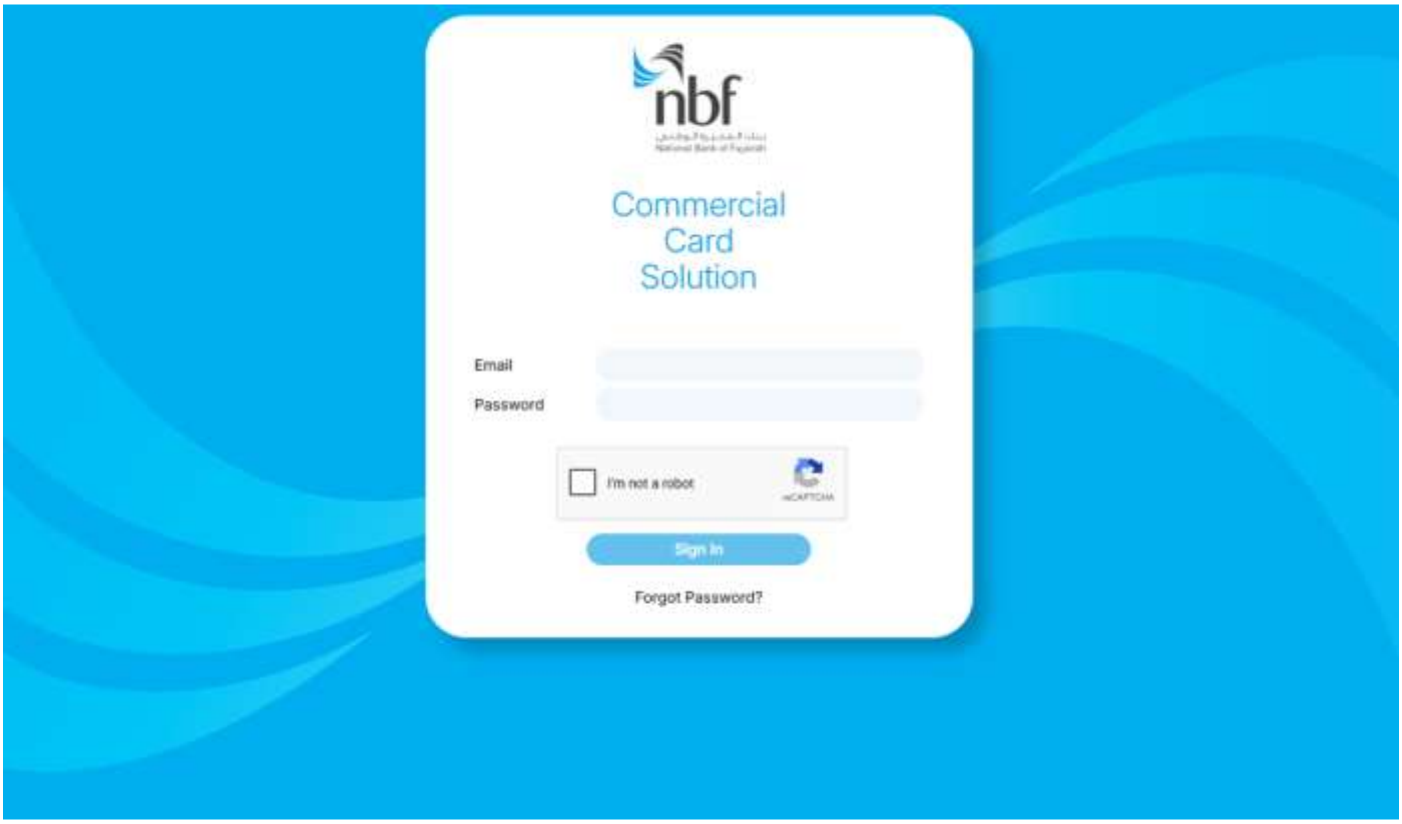
NBF Corporate Credit Card Self-Service Portal (SSP)

Manager
User Manual



1 Table of Contents

1. Solution Overview

The NBF Corporate Credit Card Self-Service Portal (SSP) is a secure online platform that enables corporate Managers 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 guide is intended for NBF Corporate Credit Card customers assigned the Manager 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 an operational reference. Each section outlines the purpose of the function, when it should be used and the key steps or system behaviour that Manager users can 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, Managers can perform functions across two broad areas:

Expense Management System (EMS)

- Maintain user information, expense information and data export settings
- Allocate transaction costs to self-maintained cost centres and expense categories
- Monitor transactions, cardholder spend and allocations via reports
- Download interim statements

Self Service Portal (SSP)

- Create new cardholder requests for submission to Issuer Admins for review and approval
- Enable or disable the Manager approval workflow
- Notify users of updates via the notice board, such as changes to the spend policy
- 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)
- Check available balance and outstanding transactions

1.1 Functional Areas

Use the table below to identify the main menu options, related secondary menus and functions available to Manager users.

Main Menu	Secondary Menu	Function
Dashboard	My Dashboard	Select a card to update the Dashboard view
	Claim Statistics	View chart reflecting claim status statistics
	Notice Board	View company messages
	Transaction History	View cardholder transactions for the latest billing period
	Monthly Spend	View chart reflecting monthly cardholder spend
	Self-Service Icons	Quick access to Manage Existing Cards self-service functions
	Spend Categories	View chart reflecting cardholder MCC category spend
Claims		Maintain and approve claims
Manage Cards	Manage New Cards	Approve new card orders
	Manage Existing Cards	Activate Card
		Report Lost or Stolen
		Close
		MCC Blocking (block/unblock within allowed MCGs)
		Order Replacement
		Unbilled Transactions (view)
		*Block/Unblock
		*Location Controls (allow all or specific countries)
		Set Credit Limit (within overall account limit)
		Set Spend Limits (spend amount limiters)
		Set Spend Types (online and card machine)
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 to compare to Issuer statement
Data Export		Download preconfigured exports for linked cards

*Cannot be changed by the Cardholder when set by the Manager.

**Applies when the Manager New Card Order Approval workflow is enabled.

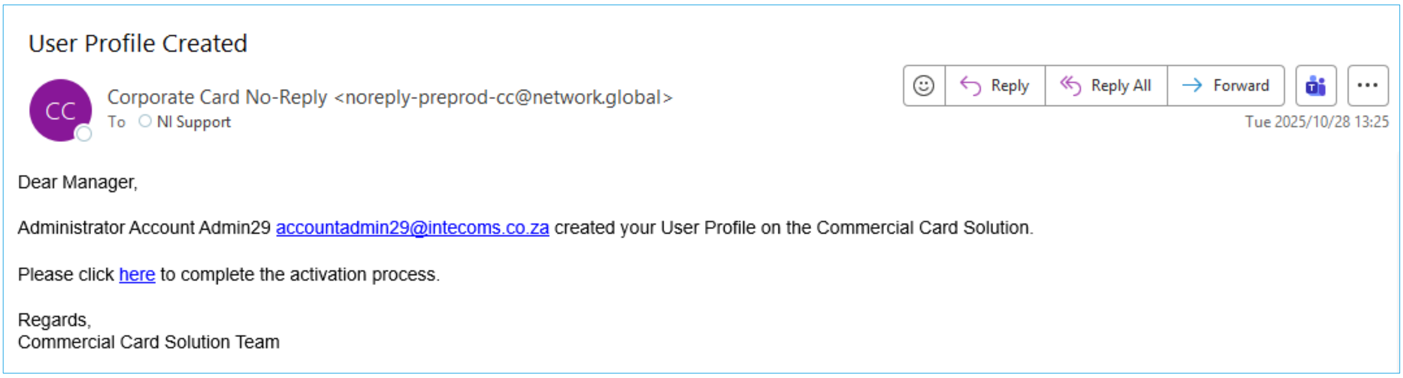
2. How to get started

The solution is supported on the following web browsers. Older browser versions may not display the portal correctly.

- Google Chrome
- Firefox
- Internet Explorer Version 10 and higher
- Microsoft Edge

2.1 How to activate your profile

The Manager receives the **User Profile Created** email notification. To complete activation, the user selects the activation link and is directed to the system to create a password.



User Profile Created

CC Corporate Card No-Reply <noreply-preprod-cc@network.global>
To NI Support

Reply Reply All Forward

Tue 2025/10/28 13:25

Dear Manager,

Administrator Account Admin29 accountadmin29@intecoms.co.za created your User Profile on the Commercial Card Solution.

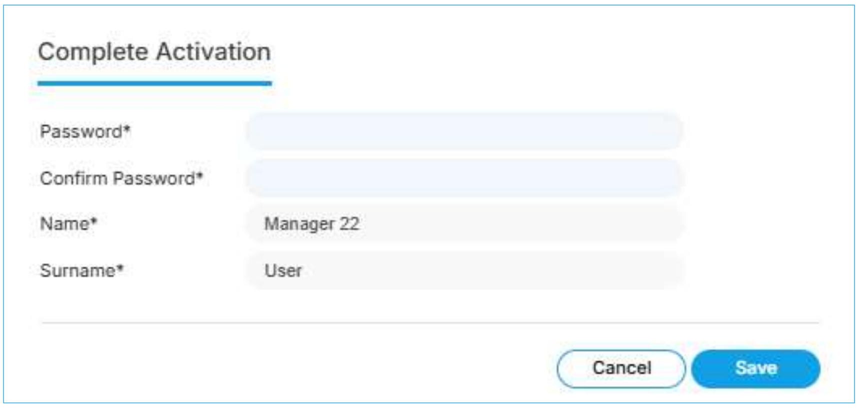
Please click here to complete the activation process.

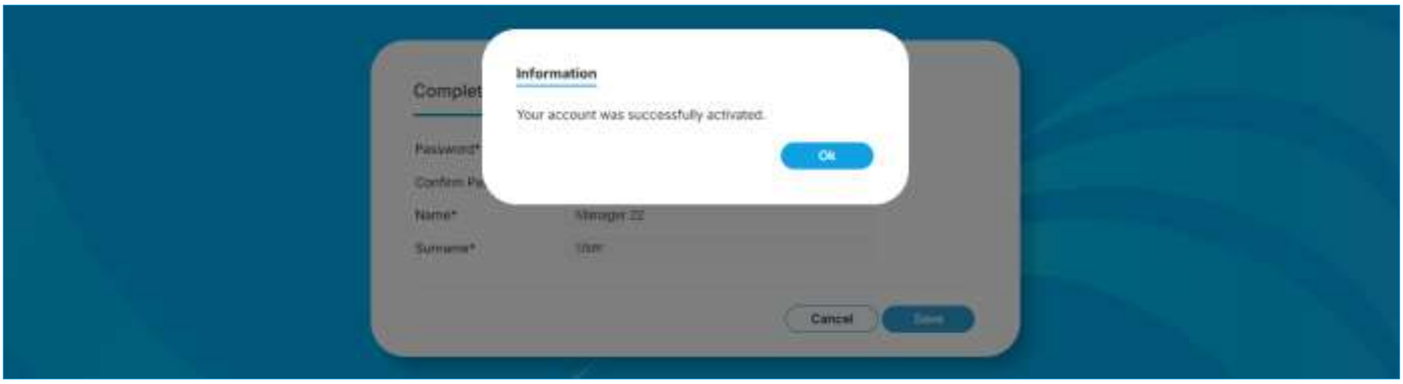
Regards,
Commercial Card Solution Team

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

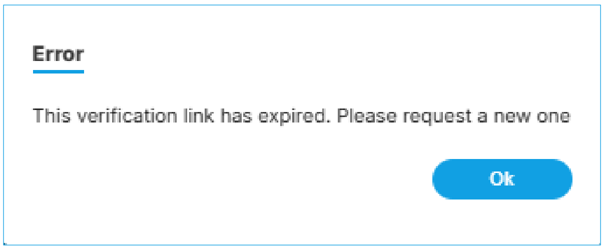
- Capital letter
- Special character, e.g. # or @
- Number
- For example: SecureP@ssword1

Users are required to update their password every 45 days, as passwords automatically expire after this period.



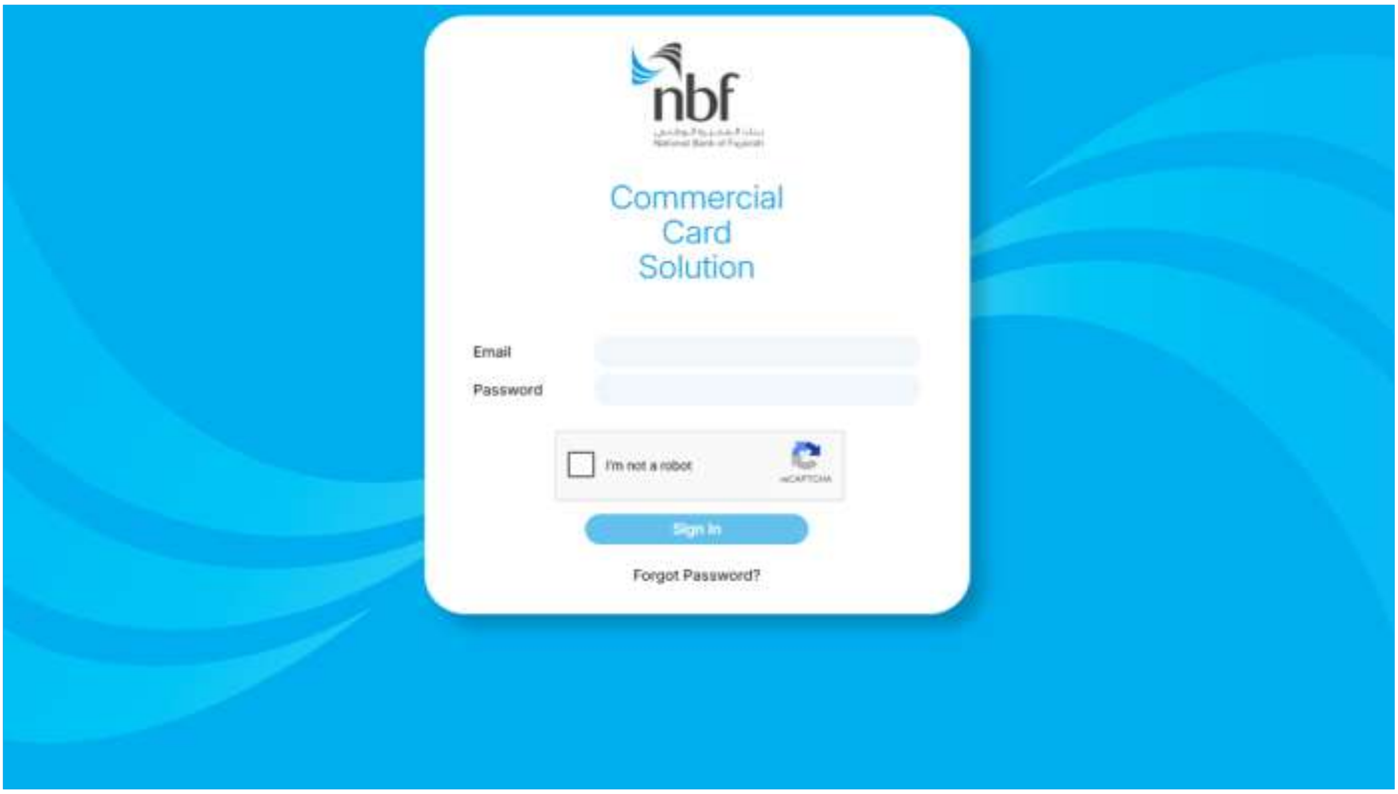


If the user selects the activation link after the token has expired, the following pop-up will display. The Account Admin will be able to resend the user activation email.

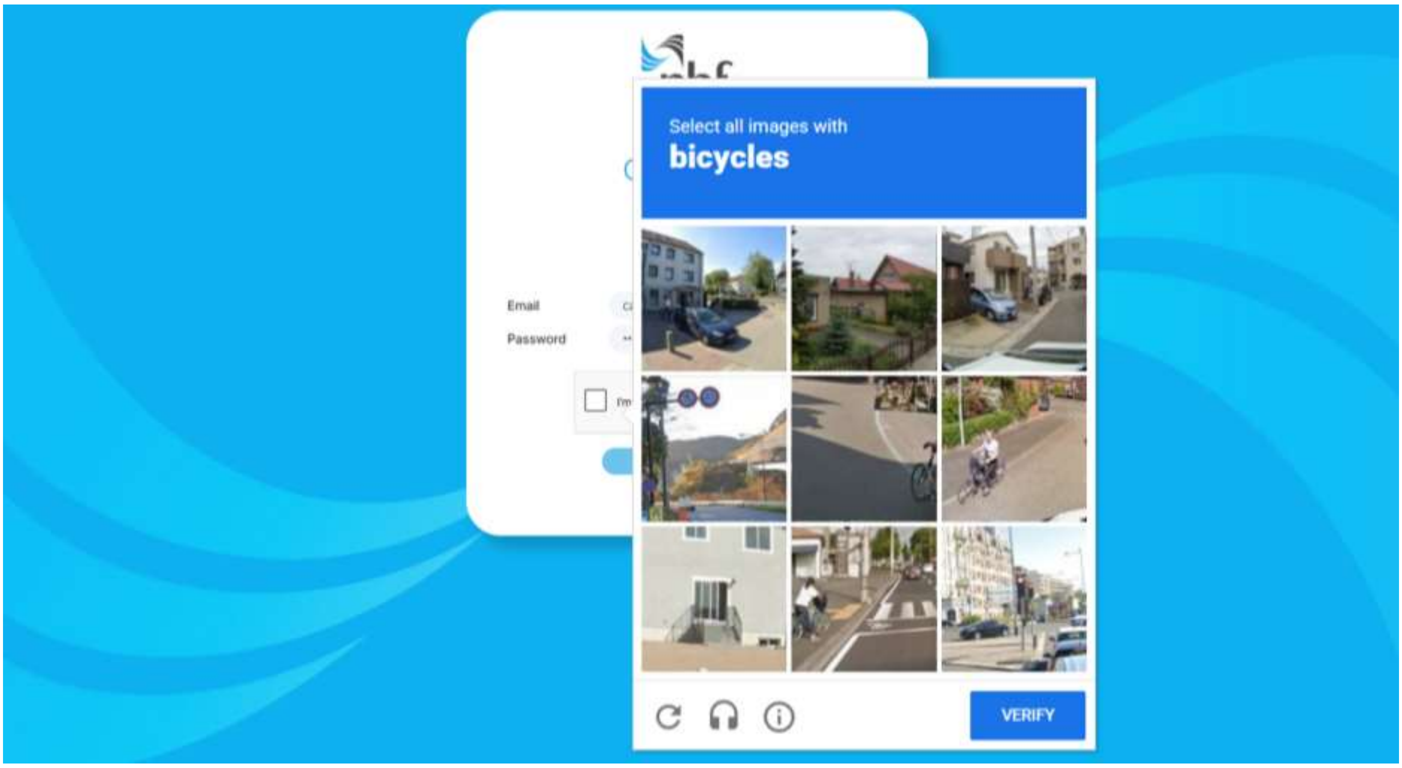


2.2 How to sign in

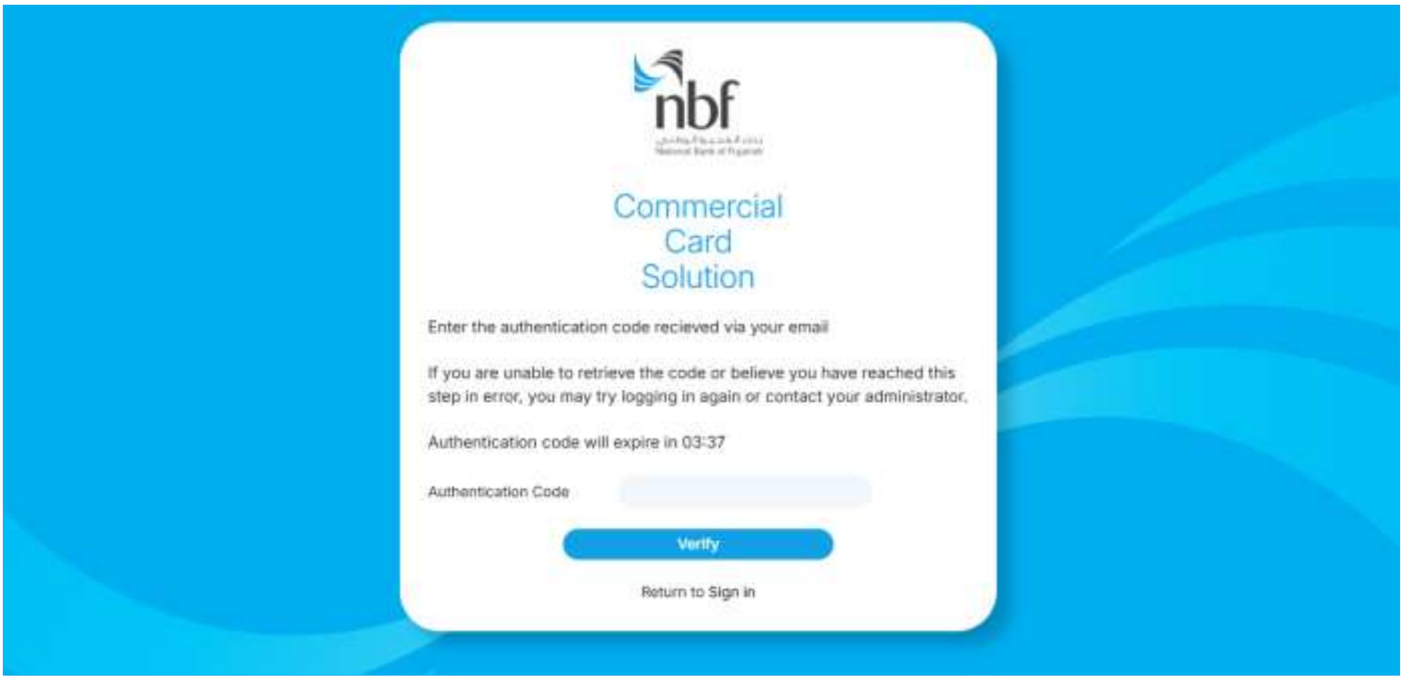
Go to https://businesscards.nbf.ae to access the portal.

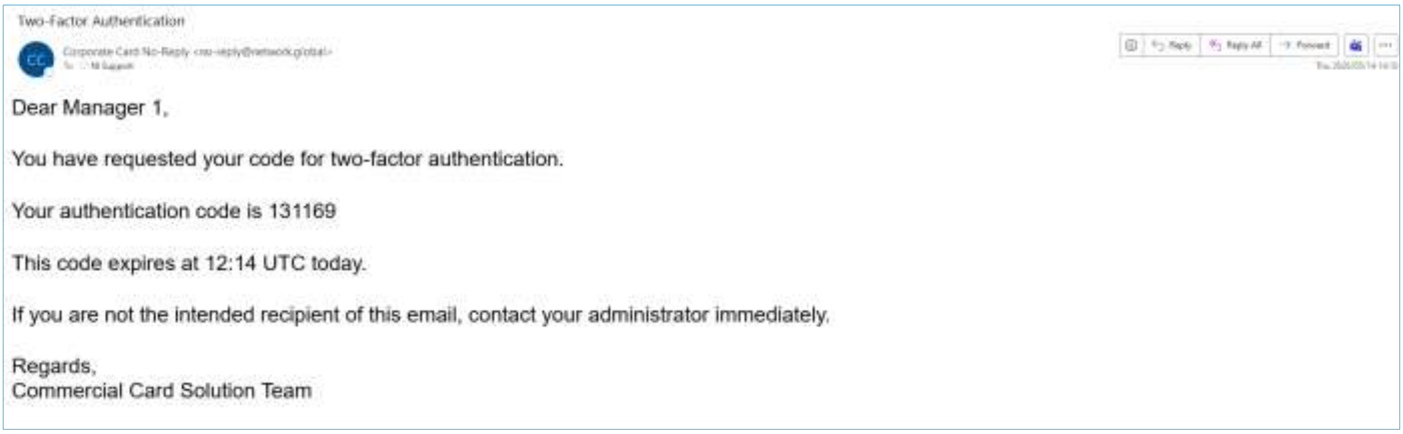


After entering their login credentials, users are directed to the reCAPTCHA page to verify authenticity and confirm that they are not a robot.



The system will generate a two-factor authentication (2FA) OTP via email.




Two-Factor Authentication

Dear Manager 1,

You have requested your code for two-factor authentication.

Your authentication code is 131169

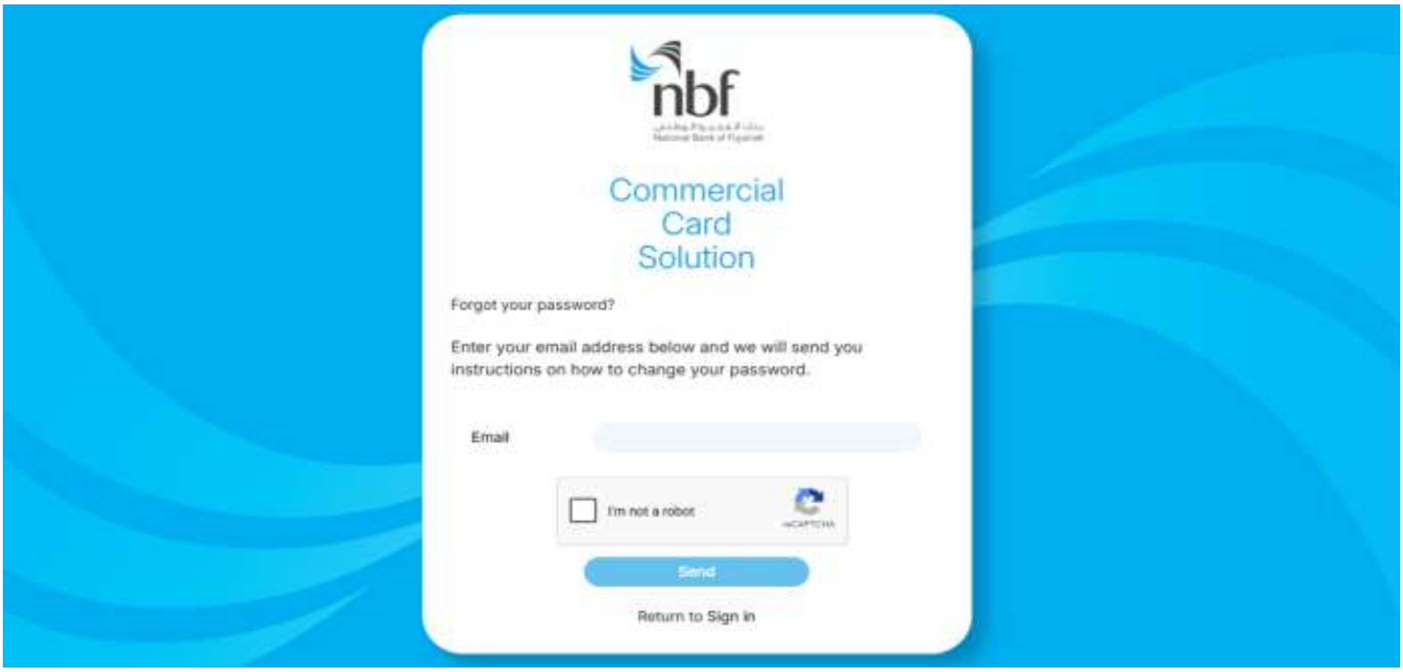
This code expires at 12:14 UTC today.

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

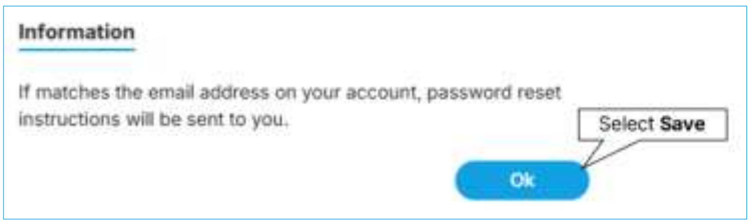
Regards,
Commercial Card Solution Team

2.3 How to reset a forgotten password

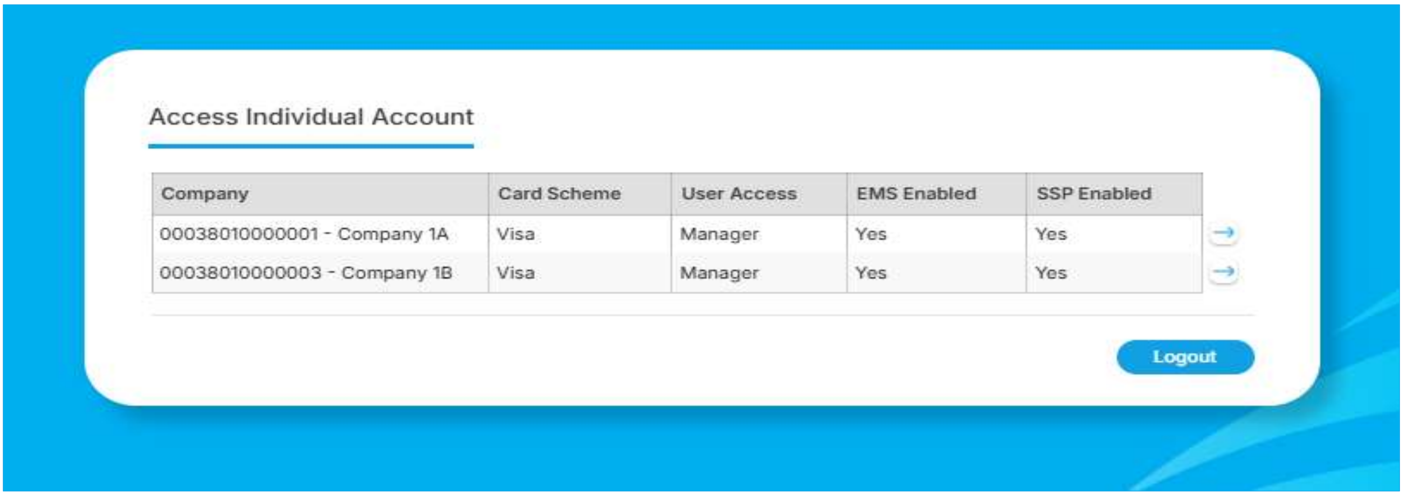
Select the **Forgot password** link on the login page and enter your email address.



The information pop-up below will display.



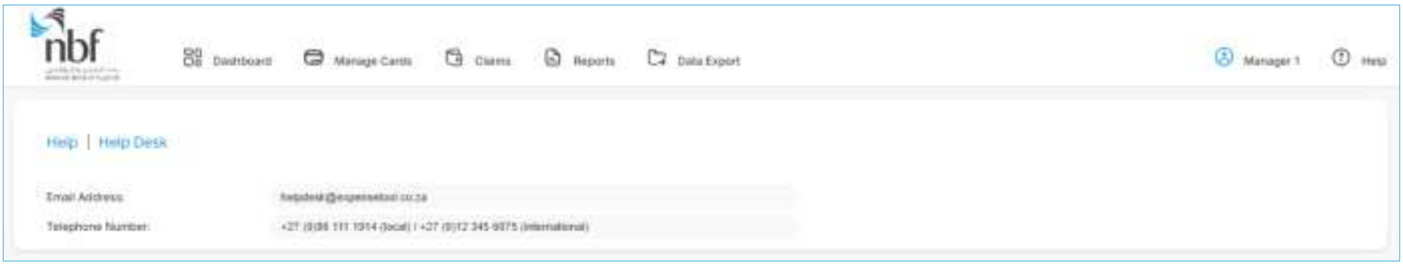
If the user is linked to more than one account within the Company Profile during login, the **Access Individual Account** screen will display, allowing the user to select the account they wish to access. Otherwise, the user will be routed directly to the Dashboard page once successfully authenticated.



3. How to use the main menu options

3.1 How to access Help

When the user selects the Help icon, the following submenus will be available:



- User Guides
- Help Desk

Users can download the following guides for internal reference and to understand the roles and functionality available within the system.

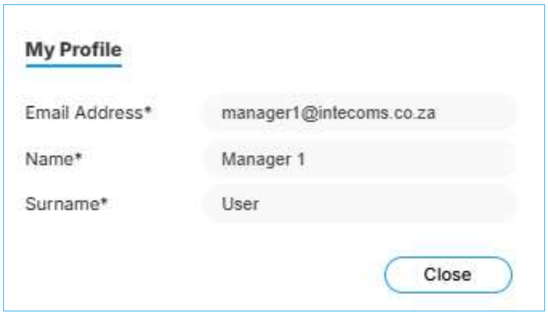
- Manager User Guide
- Cardholder User Guide

3.2 How to use the user icon

The user can select the User icon to access the following submenu options.

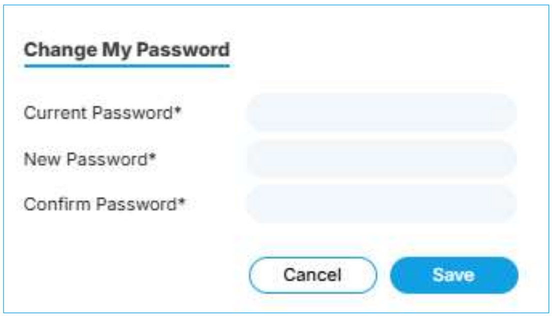
3.3 How to view My Profile

You can view your personal information by selecting the drop-down menu next to your name.

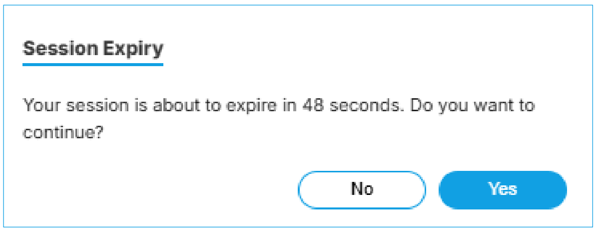


3.4 How to change your password

To update the password, the user must enter their current password. Once completed, they must enter and confirm their new password.

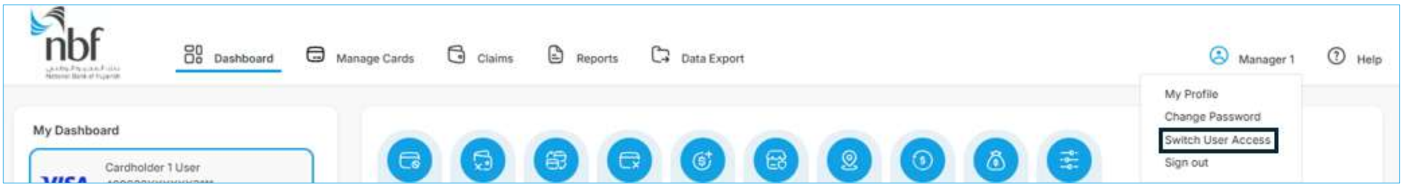


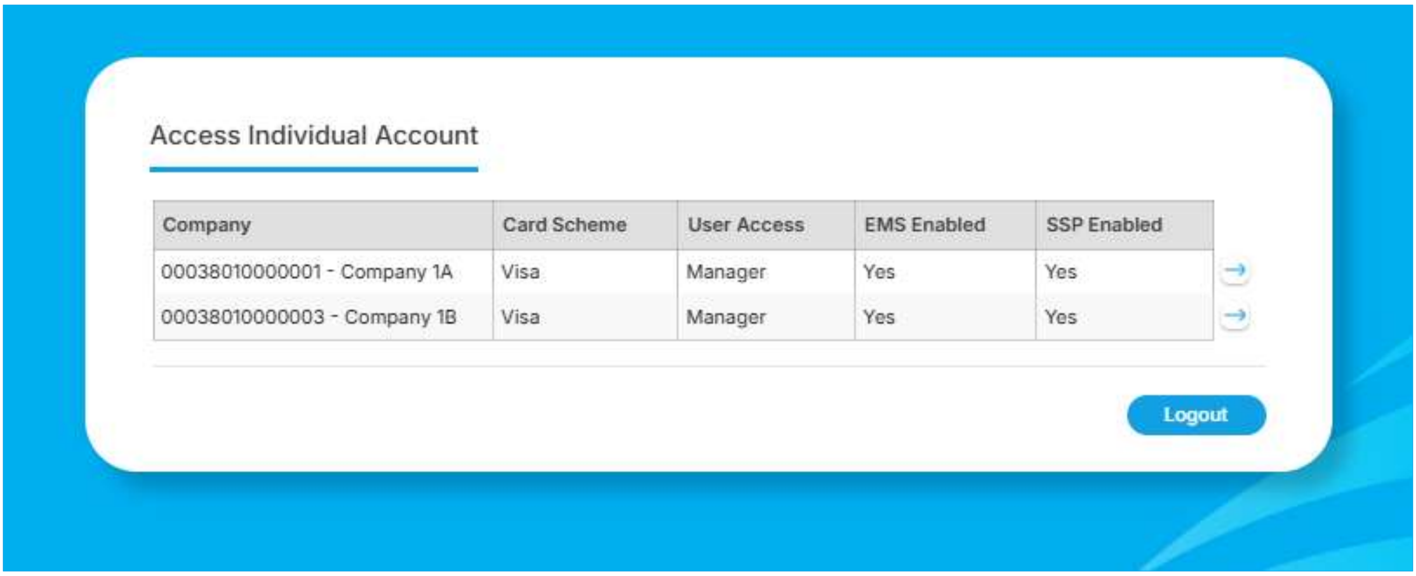
For security reasons, the session will expire if no action is performed in the system for a defined period. Before the session expires, a warning pop-up will display.



3.5 How to switch user access

If the user has been linked to more than one account within the Company Profile, selecting **Switch User Access** will route the user to the **Access Individual Account** screen to select an account to log into the system.



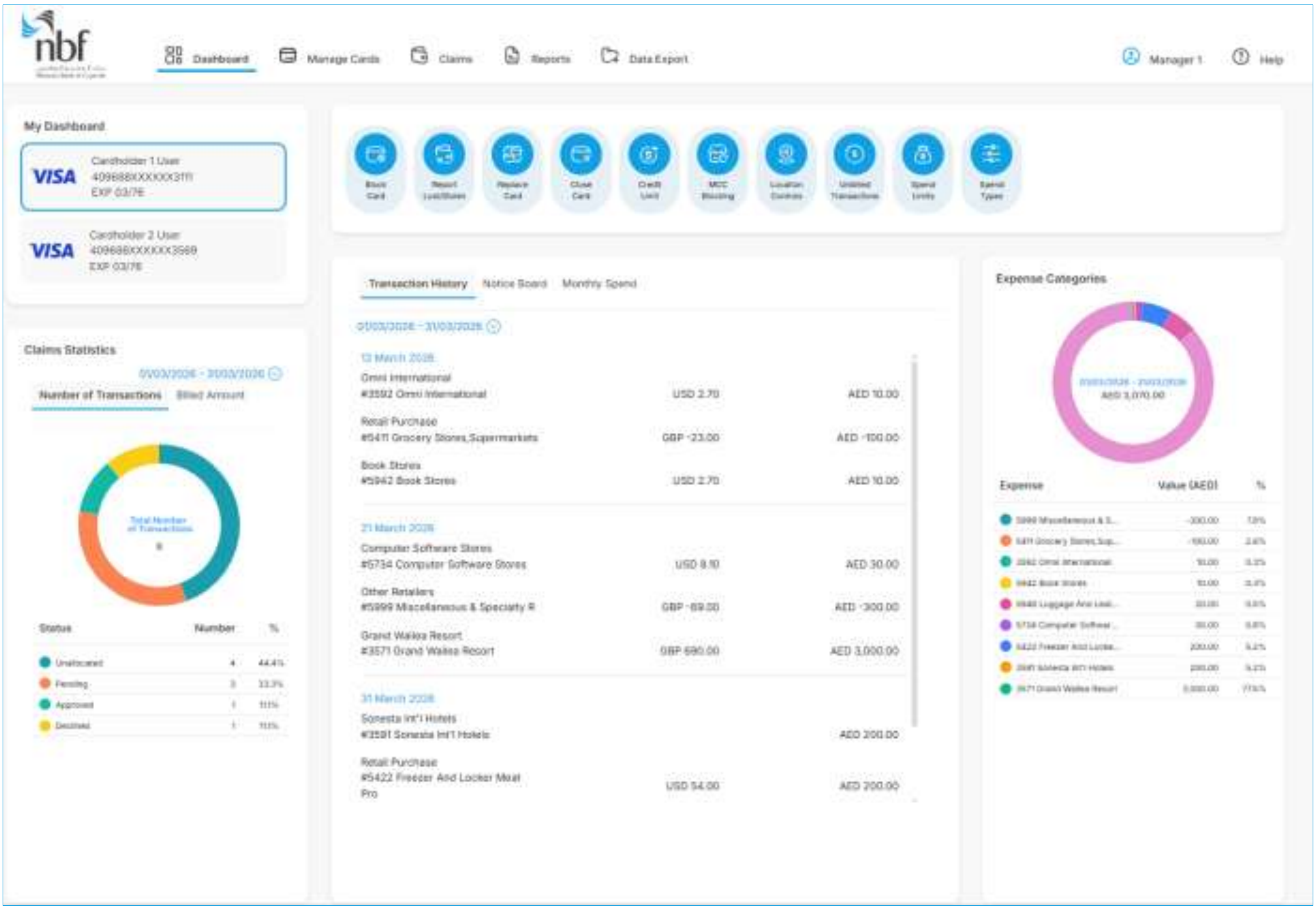


3.6 How to sign out

When the user selects **Sign out**, they will be routed to the login page and will need to enter their email address and password to log back into the system.

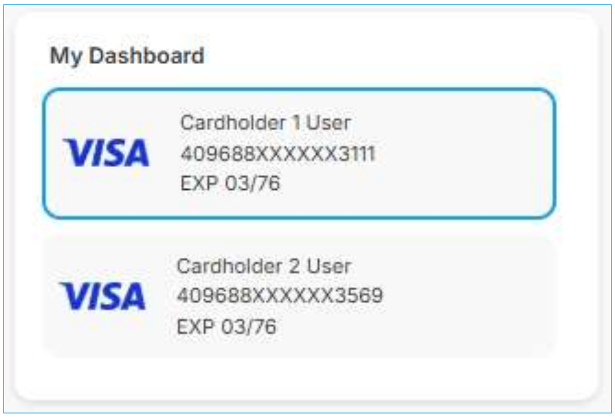
4. How to use the dashboard

After successful login, the user will be routed directly to the Dashboard page.



4.1 How to use My Dashboard

The **My Dashboard** section displays all cards linked to the user, with the signed-in account preselected.



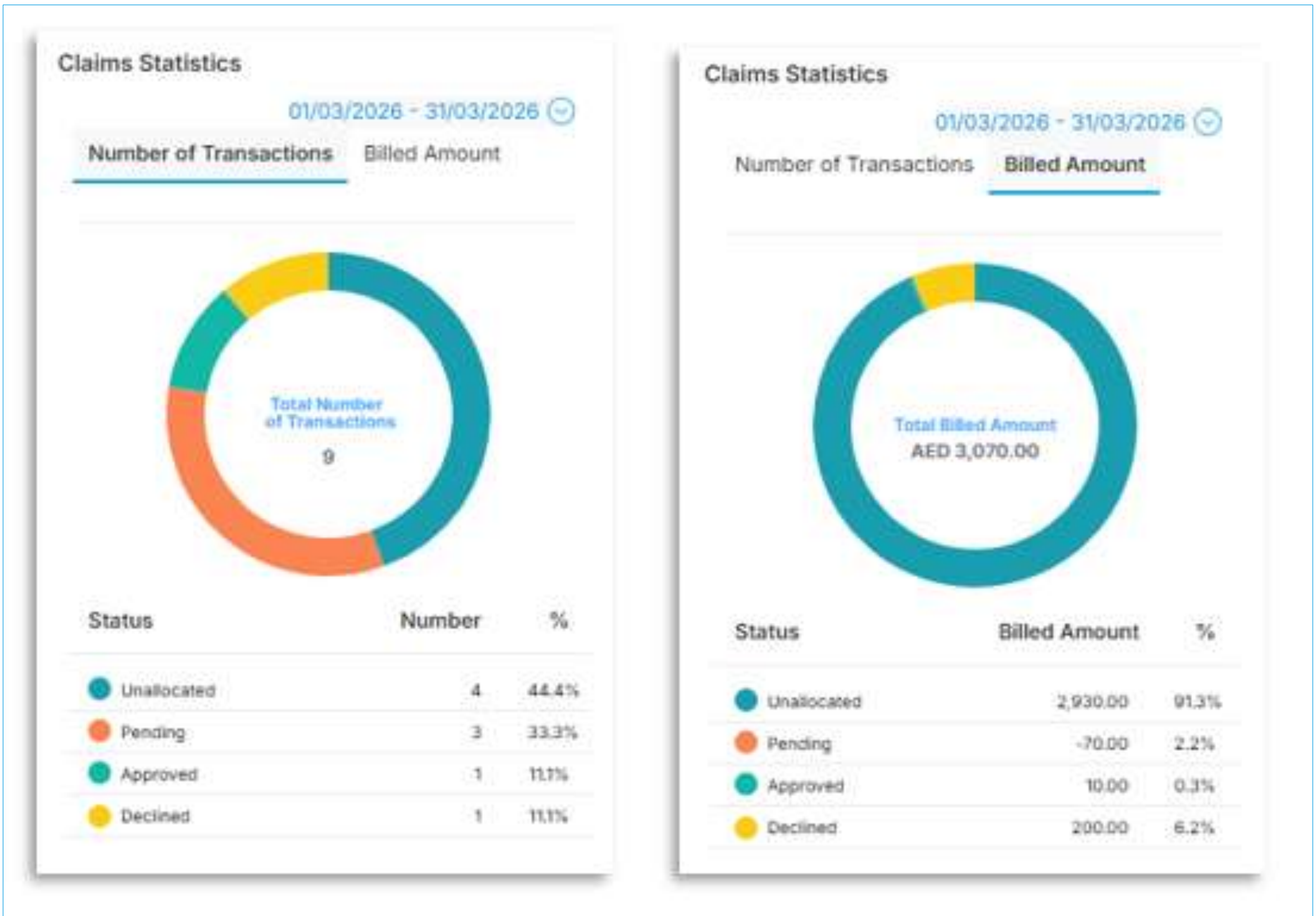
On first login, the preselected account's statistics and information will appear in the following areas on the Dashboard:

- Claim Statistics
- Transaction History
- Notification Board
- Category Statistics

If the user is linked to more than one card, they can select another card under **My Dashboard**. The Dashboard will then update to reflect the statistics and information for the selected account.

4.2 How to view claims statistics

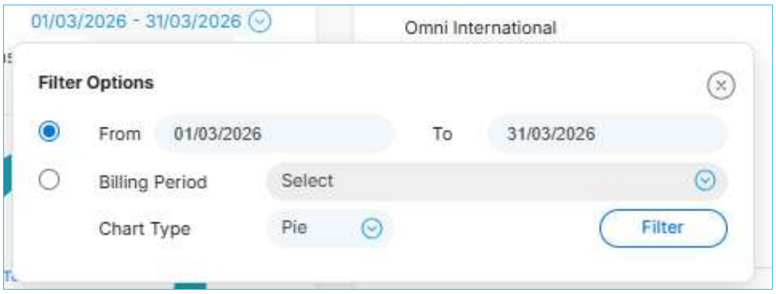
On initial login, the claim statistics for **This Month** (current billing period start and end date) will display.



The information is further separated into the **Total Number** and **Total Billed Amount** of transactions by claim status:

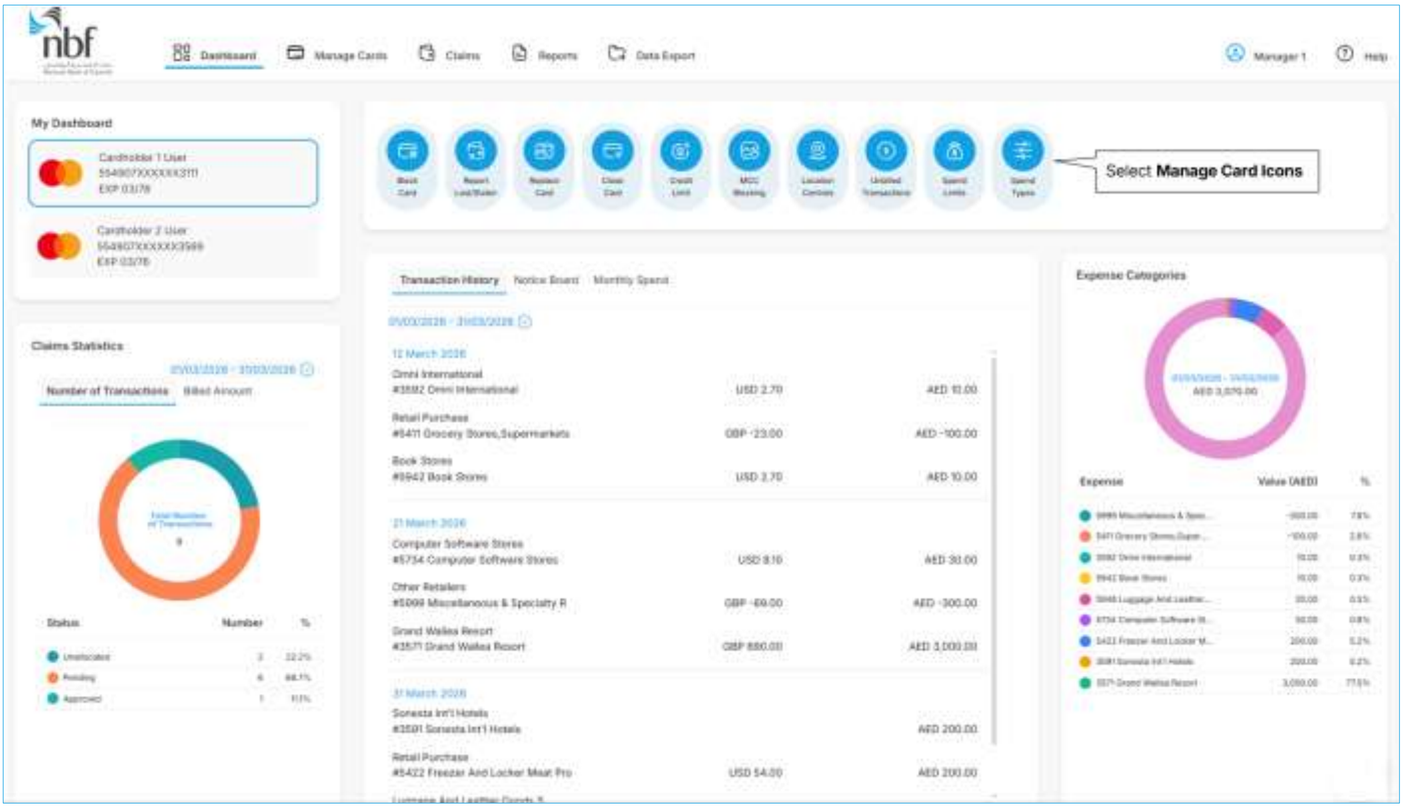
- Unallocated – No action taken
- Pending – Claim submitted for approval
- Declined – Claim declined for reallocation
- Approved – Approved claims

The user can further filter the results by selecting a custom **From** and **To Date**, or a **Billing Period**, with the option to present the statistics in pie chart or bar chart format.

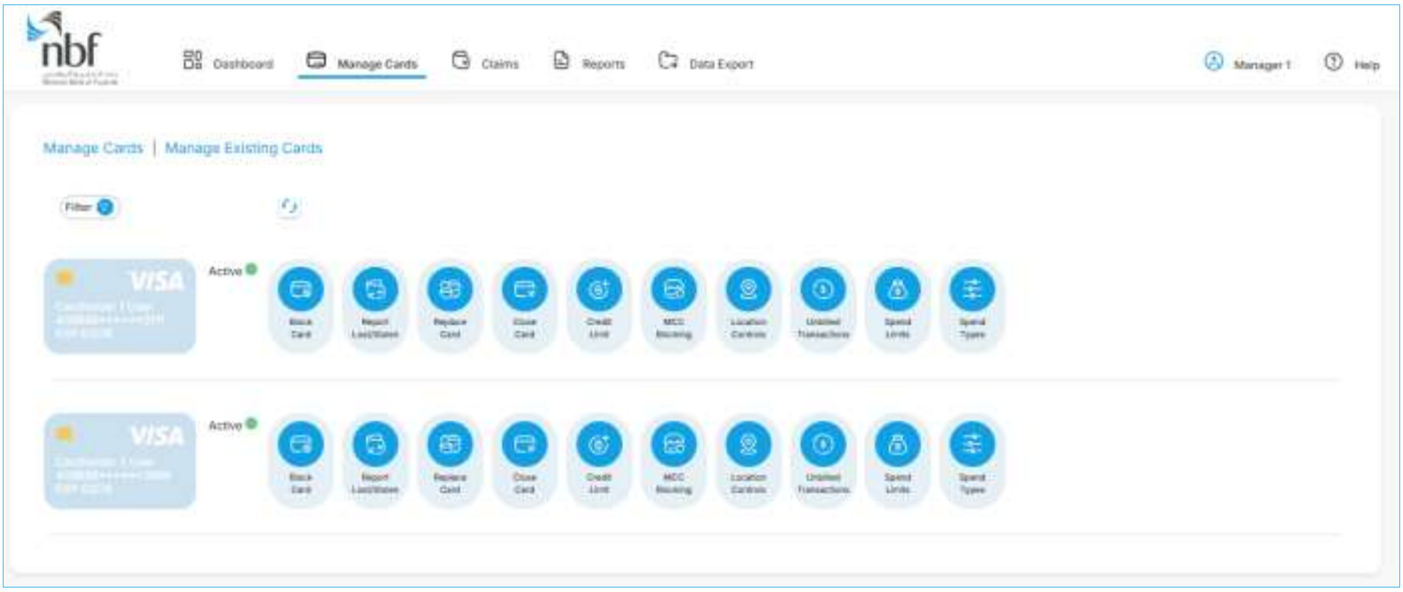


4.3 How to use Manage Existing Card icons

The **Manage Existing Cards** icons provide quick access to the required card functions for the cardholder's card.

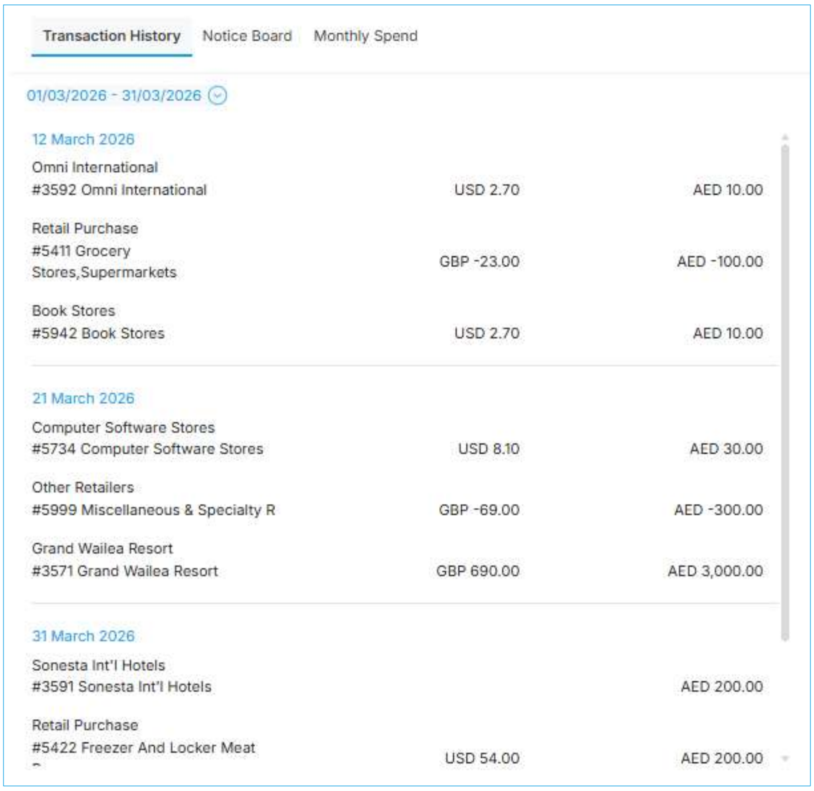


If the user is linked to more than one card, they can navigate to **Manage Cards | Manage Existing Cards** to perform the required card functions for all linked cardholder cards in one view.

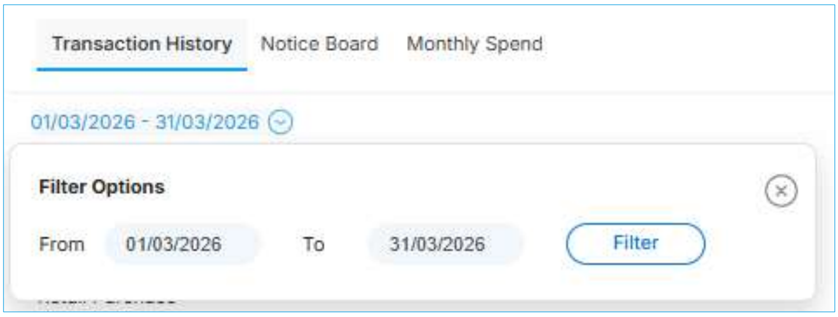


4.4 How to view transaction history

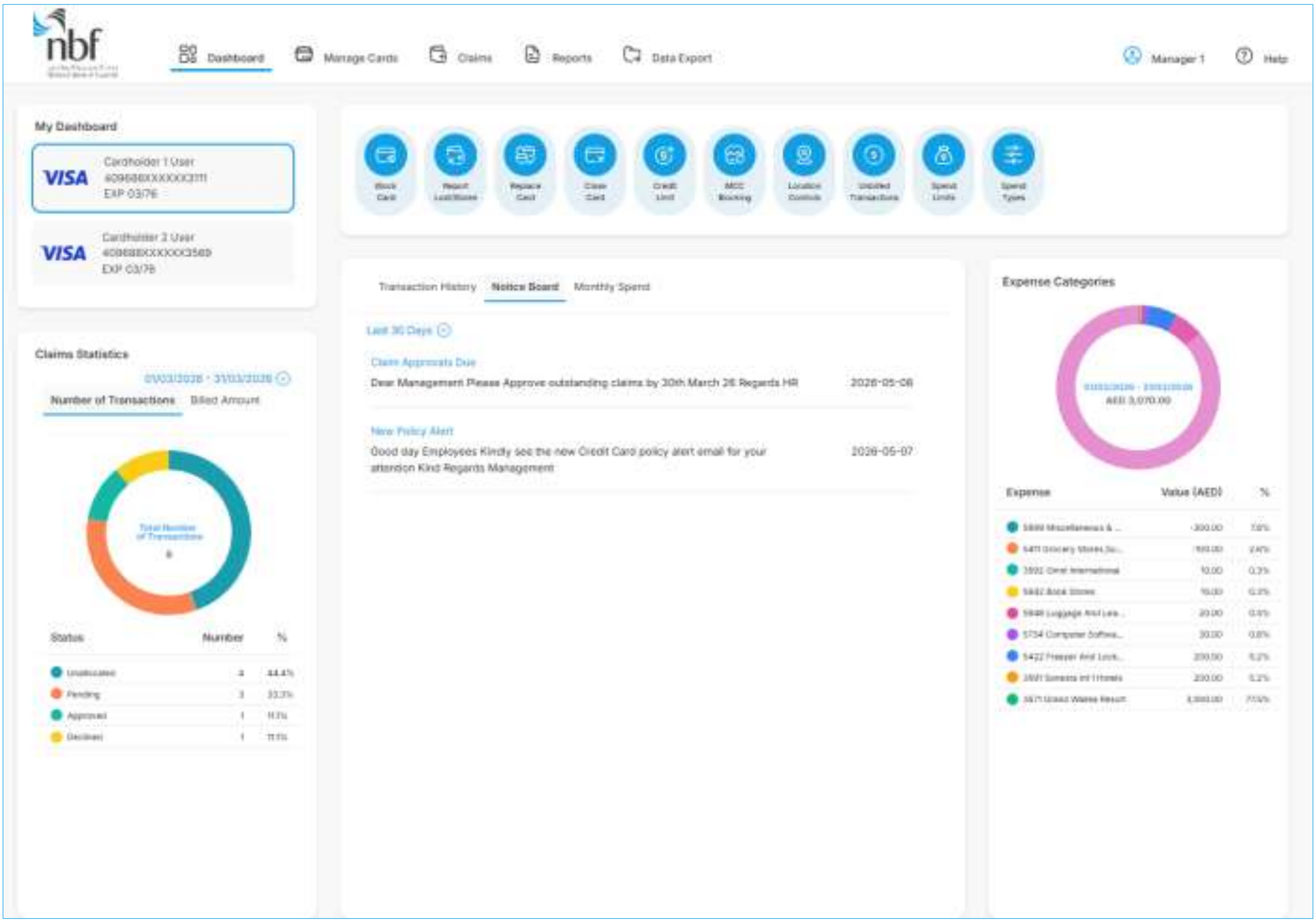
Once the user selects the **Transaction History** tab, the transactions for **This Month** (current billing period start and end date) will display for the selected card in **My Dashboard**.



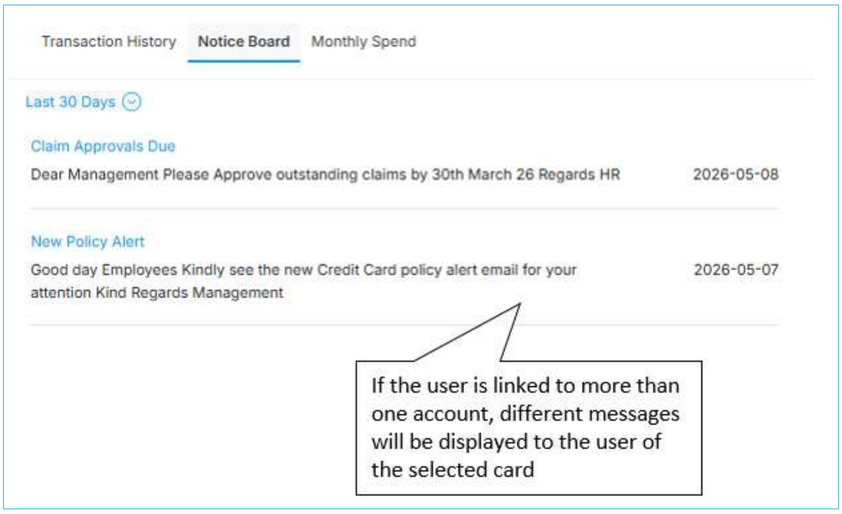
The user can further filter the results by selecting a custom **From** and **To Date**.



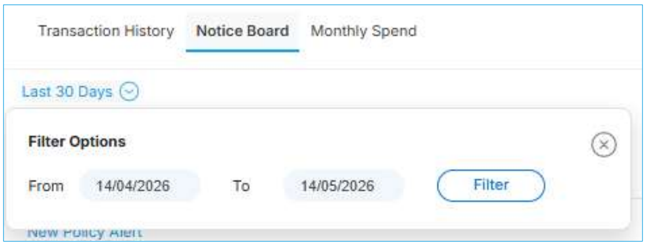
4.5 How to view the notice board



On initial login, the Notice Board reflects all notifications posted for **This Month** by the Account Admin.

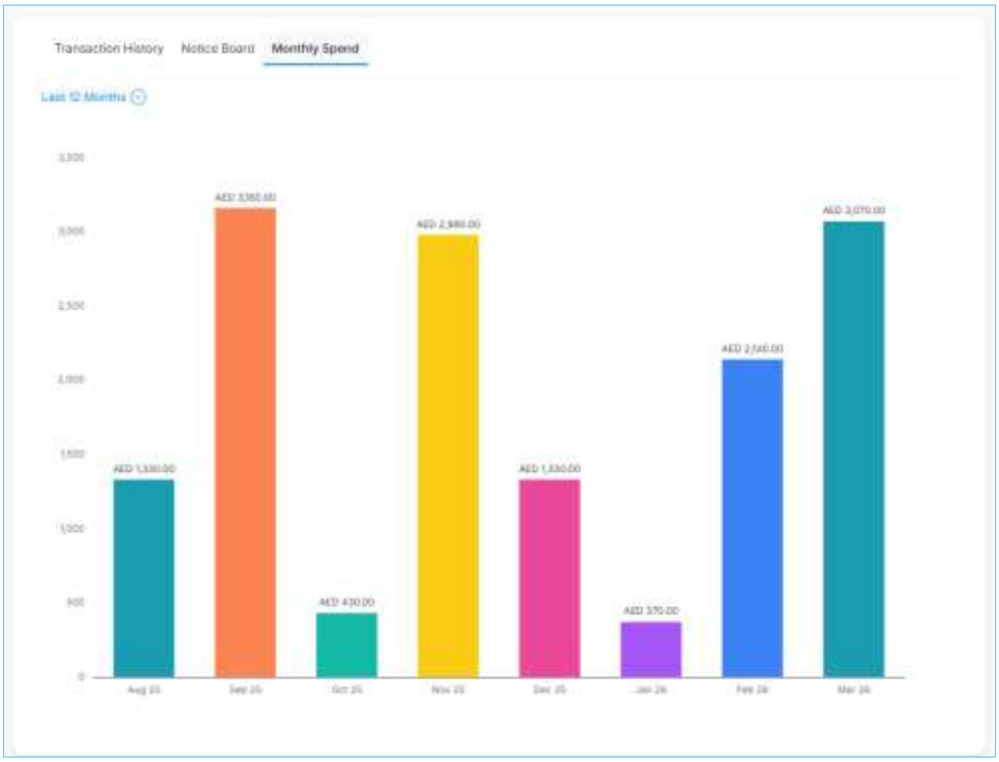


The user can also search for past messages by selecting the **The Last 30 Days** drop-down and entering the **From** and **To Date**.

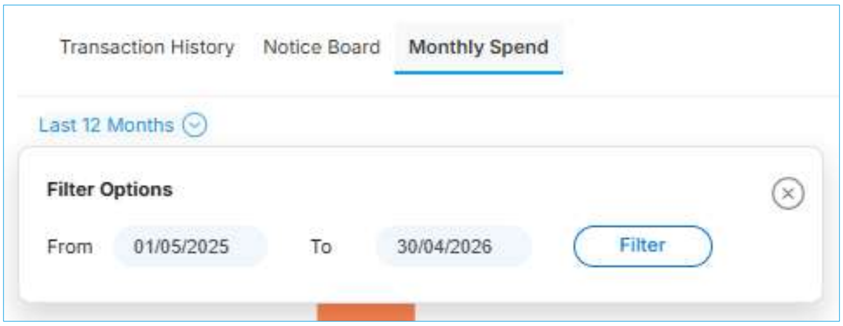


4.6 How to view monthly spend

Once the user selects **Monthly Spend**, a bar graph will display for the **Last 12 Months**, representing the total transactions for each month for the selected card in the **My Dashboard** section.

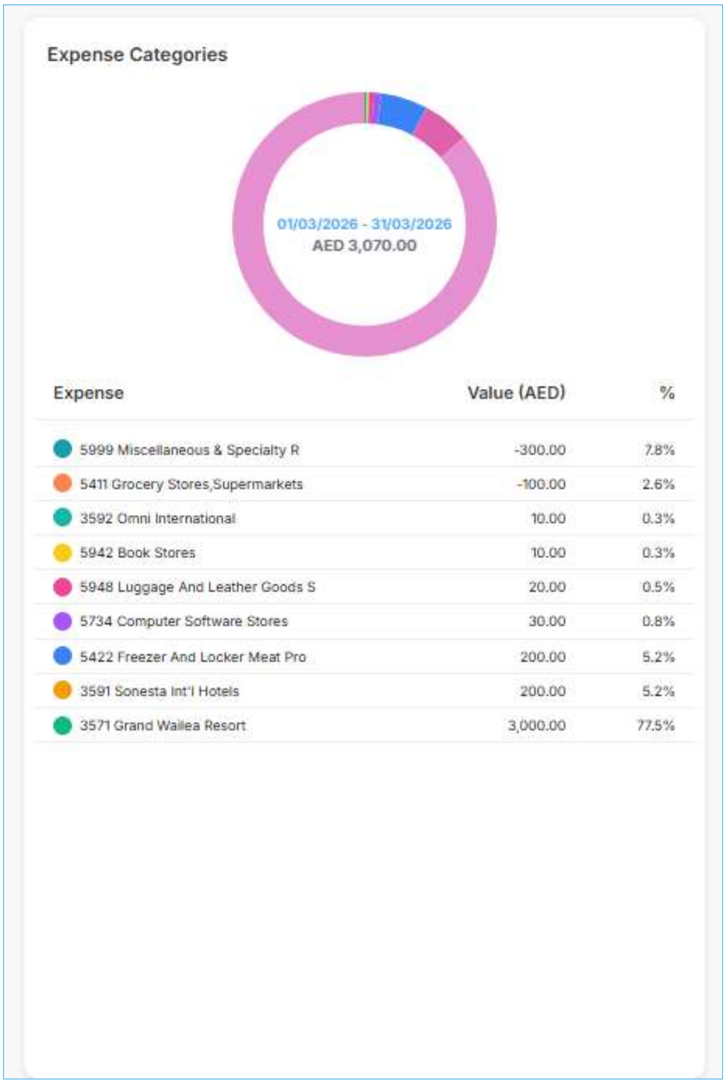


The user can further filter the results by selecting a custom **From** and **To Date**.



4.7 How to view expense categories

On initial login, **Expense Categories** will display a pie chart and statistics or information for the selected card in the **My Dashboard** section. These expenses are calculated and categorised by the transaction's Merchant Category Code.



5. How to manage new cards

The Administrator creates a new card order and determines whether Manager approval is required during the ordering process. If the Manager approval workflow is enabled, the Manager can review, refer, approve or decline the card order.

5.1 How to review an order

The Manager will receive the **Review Cardholder Onboarding Details** email notification once the Administrator has created the new card order.


[Order#202605000003] Review Cardholder Onboarding Details

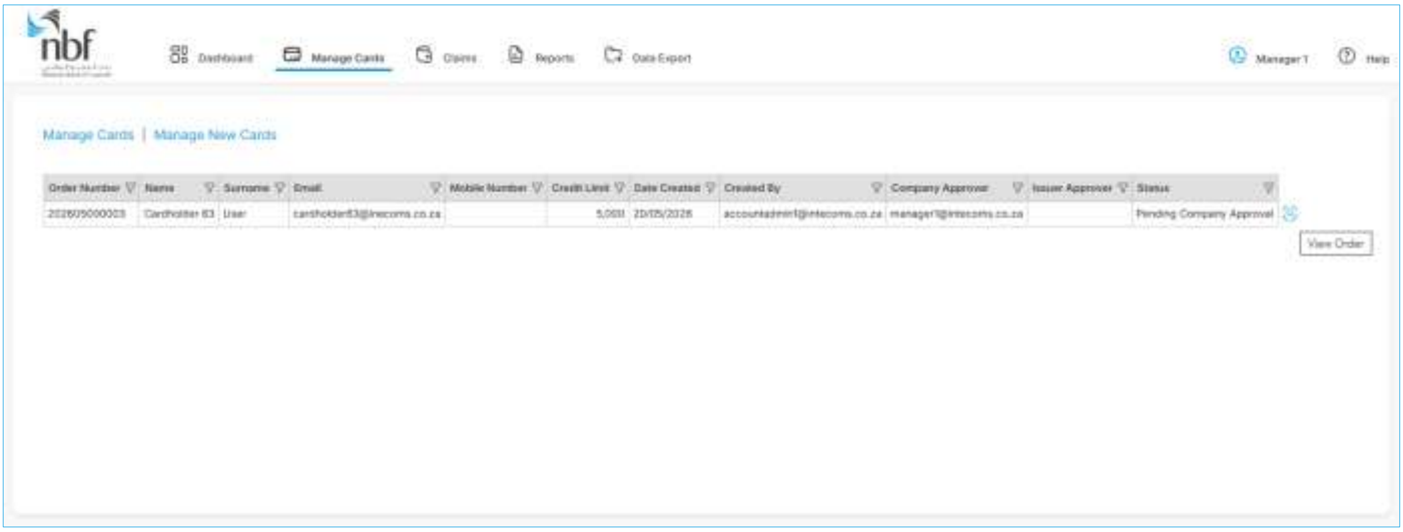
Dear Manager Manager 1 User,

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 should navigate to **Manage Cards | Manage New Cards** and select the **View Order** icon next to the order that needs to be reviewed.

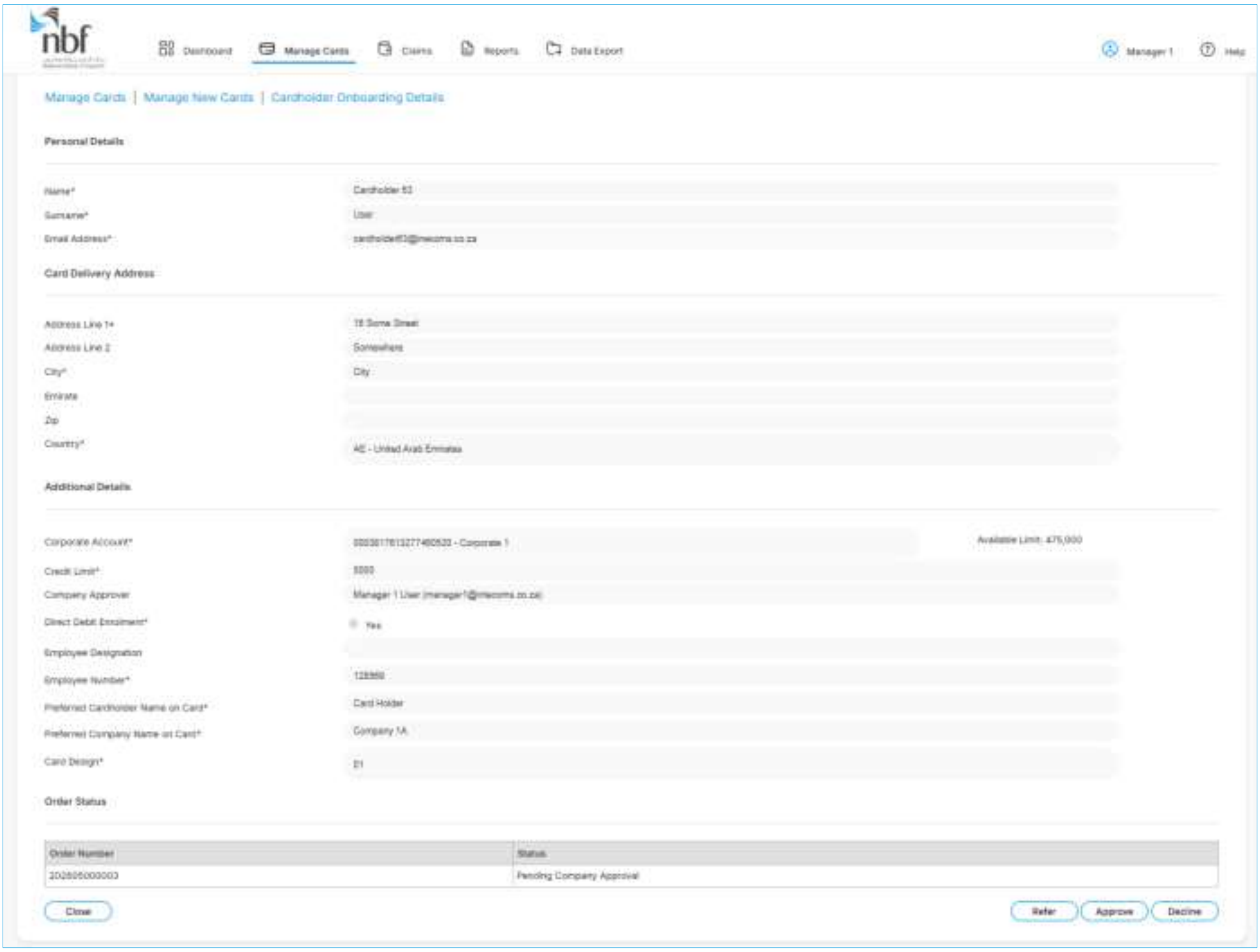


The following order statuses may display when the Manager workflow is **Enabled**.

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

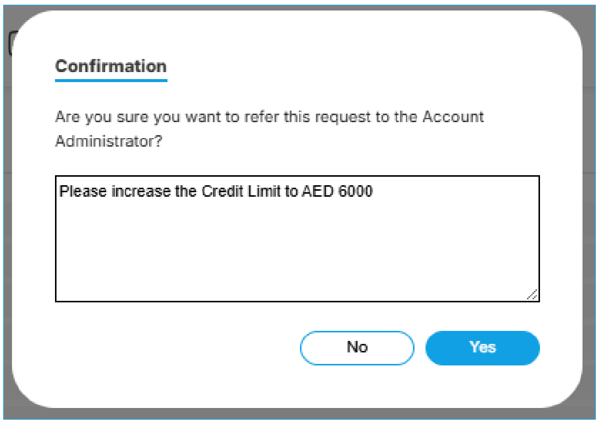
Declined by Manager	Order declined by Manager

The Manager cannot update any details; however, they can refer the order back to the Administrator for changes.

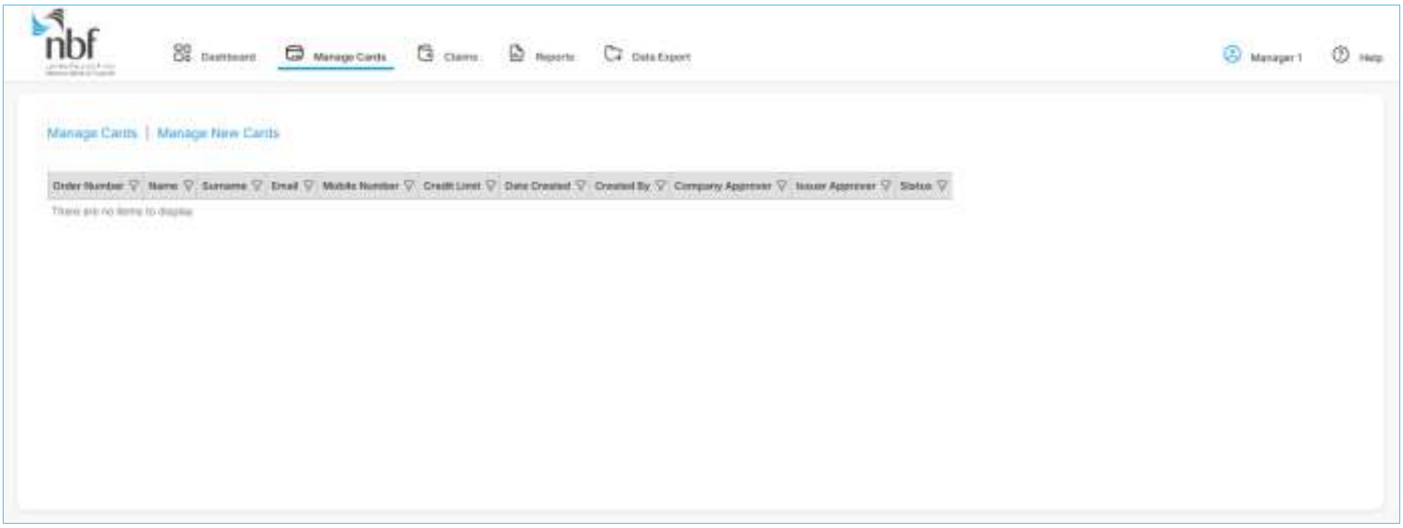


5.2 How to refer an order

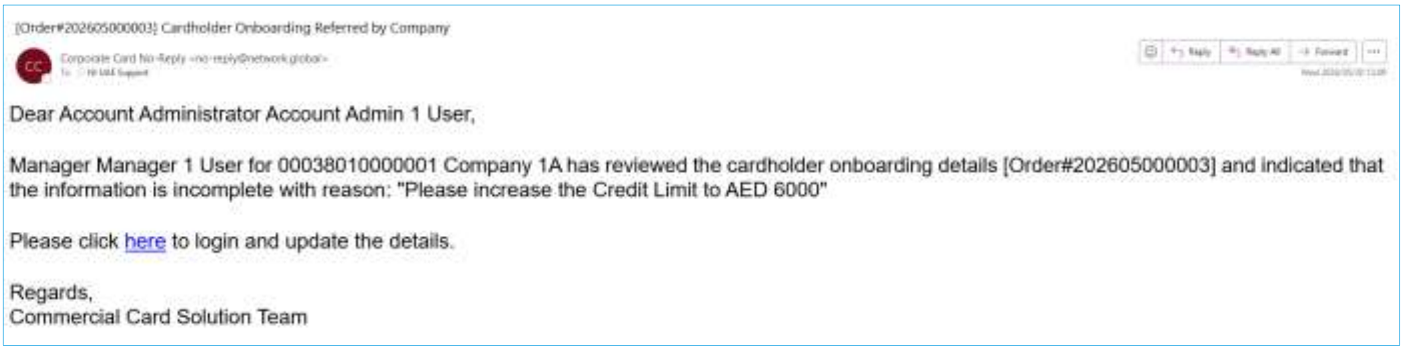
Select the **Refer** button and enter the reason for the referral to the Administrator.



Once referred, the order will no longer be available to the Manager on the **Manage Cards | Manage New Cards** screen until it is resubmitted by the Administrator for approval.



The Administrator will receive the **Cardholder Onboarding Referred by Company** email notification with the reason for the referral.


[Order#202605000003] Cardholder Onboarding Referred by Company

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 the Credit Limit to AED 6000"

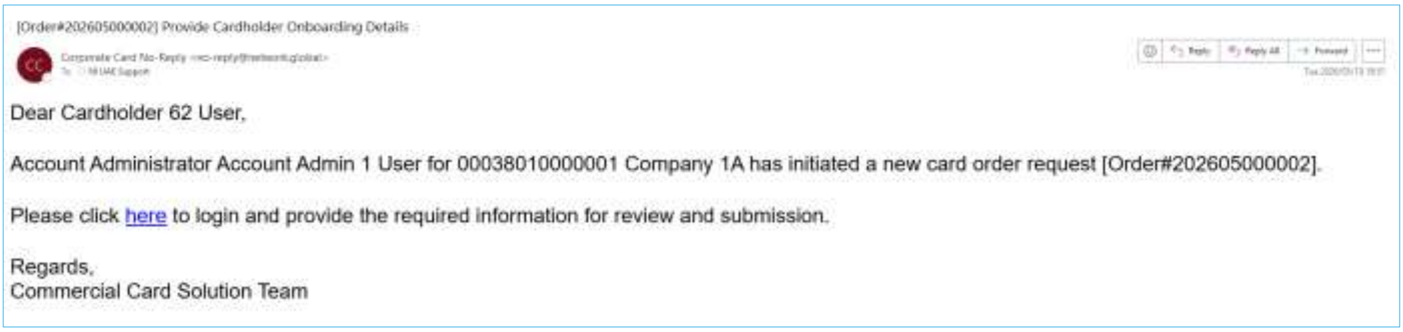
Please click here to login and update the details.

Regards,
Commercial Card Solution Team

When the order has been updated and submitted by the Administrator, the Manager will again receive the **Review Cardholder Onboarding Details** email notification.

5.3 How to approve an order

After successful verification of the order, the Manager can **Approve** the order. This will trigger the **Provide Cardholder Onboarding Details** email notification to be sent to the new cardholder.


[Order#202605000002] Provide Cardholder Onboarding Details

Dear Cardholder 62 User,

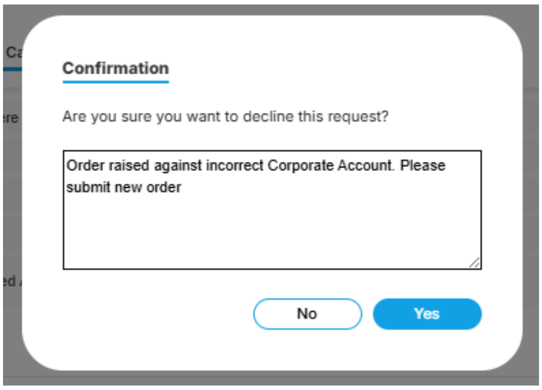
Account Administrator Account Admin 1 User for 00038010000001 Company 1A has initiated a new card order request [Order#202605000002].

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

Regards,
Commercial Card Solution Team

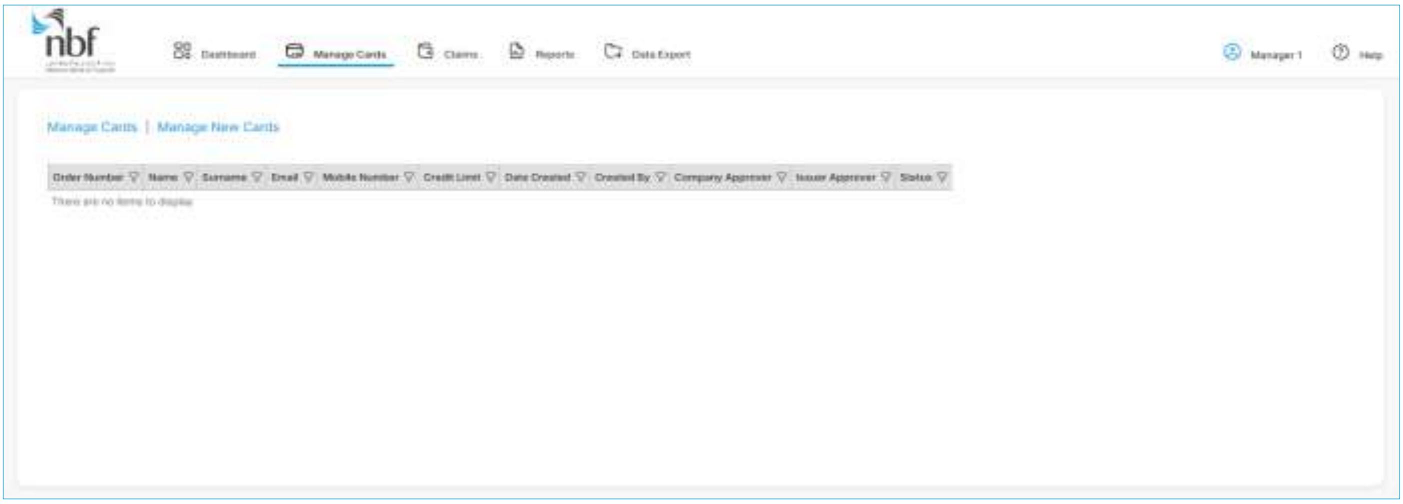
5.4 How to decline an order

If the Manager declines the order, they can select the **Decline** button and enter the reason for decline for the Company Administrator.

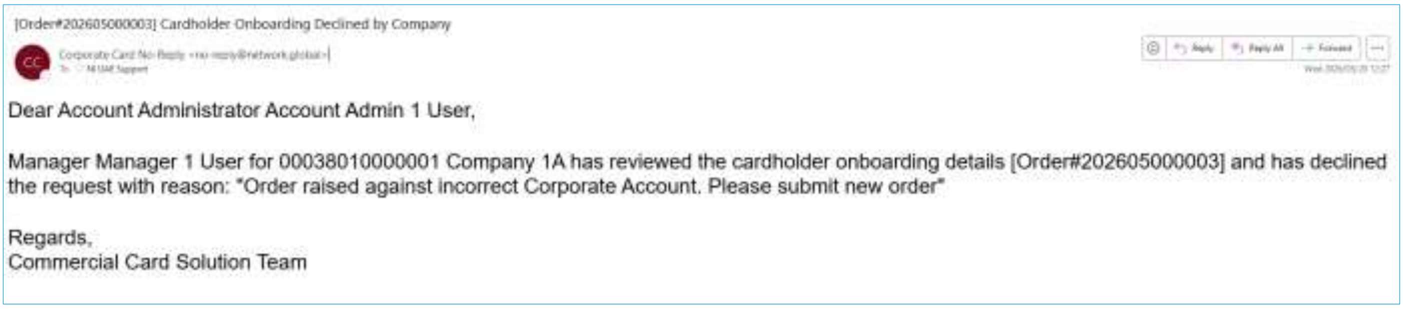


Once declined:

- The order will no longer be available to the Manager on the **Manage Cards | Manage New Cards** screen.



- The Company Administrator will receive the **Cardholder Onboarding Declined by Company** email notification, which reflects the reason for the decline.



[Order#202605000003] Cardholder Onboarding Declined by Company

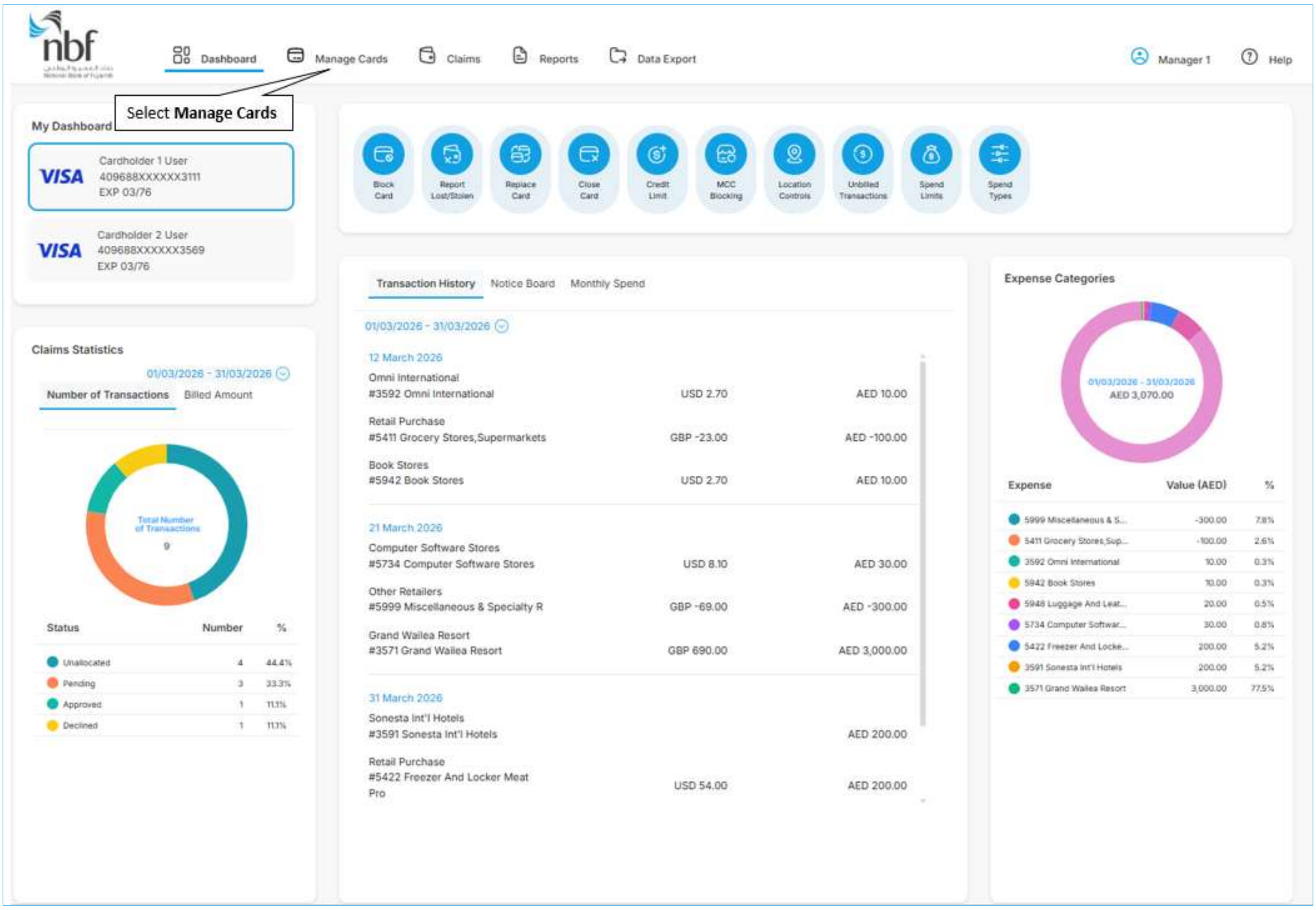
Dear Account Administrator Account Admin 1 User,

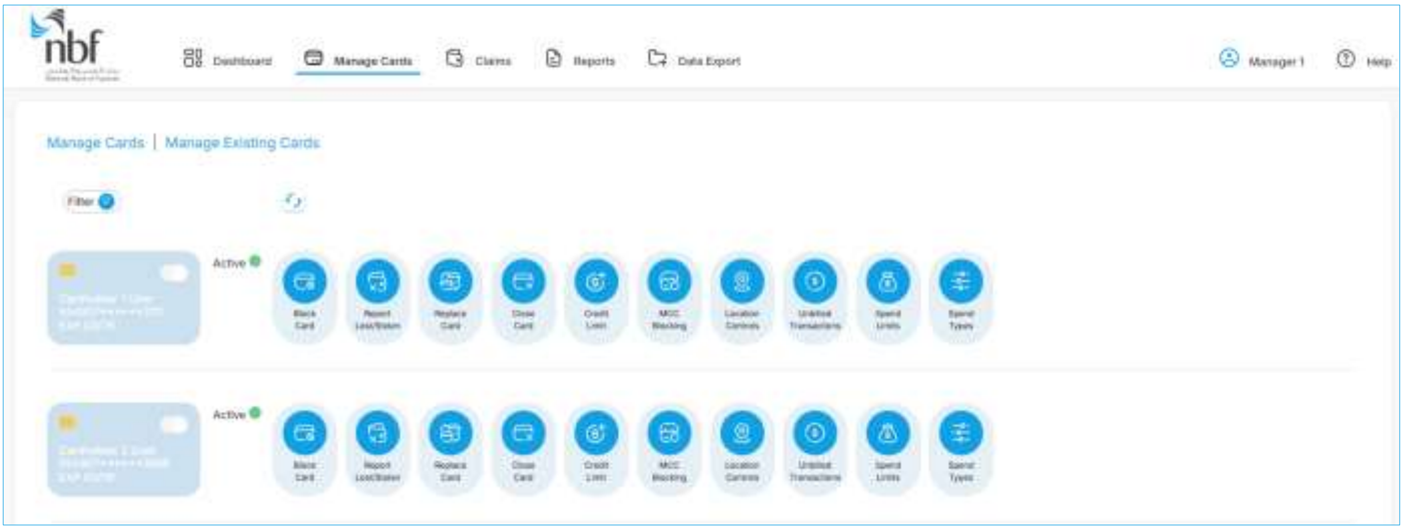
Manager Manager 1 User for 00038010000001 Company 1A has reviewed the cardholder onboarding details [Order#202605000003] and has declined the request with reason: "Order raised against incorrect Corporate Account. Please submit new order"

Regards,
Commercial Card Solution Team

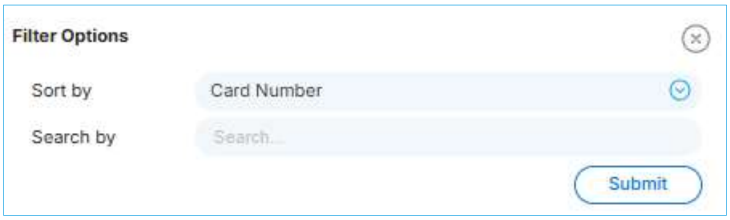
6. How to manage existing cards

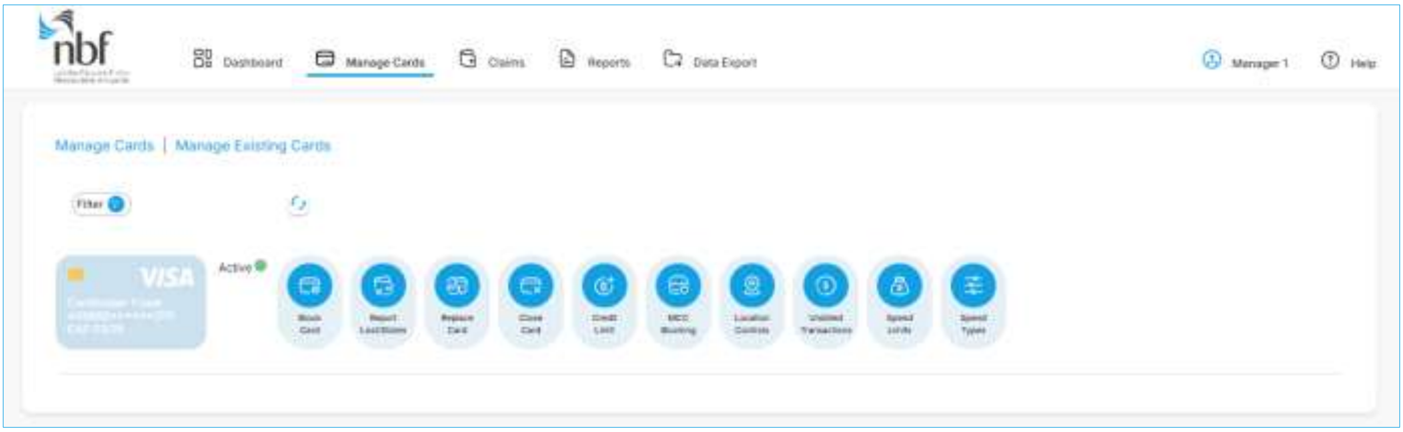
The user can maintain and perform actions on existing cards by selecting **Manage Cards | Manage Existing Cards**, or by using the **Manage Existing Cards** quick access option on the Dashboard for the selected cardholder's card in **My Dashboard**.





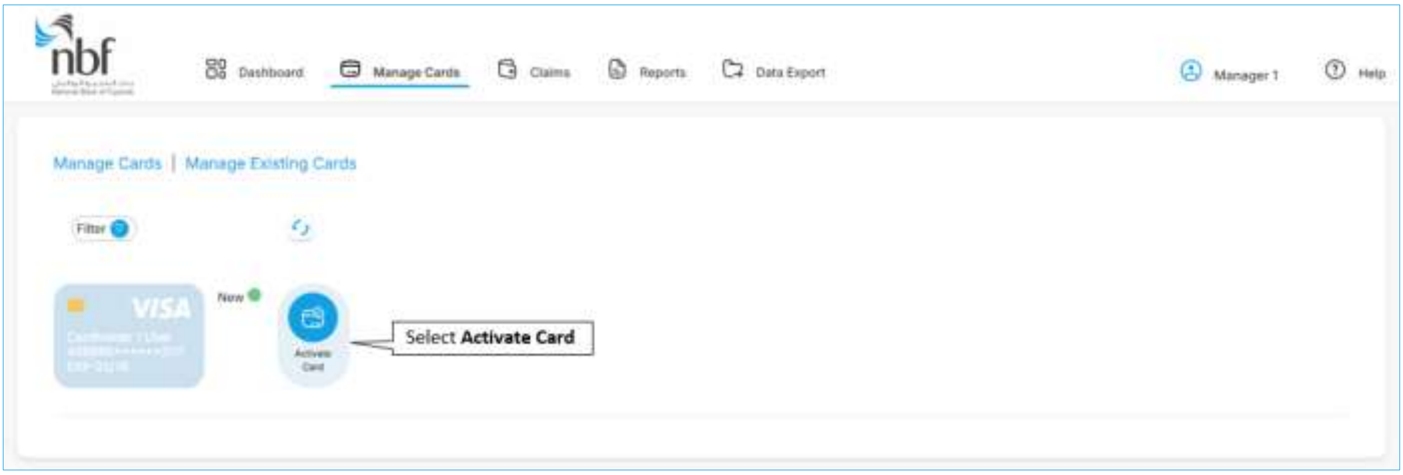
When multiple cards are linked to the user, the user can select the filter option to narrow the displayed cards by card number, name, surname or status.





6.1 How to activate a card

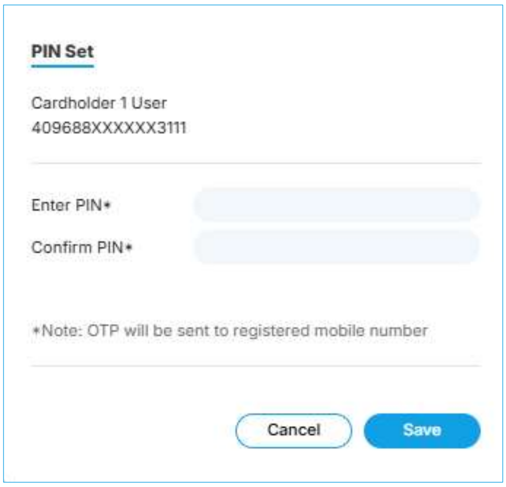
To activate a newly issued cardholder card, the user can select the **Activate** icon on behalf of the cardholder. This will change the card status from **New** to **Open**.



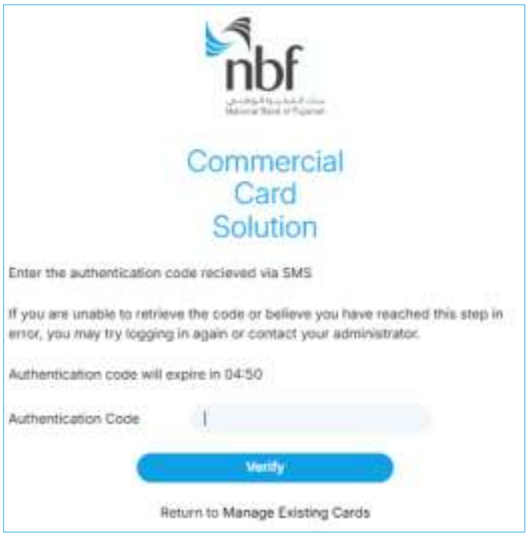
The following confirmation pop-up message will display.

Once confirmation is successful, the success pop-up will display, confirming that the card has been activated.

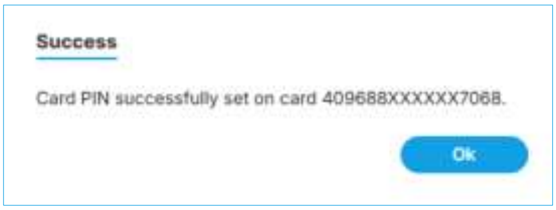
The cardholder will be able to set the card PIN by authenticating with an OTP sent via SMS. The following **PIN Set** pop-up will display.



The user must then enter the code received via SMS and select the **Verify** button.



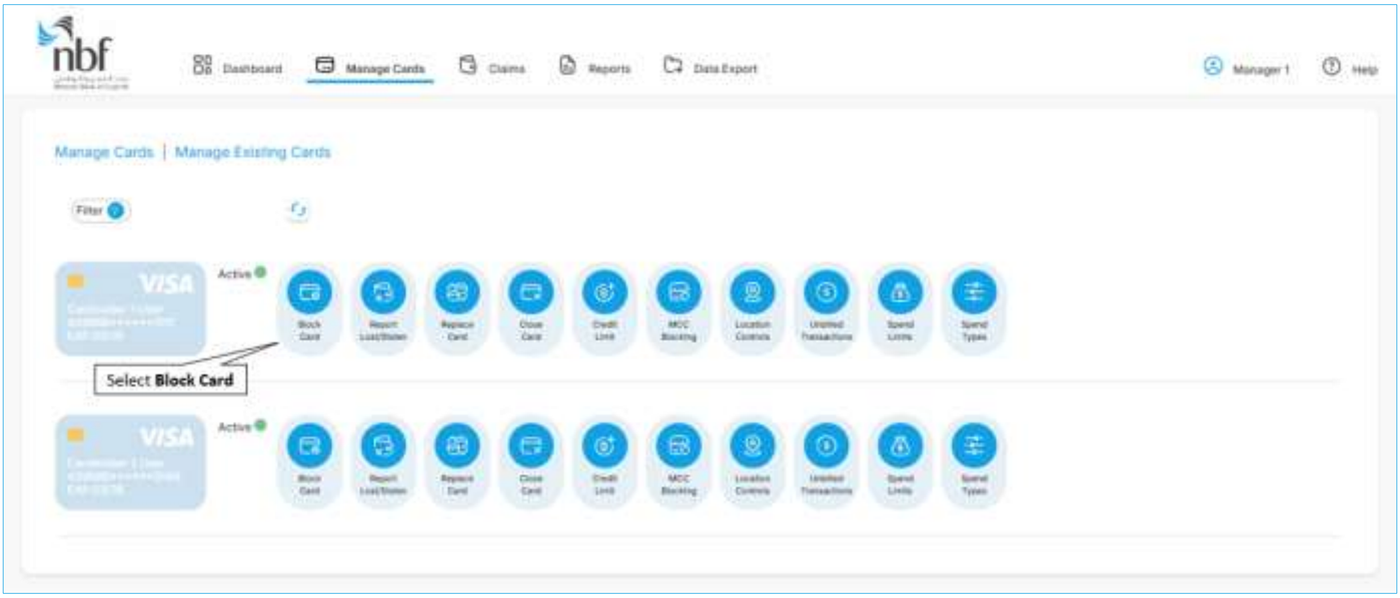
Once completed, the success pop-up below will display, confirming that the PIN has been successfully set.



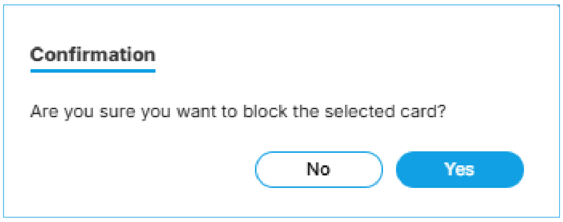
The **Activate Card** function will then be replaced by all SSP functions available for an open cardholder card.

6.2 How to block or unblock a card

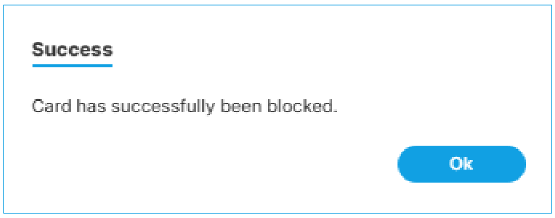
The user can temporarily block or unblock a cardholder's card. Once blocked, the cardholder will not be able to unblock their card.



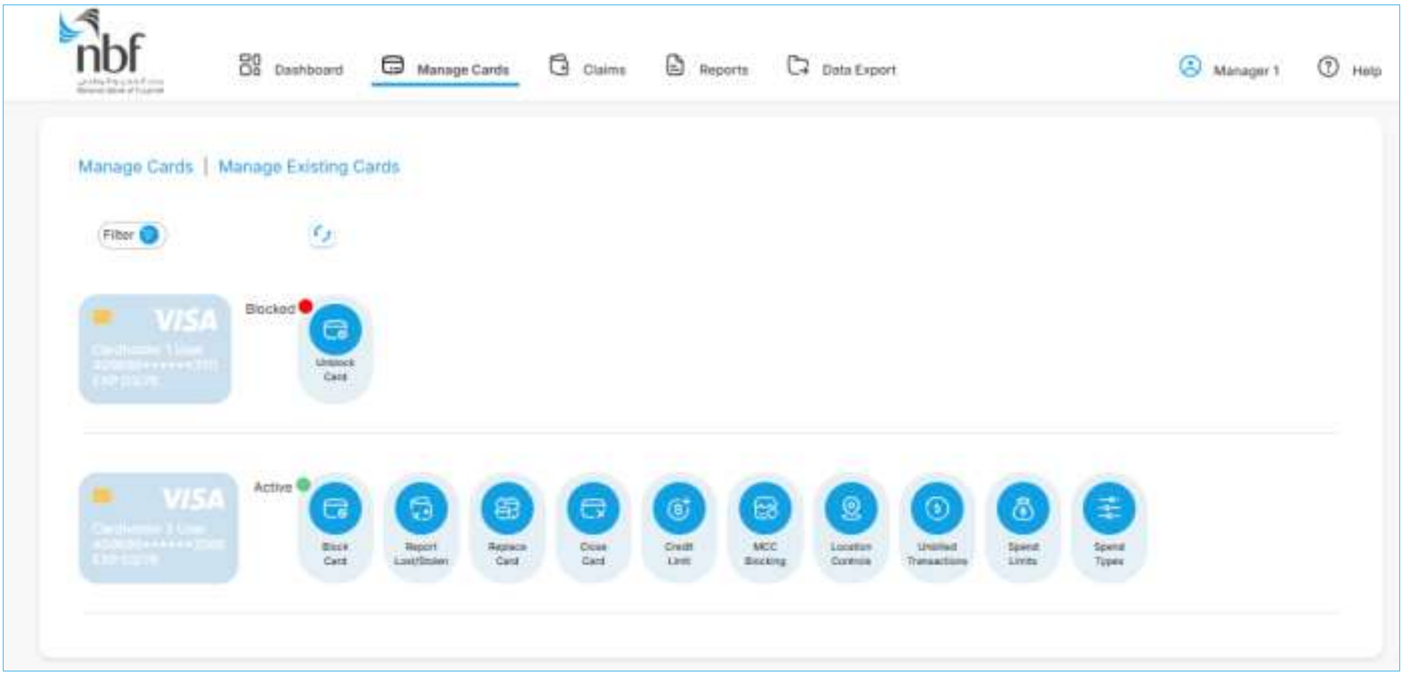
The following confirmation pop-up will display.



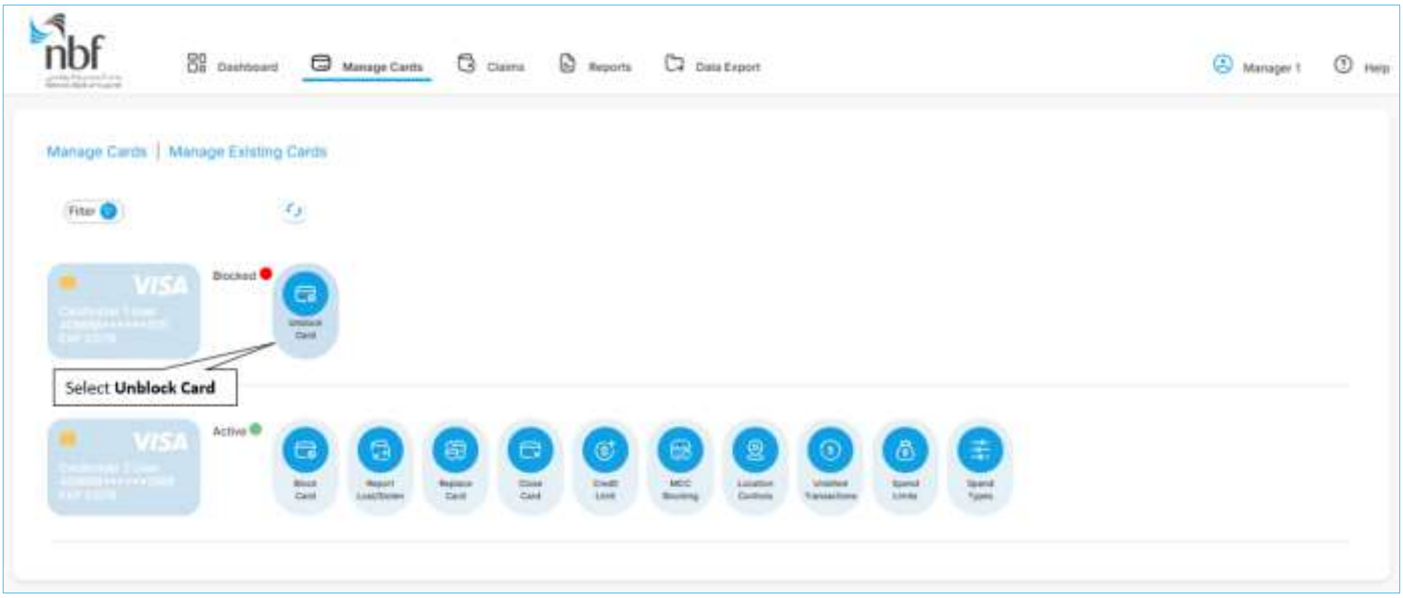
Once confirmation is successful, the success pop-up below will display, confirming that the card has been blocked.



The status of the card will change to **Blocked** in the status column.

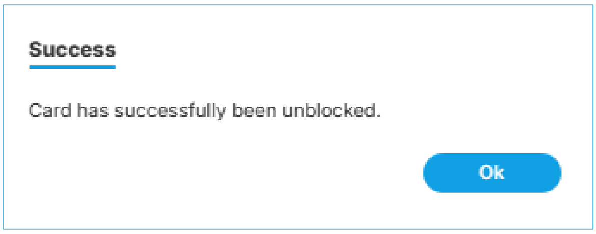


The user can unblock a cardholder’s card once it has been blocked.



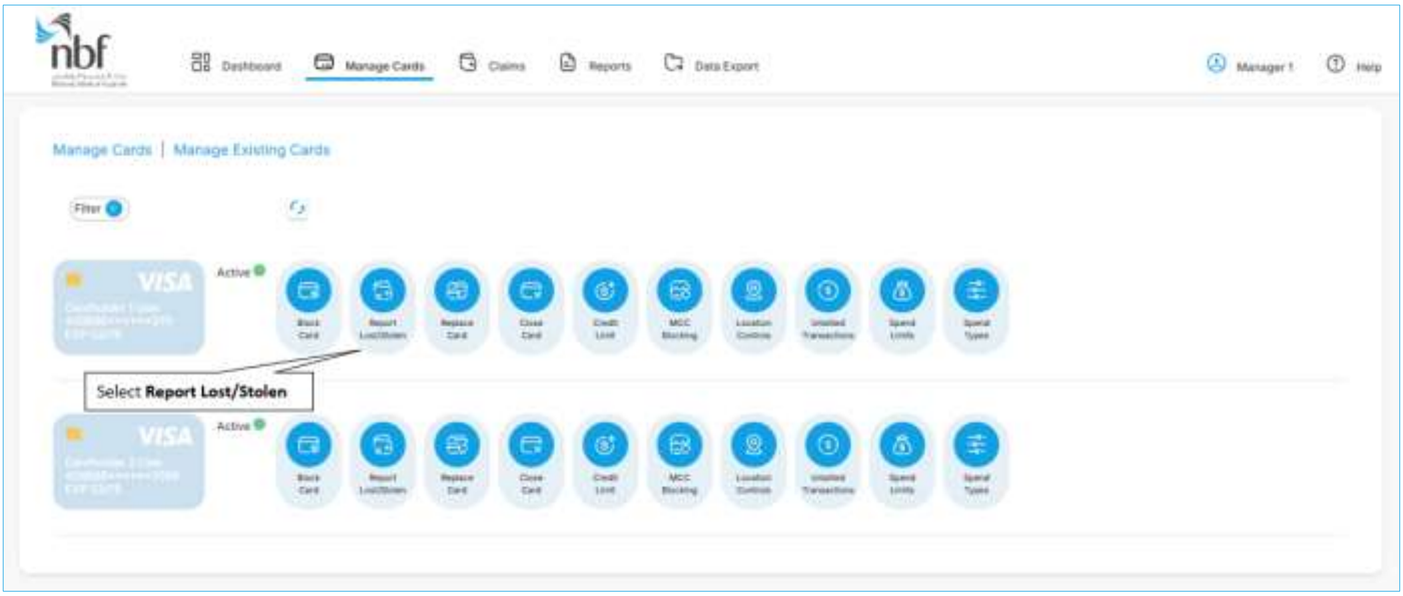
The following confirmation pop-up will display.

Once confirmation is successful, the success pop-up above will display, confirming that the card has been unblocked.

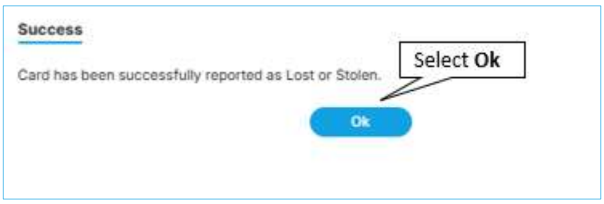


6.3 How to report a card as lost or stolen

The user can report a card that has been lost or stolen.

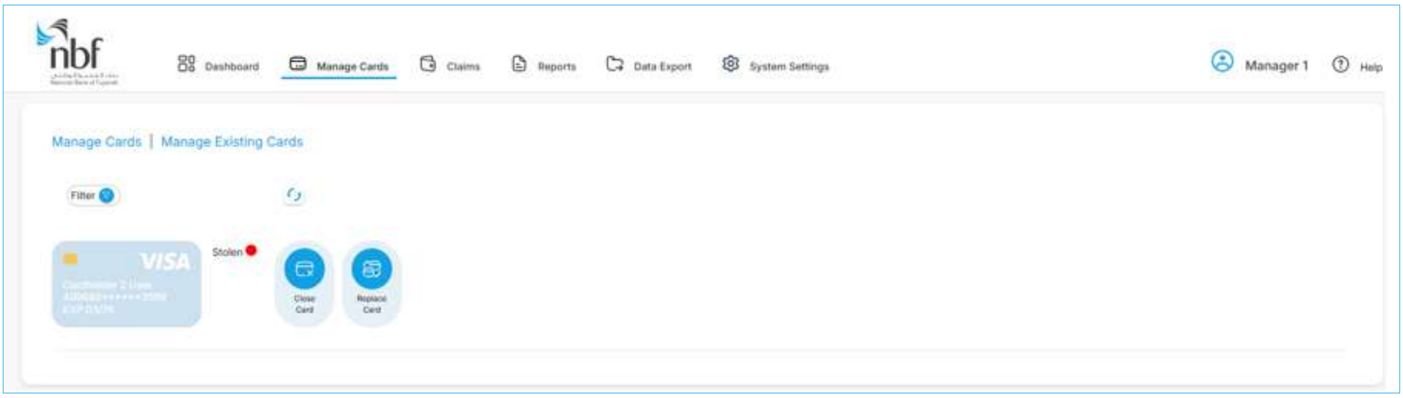


The success pop-up will display, confirming that the card has been successfully reported as lost or stolen.



The status of the card will change to **Lost/Stolen** in the status column.

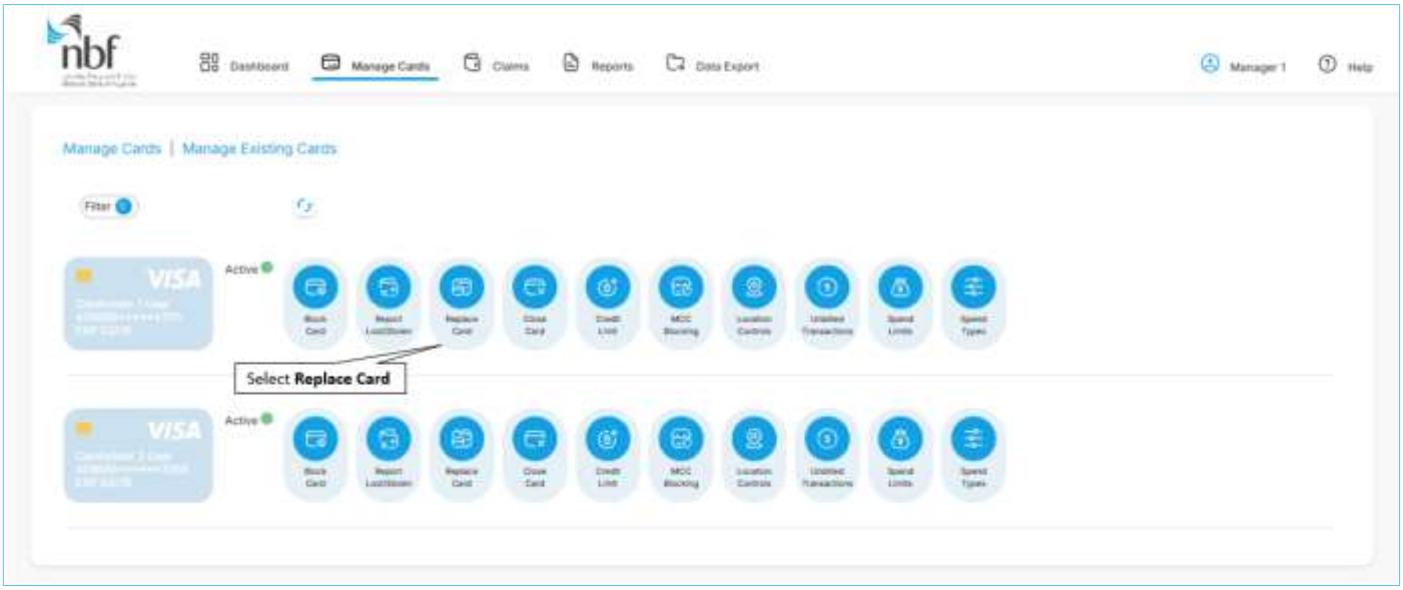
Once the status is updated to **Lost/Stolen**, the user can then choose to either close the card or replace it.



If the user selects **Replace** or **Close** for the lost or stolen card, the card will no longer be available under **Manage Existing Cards**.

6.4 How to order a replacement card

The user can replace a damaged card.

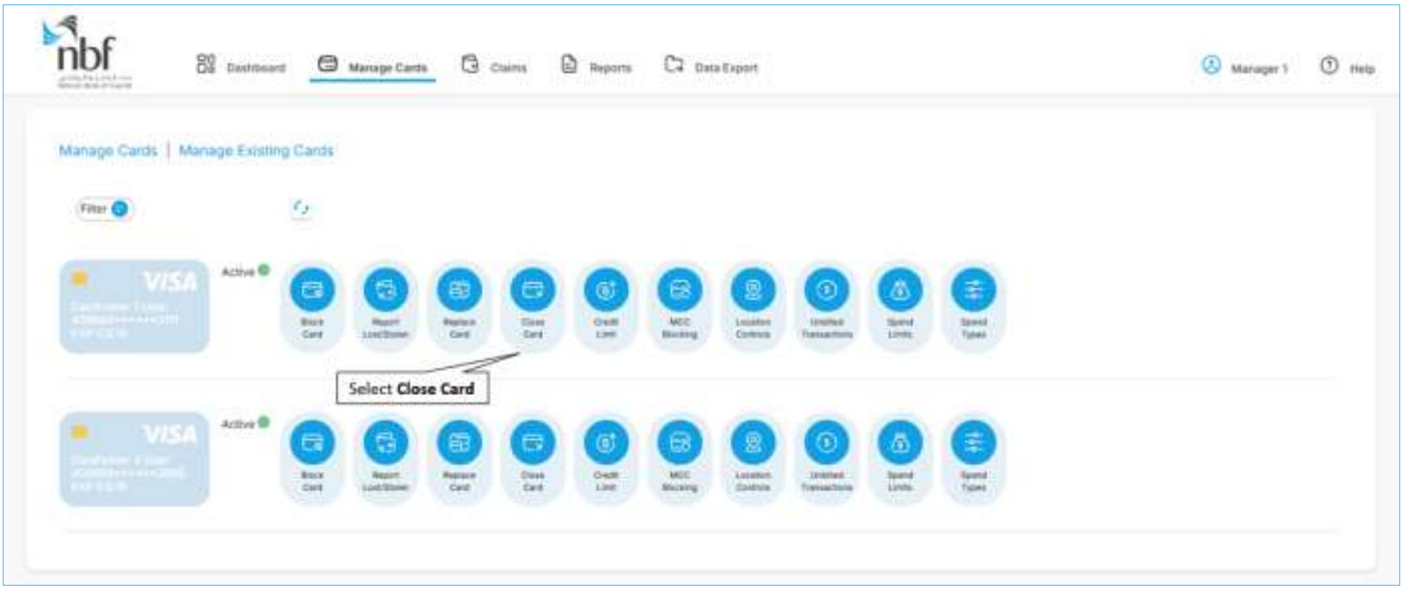


The following confirmation pop-up will display.

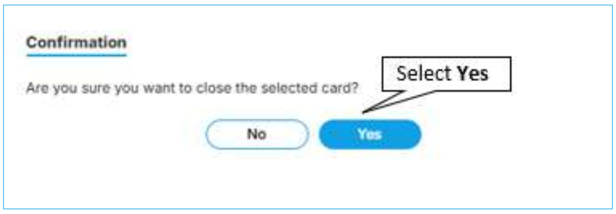
Once confirmed, the success pop-up will display, confirming that the replacement card has been successfully ordered. Thereafter, the card will no longer be available under **Manage Existing Cards**.

6.5 How to close a card

The user can close the cardholder's card at any time by selecting the **Close Card** icon.



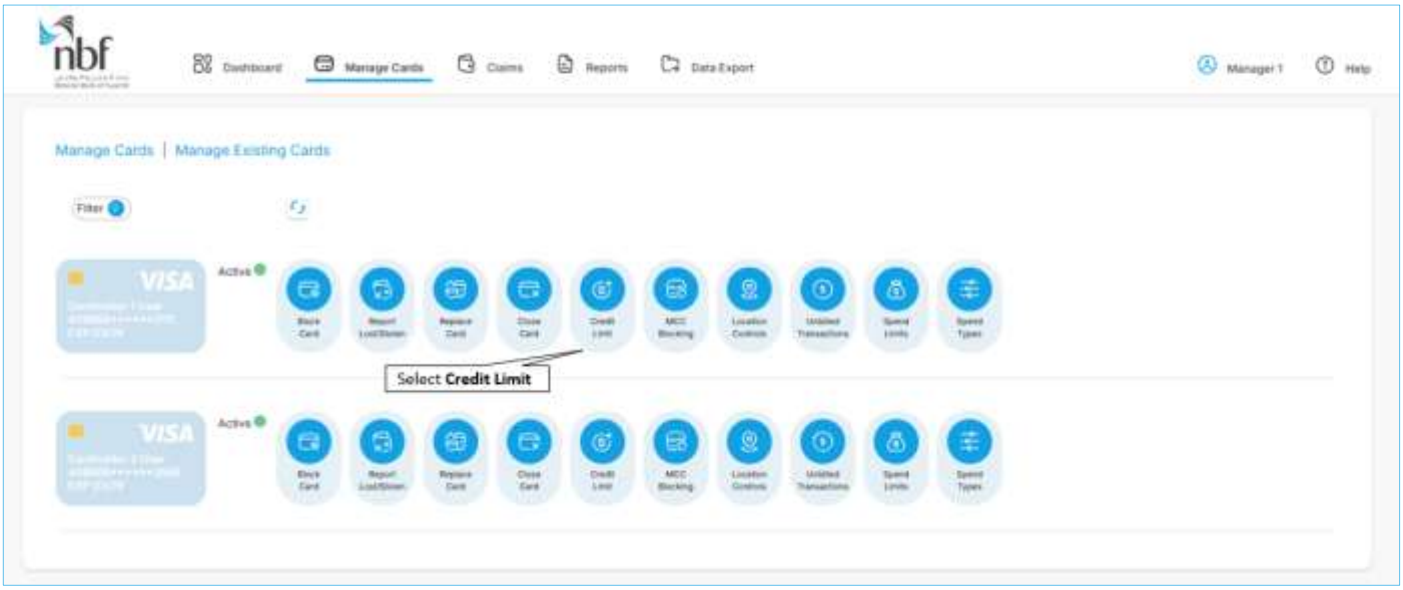
The following confirmation pop-up will display.



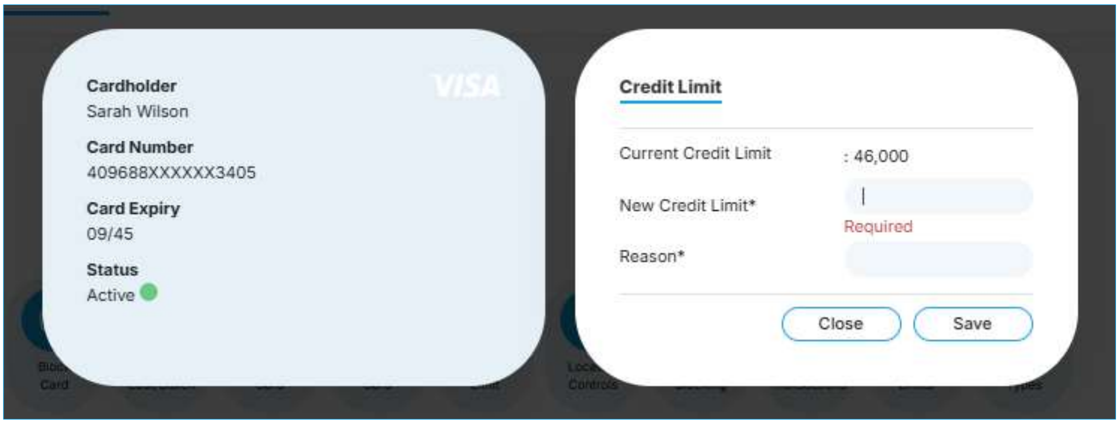
Once the card closure is confirmed, the card will no longer be available under **Manage Existing Cards**.

6.6 How to set a credit limit

The user can update the cardholder's credit limit based on the cardholder's requirements.



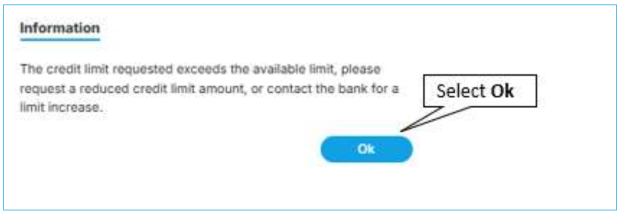
The following side-by-side **Credit Limit** pop-up will display, including the cardholder details.



The user can update the cardholder's credit limit by entering the required value in the **New Credit Limit** field. A reason must be provided for the new limit.

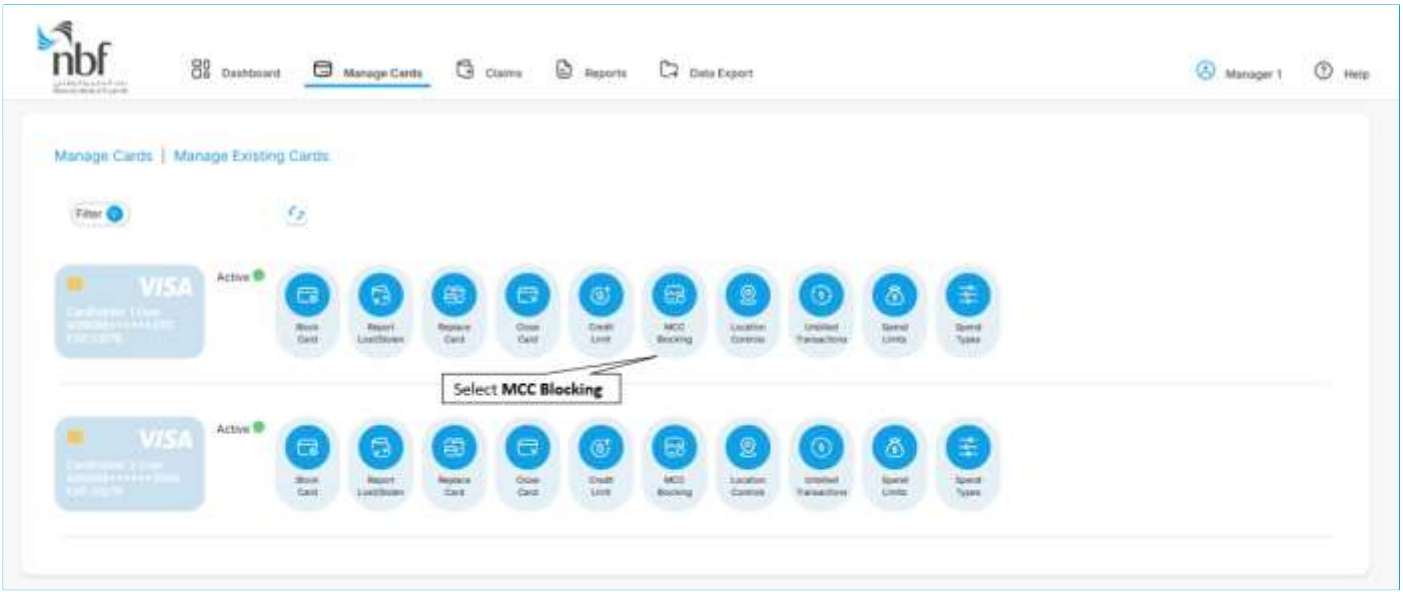
The success pop-up will display, confirming that the card limit has been successfully set.

If the user enters a credit limit that exceeds the overall credit limit, the above Error pop-up will display.

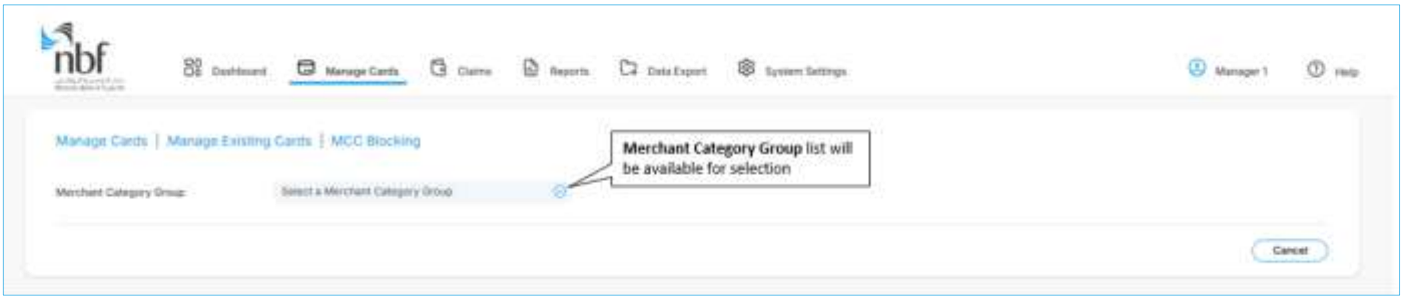


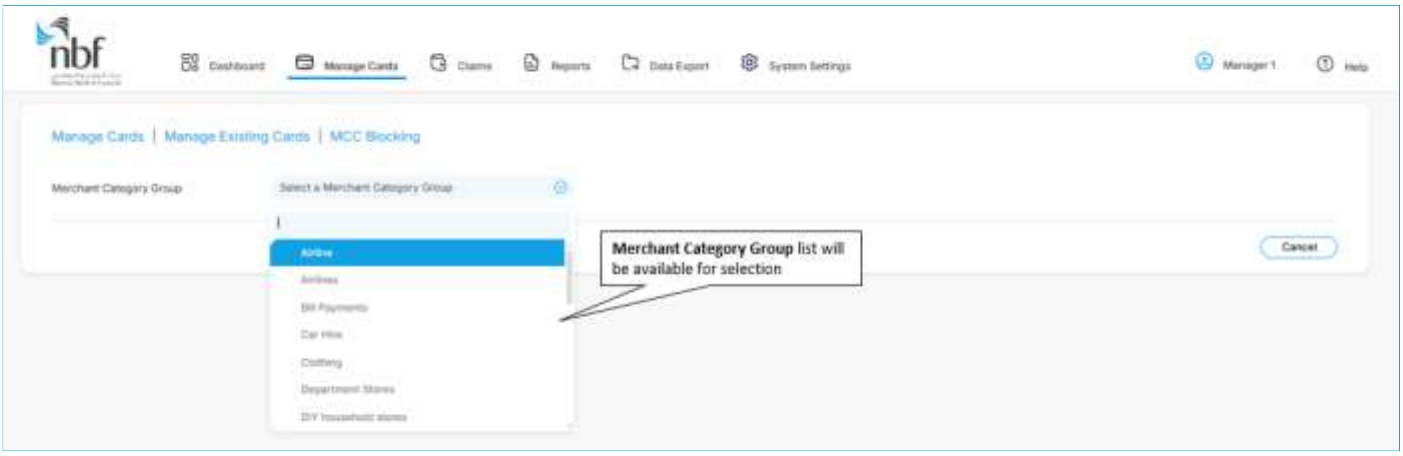
6.7 How to manage MCC blocking

The user can allow or block purchases related to specific Merchant Category Codes.



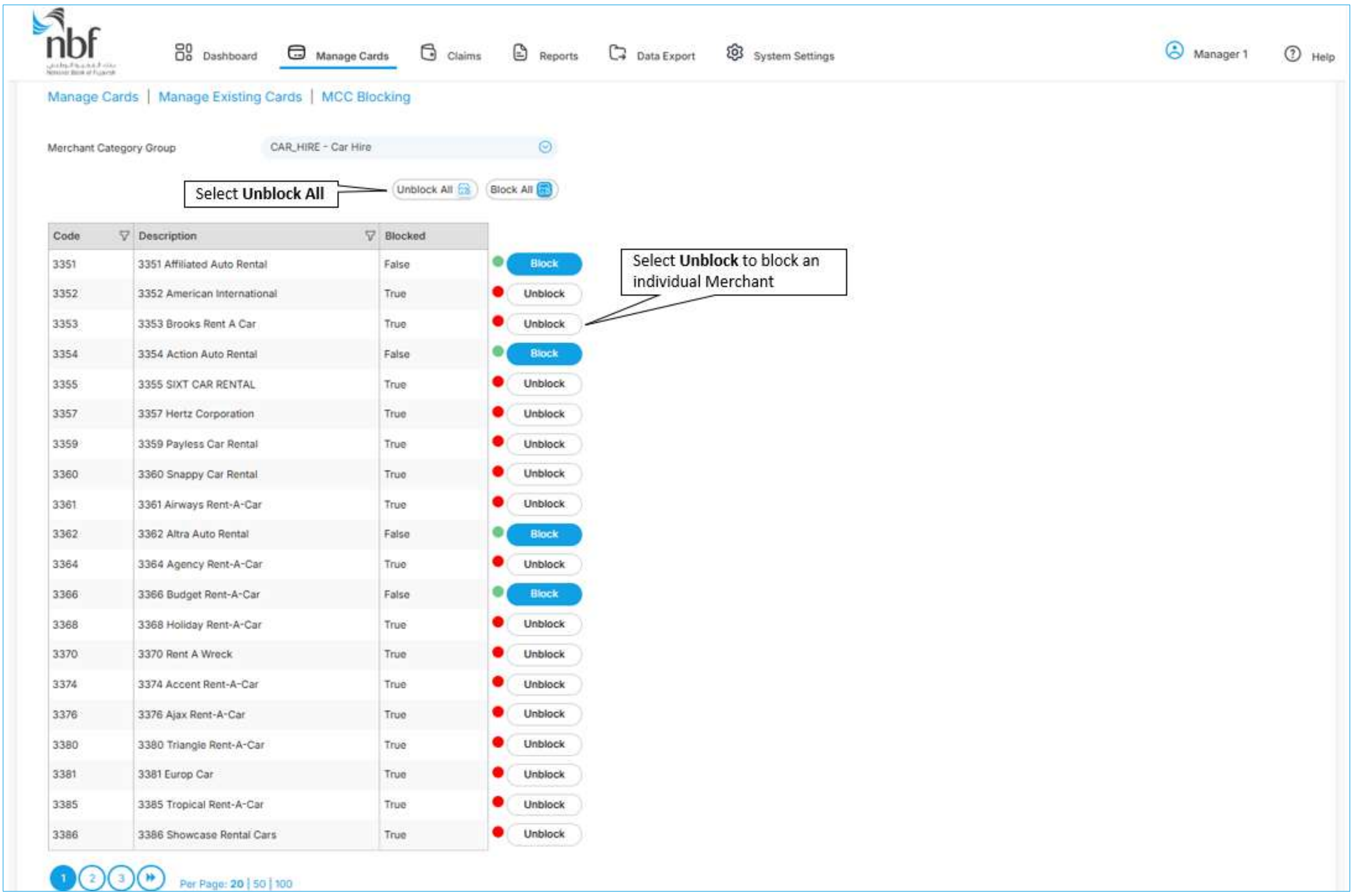
The user will be able to select a Merchant Category Group from the drop-down.





Once the user has selected the required Merchant Category Group from the drop-down, the related Merchant Category Codes will display above.

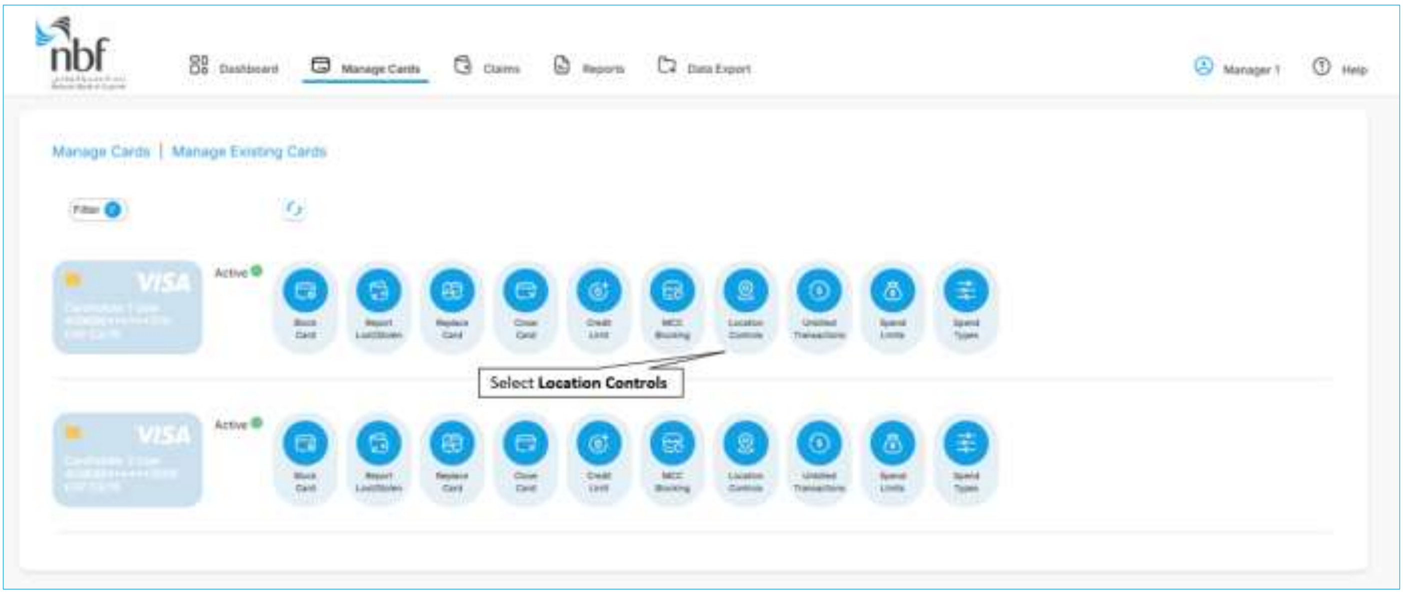
Once a Merchant Category Code is blocked, the user can select **Unblock** to restore regular use of the card.



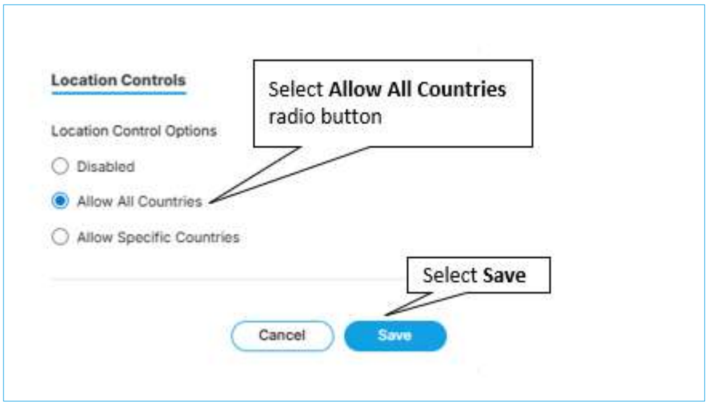
The success pop-up below will display, confirming that the MCC codes have been updated successfully.

6.8 How to manage location controls

The user can limit cardholder spend by selecting either **All Countries** or **Specific Countries**.

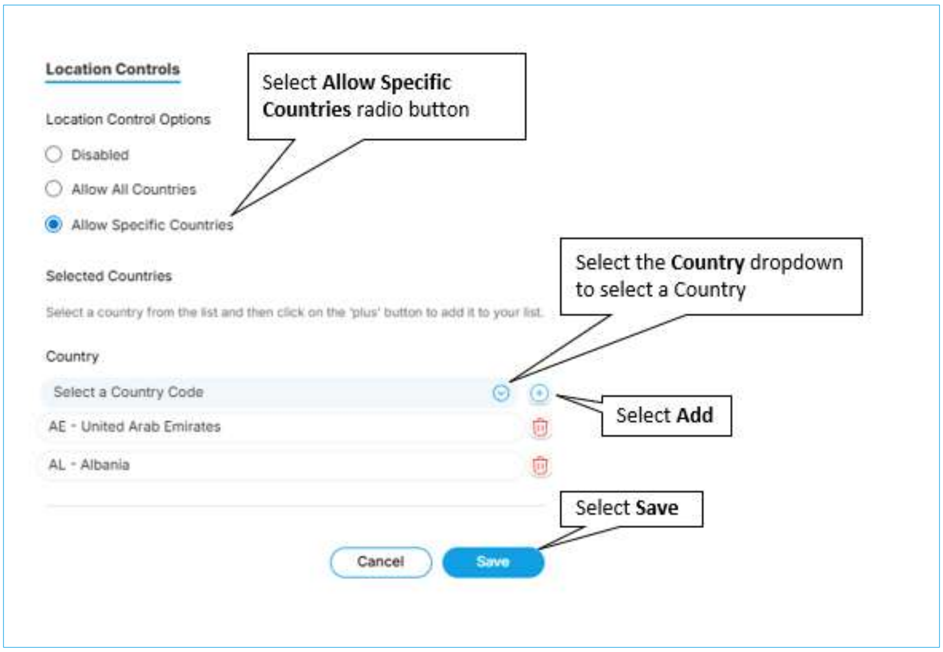


To allow spend in all countries, select the **Allow All Countries** radio button.



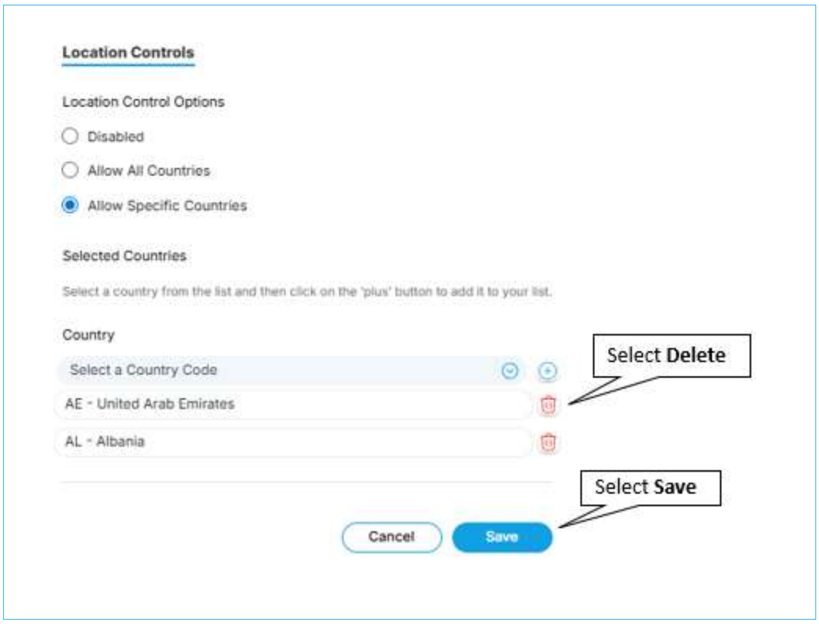
The following success confirmation pop-up will display.

To allow spend in specific countries, select **Allow Specific Countries**. The Manager can then select multiple countries by adding them to the list.



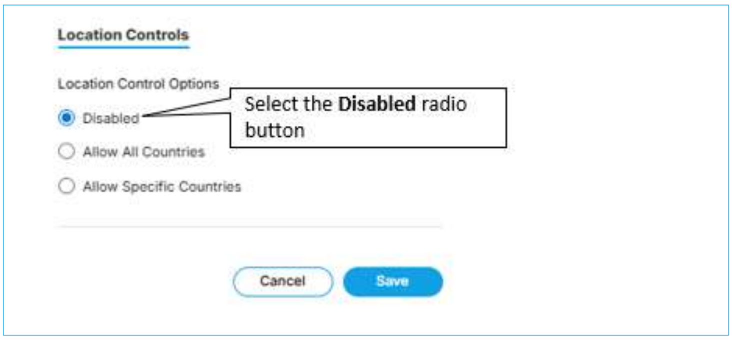
Once the specific countries have been selected, the Manager can select the **Save** button and the success confirmation pop-up above will display.

The user can remove specific countries when restrictions no longer apply by selecting the delete icon.

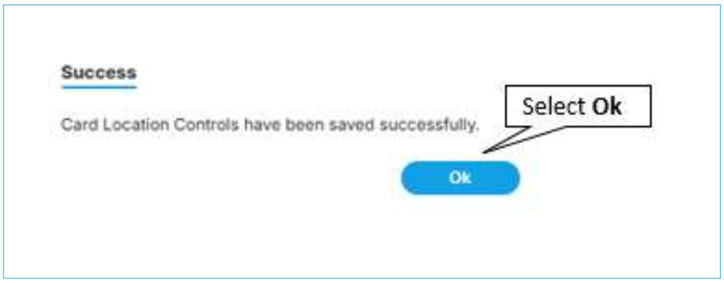


Once selected, the user can select the **Save** button, and the success confirmation pop-up above will display.

When **Disable** is selected, the cardholder's card spend will be limited to local spend only.

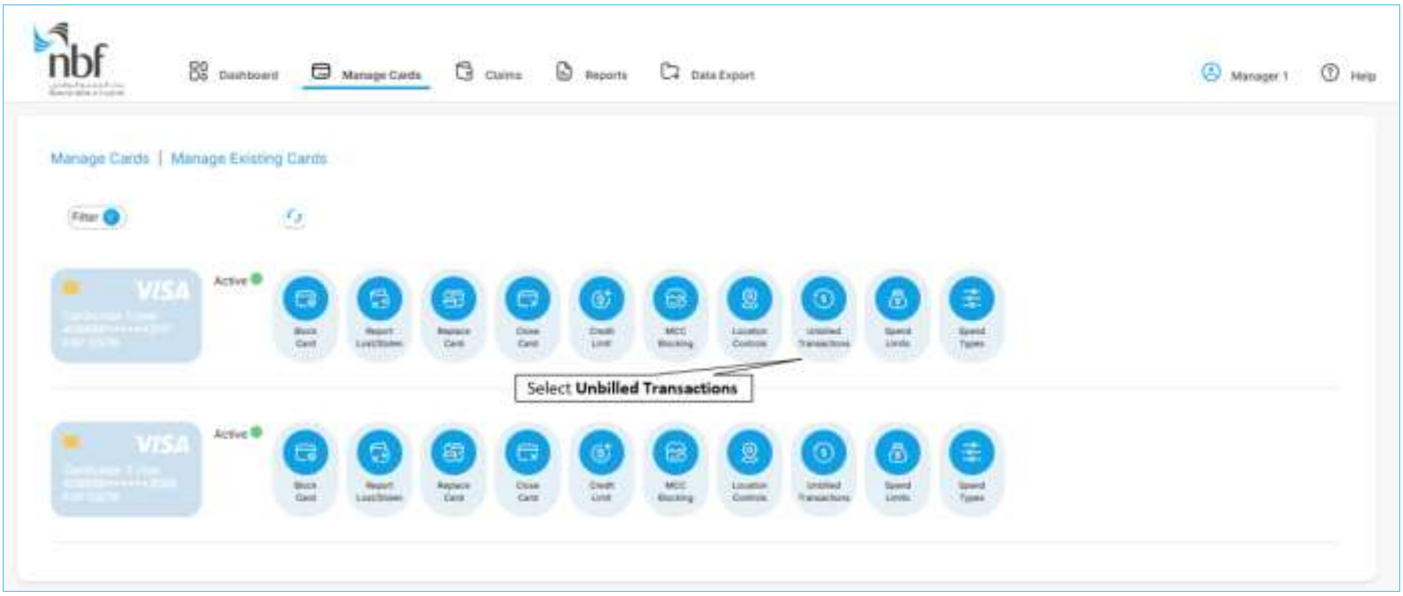


Once selected, the user can select the **Save** button, and the success confirmation pop-up below will display.

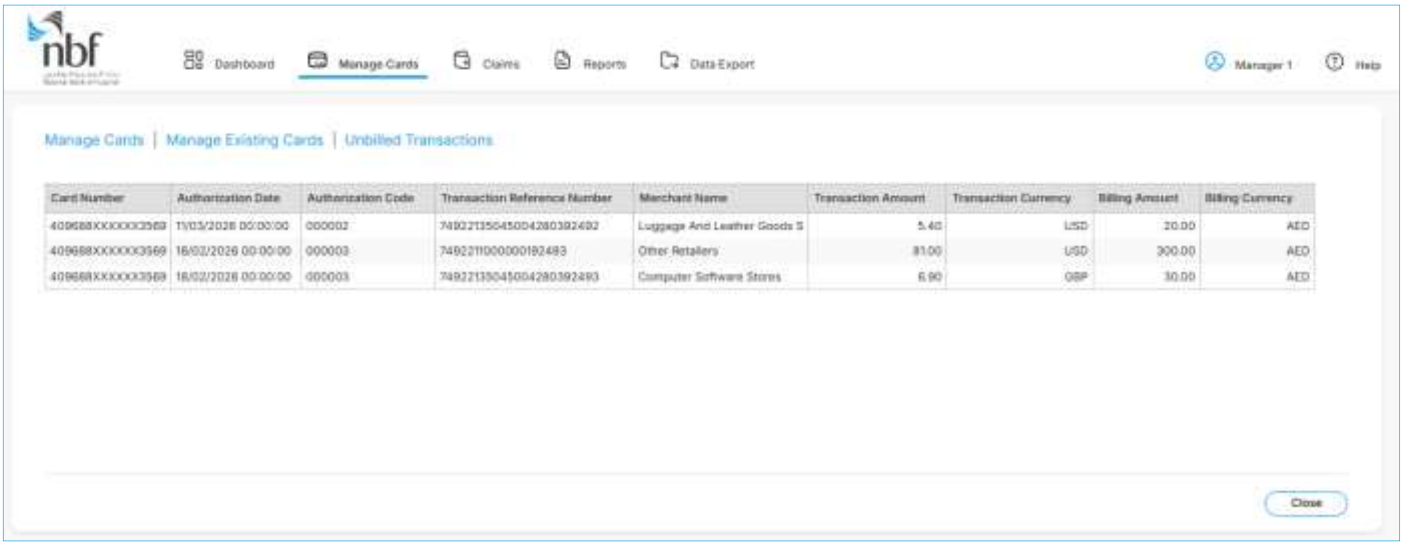


6.9 How to view unbilled transactions

The user will be able to view transactions that have been authorised on cards and not yet billed.



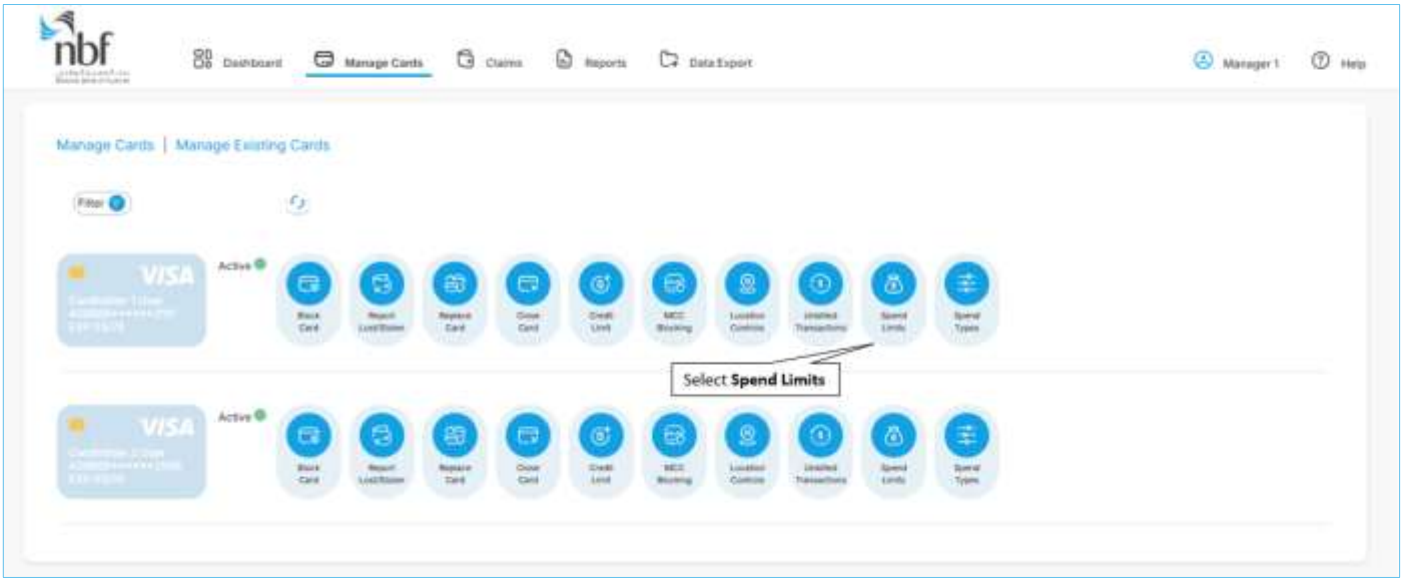
The following page will display all unbilled transactions.

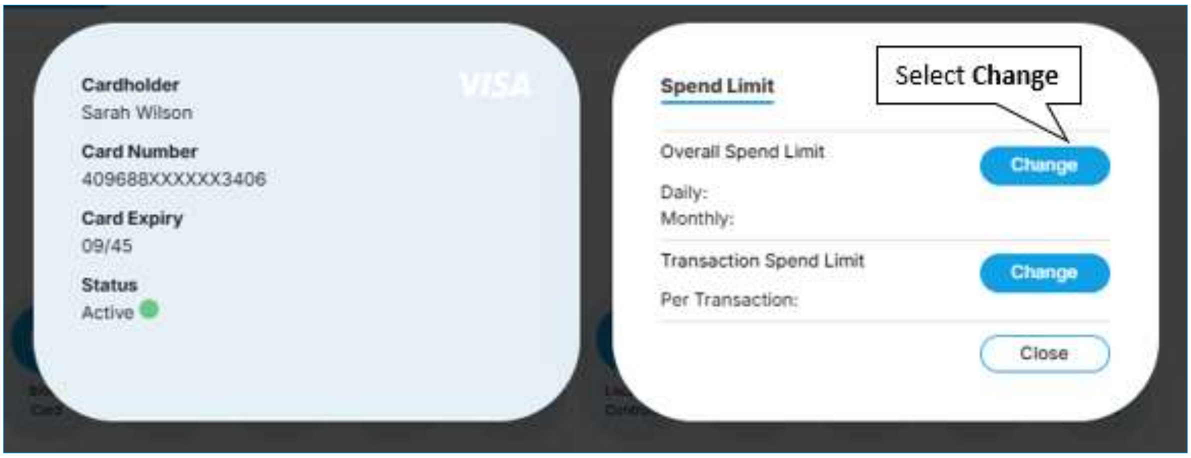


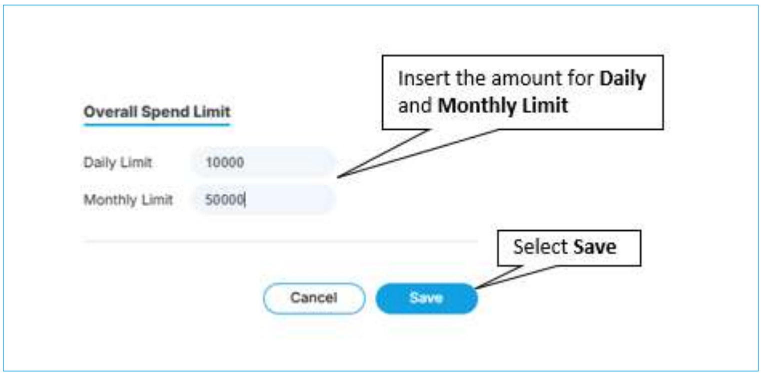
If there are no unbilled transactions, the following information pop-up will appear.

6.10 How to set spend limits

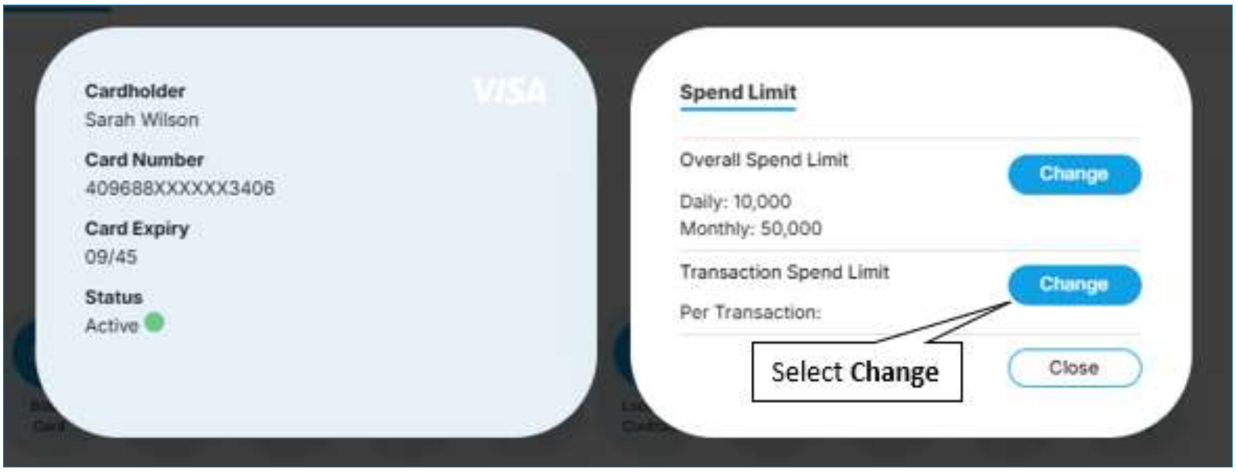
The user can set spend limits for cardholders based on daily, monthly and per-transaction limits.



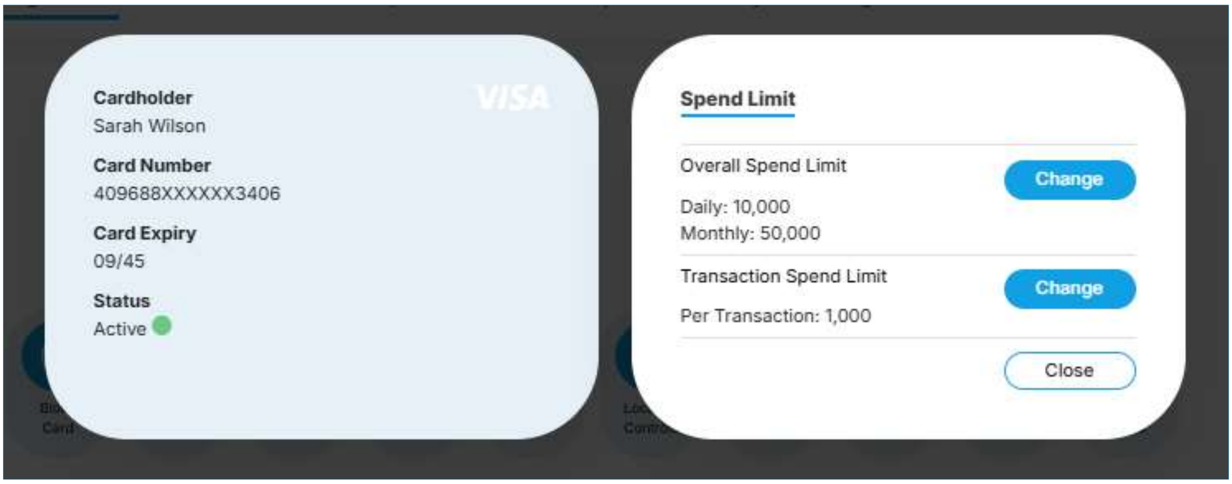




The daily limit and monthly limit will adjust to the new limit entered.

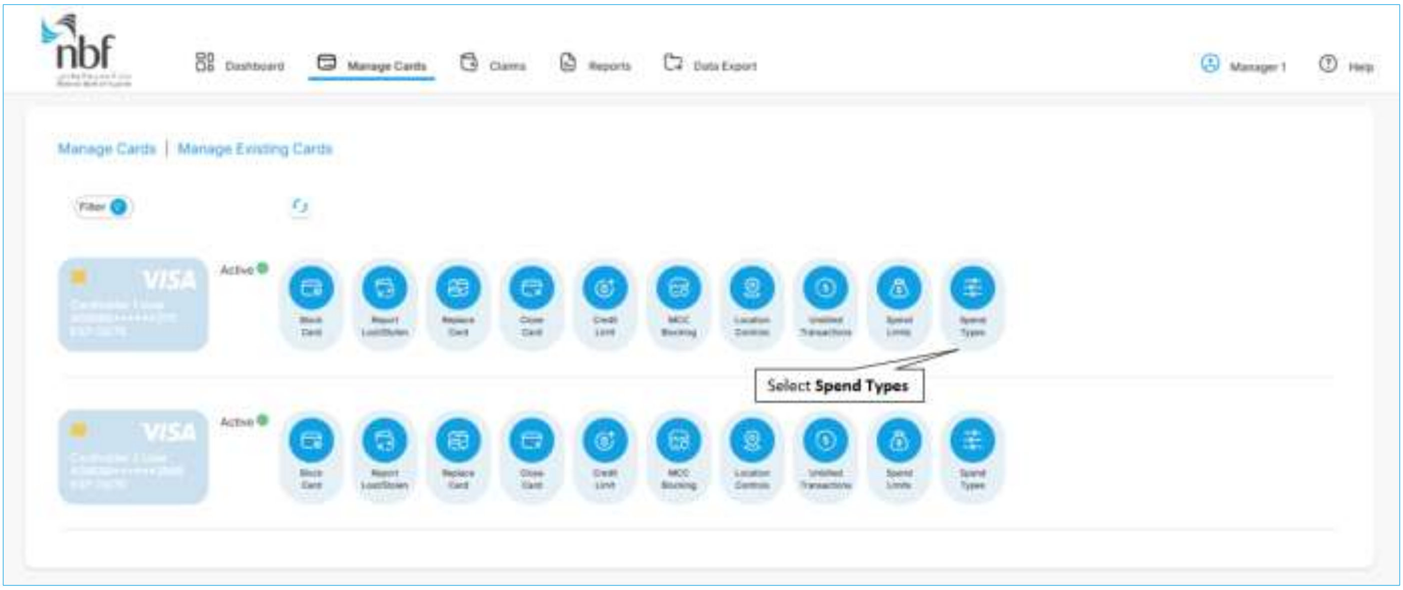


The transaction spend limit will adjust to the new limit entered.

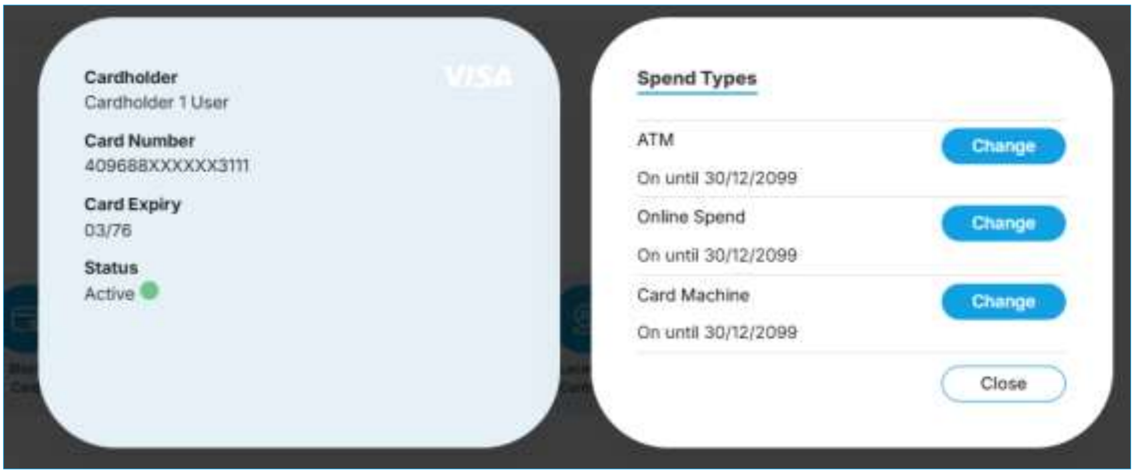


6.11 How to set spend types

The user can set spend types for cardholders for online spend and card machine transactions.

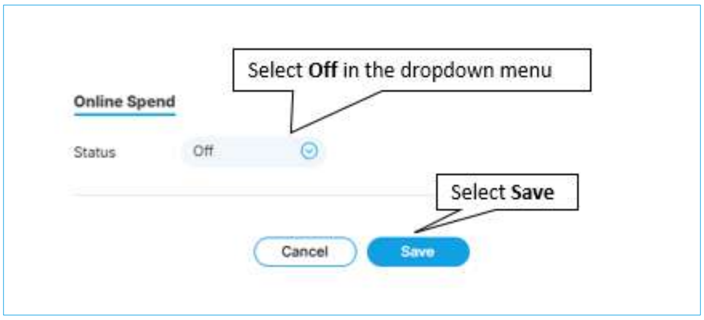


To set spend types for **ATM**, select **Change**.

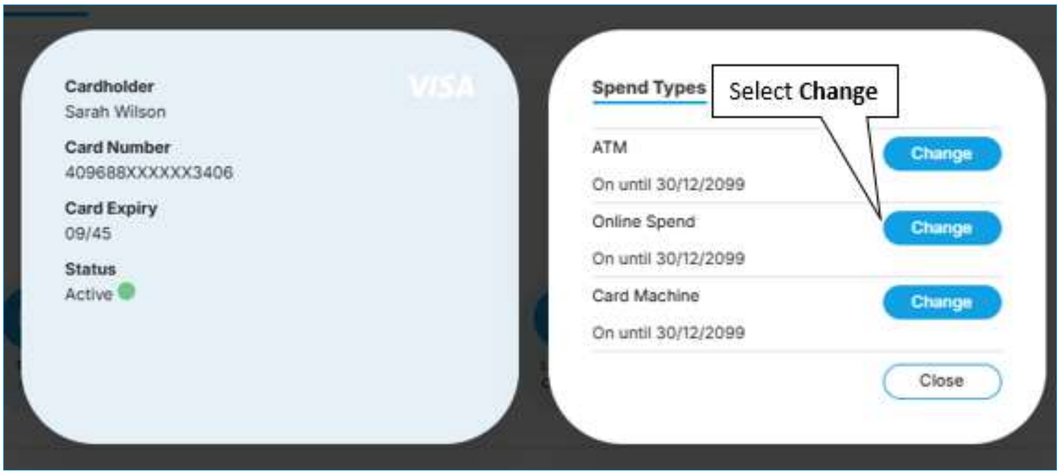


Within the **On Until** drop-down, the calendar will display and the spend type can be set until a specific date.

To turn off online spend transactions, select **Off** from the drop-down. No additional options will be available when **Off** is selected.

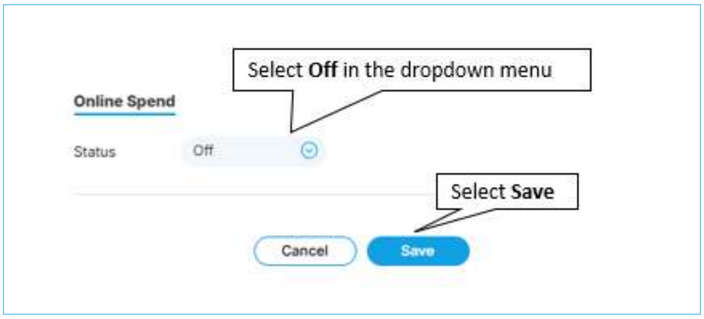


To set spend types for **Online Spend**, select **Change**.

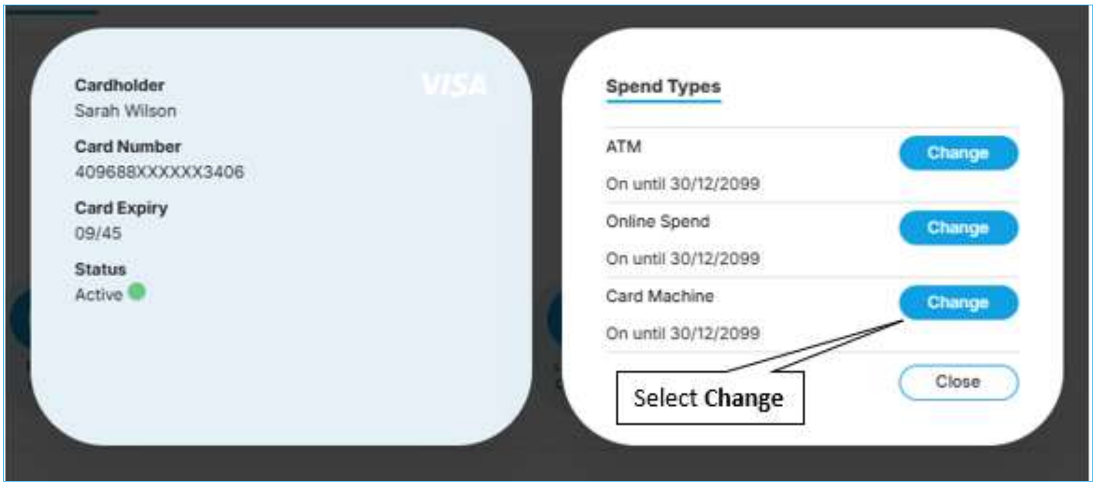


Within the **On Until** drop-down, the calendar will display and the spend type can be set until a specific date.

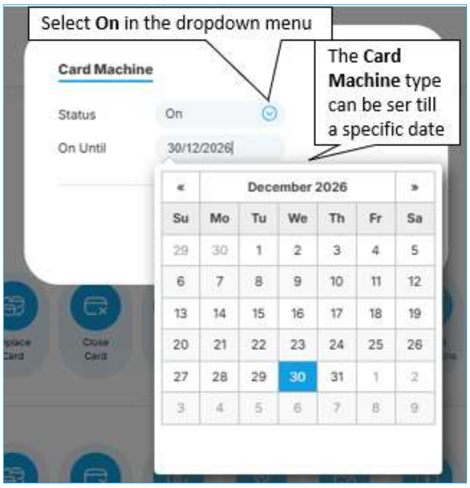
To turn off online spend transactions, select **Off** from the drop-down. No additional options will be available when **Off** is selected.



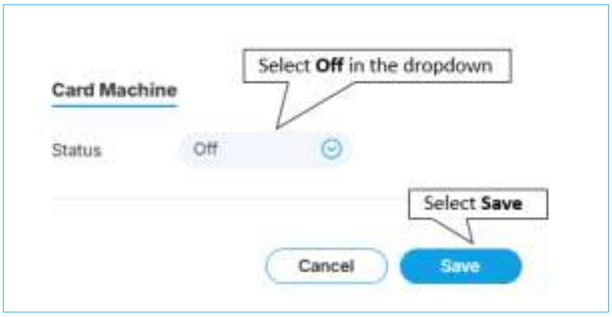
To set spend types for **Card Machine**, select **Change**.



Within the **On Until** drop-down, the calendar will display and the spend type can be set until a specific date.



To turn off card machine transactions, select **Off** from the drop-down. No additional options will be available when **Off** is selected.

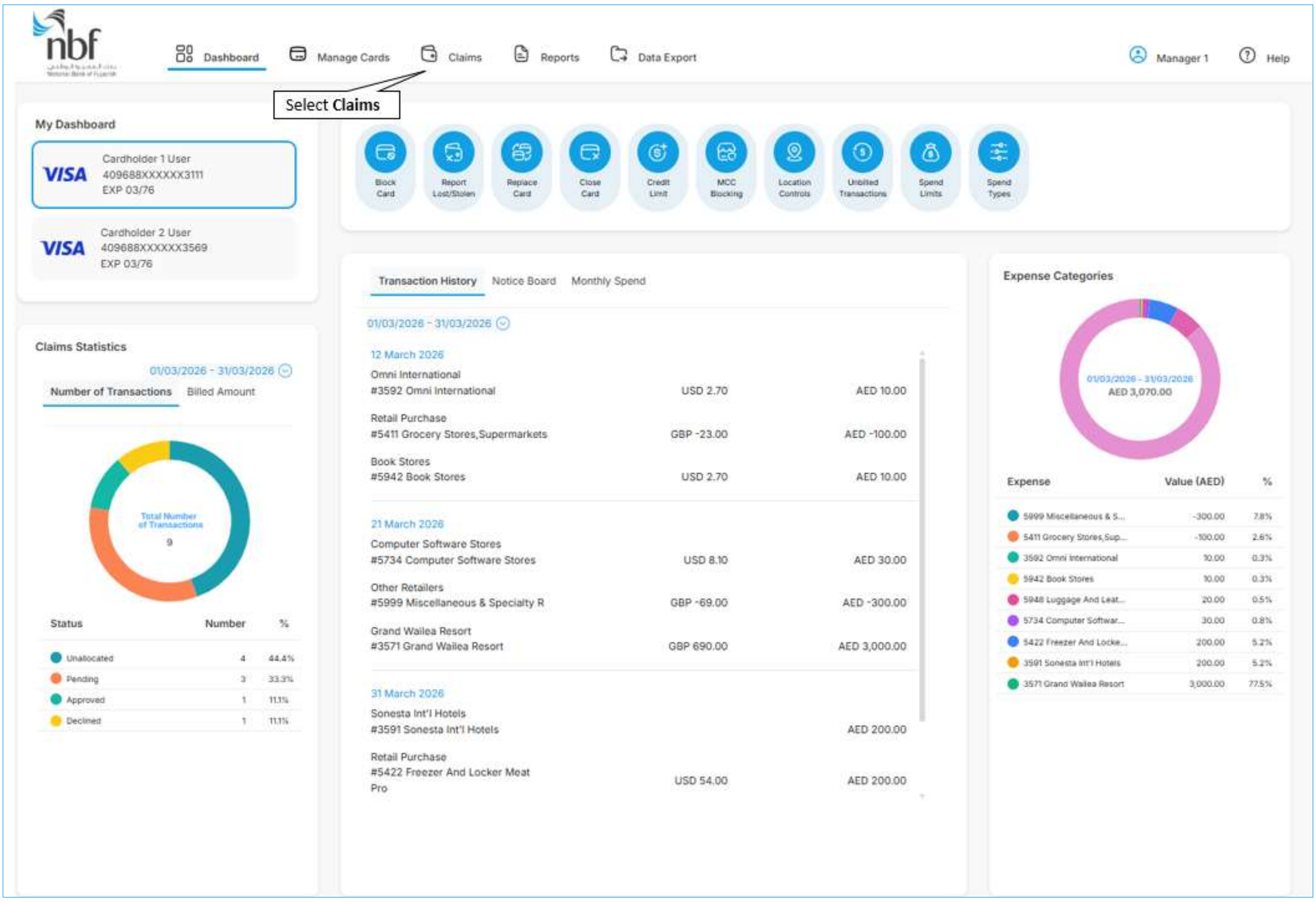


7. How to manage claims

In this section, users can allocate and complete card transactions for cardholder cards linked to their profile.

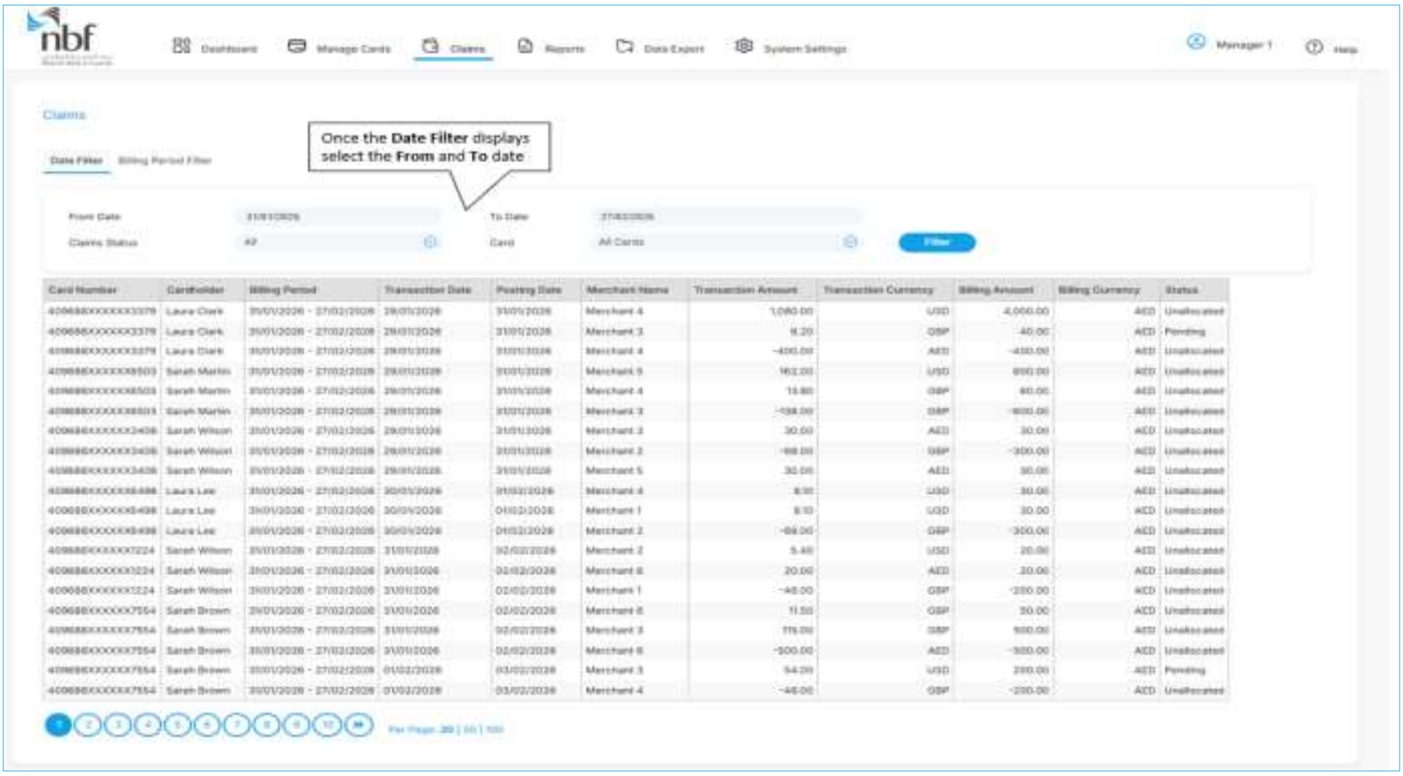
The claims allocated in this section will display in the Claims Statistics chart located in the Dashboard section, making it easier to track cardholder claims.

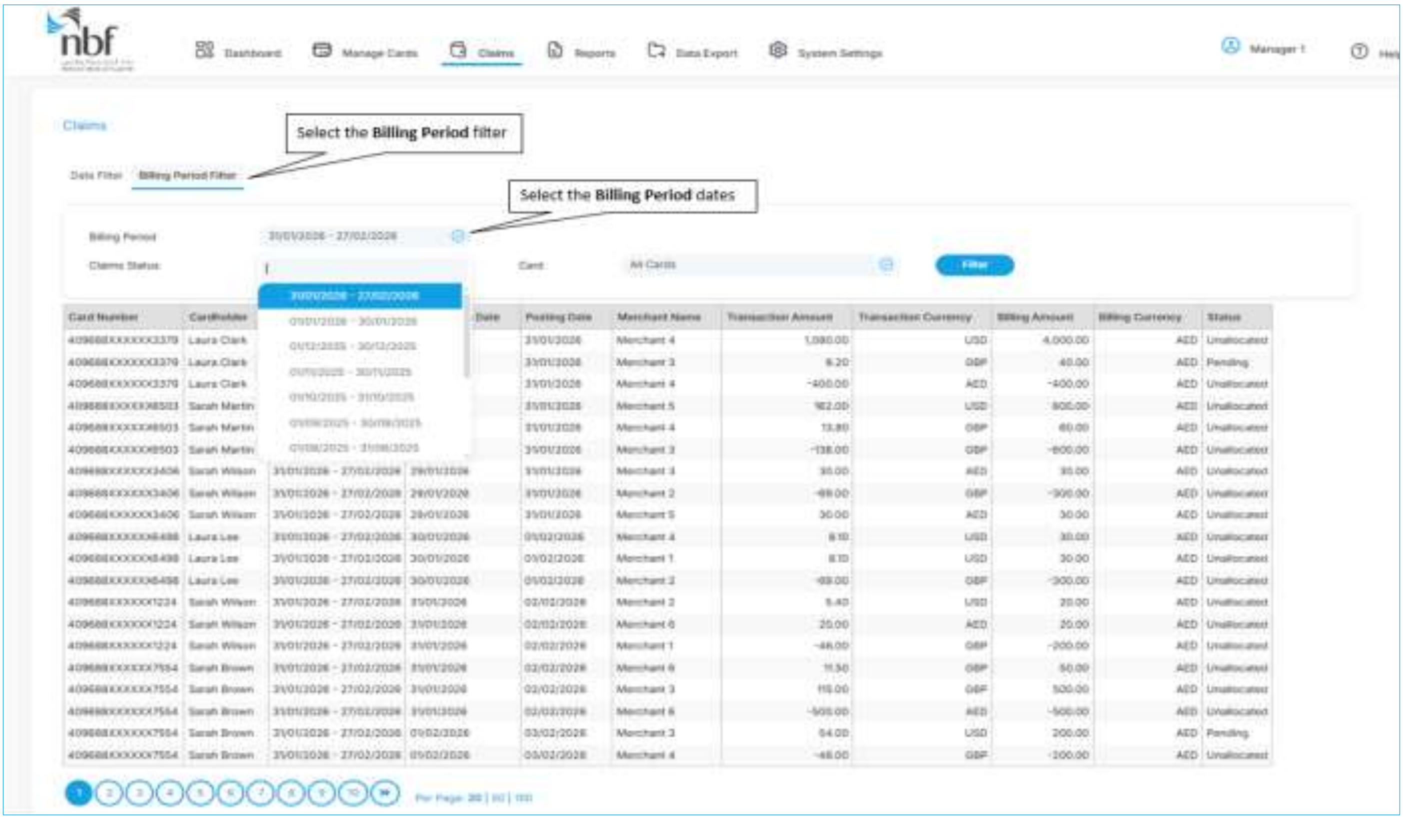
- Allocate Claims
- Upload Receipts to Claims
- Approve/Decline Claims



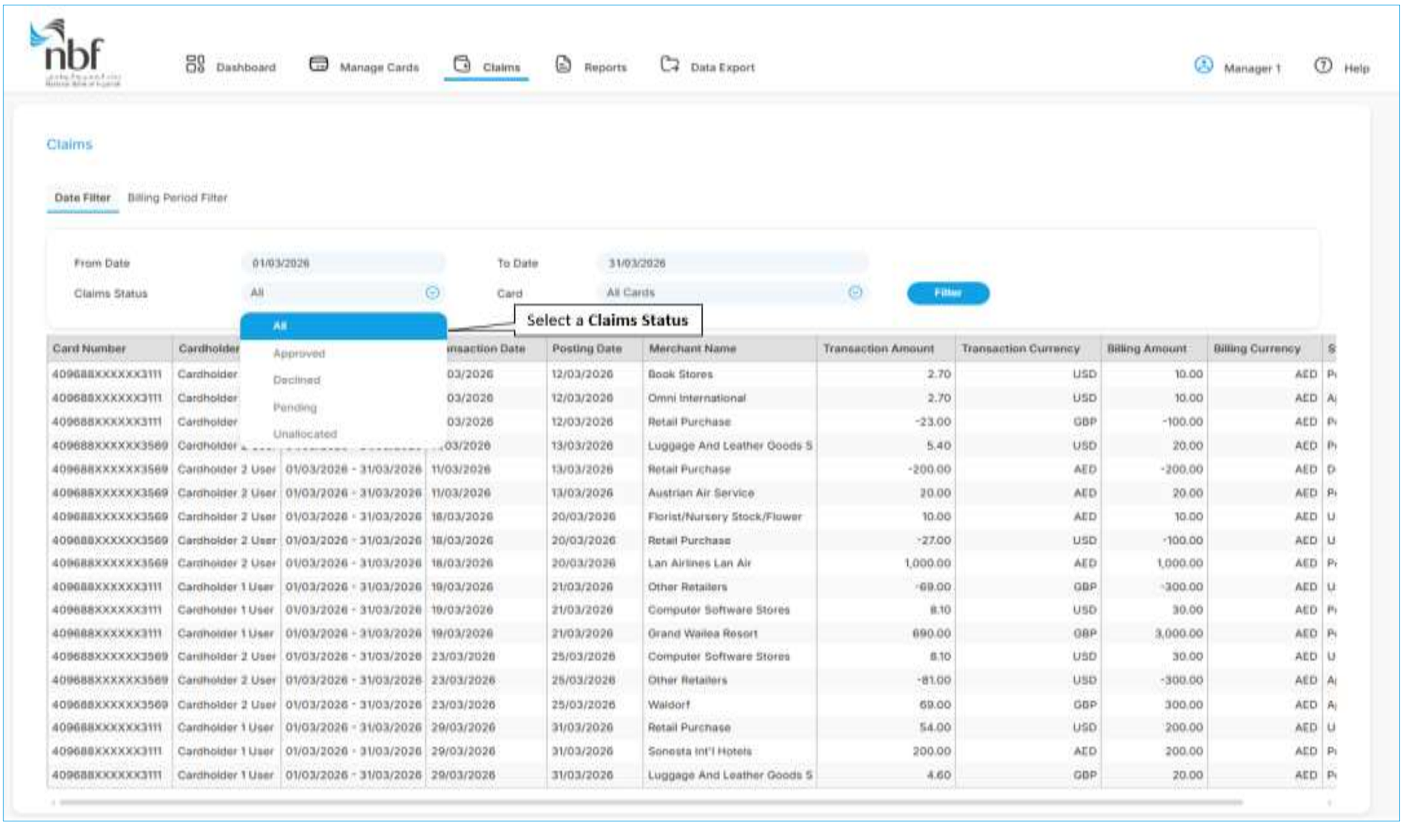
On the Claims page, there are two transaction filter options or tabs:

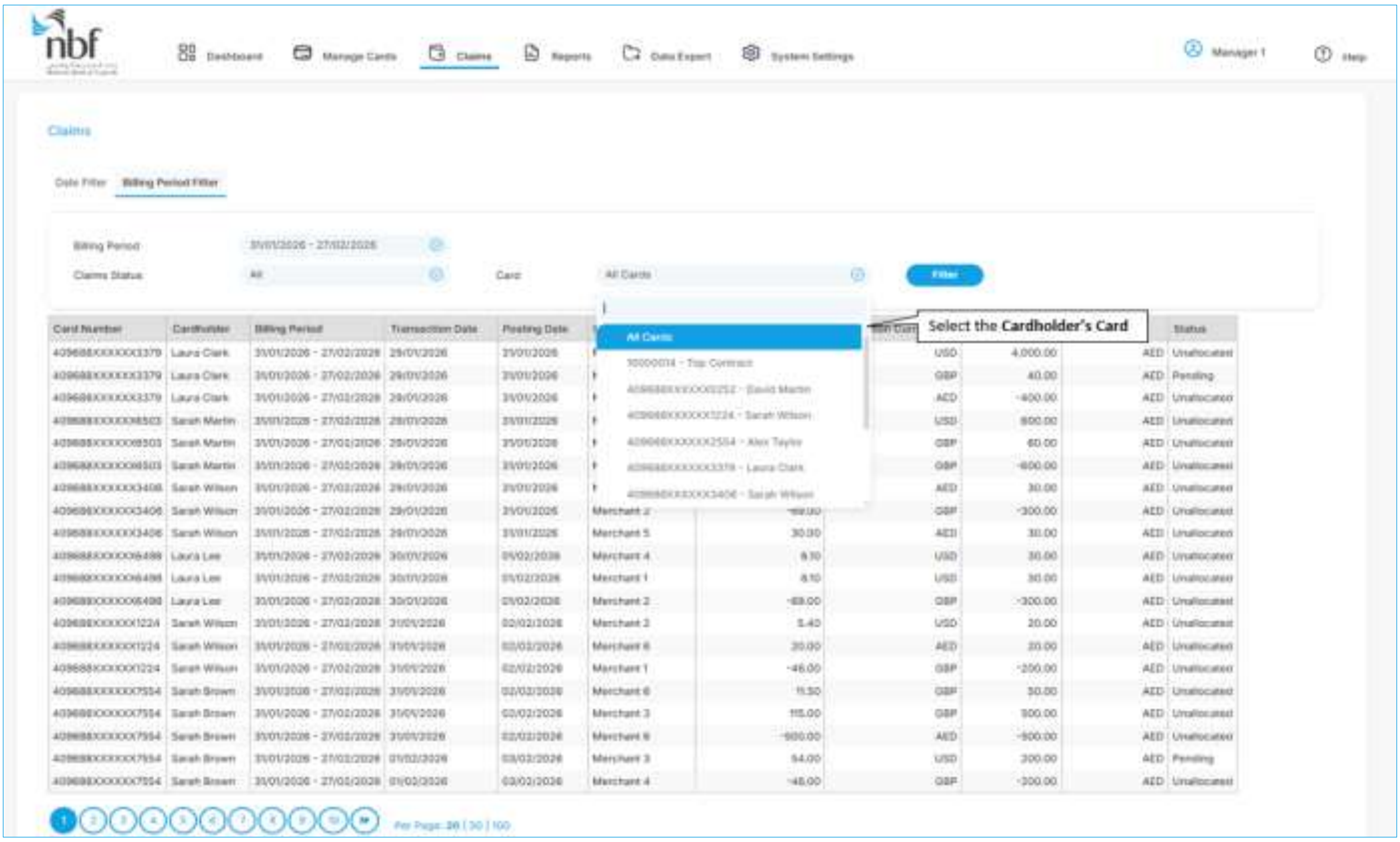
- **Date Filter** – Select a **From** and **To Date**.
- **Billing Period Filter** – Select a specific billing period from the drop-down menu.

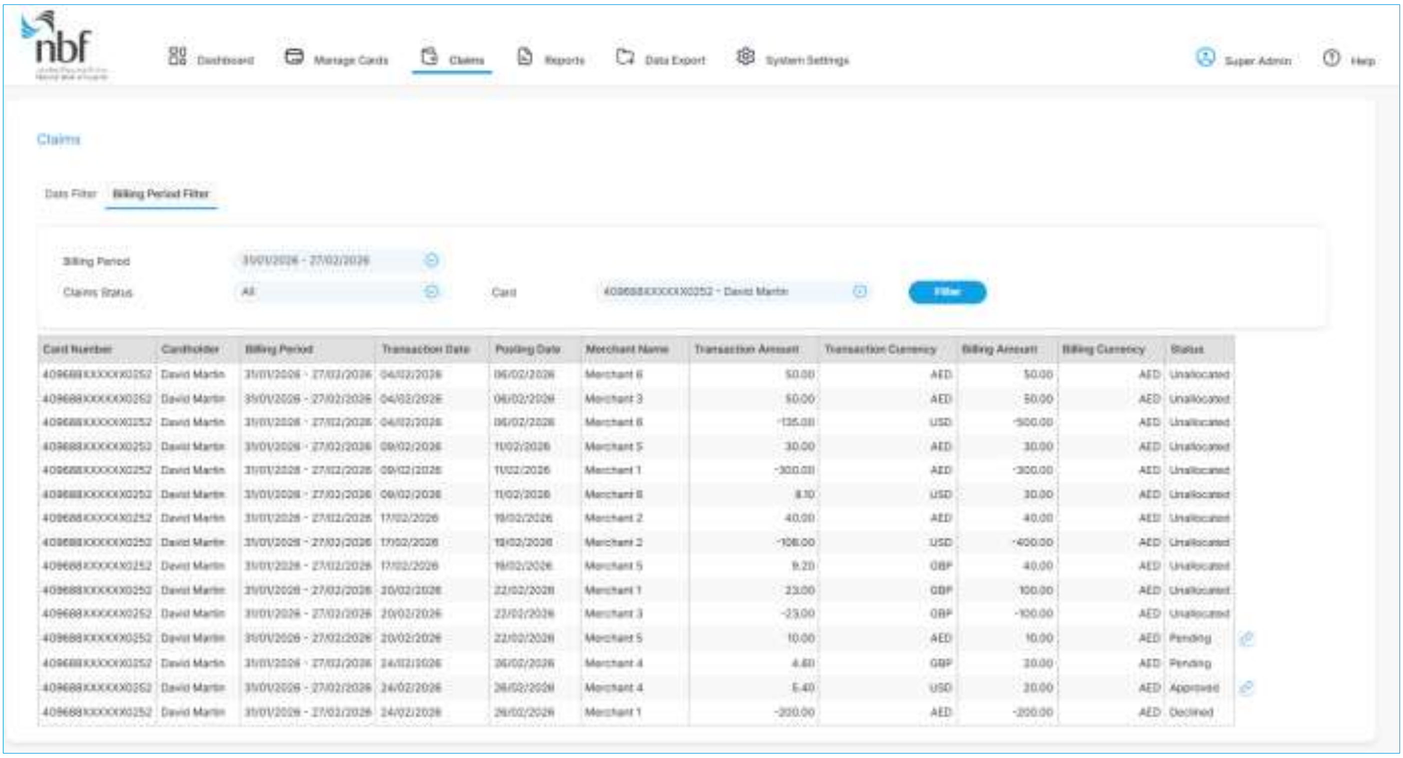

Once the Date Filter displays select the From and To date


Select the Billing Period filter
Select the Billing Period dates

After selecting the transaction period, users can further refine the results by filtering by cardholder cards linked to the user's profile or by claim status.




Select the Cardholder's Card

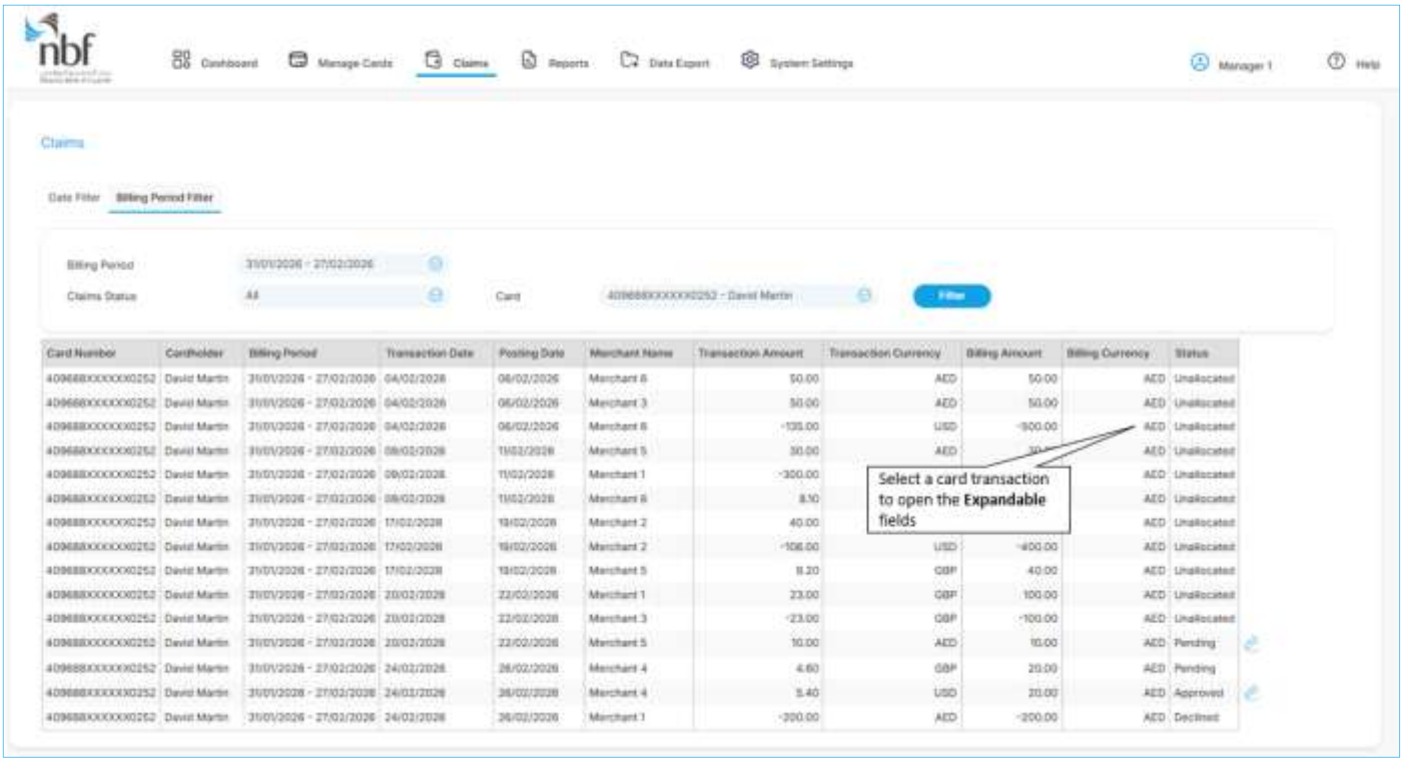


The following claim statuses are available for selection:

Status	Description
All	All claims, irrespective of status
Approved	Approved and finalised
Declined	Declined and requires attention or reallocation
Pending	Allocated and requires approval
Unallocated	Not yet allocated

7.1 How to allocate claims

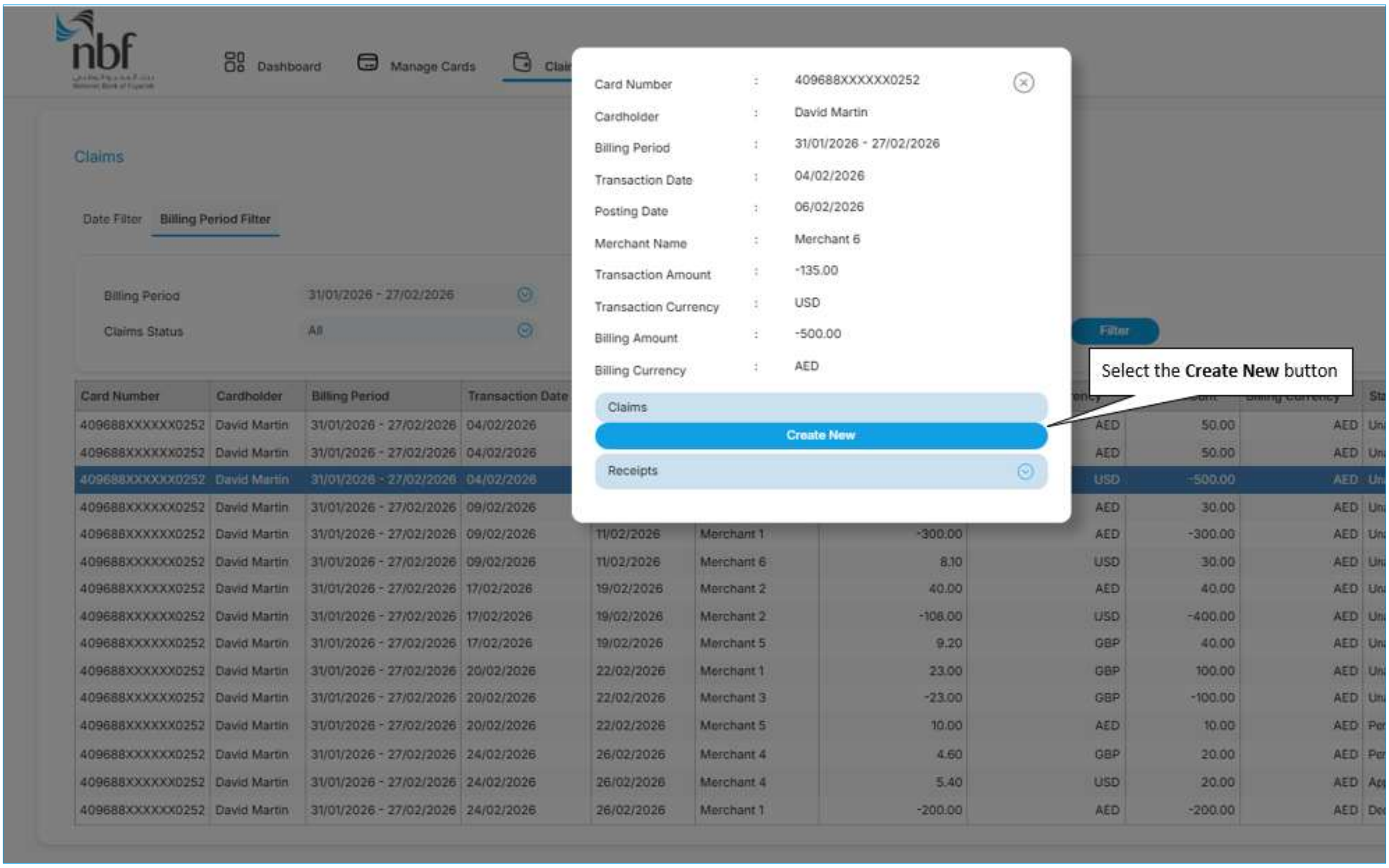
This feature allows users to allocate transactions to preconfigured cost codes and expense categories. Users can also split a transaction between multiple cost codes.

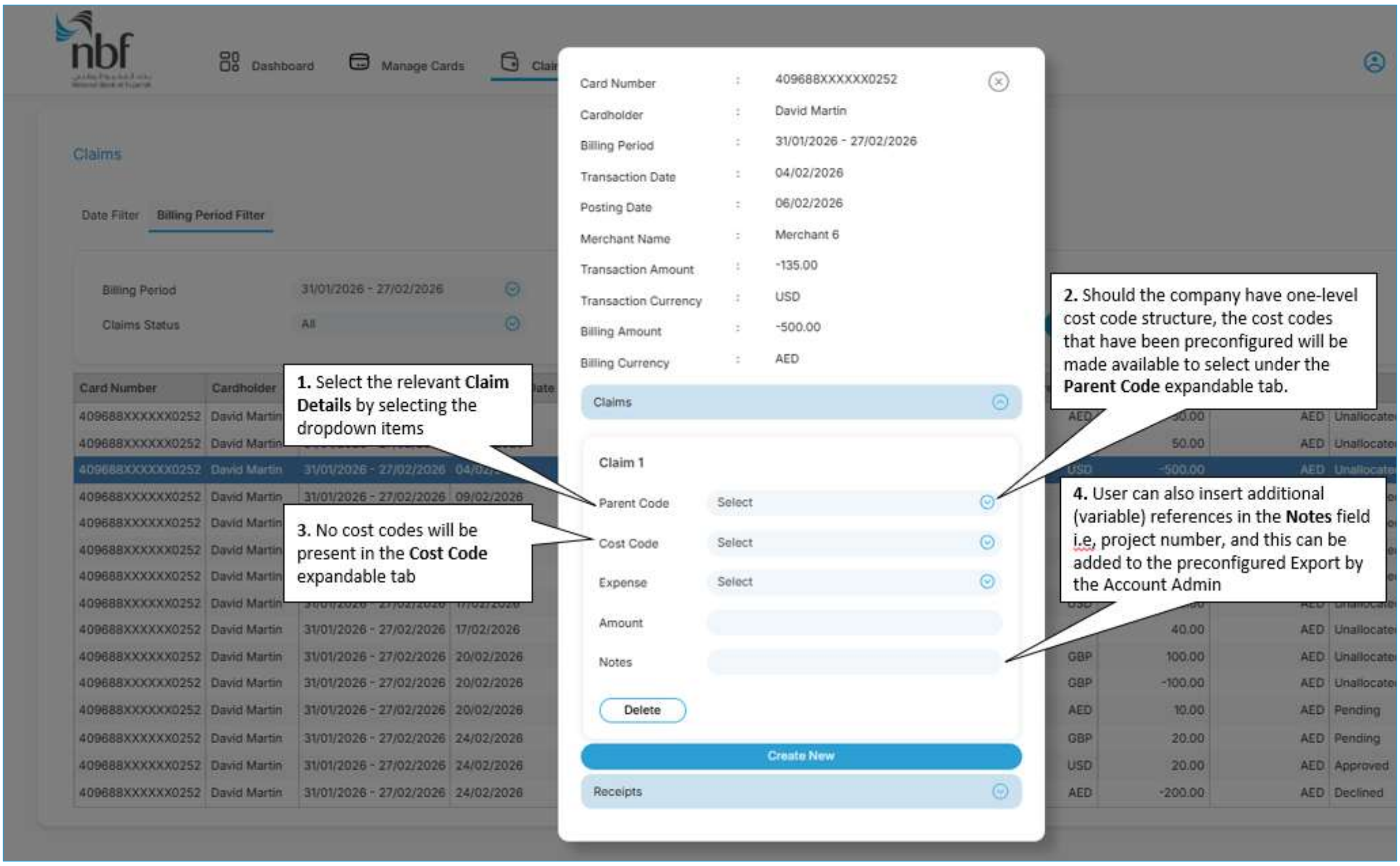


Once the user selects a cardholder's claim, the Claim pop-up will display the financial data for the claim and the following two expandable tabs and **Create New** button.

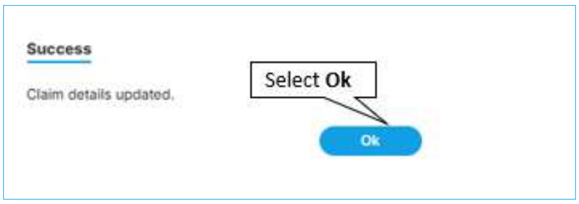
- **Claims** – The Claims drop-down will display a summary of the claim details once a claim has been allocated.

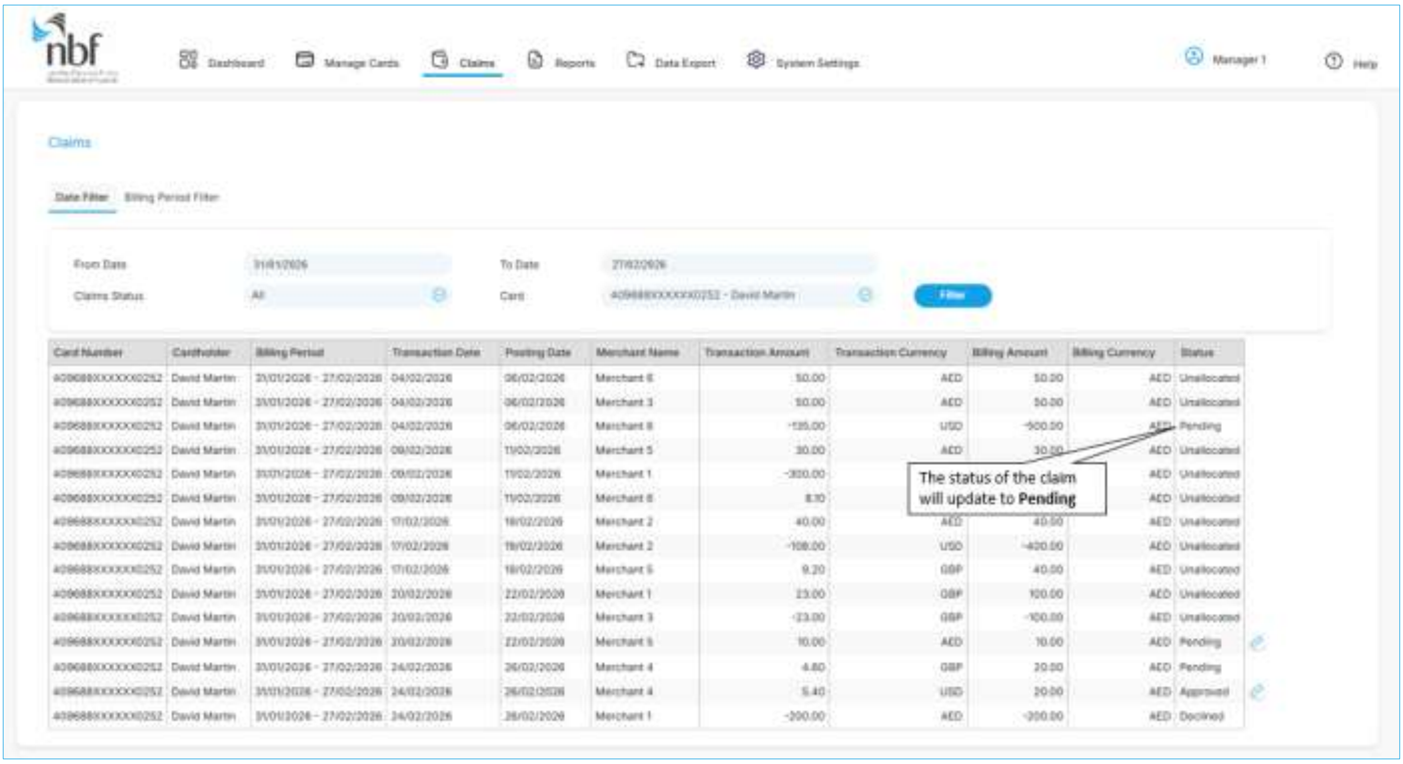
- **Receipts** – The receipt section will display the upload icon when no receipts are attached. When receipts are attached, the attachment file name will display with the delete and download icons.


Dashboard
Manage Cards
Claims
Date Filter
Billing Period Filter
Billing Period
31/01/2026 - 27/02/2026
Claims Status
All
Filter
Card Number : 409688XXXXXX0252
Cardholder : David Martin
Billing Period : 31/01/2026 - 27/02/2026
Transaction Date : 04/02/2026
Posting Date : 06/02/2026
Merchant Name : Merchant 6
Transaction Amount : -135.00
Transaction Currency : USD
Billing Amount : -500.00
Billing Currency : AED
Claims
Create New
Receipts
Select the **Create New** button



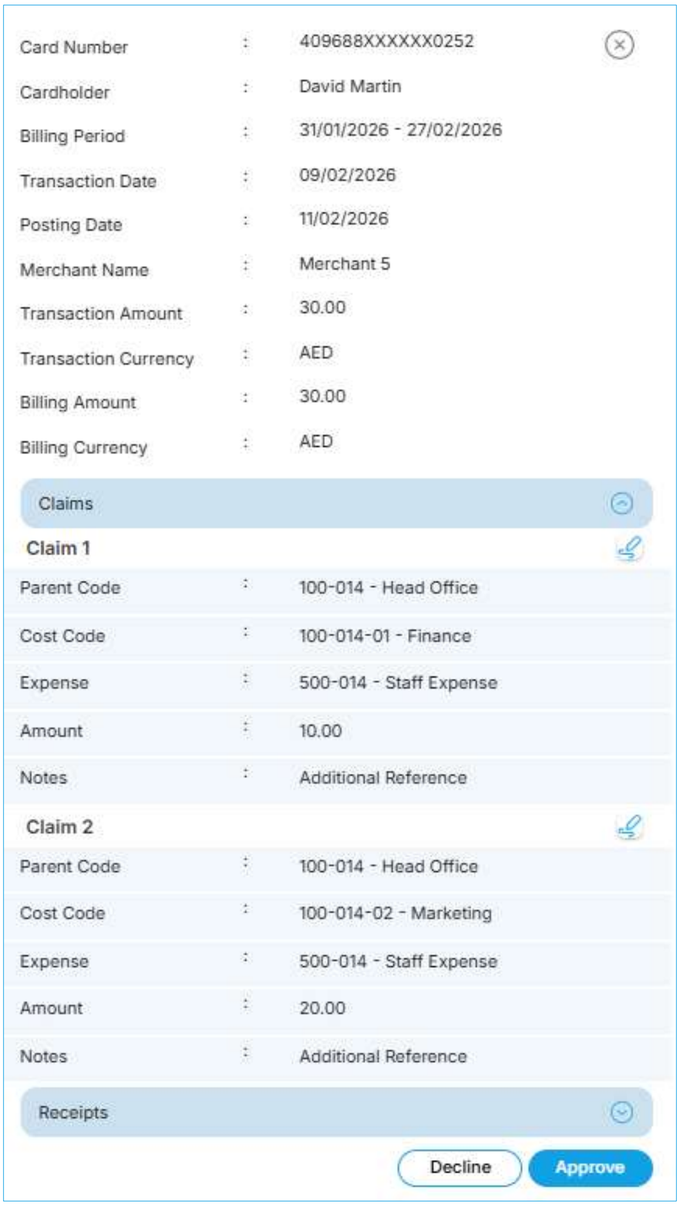
Once the user selects the **Create New** button, the preconfigured cost codes and expense categories will be available for selection.

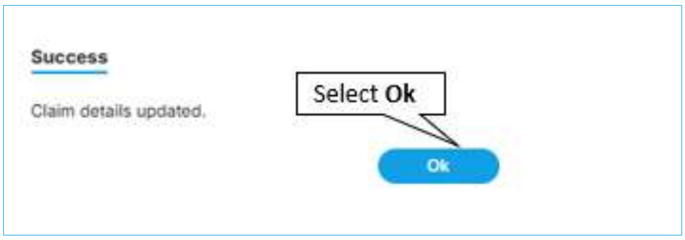




Please note: *The Account Administrator or Manager user can change the claim details if they are incorrect or decline the claim for reallocation by the cardholder. Once a claim has been approved, the cardholder can no longer make changes.*

The user can split a claim by selecting the **Create New** button after selecting and saving the current claim.

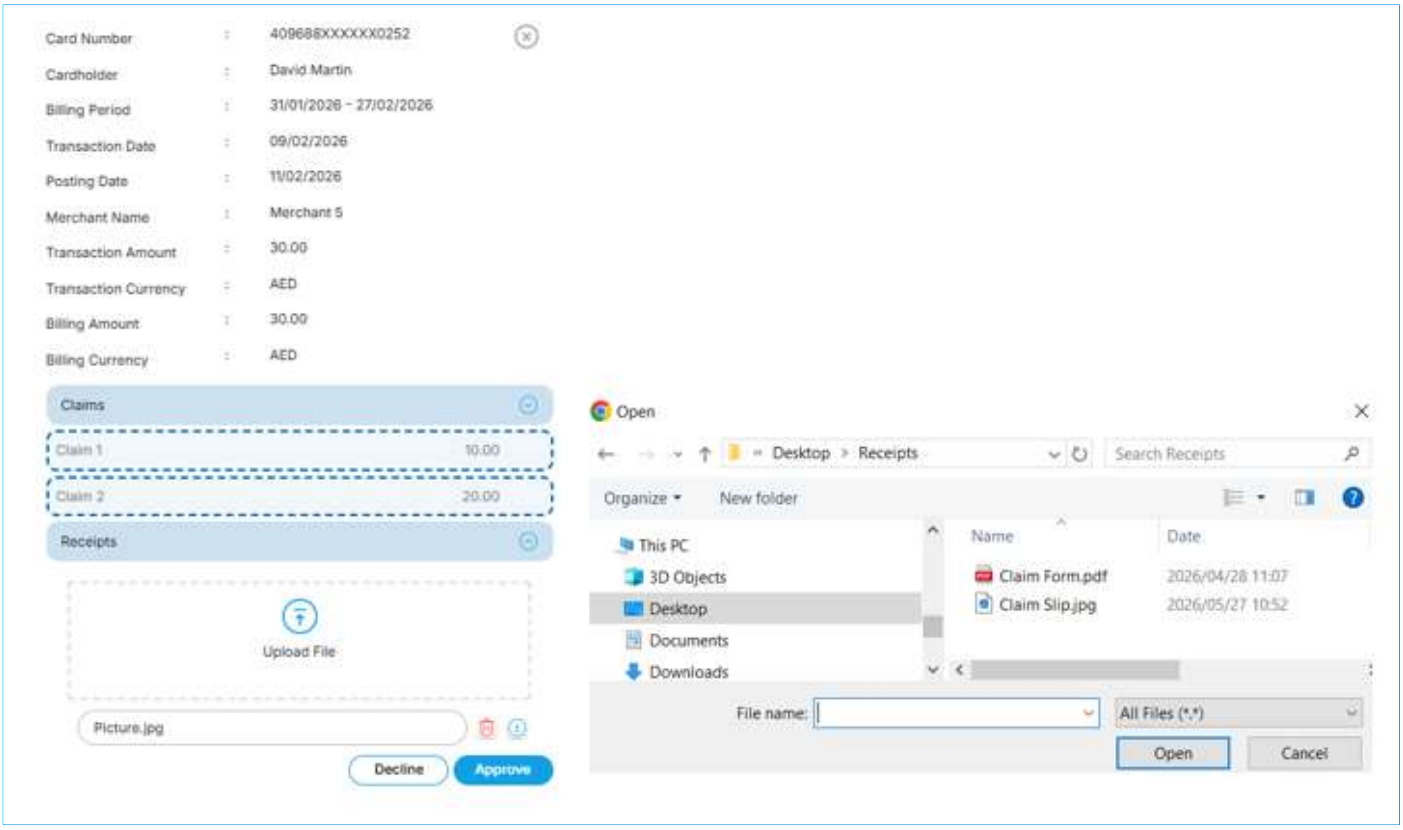




Please note: *The claim will not save if the total allocation amount does not equal the total **Billing Amount** of the actual transaction.*

7.2 How to upload receipts

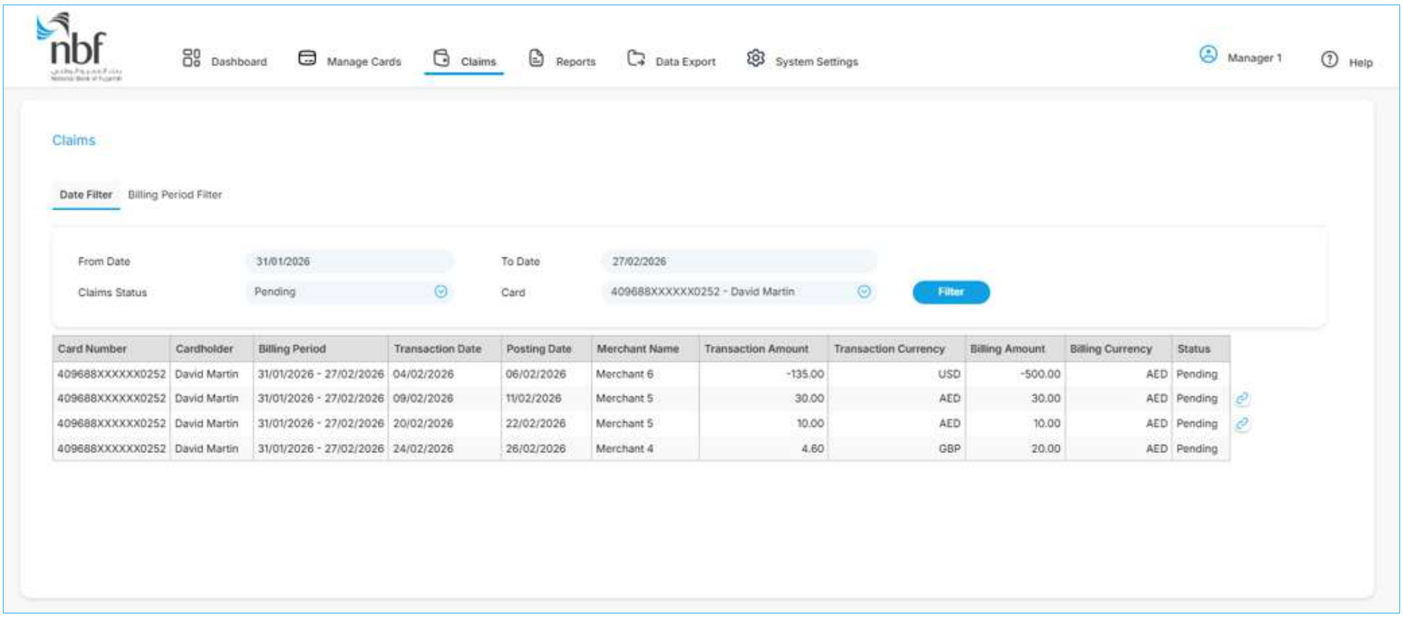
Users can upload multiple documents related to a transaction by selecting the **Receipts** drop-down and clicking **Upload File**. Browse to the required document and select **Open** to upload it. Supported file formats are **PNG, JPEG, BMP, DOCX, PDF, XLSX, CSV** and **TXT**, with a maximum file size of 2 MB per document.



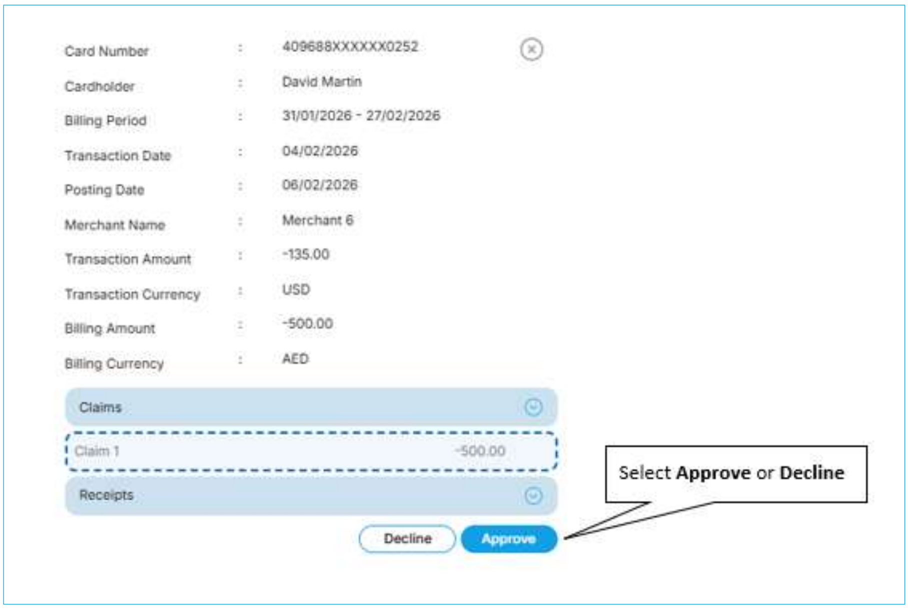
After a user has uploaded a receipt, they can delete it if it is incorrect or download it for record purposes.

7.3 How to approve or decline claims

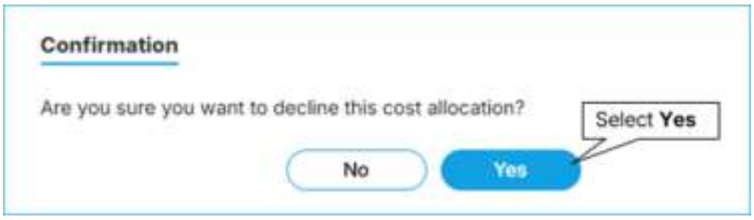
Once the claim is completed, the Account Admin or Manager user can review it. If all details are correct, the claim can be approved or declined.



Card Number	Cardholder	Billing Period	Transaction Date	Posting Date	Merchant Name	Transaction Amount	Transaction Currency	Billing Amount	Billing Currency	Status
409688XXXXXX0252	David Martin	31/01/2026 - 27/02/2026	04/02/2026	06/02/2026	Merchant 6	-135.00	USD	-500.00	AED	Pending
409688XXXXXX0252	David Martin	31/01/2026 - 27/02/2026	09/02/2026	11/02/2026	Merchant 5	30.00	AED	30.00	AED	Pending
409688XXXXXX0252	David Martin	31/01/2026 - 27/02/2026	20/02/2026	22/02/2026	Merchant 5	10.00	AED	10.00	AED	Pending
409688XXXXXX0252	David Martin	31/01/2026 - 27/02/2026	24/02/2026	26/02/2026	Merchant 4	4.60	GBP	20.00	AED	Pending



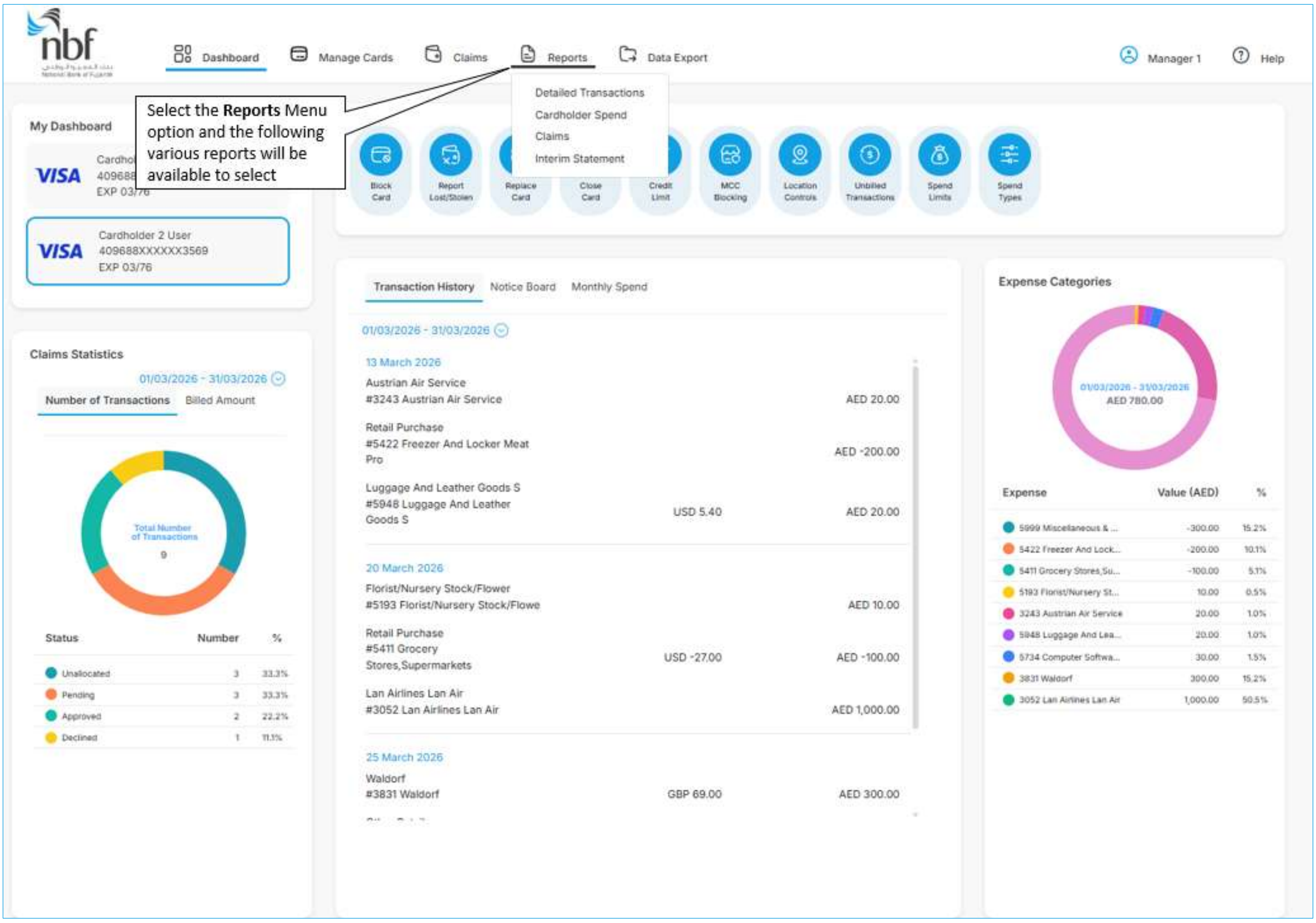
The following confirmation pop-ups will display, depending on whether the user selects to approve or decline the cost allocation.

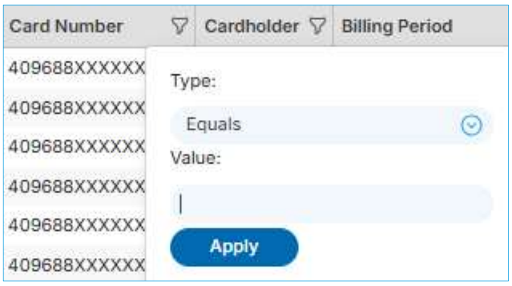


*When all transactions are allocated within a billing period, the Account Administrator can lock the period under the **Export** menu option, which will prevent all users from making any further changes.*

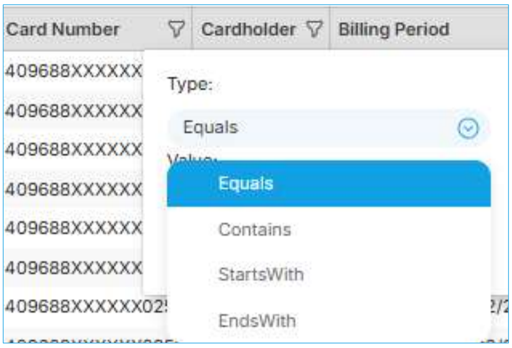
8. How to use reports

The Reports section provides access to predefined reports. Various report parameters are available when searching for specific transactions.





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

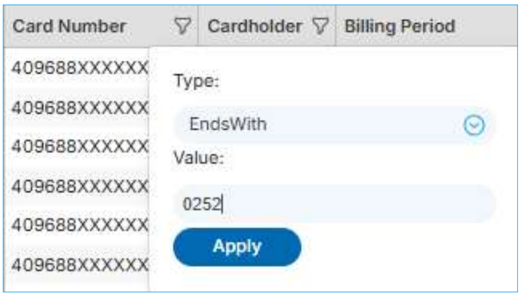


Equals – Display data that has the exact value

Contains – Display data that contains the value

Starts With – Display data that starts with the value

Ends With – 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 button to

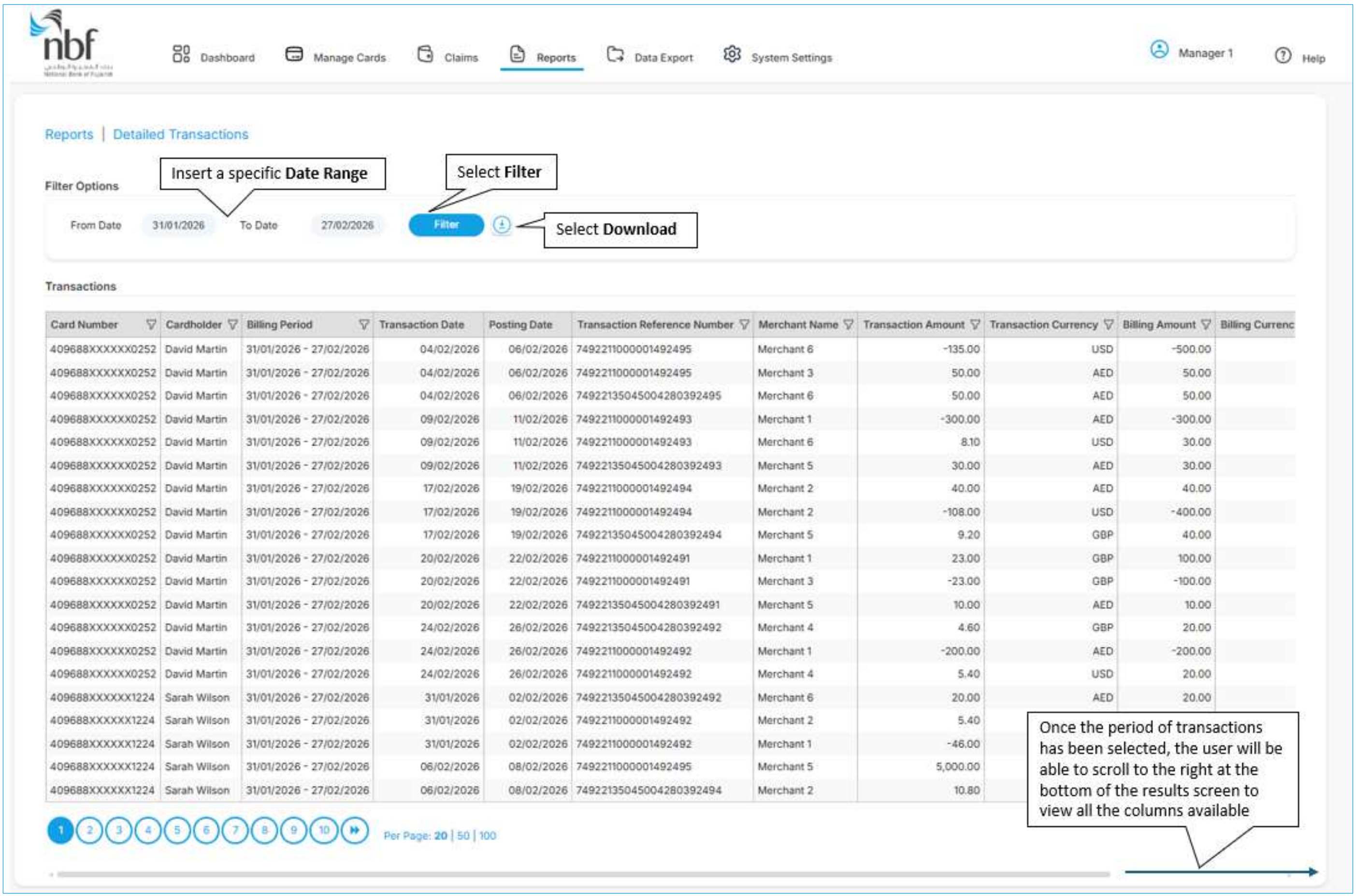
Once the user has selected the **Filter** button, they can begin by specifying the type of filter they would like to apply and the **Value** to be filtered.

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

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

8.1 How to use detailed transaction reports

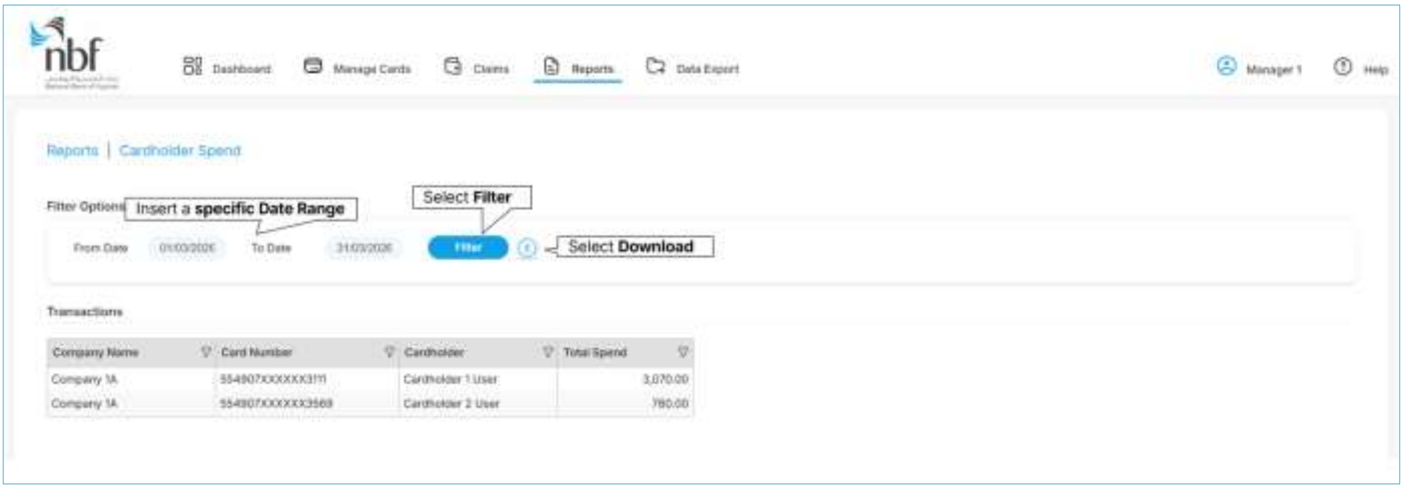
The user can search for a specific transaction across billing periods.



Card Number	Cardholder	Billing Period	Transaction Date	Posting Date	Transaction Reference Number	Merchant Name	Transaction Amount	Transaction Currency	Billing Amount	Billing Currenc
409688XXXXXX0252	David Martin	31/01/2026 - 27/02/2026	04/02/2026	06/02/2026	749221100001492495	Merchant 6	-135.00	USD	-500.00	
409688XXXXXX0252	David Martin	31/01/2026 - 27/02/2026	04/02/2026	06/02/2026	749221100001492495	Merchant 3	50.00	AED	50.00	
409688XXXXXX0252	David Martin	31/01/2026 - 27/02/2026	04/02/2026	06/02/2026	74922135045004280392495	Merchant 6	50.00	AED	50.00	
409688XXXXXX0252	David Martin	31/01/2026 - 27/02/2026	09/02/2026	11/02/2026	749221100001492493	Merchant 1	-300.00	AED	-300.00	
409688XXXXXX0252	David Martin	31/01/2026 - 27/02/2026	09/02/2026	11/02/2026	749221100001492493	Merchant 6	8.10	USD	30.00	
409688XXXXXX0252	David Martin	31/01/2026 - 27/02/2026	09/02/2026	11/02/2026	74922135045004280392493	Merchant 5	30.00	AED	30.00	
409688XXXXXX0252	David Martin	31/01/2026 - 27/02/2026	17/02/2026	19/02/2026	749221100001492494	Merchant 2	40.00	AED	40.00	
409688XXXXXX0252	David Martin	31/01/2026 - 27/02/2026	17/02/2026	19/02/2026	749221100001492494	Merchant 2	-108.00	USD	-400.00	
409688XXXXXX0252	David Martin	31/01/2026 - 27/02/2026	17/02/2026	19/02/2026	74922135045004280392494	Merchant 5	9.20	GBP	40.00	
409688XXXXXX0252	David Martin	31/01/2026 - 27/02/2026	20/02/2026	22/02/2026	749221100001492491	Merchant 1	23.00	GBP	100.00	
409688XXXXXX0252	David Martin	31/01/2026 - 27/02/2026	20/02/2026	22/02/2026	749221100001492491	Merchant 3	-23.00	GBP	-100.00	
409688XXXXXX0252	David Martin	31/01/2026 - 27/02/2026	20/02/2026	22/02/2026	74922135045004280392491	Merchant 5	10.00	AED	10.00	
409688XXXXXX0252	David Martin	31/01/2026 - 27/02/2026	24/02/2026	26/02/2026	74922135045004280392492	Merchant 4	4.60	GBP	20.00	
409688XXXXXX0252	David Martin	31/01/2026 - 27/02/2026	24/02/2026	26/02/2026	749221100001492492	Merchant 1	-200.00	AED	-200.00	
409688XXXXXX0252	David Martin	31/01/2026 - 27/02/2026	24/02/2026	26/02/2026	749221100001492492	Merchant 4	5.40	USD	20.00	
409688XXXXXX1224	Sarah Wilson	31/01/2026 - 27/02/2026	31/01/2026	02/02/2026	74922135045004280392492	Merchant 6	20.00	AED	20.00	
409688XXXXXX1224	Sarah Wilson	31/01/2026 - 27/02/2026	31/01/2026	02/02/2026	749221100001492492	Merchant 2	5.40			
409688XXXXXX1224	Sarah Wilson	31/01/2026 - 27/02/2026	31/01/2026	02/02/2026	749221100001492492	Merchant 1	-46.00			
409688XXXXXX1224	Sarah Wilson	31/01/2026 - 27/02/2026	06/02/2026	08/02/2026	749221100001492495	Merchant 5	5,000.00			
409688XXXXXX1224	Sarah Wilson	31/01/2026 - 27/02/2026	06/02/2026	08/02/2026	74922135045004280392494	Merchant 2	10.80			

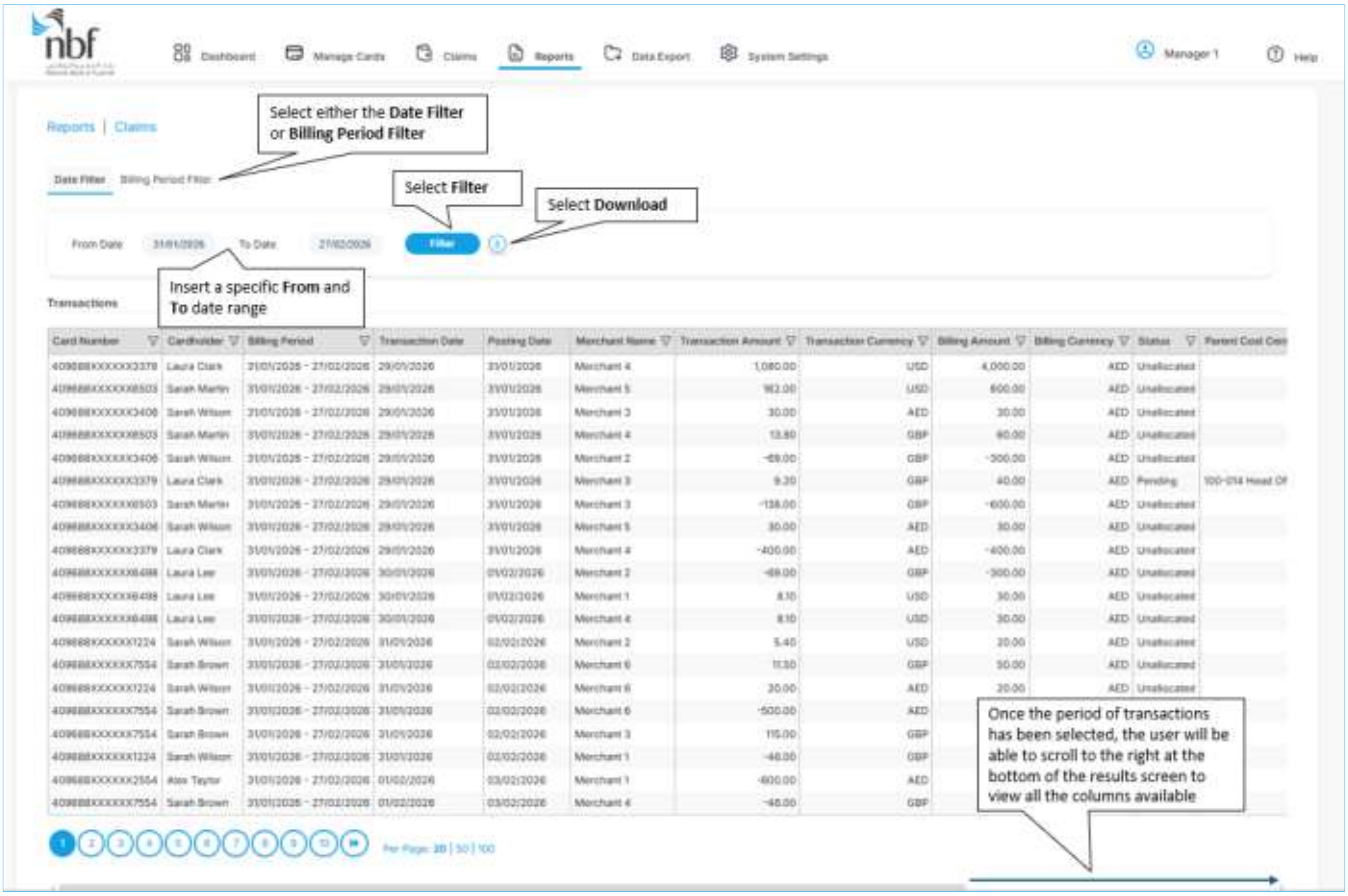
8.2 How to view cardholder spend

The user will be able to monitor and view a summary of total spend by selecting a specific period and downloading the information for all cardholders or a specific cardholder.

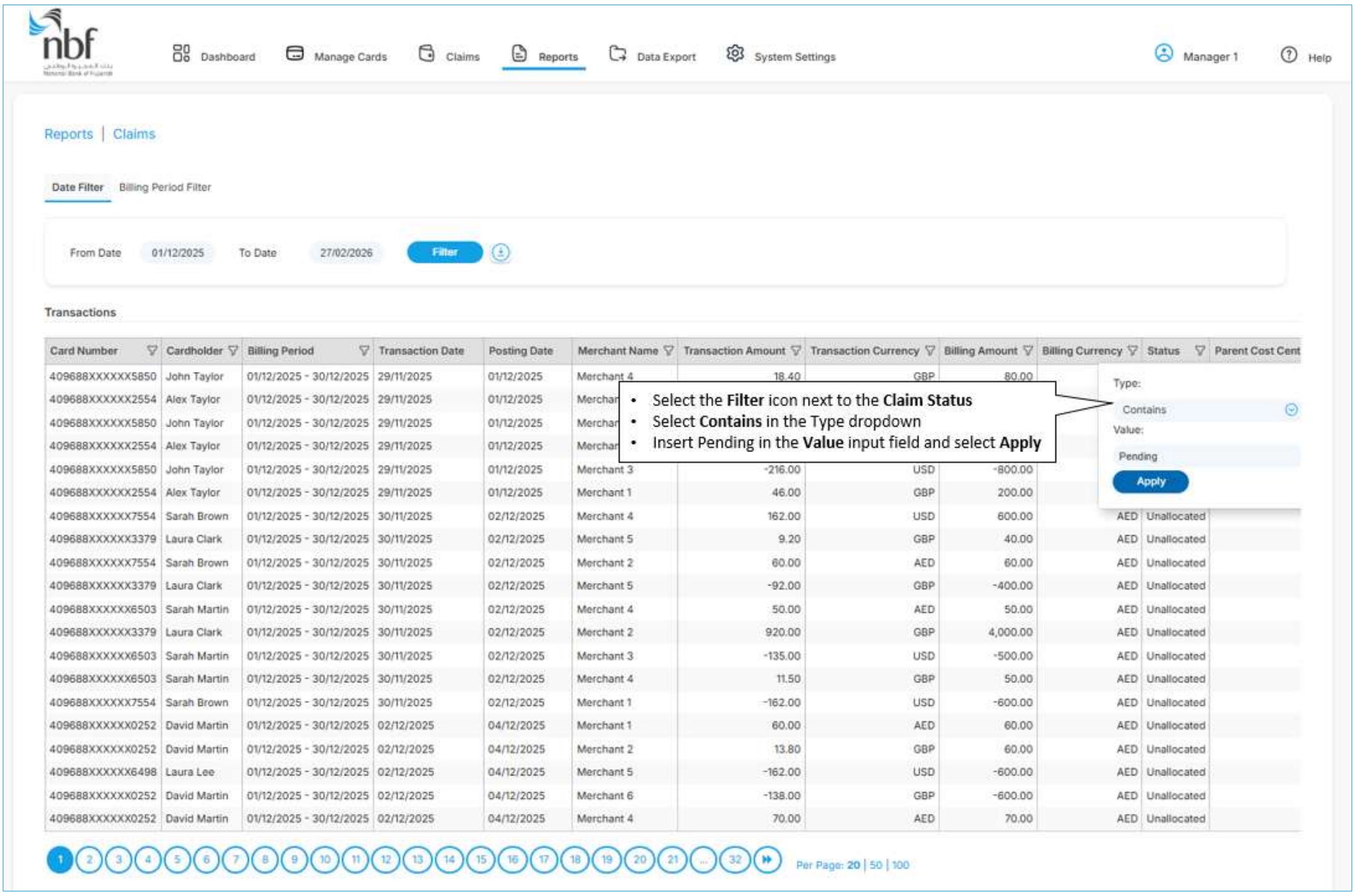


8.3 How to monitor claims reports

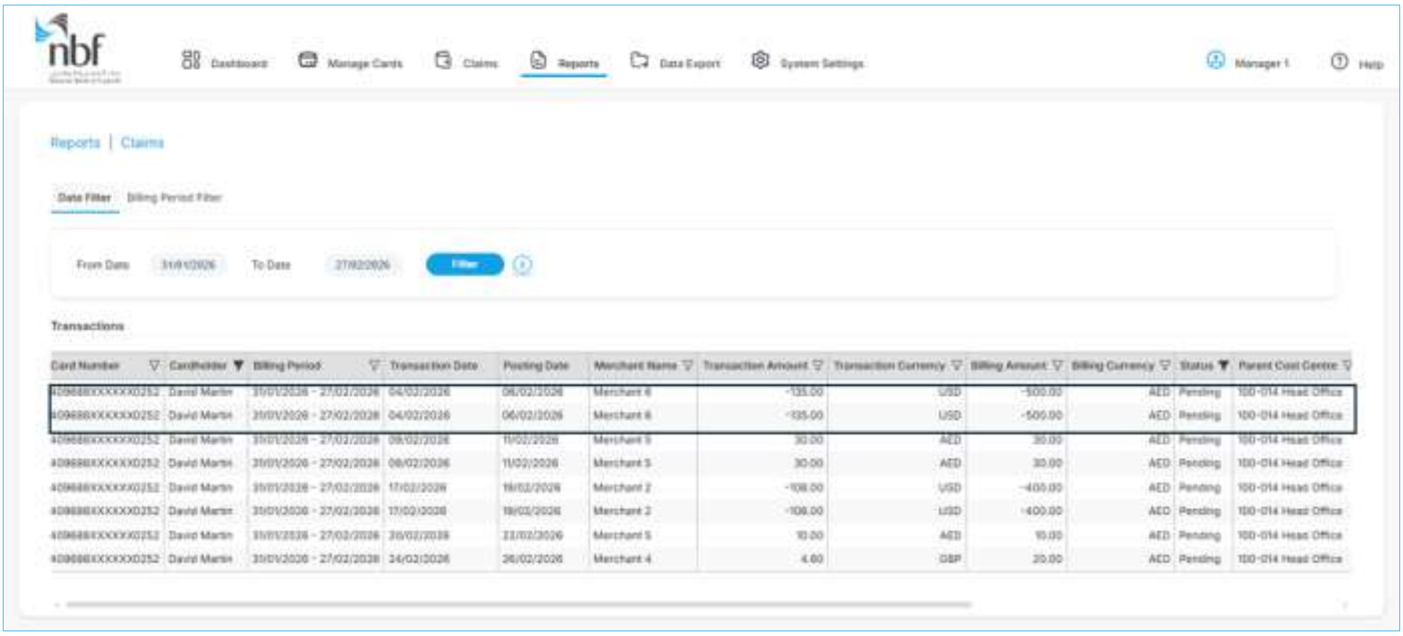
The user will be able to monitor the status of claims.

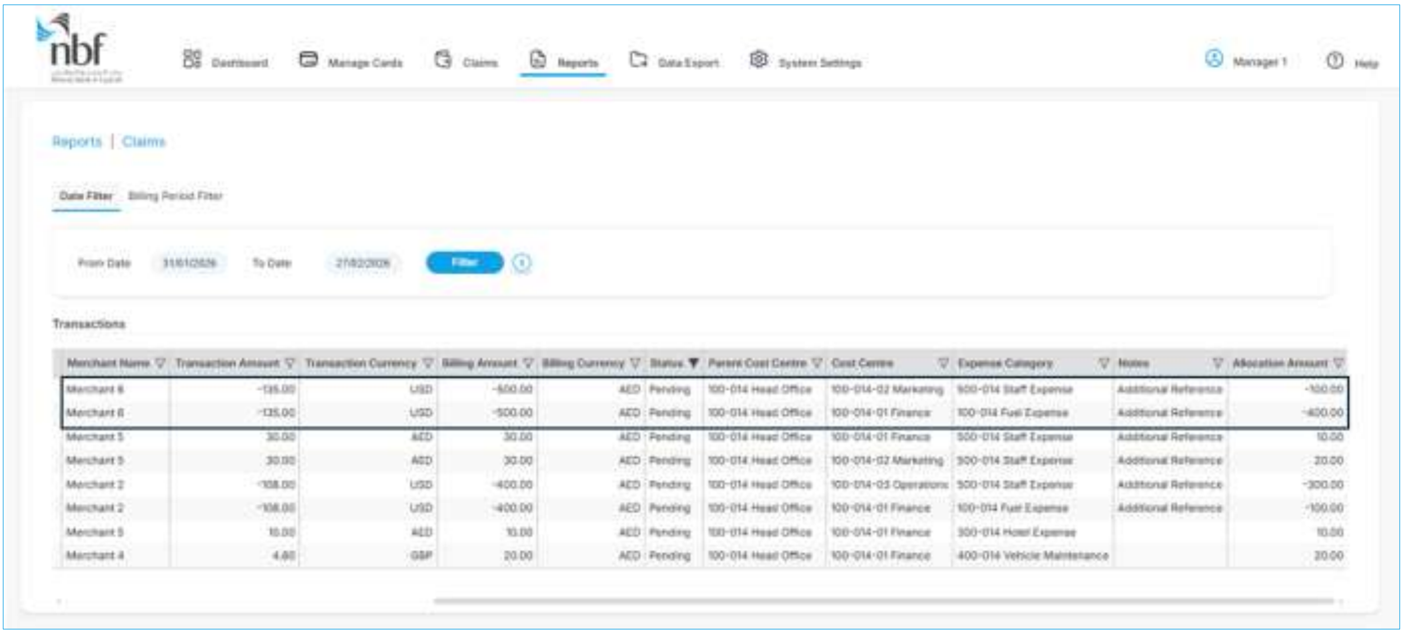


The user can filter the status of allocated claims by selecting the filter icon in the **Claims Status** column.



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



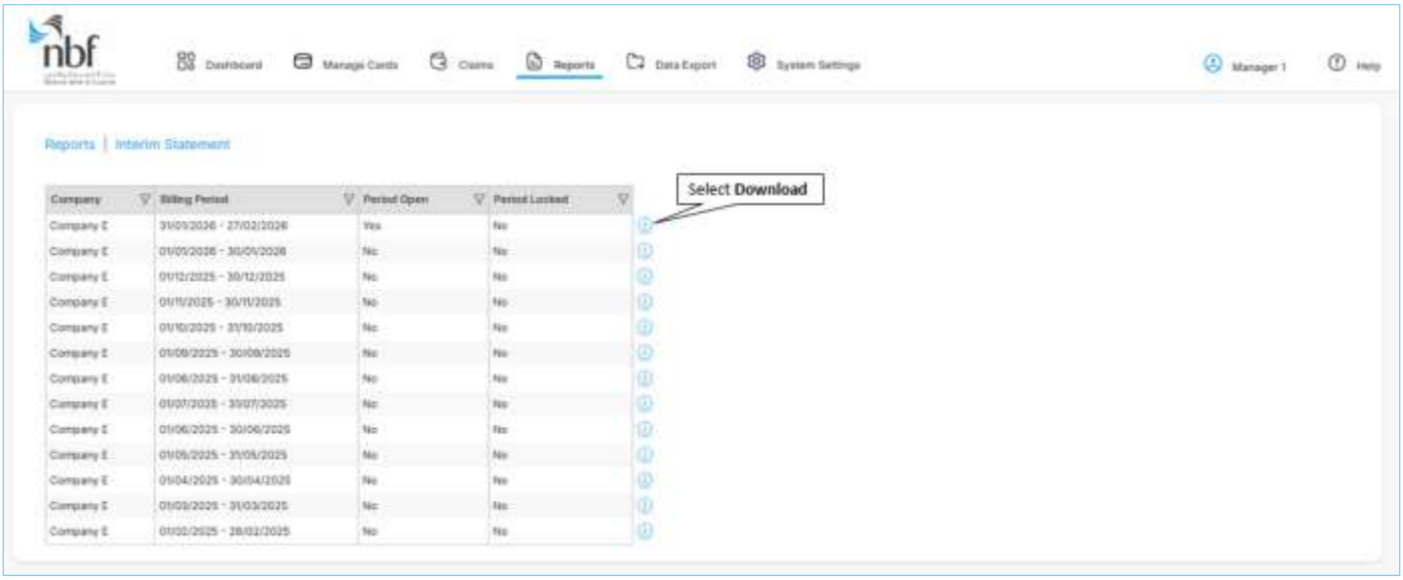


To view the original results, select the **Clear filter** button where the user filtered the information, and all cost allocations will be visible in the grid.

8.4 How to use the interim statement

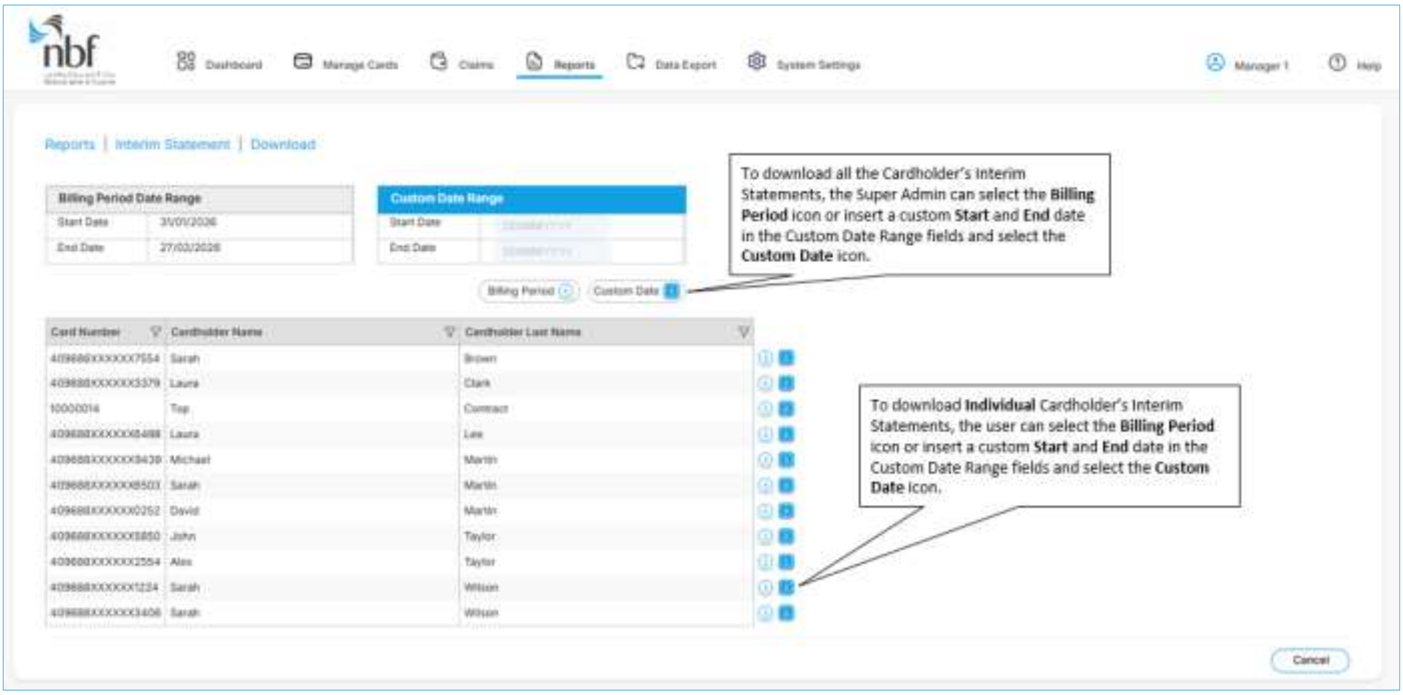
The Interim Statement helps reconcile card transactions to the card statement.

Please note that you must refer to the **Card Monthly Statement** to ascertain any balances due and make payment.



The Period Number serves as a unique identifier (Julian Date) 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 will determine whether the cycle date is open or closed.



When downloading **All Cardholder Interim Statements**, a zip folder will automatically be generated containing the PDF Interim Statements for all cardholders linked to the Account Administrator's profile.

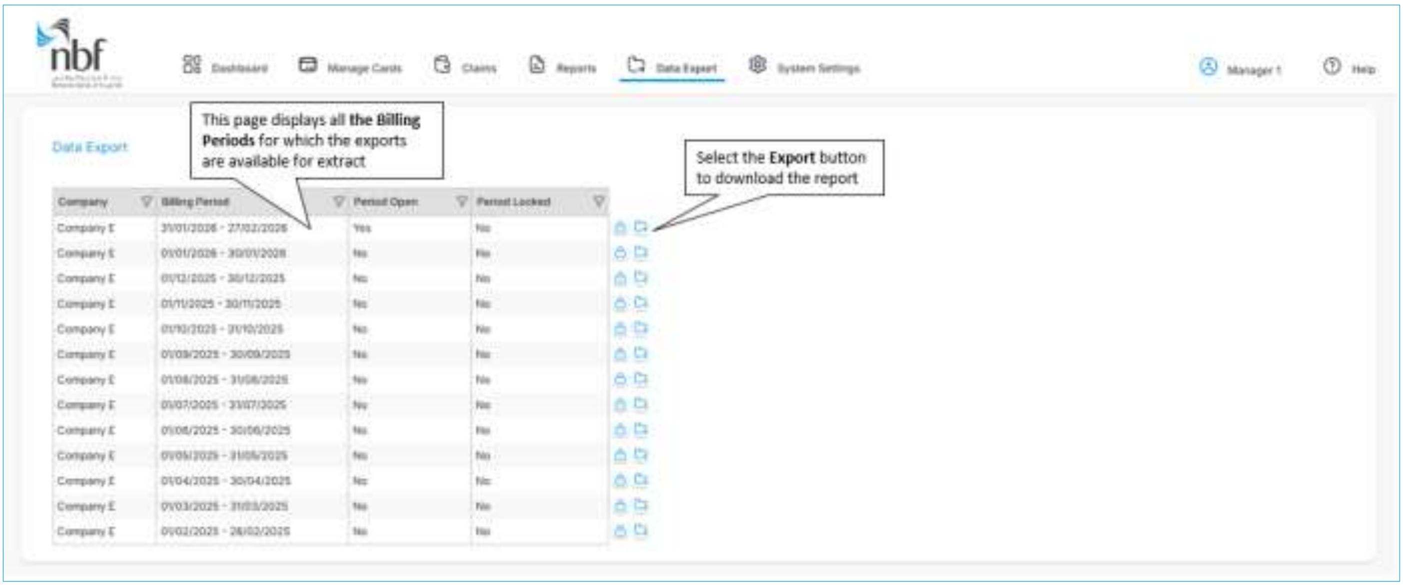
Save the zip folder in the appropriate location for review and printing.

1. Open the zip folder.
2. Select the required PDF Interim Statements.
3. Right-click and select **Print**.

9. How to export data

Managers can download standard or preconfigured exports.

The Export Configuration settings are predefined by the company during onboarding.



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

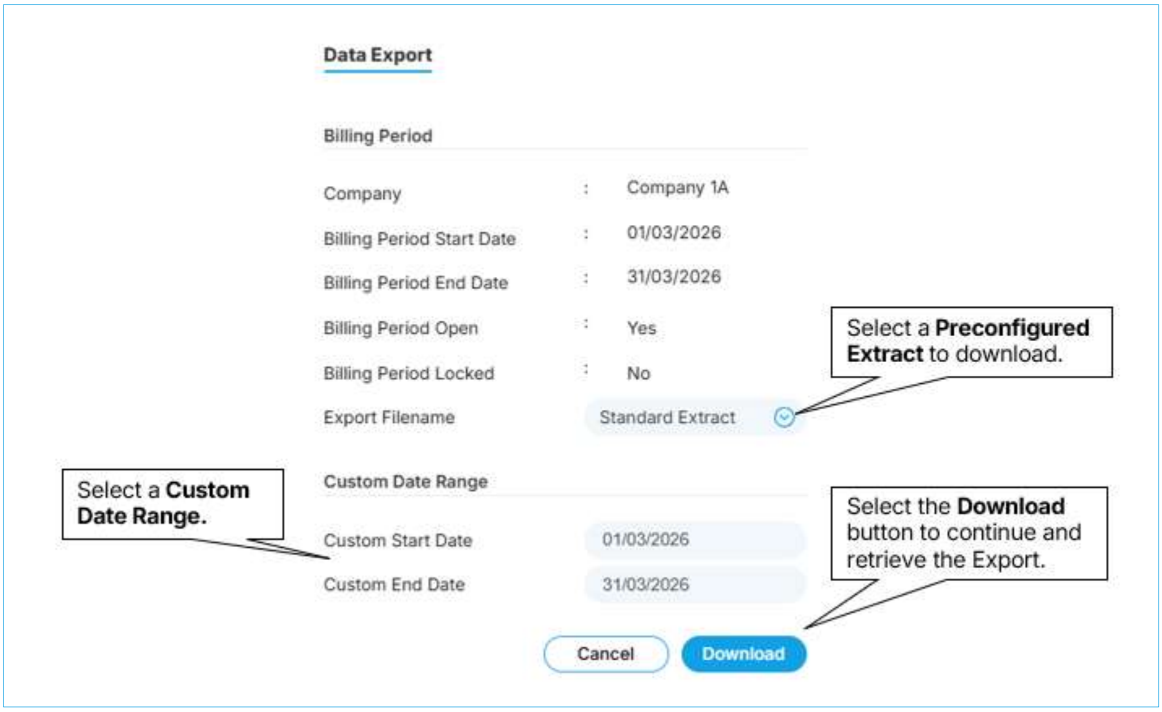
Period Open	Period Locked
No	No

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.

Please note: *It is recommended that the Account Admin locks the period before exporting the data to ensure that no further changes are made to claims, especially if the extract will be imported into the company's back-office system.*



Although the user can customise the data content of the export by using the **Filter** options, the table below indicates the export layout and available file formats.

Reports	Format
Export	CSV, XLSX and TXT