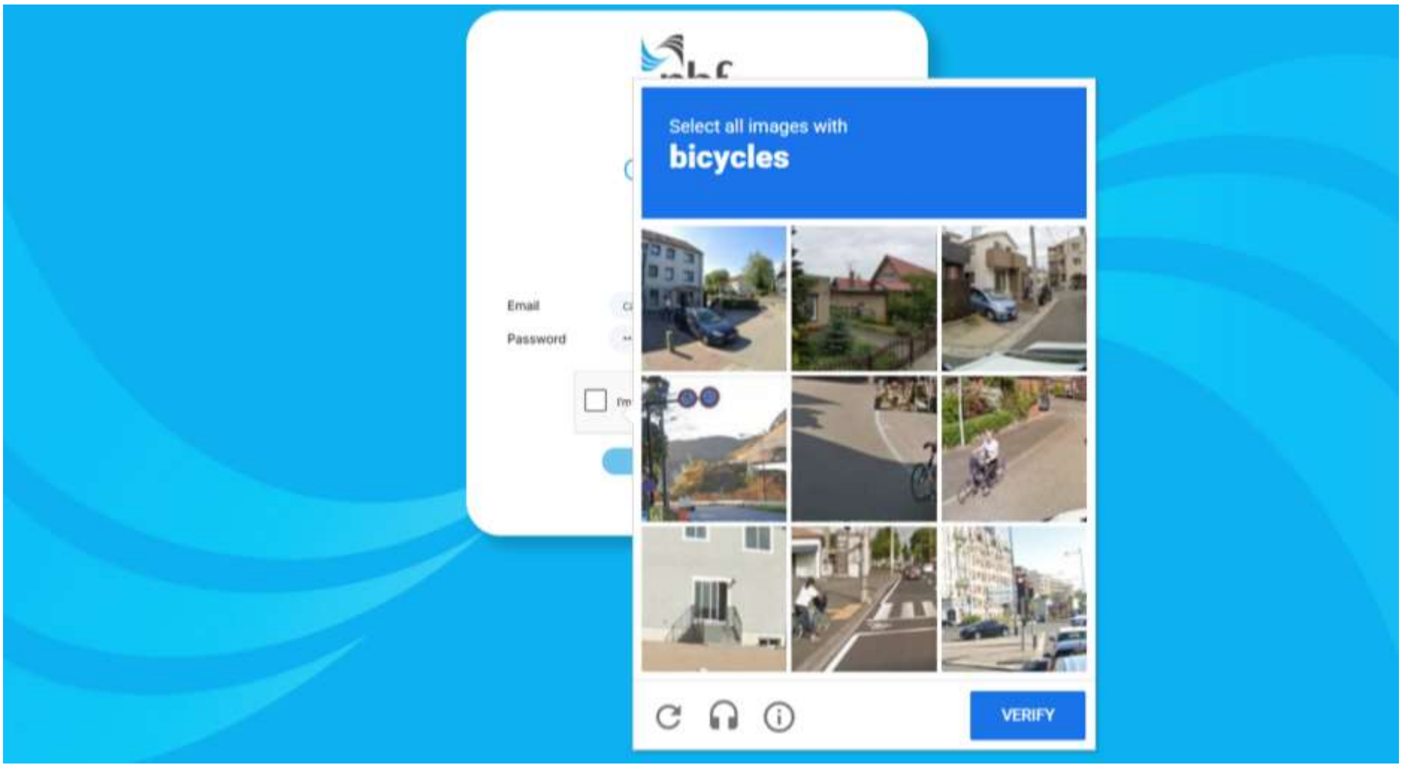


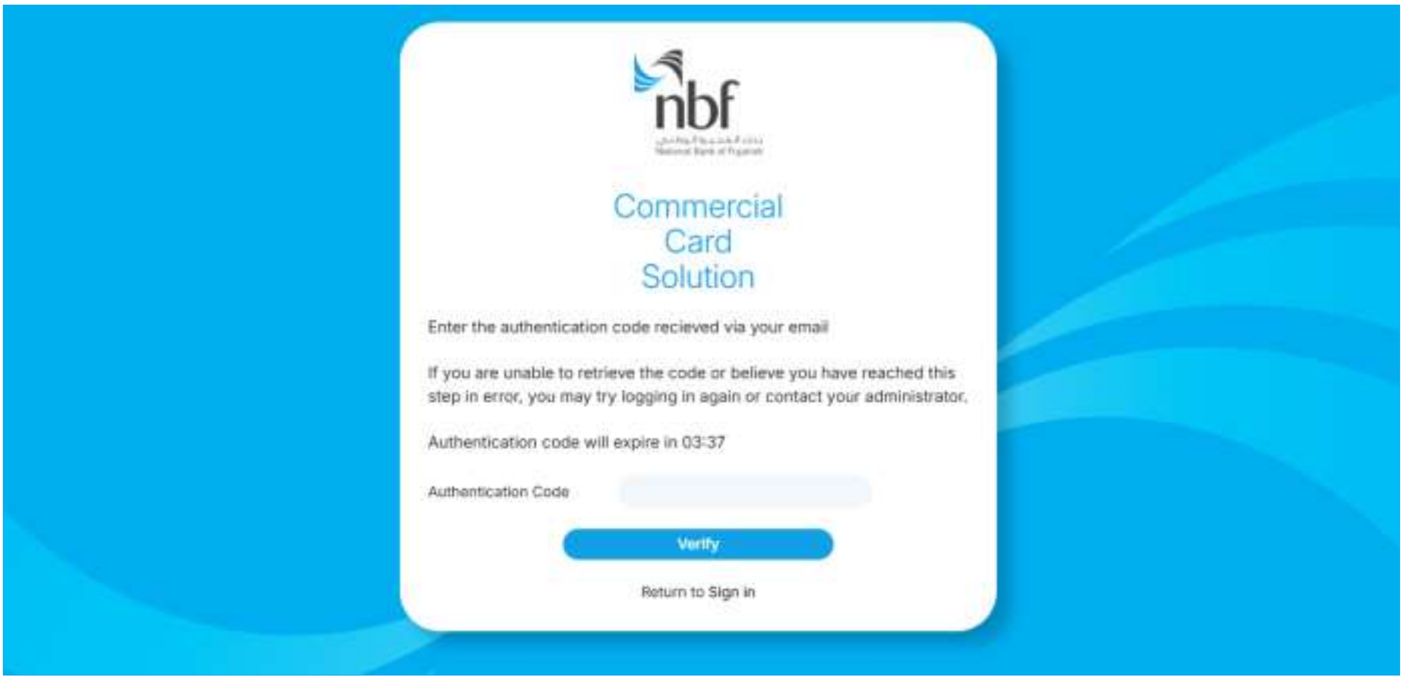
2.2 How to sign in

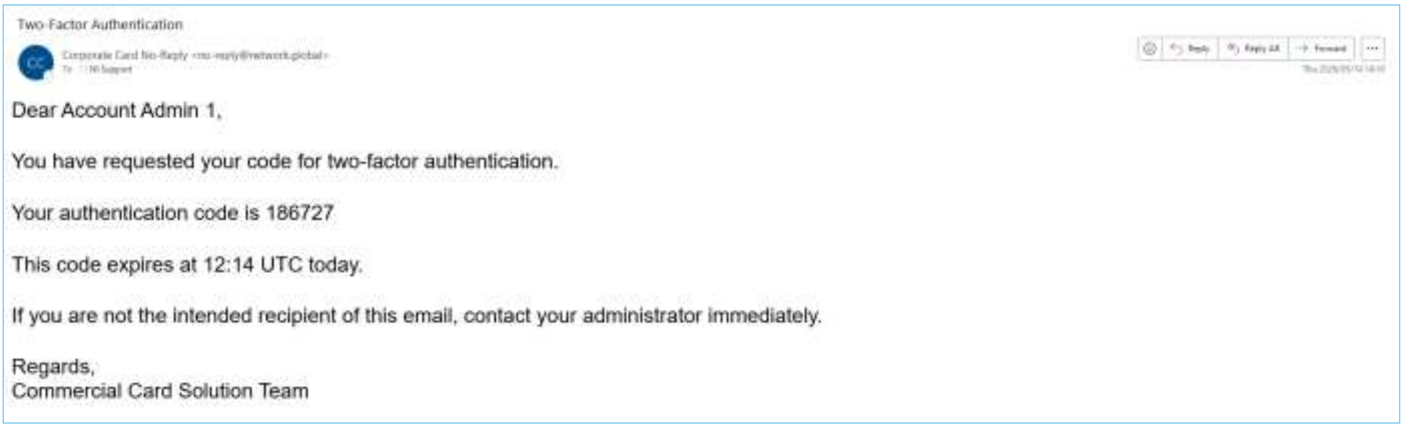
1. Go to https://businesscards.nbf.ae.
2. Enter your registered email address and password.
3. Complete the reCAPTCHA verification.
4. Enter the One-Time Password (OTP) sent to your registered email address.
5. If more than one company account is linked to your profile, select the account you want to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



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


Select all images with
bicycles
Email
Password
VERIFY


Commercial
Card
Solution
Enter the authentication code recieved via your email
If you are unable to retrieve the code or believe you have reached this step in error, you may try logging in again or contact your administrator.
Authentication code will expire in 03:37
Authentication Code
Verify
Return to Sign in


Two-Factor Authentication

Dear Account Admin 1,

You have requested your code for two-factor authentication.

Your authentication code is 186727

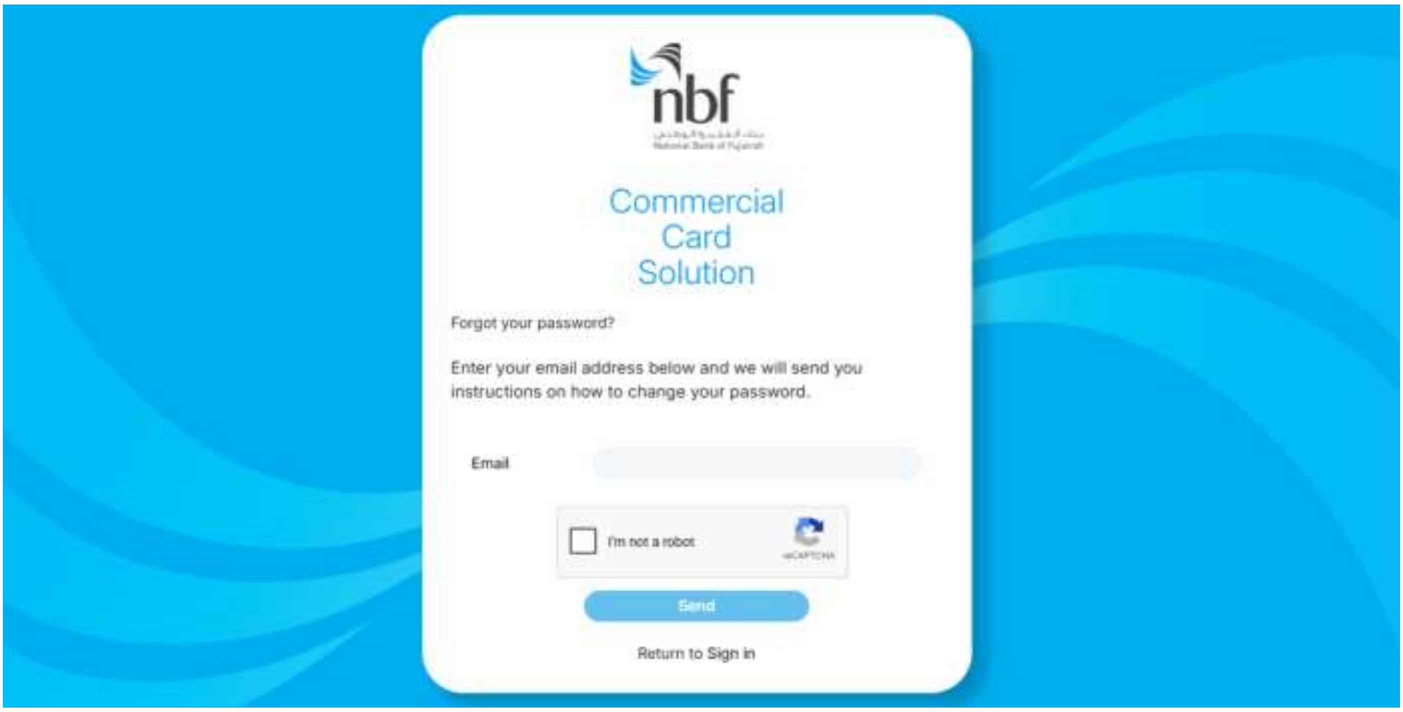
This code expires at 12:14 UTC today.

If you are not the intended recipient of this email, contact your administrator immediately.

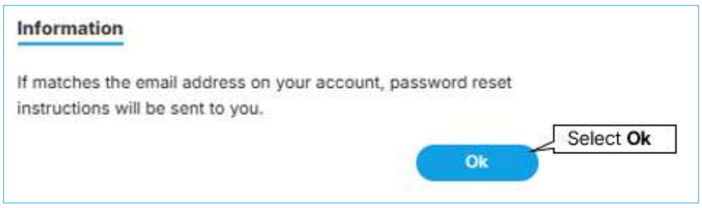
Regards,
Commercial Card Solution Team

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.

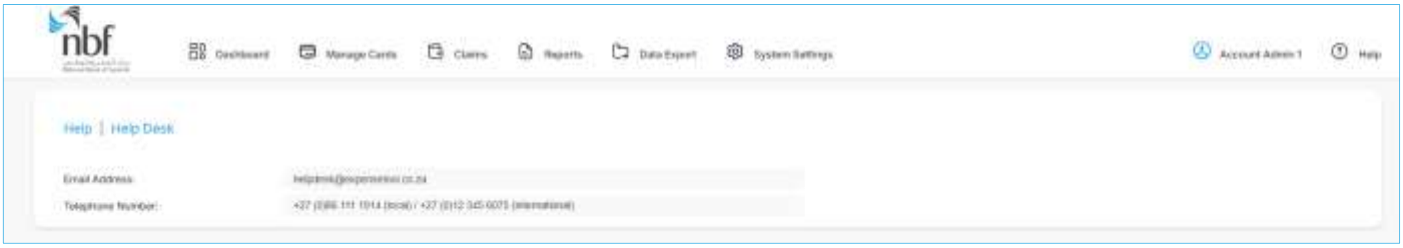


If your profile is linked to more than one company account, the **Access Individual Account** screen will display during login. Select the account you want to access. If your profile is linked to only one account, you will be taken directly to the Dashboard after successful authentication.

3. Main Menu Options

3.1 Help

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



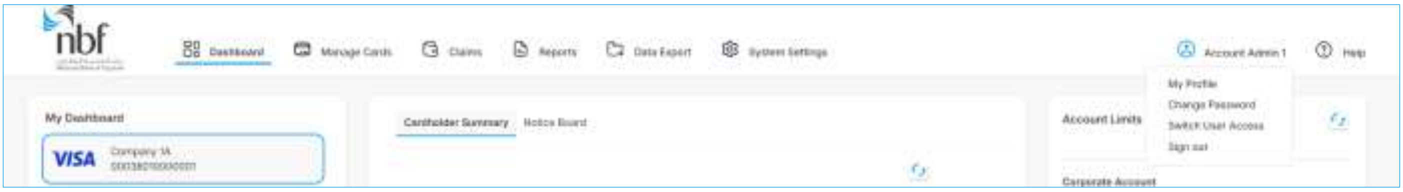
- User Guides
- Help Desk

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

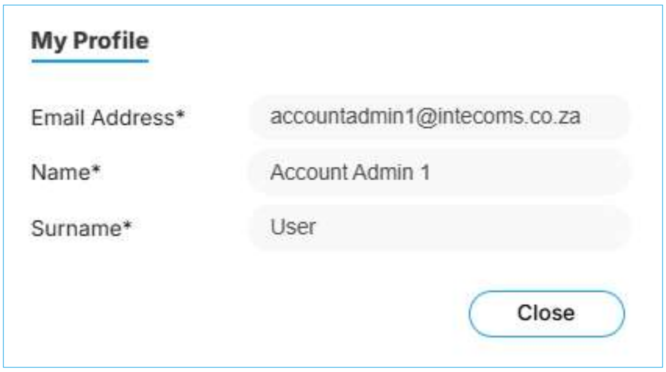
The **User Icon** provides access to profile and session-related actions, including profile viewing, password changes, account switching and sign out.



3.2.1 How to view your profile

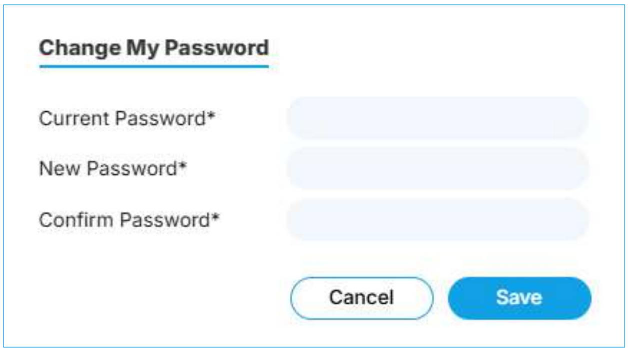
6. Select the dropdown menu next to your name.
7. Select **My Profile**.

8. Review the personal information displayed.

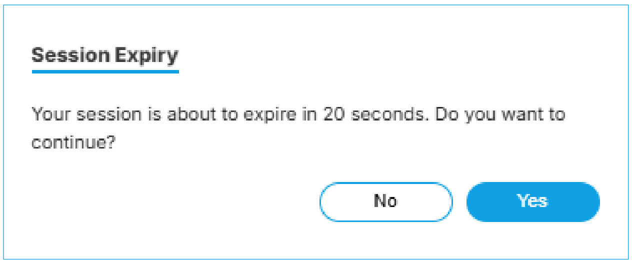


3.2.2 How to change your password

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.

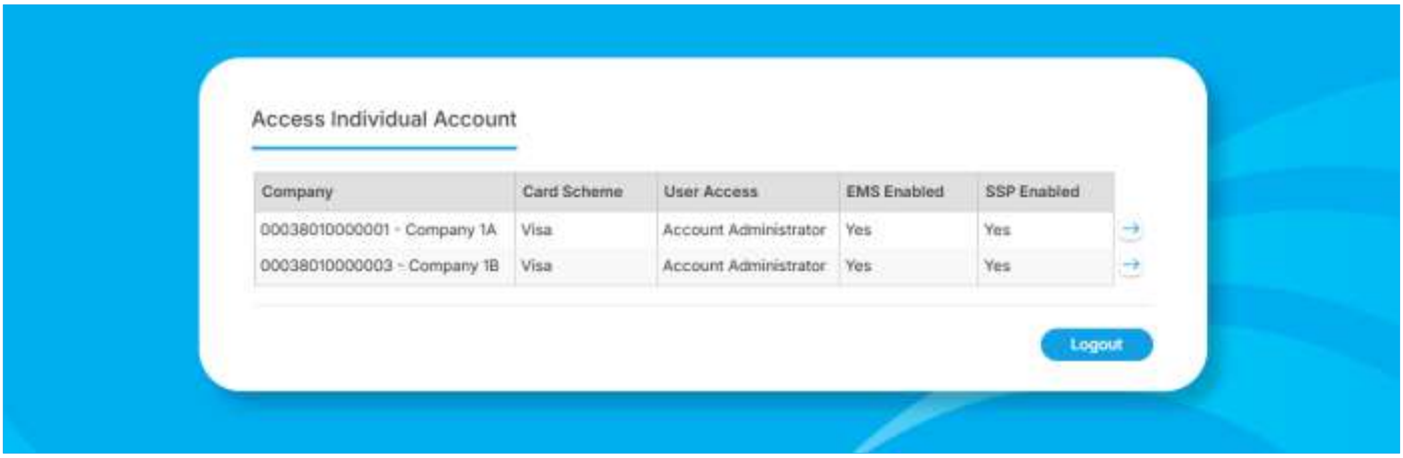


For security reasons, the session will expire after a period of inactivity. Before the session expires, a warning pop-up will display.



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.

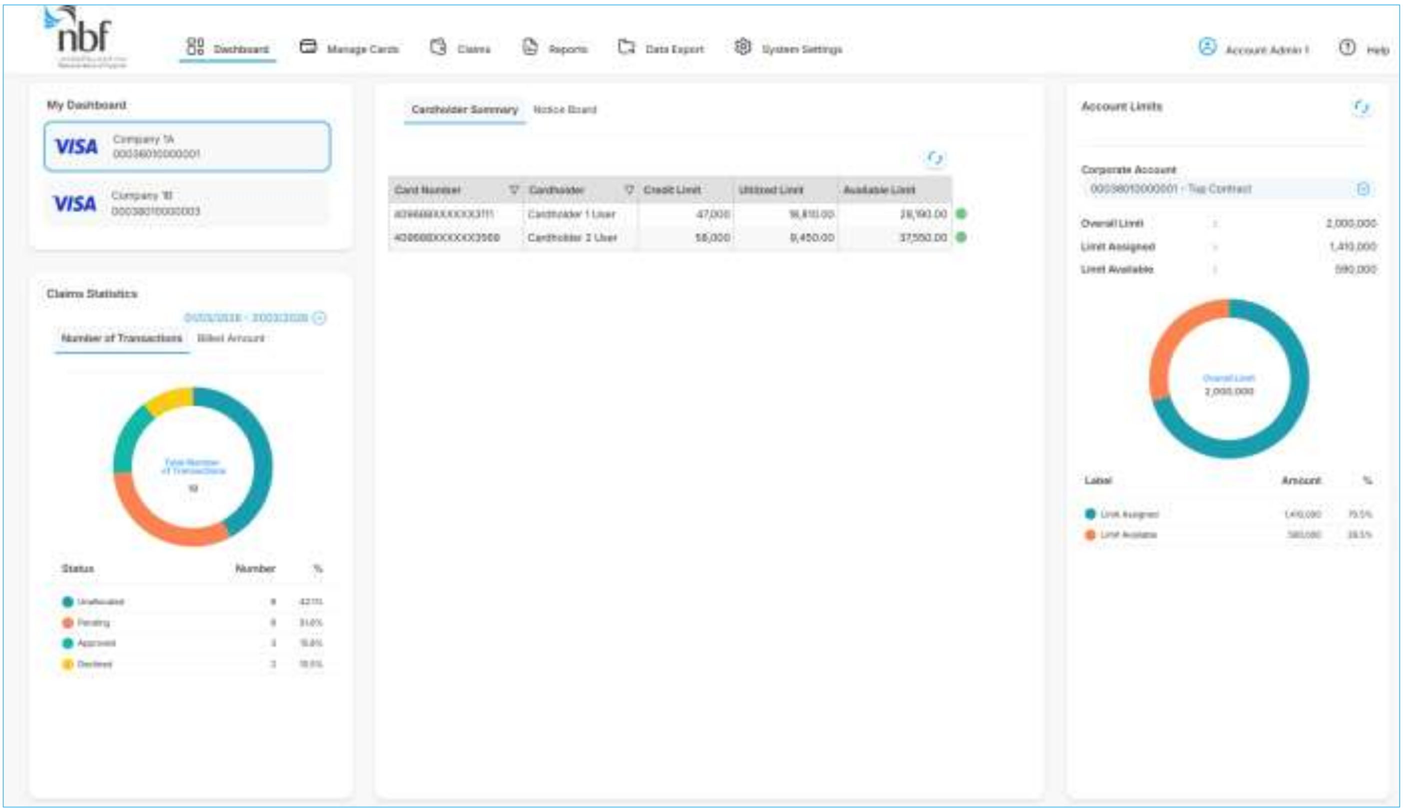


3.2.4 How to sign out

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

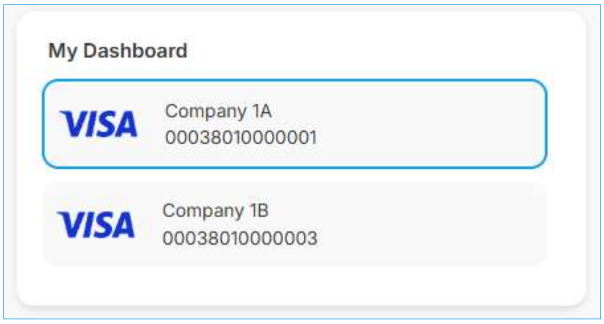
4. Dashboard

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.



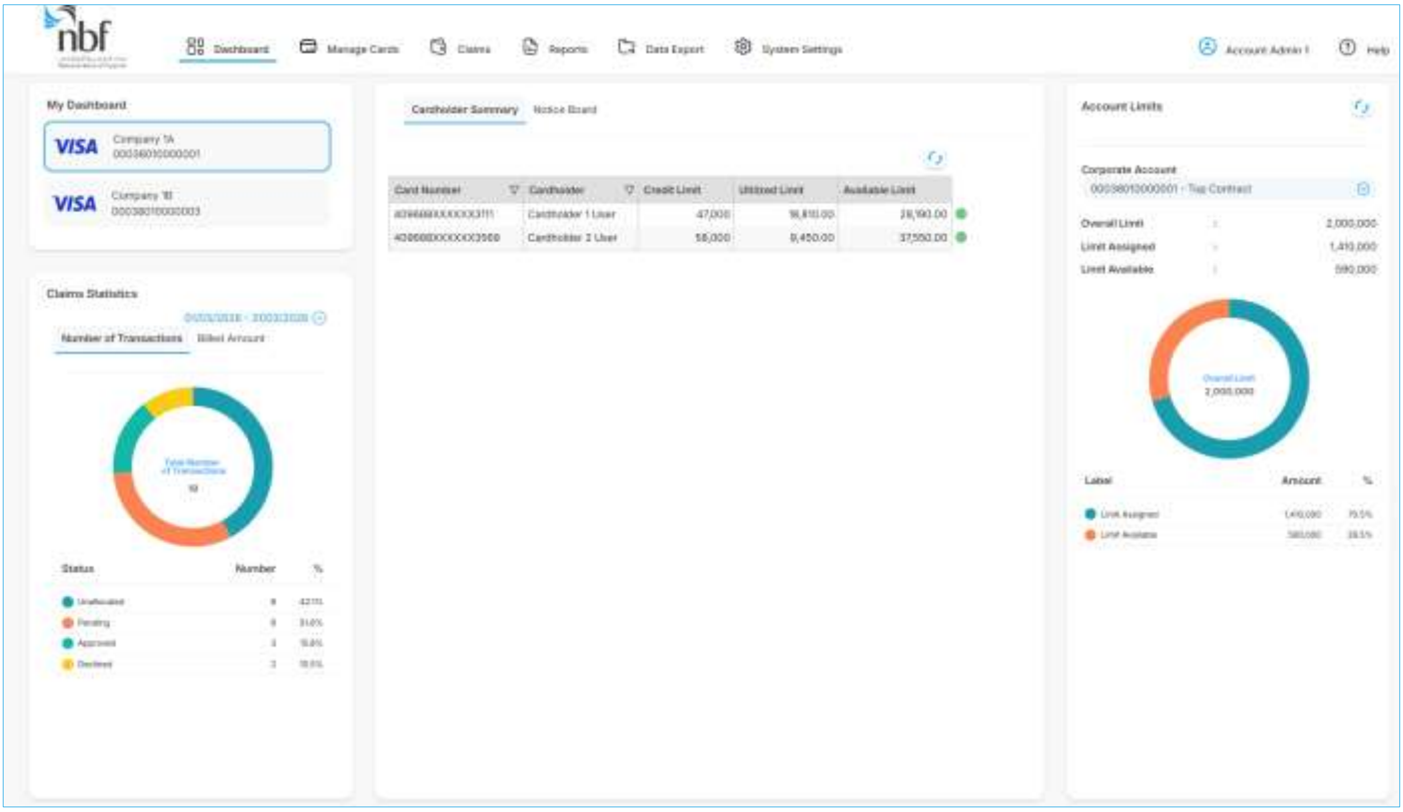
On first login, the preselected account's statistics and information will display in the following Dashboard areas:

- 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.

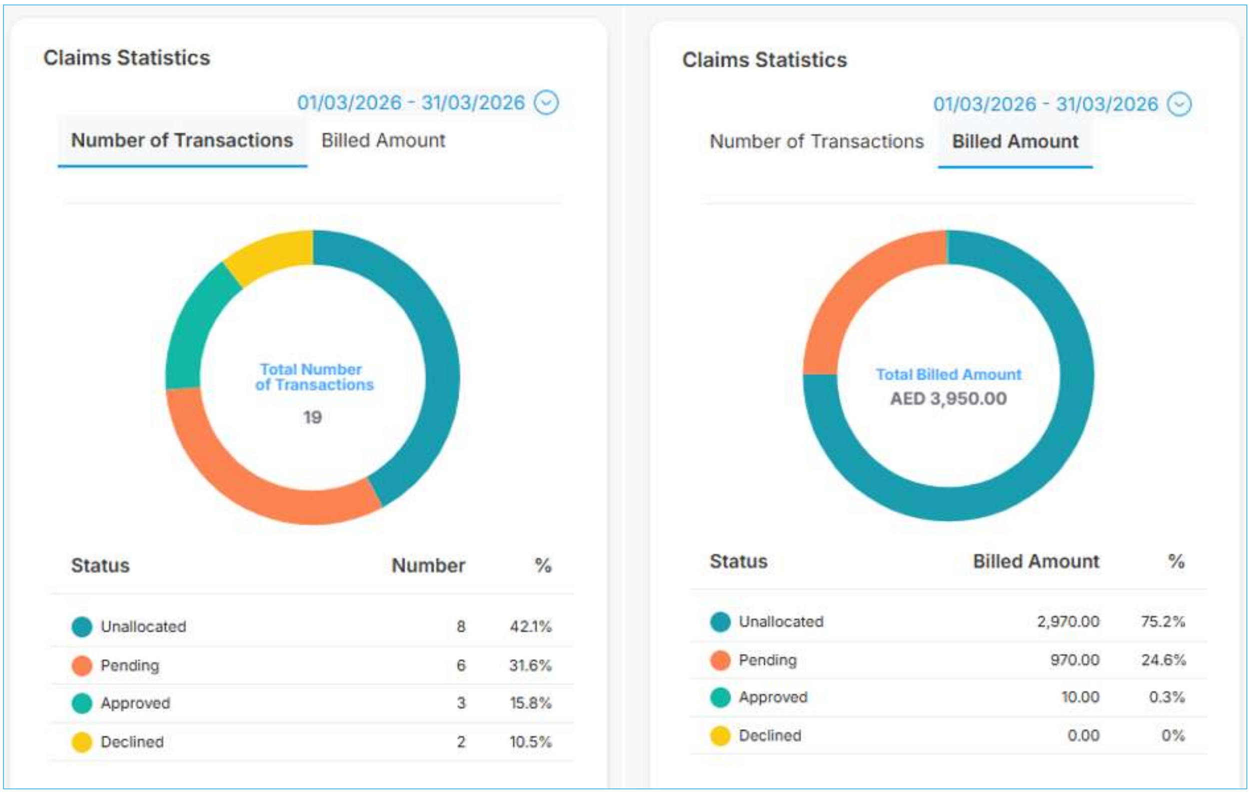
4.2 Claims Statistics

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

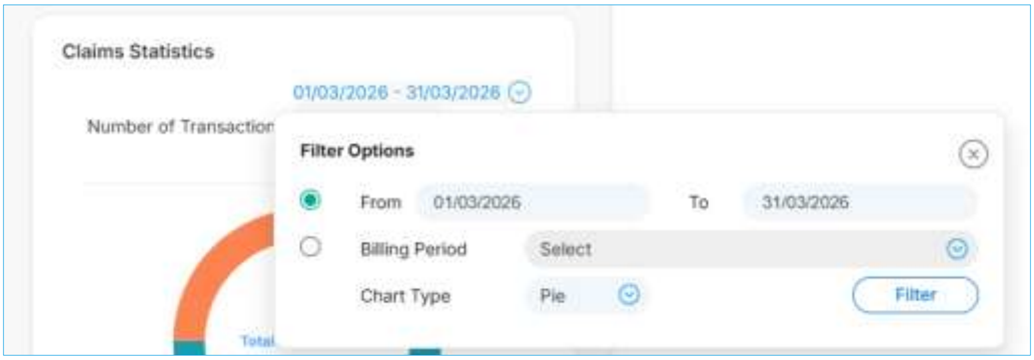


This is then further separated into the **Number of Transactions** and **Billed Amount** of transactions in line with the claim status:

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

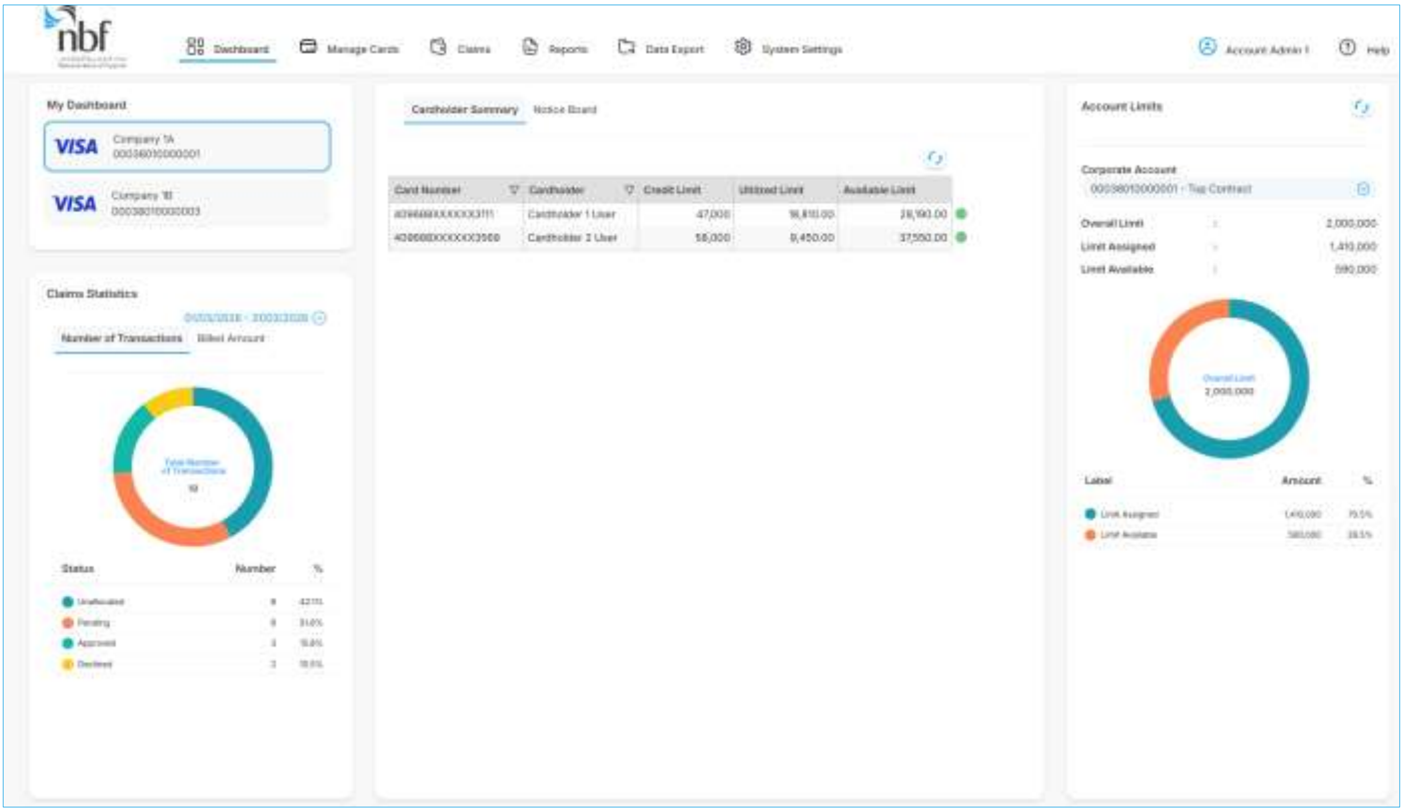


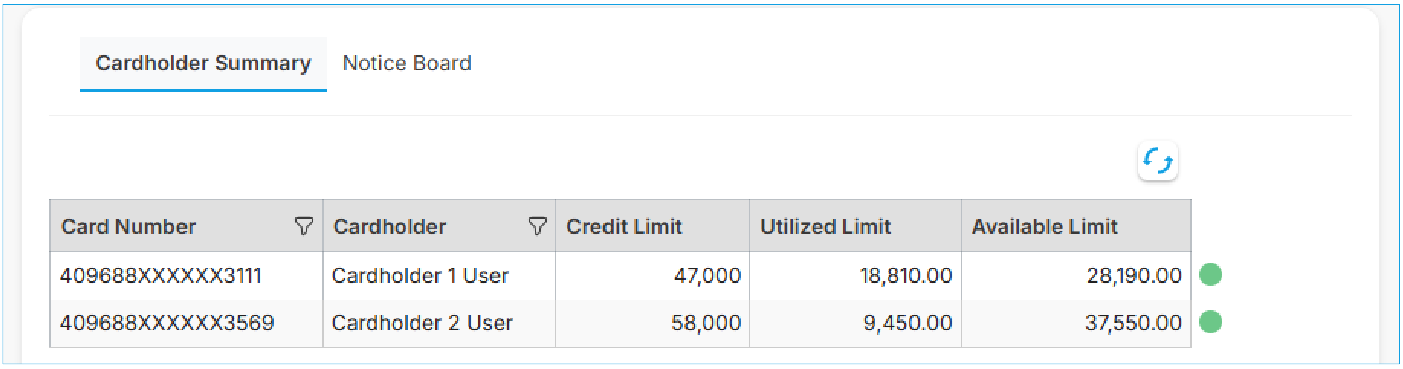
Users can further filter the results by selecting a custom From Date and To Date, or a Billing Period, with the option to present the statistics in Pie or Bar chart format.



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.

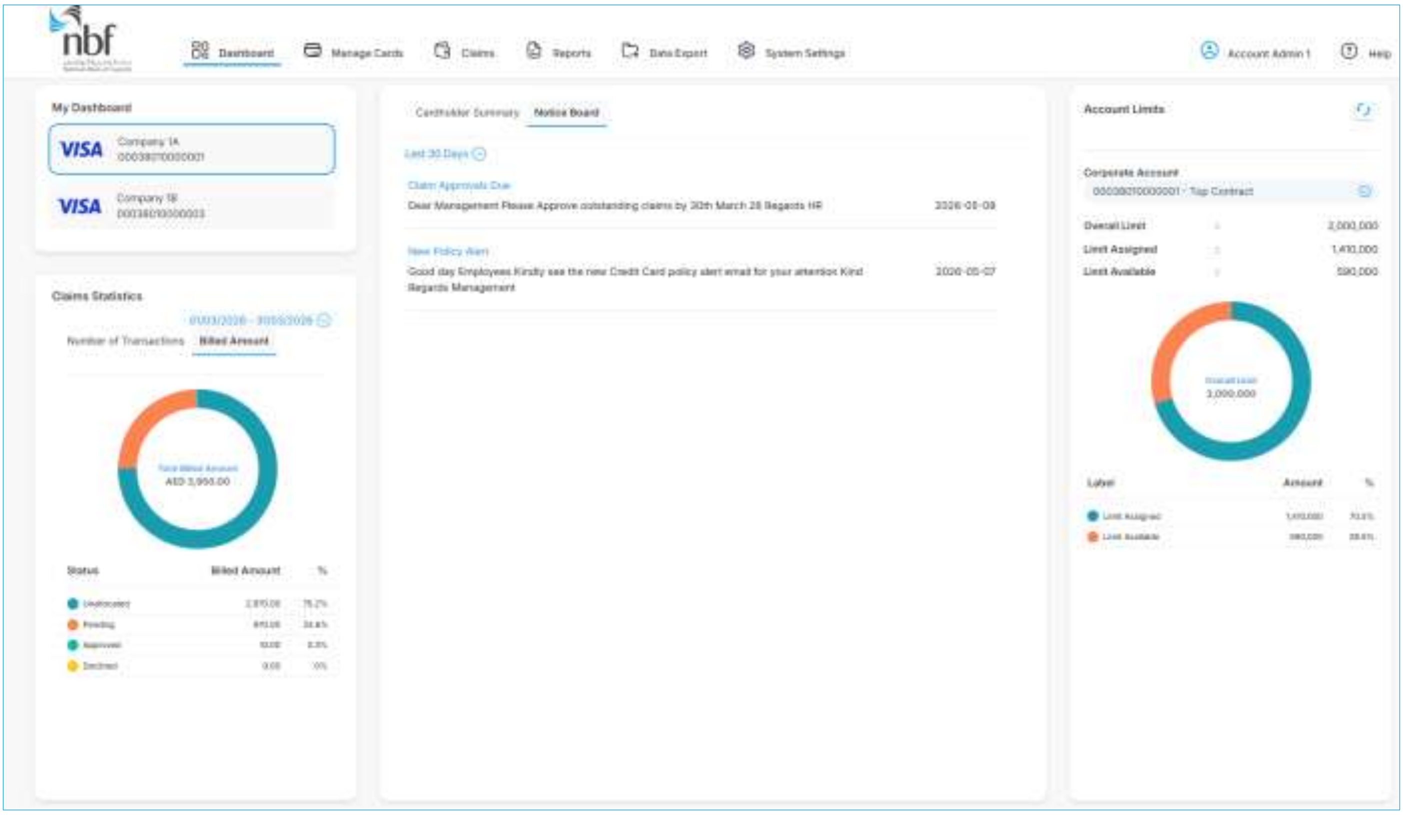


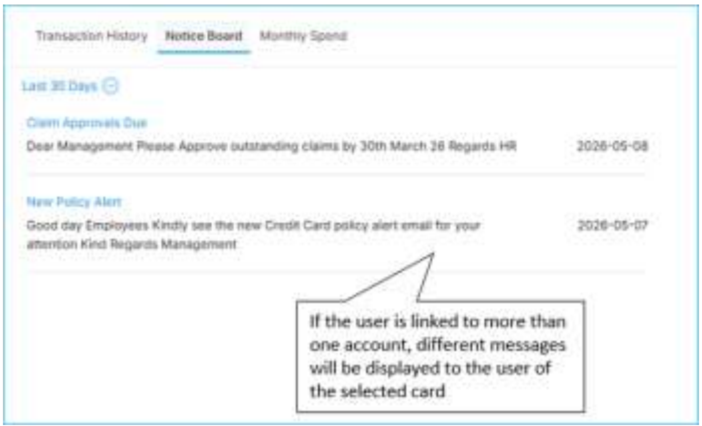


Card Number	Cardholder	Credit Limit	Utilized Limit	Available Limit
409688XXXXXX3111	Cardholder 1 User	47,000	18,810.00	28,190.00
409688XXXXXX3569	Cardholder 2 User	58,000	9,450.00	37,550.00

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**.





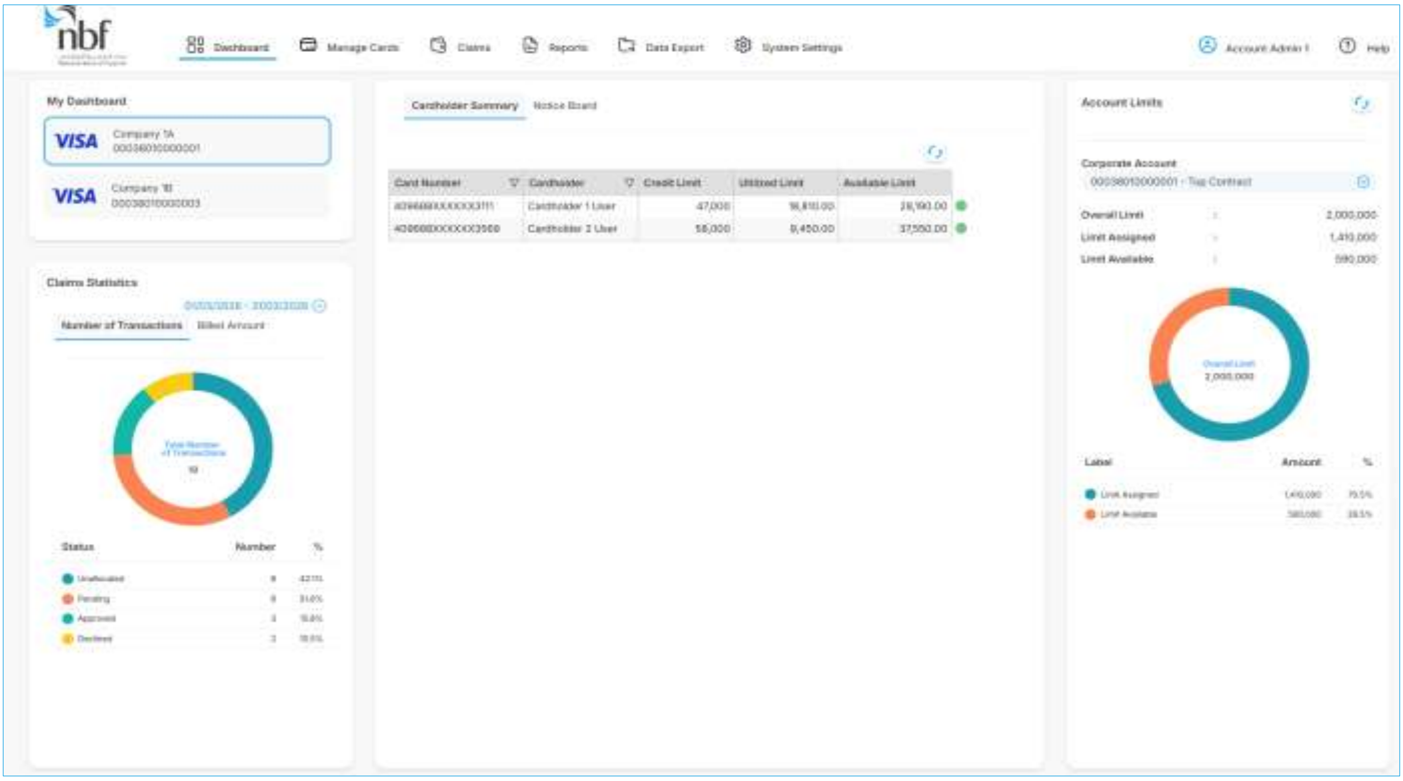
Users can search for past messages by selecting the **The Last 30 Days** dropdown and entering the required **From** and **To Date** range.

4.5 Account Limits

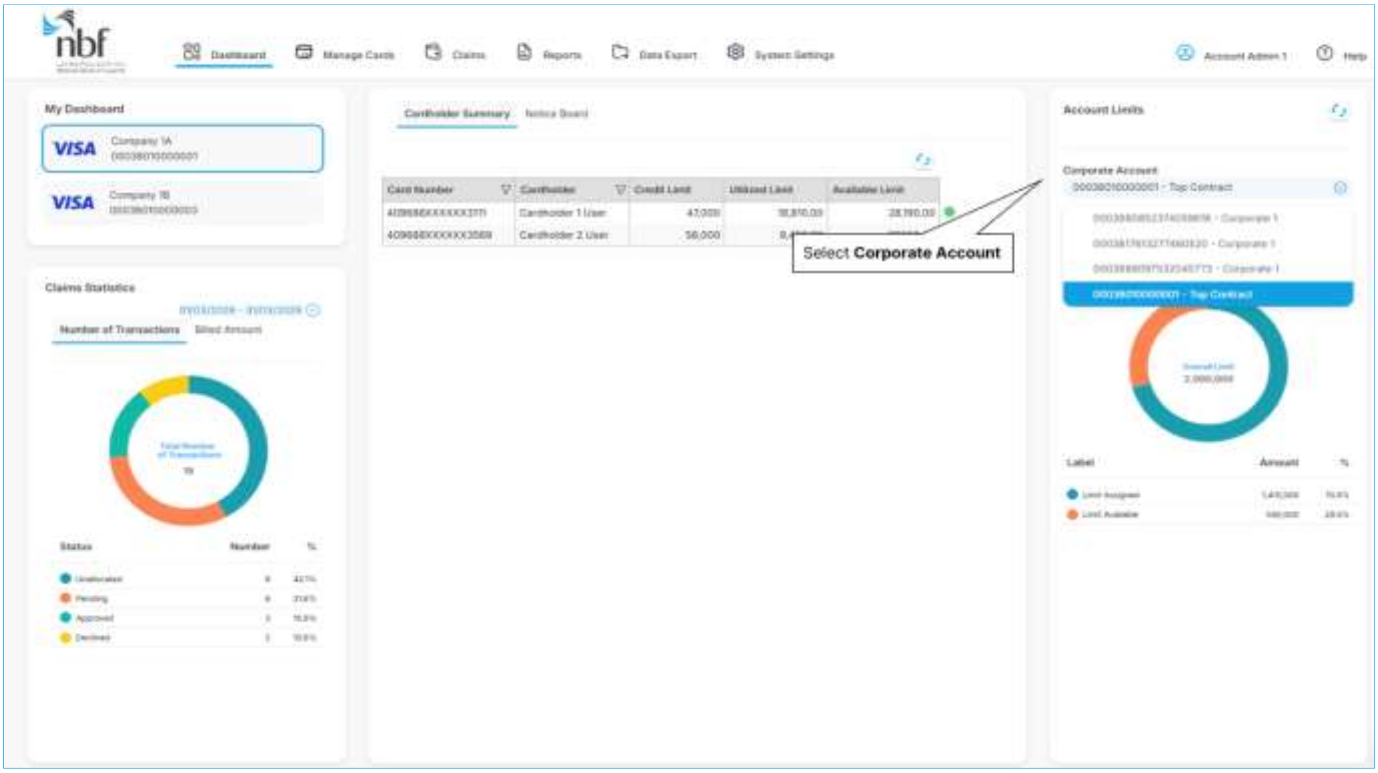
The Account Limits panel displays the limits for the account selected in the Account dropdown. The following details are shown:

- 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.

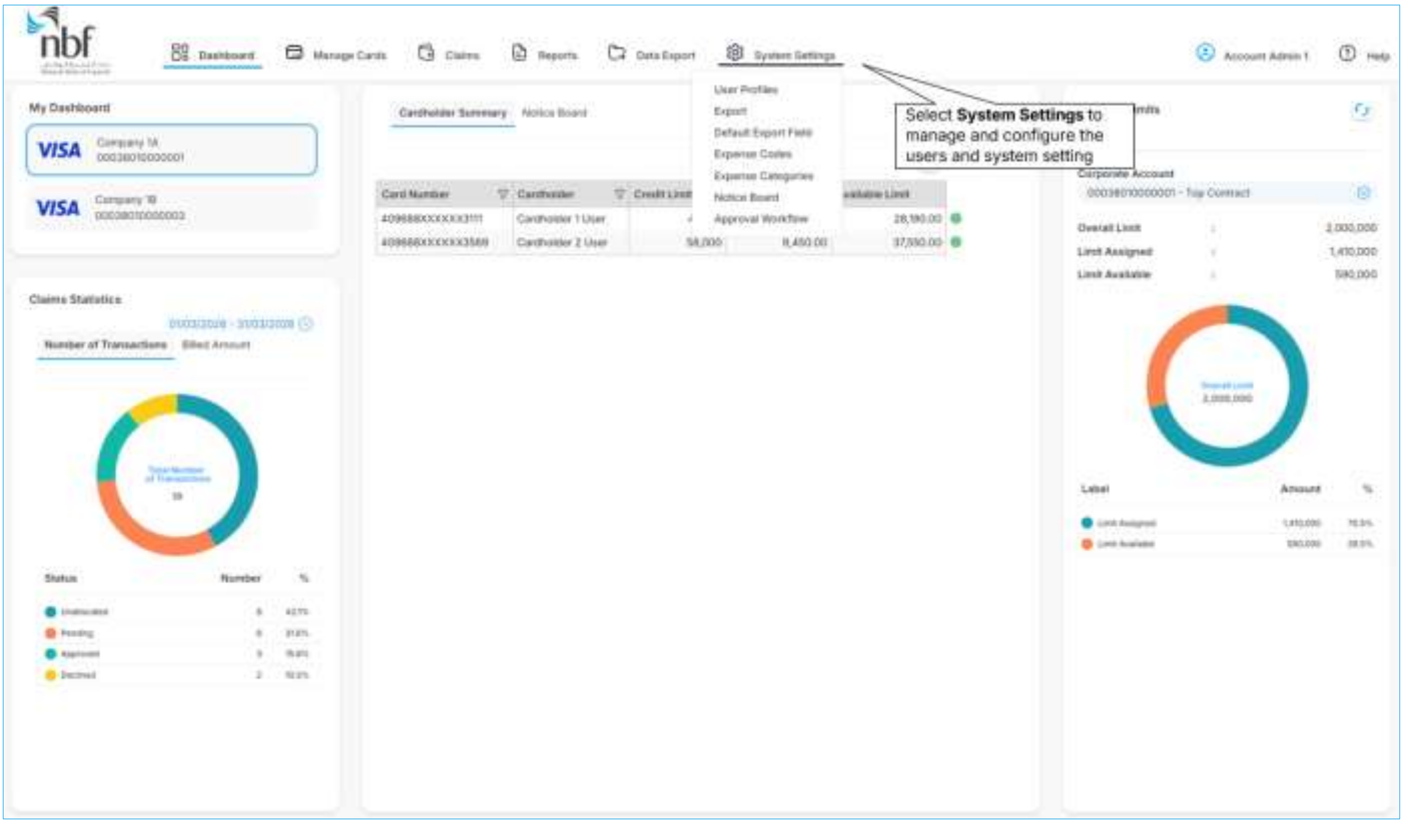


If more Corporate Accounts are linked to the Account, the user will be able to select a specific Corporate Account from the dropdown menu.



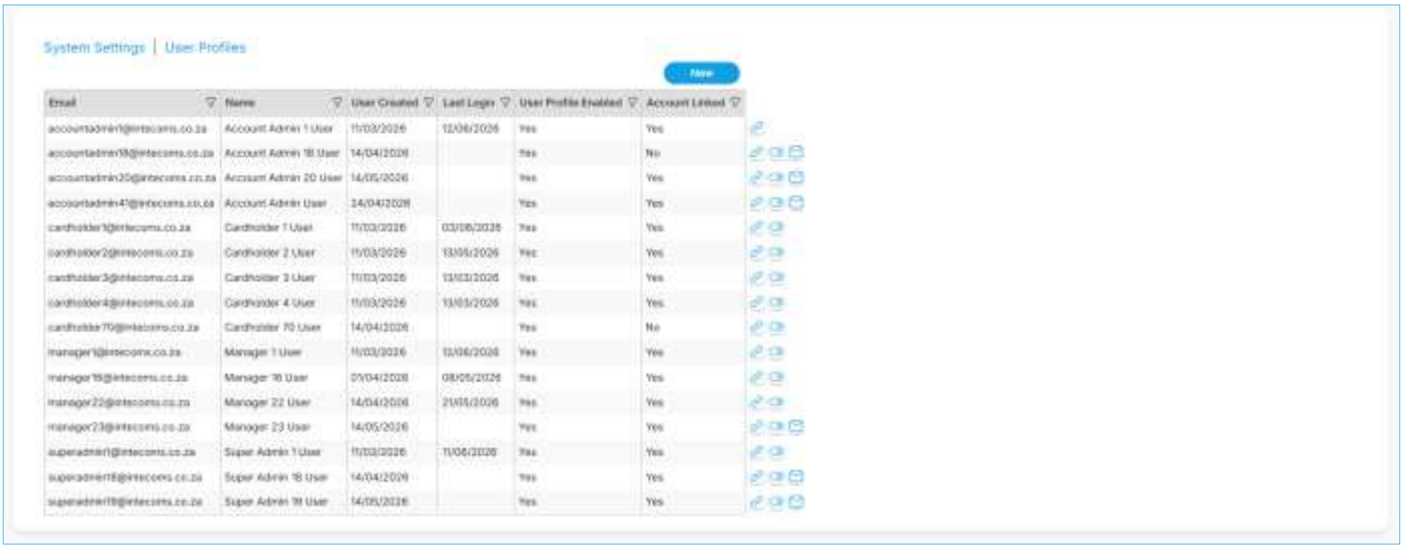
Once the specific Corporate Account is selected, all limits, pie chart values and labels, including the utilisation percentage, will update based on the current credit limit for the selected Corporate Account.

5. System Settings



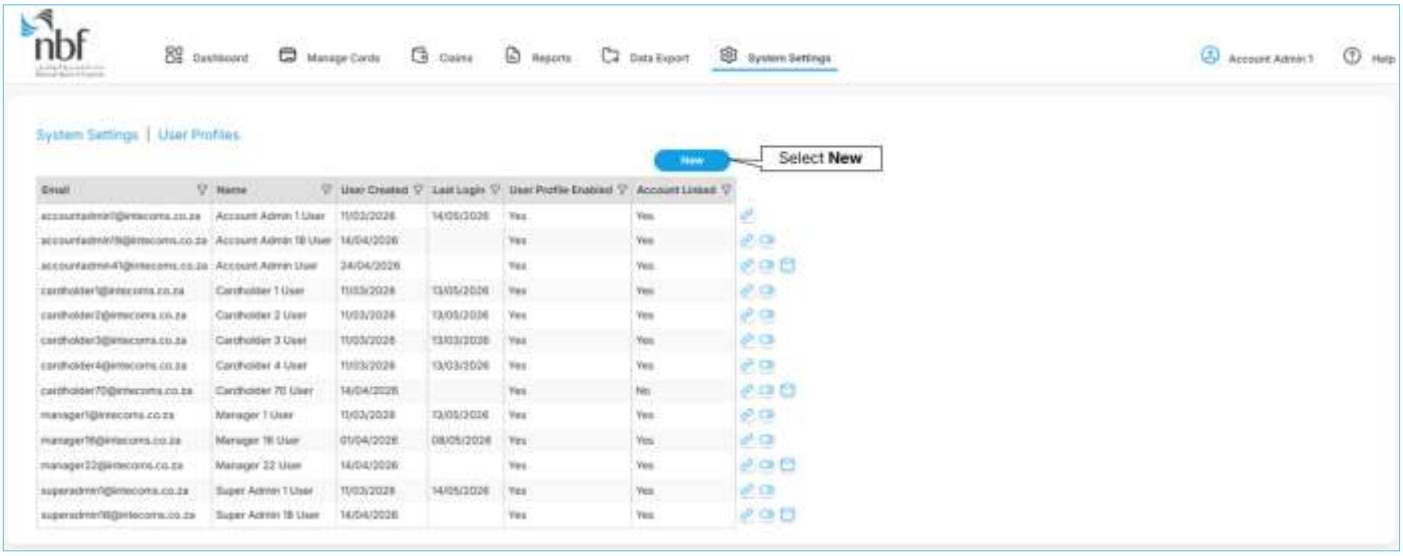
5.1 User Profiles

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.

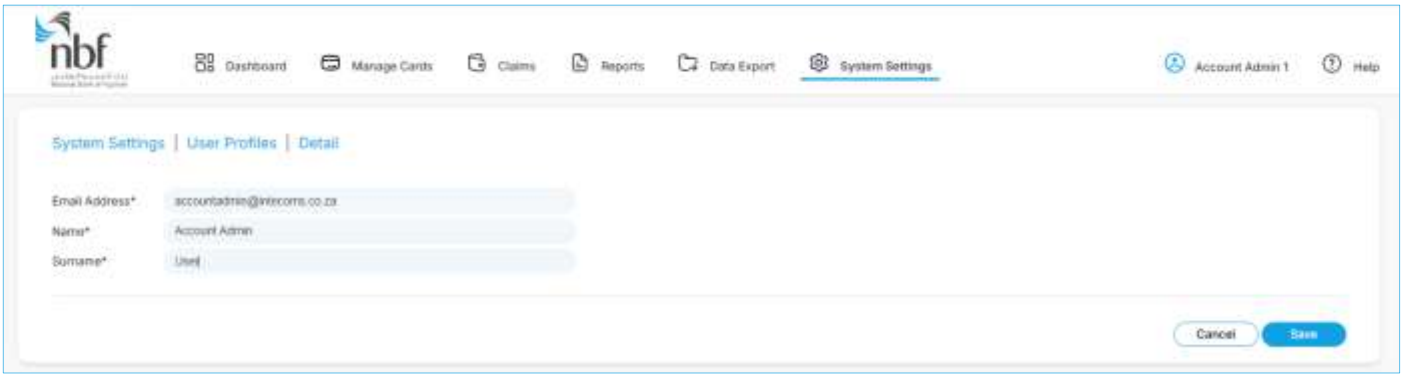


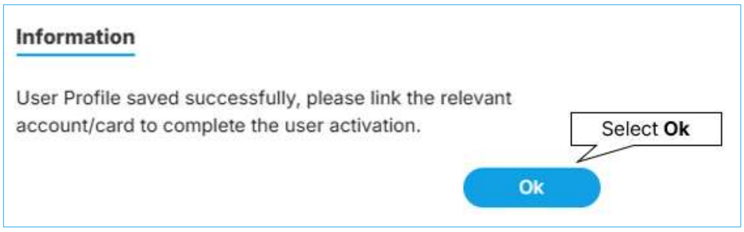
5.1.1 How to create an Account Administrator

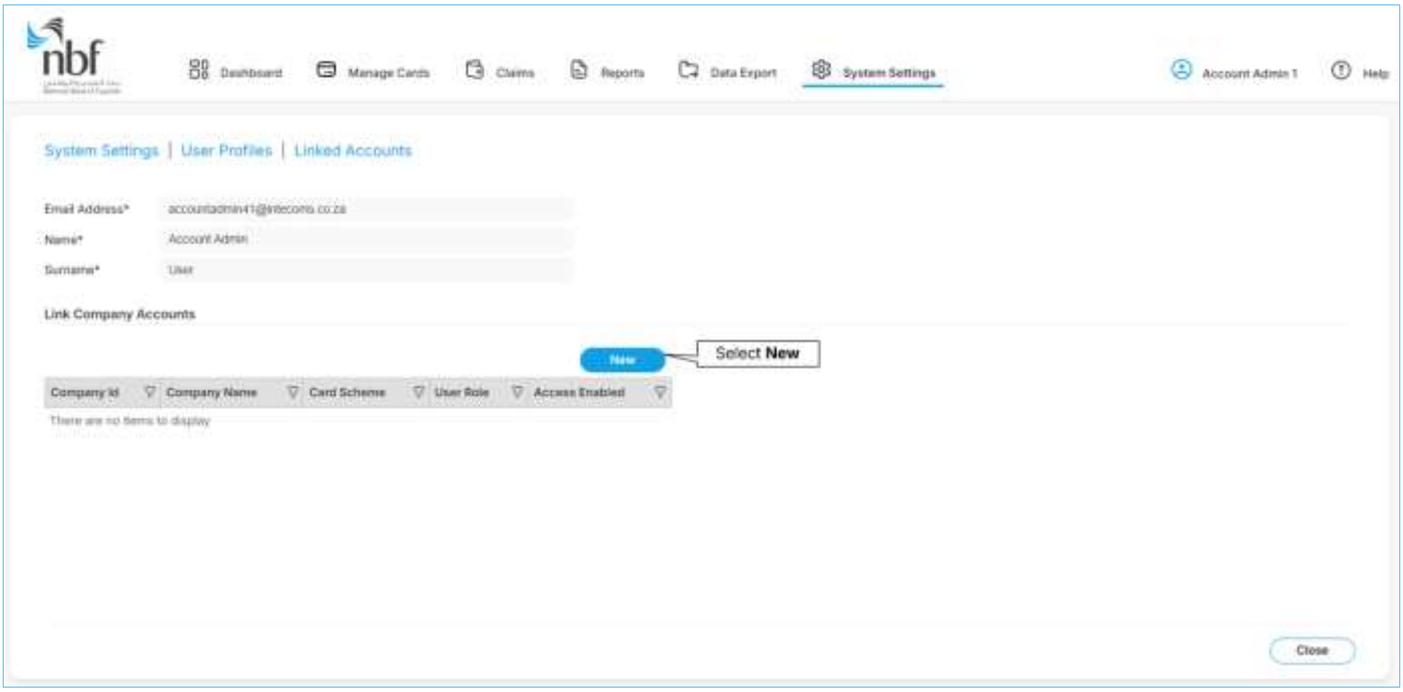
1. Go to **System Settings | User Profiles**.
2. Select **New**.
3. Select **Account Administrator** as the user type.
4. Enter the user's email address, first name and surname.
5. Select **Save**.
6. Link the required company account and user access.
7. Select **Complete Profile** to finish the setup.

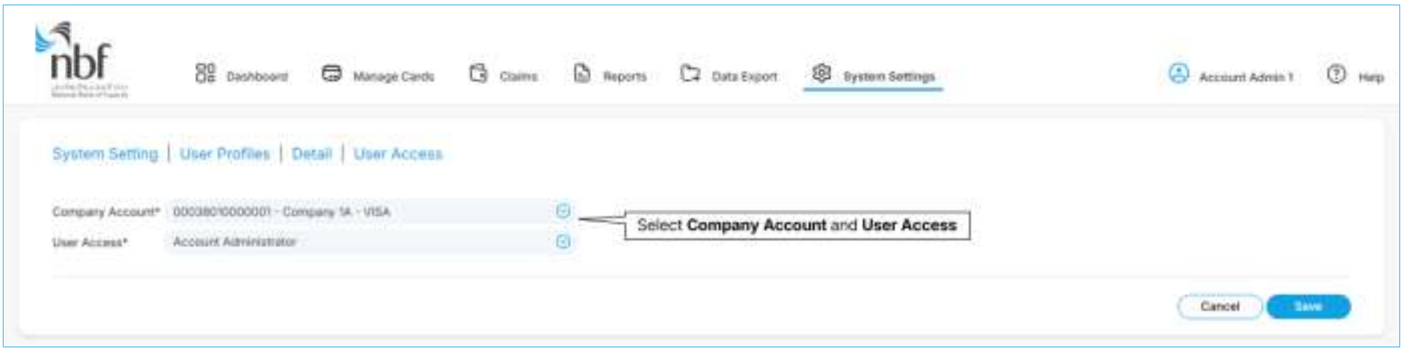


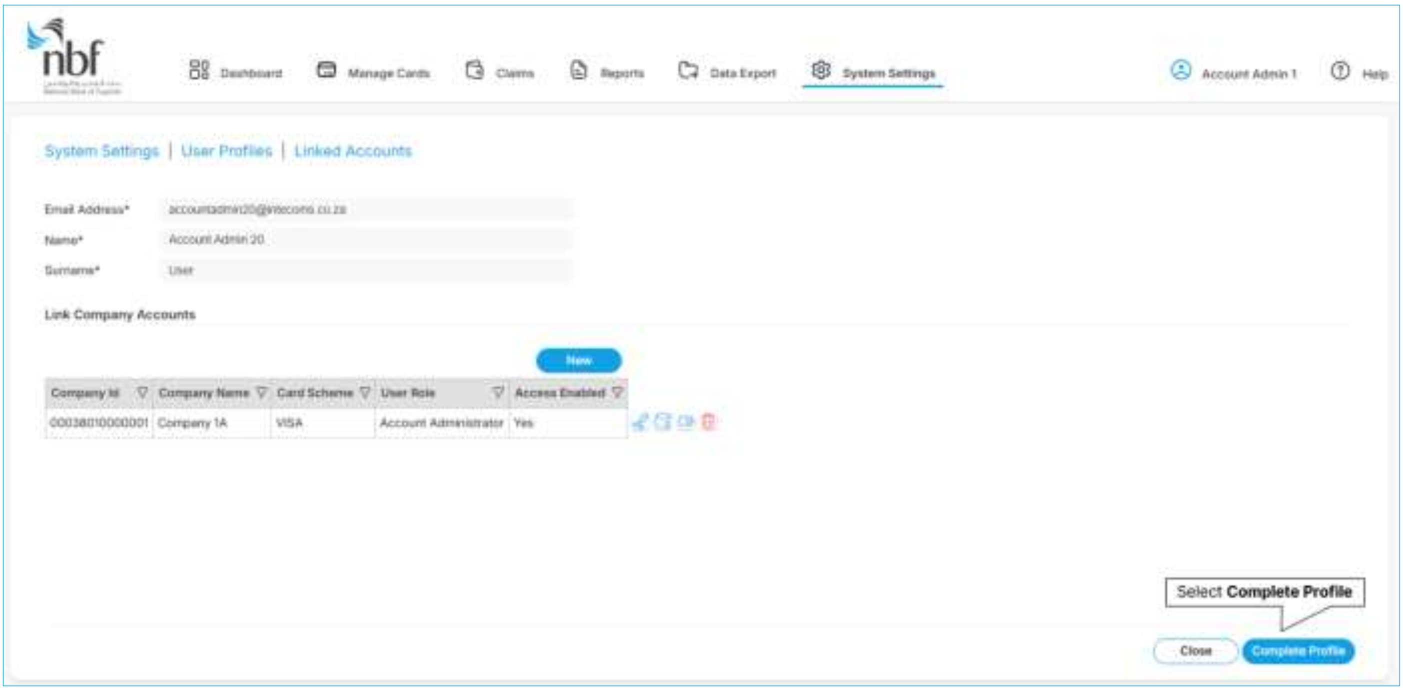

User Type Selection
Select User Type...
Cardholder User
Other User Type
Select **Other User Type**

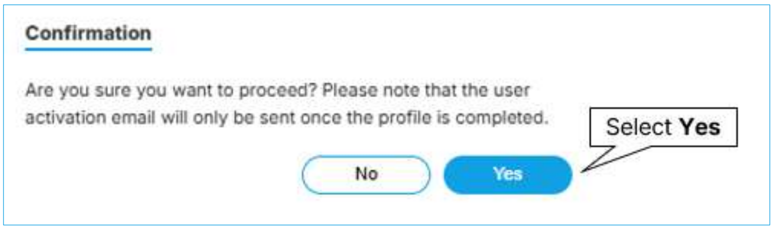

Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
System Settings | User Profiles | Detail
Email Address*
Name*
Surname*
Cancel
Save

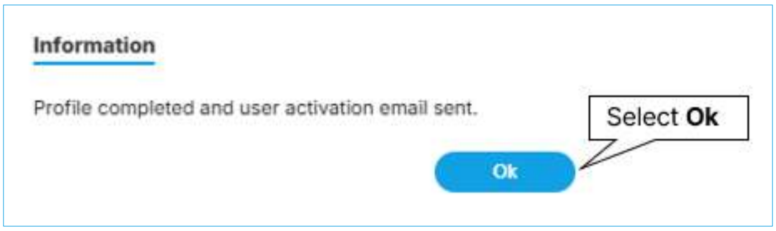

Information
User Profile saved successfully, please link the relevant account/card to complete the user activation.
Select **Ok**
Ok


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
Select **New**
Company Id
Company Name
Card Scheme
User Role
Access Enabled
Close

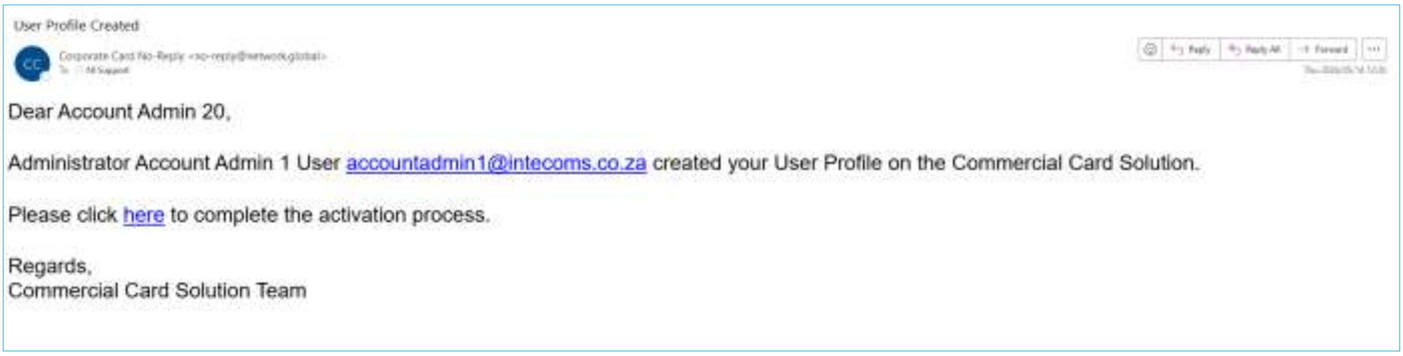








The created Account Administrator will receive an Account Activation email containing a hyperlink to verify their email address and create their password for sign-in.


User Profile Created

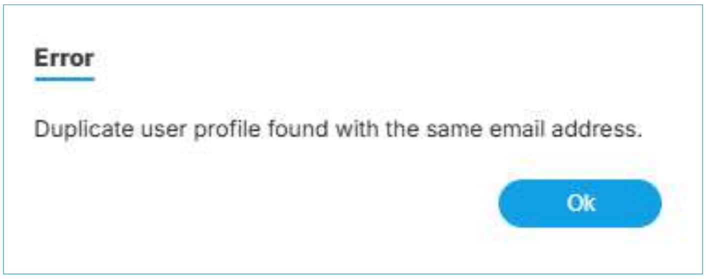
Dear Account Admin 20,

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.

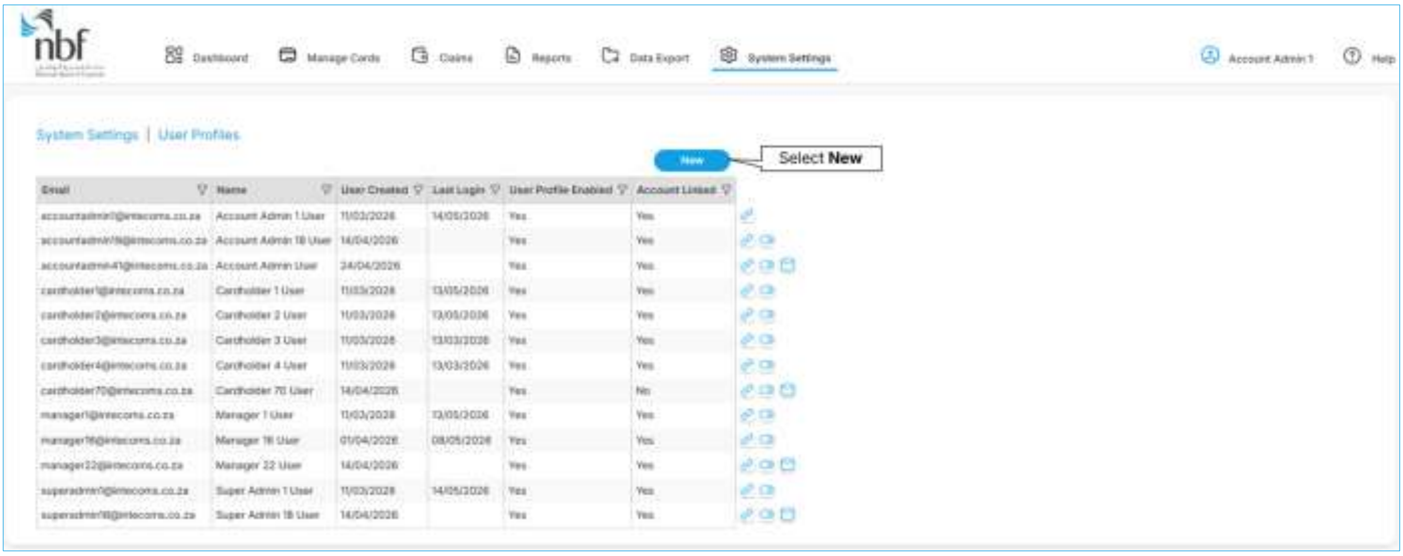
Regards,
Commercial Card Solution Team

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

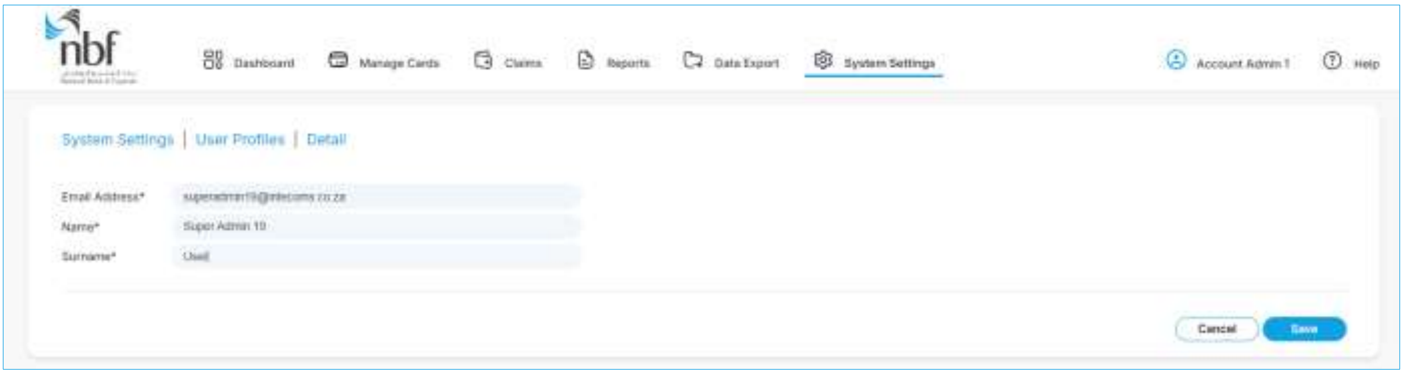


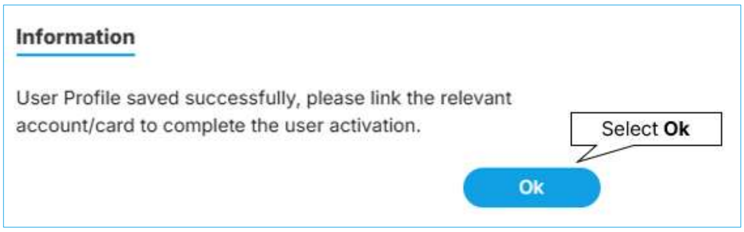
5.1.2 How to create a Super Administrator

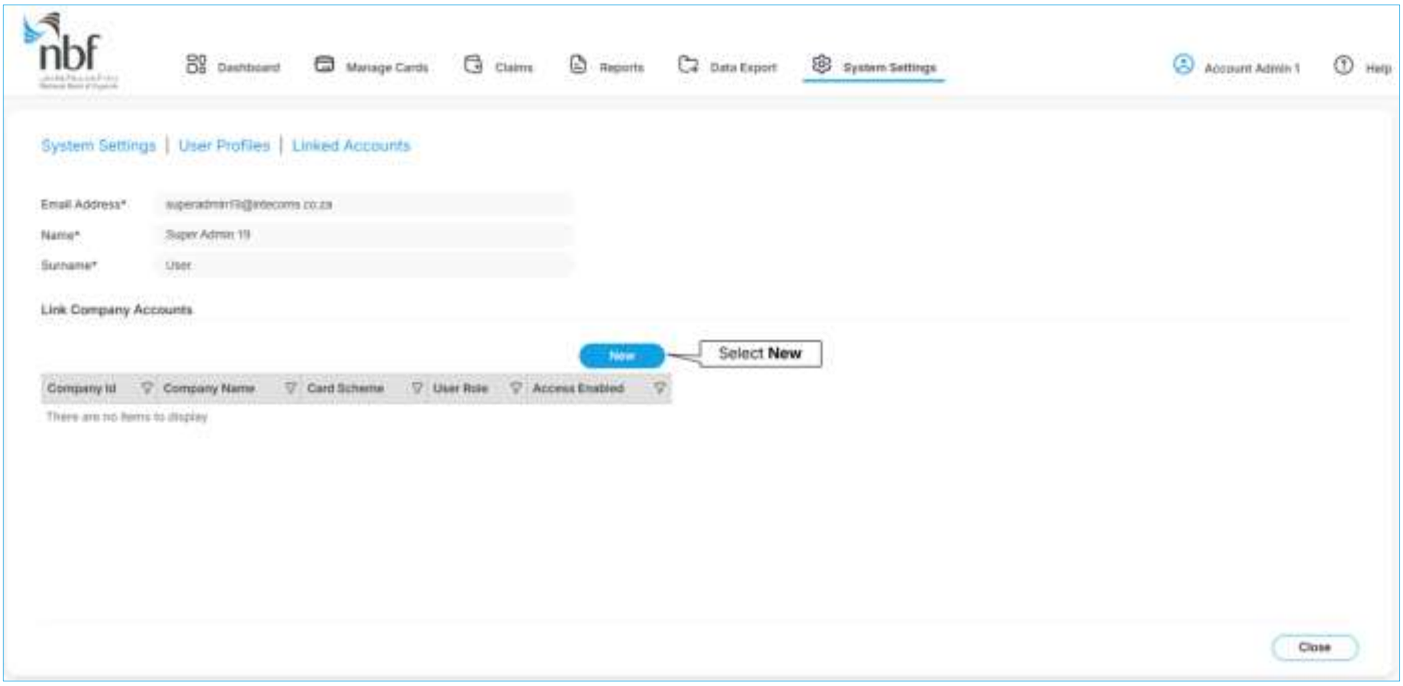
Use this procedure only after the Issuer Administrator has assigned the Super Administrator role to the company. The Super Administrator role combines the functionality of the Account Administrator, Manager and Cardholder roles.

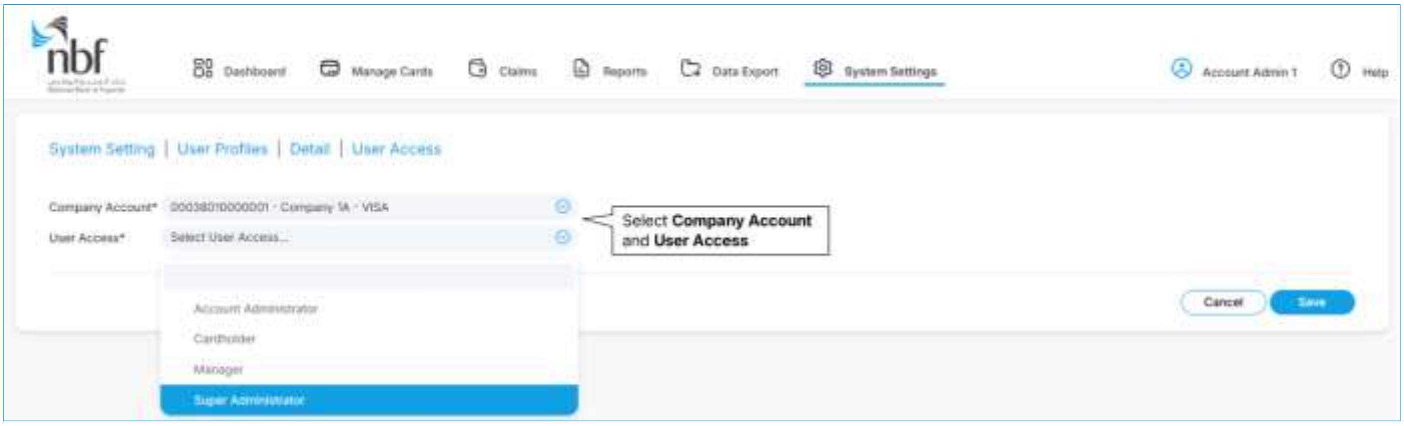


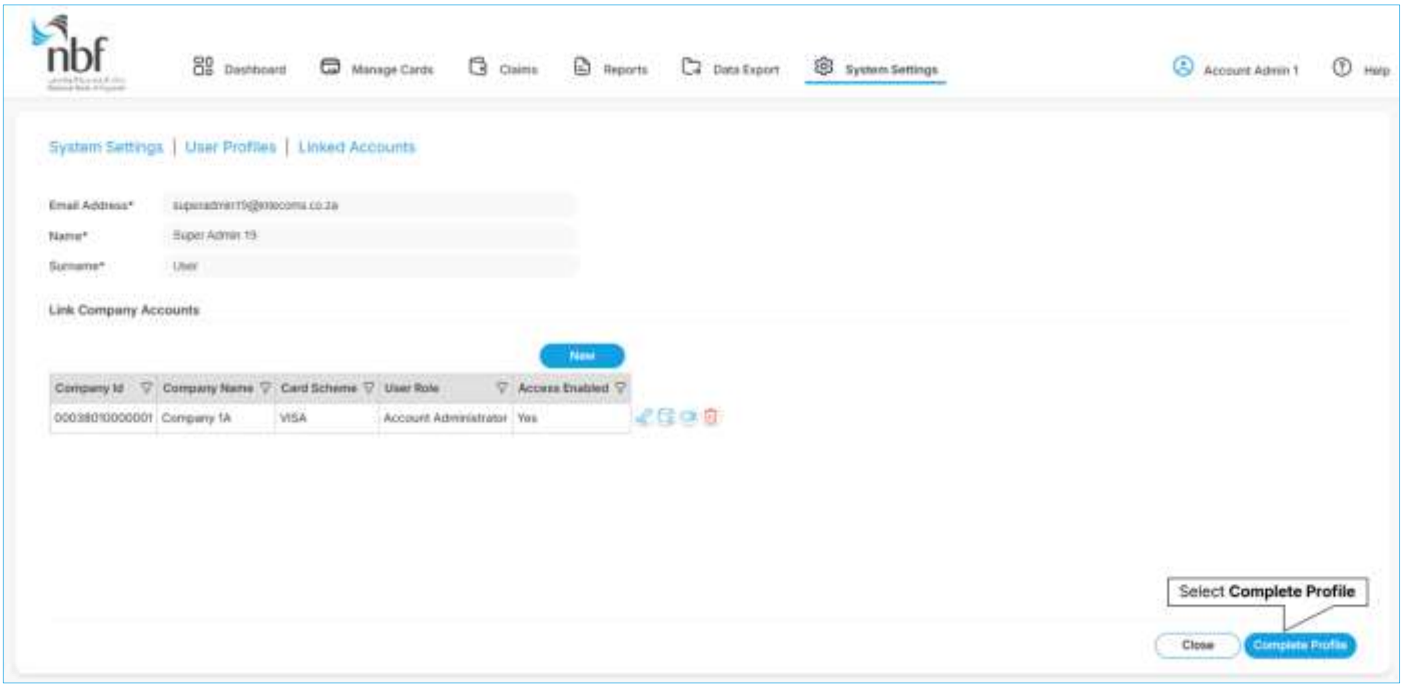
1. Go to **System Settings | User Profiles**.
2. Select **New**.
3. Select **Super Administrator** as the user type.
4. Enter the user's email address, first name and surname.
5. Select **Save**.
6. Link the required company account and select the Super Administrator user access type.
7. Select **Complete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

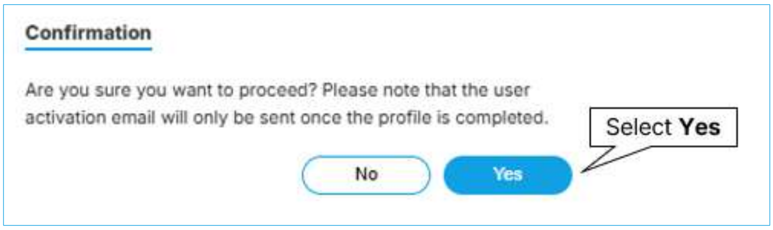


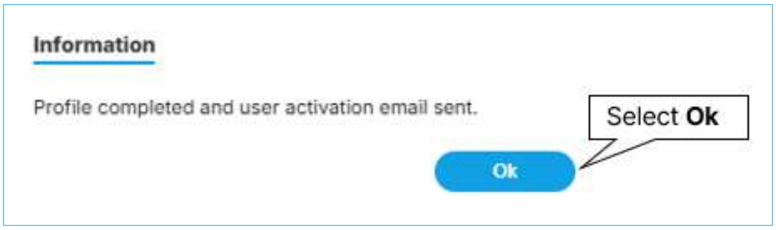



Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
System Settings | User Profiles | Linked Accounts
Email Address*
Name*
Super Admin 19
Surname*
User
Link Company Accounts
New
Select New
Company Id
Company Name
Card Scheme
User Role
Access Enabled
There are no items to display
Close

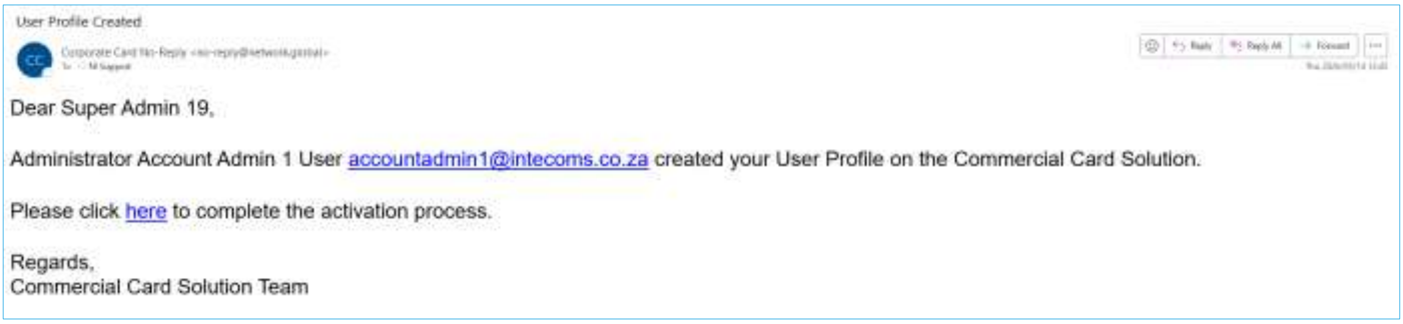

Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
System Setting | User Profiles | Detail | User Access
Company Account*
User Access*
Select User Access...
Select Company Account and User Access
Account Administrator
Cardholder
Manager
Super Administrator
Cancel
Save







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

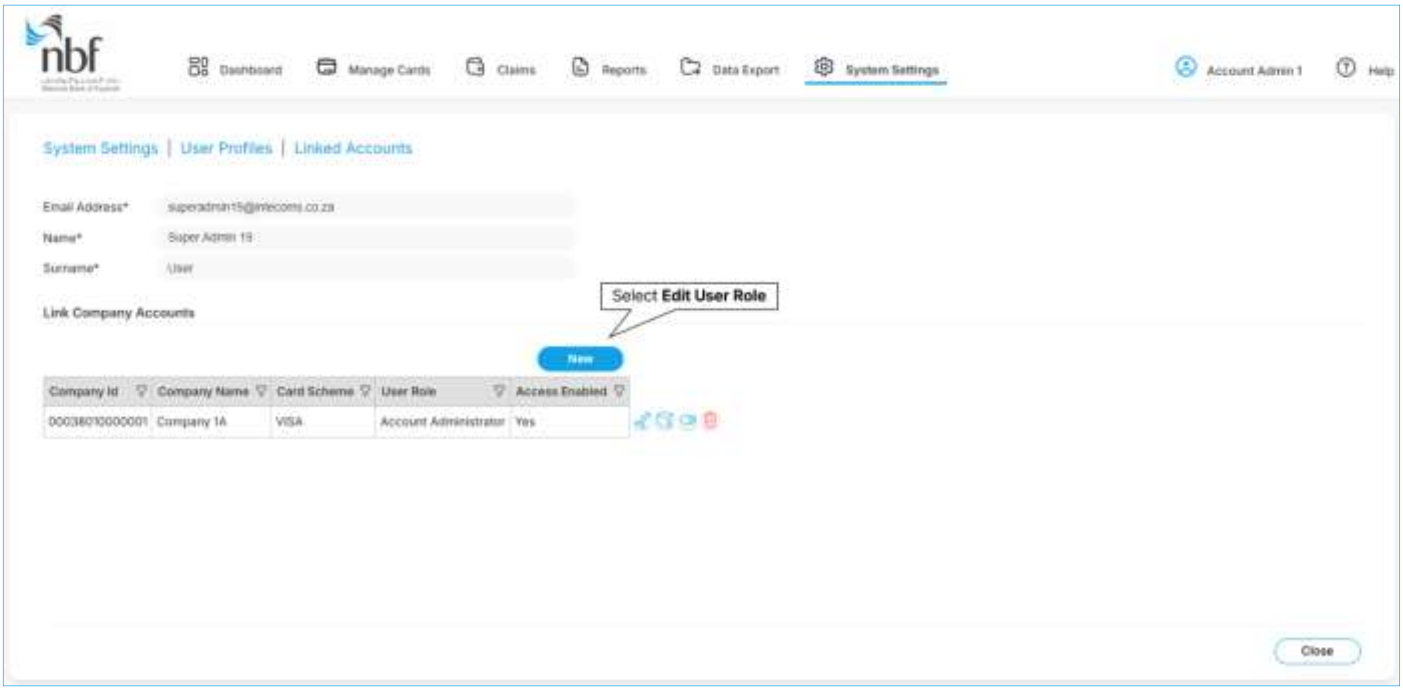
Dear Super Admin 19,

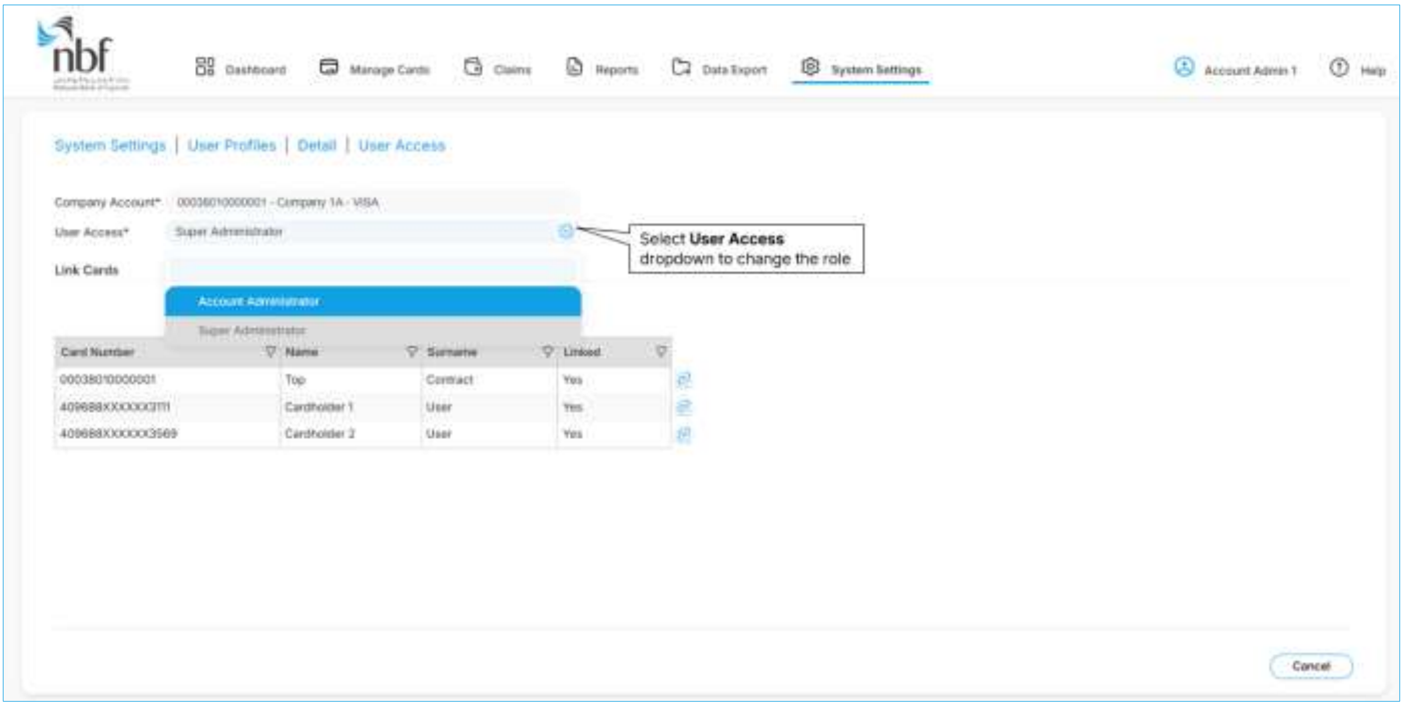
Administrator Account Admin 1 User accountadmin1@intecoms.co.za created your User Profile on the Commercial Card Solution.

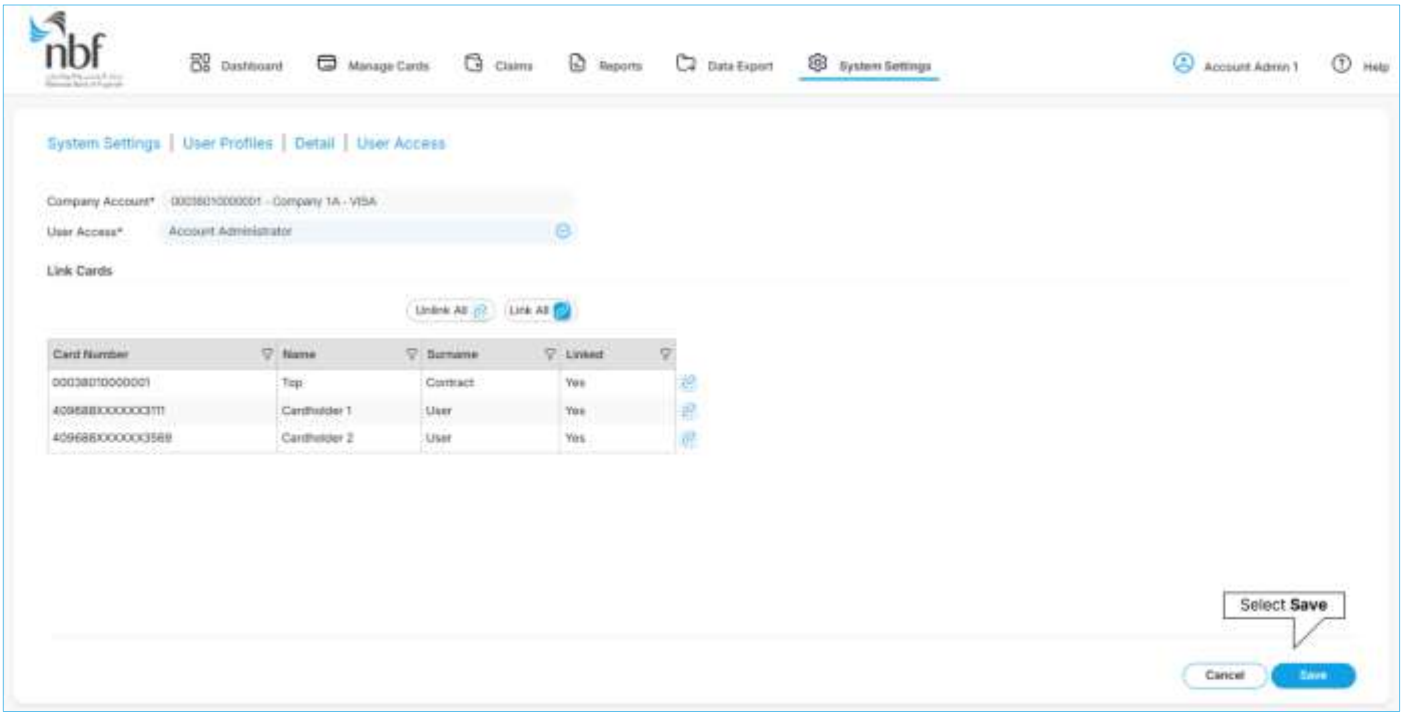
Please click here to complete the activation process.

Regards,
Commercial Card Solution Team

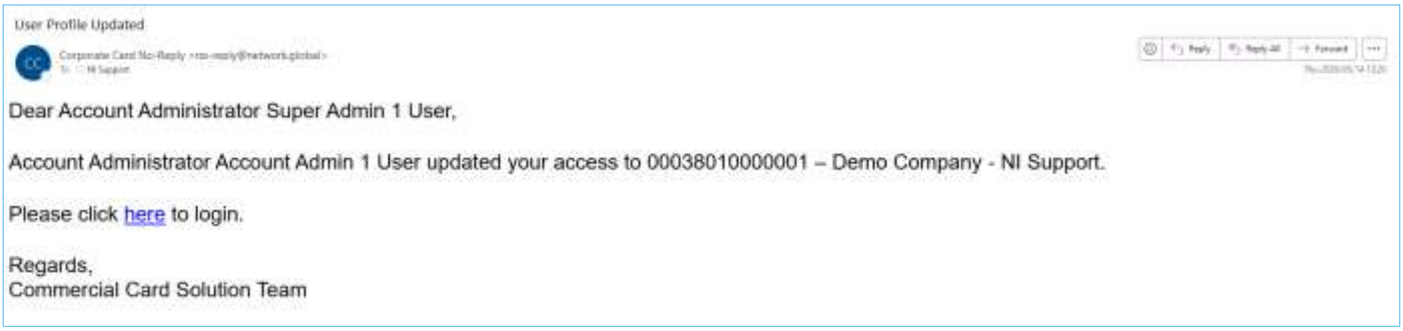
The Account Administrator can update an existing role for a user by selecting the **Edit Roles** button.







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


User Profile Updated

Corporate Card No-Reply <no-reply@network.global>

Dear Account Administrator Super Admin 1 User,

Account Administrator Account Admin 1 User updated your access to 00038010000001 – Demo Company - NI Support.

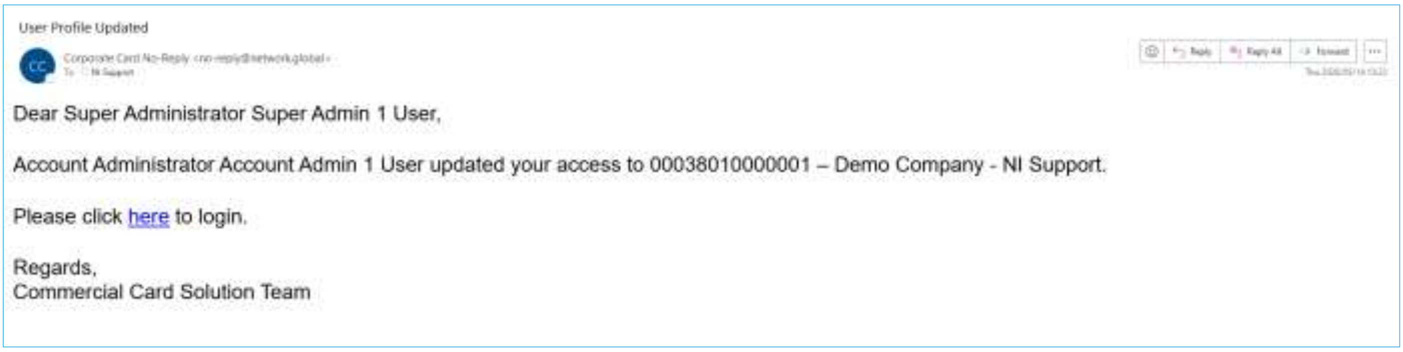
Please click here to login.

Regards,
Commercial Card Solution Team

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.


User Profile Updated

Corporate Card No-Reply <no-reply@network.global>

Dear Super Administrator Super Admin 1 User,

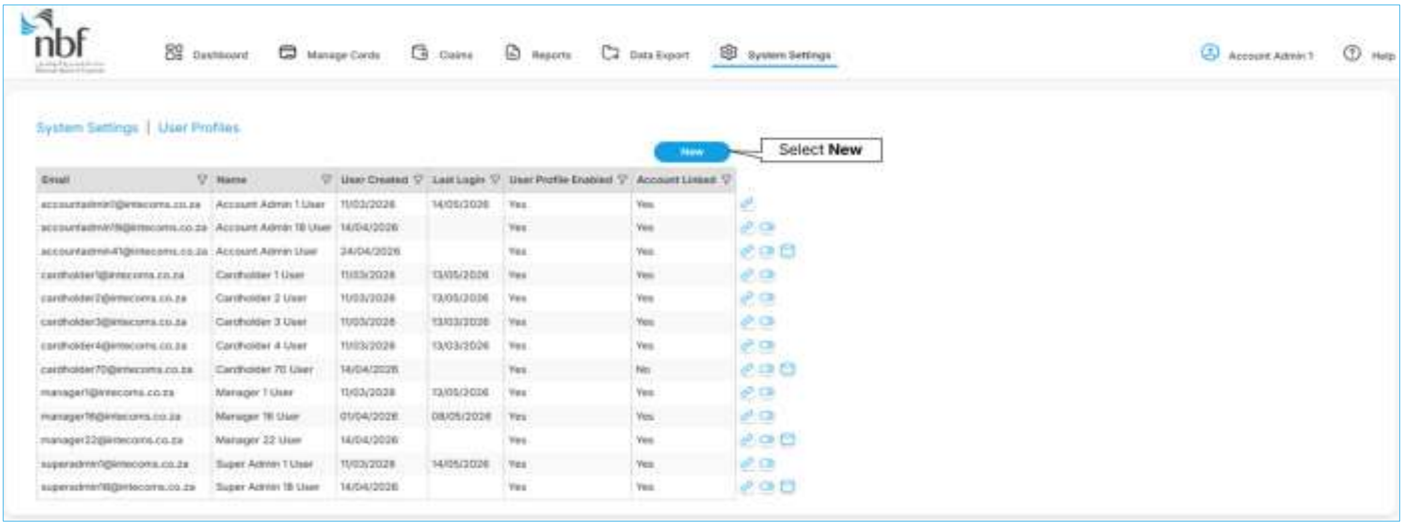
Account Administrator Account Admin 1 User updated your access to 00038010000001 – Demo Company - NI Support.

Please click here to login.

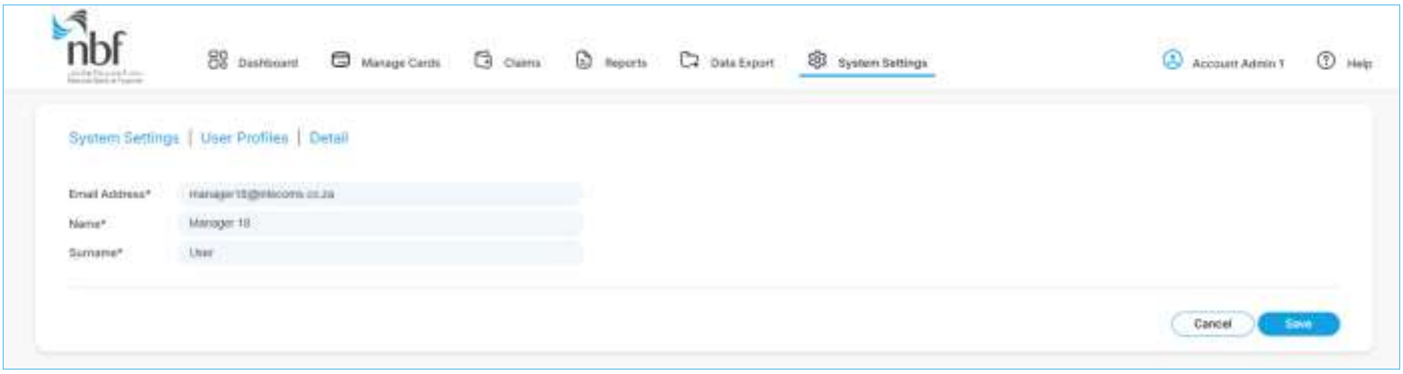
Regards,
Commercial Card Solution Team

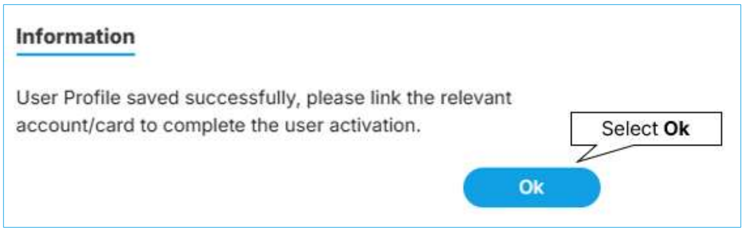
5.1.3 How to create a Manager User Profile

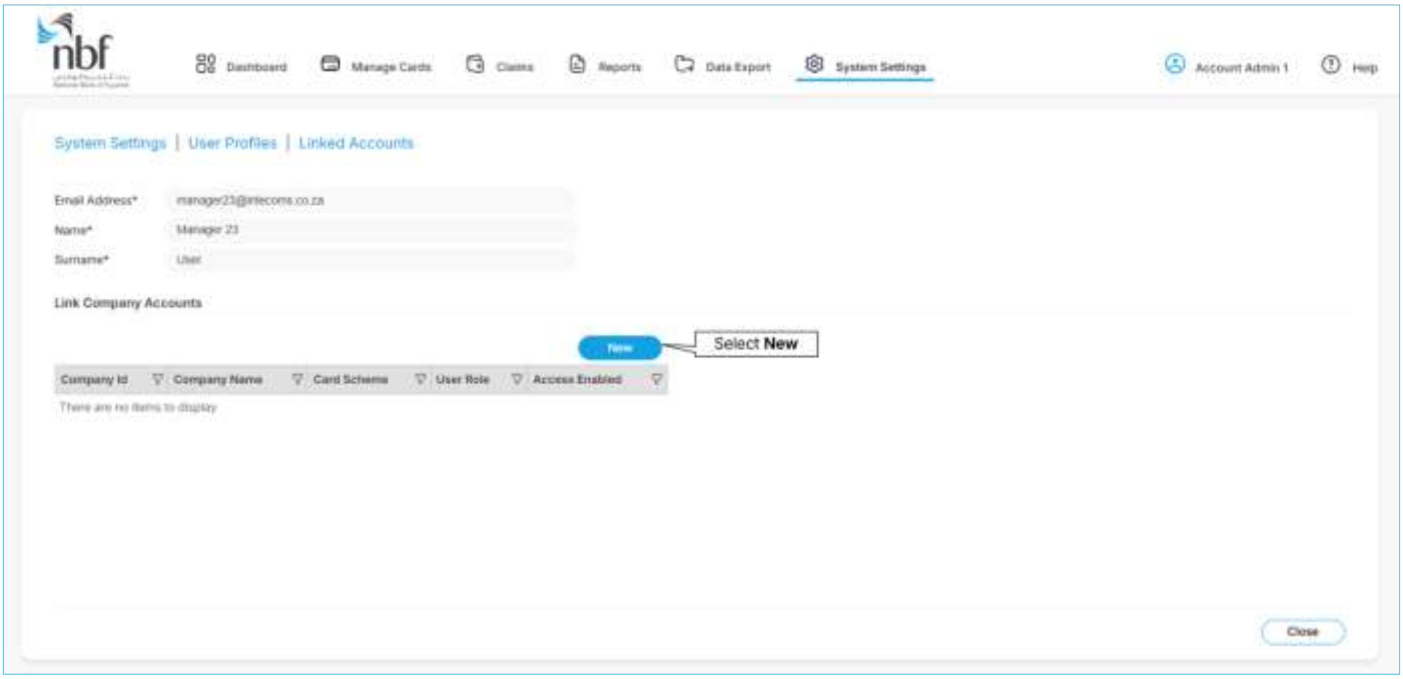
1. Go to **System Settings | User Profiles**.
2. Select **New**.
3. Select **Manager** as the user type.
4. Enter the Manager’s email address, first name and surname.
5. Select **Save**.
6. Link the required company account and select the Manager user access type.
7. Select **Complete Profile** to finish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

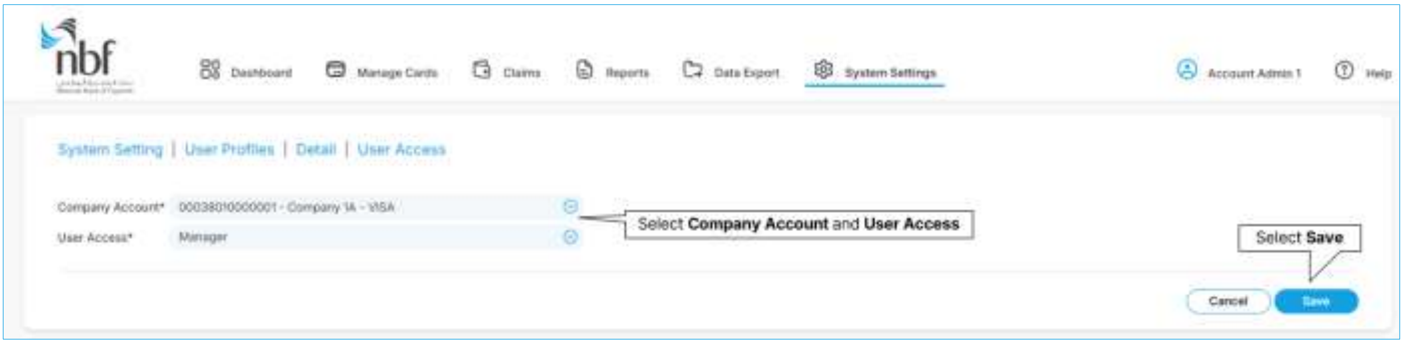

Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
System Settings | User Profiles
New
Select New
Email
Name
User Created
Last Login
User Profile Enabled
Account Linked

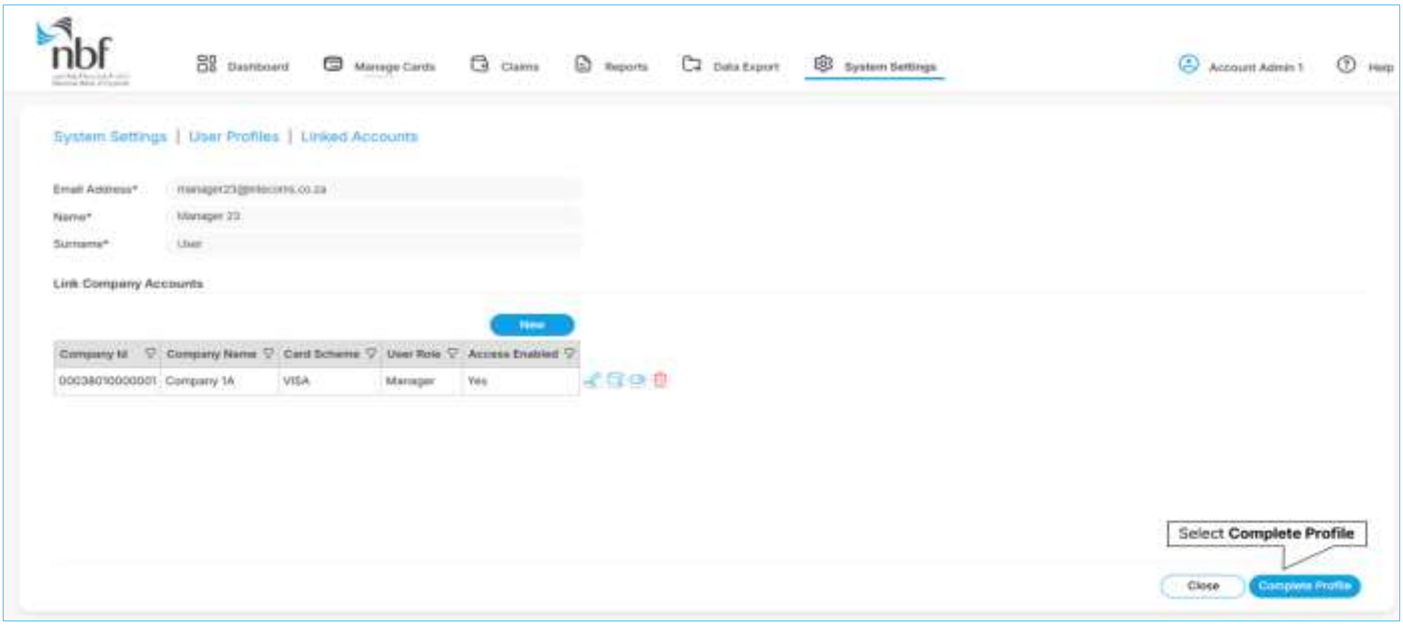

User Type Selection
Select User Type...
Cardholder User
Other User Type
Select Other User Type

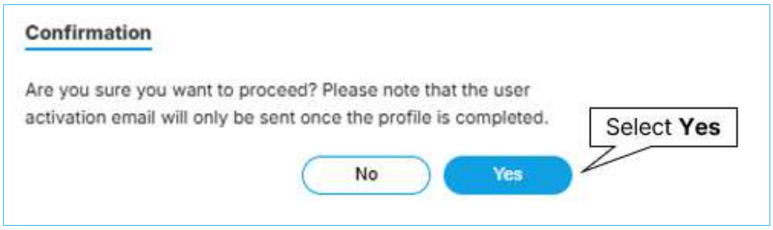

Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
System Settings | User Profiles | Detail
Email Address*
Name*
Surname*
Cancel
Save

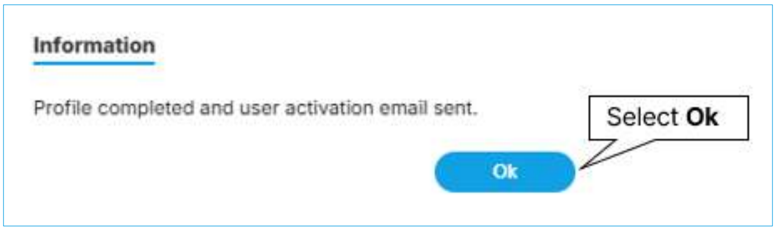

Information
User Profile saved successfully, please link the relevant account/card to complete the user activation.
Select Ok
Ok


Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
System Settings | User Profiles | Linked Accounts
Email Address*
manager23@intecoms.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

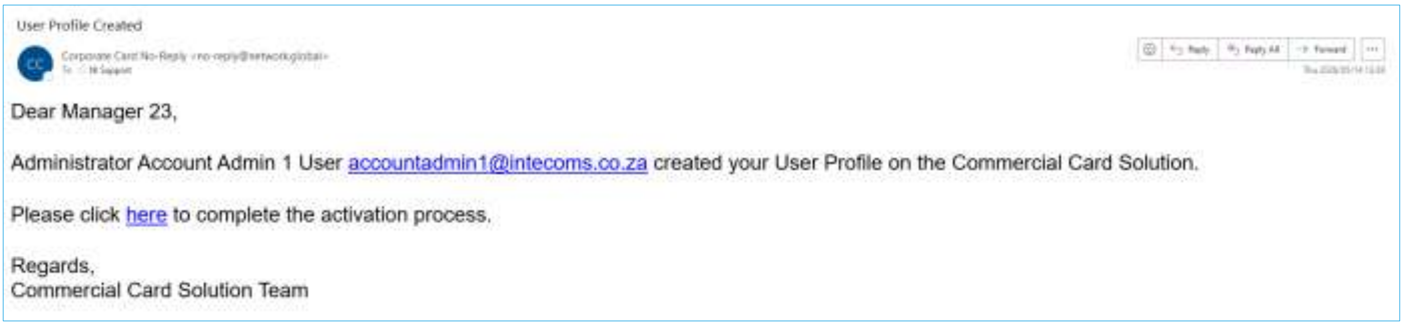

Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
System Setting | User Profiles | Detail | User Access
Company Account*
User Access*
Manager
Select Company Account and User Access
Select Save
Cancel
Save





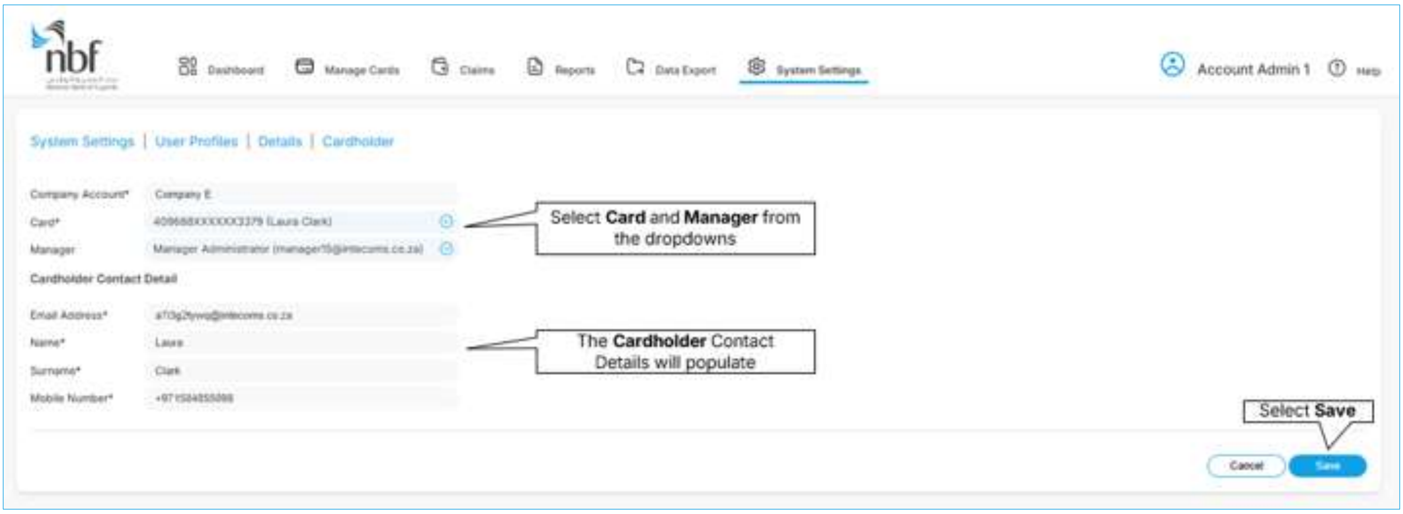


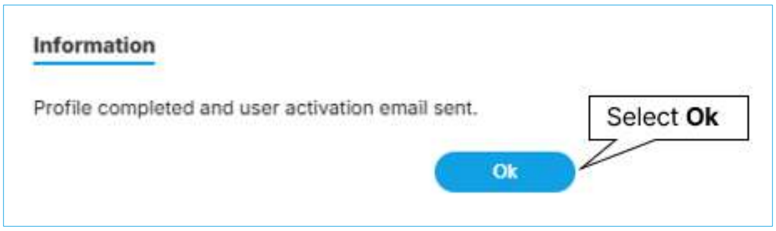
The created Manager will receive a User Profile Created email containing a hyperlink to verify their email address and create their password for sign-in.

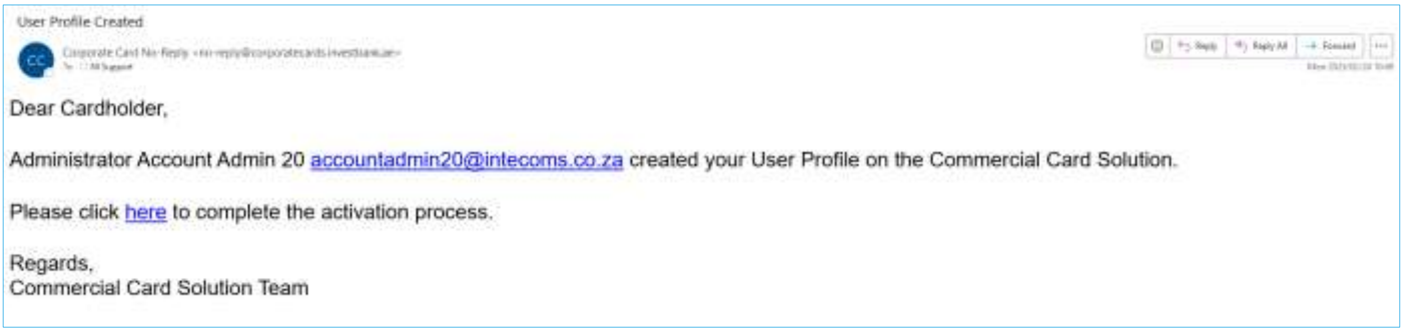


5.1.4 How to create a Cardholder

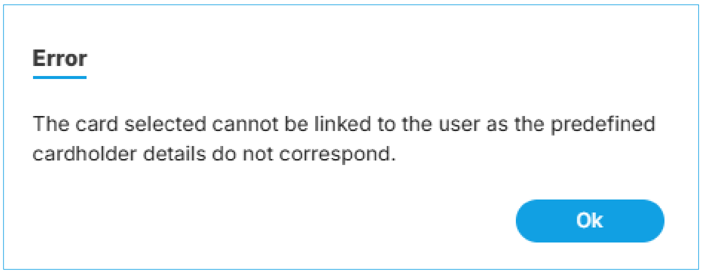
1. Confirm that the Cardholder has not already been auto registered.
2. Go to **System Settings | User Profiles**.
3. Select **New** and choose the Cardholder user type.
4. Select the Cardholder's card from the dropdown list to prepopulate the cardholder details.
5. Select the Manager responsible for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



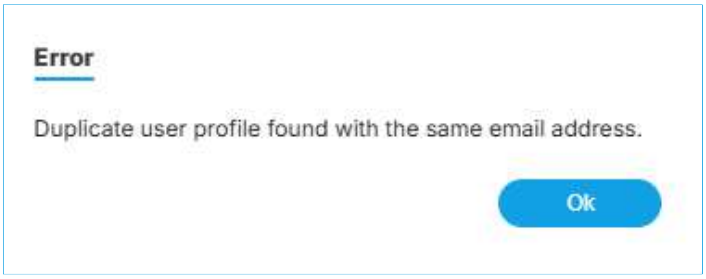




If the Cardholder’s contact details cannot be successfully verified, the system will display an error pop-up.

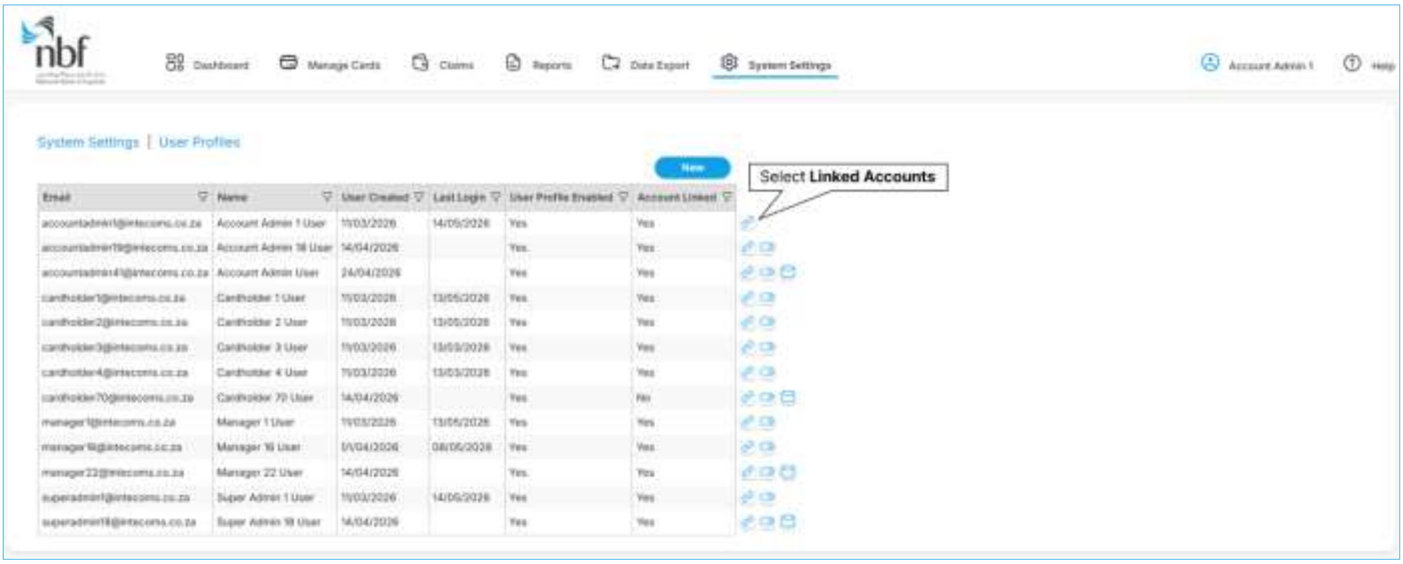


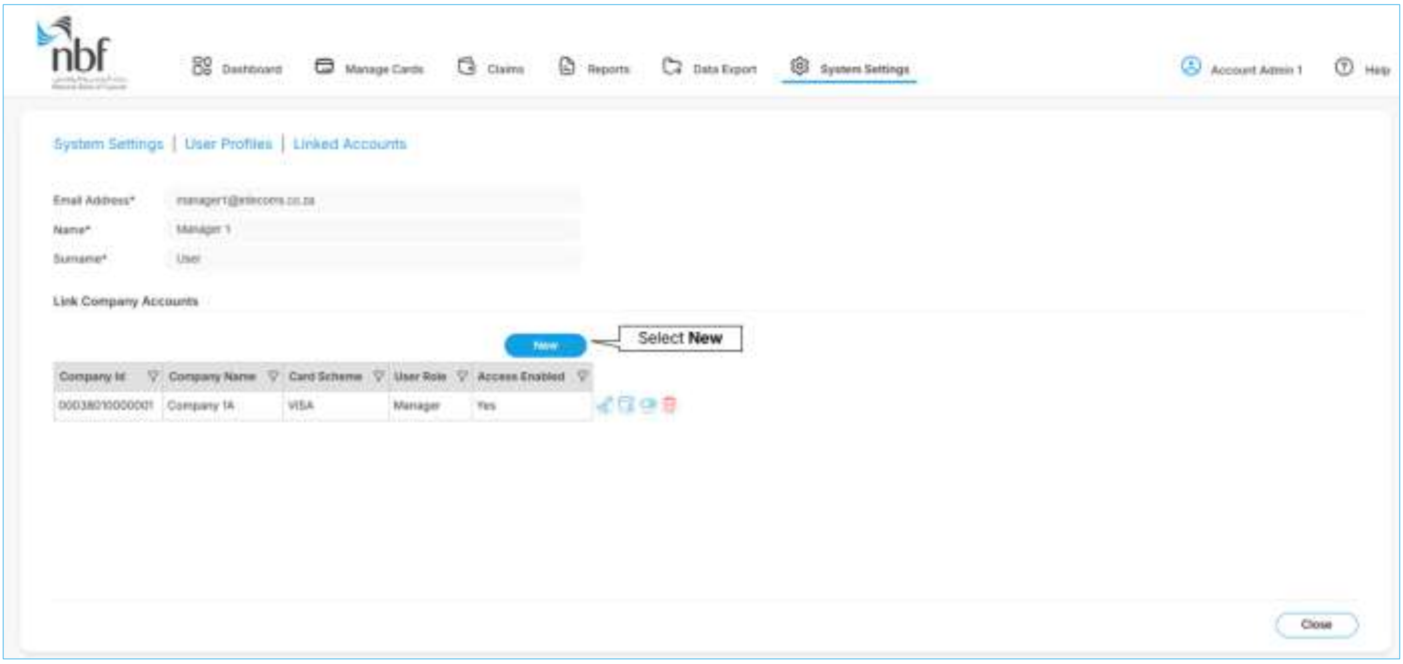
An error will display if a duplicate user profile is found with the same email address.

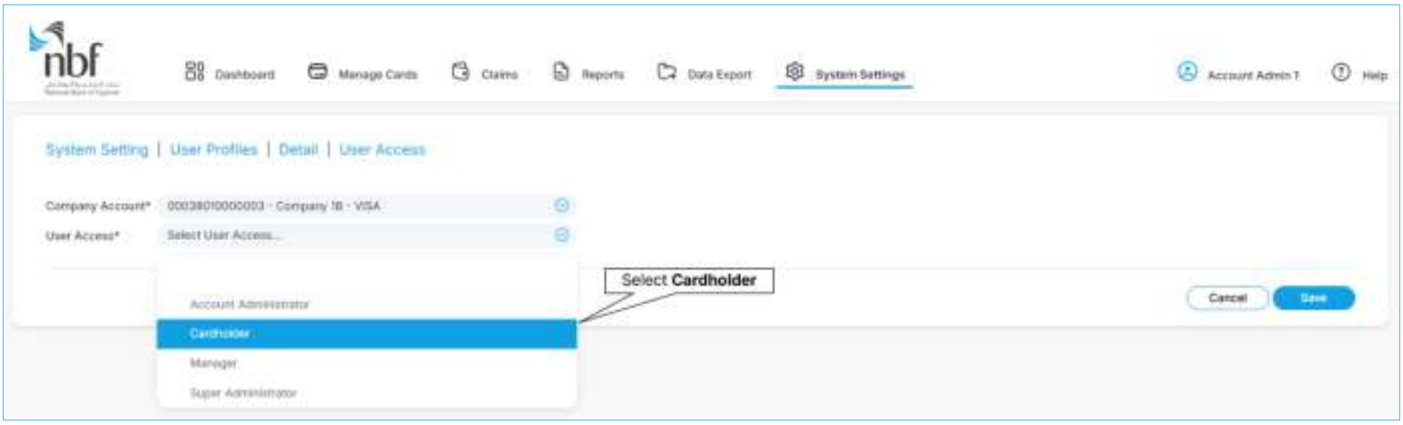


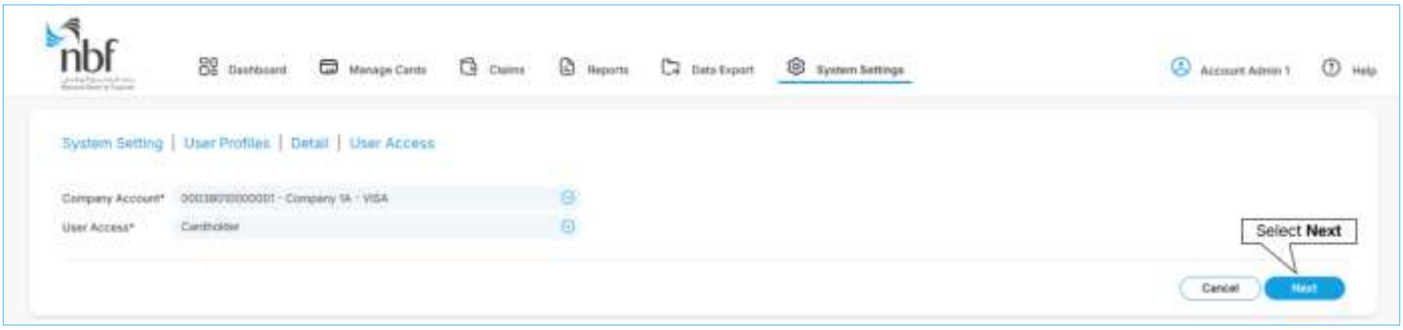
5.1.5 How to assign additional Cardholder access in the same company account

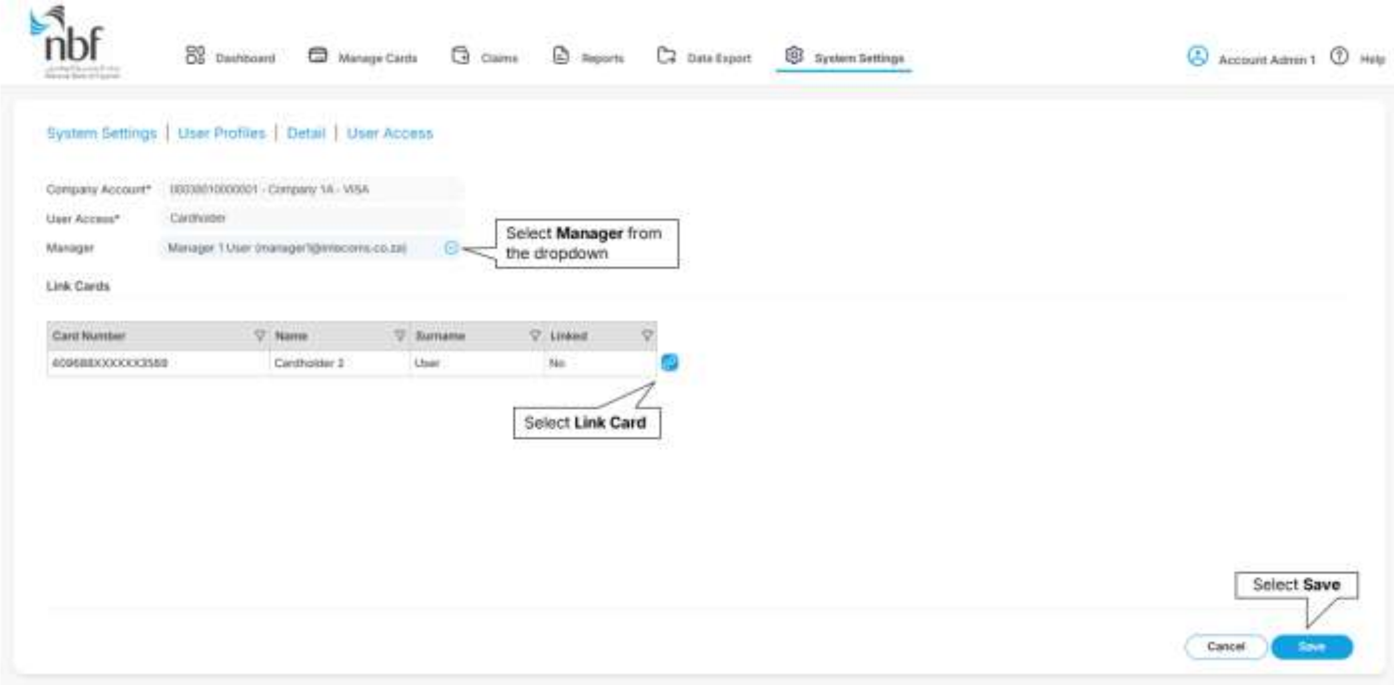
1. Go to the existing user’s profile under **System Settings | User Profiles**.
2. Open the linked company account details.
3. Select the Cardholder user access type.
4. Select the relevant card from the Link Cards table.
5. Select the relevant Manager from the Manager dropdown list.
6. Save the changes.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


Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
System Settings | User Profiles
New
Select Linked Accounts
Email
Name
User Created
Last Login
User Profile Enabled
Account Linked


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
Select New
Company Id
Company Name
Card Scheme
User Role
Access Enabled
Close


Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
System Setting | User Profiles | Detail | User Access
Company Account*
User Access*
Select User Access...
Select Cardholder
Account Administrator
Cardholder
Manager
Super Administrator
Cancel
Save






Additional User Profile Created

Corporate Card No-Reply <no-reply@network.global>

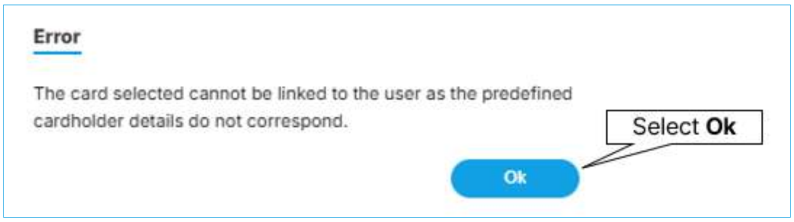
Dear Manager 1

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

Please click here to login.

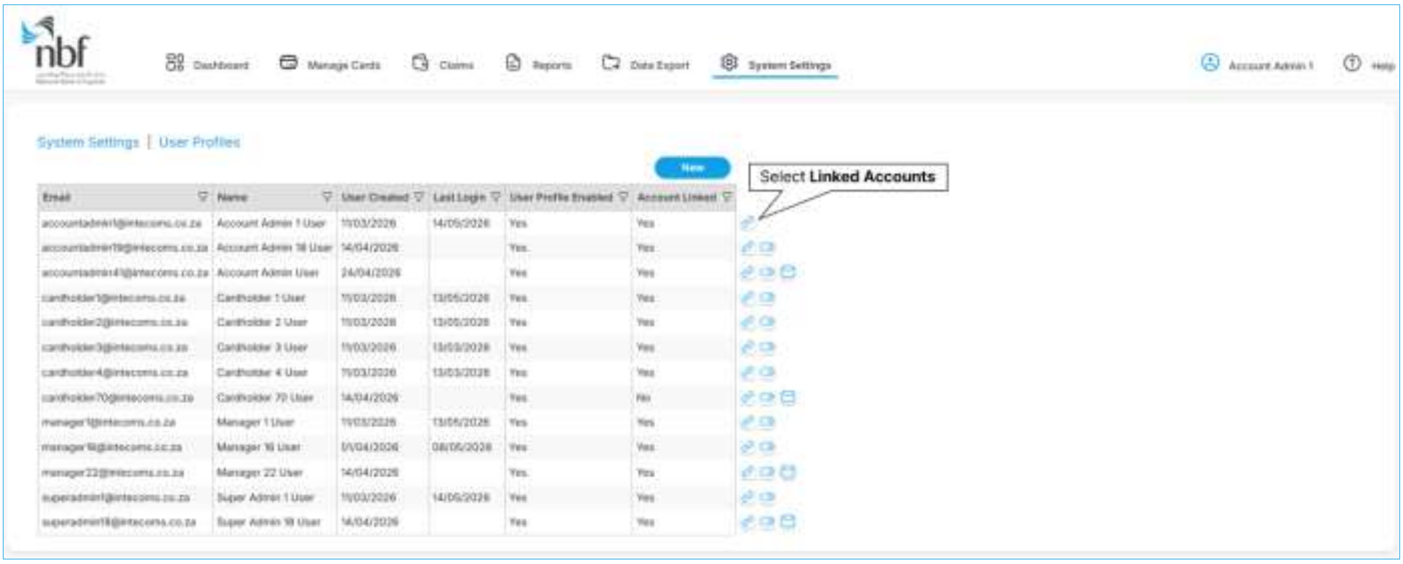
Regards,
Commercial Card Solution Team

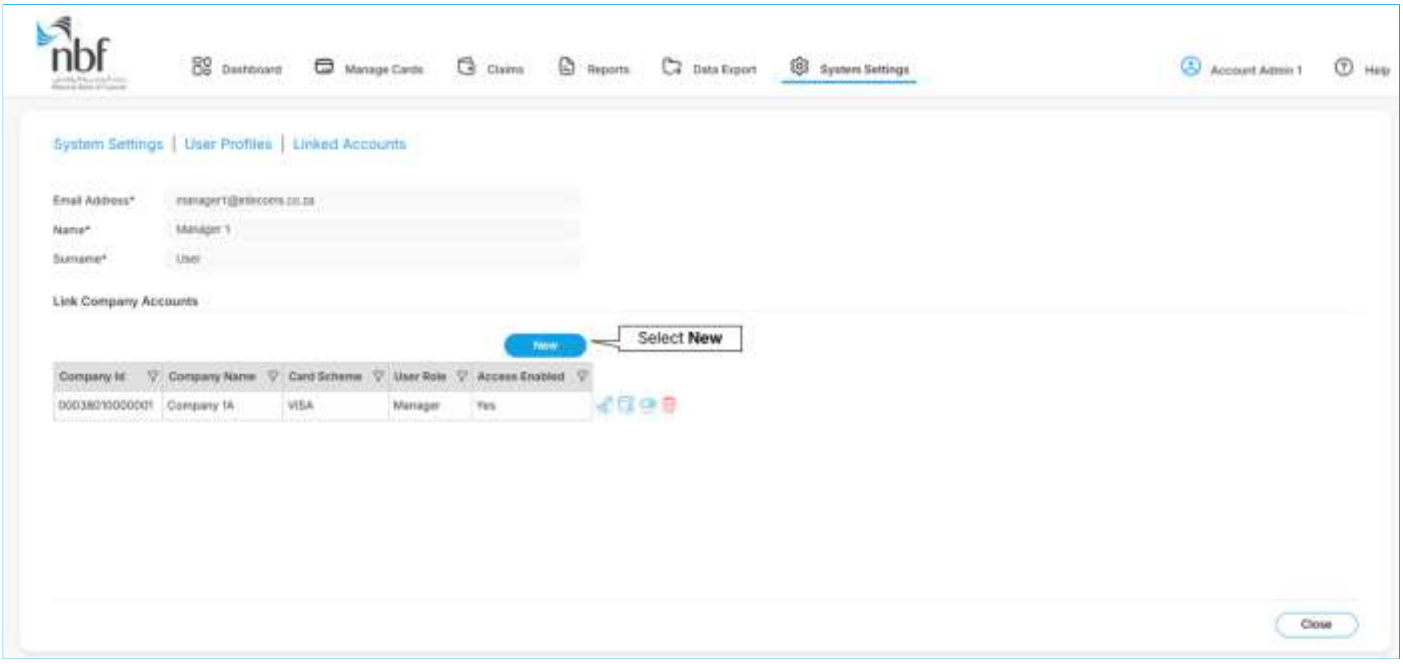
If the Cardholder details cannot be successfully validated, an error pop-up will display, and the card will not be linked.

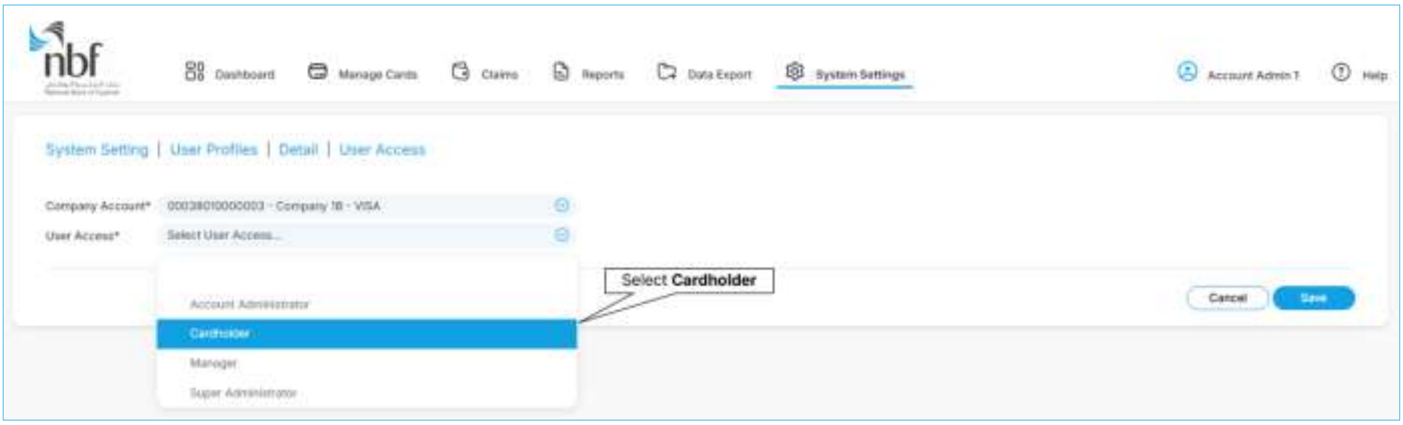


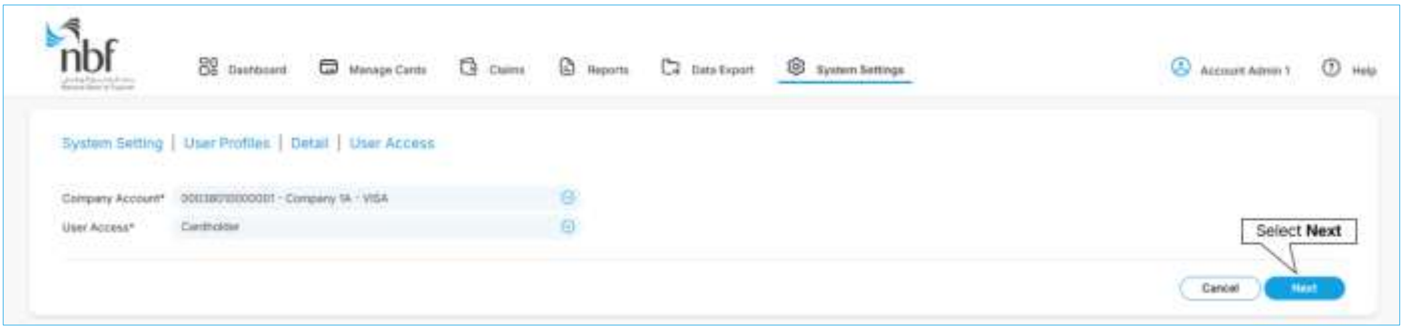
5.1.6 How to assign Cardholder access across company accounts

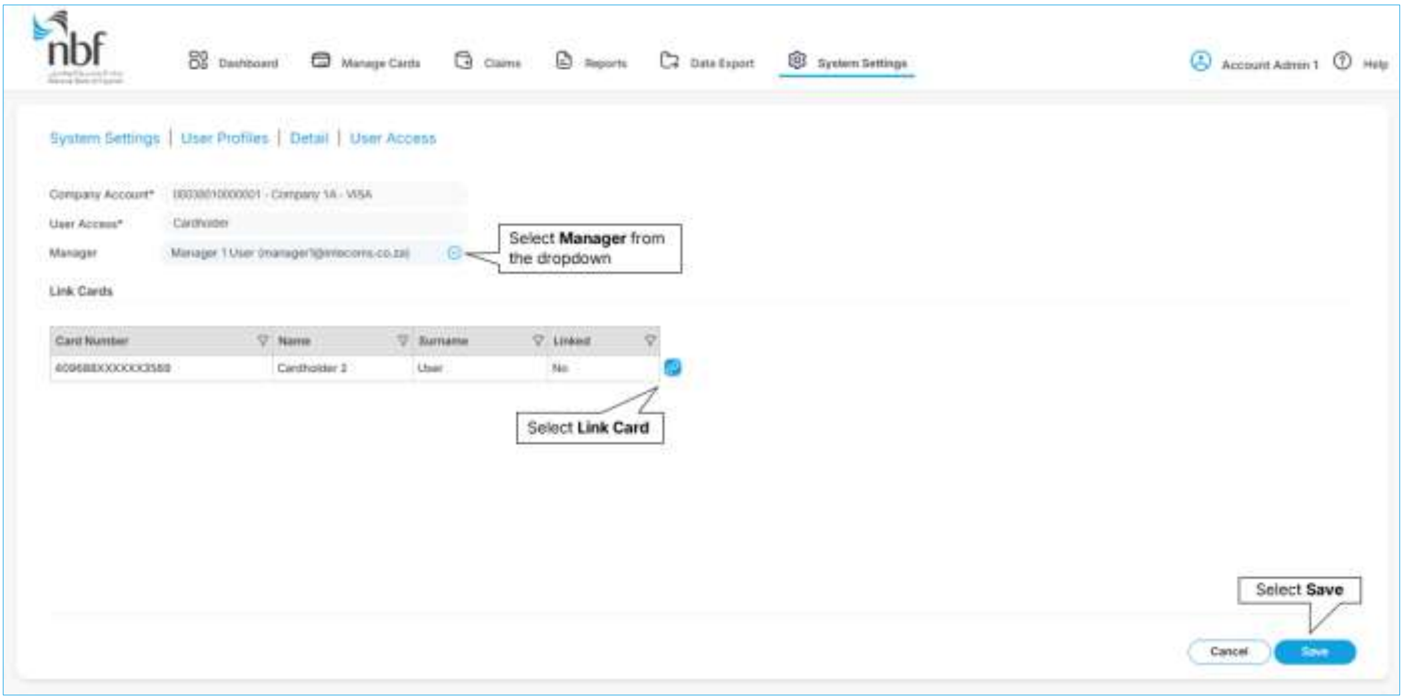
1. Use **Switch User Access** to sign in to the company account linked to the Cardholder's card.
2. Go to **System Settings | User Profiles**.
3. Open the existing user profile.
4. Open the linked company account details.
5. Select the Cardholder user access type.
6. Link the required card and save the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



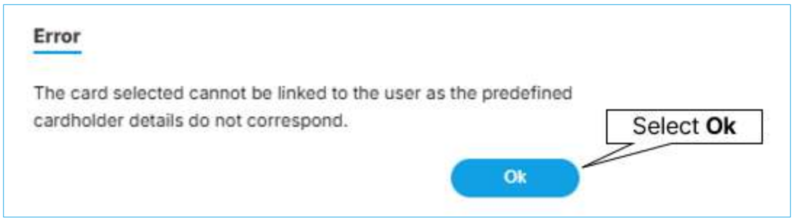

Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
System Settings | User Profiles | Linked Accounts
Email Address*
Name*
Surname*
Link Company Accounts
New
Select New
Company Id
Company Name
Card Scheme
User Role
Access Enabled
Company 1A
VISA
Manager
Yes
Close


Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
System Setting | User Profiles | Detail | User Access
Company Account*
User Access*
Select User Access...
Account Administrator
Cardholder
Manager
Super Administrator
Select Cardholder
Cancel
Save


Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
System Setting | User Profiles | Detail | User Access
Company Account*
User Access*
Cardholder
Select Next
Cancel
Next

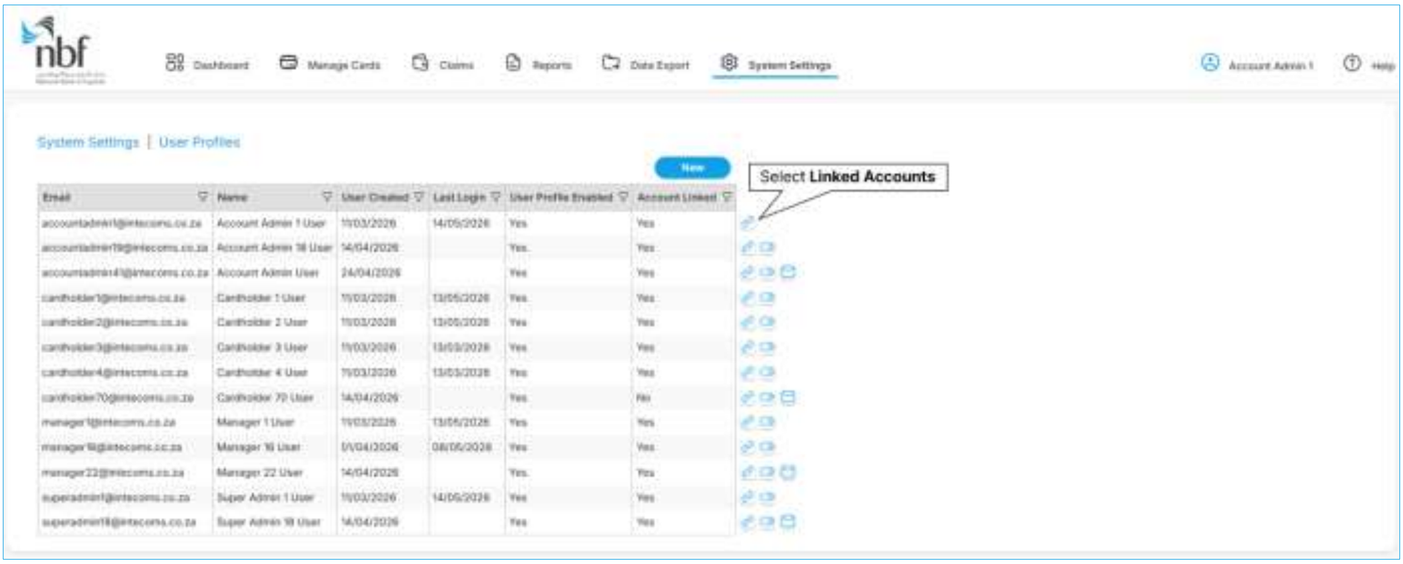


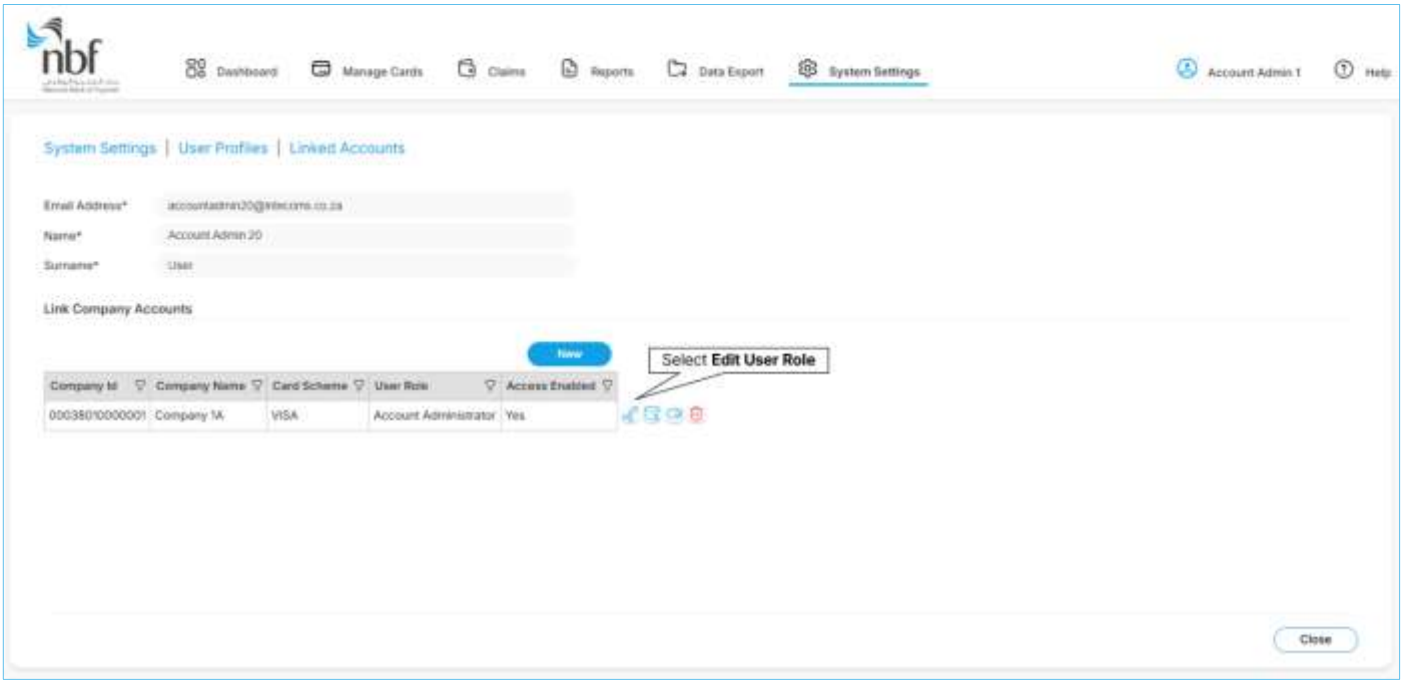
If the Cardholder details cannot be successfully validated, an error pop-up will display, and the card will not be linked.

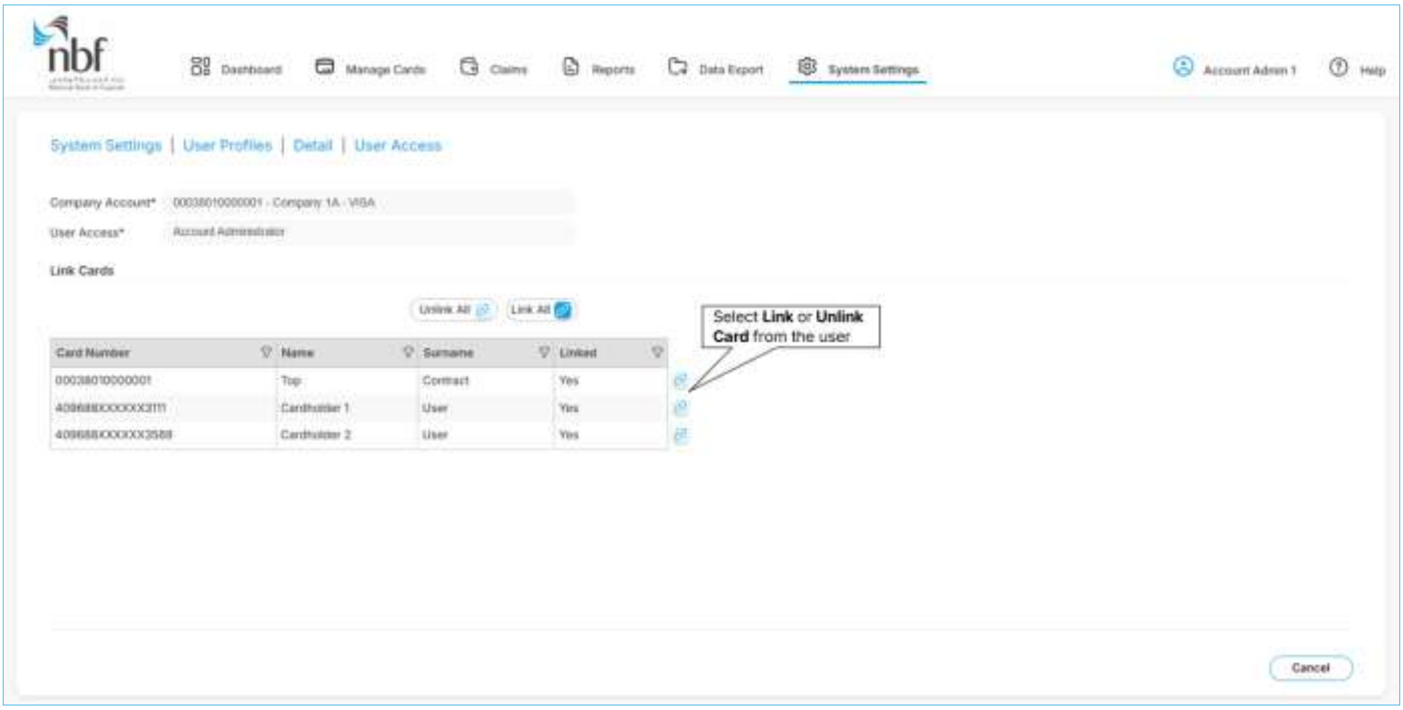


5.1.7 How to maintain Cardholder cards and user profiles

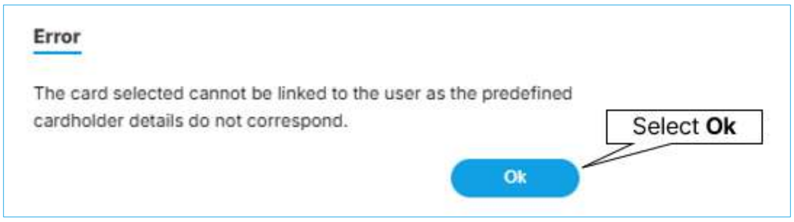
As the system has been configured to automate the process of linking newly issued cards, the Account Administrator can add or remove cards from an existing Cardholder profile.


Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
System Settings | User Profiles
New
Select Linked Accounts
Email
Name
User Created
Last Login
User Profile Enabled
Account Linked


Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
System Settings | User Profiles | Linked Accounts
Email Address*
Name*
Account Admin 20
Surname*
User
Link Company Accounts
New
Select Edit User Role
Company Id
Company Name
Card Scheme
User Role
Access Enabled
Company 1A
VISA
Account Administrator
Yes
Close

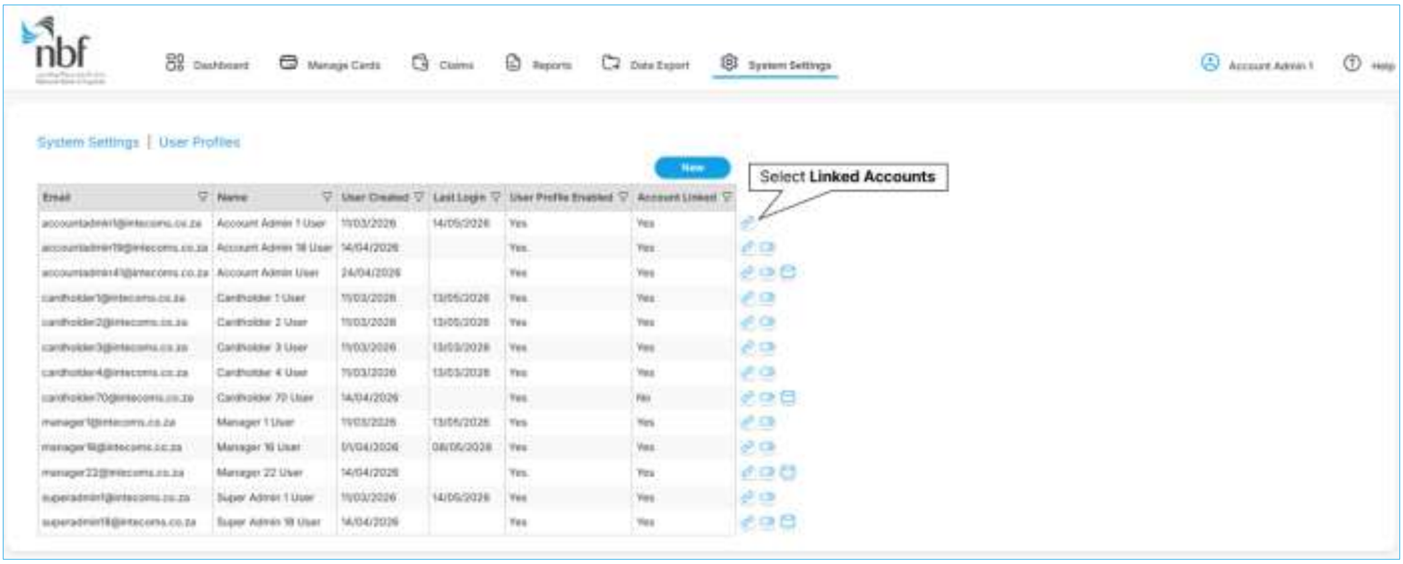


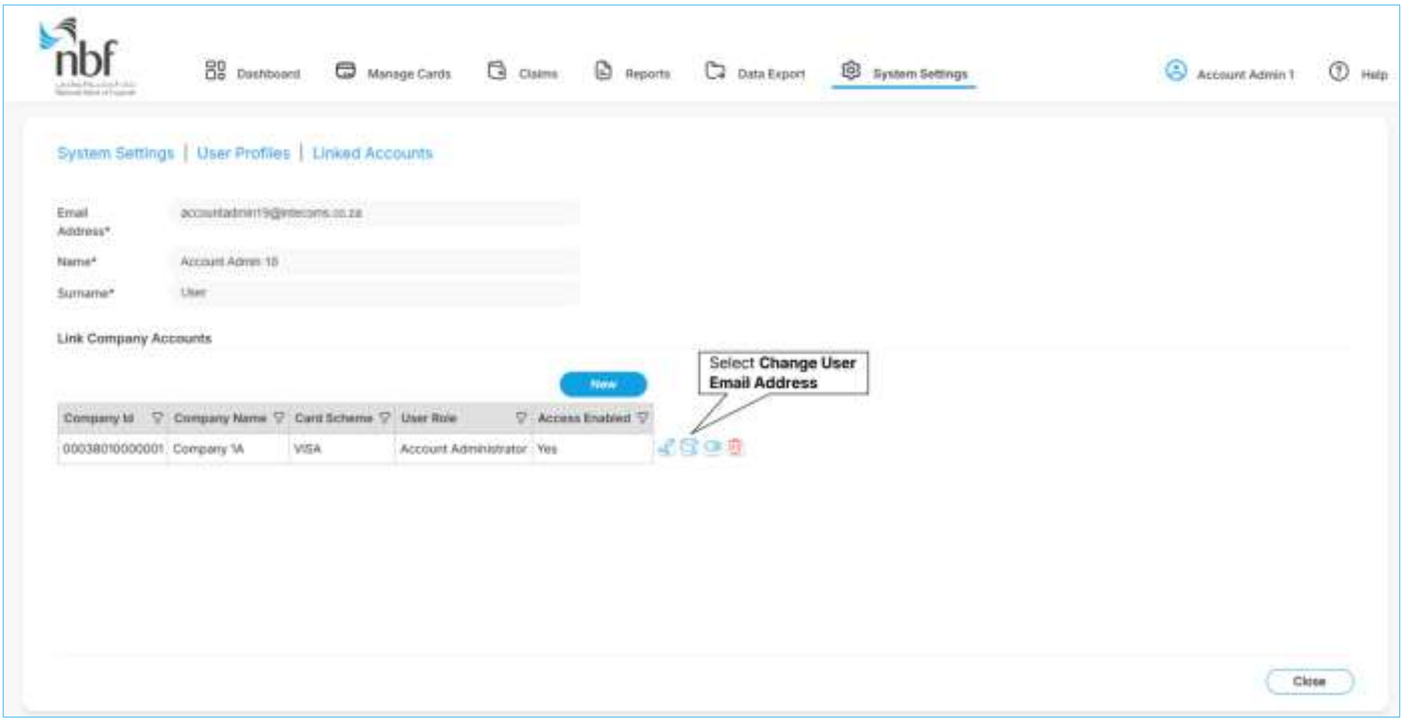
If the Cardholder details cannot be successfully validated, an error pop-up will display, and the card will not be linked.

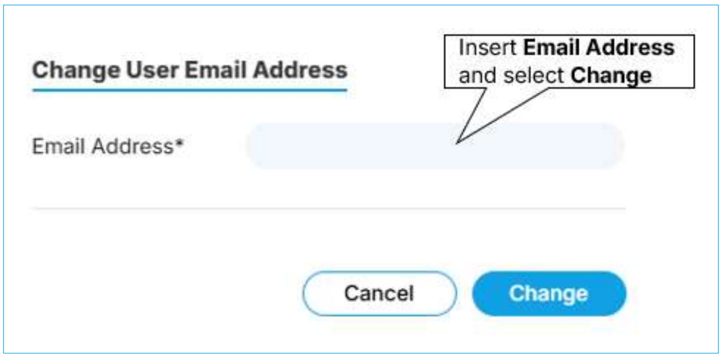


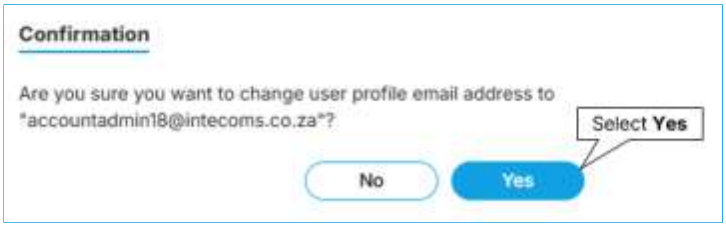
5.1.8 How to change a user email address

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.

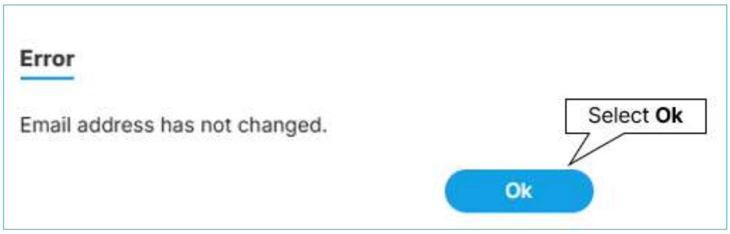

Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
System Settings | User Profiles
New
Select Linked Accounts


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
Select Change User Email Address
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*
Cancel
Change

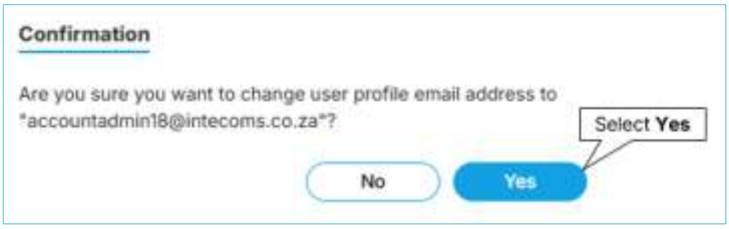


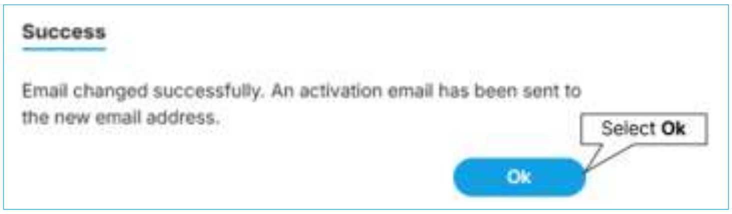
If the email address is the same and has not been updated by the Bank, an error pop-up message will display.



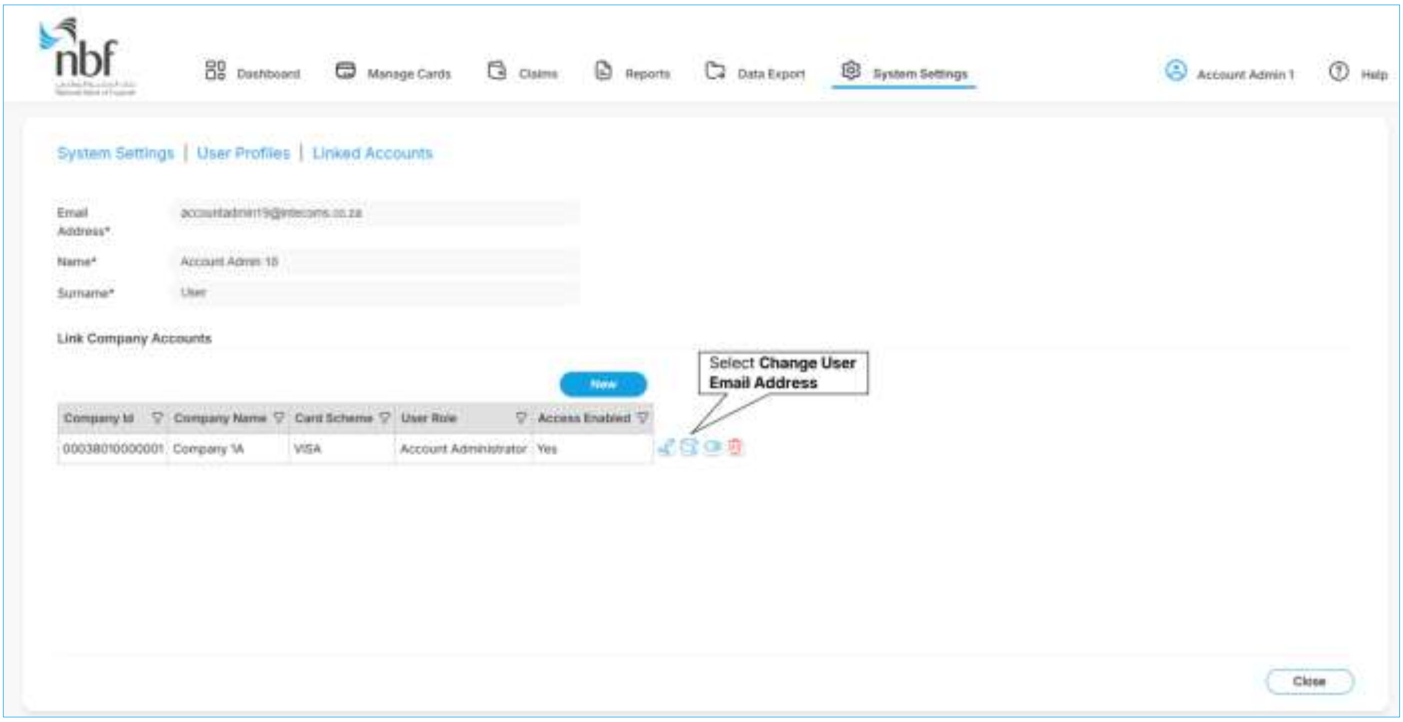
If the email address is different and an existing profile has already been registered, an error pop-up will display.

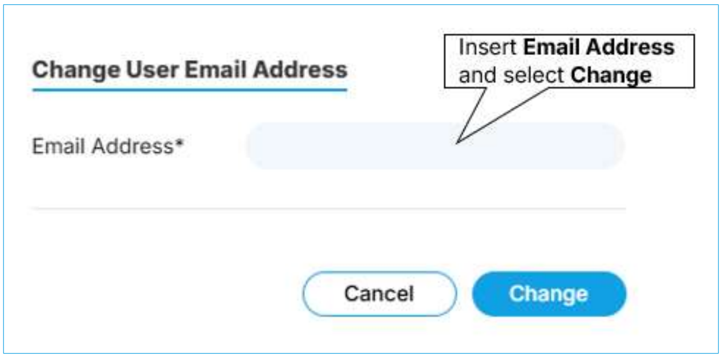
If the email address is different, has been updated by the Bank and does not already exist as a profile in the system, a confirmation pop-up will display.

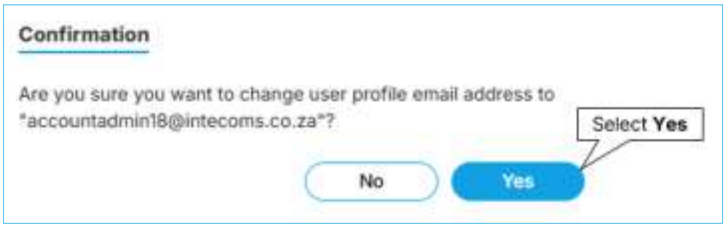




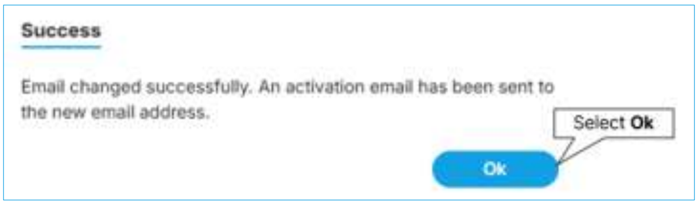
To change the email address for an Account Administrator, Super Administrator or Manager, select the **Change User Email Address** icon.



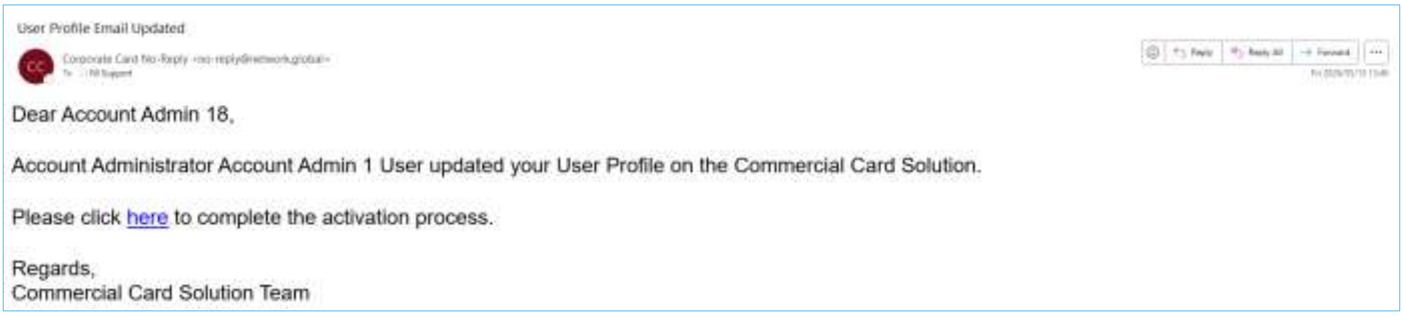




The success pop-up will display once the email address has been updated successfully.



The user will receive the User Profile Email Updated notification.


User Profile Email Updated

Dear Account Admin 18,

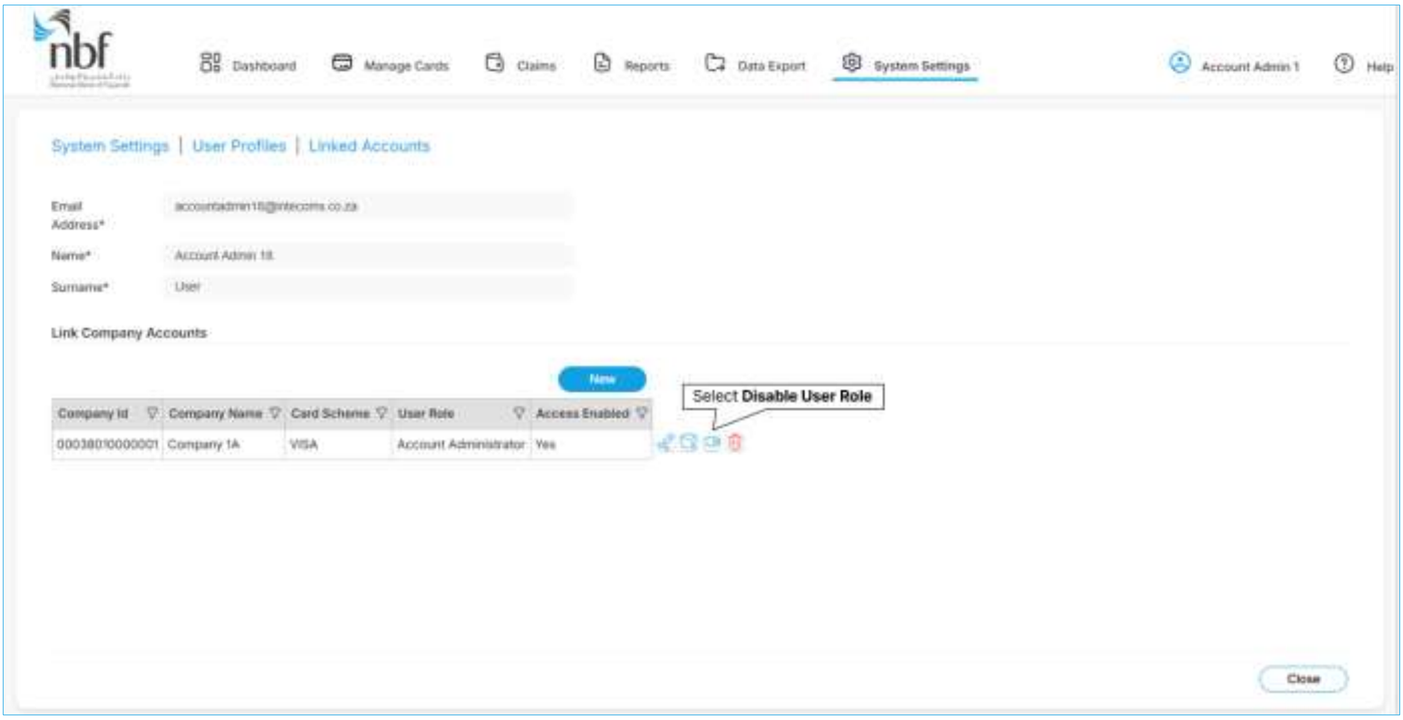
Account Administrator Account Admin 1 User updated your User Profile on the Commercial Card Solution.

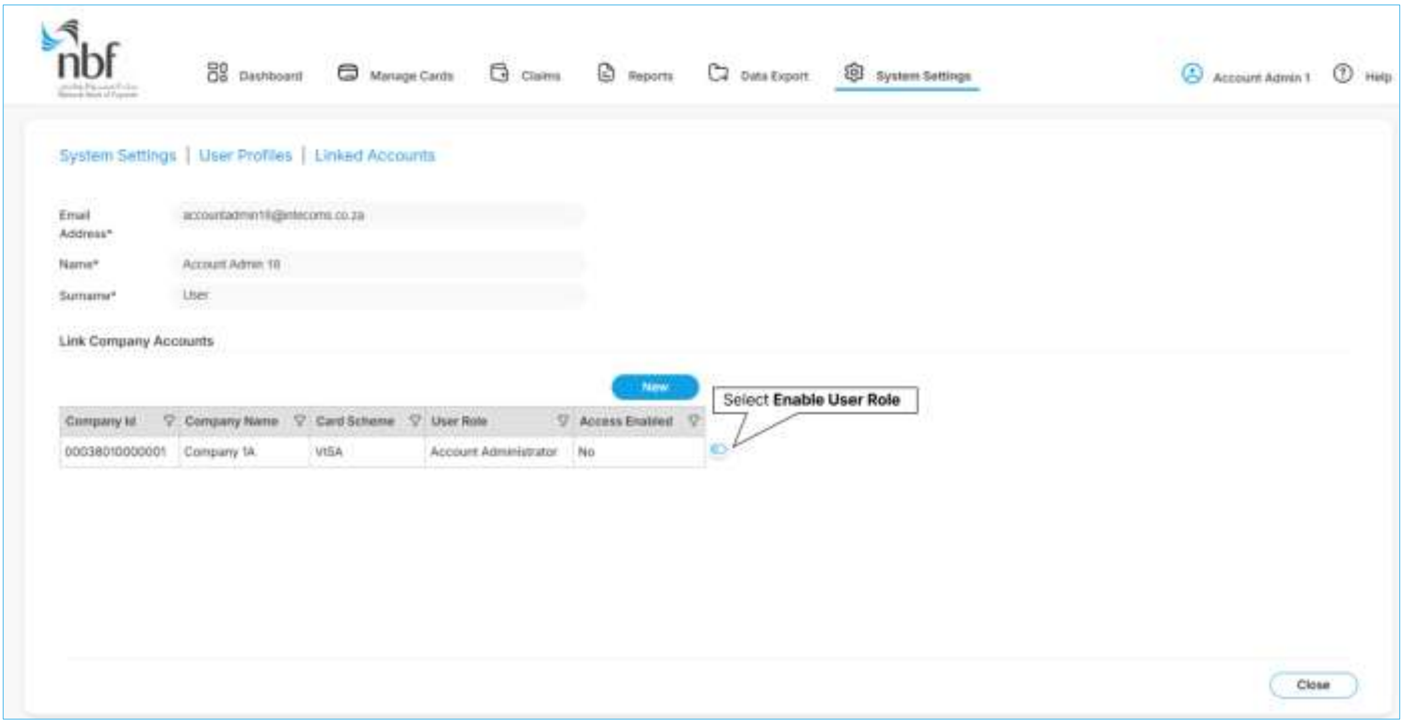
Please click here to complete the activation process.

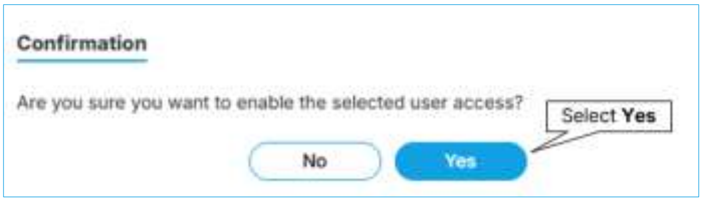
Regards,
Commercial Card Solution Team

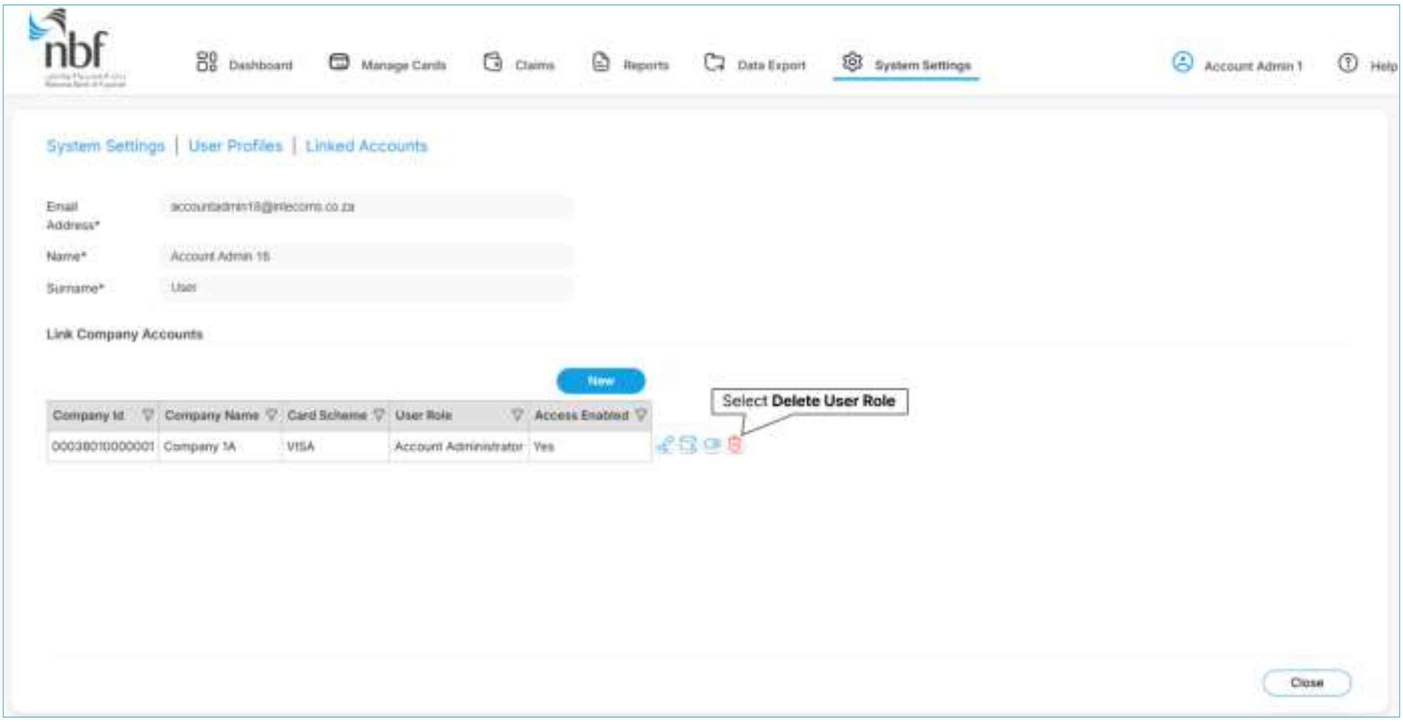
5.1.9 How to disable, enable or delete linked accounts

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.

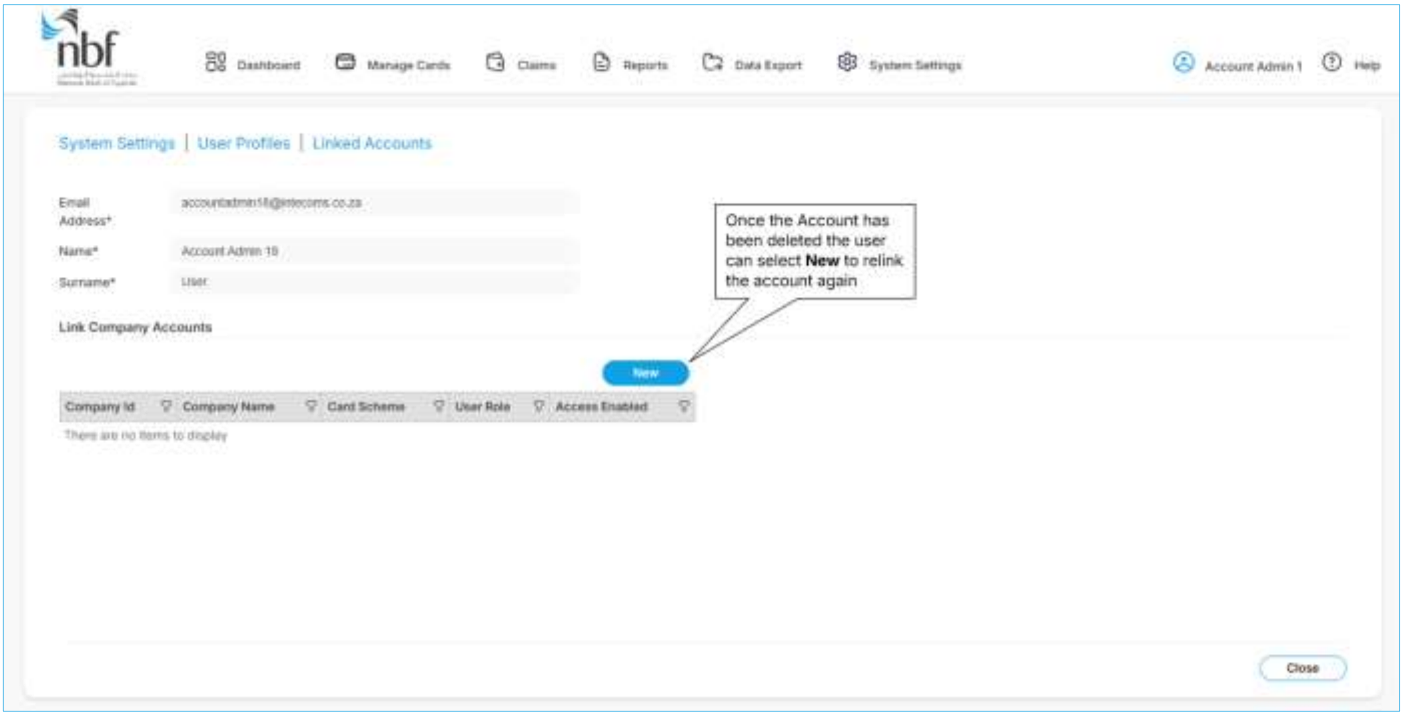



Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
System Settings | User Profiles | Linked Accounts
Email Address*
accountadmin18@intecoms.co.za
Name*
Account Admin 18
Surname*
User
Link Company Accounts
New
Select Enable User Role
Company Id
Company Name
Card Scheme
User Role
Access Enabled
00038010000001
Company 1A
VISA
Account Administrator
No
Close


Confirmation
Are you sure you want to enable the selected user access?
Select Yes
No
Yes

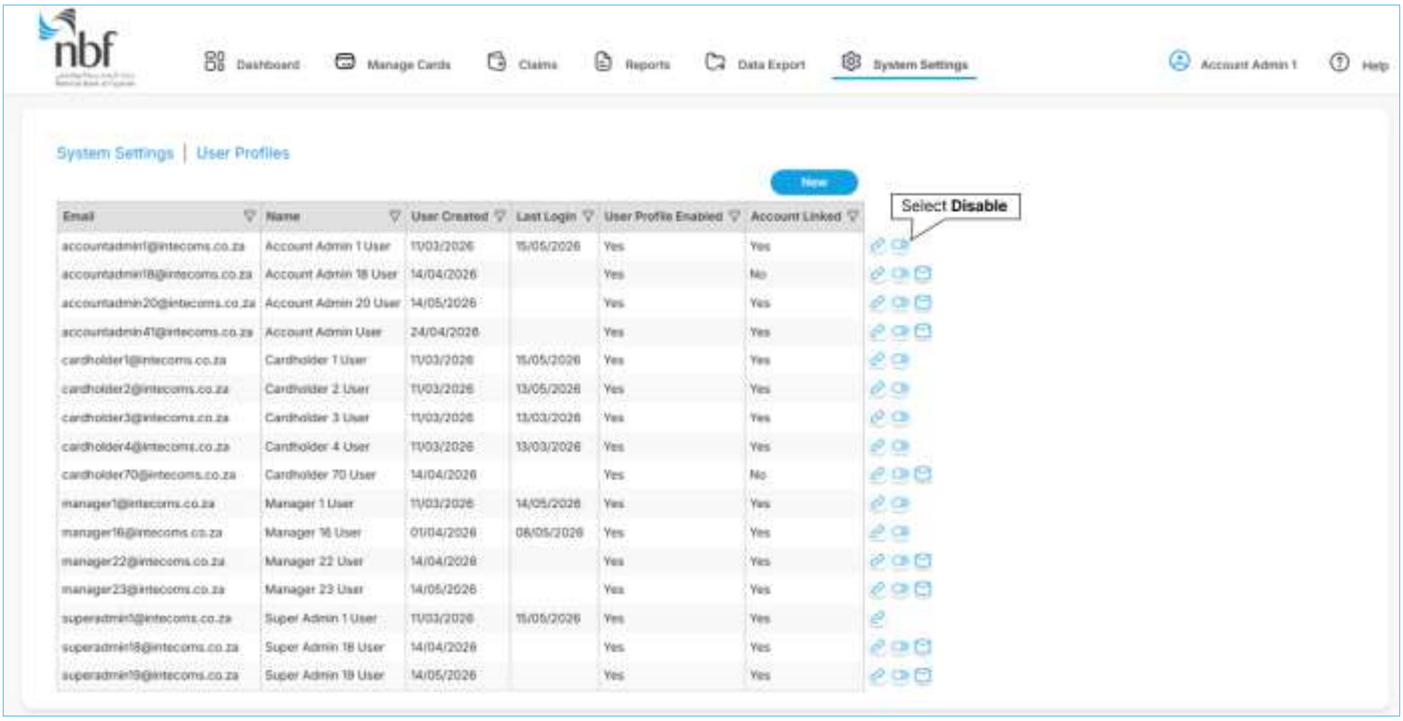

Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
System Settings | User Profiles | Linked Accounts
Email Address*
accountadmin18@intecoms.co.za
Name*
Account Admin 18
Surname*
User
Link Company Accounts
New
Company Id
Company Name
Card Scheme
User Role
Access Enabled
000380100000001
Company 1A
VISA
Account Administrator
Yes
Select Delete User Role
Close

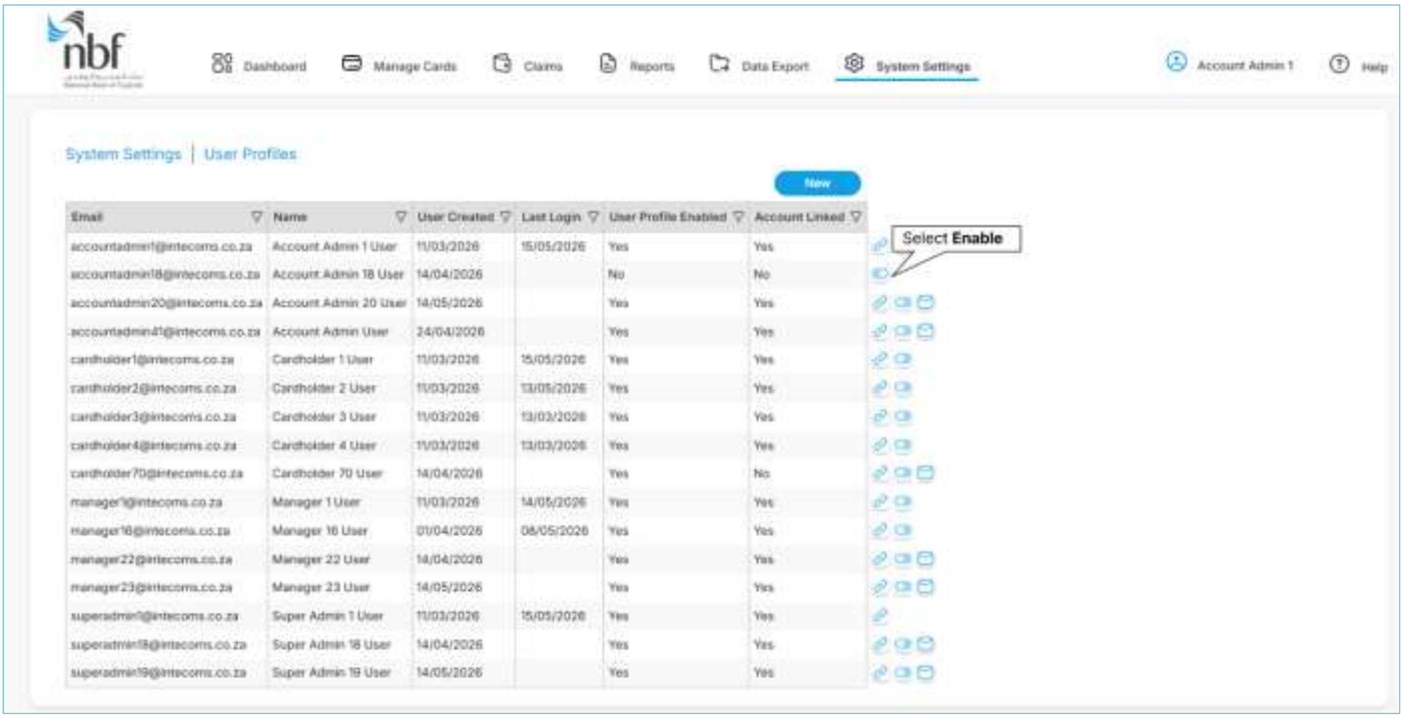

Confirmation
Are you sure you want to delete the selected user access?
Select Yes
No
Yes

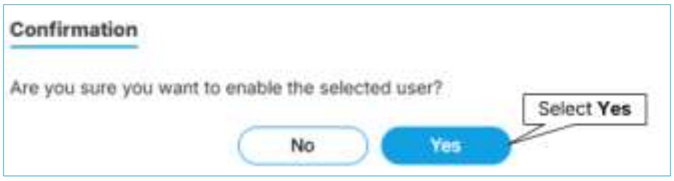

Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
System Settings | User Profiles | Linked Accounts
Email Address*
Name*
Account Admin 18
Surname*
User
Once the Account has been deleted the user can select New to relink the account again
Link Company Accounts
New
Company Id
Company Name
Card Scheme
User Role
Access Enabled
There are no items to display
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.

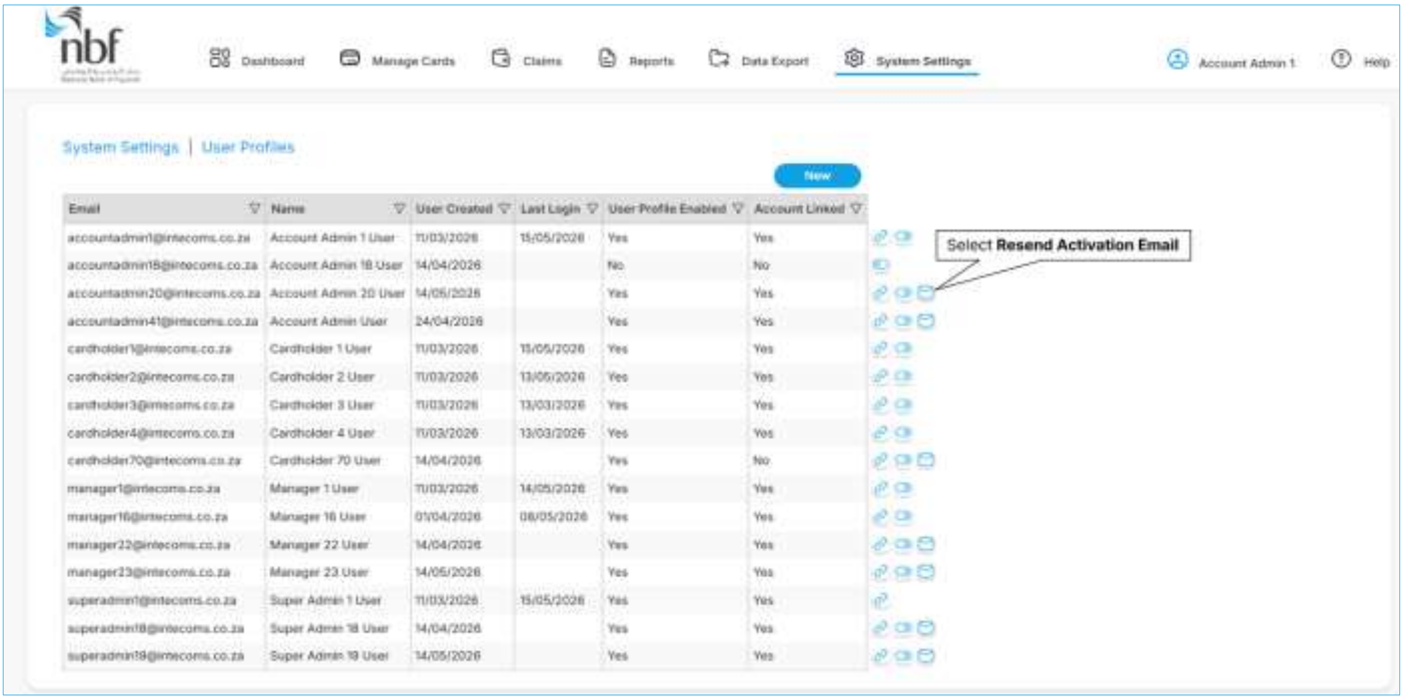


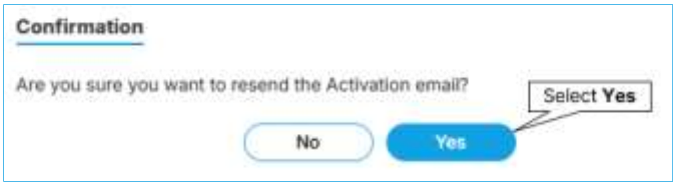




5.1.11 How to resend a verification email

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.

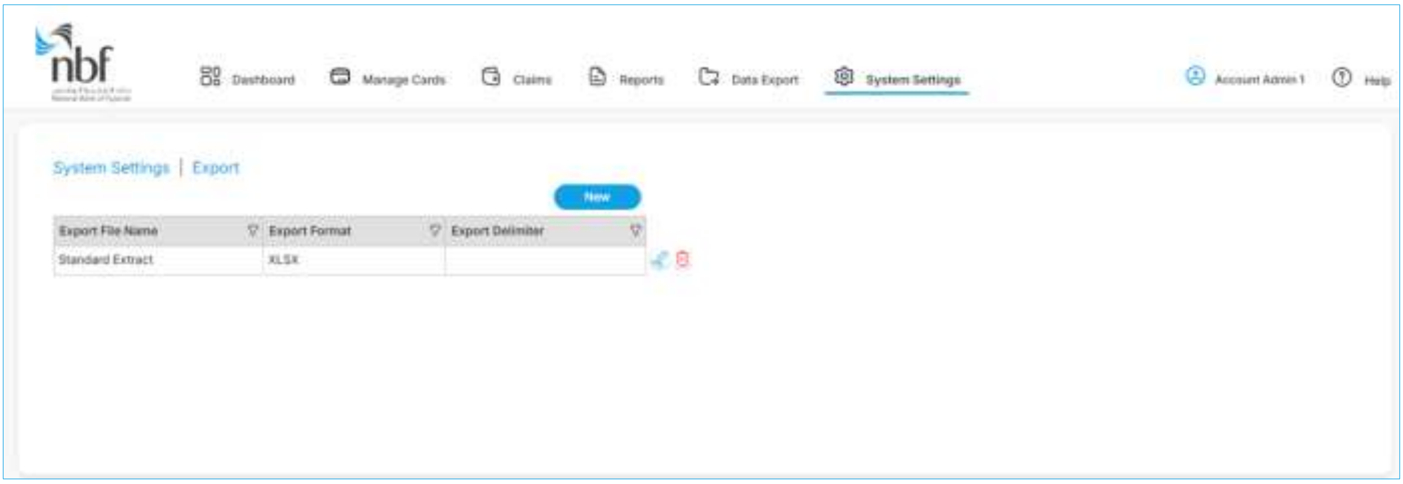


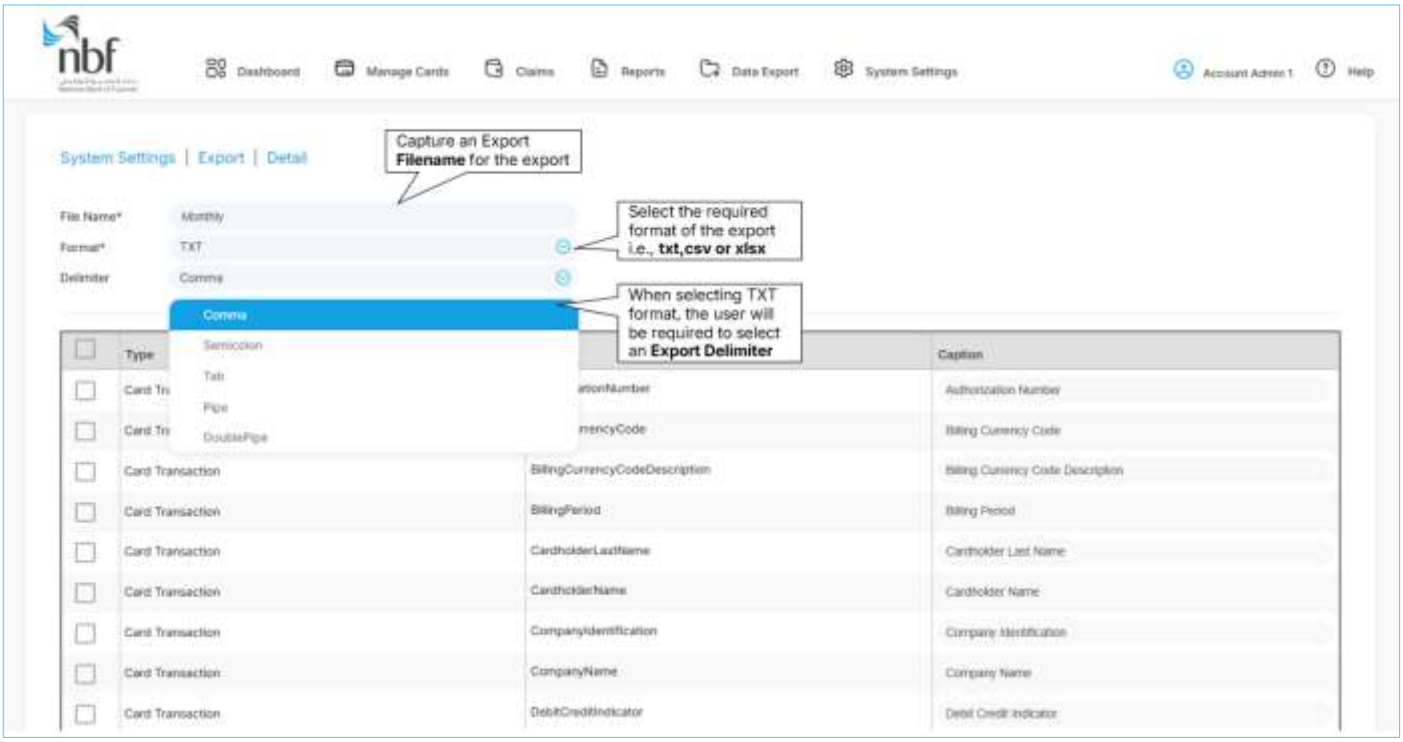


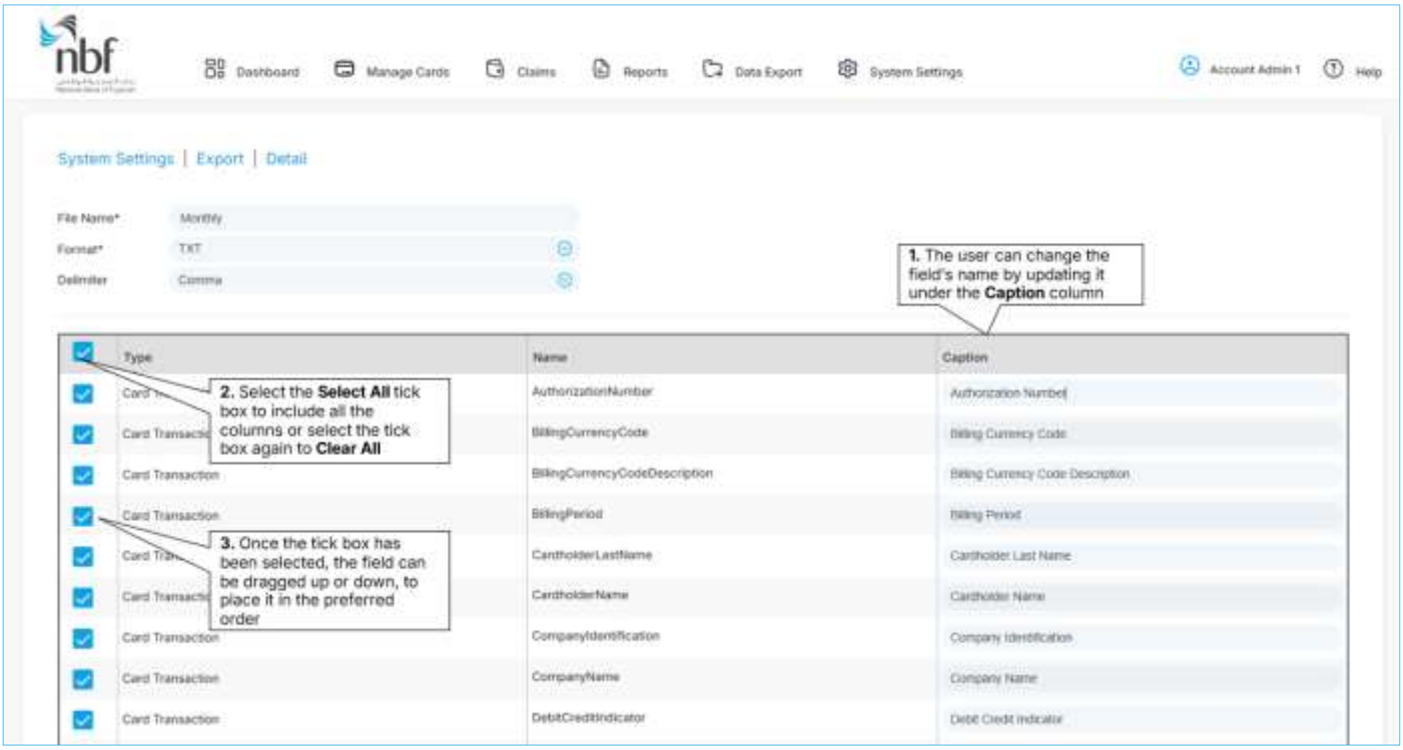
5.2 How to configure exports

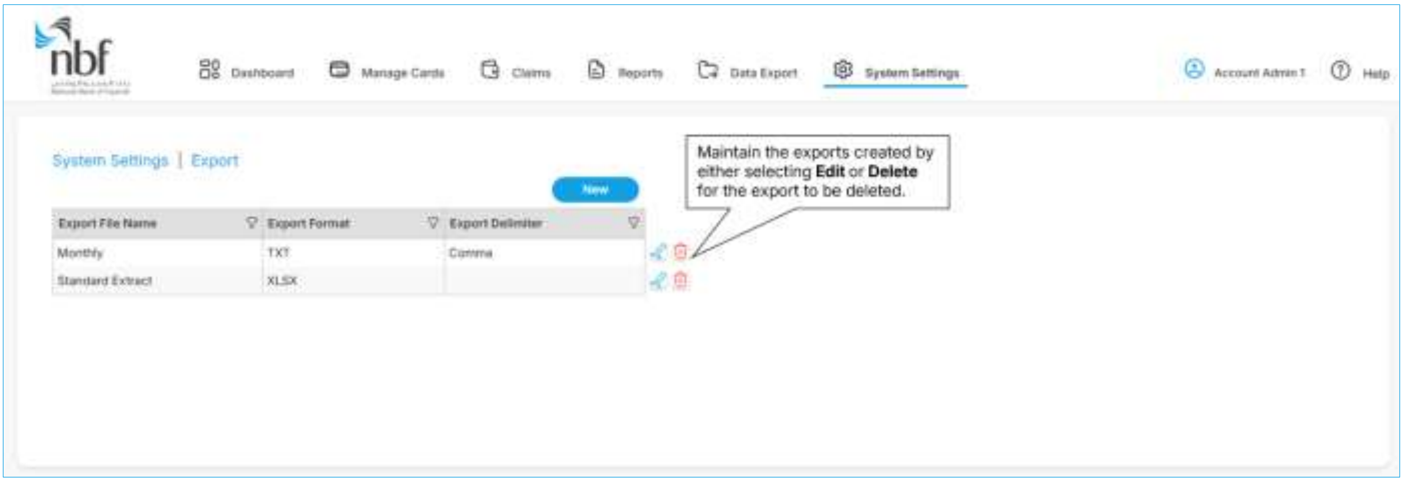
The Account Administrator can create multiple preconfigured reports with the fields required by the company or for upload into its back-office systems. The report configuration can include card transaction fields received from issuer data files and claim fields where Cardholders have allocated their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


Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
System Settings | Export
New
Export File Name
Export Format
Export Delimiter
Standard Extract
XLSX

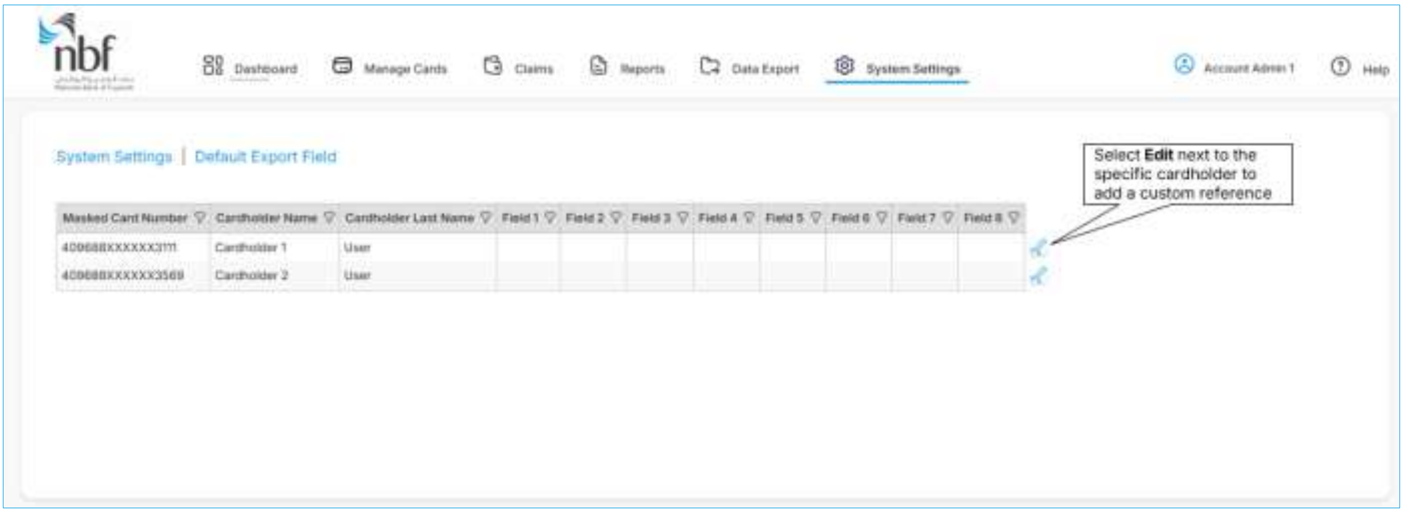

Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
System Settings | Export | Detail
Capture an Export **Filename** for the export
Select the required format of the export i.e., **txt,csv or xlsx**
When selecting TXT format, the user will be required to select an **Export Delimiter**
File Name*
Monthly
Format*
TXT
Delimiter
Comma
Comma
Semicolon
Tab
Pipe
DoublePipe
Type
Caption
BillingCurrencyCodeDescription
BillingPeriod
CardholderLastName
CardholderName
CompanyIdentification
CompanyName
DebitCreditIndicator

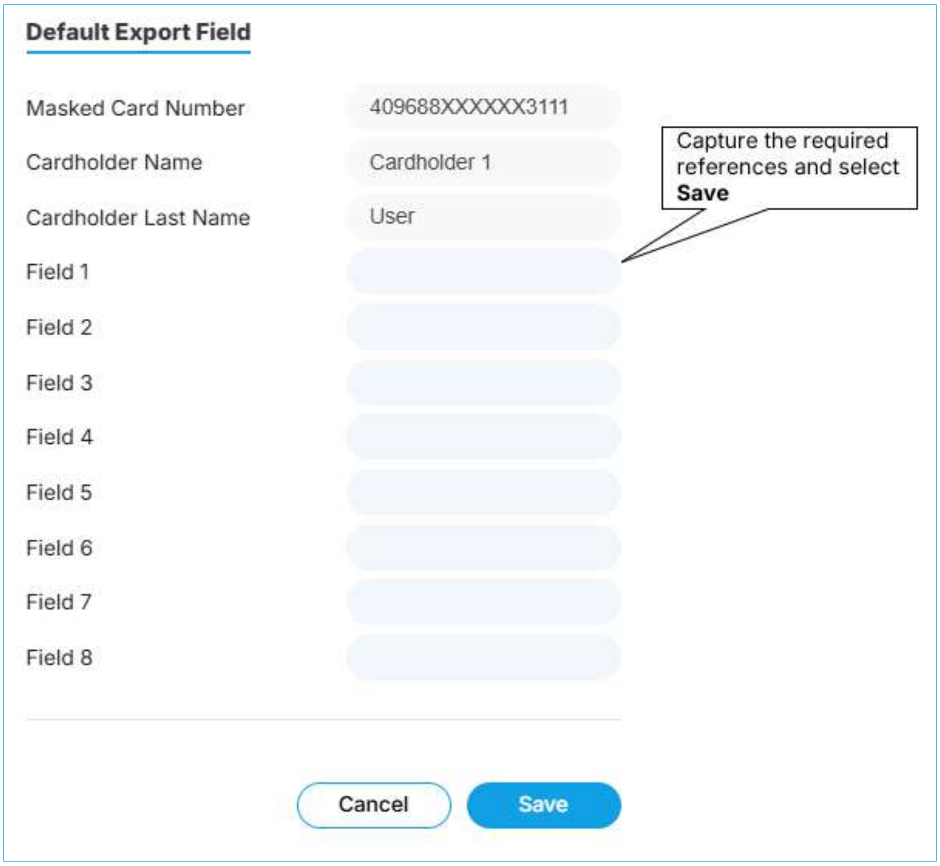




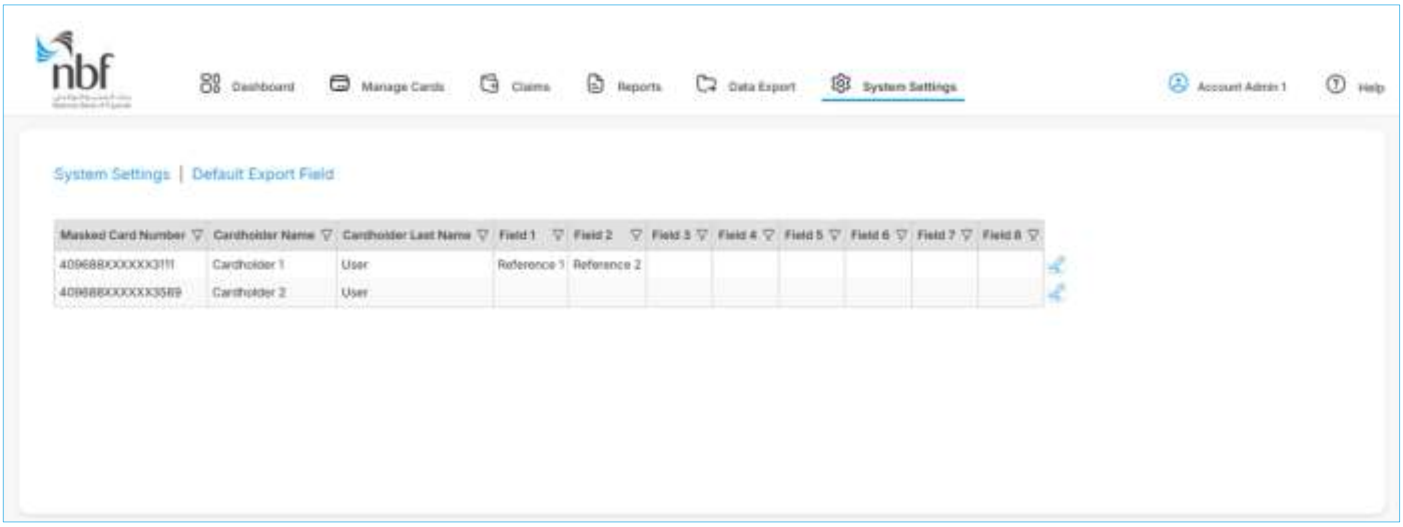
5.3 Default Export Fields

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.





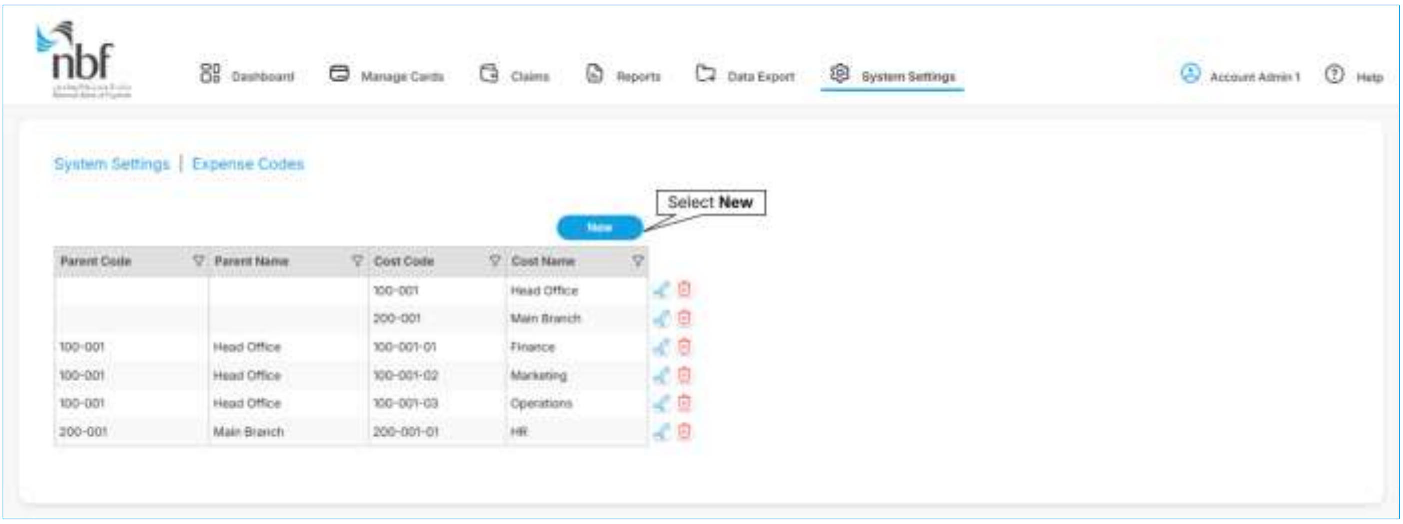
Once the required fields have been updated with the details related to a Cardholder, the details will be saved and can be updated when required.



5.4 Expense Codes

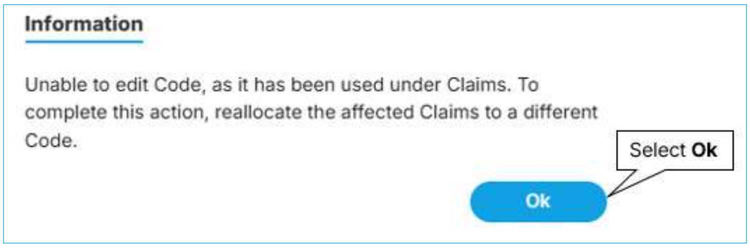
The Account Administrator can preconfigure and maintain Expense Codes. A two-level allocation is available in the Claims process for users to select from a dropdown list.

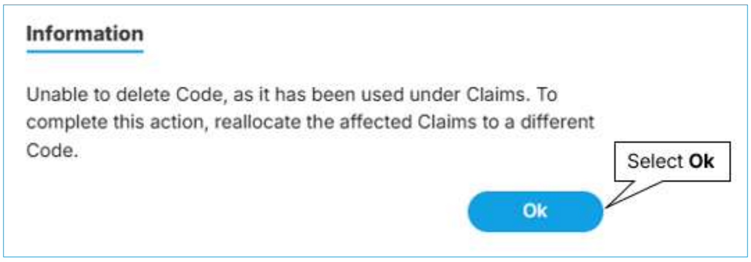
When the Account Administrator creates Expense Codes, the **Code** and **Description** fields are mandatory and must be unique. Linking a cost code to a **Parent Code** is optional.



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.

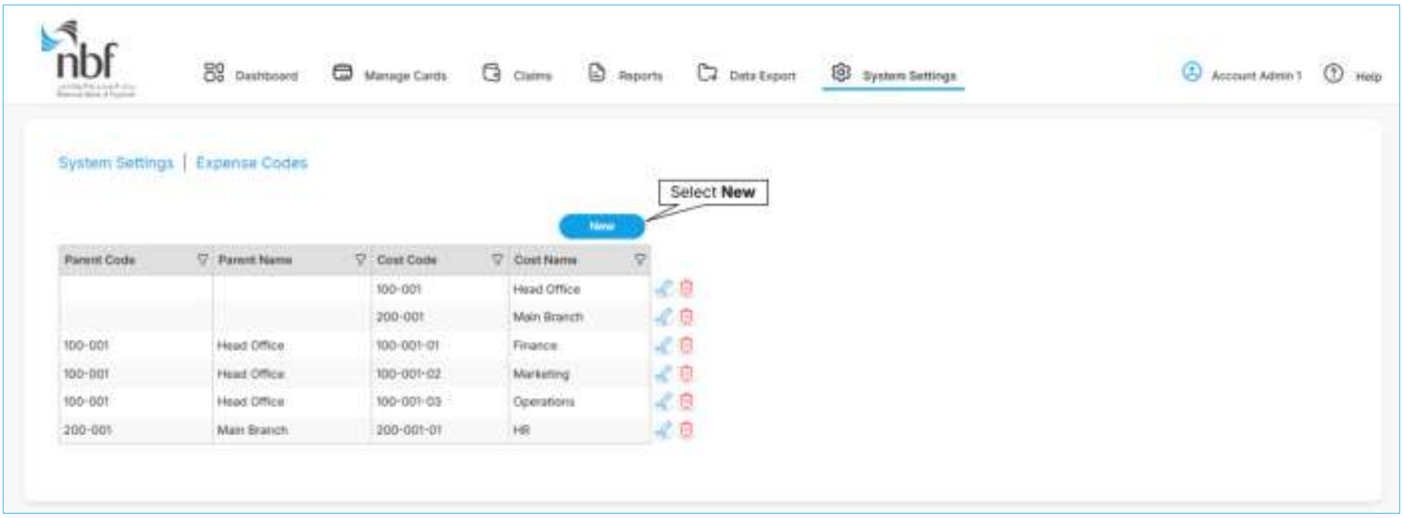
Once the cost code has been created, the user can only **Edit** or **Delete** a cost code that has not yet been linked to an allocated Claim.



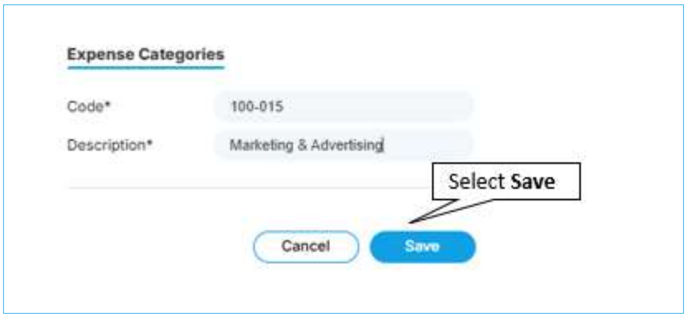


5.5 Expense Categories

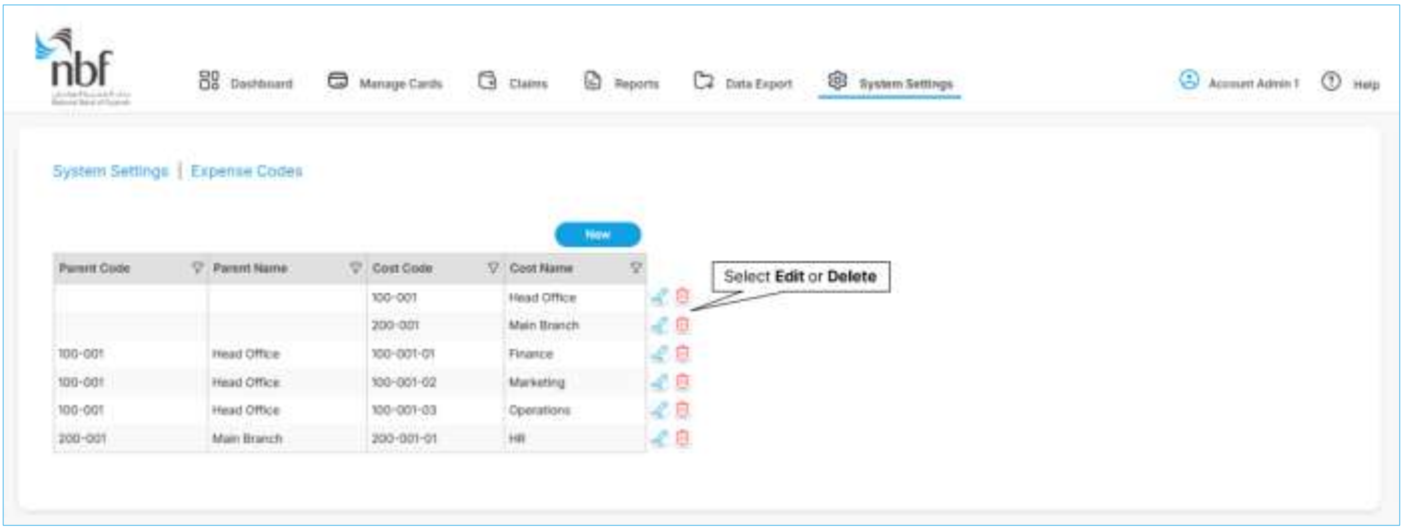
The Account Administrator can preconfigure and maintain the Expense Categories that will be available during the Claims process.



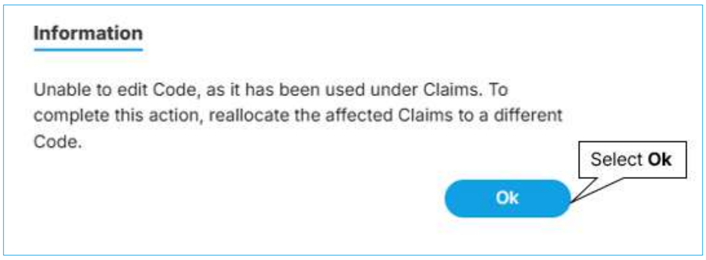
After selecting the **New** button, the Expense Categories pop-up will display.

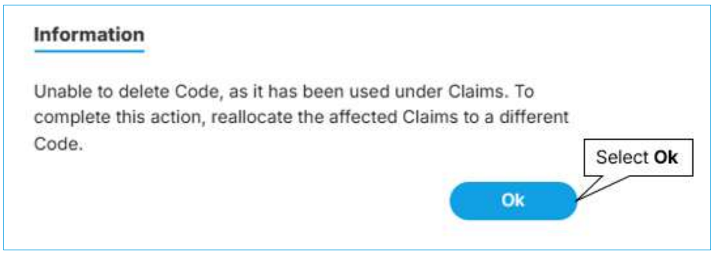


Once an Expense Category has been created, the user can only **Edit** or **Delete** an expense category that has not yet been linked to an allocated claim.



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

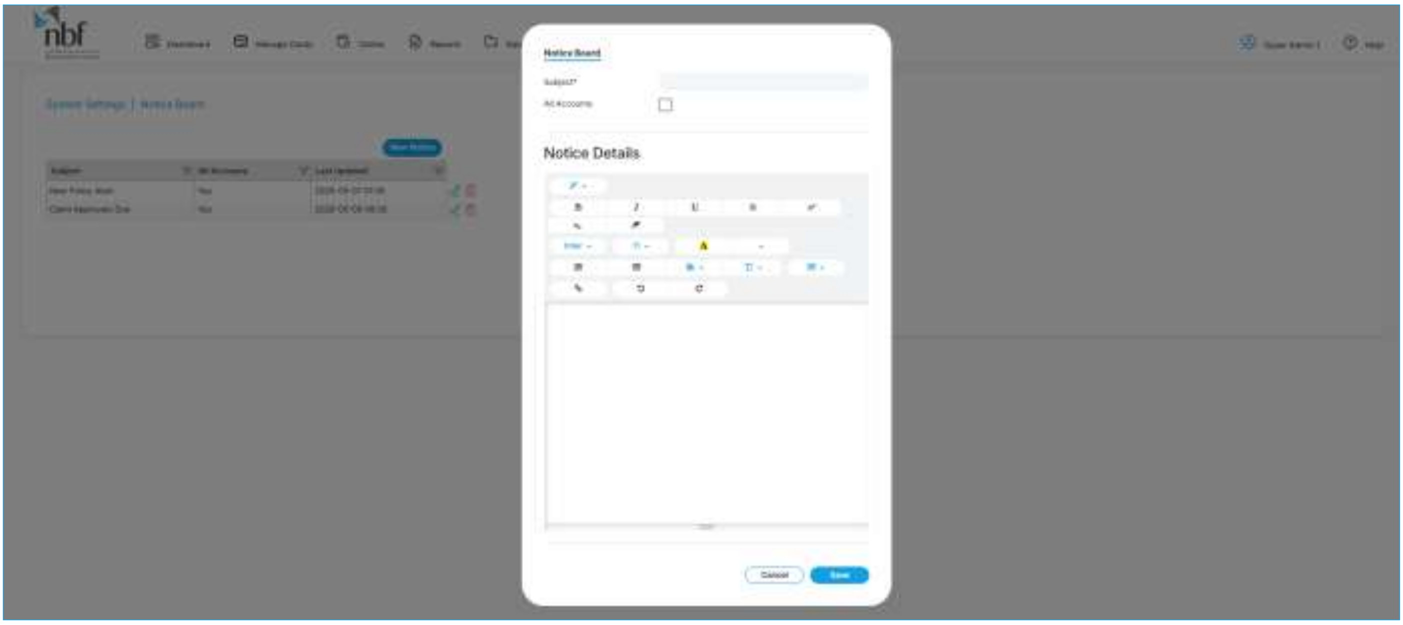


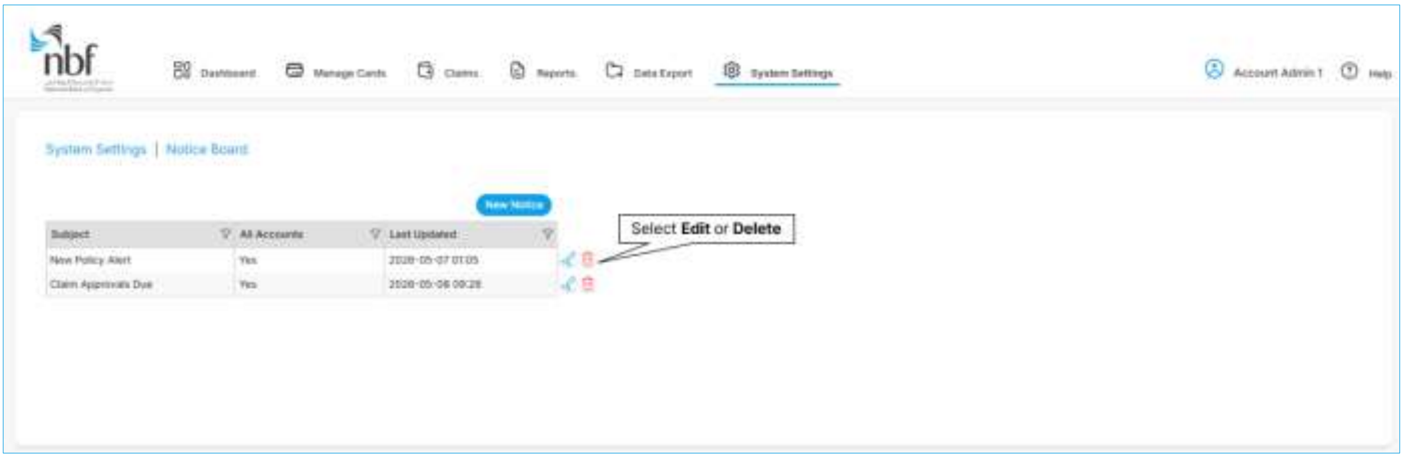


5.6 Notice Board

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

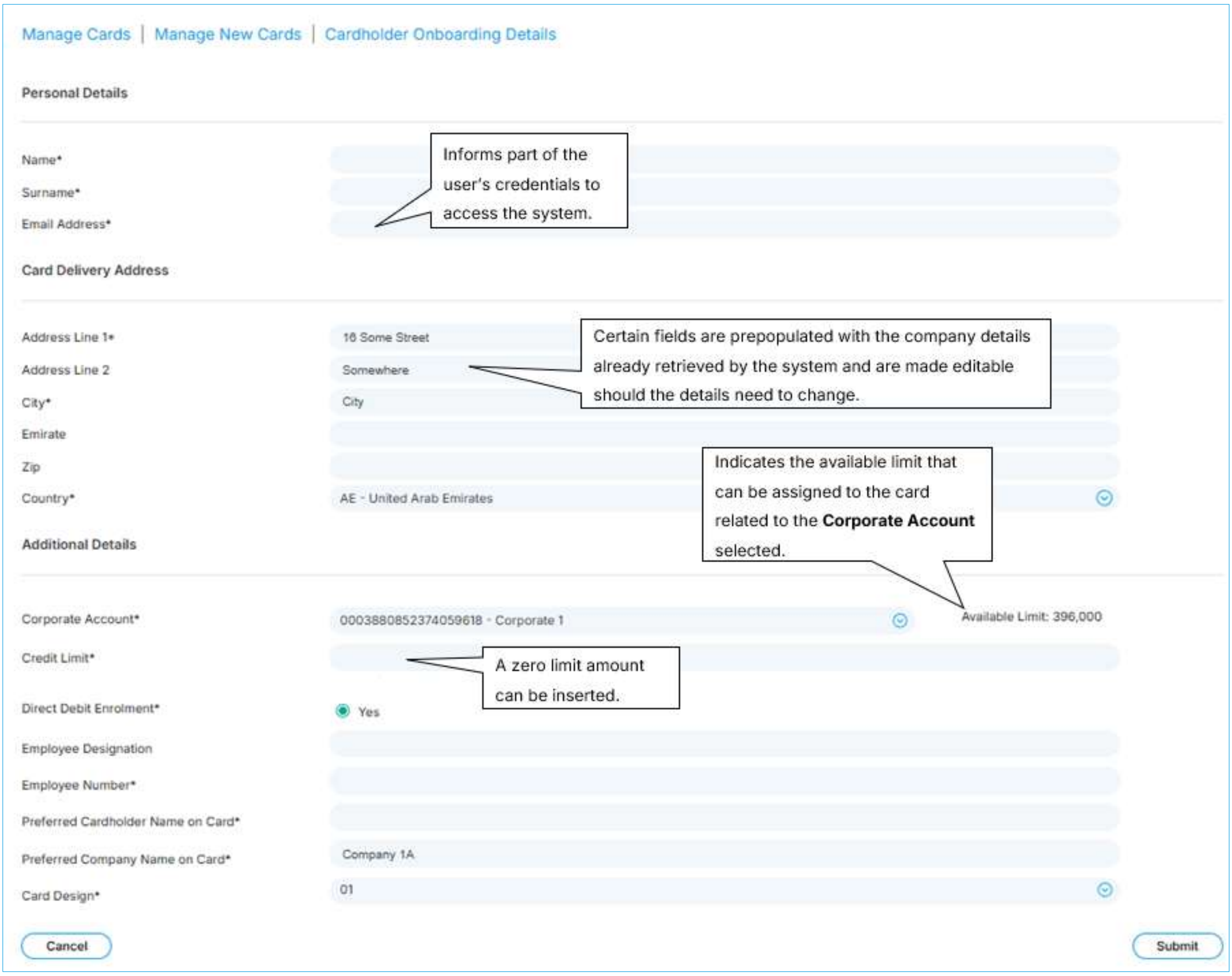
6.2.1 How to create the order

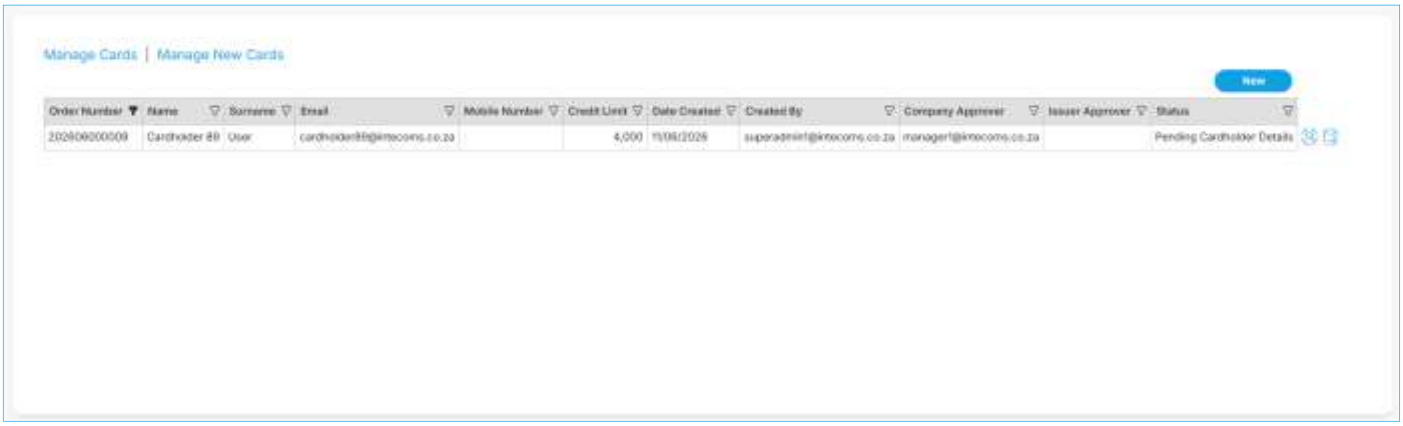
Once the approval workflow is confirmed as **Disabled**, the Administrator goes to **Manage Cards | Manage New Cards** to create a new card order request. The grid displays all new card order details and their respective statuses.

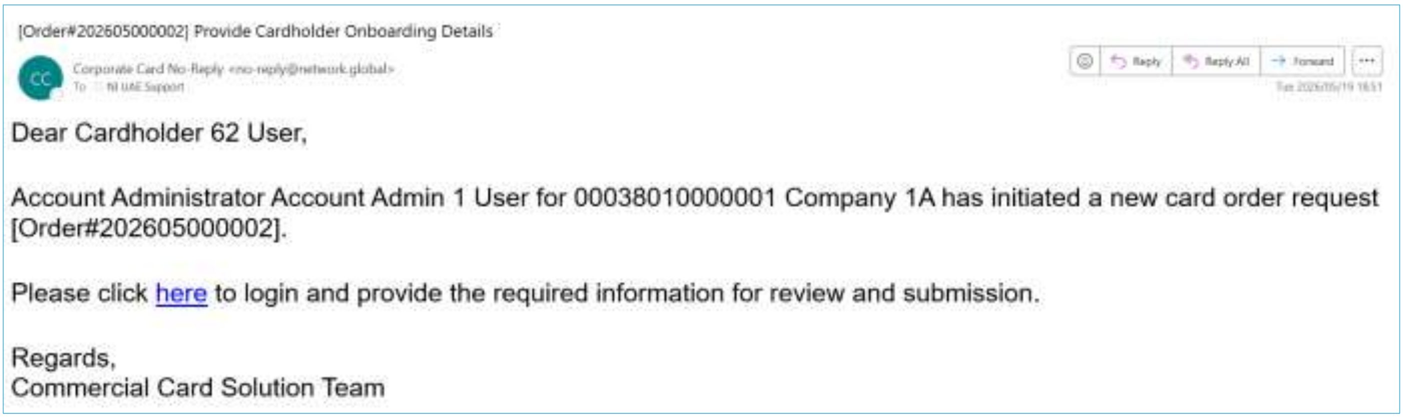
The following order statuses can display when the workflow is **Disabled**.

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*
16 Some Street
Address Line 2
Somewhere
City*
City
Certain fields are prepopulated with the company details already retrieved by the system and are made editable should the details need to change.
Emirate
Zip
Country*
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*
0003880852374059618 - Corporate 1
Available Limit: 396,000
Credit Limit*
A zero limit amount can be inserted.
Direct Debit Enrolment*
Yes
Employee Designation
Employee Number*
Preferred Cardholder Name on Card*
Preferred Company Name on Card*
Company 1A
Card Design*
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
4,000
Pending Cardholder Details



[Order#202605000002] Provide Cardholder Onboarding Details

Corporate Card No-Reply <no-reply@network.global>

Dear Cardholder 62 User,

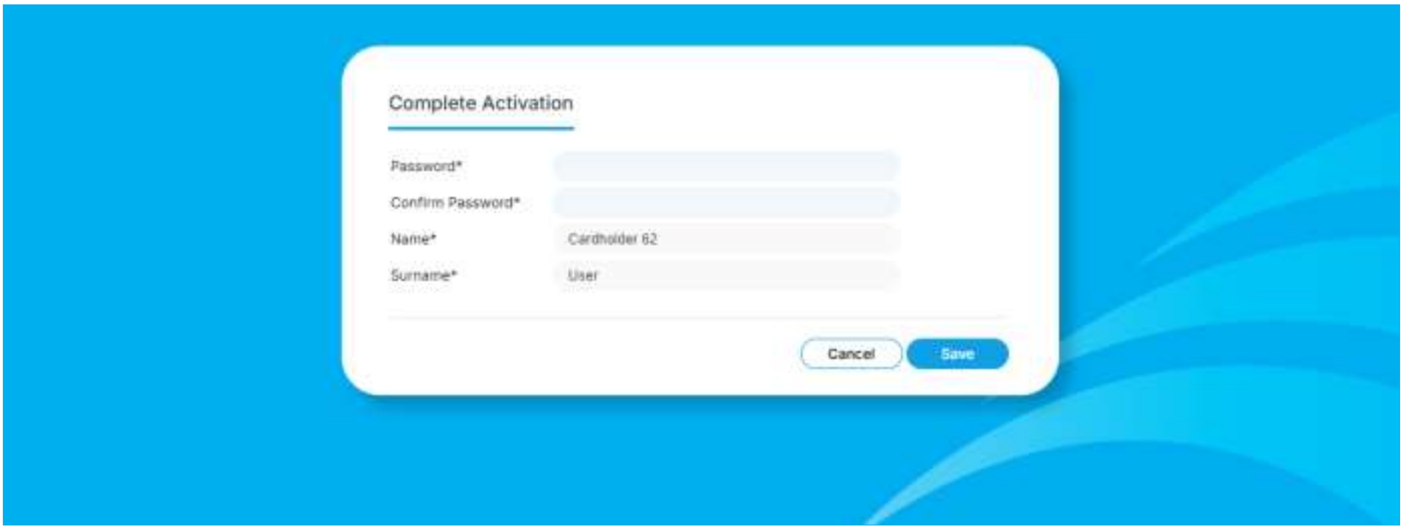
Account Administrator Account Admin 1 User for 00038010000001 Company 1A has initiated a new card order request [Order#202605000002].

Please click here to login and provide the required information for review and submission.

Regards,
Commercial Card Solution Team

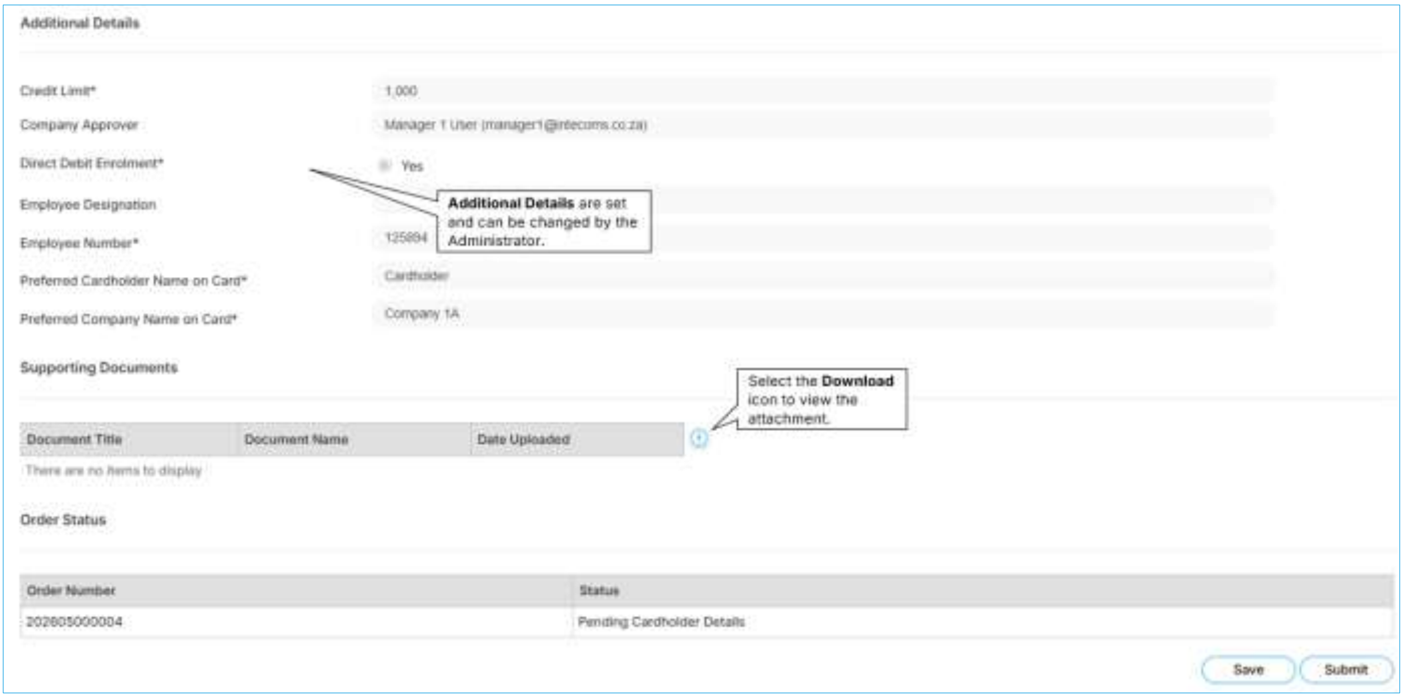
6.2.2 How the Cardholder completes the order

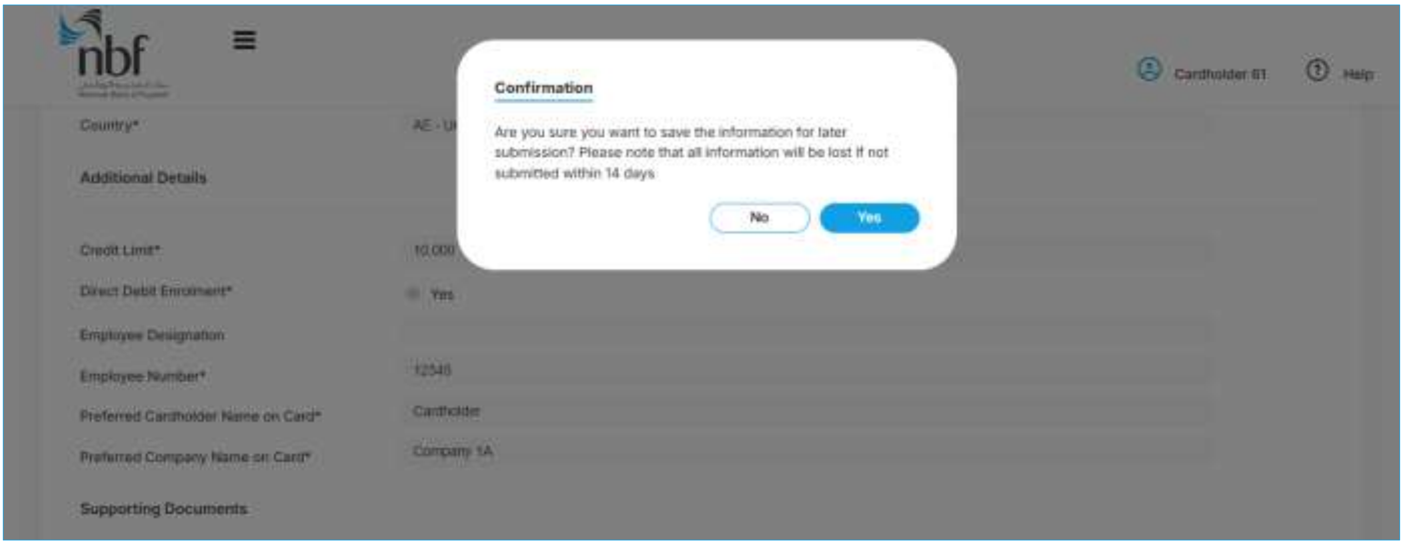
1. The new Cardholder selects the link in the email notification.
2. The Cardholder creates a password to activate the temporary profile.
3. The Cardholder signs in to the portal.
4. The Cardholder completes the required details on the **Cardholder Onboarding Details** screen.
5. The Cardholder selects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



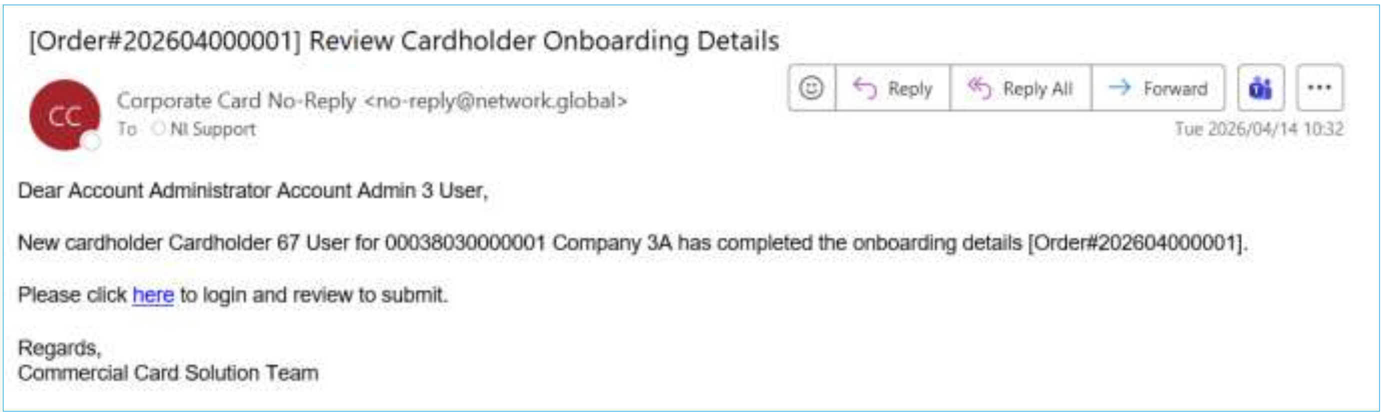

Cardholder 81
Help
Manage Cards | Manage New Cards | Cardholder Onboarding Details
Personal Details
Name*
Cardholder 81
Surname*
User
Email Address*
cardholder81@intecoms.co.za
Mobile Number*
Date of Birth*
Gender*
Male
Female
Country of Birth*
Identity Type*
Passport
Valid identity documents are required. (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@intecoms.co.za)
Direct Debit Enrolment*
Yes
Employee Designation
Employee Number*
125894
Preferred Cardholder Name on Card*
Cardholder
Preferred Company Name on Card*
Company 1A
Additional Details are set and can be changed by the Administrator.
Supporting Documents
Document Title
Document Name
Date Uploaded
There are no items to display
Select the **Download** icon to view the attachment.
Order Status
Order Number
Status
202605000004
Pending Cardholder Details
Save
Submit

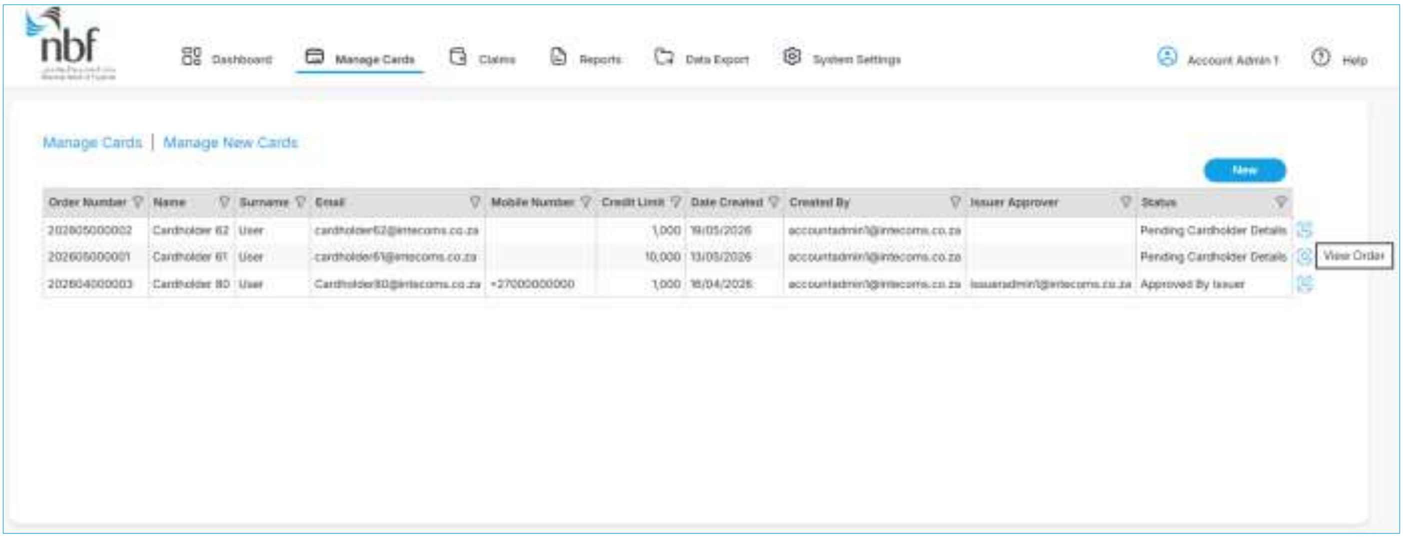


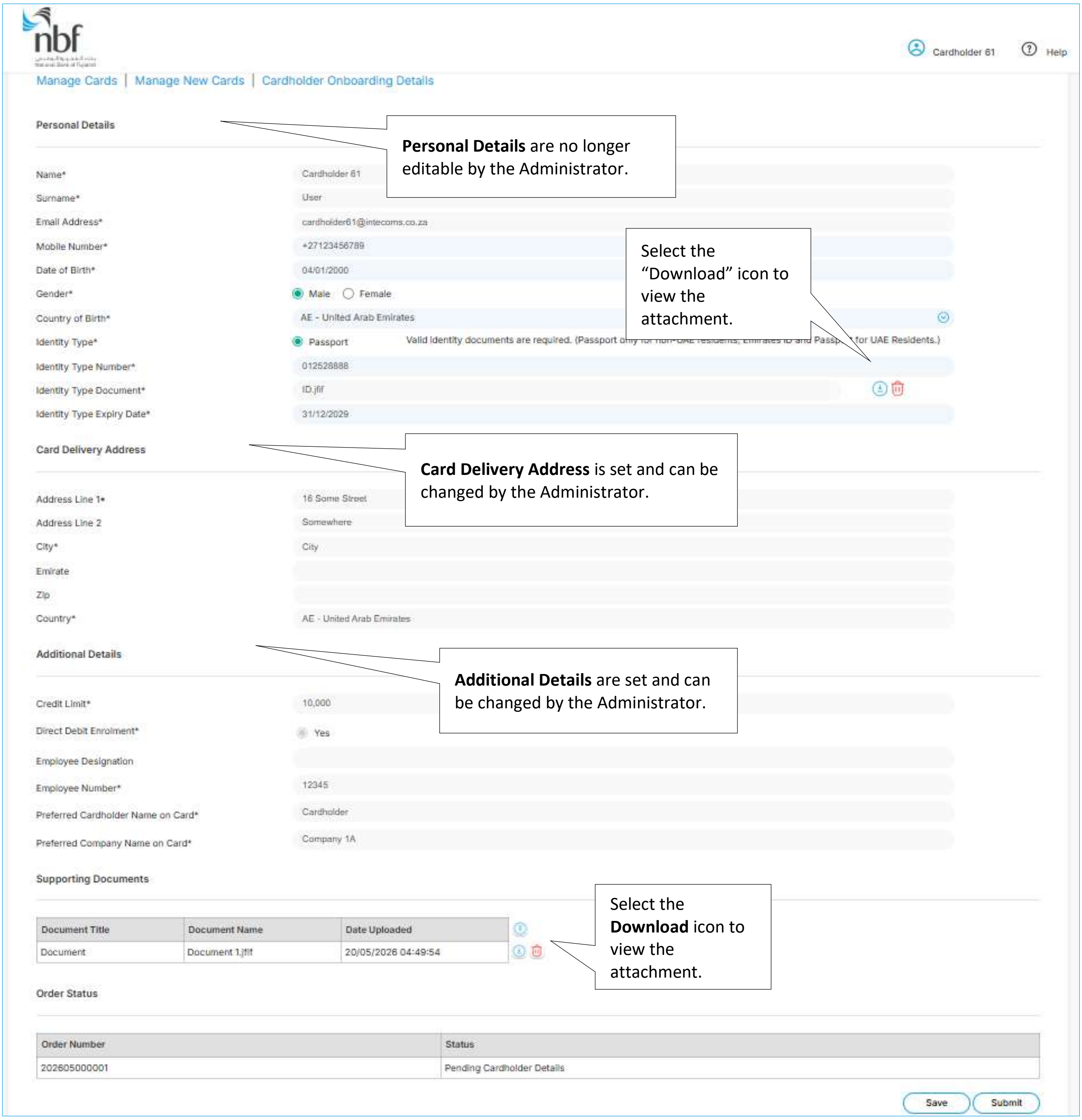
When the new cardholder selects to **Submit** the order, the Administrator that created the order will receive the **Review Cardholder Onboarding Details** email notification advising that the order is ready for review.



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.

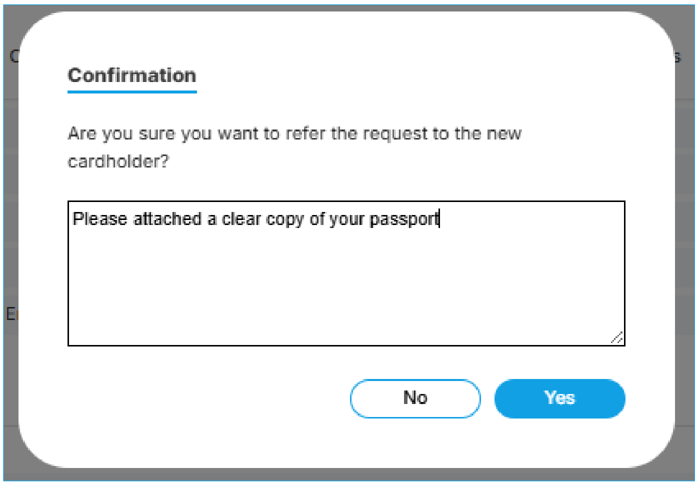


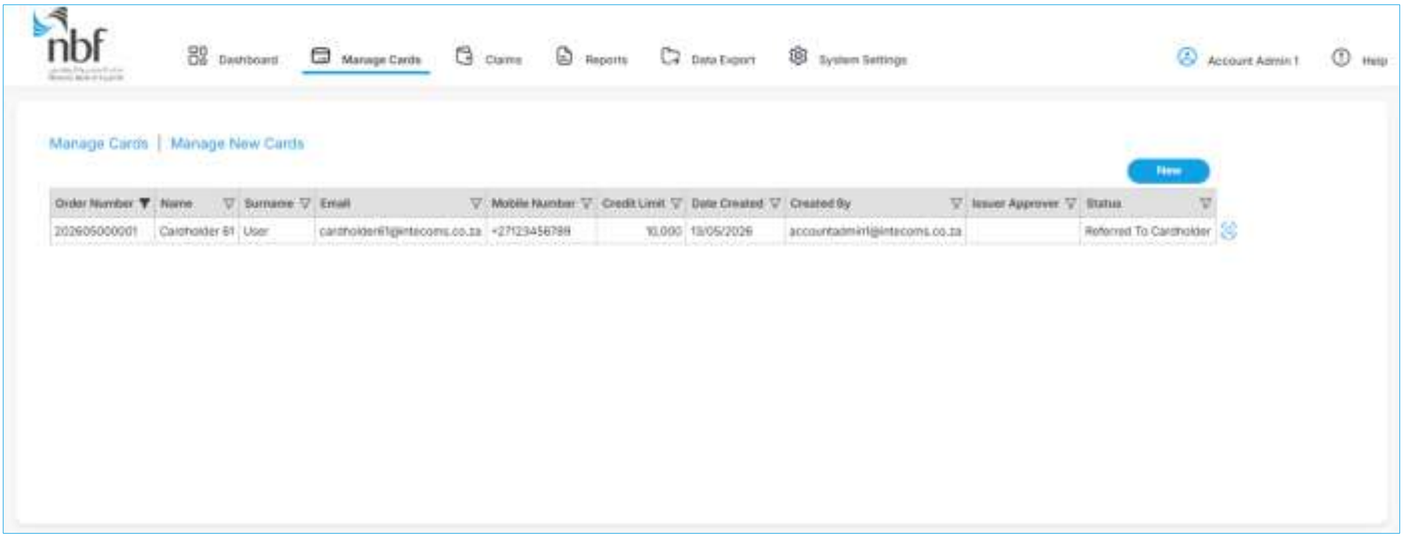


6.2.4 How to refer an order to the new Cardholder

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.






[Order#202605000001] Review Cardholder Onboarding Details

Dear Account Administrator Account Admin 1 User,

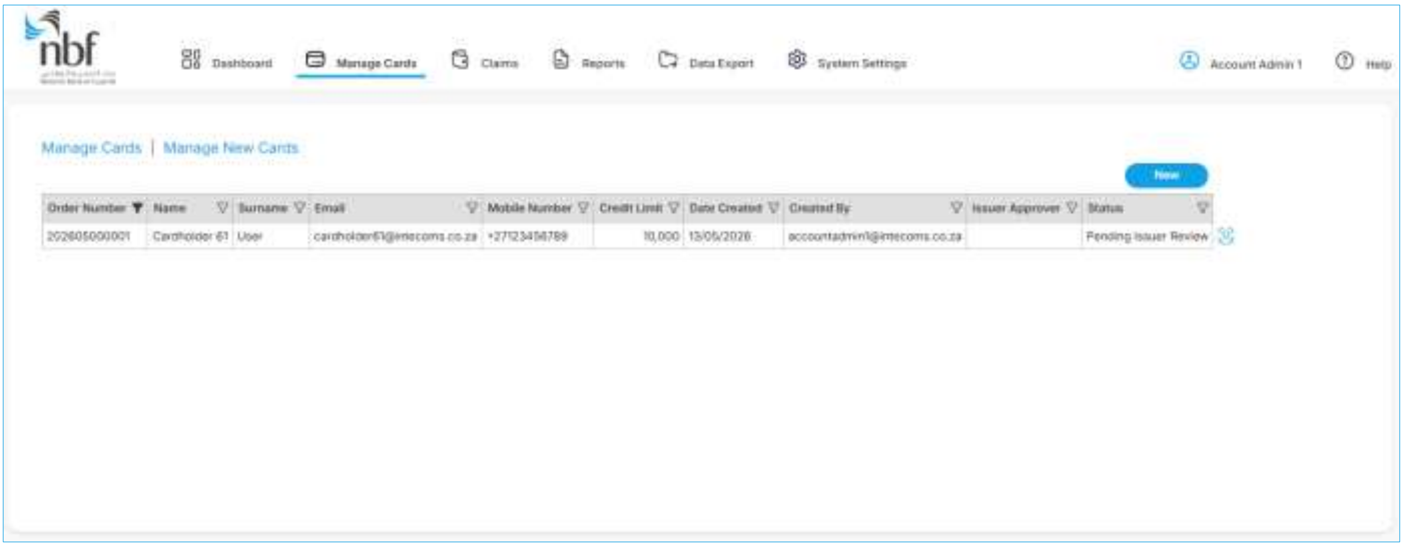
New cardholder Cardholder 61 User for 00038010000001 Company 1A has completed the onboarding details [Order#202605000001].

Please click here to login and review to submit.

Regards,
Commercial Card Solution Team

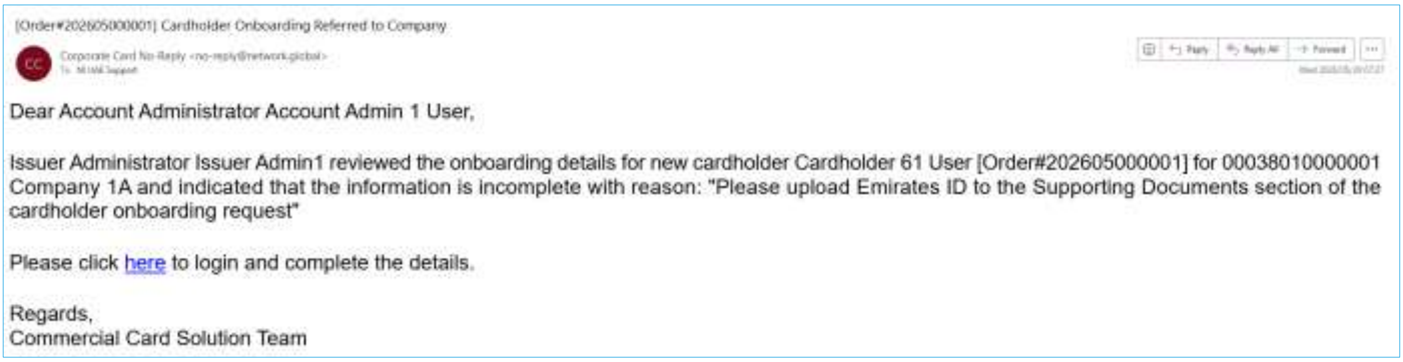
6.2.5 How to submit an order to the Issuing Bank

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.

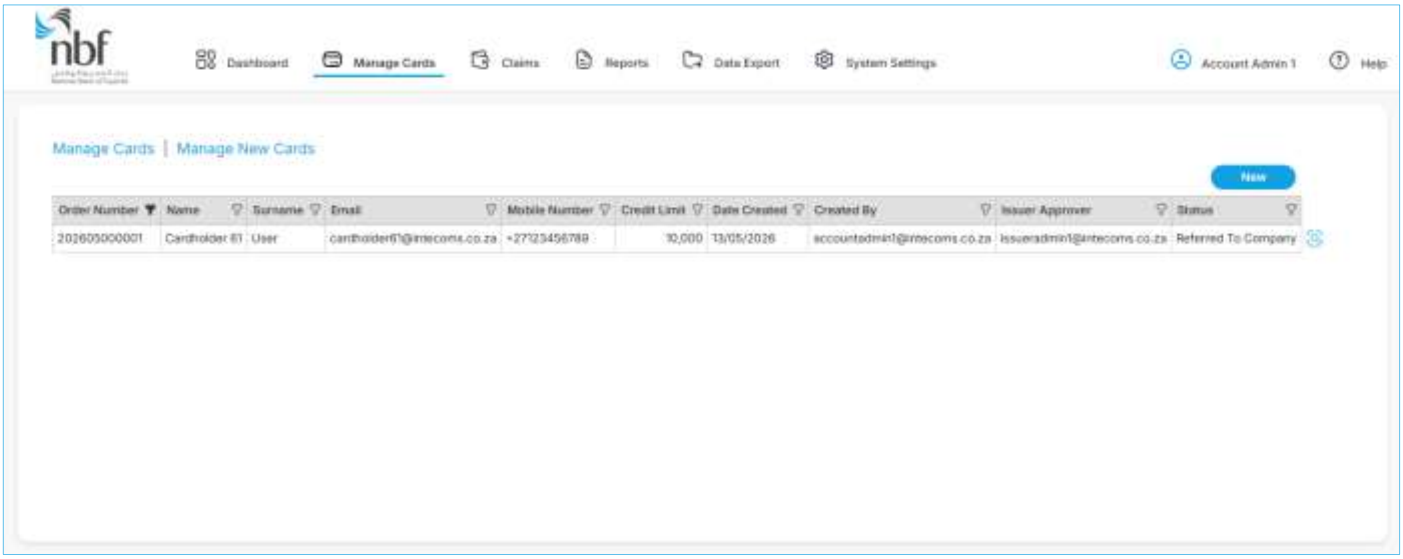

[Order#202605000001] Cardholder Onboarding Referred to Company

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"

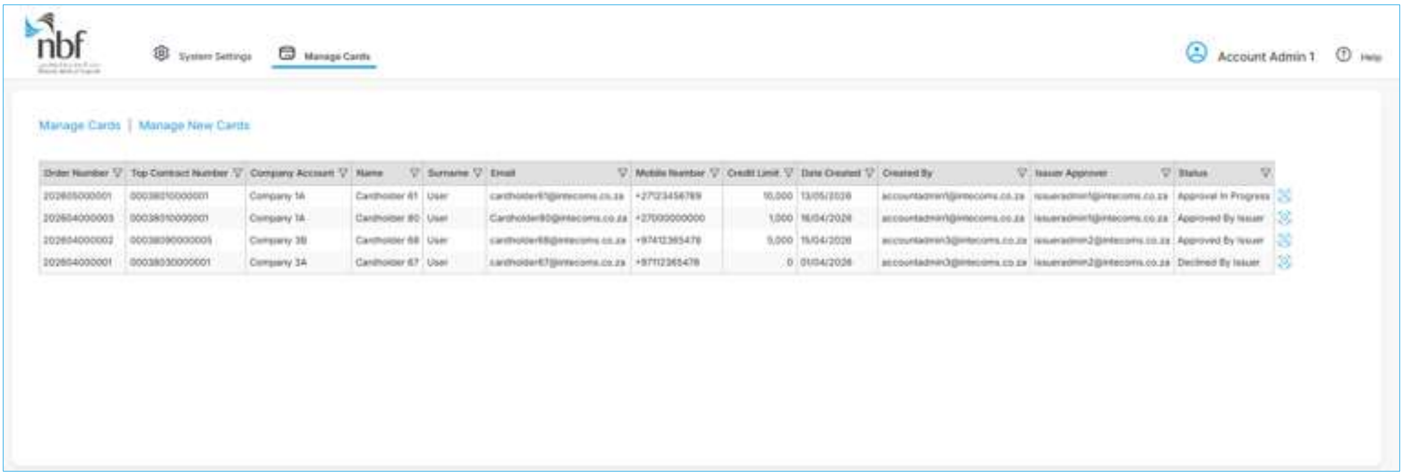
Please click here to login and complete the details.

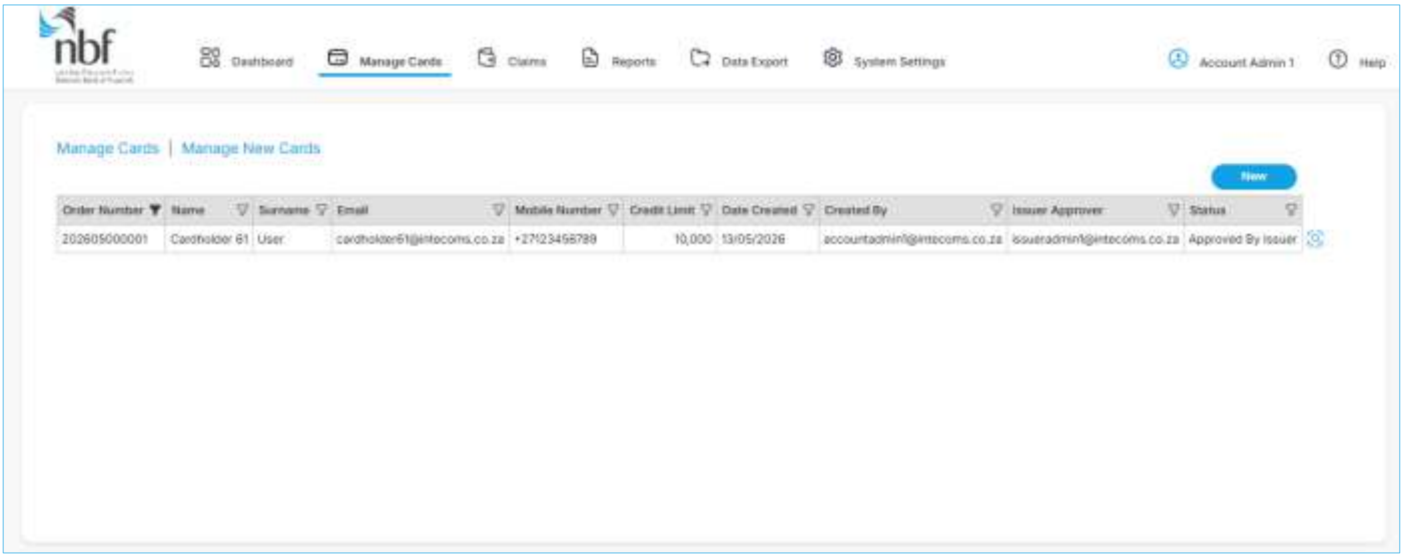
Regards,
Commercial Card Solution Team



6.2.7 Approved order by Issuing Bank

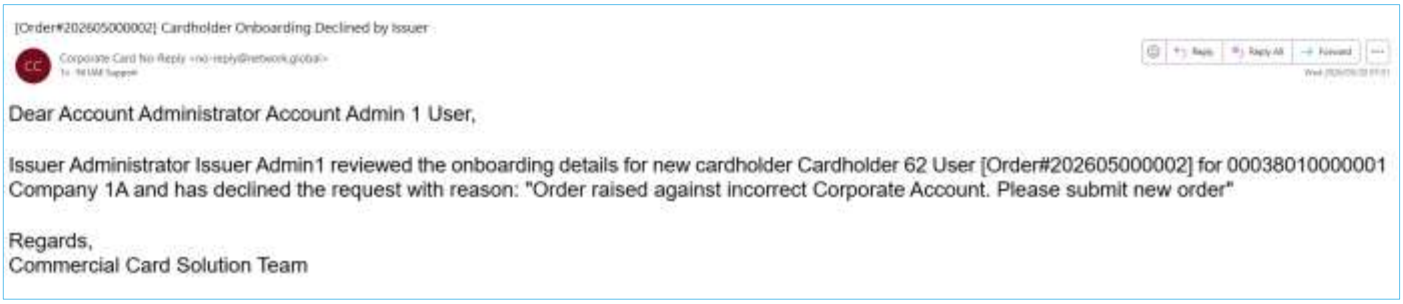
Once the order is verified as correct, the Issuing Bank will approve it. The order status first updates to **Approval in Progress** in **Manage Cards | Manage New Cards** and then changes to **Approved by Issuer** once the system has successfully processed the new card order request.





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.


[Order#202605000002] Cardholder Onboarding Declined by Issuer

Corporate Card No-Reply <no-reply@network.global>

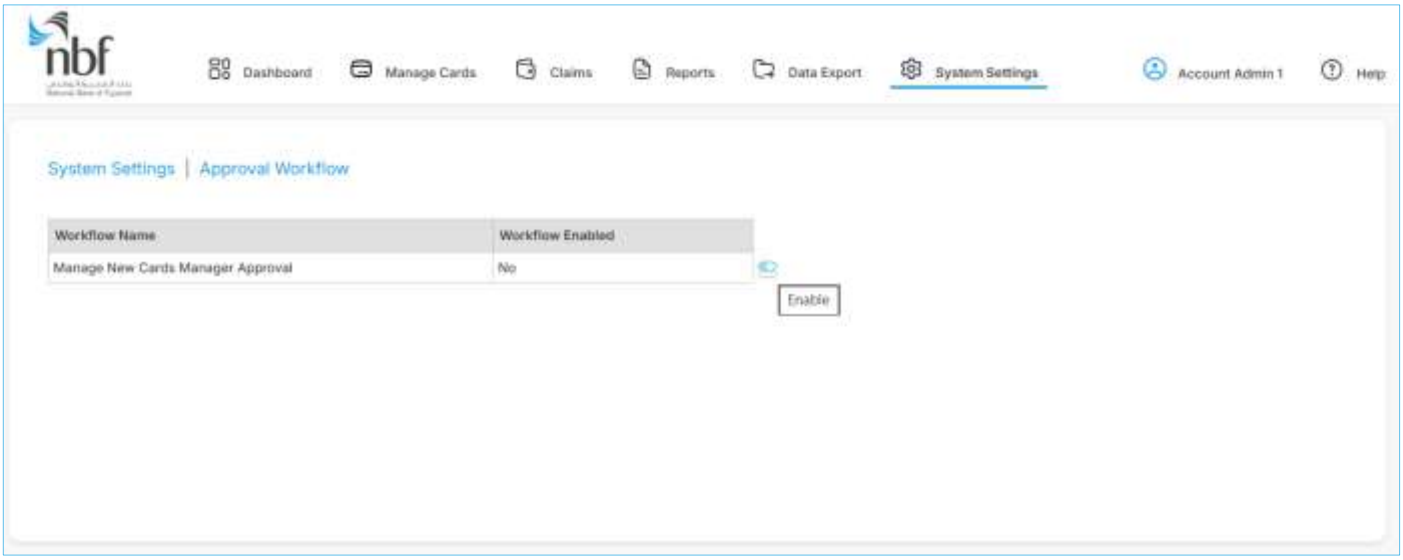
Dear Account Administrator Account Admin 1 User,

Issuer Administrator Issuer Admin1 reviewed the onboarding details for new cardholder Cardholder 62 User [Order#202605000002] for 00038010000001 Company 1A and has declined the request with reason: "Order raised against incorrect Corporate Account. Please submit new order"

Regards,
Commercial Card Solution Team

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.



6.3.1 How to create the order

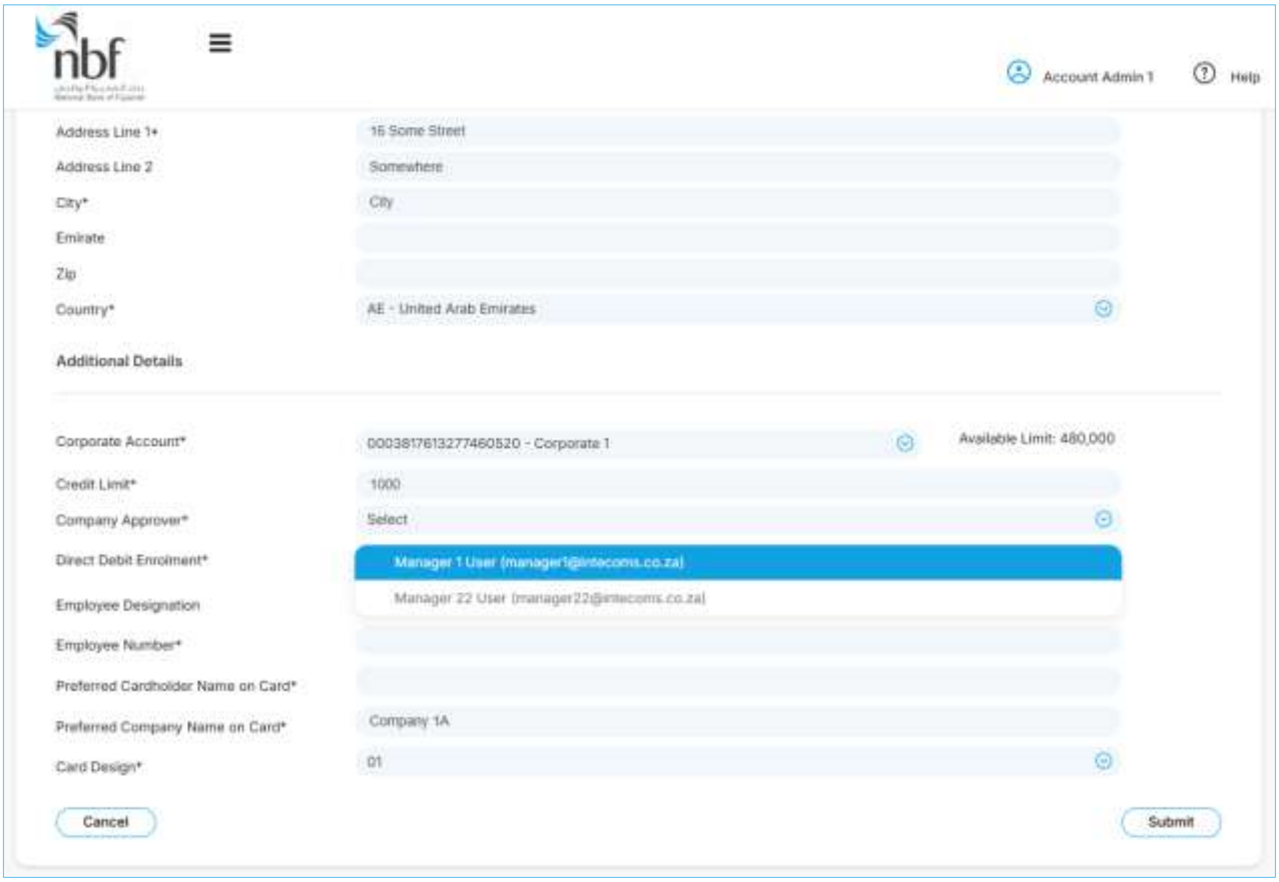
Once the approval workflow has been set, the Administrator goes to **Manage Cards | Manage New Cards** to order a new card. The grid displays all new card order details and their respective statuses.

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.



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

[Order#202605000003] Review Cardholder Onboarding Details

Corporate Card No-Reply <no-reply@network.global>

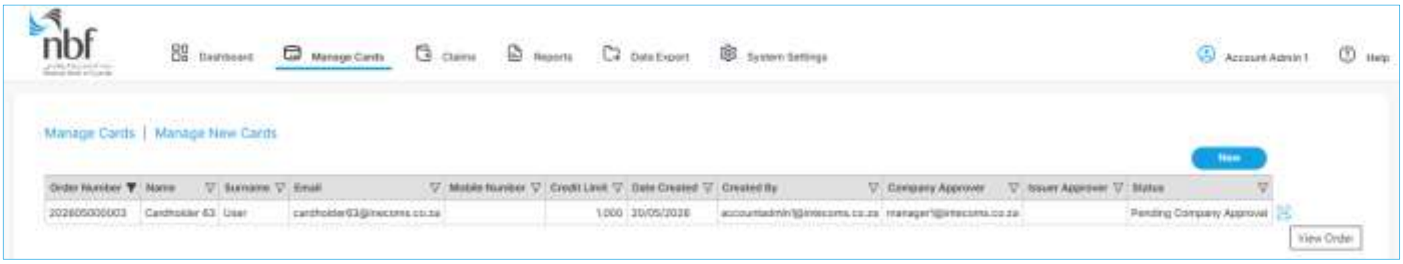
Dear Manager Manager 1 User,

Account Administrator Account Admin 1 User for 00038010000001 Company 1A has initiated a new card order request for Cardholder Cardholder 63 User [Order#202605000003].

Please click here to login and review the details for approval.

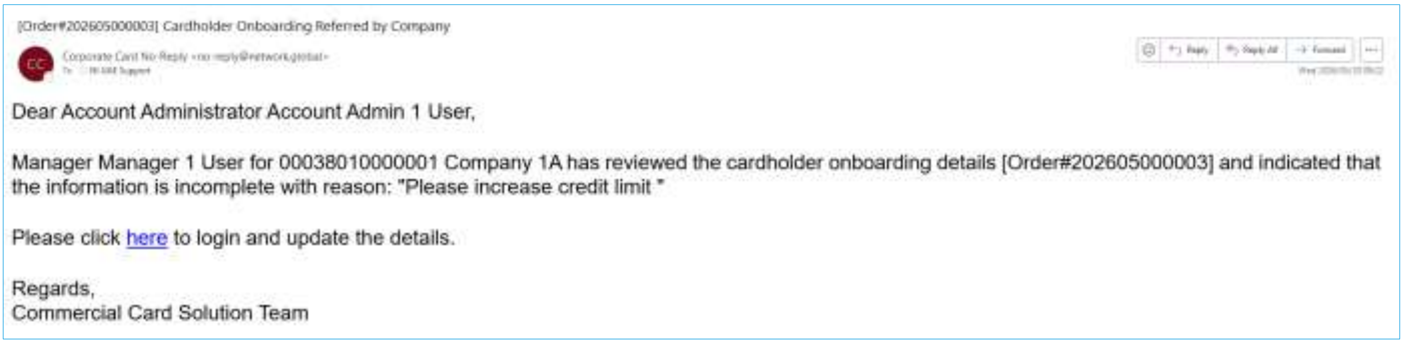
Regards,
Commercial Card Solution Team

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.



[Order#202605000003] Cardholder Onboarding Referred by Company

Corporate Card No-Reply <no-reply@network.global>

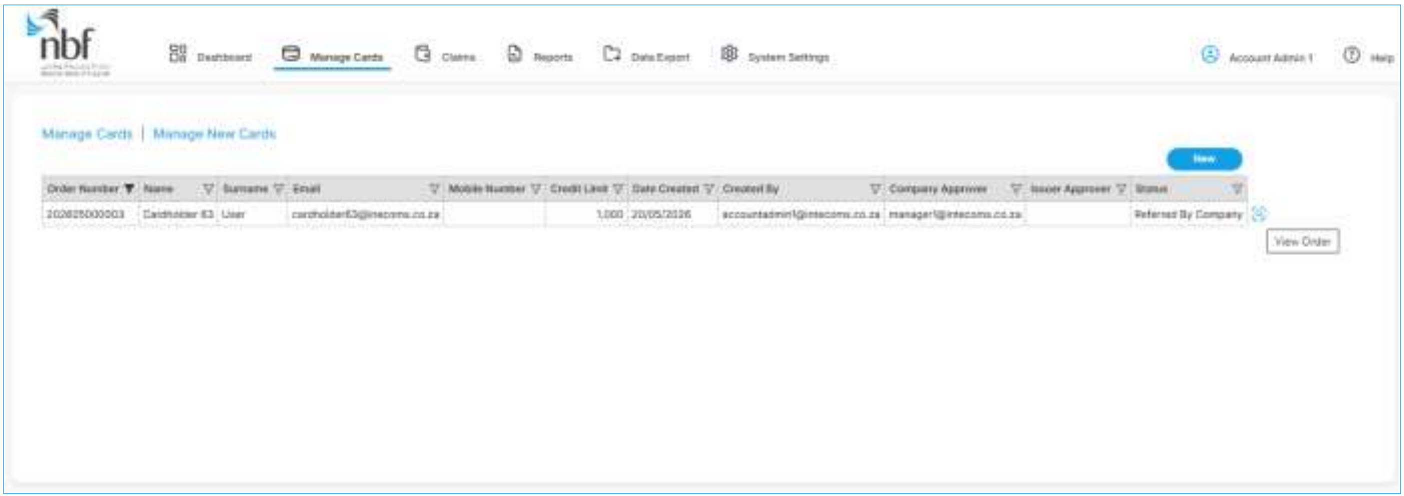
Dear Account Administrator Account Admin 1 User,

Manager Manager 1 User for 00038010000001 Company 1A has reviewed the cardholder onboarding details [Order#202605000003] and indicated that the information is incomplete with reason: "Please increase credit limit "

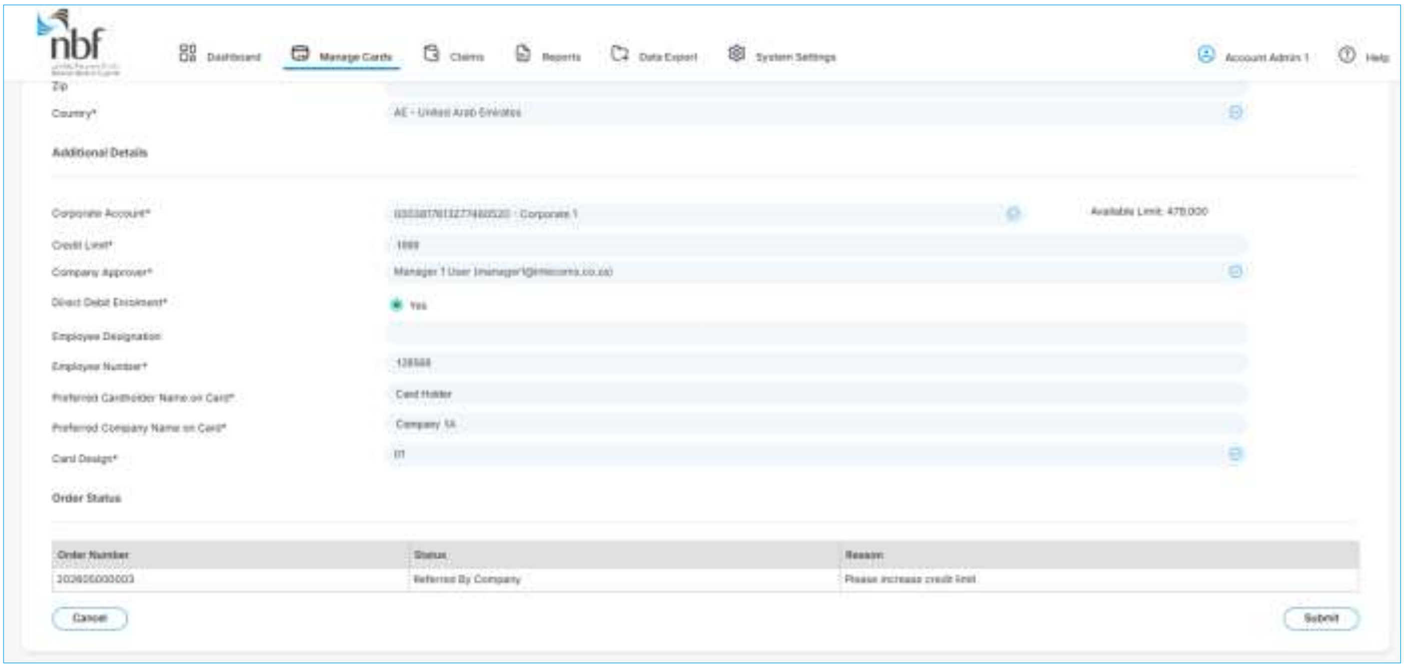
Please click here to login and update the details.

Regards,
Commercial Card Solution Team

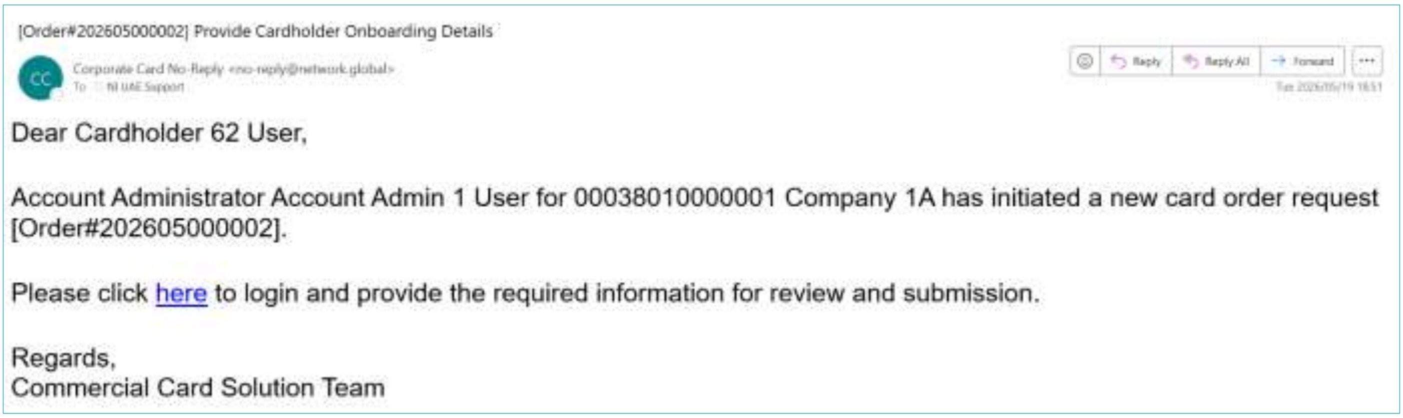
The Administrator can go to **Manage Cards | Manage New Cards** and select the **View Order** icon to update the order.



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.



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

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.

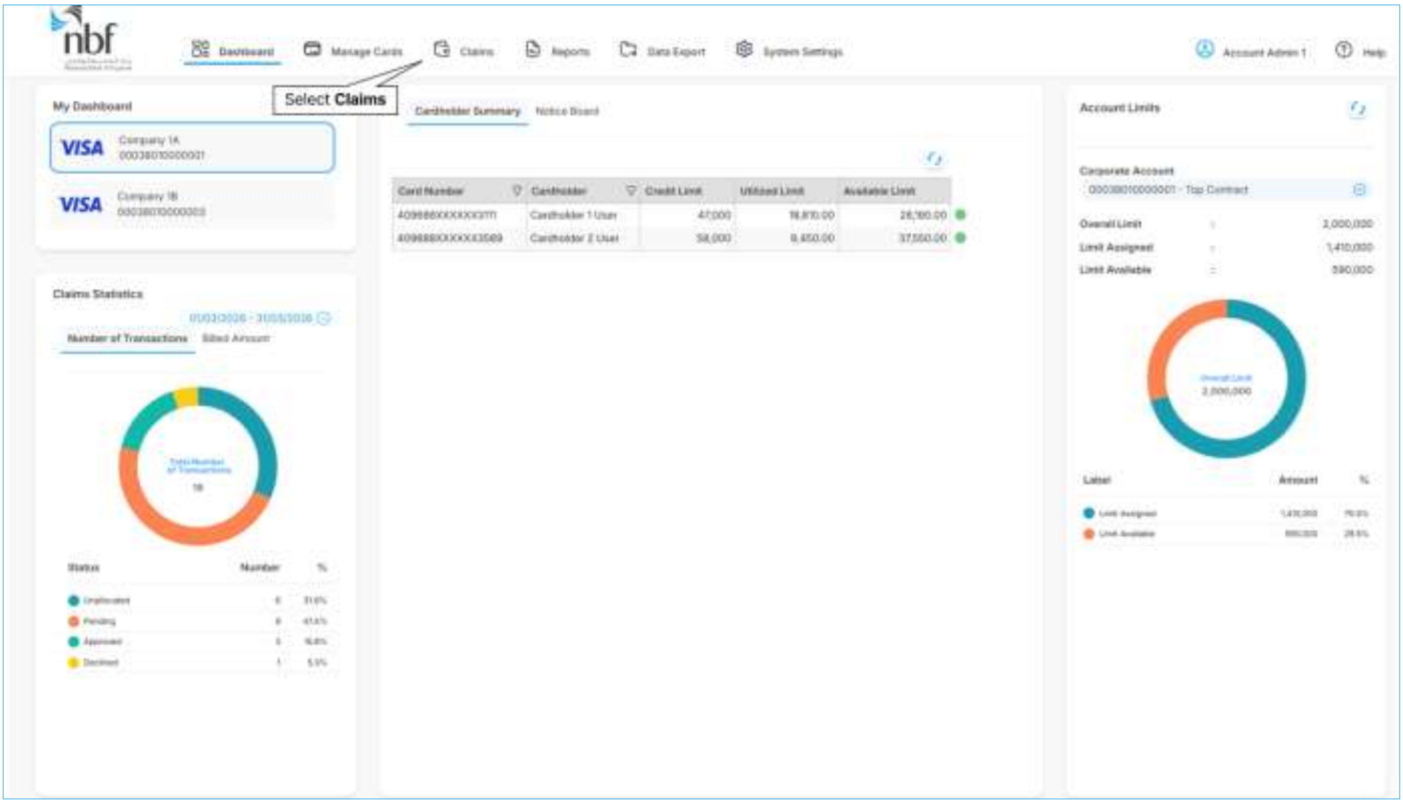
Regards,
Commercial Card Solution Team

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.

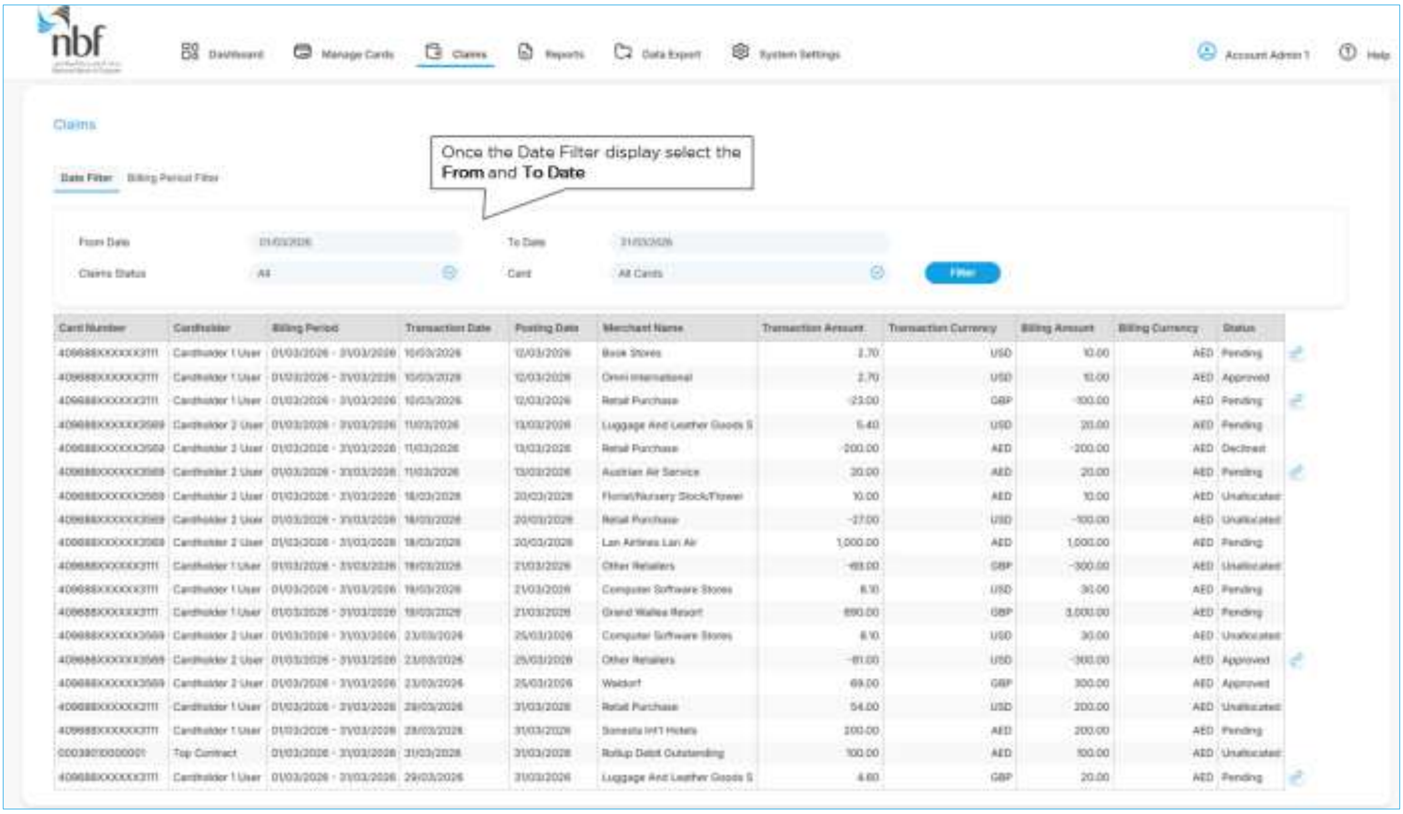
- Allocate Claims
- Upload Receipts to Claims
- Approve/Decline Claims

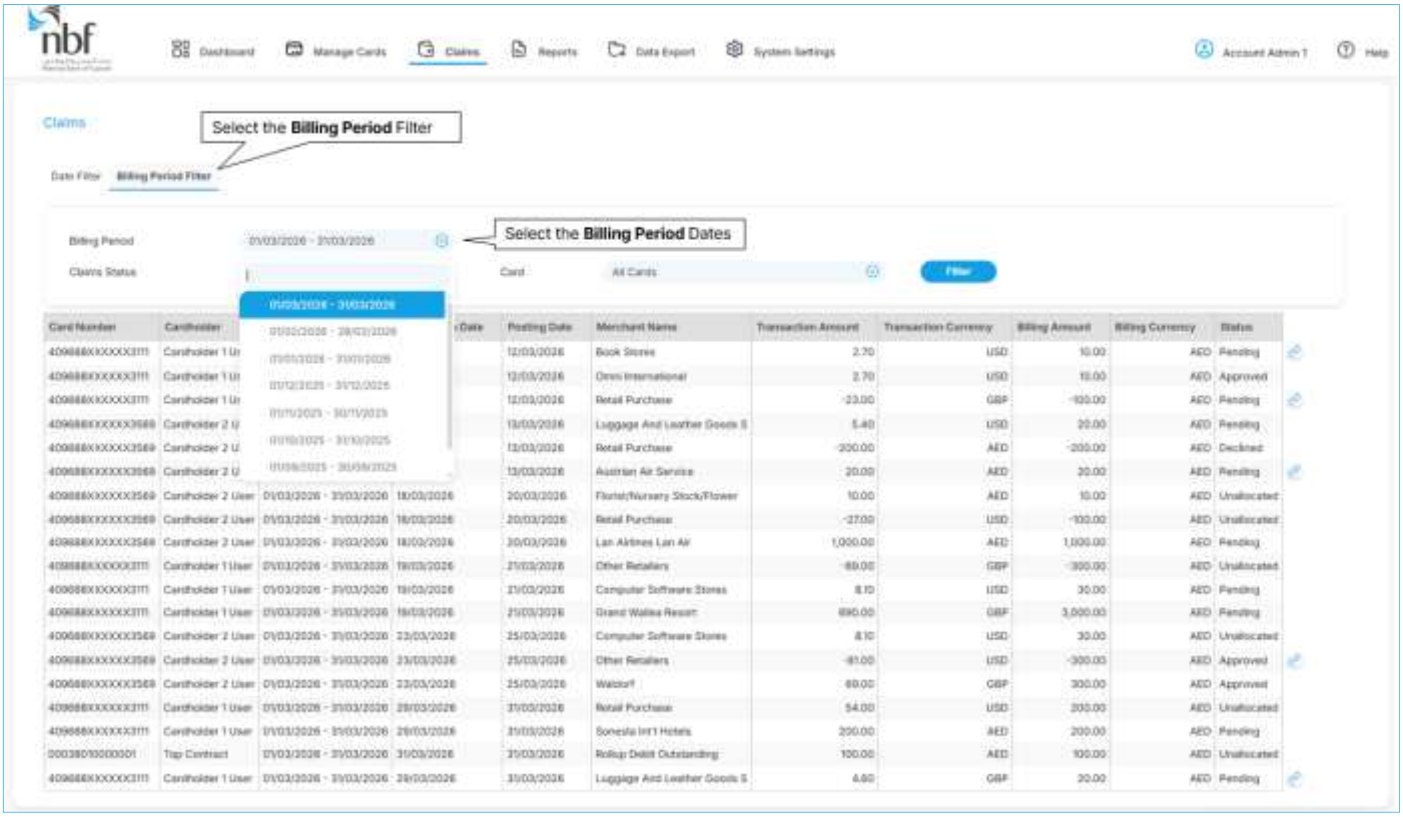
Allocated claim statuses are reflected in the Claims Statistics chart on the Dashboard, providing an easy view of claim progress.



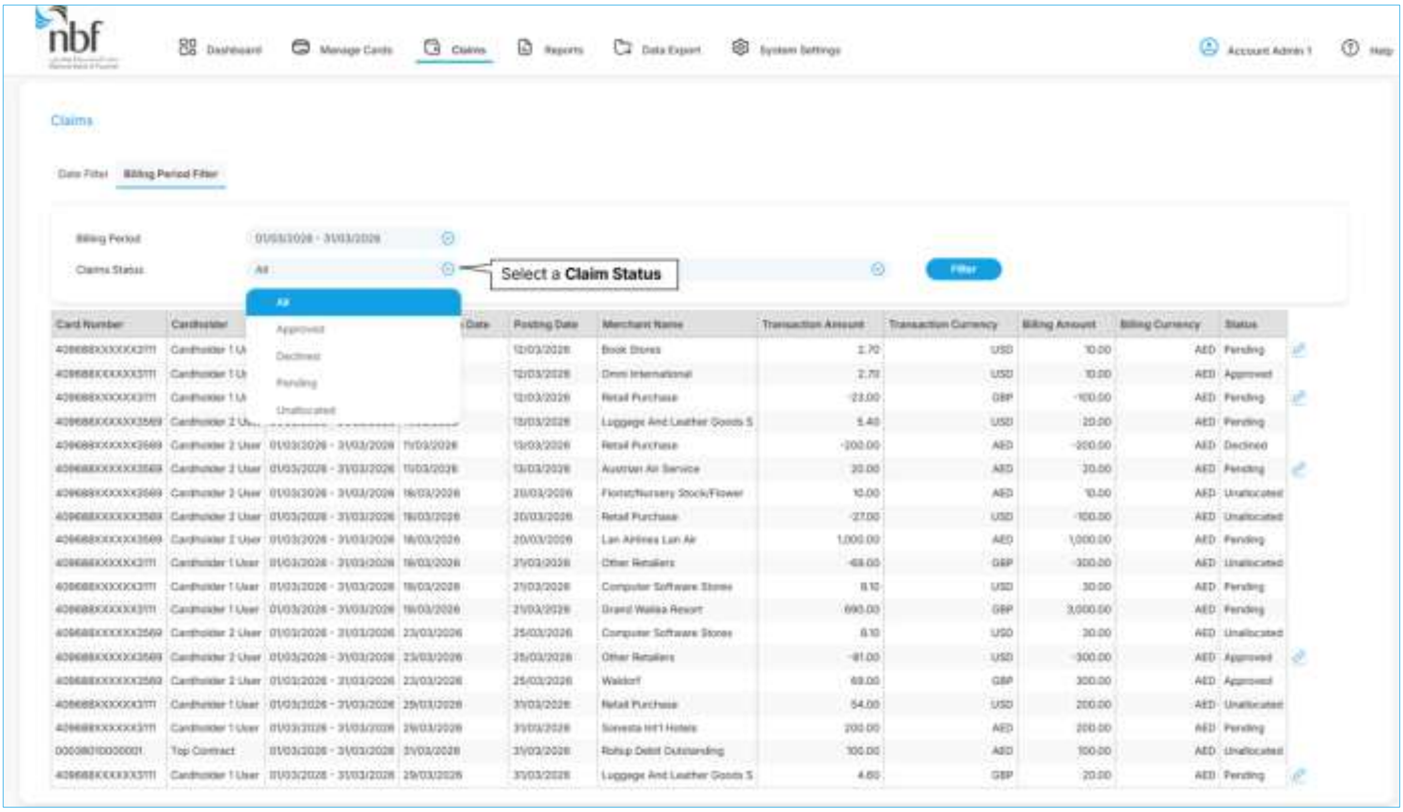
On the **Claims** page, there are two transaction filter options:

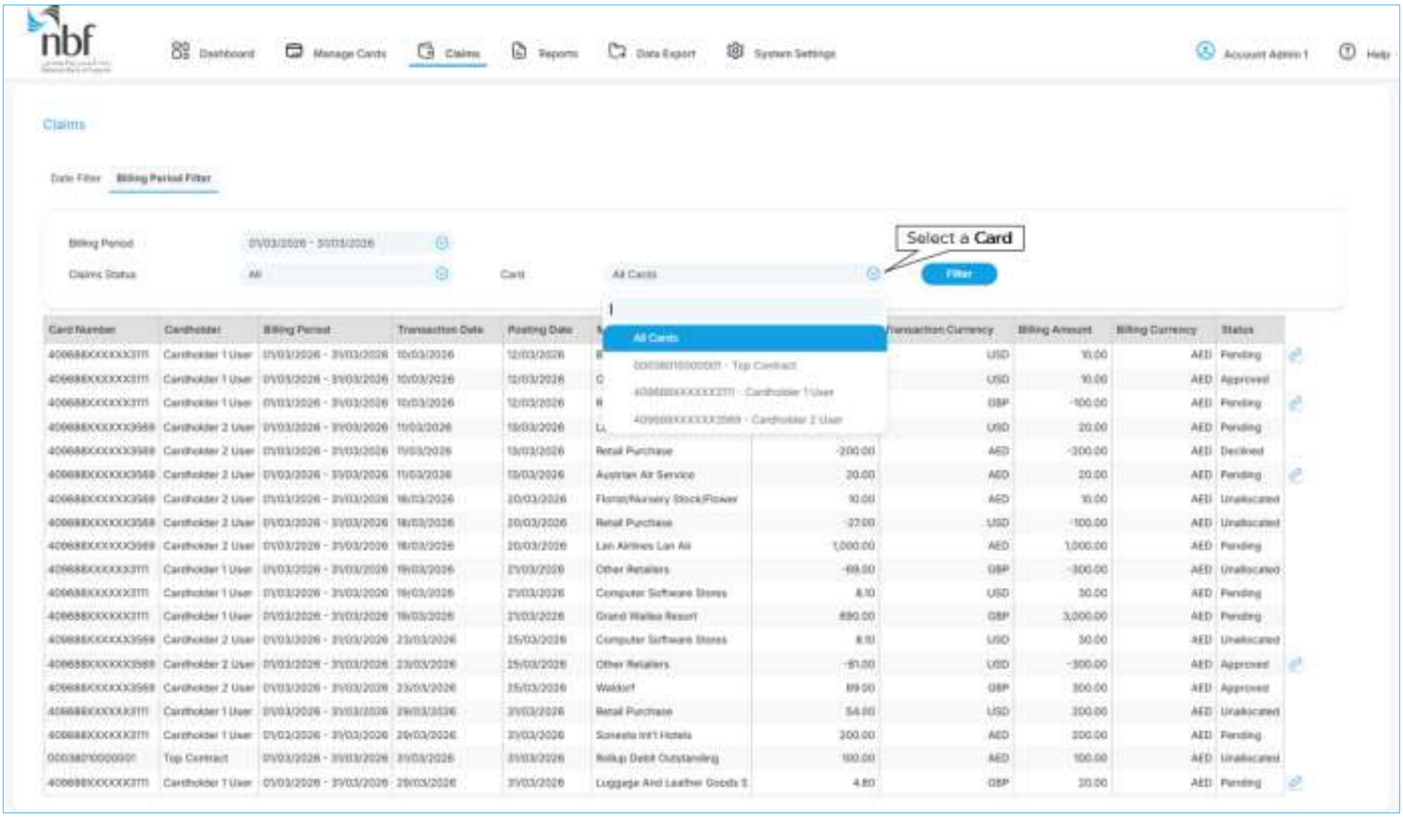
- **Date Filter** – Select a From and To Date
- **Billing Period Filter** – Select a particular billing period from the dropdown menu

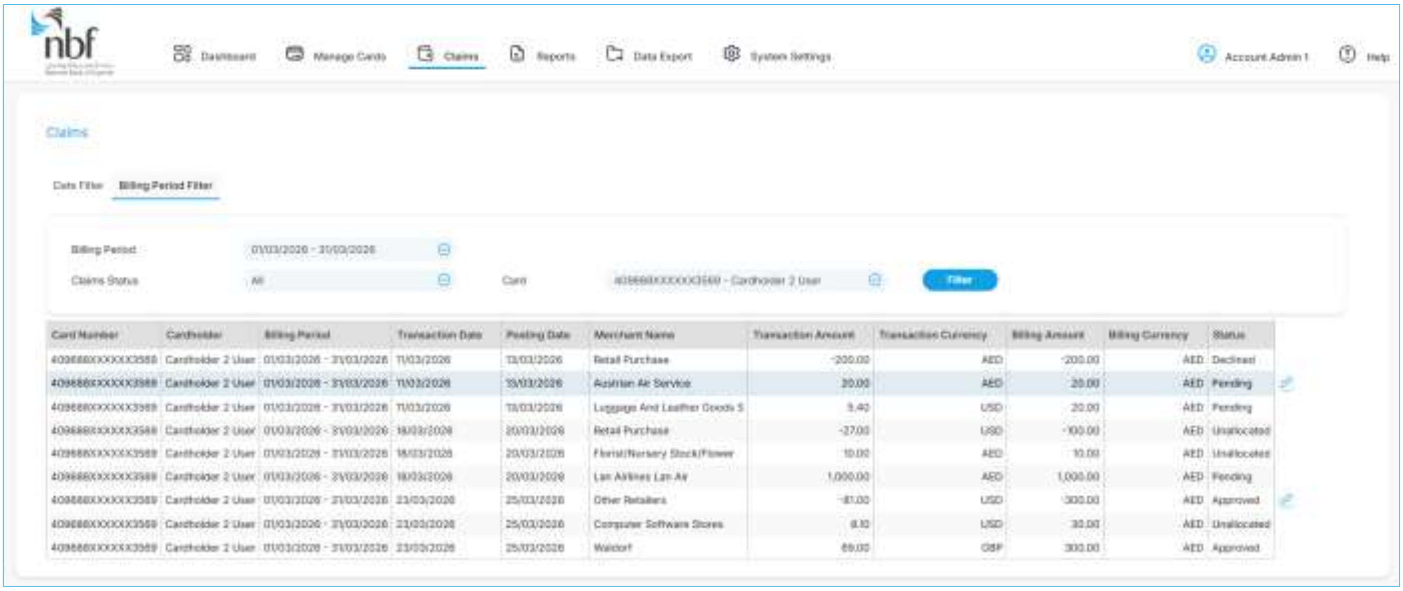

Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
Claims
Once the Date Filter display select the From and To Date
Date Filter
Billing Period Filter
From Date
To Date
Claims Status
Card
All Cards
Filter


Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
Claims
Select the Billing Period Filter
Date Filter
Billing Period Filter
Billing Period
Select the Billing Period Dates
Claims Status
Card
All Cards
Filter

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.







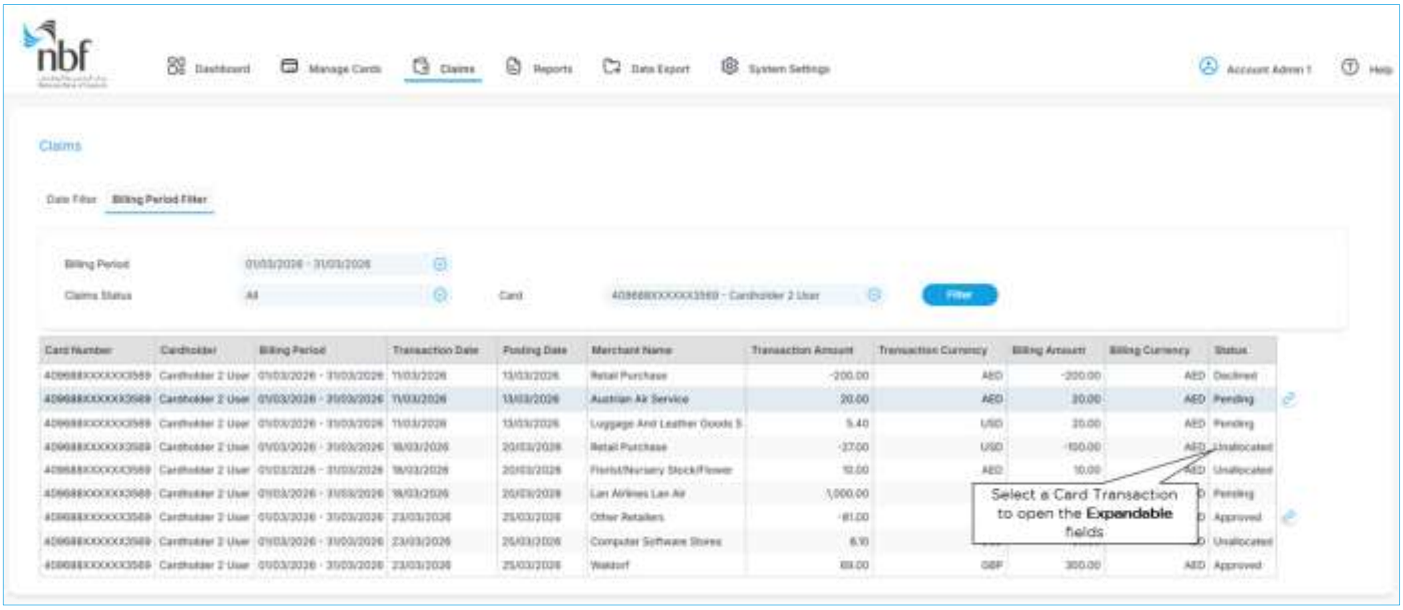
The following claim statuses are available for selection.

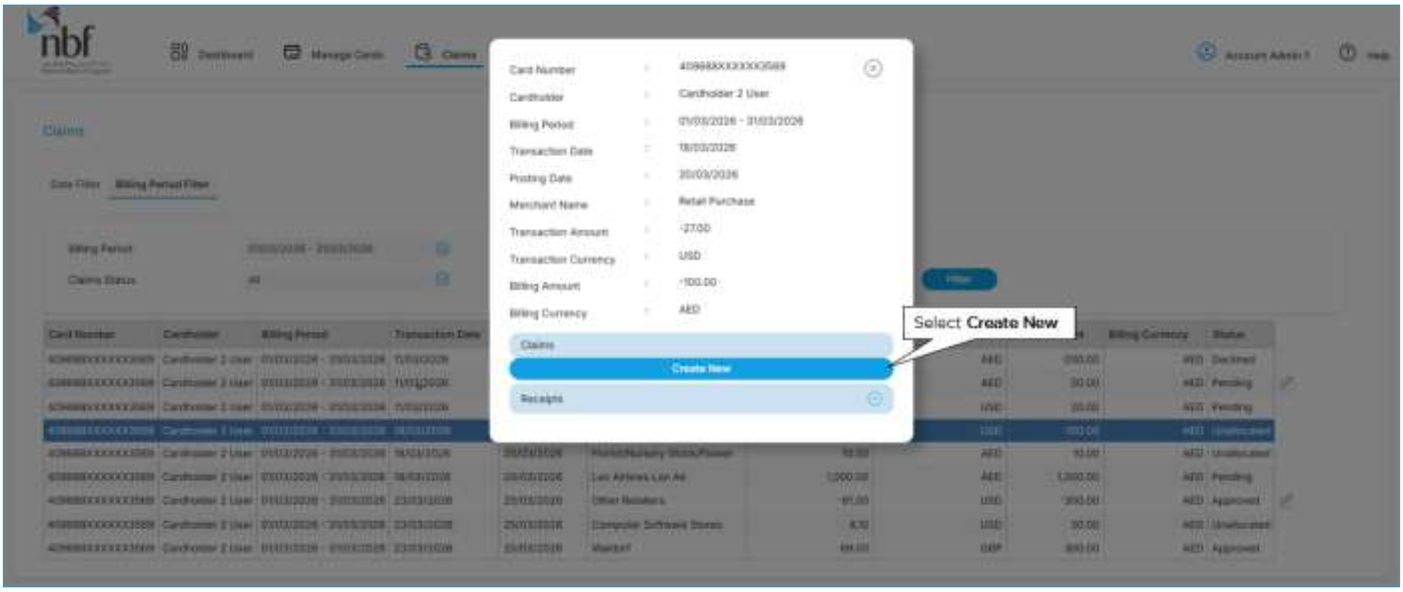
Status	Description
All	All, irrespective of the status
Approved	Approved and finalised

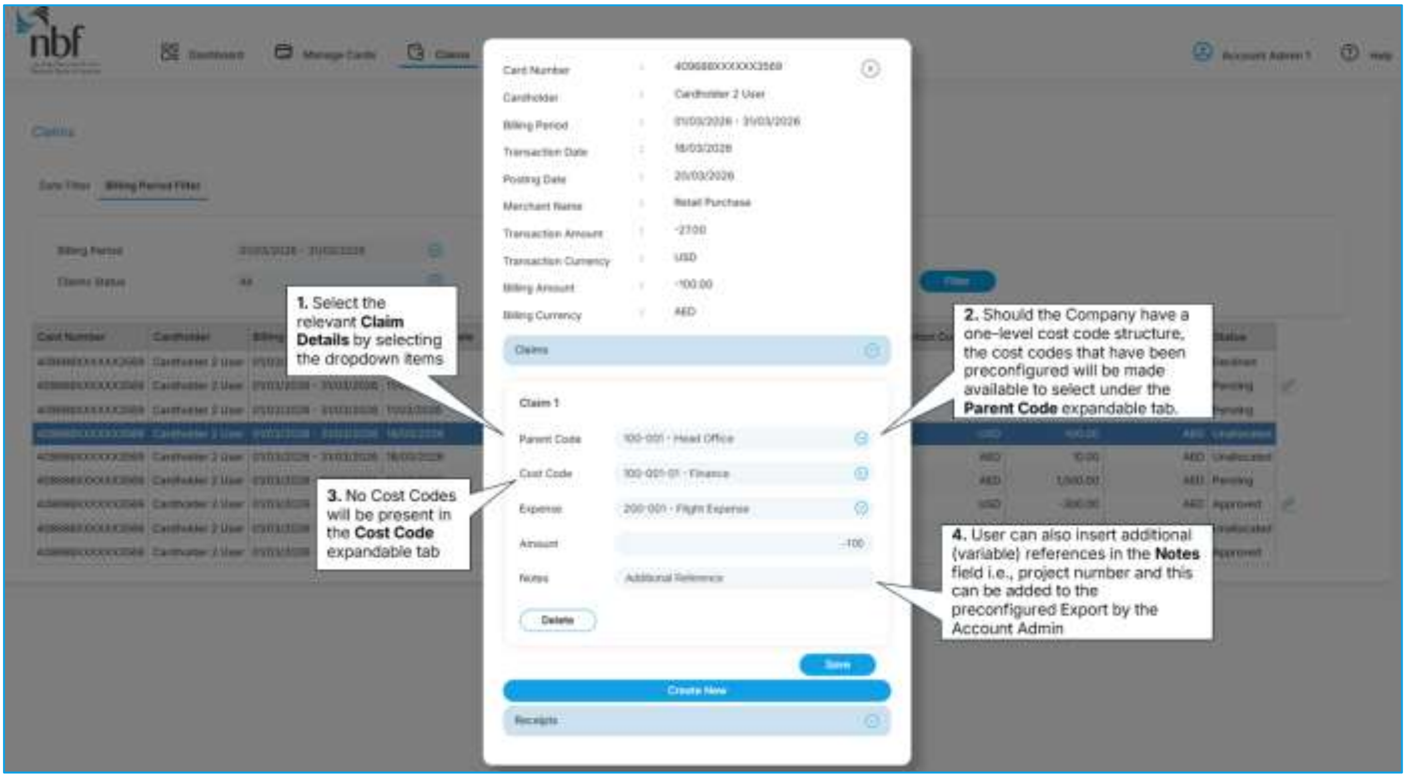
Declined	Declined, needs attention/reallocation
Pending	Allocated, needs approval
Unallocated	Not yet allocated

7.1 How to allocate claims

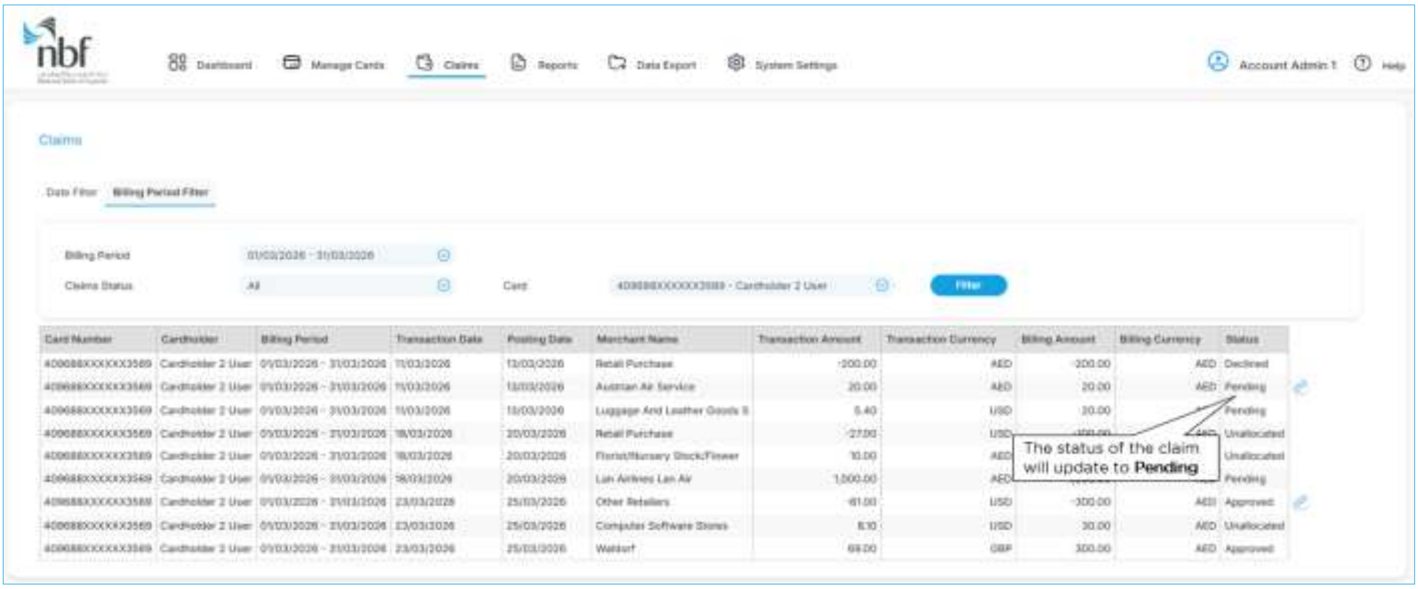
1. Open the **Claims** page.
2. Select the required date range or billing period.
3. Filter by card or claim status, if required.
4. Select the transaction to allocate.
5. Select the required cost code and expense category.
6. If the transaction must be split, select **Create New** and allocate the remaining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



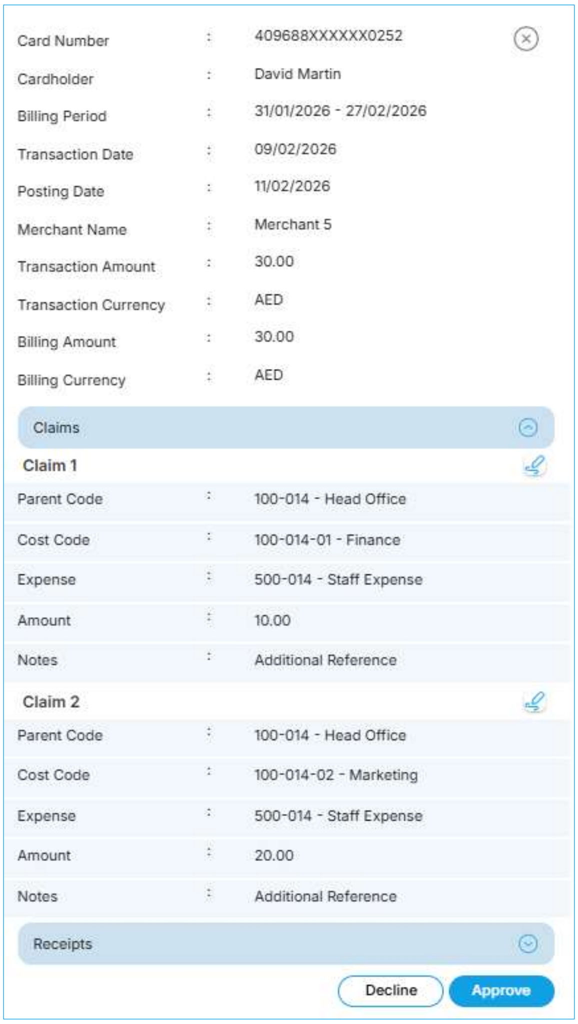

Select **Create New**

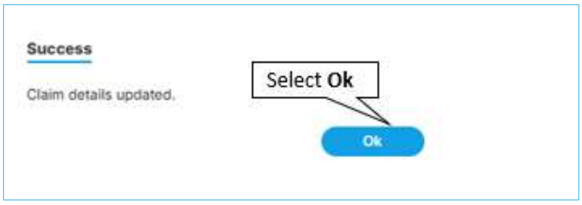

1. Select the relevant **Claim Details** by selecting the dropdown items
2. Should the Company have a one-level cost code structure, the cost codes that have been preconfigured will be made available to select under the **Parent Code** expandable tab.
3. No Cost Codes will be present in the **Cost Code** 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



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.*





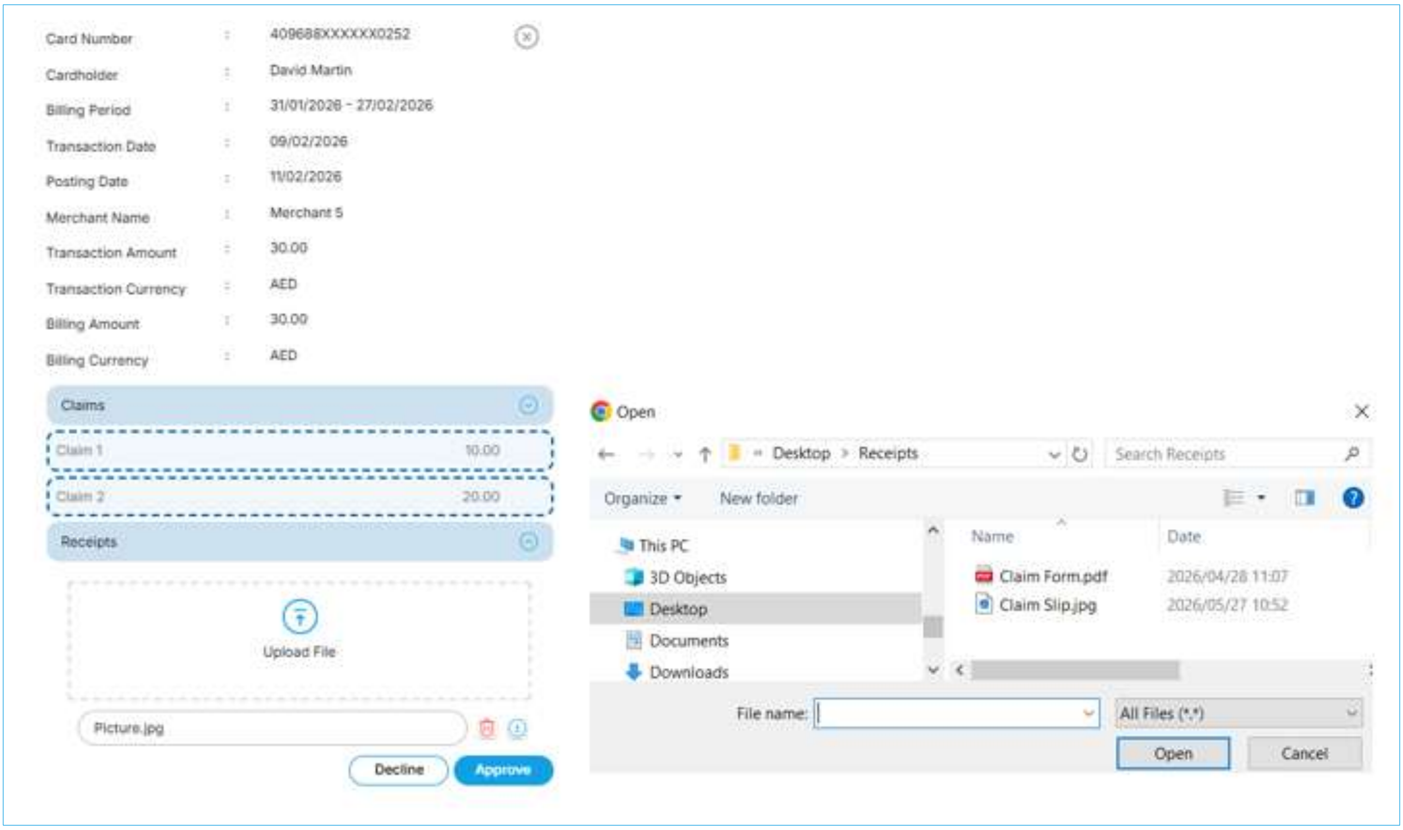
Please note: *The claim will not save if the total amount of the allocation does not equal the total **Billing Amount** of the actual transaction.*

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.

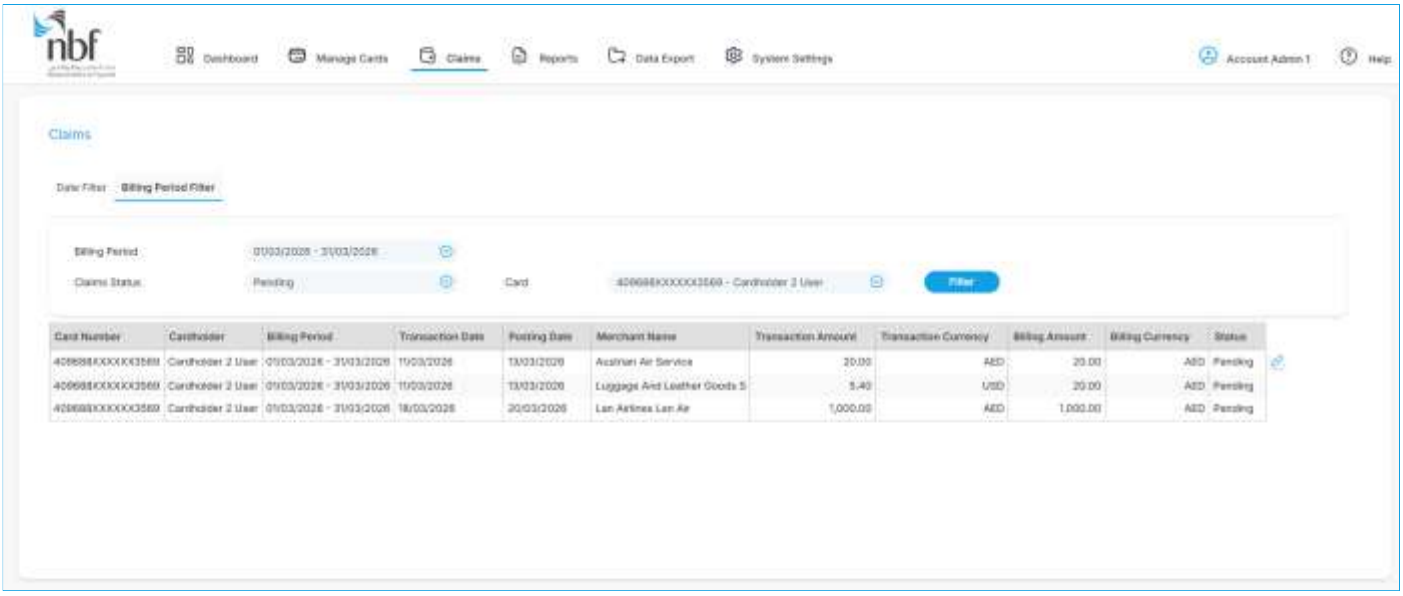
Supported file formats are **PNG, JPEG, BMP, DOCX, PDF, XLSX, CSV** and **TXT**, with a maximum file size of 2 MB per document.

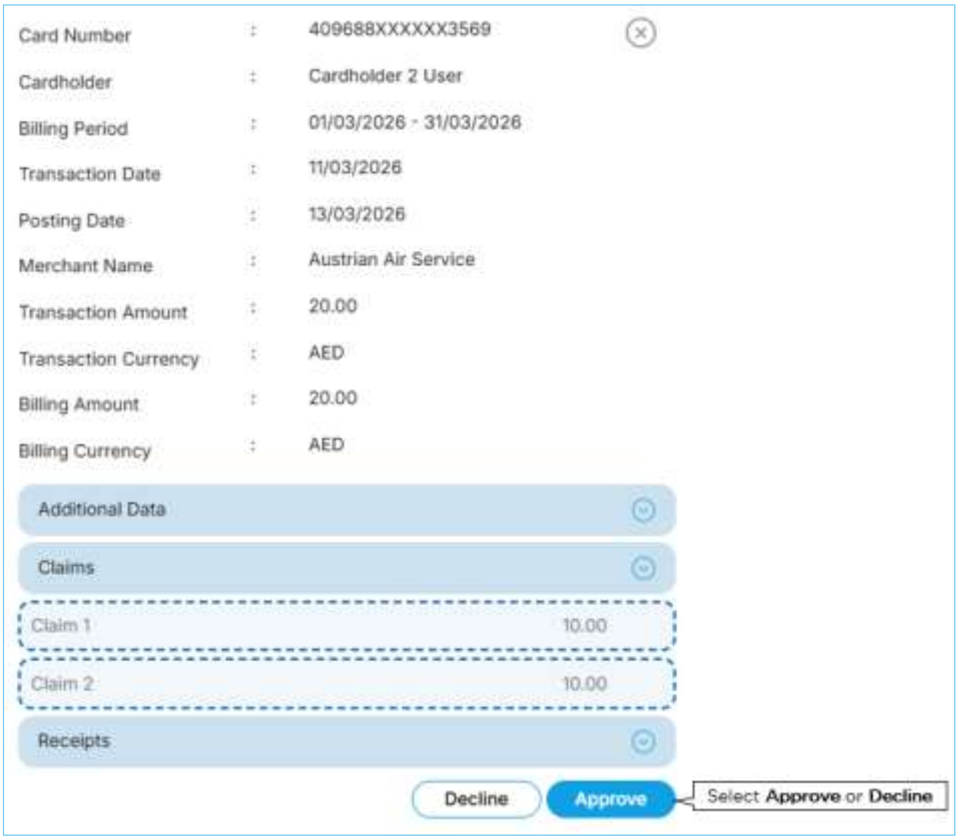


After the Account Administrator has uploaded the receipt, the receipt can be deleted if incorrect or downloaded for record-keeping purposes.

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.

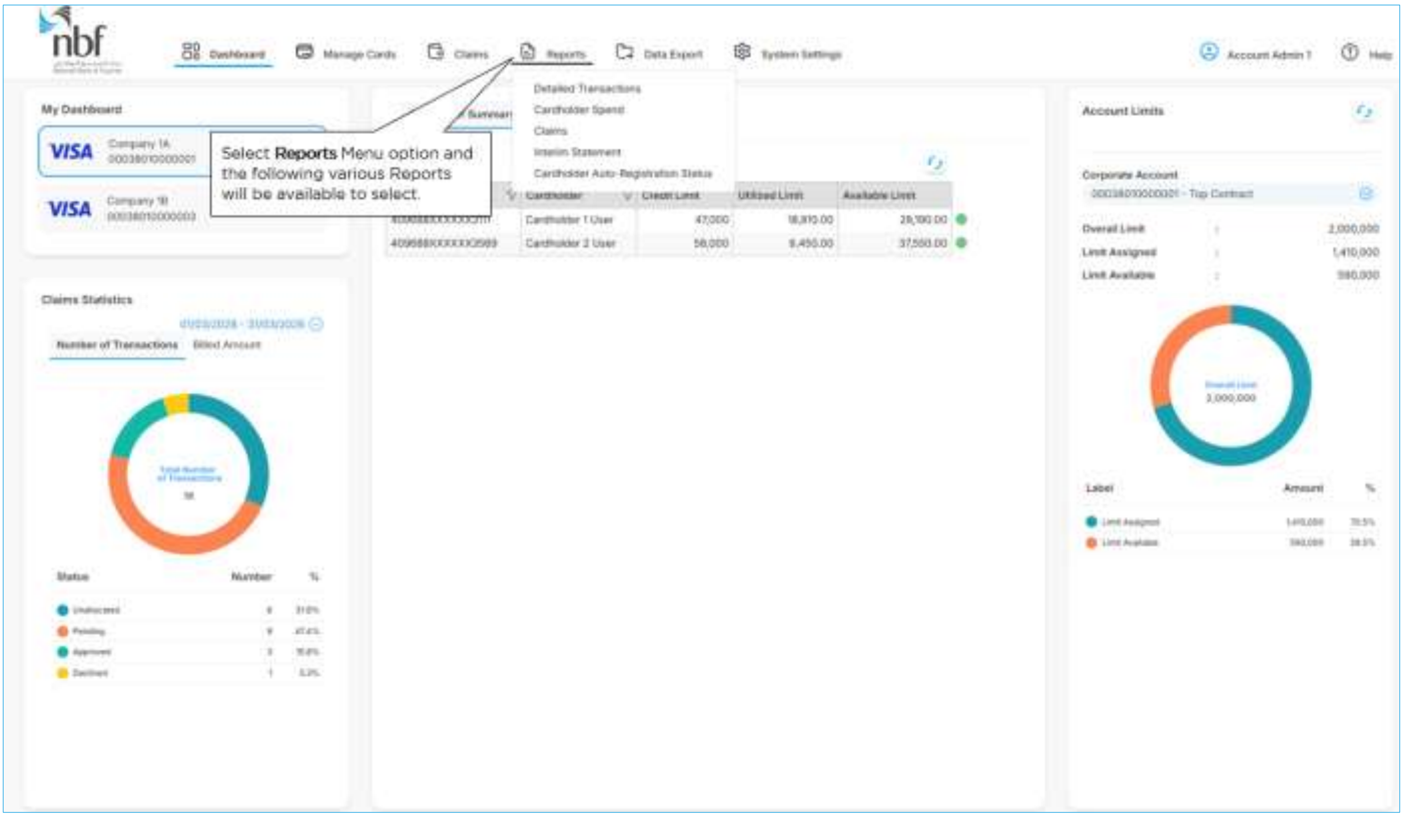


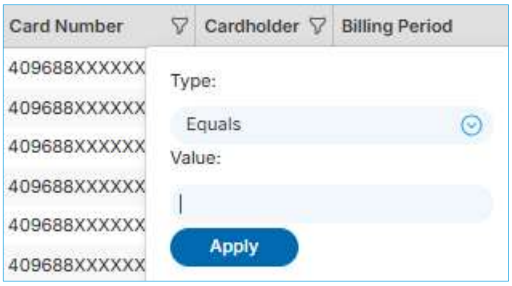


When all transactions are allocated within a billing period, the Account Administrator can lock the period under the ***Export*** *Menu option, which will block all users from being able to effect any further changes.*

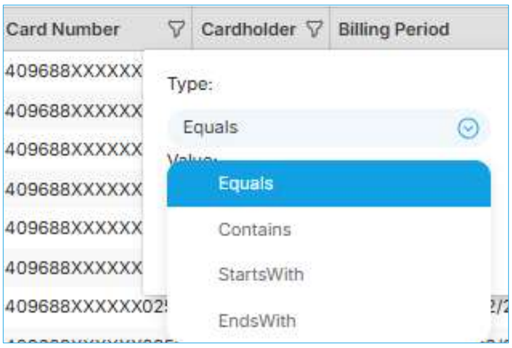
8. Reports

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.

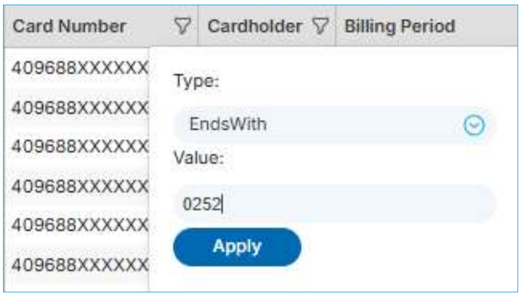




- Limit the results via the **Filter** option that displays next to the column headers.



- 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



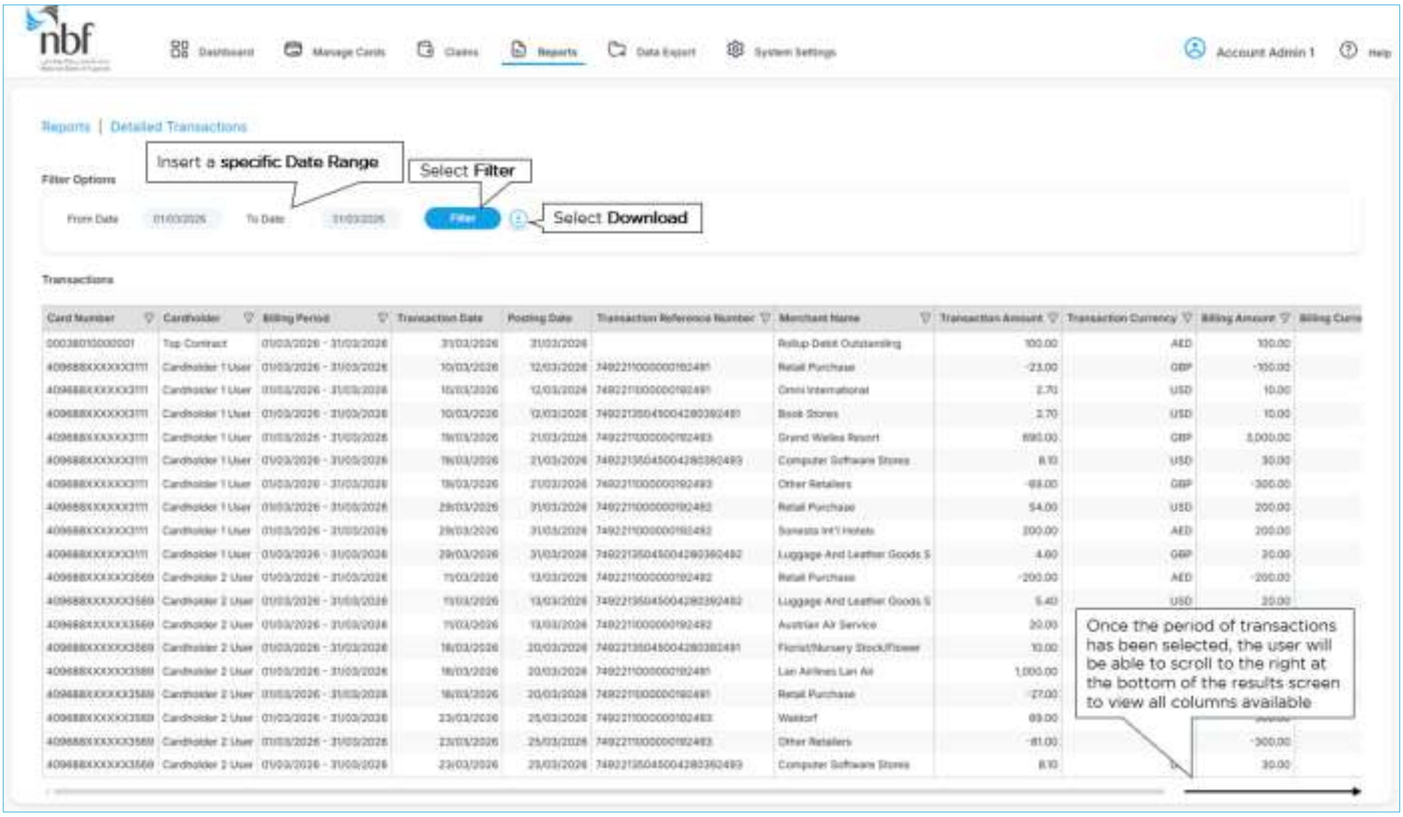
- After you have specified the **TYPE** of filtering that needs to be applied, insert the **VALUE** that the filter needs to consider and select the Apply.

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

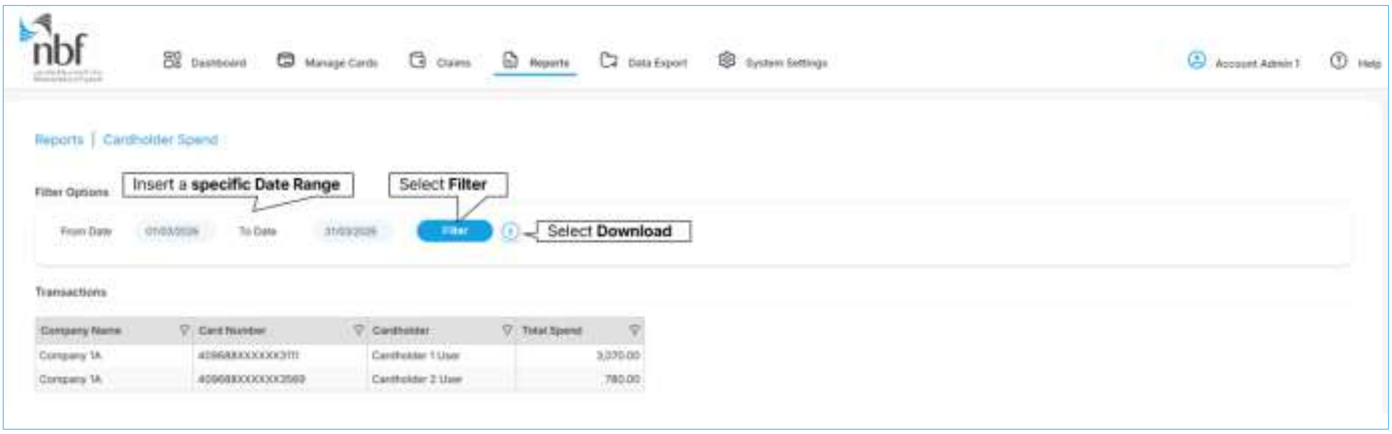
8.1 How to download detailed transactions

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



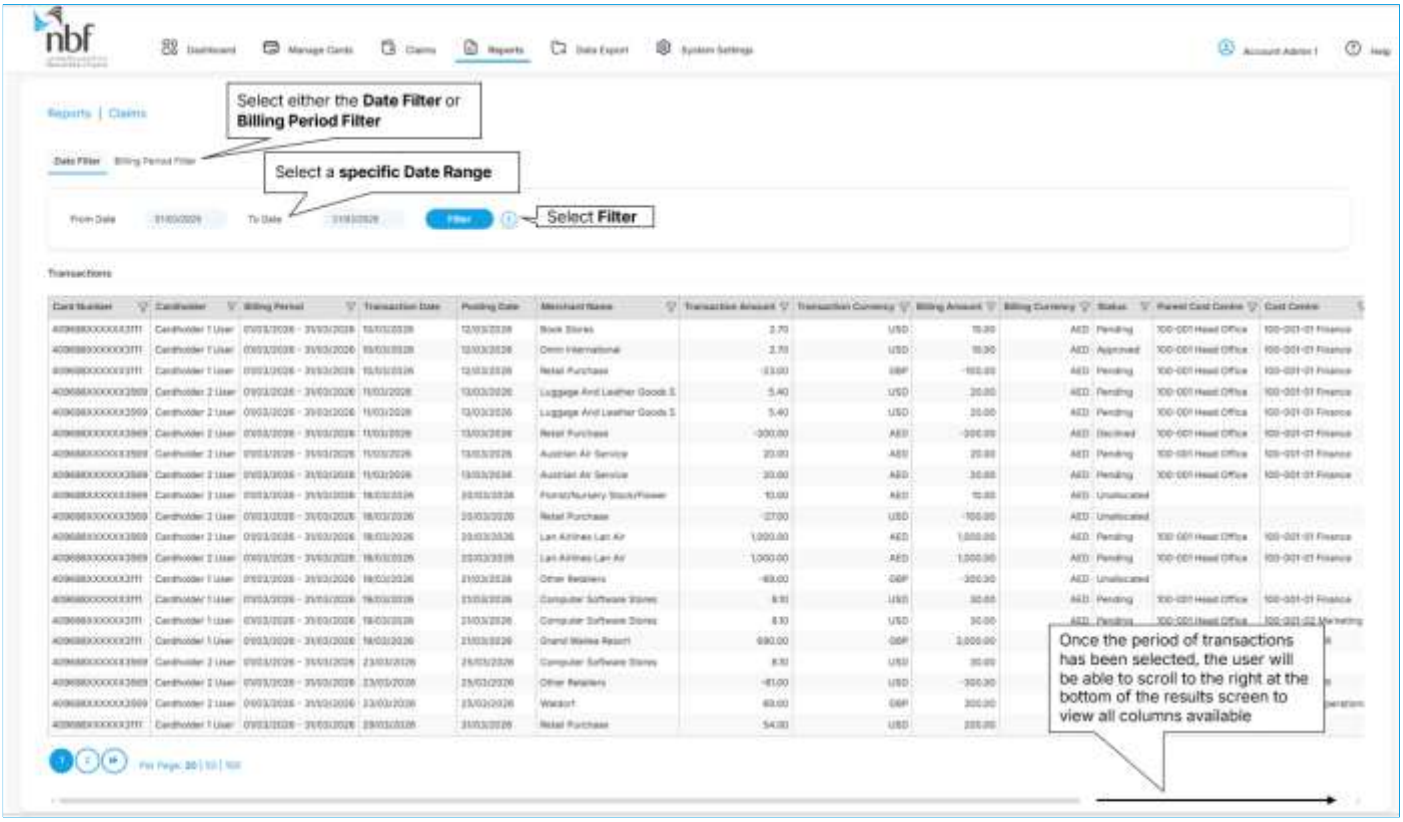
8.2 How to download Cardholder spend

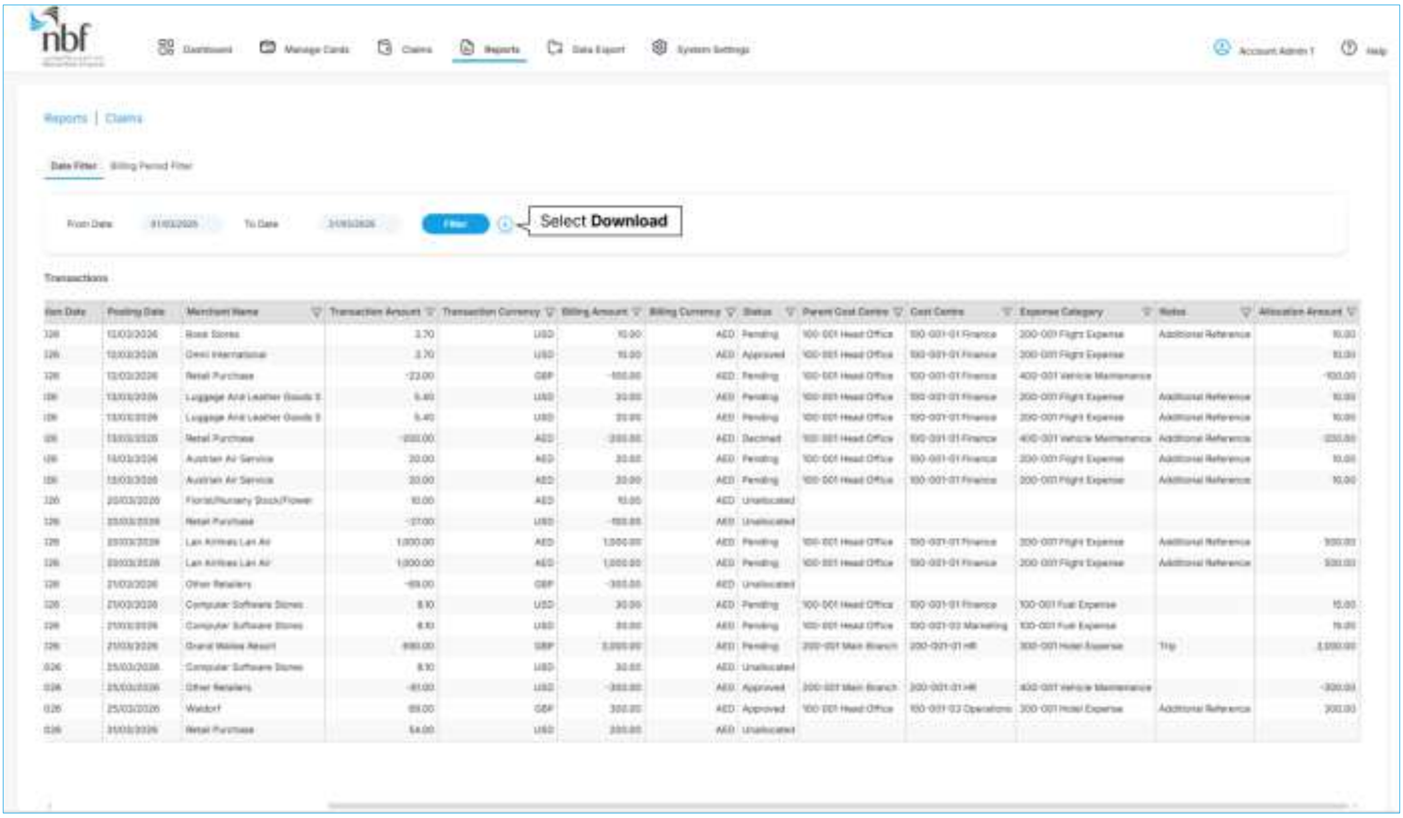
1. Go to **Reports | Cardholder Spend**.
2. Select the required period.
3. Choose all Cardholders or a specific Cardholder.
4. Review the spend summary.
5. Download the report.

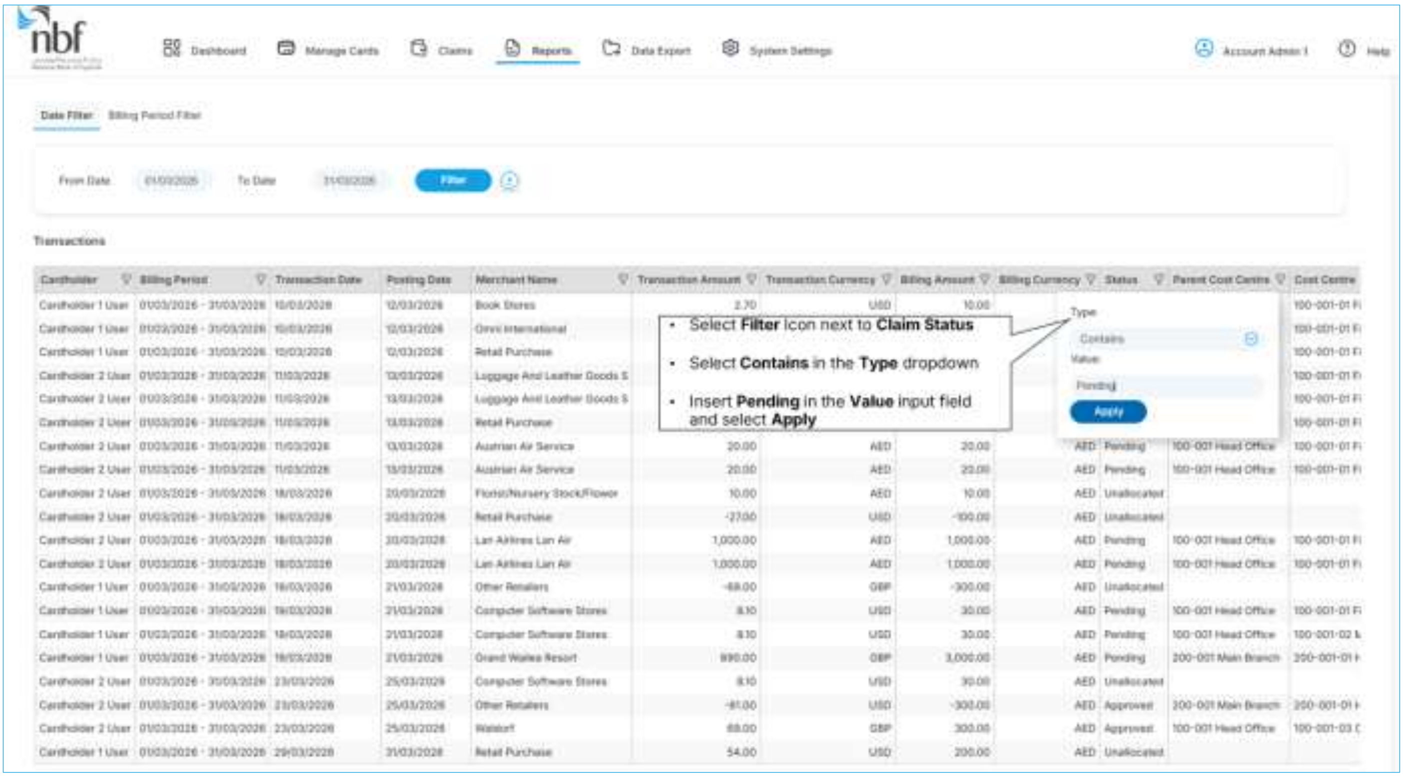


8.3 How to monitor claim reports

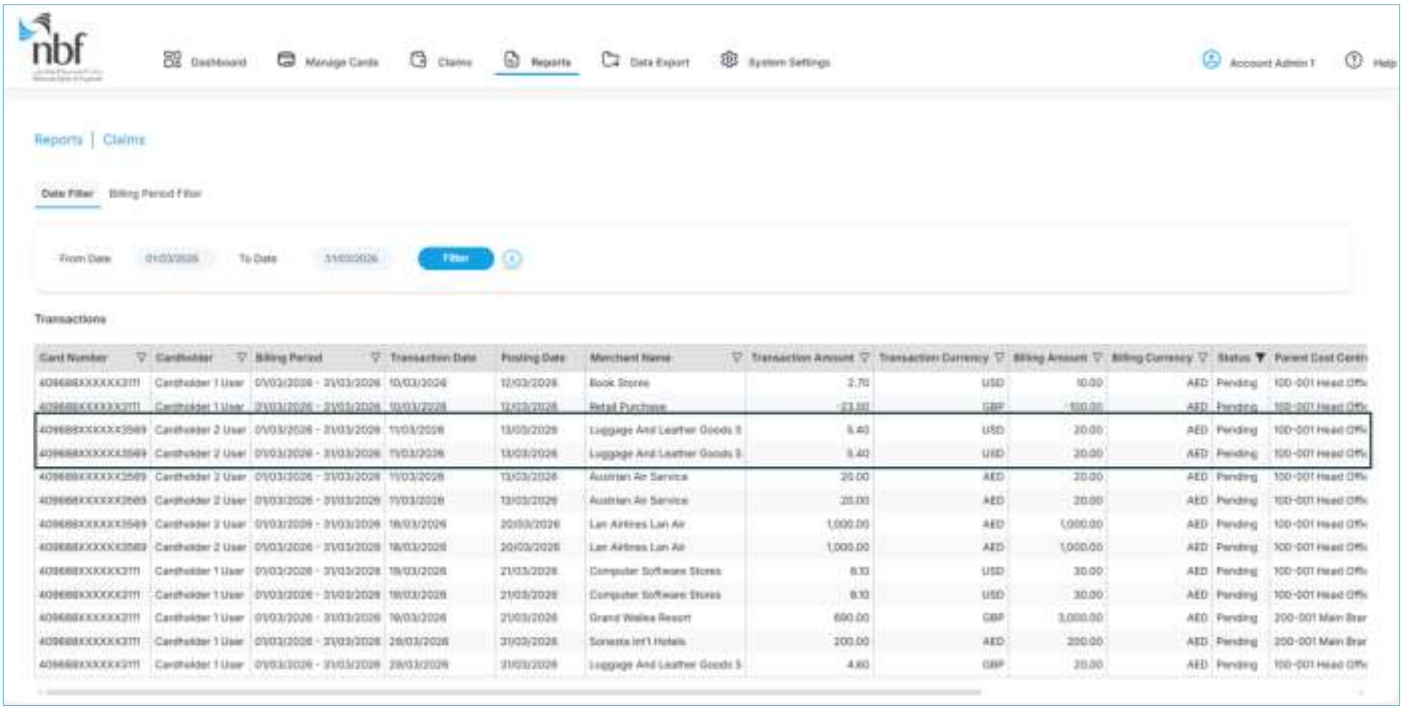
1. Go to **Reports | Claims**.
2. Select the required period or filter criteria.
3. Use the filter icon in the Claims Status column to filter by status, if required.
4. Review the claim results.
5. Select **Clear Filter** to return to the original results.
6. Download the report, if required.

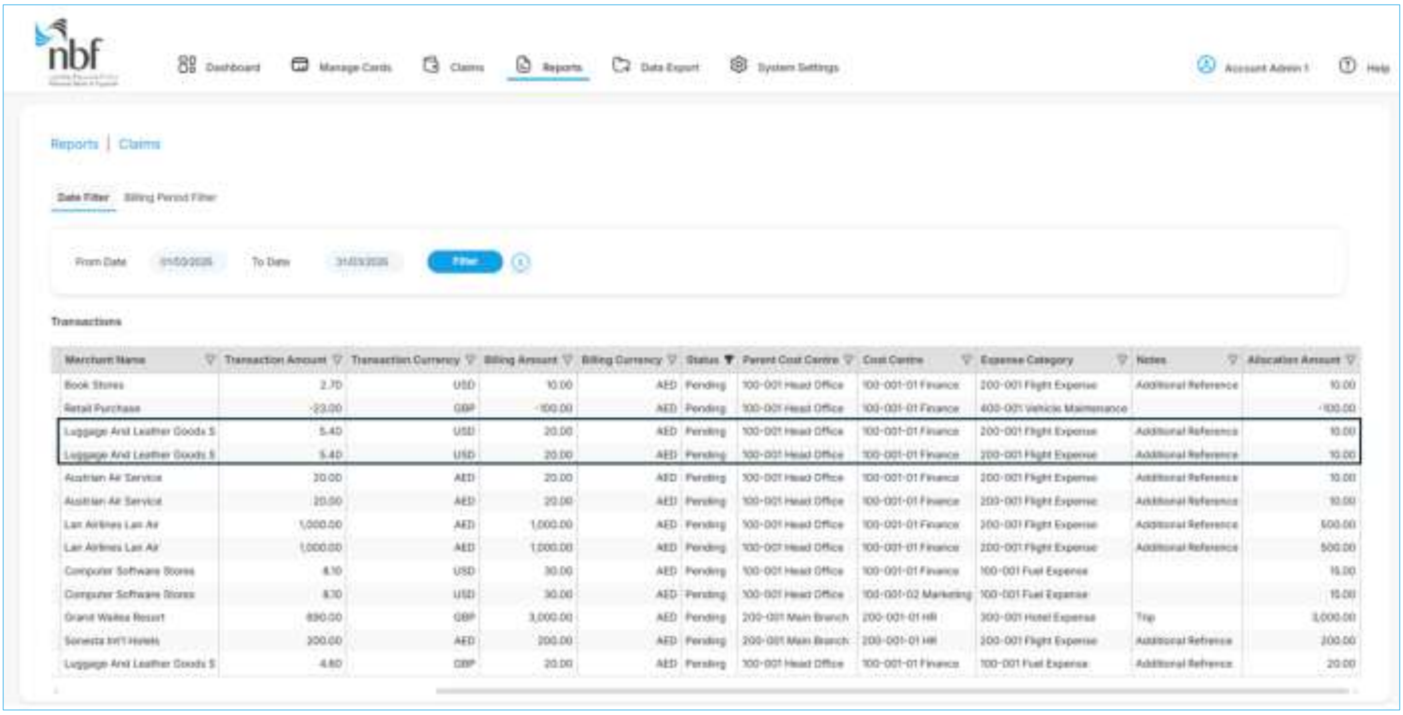



Select **Download**


• Select **Filter** Icon next to **Claim Status**
• Select **Contains** in the **Type** dropdown
• Insert **Pending** in the **Value** input field and select **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.*

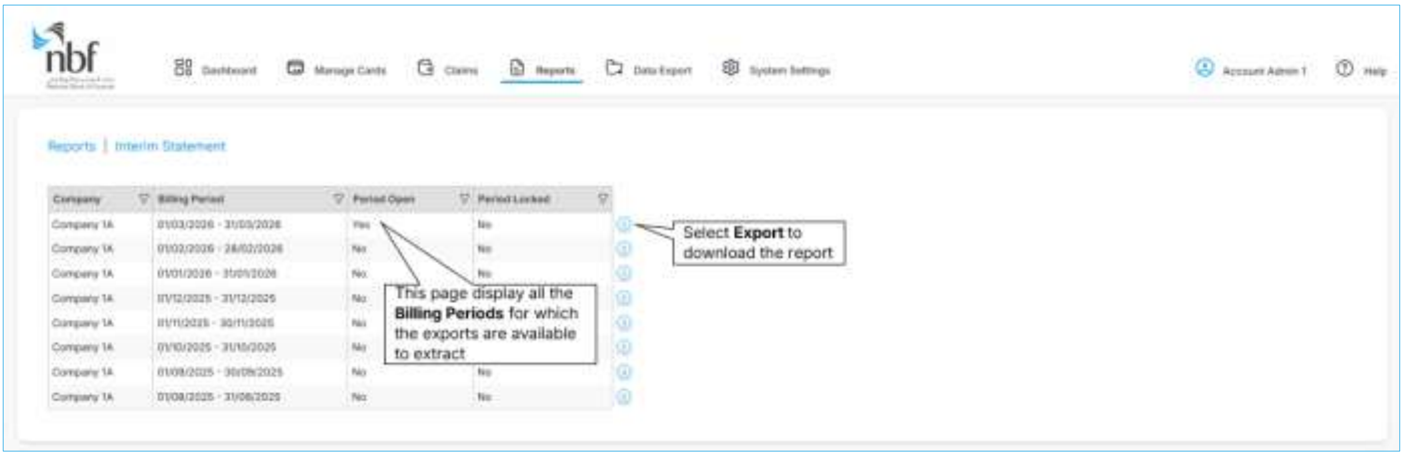




8.4 How to download interim statements

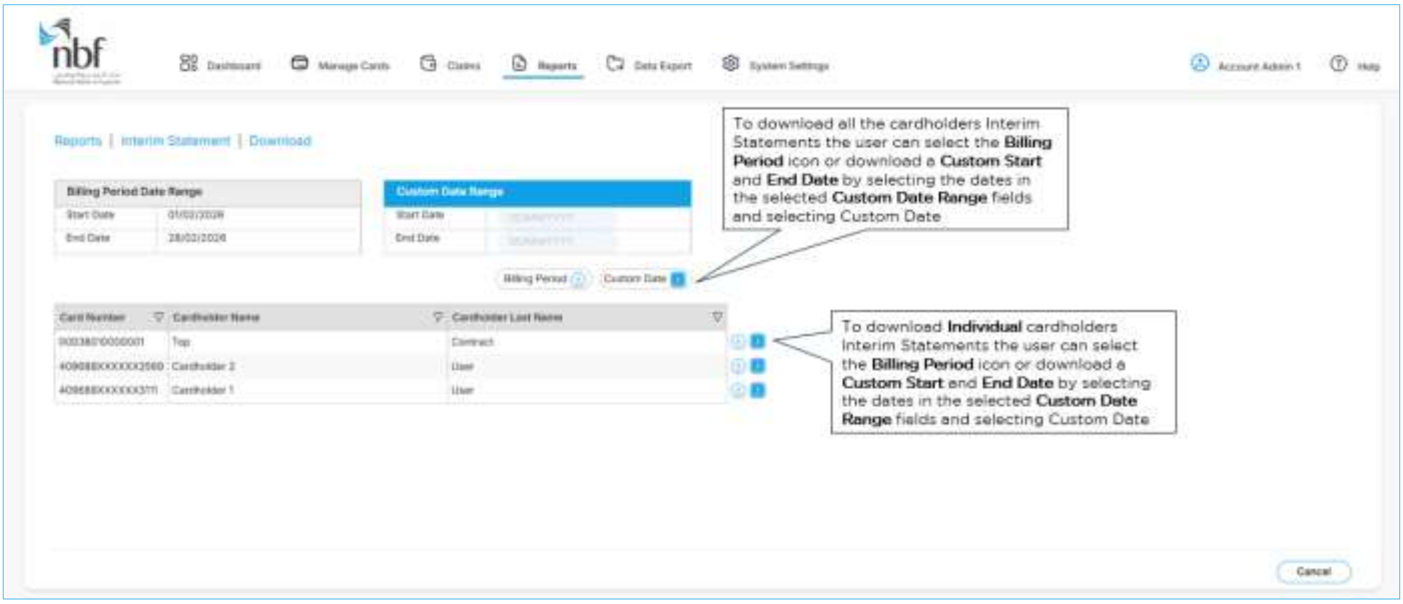
The Interim Statement helps reconcile card transactions against the card statement.

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



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.

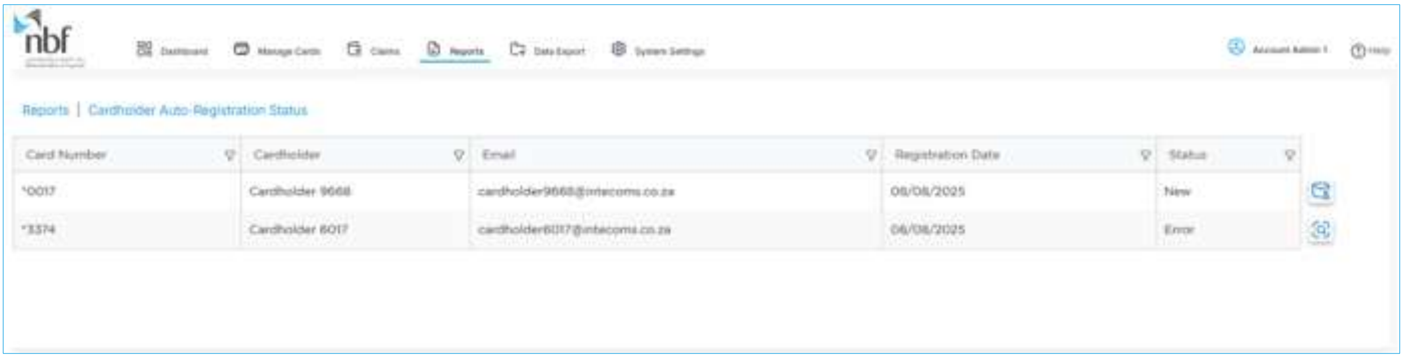


1. Go to **Reports | Interim Statement**.
2. Select the required billing period.
3. Select the required Cardholder interim statement or choose all Cardholder interim statements.
4. Download the statement file.

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

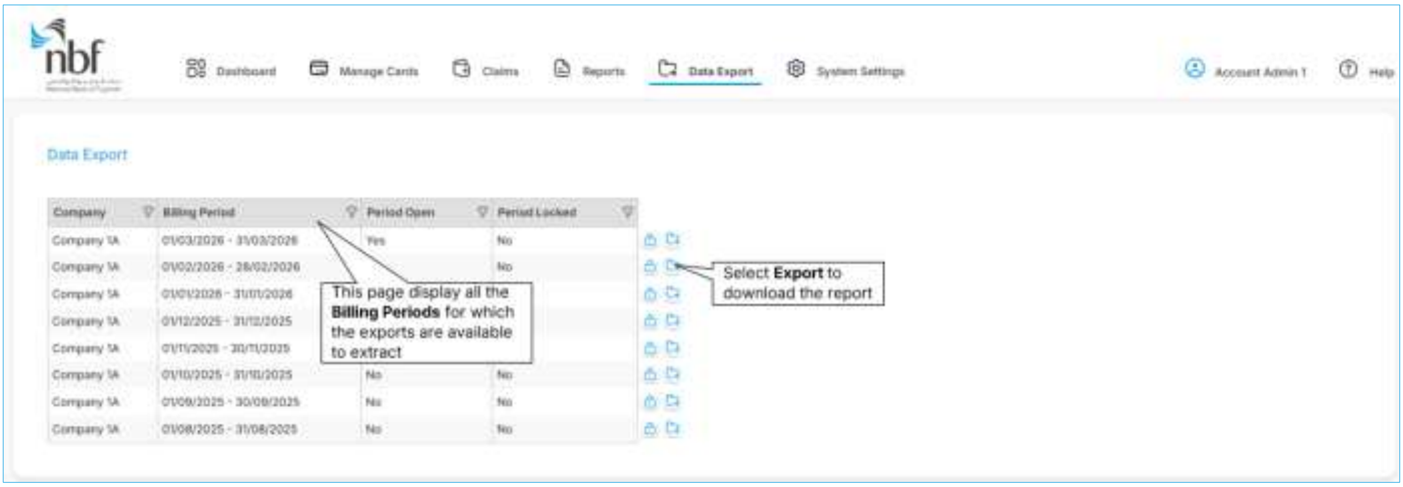
1. Go to **Reports | Cardholder Auto-Registration Status**.
2. Review Cardholders with outstanding auto-registration statuses.
3. For a **New** status, resend the verification email if the Cardholder has not activated their profile.
4. For an **Error** status, open the backend error details and take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



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.



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

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

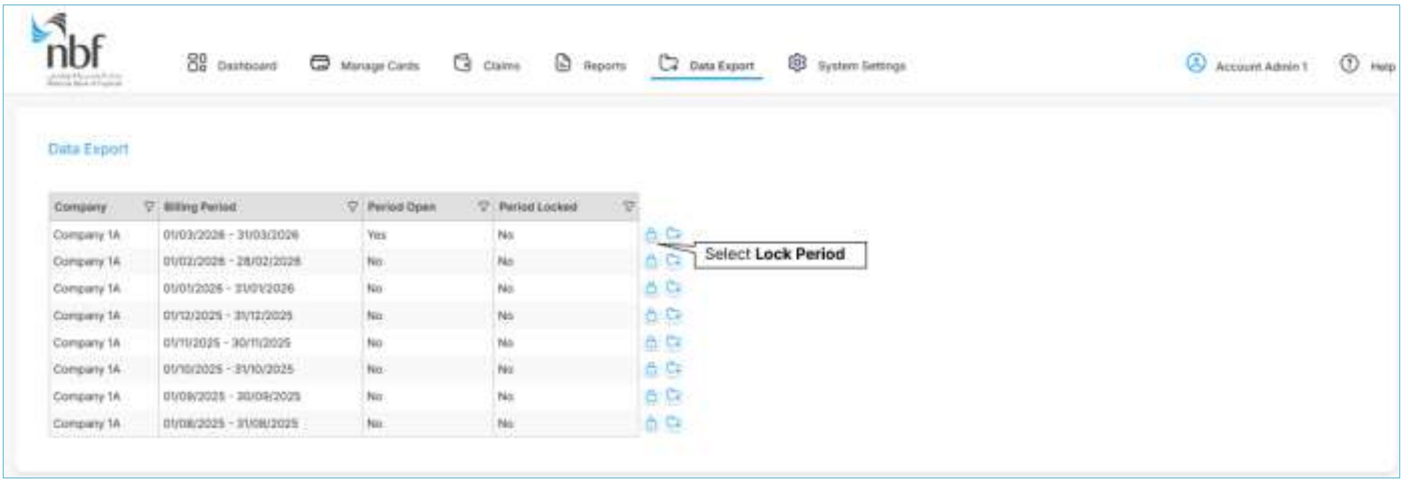
Period Open	Period Locked
Yes	No

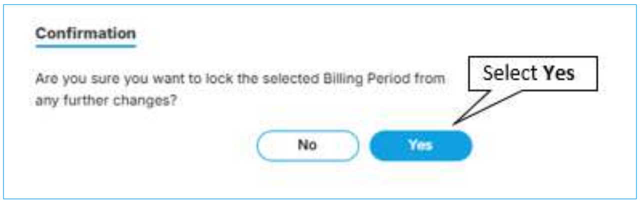
Period Open	Period Locked
No	No

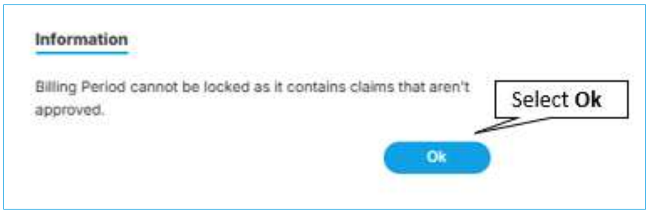
Period Open	Period Locked
No	Yes

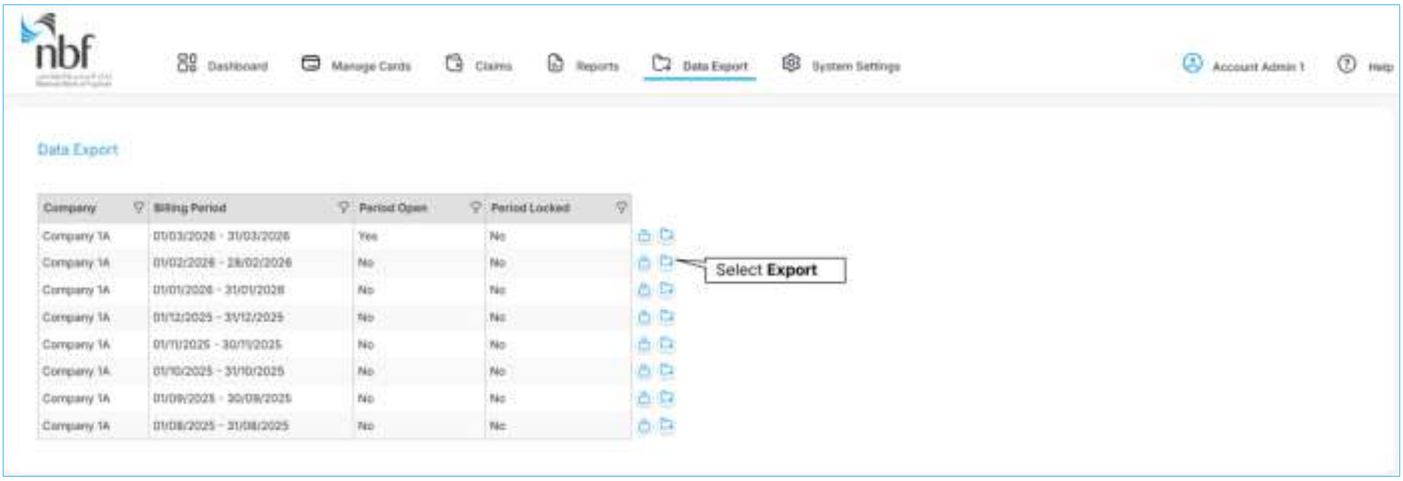
If **No** reflects in the **Period Locked** column the users will still be able to make changes to their claims.

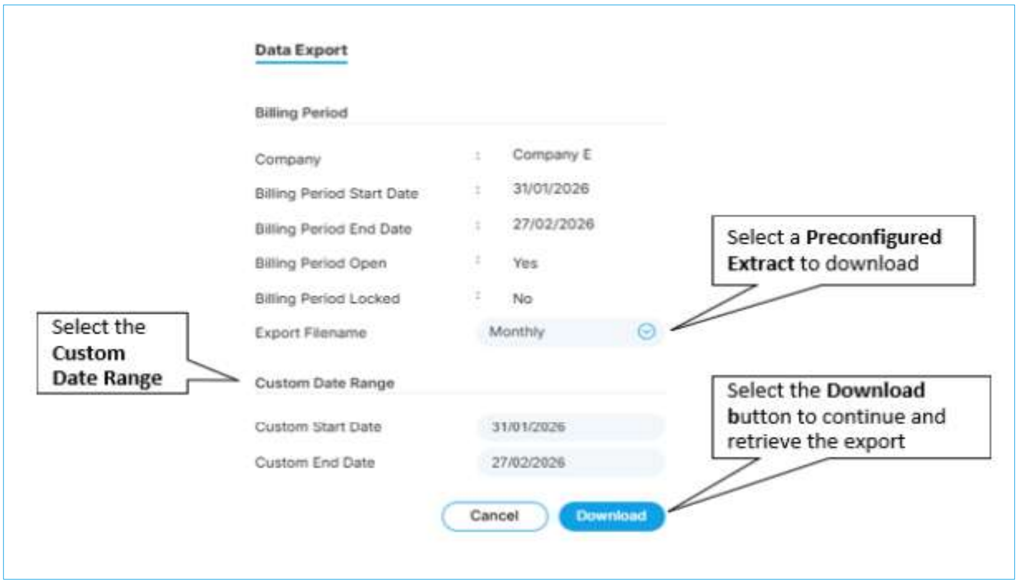
If **Yes,** reflects in the **Period Locked** column the users will not be able make any changes to their claims.


Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
Data Export
Company
Billing Period
Period Open
Period Locked
Company 1A
01/03/2026 - 31/03/2026
Yes
No
01/02/2026 - 28/02/2026
01/01/2026 - 31/01/2026
01/12/2025 - 31/12/2025
01/11/2025 - 30/11/2025
01/10/2025 - 31/10/2025
01/09/2025 - 30/09/2025
01/08/2025 - 31/08/2025
Select Lock Period


Confirmation
Are you sure you want to lock the selected Billing Period from any further changes?
Select Yes
No
Yes


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


Dashboard
Manage Cards
Claims
Reports
Data Export
System Settings
Account Admin 1
Help
Data Export
Company
Billing Period
Period Open
Period Locked
Company 1A
01/03/2026 - 31/03/2026
Yes
No
01/02/2026 - 28/02/2026
01/01/2026 - 31/01/2026
01/12/2025 - 31/12/2025
01/11/2025 - 30/11/2025
01/10/2025 - 31/10/2025
01/09/2025 - 30/09/2025
01/08/2025 - 31/08/2025
Select 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