The following information provides guidance to help Administrators with using the CentreSuite® by TSYS card management platform.

STANDARD REPORTS

You can specify a report to run, schedule a report, or create a custom report. To run or schedule a report, click the Reports tab to open the report criteria page.

For additional information on running a specific standard report, click one of the links:

- Allocation Analysis Report
- Archive Storage Report
- Cardholder Dispute Form
- Cardholder Profile Report
- Expense Report
- Expense Report Summary
- Expense Unassigned Transactions Report
- Merchant Report
- Multiple Transaction Exception Report
- Program Change Request (PCR) Audit Report
- Statement of Account Report
- Transaction Report

- User Profile Report

Allocation Analysis Report

The Allocation Analysis Report lists allocation records for unmapped transactions over a specified date range. Both allocated and unallocated transactions are listed.

From the Allocation Analysis Report page, you must specify the date range, accounts or units to include in the report, and report detail level. You also select criteria such as report formatting and additional transaction types to be included in the report.

To run the Allocation Analysis Report:

1. In the Date section:
   a. Select a value from the Date type list.
   b. Select a value from the Date range list or specify a custom date range by typing the beginning and ending dates in the From and To fields. You can also click the calendar icon (📅) next to each field to select beginning and ending dates for the date range.

2. You must now specify search criteria in the Accounts and Units section. Select Account or Unit from the Search for option.

3. If you select Account from the Search for option:
   a. You can select one of the following criteria from the list.
      - Name on Account

- Account Number

- Unit Name

- Unit Number

b. Specify a value to search for in the associated field. You use an asterisk (*) as a leading or trailing wildcard character in partial searches.

c. Select one or more account types. If you select Inactive within 45 days and Inactive longer than 45 days, the search results will include all inactive accounts.

d. Click Search. The search results display in the Select Accounts list.

e. If you selected Account number or Account name, accounts that match your search criteria display in the Select Accounts list. Select accounts to include in the search. The accounts display in the Selected Accounts/Units list.

f. If you selected Unit name or Unit number, accounts within units that match your search criteria display in the Select Accounts list. Select accounts and the accounts are added to the Selected Accounts/Units list.

g. Continue adding your required accounts to the Selected Accounts/Units list.

Note: You remove an account from the Selected Accounts/Units list by clicking the associated Remove icon (⊖) You click Remove All to remove all items from the Selected field.

4. If you selected Unit from the Search option:

a. You can select one of the following criteria from the list.

- Unit Name

- Unit Number

b. Specify a value to search for in the associated field. You use an asterisk (*) as a leading or trailing wildcard character in partial searches.

c. Click Search. The search results display in the Select Accounts list.

d. You can display the unit hierarchy by clicking the Hierarchy icon (⊞).

e. Select the unit. The unit displays in the Selected Accounts/Units list. The Include Subunits option is automatically selected. Clear this check box to display only the parent unit.

f. Continue adding your required units to the Selected Accounts/Units list.

Note: You can remove any of your selections by clicking the Remove icon (⊖) for an item. You click Remove All to remove all items from the Selected field.

5. In the Output Format section, after you have completed Step 3 or Step 4 above, you specify the report output format, PDF or Excel.

6. In the Format Options section:

   a. Select Transaction to display transactions assigned to each allocation string or select Summary to display a transaction count and total amount assigned the each allocation string.

   b. Select Yes for the Display allocation field labels option to display allocation field labels in the Transaction Detail Level Report. This option is not available for summary level reports.

   c. Select Yes for the Display report grand total option to display a grand total of all transactions at the end of the report.

   d. Select Yes for the Print report criteria... option to display a summary of the report criteria on the last page of the report.

   e. Select Yes to activate the Include a Header note field. You can type up to 250 characters in this field which will display on the first page of your report.

7. In the Additional criteria section select the transactions to include from the Include additional transaction types list.

8. Depending on your personal access or site settings, the File Destination Options section may be disabled. If this section is disabled, proceed to the next step.

   a. Select the desired Output Log options. The Personal Output log is selected by default and cannot be deselected. If this option is enabled, the report will be available in selected output logs.

   b. Select the desired Mailbox options. If this option is enabled, the report will be available in selected external mailboxes.

9. Click Run. A dialog opens confirming your selection. Click the Output log link to view the Output log. Click OK to close the dialog.

   Note: Click Schedule to schedule the report or Save to create a custom report.

Archive Storage Report

The Archive Storage Report lists the used and total available unit archive storage at a bank level.

You specify the date range, the bank, and select whether to include report criteria and a header note on the report. The report output is portable data format (PDF) only and you have the option to direct the output to an external bank mailbox.

To run the Archive Storage Report:

1. Select a value from the Date Range list or specify a custom date range by typing the beginning and ending dates in the From and To fields. You can also click the calendar icon (▦) next to each field to select beginning and ending dates for the date range.

2. Select the bank from the Bank list. All banks available to you are listed.

3. Select Yes for the Print report criteria... option to display a summary of the report criteria on the last page of the report.

4. Select Yes to activate the Include a Header note field. You can type up to 250 characters in this field which will display on the first page of your report.

5. Select the desired File Destination options. The Personal Output log is selected by default and cannot be deselected. If this option is enabled, the report will be available in selected output logs.

6. Select the desired File Destination options. If these options are enabled, the report will be available in selected external mailboxes.

7. Click Run. A dialog opens confirming your selection. Click the Output log link to view the Output log. Click OK to close the dialog.

   Note: Click Schedule to schedule the report or Save to create a custom report.

Cardholder Dispute Form

The Cardholder Dispute Form creates a form that cardholders can submit to dispute processor transactions. The generated form is specific to a single transaction. The form displays in the Output log and can be routed to an external mailbox if that option is set up.

If you are an account holder, much of the Account Information will be pre-filled in for you. You must locate the transaction you want to dispute and enter certain required information. You will have the option to complete additional information, if desired.

Managers can create and submit the Cardholder Dispute Form for an account holder. Depending on your access rights, you may be able to select accounts and then locate a single transaction that is to be disputed.

To generate the Cardholder Dispute Form (account holder):

You must locate the specific transaction and then complete the form.

1. In the Account Information section specify the following information if required by your institution:

   - **Email** - Type the email address the financial institution can use to contact the cardholder.

   - **Phone** - Type the telephone number the financial institution can use to contact the cardholder.

   - **Fax** - Type the fax number the financial institution can use to contact the cardholder.

2. Click Select Transaction. The Select Transaction for Dispute Form displays.

3. Select a date type from the Date Type list.

4. Select a value from the Date Range list or specify a custom date range by typing the beginning and ending dates in the From and To fields. You can also click the calendar icon ( ) next to each field to select beginning and ending dates for the date range.

5. Click Search. The search results display in the Search Results section.

6. Select the transaction and click Add to Dispute Report. The Cardholder Dispute Form page re-opens. The transaction displays in the Transaction Information section. You can click the detail icon ( ) to view transaction detail information.

7. Type the information in the Account Information section, if desired. This information is used by the financial institution to contact you. An entry in the Email field must use the standard email format, for example, "cardholder@company.com".

You then enter the following transaction dispute information.

1. Type the transaction amount you are disputing in the Disputed Amount field. You can use a numeric decimal format, for example, 999.99. Do not type any currency symbols ($) or other characters. This field is required.

2. Select the Dispute type.

3. Select the dispute reason from the Dispute Reason field. Choose the selection that most closely describes your dispute reason. Select Other to enter another reason on the form. This field is required

4. Type the merchant information. Include the merchant phone number that the financial institution can use to contact the merchant if possible. Use the two-letter code for the state/province field.

5. Select the desired Mailbox options. If this option is enabled, the report will be available in selected external mailboxes.

6. Click Run. The report runs and a dialog displays with a link to the Output log.

To generate the Cardholder Dispute Form (manager):

You first specify an account, then locate the specific transaction, and complete the form.

1. In the Account section select one of the following criteria:

    a. **Name on Account** - Type the account name. You can use an asterisk (*) as a leading or trailing wildcard character.

    b. **Account number** - Type the full account number. Wildcard characters are not allowed in this field.

    c. **Unit Name** (User with access to multiple units) - Type the unit name. You must use a minimum of three characters in this field and you can use an additional asterisk (*) as a leading or trailing wildcard character.

    d. **Unit Number** (User with access to multiple units) - Type the 8-digit unit number. You must use a minimum of three numbers in this field and you can use an additional asterisk (*) as a leading or trailing wildcard character.

2. Click Search. Depending on your search criteria, search results display in the Transactions section.

    • If you select Account number or Name on account, accounts that match your search criteria display in the Search Results section. Click on a single account to select it. The account displays in the Selected Accounts field.

    • If you select Unit name or Unit number, units that match your search criteria display in the Search Results section. Drill down through the units until you find the account. Click on a single account to select it. The account displays in the Selected Accounts field.

    Note: To remove a selection from the Selected Accounts list click the Remove icon (⊖).

3. In the Account Information section specify the following information:

    • **Email** - Type the email address the financial institution can use to contact the cardholder.

    • **Phone** - Type the telephone number the financial institution can use to contact the cardholder.

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- **Fax** - Type the fax number the financial institution can use to contact the cardholder.

4. In the Transaction Information section, click Select Transaction. The Select Transaction for Dispute Form opens.

5. Select a date type from the Date Type list.

6. Select a value from the Date Range list or specify a custom date range by typing the beginning and ending dates in the From and To fields. You can also click the calendar icon (▦) next to each field to select beginning and ending dates for the date range.

7. Click Search. The search results display in the Search Results section.

8. Select the transaction and click Add to Dispute Report. The Cardholder Dispute Form page re-opens. The transaction displays in the Transaction Information section. You can click the detail icon (••••) to view transaction detail information.

You then enter the following transaction dispute information.

1. Type the transaction amount you are disputing in the Disputed Amount field. You can use a numeric decimal format , for example, 999.99. Do not type any currency symbols ($) or other characters. This field is required

2. Select the Dispute type.

3. Select the dispute reason from the Dispute Reason field. Choose the selection that most closely describes your dispute reason. Select Other to enter another reason on the form. This field is required.

4. Type the merchant information. Include the merchant phone number that the financial institution can use to contact the merchant if possible. Use the two-letter code for the state/province field.

5. If you are submitting this form on behalf of a cardholder, select the option in the Submitter information section. Type the information in these fields:

    a. **Name** - Type your name as you want it to appear on the form header.

    b. **Phone** - Type the phone number the financial institution can use to contact you.

    c. **Email** - Type the email address the financial institution can use to contact you.

    d. **Relationship to cardholder** - Type a brief description of your relationship to the cardholder.

6. Select the desired Mailbox options. If this option is enabled, the report will be available in selected external mailboxes.

7. Click Run. The report runs and a dialog displays with a link to the Output log.

Cardholder Profile Report

The Cardholder Profile Report lists information about the cardholders in a hierarchy unit including cardholder, unit, and allocation information. The report offers the option to display diversion account information. This report is typically generated as a flat file and uploaded into the user's accounting system.

To run the Cardholder Profile Report:

You can search for individual accounts or accounts within a unit and add these to the search criteria. When you have completed your account list, you can specify additional format and criteria options before you run the report.

1. Select Account or Unit from the Search option.

2. If you select Account from the Search option:

    a. Select account search criteria from the Search by list.

    b. Specify a value to search for in the Search for field. You can use the wildcard character (*) in your search.

    c. Select one or more account types. If you select Inactive within 45 days and Inactive longer than 45 days, the search results will include all inactive accounts.

    d. Click Go. The search results are displayed in the Select List.

    e. If you selected Account number or Account name, accounts that match your search criteria display in the Select List. Select accounts to include in the search and click Add to Search. The accounts display in the Selected field.

    f. If you selected Unit name or Unit number, accounts within units that match your search criteria display in the Select List. Select accounts then click Add to Search. The accounts are added to the Selected field.

    g. Continue adding your required accounts to the Selected field.

3. If you selected Unit from the Search option:

    a. Select account search criteria from the Search by list.

    b. Specify a value to search for in the Search for field. You can use the wildcard character (*) in your search.

    c. Click Go. The search results are displayed in the Available field.

    d. Navigate through the unit hierarchy until you locate the unit you want to include in your search. Click on the plus (+) sign to expand the unit, or the minus sign (-) to close it.

e. Click on the unit. The unit displays in the Selected field. If you select Yes for the Include Subunits option, all subunits under the unit will be included in the search.

f. Continue adding your required units to the Selected field.

Note: You can remove any of your selections by clicking the Remove icon (⊖) for an item. You can click Remove All to remove all items from the Selected field.

4. Select a report format from the Output format list.

5. Select the Addresses to Display option. Selecting All displays all available addresses for the account.

6. Select Display MCCG Data to display the MCCG data to display option. Selecting Detail displays Merchant Category Code Group names and velocities.

7. Select Yes to display diversion accounts in the report.

8. Depending on your personal access or site settings, the Destination Options section may be disabled. If this section is disabled, proceed to step 9.

a. Select the desired Output Log options. The Personal Output log is selected by default and cannot be deselected. If this option is enabled, the report will be available in selected output logs.

b. Select the desired Automated Downloads options. If this option is enabled, the report will be available in selected external mailboxes.

9. Click Run. A dialog opens confirming your selection. Click the Output log link to view the Output log. Click OK to close the dialog.

Note: Click Schedule to schedule the report or Save to create a custom report.

Expense Report

The Expense Report lists all expense reports within selected units and accounts. You can filter expense reports by their status and status date range. The report output includes expense report description information and diverted transaction detail. You have the option to include line item detail in the report output.

To run the Expense Report:

You specify units or accounts in which to search for expense reports. You can combine units and accounts in your search.

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To select units to search:

This procedure describes the steps for searching for a unit and then adding additional accounts to the search parameters. If you want to search for expense reports only associated with accounts, follow the steps outlined in the To select accounts to search: section below.

1. Select Unit from the Select by option then select Unit Name or Unit Number from the Search for list, specify a search value in the Search for field, and click Search. The search results display in the Select Units section.

   Note: You can use the asterisk (*) as a leading or trailing wildcard character in the Search for field when specifying partial search parameters.

2. Select the units. The units display in the Selected Accounts/Units section. If you want to search within the associated subunits, select the Include Subunits checkbox. Remove selections by clicking the Remove icon (⊖).

3. You have the option to add individual accounts to the units selected in steps 2-3. If you want to add individual accounts perform the following steps. If you do not want to add additional accounts, proceed to step 5.

   a. Select Account from the Select by option. The Select Accounts section re-displays.

   b. Select one or more account types. If you select Inactive within 45 days and Inactive longer than 45 days, the search results will include all inactive accounts.

   c. Specify account search parameters by selecting from the Search by list and providing additional information in the Search for field.

      • If you select Unit Name or Unit Number, all accounts within units matching your search criteria will display in the search results when you run the search.

      • If you select Account Name or Account Number, all accounts matching your search criteria will display in the search results when you run the search.

   d. Click Search. The search results display

   e. Select the account you want to add. The account is added to the Selected Accounts/Units section.

4. Select the expense report statuses from the Status list.

5. Select a value from the Status date range list or specify a custom date range by typing the beginning and ending dates in the From and To fields. You can also click the calendar icon (▦) next to each field to select beginning and ending dates for the date range.

6. Select either Date Created or Last Status Date from the Search by option.

7. Click Search. The expense reports display in the Select list.

8. Select the expense reports to be included in the report and follow the steps described in "To complete parameter specification for the Expense report below.

To complete parameter specification and run the Expense report:

Note: The 3120 Expense Report is output as a .PDF file and will display on-screen when complete.

1. Select the format options for the report.

   a. Select Yes for the Print report criteria... option to display a summary of the report criteria on the last page of the report.

   b. If attach receipts functionality is enabled for your site, select Yes for the Print receipts at end of report option to print all receipts attached to the selected expense reports.

   c. Select Yes for the Include a header note option to activate the Header note field. You can type up to 250 characters in this field which will display on the first page of your report.

   d. Select Yes for the Display transaction description option to include the description text attached to this expense report.

   e. Select Yes for the Display line item detail option to include any available transaction line item detail.

   f. Select Yes for the Display parent transaction total and split amount(s) option to display both transaction parent and split amounts in the report.

2. Click Run to run the Expense Report.

   Note: Click Save to create a custom report.

Expense Report Summary

The Expense Report Summary Report lists summary expense report information for each cardholder within a unit. If you have access to multiple units, you can choose which units to list. You define a date range, specify accounts or accounts within units, and select the expense report format options and statuses. The report lists cardholders within each unit followed by a hard page break, so the report can be distributed across the company.

To run the Expense Report Summary Report:

1. Select a value from the Date Range list or specify a custom date range by typing the beginning and ending dates in the From and To fields. You can also click the calendar icon (📅) next to each field to select beginning and ending dates for the date range.

   Note: You can select individual accounts (Step 3) or include all accounts within units (Step 5) in your search. You can also combine account and unit searches. All specified accounts will be included in the report.

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2. Select either Date Created or Last Status Date from the Search by option.

3. Select the Account option, select a value from the Search by list, specify a search value in the Search for field, and click Search. You can use an asterisk (*) as a leading or trailing wildcard character in the Search for field when specifying partial search parameters.

4. Select one or more account types. If you select Inactive within 45 days and Inactive longer than 45 days, the search results will include all inactive accounts.

    a. If you select Unit Name or Unit Number, all accounts within the units matching your search criteria display in the Select List section. Navigate through the list to locate accounts. Select accounts to move them to the Selected Accounts/Units section. Remove selections by clicking the Remove icon (⊖).

    b. If you select Account Name or Account Number, all accounts matching your search criteria display in the Search Results section. Select accounts to move them to the Selected Accounts/Units section. Remove selections by clicking the Remove icon (⊖).

5. At this point, you can proceed to the report format options (Step 8) or you can add all accounts within selected units to your Selected List (Step 4).

6. Select the Unit option, select Unit Name or Unit Number from the Search by list, specify a search value in the Search for field, and click Search. You can use an asterisk (*) as a leading or trailing wildcard character in the Search for field when specifying partial search parameters.

7. Click units to select them. The units display in the Selected Accounts/Units section. If you want to search within the associated subunits, select the Include Subunits checkbox. Remove selections by clicking the Remove icon (⊖).

8. Select the report format from the Output format list.

9. Select the report format options:

    a. Select Yes for the Print Report Criteria on the last page option to list selected report format options.

    b. Select Yes for the Include a header note option to activate the header note field. You can type up to 250 characters in this field which will display on the first page of your report.

    c. Select Yes for the Display Unit Totals option to display the Number of Expense Reports, Total Transactions, Total Reimbursable amount and transaction Grand Total amounts for each unit.

10. Select the expense report statuses checking the appropriate check box.

11. Depending on your personal access or site settings, the Destination Options section may be disabled. If this section is disabled, proceed to step 12.

    a. Select the desired Output Log options. The Personal Output log is selected by default and cannot be deselected. If this option is enabled, the report will be available in selected output logs.

b. Select the desired Automated Downloads options. If this option is enabled, the report will be available in selected external mailboxes.

12. Click Run to run the Expense Report Summary Report. The report will be available in the Output Log.

Note: Click Schedule to schedule the report or Save to create a custom report.

Expense Unassigned Transaction Report

The Expense Unassigned Transactions Report lists all transactions that have not been assigned to an expense report for each cardholder within a unit. If you have access to multiple units, you can choose which units to list. You specify the date type and range, specify accounts or accounts within units, and select the expense report format options. Unit totals include the total transaction count and total settlement amount.

To run the Expense Unassigned Transactions Report:

1. Select the transaction date type, Date posted or Date occurred, from the Date Type list.

2. Select a value from the Date Range list or specify a custom date range by typing the beginning and ending dates in the From and To fields. You can also click the calendar icon (▦) next to each field to select beginning and ending dates for the date range.

    Note: You can select individual accounts (Step 3) or include all accounts within units (Step 5) in your search. You can also combine account and unit searches. All specified accounts will be included in the report.

3. Select the Account option, select a value from the Search by list, specify a searchvalue in the Search for field, and click Search. You can use an asterisk (*) as a leading or trailing wildcard character in the Search for field when specifying partial search parameters.

4. Select one or more account types. If you select Inactive within 45 days and Inactive longer than 45 days, the search results will include all inactive accounts.

    a. If you select Unit Name or Unit Number, all accounts within the units matching your search criteria display in the Select List section. Navigate through the list to locate accounts. Select accounts to move them to the Selected Accounts/Units section. Remove selections by clicking the Remove icon (⊖).

    b. If you select Account Name or Account Number, all accounts matching your search criteria display in the Search Results section. Select accounts to move them to the Selected Accounts/Units section. Remove selections by clicking the Remove icon (⊖).

5. At this point, you can proceed to the report format options (Step 8) or you can add all accounts within selected units to your Selected List (Step 4).

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6. Select the Unit option, select Unit Name or Unit Number from the Search by list, specify a search value in the Search for field, and click Search. You can use an asterisk (*) as a leading or trailing wildcard character in the Search for field when specifying partial search parameters.

7. Click units to select them. The units display in the Selected Accounts/Units section. If you want to search within the associated subunits, select the Include Subunits checkbox. Remove selections by clicking the Remove icon (⊖).

8. Select the report format options:

   a. Select Yes for the Print Report Criteria on the last page option to list selectedreport format options.

   b. Select Yes for the Include a header note option to activate the header note field. You can type up to 250 characters in this field which will display on the first page of your report.

9. Depending on your personal access or site settings, the Destination Options section may be disabled. If this section is disabled, proceed to step 11.

   a. Select the desired Output Log options. The Personal Output log is selected by default and cannot be deselected. If this option is enabled, the report will be available in selected output logs.

   b. Select the desired Automated Downloads options. If this option is enabled, the report will be available in selected external mailboxes.

10. Click Run to run the Expense Unassigned Transactions Report. The report will be available in the Output Log.

Note: Click Schedule to schedule the report or Save to create a custom report.

Merchant Report

The Merchant Report lists all transactions by merchant for specified accounts grouped by the unit hierarchy identifier. You have the option to filter merchants by their Merchant category code (MCC) name or description or by the expense type. You can sort the output within the unit by merchant name, city, and state/province.

To run the Merchant Report:

1. In the Date section:

   a. Select a value from the Date Type list.

   b. Select a value from the Date Range list or specify a custom date range by typing the beginning and ending dates in the From and To fields. You can also click the calendar icon (▦) next to each field to select beginning and ending dates for the date range.

2. You must now specify search criteria in the Accounts and Units section. Select Account or Unit from the Search option.

3. If you select Account from the Search option:

   a. Select account search criteria from the Search by list.

   b. Specify a value to search for in the Search for field. You can use the asterisk (*) as a leading or trailing wildcard character when specifying partial search parameters.

   c. Select one or more account types. If you select Inactive within 45 days and Inactive longer than 45 days, the search results will include all inactive accounts.

   d. Click Search. The search results display.

      • If you selected Account number or Account name, accounts that match your search criteria display. Select the account you want to add. The account is added to the Selected Accounts/Units section.

      • If you selected Unit name or Unit number, accounts within the units that match your search criteria display. Select the account you want to add. The account is added to the Selected Accounts/Units section.

   e. Continue adding your required accounts to the Selected items section.

4. If you selected Unit from the Search option:

   a. Select account search criteria from the Search by list.

   b. Specify a value to search for in the Search for field. You can use the wildcard character (*) in your search.

   c. Click Search. The search results display.

   d. Click units to select them. The units display in the Selected Accounts/Units section. If you want to search within the associated subunits, select the Include Subunits checkbox. Remove selections by clicking the Remove icon (⊖).

   e. Continue adding your required accounts to the Selected items section.

   Note: You can remove any of your selections by clicking the Remove icon (⊖) for an item. You can click Remove All to remove all items from the Selected field.

5. Select a report format from the Output format list.

6. In the Format options section, you must specify the report detail level and additional formatting options.

   a. If you select Detail from the Detail level option, the report output is as follows:

      • The report output is grouped by the unit hierarchy identifier.

      • Within each unit, the results are grouped by merchant name then merchant location (city, state/province).

- Within each merchant, account transactions within the specified date range display.
- A merchant grand total displays after each merchant group.
- A unit grand total displays after each unit.
- A report grand total displays at the end of the report.

b. If you select Summary from the Detail level option, the report output is as follows:

- The report output is grouped by the unit hierarchy identifier.
- Within each unit, the results are grouped by merchant name then merchant location (city, state/province).
- A merchant grand total displays after each merchant group.
- A unit grand total displays after each unit.
- A report grand total displays at the end of the report.

c. Select Yes for the Print report criteria… option to display a summary of the report criteria on the last page of the report.

d. Select Yes to activate the Header note field. You can type up to 250 characters in this field which will display on the first page of your report.

7. In the MCC/Expense Types section you specify the merchant and expense types to include in your report.

a. Select a merchant/expense filter from the Search by list.

b. Specify a value to search for in the Search value field. You can use the asterisk (*) as a leading or trailing wildcard character when specifying partial search parameters.

c. Click Search. The results display in the Available field.

d. Select a value or values from Available field and click right arrow icon (▶). The selections display in the Selected field.

e. Continue adding/refining your filter criteria by repeating steps a through d until all your required merchant/expense types are displayed in the Selected field.

8. In the Merchants section you can filter merchants by Name, City, and State/Province

a. Select any combination of Name, City, and State/Province required to locate the merchant. The corresponding fields for the selections display.

b. Type the search criteria in the fields. You can use the asterisk (*) as a leading or trailing wildcard character when specifying partial search parameters.

Note: The parameters specified in the Merchant filter will be applied when the report is run.

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9. In the Amount section you specify the transaction amount, amount qualifier, and transaction type. Depending on your selection from the Amount list, different fields display.

   a. Select the transaction amount type from the Amount list:

      - Select Any amount to include all transactions.

      - Select Equal to and type the amount in the single field that displays. All transactions equal to that amount are included.

      - Select Between and type the upper and lower amounts in the two fields that display. All transactions bounded by these two amounts are included.

      - Select Less than and type the amount in the single field that displays. All transactions less than that amount are included.

      - Select More than and type the amount in the single field that displays. All transactions more than that amount are included.

      - Select Credits to include credits back to the account from the merchant.

   b. Select the transaction type from the Include option, Only diverted transactions, Non-diverted transactions, or All transactions.

10. Depending on your personal access or site settings, the Destination Options section may be disabled. If this section is disabled, proceed to step 12.

    a. Select the desired Output Log options. The Personal Output log is selected by default and cannot be deselected. If this option is enabled, the report will be available in selected output logs.

    b. Select the desired Automated Downloads options. If this option is enabled, the report will be available in selected external mailboxes.

11. Click Run. The report runs and a dialog opens confirming your selection. Click the Output log link to view the Output log. Click OK to close the dialog.

Note: Click Schedule to schedule the report or Save to create a custom report.

Multiple Transaction Exception Report

The Multiple Transaction Exception Report lists transactions over a specified date range that potentially violate single purchase limits by splitting a purchase between two or more transactions.

To run the Multiple Transaction Exception Report:

1. Select a value from the Date Range list or specify a custom date range by typing the beginning and ending dates in the From and To fields. You can also click the calendar icon ( ) next to each field to select beginning and ending dates for the date range.

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2. You must now specify search criteria in the Accounts and Units section. Select Account or Unit from the Search option.

3. If you select Account from the Search option:

   a. Select account search criteria from the Search by list.

   b. Specify a value to search for in the Search for field. You can use the asterisk (*) as a leading or trailing wildcard character when specifying partial search parameters.

   c. Select one or more account types. If you select Inactive within 45 days and Inactive longer than 45 days, the search results will include all inactive accounts.

   d. Click Search. The search results display.

      - If you selected Account number or Account name, accounts that match your search criteria display. Select the account you want to add. The account is added to the Selected Accounts/Units section.

      - If you selected Unit name or Unit number, accounts within the units that match your search criteria display. Select the account you want to add. The account is added to the Selected Accounts/Units section.

   e. Continue adding your required accounts to the Selected items section.

4. If you selected Unit from the Search option:

   a. Select account search criteria from the Search by list.

   b. Specify a value to search for in the Search for field. You can use the wildcard character (*) in your search.

   c. Click Search. The search results display.

   d. Click units to select them. The units display in the Selected Items section. If you want to search within the associated subunits, select the Include Subunits checkbox. Remove selections by clicking the Remove icon (⊖).

   e. Continue adding your required accounts to the Selected Accounts/Units section.

5. Select a report format from the Output format list.

6. In the Select format options section:

   a. Select Yes for the Display transaction description option to display associated transaction description.

   b. Select Yes for the Display report grand total option to display a grand total of all transactions at the end of the report.

c. Select Yes for the Print report criteria... option to display a summary of the report criteria on the last page of the report.

d. Select Yes to activate the Header note field. You can type up to 250 characters in this field which will display on the first page of your report.

7. Depending on your personal access or site settings, the Destination Options section may be disabled. If this section is disabled, proceed to step 9.

a. Select the desired Output Log options. The Personal Output log is selected by default and cannot be deselected. If this option is enabled, the report will be available in selected output logs.

b. Select the desired Automated Downloads options. If this option is enabled, the report will be available in selected external mailboxes.

8. Click Run. The report runs and a dialog opens confirming your selection. Click the Output log link to view the Output log. Click OK to close the dialog.

Note: Click Schedule to schedule the report or Save to create a custom report.

Program Change Request (PCR) Audit Report

From the Run Program Change Request Audit Report page, you must specify the date range and accounts or units to include in the report. You also select report formatting and request submission method criteria.

To run the Program Change Request (PCR) Audit Report:

1. Select a value from the Date range list or specify a custom date range by typing the beginning and ending dates in the From and To fields. You can also click the calendar icon (⊞) next to each field to select beginning and ending dates for the date range.

2. You must now specify search criteria in the Accounts and Units section. Select Account or Unit from the Search option.

3. If you select Account from the Search for option:

a. Select account search criteria from the Search for list.

b. Specify a value to search for in the associated field. You can use the asterisk (*) as a leading or trailing wildcard character when specifying partial search parameters.

c. Select one or more account types. If you select Inactive within 45 days and Inactive longer than 45 days, the search results will include all inactive accounts.

d. Click Search. The search results are displayed in the Select Accounts field.

e. If you selected Account number or Account name, accounts that match your search criteria display in the Selected Accounts field. Select the accounts to display them in the Selected Accounts/Units section.

f. If you selected Unit name or Unit number, accounts within units that match your search criteria display in the Selected Accounts field. Select the accounts to display them in the Selected Accounts/Units section.

g. Continue adding your required accounts to the Selected field.

4. If you selected Unit from the Search option:

a. Select account search criteria from the Search for list.

b. Specify a value to search for in the associated field. You can use the asterisk (*) as a leading or trailing wildcard character when specifying partial search parameters.

c. Select one or more unit types. If you select Inactive within 45 days and Inactive longer than 45 days, the search results will include all inactive accounts.

d. Navigate through the unit hierarchy by clicking on the hierarchy icon (⬚) until you locate the unit you want to include in your search.

e. Select the unit. The unit displays in the Selected Accounts/Units field. If you select the Include Subunits option, all subunits under the unit will be included in the search.

f. Continue adding your required units to the Selected field.

Note: You can remove any of your selections by clicking the Remove icon (⊖) for an item. You can click Remove All to remove all items from the Selected Accounts/Units field.

5. Select a report format from the Output format list.

6. In the Select format options section, complete steps a-d. If you select Summary, proceed to step 7.

a. Select Detail and complete steps b-d.

b. Select Yes for the Print report criteria… option to display a summary of the report criteria on the last page of the report.

c. Select Yes for the Display only sections where change(s) exist option to display only changed account information rather than all account information.

d. Select Yes to activate the Header note field. You can type up to 250 characters in this field which will display on the first page of your report.

7. Under Request submission method, select one of the three Include options. The Include All option includes both Real-time and Manual requests in your report.

8. Under Request type, select one of the three Include options.

9. Under Most recent status, the selections you make allow you to refine the status types you want to include in your report.

10. In the Requester section:

a. To specify one or more PCR requesters to include in the report, select First name or Last name from the Search By list.

b. Specify a value to search for in the Search by field. You can use the asterisk (*) as a leading or trailing wildcard character when specifying partial search parameters.

c. Click Search. All names that match your search criteria are displayed in the Available field.

d. Select one or more check boxes in the Available list next to the name or names you want to show as the report requester.

e. Click Add to Selected. The selected name or names display in the Selected field.

f. To remove a name from the Selected field, click the Remove icon (⊖) next to the name. You can click Remove All to remove all names from the Selected field.

11. Depending on your personal access or site settings, the Destination Options section may be disabled. If this section is disabled, proceed to step 12.

a. Select the desired Output Log options. The Personal Output log is selected by default and cannot be deselected. If this option is enabled, the report will be available in selected output logs.

b. Select the desired Automated Downloads options. If this option is enabled, the report will be available in selected external mailboxes.

12. Click Run. The report runs and a dialog opens confirming your selection. Click the Output log link to view the Output log. Click OK to close the dialog.

Note: Click Schedule to schedule the report or Save to create a custom report.

Statement of Account Report

The Statement of Account Report lists all transactions for selected accounts within a specified date range. The report is grouped by account and includes an option to print a signature page for each account holder.

To run the Statement of Account Report:

1. Select a value from the Date range list or specify a custom date range by typing the beginning and ending dates in the From and To fields. You can also click the calendar icon (▦) next to each field to select beginning and ending dates for the date range.

2. You must now specify search criteria in the Accounts and Units section. Select Account or Unit from the Search option.

3. If you select Account from the Search option:

a. Select account search criteria from the Search for list.

b. Specify a value to search for in the associated field. You can use the asterisk (*) as a leading or trailing wildcard character when specifying partial search parameters.

c. Select one or more account types. If you select Inactive within 45 days and Inactive longer than 45 days, the search results will include all inactive accounts.

d. Click Search. The search results are displayed in the Select Accounts/Units field.

e. If you selected Account number or Account name, accounts that match your search criteria display in the Select Accounts field. Select accounts to include in the search. The accounts display in the Selected Accounts/Units field.

f. If you selected Unit name or Unit number, accounts within units that match your search criteria display in the Available field. Select accounts to include in the search. The accounts display in the Selected Accounts/Units field.

g. Continue adding your required accounts to the Selected Accounts/Units field.

4. If you selected Unit from the Search option:

a. Select account search criteria from the Search for list.

b. Specify a value to search for in the associated field. You can use the asterisk (*) as a leading or trailing wildcard character when specifying partial search parameters.

c. Select one or more unit types. If you select Inactive within 45 days and Inactive longer than 45 days, the search results will include all inactive accounts.

d. Navigate through the unit hierarchy by clicking on the hierarchy icon (⌗) until you locate the unit you want to include in your search.

e. Select the unit. The unit displays in the **Selected Accounts/Units** field. If you select the Include Subunits option, all subunits under the unit will be included in the search.

f. Continue adding your required units to the Selected field.

Note: You can remove any of your selections by clicking the Remove icon (⊖) for an item. The Output format for this report is set as PDF.

5. In the Select format options section:

a. Select **Yes** for the Print report criteria… option to display a summary of the report criteria on the last page of the report.

b. Select **Yes** to activate the Header note field. You can type up to 250 characters in this field which will display on the first page of your report.

c. Select **Yes** for the Display transaction description option to include the description text.

d. Select **Yes** for the Display line item detail option to include any addendum information for transactions. This information may not be available from some merchants.

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e.   Select Yes to print signature lines after each account grouping. The user can attach their receipts to this form, sign and submit it.

6.   In the Complete optional criteria section select the type of accounts to include in the report.

7.   Depending on your personal access or site settings, the Destination Options section may be disabled. If this section is disabled, proceed to step 8.

   a.   Select the desired Output Log options. The Personal Output log is selected by default and cannot be deselected. If this option is enabled, the report will be available in selected output logs.

   b.   Select the desired Automated Downloads options. If this option is enabled, the report will be available in selected external mailboxes.

8.   Click Run. The report runs and a dialog opens confirming your selection. Click the Output log link to view the Output log. Click OK to close the dialog.
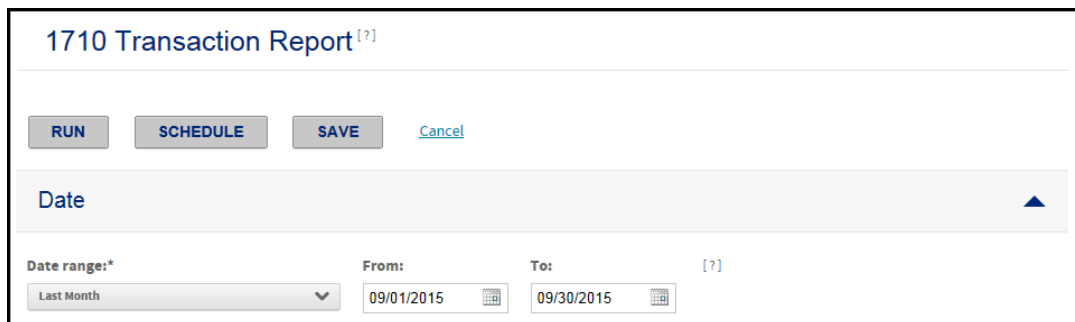
Note: Click Schedule to schedule the report or Save to create a custom report.

Transaction Report

The Transaction Report lists all transactions by selected accounts in a specified date range. The report output is grouped by the unit hierarchy identifier. You have the option to include line item information if the merchant supplies it. Split transactions are sorted by split amount in descending order.

To run the Transaction Report:

1.   Select a value from the Date Range list or specify a custom date range by typing the beginning and ending dates in the From and To fields. You can also click the calendar icon (▥) next to each field to select beginning and ending dates for the date range.

2. You must now specify search criteria in the Accounts and Units section. Select Account or Unit from the Search option.

3. If you select Account from the Search option:

    a. Select account search criteria from the Search by list.

    b. Specify a value to search for in the Search for field. You can use the asterisk (*) as a leading or trailing wildcard character when specifying partial search parameters.

    c. Select one or more account types. If you select Inactive within 45 days and Inactive longer than 45 days, the search results will include all inactive accounts.

    d. Click Search. The search results display.

        - If you selected Account number or Account name, accounts that match your search criteria display. Select the checkbox for each account you want to add. The account is added to the Selected Accounts/Units section.

        - If you selected Unit name or Unit number, accounts within the units that match your search criteria display. Select the checkbox for each account you want to add. The account is added to the Selected Accounts/Units section.

    e. Continue adding your required accounts to the Selected items section.

4. If you selected Unit from the Search option:

    a. Select account search criteria from the Search by list.

    b. Specify a value to search for in the Search for field. You can use the wildcard character (*) in your search.

    c. Click Search. The search results display.

    d. Click units to select them. The units display in the Selected Accounts/Units section. If you want to search within the associated subunits, select the Include Subunits checkbox. Remove selections by clicking the Remove icon (⊖).

e. Continue adding your required accounts to the Selected items section.

5. Select a report format from the Output format list.

6. In the Format options section:

a. Select the detail level required for the report. Select Transaction to display all transactions in your specified date range, select Summary to display only the transaction count and total diverted and settlement amounts.

b. Select Yes from the Display transaction notes option to display any notes attached to transactions.

c. Specify the line item detail required for the report. Select Yes to display any available addendum information associated with the transactions. This control is disabled if you select Summary in the preceding step.

d. If activated, select Yes from the Print report criteria... option to include a summary of selected report criteria on the last page of the report.

e. If activated, select Yes from the Include header note option to activate the Header note field. You then type a note of up to 250 characters which will display in the report header.

7. Depending on your personal access or site settings, the File Destination Options section may be disabled. If this section is disabled, proceed to step 9.

a. Select the desired Output Log options. The Personal Output log is selected by default and cannot be deselected. If this option is enabled, the report will be available in selected output logs.

b. Select the desired Automated Downloads options. If this option is enabled, the report will be available in selected external mailboxes.

8. Click Run. A dialog opens confirming your selection. Click the Output log link to view the Output log. Click OK to close the dialog.

Note: Click Schedule to schedule the report or Save to create a custom report.

User Profile Report

The User Profile Report generates a delimited text file that lists selected user's personal information. This report also includes an option to generate approver and security profile information for the selected users.

To run the User Profile Report:

1. In the Filter by user section, select a user filter option:

- Select All Users to run the standard User Profile Report.

- Select New Users to display the Start Date and End Date controls. Specify a date range to include the new users created during that time.

2. In the Specify Output Format section:

a. Select the text file delimiter character from the Delimiter list. This is the character that separates data fields.

b. Select the text qualifier character from the Qualifier list. This character denotes text data.

3. In the Specify Report Type section, specify the detail level and user status information. You define a list of users in subsequent steps.

    a. Select Summary to list the user's personal information.

    b. Select Detail to activate the Profiles checkboxes. Select Approvers to include each user's approvers in the report. Select Security Access to include the each user's security access profile in the report.

4. Specify whether to include active and inactive users in the report.

5. Select Unit or User from the Select by option.

    a. If you select Unit, the users in the selected units will be included in the report. If you have access to one unit, it will be selected for you.

    b. Select unit search criteria from the Search by list.

    c. Specify a value to search for in the Search for field. You can use the asterisk (*) as a leading or trailing wildcard character when specifying partial search parameters.

    d. Click Search. The search results display below. If one unit is returned from the search, the unit hierarchy displays and the unit is added to the Selected Items list.

    e. Click on a unit to add it to the Selected Items list. Continue adding units to the list until it is complete. Select the Include Subunits check box to include users in all subunits beneath this unit.

    Note: All users in these units are included in the report. If your search criteria is complete, proceed to step 7. If you want to add individual users to the list, complete step 6.

6. If you select User, you can specify whether to search by User ID or user First and Last Name.

    a. If you select User ID, specify a value to search for in the Search for field. You can use the asterisk (*) as a leading or trailing wildcard character when specifying partial search parameters.

    b. If you select First and Last Name, specify values in the First and Last name fields. You can use the wildcard character (*) in either field.

    c. Click Search. The search results display.

    d. Click on a user to add them to the Selected Items list.

    Note: You can remove any of your selections by clicking the Remove icon (⊖) for a unit or user.

7. Depending on your personal access or site settings, the Destination Options section may be disabled. If this section is disabled, proceed to step 8.

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a. Select the desired Output Log options. The Personal Output log is selected by default and cannot be deselected. If this option is enabled, the report will be available in selected output logs.

b. Select the desired Automated Downloads options. If this option is enabled, the report will be available in selected external mailboxes.

8. Click Run. A dialog opens confirming that your report is processing. Click the Output Log link to view the Output log. Click OK to close the dialog.

Note: Click Schedule to schedule the report or Save to create a custom report.

QUESTIONS?

Should you have additional questions or need further assistance, contact Regions Client Services at 1-800-760-1983.

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