American Express @ Work ®
Corporate Account Reconciliation
System Administrator Guide
Version 13
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1. Getting Started

1.1.   Overview

The Corporate Account Reconciliation (CAR) System Administrator module provides several major functions. Here's a high level explanation of these functions, which we will review in depth through this guide. The ability to view/manage:
- Hierarchy defaults - Corporate Identifications (CIDs)*, Basic Control Accounts (BCAs), and card data
- Data Load History - View status of data files
- Email Maintenance - Create custom email templates, Create custom schedules for sending emails
- File Transfer Services - Manage setup for server to server file transfers
- Third-Party Data Maintenance - Maintain a Purchase Order system setup, Load PO files
- Site Administration - Configure and maintain sites, Generate interface files for each site
- User Administration - Create/Edit user IDs
- Operational Administration - View operational reports relating to system tasks
- IFB Company Administration - Run customized extract files

*Note: System Administrators typically are not authorized to maintain CIDs. Please contact your Manager of Account Development if you have a question about your card hierarchy.

1.2.   Technical Requirements
To access and use the Corporate Account Reconciliation (CAR) Administration module, you must have the following technical requirements:

Component:	Minimum Requirements:
Operating Systems	Windows XP, Windows Vista, Windows 7
Browser (Applet)	Internet Explorer 5.5 and higher, Mozilla Firefox 2.0 and higher
Java	Java 1.4.2 to 1.6
RAM	128 MB (Recommended: 512M RAM with 128M Allocated Heap Space to Java)
Disk Space (Applet)	Approximately 2 MB free space.

Logging In
To log into the System Administration Module for Corporate Account Reconciliation (CAR)

URL: https://amex.iers.ihost.com
Enter your User ID and Password
Answer (case sensitive) the challenge question and press Submit
If provided with a product selection question, select System Administration

Timeout Warning
If a user does not make a request to the server for 30 minutes, a popup window will warn the user that they will be disconnected in 120 seconds, and the timer will begin to count down. If the user clicks OK or closes the popup window, the connection will be renewed for an additional 30 minutes. The popup window will continue to appear approximately every 30 minutes. If the timer runs out, the user will be notified that they have been disconnected from the server; however the application will remain visible. The user would then be required to close the application window and log-in to continue performing administrative actions.

Note: The Administrator and Corporate Account Reconciliation (CAR) (End User module) tools have their own timeout periods. Remaining active in one module, will not keep the other module from timing out. A popup box will be displayed for each module that is within 120 seconds of timing out.

2. SITE ADMINISTRATION
2.1.   Site Maintenance

A site is a specific group of business rules which will generate an interface file for the General Ledger, Accounts Payable financial system. Often times companies group employees by division i.e., Manufacturing, Sales, Corporate, and create multiple sites for divisions requiring different business rules or separate interface files. Corporate Account Reconciliation (CAR) is populated with transactions corresponding to a point in the card hierarchy, usually an ICA, also known in CAR as the "Remit". For a given remit, one or more sites can be created. Each site contains the configuration settings to perform intelligent mapping and validation to derive a string of accounting codes for each transaction.

Within Site Maintenance, the following information is stored and maintained:
General information about the business system and contacts
Business rules regarding tax handling and accounting derivation
Accounting field formats and validation information
Card type, accounting and PO mapping setup information
Merchant (SE) and SIC code mapping tables
GL mapping of taxes and tax rate tables
User-defined fields setup
Interface file generation for non-IFB files and file status
Site-specific broadcast messages
Site level approval and data element selection settings

2.1.1. Sites Tab

This tab contains general information about the business system and contacts for a site. In order to choose a specific site, first select a Corporate ID (CID) from the Select a CID dropdown list (if you have more than one CID). After specifying a CID, all sites that belong to that CID will be displayed on the bottom list. You may select any sites in the list to view its general information.

The contacts listed on this tab can be used for email notifications by the client System Administrators. It is important to keep all contacts up-to-date. All other information is primarily for informational purposes only.

2.1.2. Sites | Business Rules (not applicable for Canada)

There are up to 7 business rules to choose from to define the Allocation Methodology – the method and level by which an accounting distribution record is assembled. Each site will have one setting to handle transactions with actual tax, and one setting to handle transactions that do not have actual tax.

Note: Actual tax is only provided by select merchants in select markets. Actual tax is provided on Level 2 and Level 3 (LID) transactions only.

Actual Tax

1. Automatically Split from Line Item Detail (LID) and Allocate Tax: Automatically will split one line of accounting for every line item, plus one line for each tax rate (Europe can have more than one tax rate). The tax amount(s) will be allocated to special accounting defined at the site level.

2. Automatically Split from LID and Do Not Allocate Tax: Automatically will split one line of accounting for every line item – tax is included on each line, not broken out.

3. Summarize LID and Allocate Tax: One allocation for the net amount (total transaction amount - tax), and one allocation for the tax amount to tax default accounting.

4. Summarize LID and Do Not Allocate Tax: One allocation for the total transaction amount.

Estimated Tax

5. Estimate and Allocate Tax: One allocation for the total amount, not including the estimated tax,and one allocation for the estimated tax (merchant or Site level estimates). Estimates by ship to zip code or CM Zip code for US only.

6. Estimate and Do Not Allocate Tax: One allocation for the total transaction amount and the tax is estimated and shown on tax information tab, but a tax allocation is not created.

7. Do Not Estimate or Allocate Tax: One allocation for entire transaction

Allow LID Changes: This Yes/No setting indicates whether or not the end-users will have the ability to change the allocation amounts for LID transactions that have automatically been split. By setting this to No, you can better maintain the integrity of the Allocation to LID relationship. Setting this to Yes would allow users to change allocation amounts, so the allocation amounts are not guaranteed to match the LID amounts. This option is only enabled if you have a business rule selected for Automatically Splitting from LID.

Allow Actual Tax Changes: This Yes/No setting indicates whether the end-users will have the ability to modify the allocated tax amounts. This only applies to the actual tax business rules where tax was allocated – the option will be disabled if actual tax is not allocated. If the integrity of the tax data is critical, this option should be set to No.

Allocation Descriptions: For each site, you may define custom allocation descriptions. You can use plain text, parameters or a combination of both. Not applicable for US at this time.

Examples: To output a message and the tax percentage used for tax allocations:
The tax percentage is [TAX_PERCENT]
The parameters in brackets [ ] must be typed with the brackets and are case sensitive. A list of parameters is available by clicking the "?" button on the Business Rules Tab.

There are 4 Allocation Types:
Line Item Base: allocations created when using the automatically split from LID business rule
Summary Base: allocations created when using the summarize LID or the non-tax allocations for transactions without actual tax

Actual Tax: allocations created by the automatically split from LID/summarize LID and allocate Tax rules
Estimated Tax: tax allocations created when using the estimate and allocate tax business rule.

Note: Parameters are marked with either a (1) or (2). They can only be used for the specified allocation type, as explained on the pop-up window when you click the "?" button on the Business Rules Tab.

2.1.3. Acct Flds | Definition Sub-Tab

Within each site, up to 12 unique accounting codes can be created. European users should remember to reserve one of the codes to be assigned as a "VAT Code". Each code can be up to 40 characters in length. In addition, format masks and padding rules can be applied to each accounting code to help facilitate accurate data capture. To view and edit accounting fields for a specific site, you need to select a site from the Sites tab, and click on the Acct Flds | Definition sub-tab.

Screen Shot
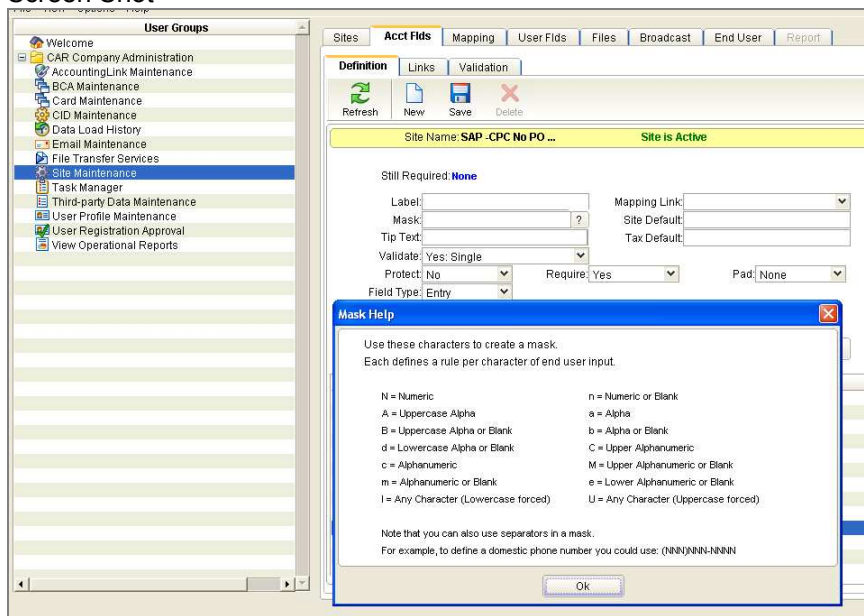
Important Note: Speak with your Technical Consultant before making changes to this screen. Accounting Fields should never be deleted. If you no longer need any of your defined accounting fields, you should rename the ones you don't need and set them to "hidden" so that users don't see them on the reallocation screen.

Hidden fields
You have the option of setting an existing accounting element as field type "hidden" when you no longer need the field or when you don't want the user to see the field in the CAR application. Users will not be able to add or change the value of a hidden field, because they can't see hidden fields. Hidden fields are "hidden" and will not show up in the CAR application on the reallocation screen, the pop up search, in the tip text showing allocation details, or in the reallocation "Import" and "Export" files. Hidden field types will remain visible in IFB reports and @ Work ® CAR reporting.

Hidden field types must always be set to "Require - No". Otherwise, if required is set to yes, your users can receive errors when reallocating. The required field is triggered only when a user reallocates a transaction, so during the reallocation process, if a hidden field contains no value, and is set to required "yes", this means a value is required, so your users will always receive an error if it is blank. Your users can not add a value to the field, because they can't see it, if it is

hidden. Therefore, always set hidden fields to "Required – No" to avoid errors when the field is blank. If you set the hidden field to validate, then you also may set yourself up to receive errors whenever the field is filled with the wrong value.

You may reorder the accounting elements by highlighting the desired element and using the Move Up and Move Down buttons as desired. This will control the sequence in which they appear on the user screens.

2.1.4. Acct Flds | Links Sub-Tab

Link fields are used by end users assigned the Accounting Manager Role, to filter only those allocations/transactions they want to display. The Links are also used to drive the reports for clients using the @Work Corporate Account Reconciliation (CAR) Reports, available in American Express @ Work.

The Links sub-tab enables the administrator to specify link fields that can consist of a single accounting field or a composition of a maximum of three accounting fields. To access this tab screen, you need to select a site from the Sites tab, and click on the Acct Flds | Links sub-tab.

You must have at least one Link field defined to run accounting reports in CAR Reporting.
Note: Consult your Implementation Manager before making changes to the Linked Fields.

Europe only: VAT Manager Role
This feature leverages the Accounting Manager role in order to provide access to viewing and editing VAT Codes. The VAT Manager is unable to edit any accounting codes other than the Tax Code, and when changing tax codes, may only change the code to other codes that have the same tax rate. This ensures the integrity of the tax data.

To enable the VAT Manager Role, one of the accounting elements must be assigned a Mapping Link value of "Tax Code". This field will not be visible to any users other than VAT Managers.

2.1.5. Acct Flds | Validation

The Acct Flds | Validation | Maintenance sub-tab displays the valid accounting values for a selected accounting code element. When using Single Validation, you must specify the valid values for every accounting field defined as a dropdown menu on the Acct Flds | Definition sub-tab. Values can be manually added or edited within this screen for minor changes in the list of valid codes. If using Combined Validation, values can be viewed on this tab, but cannot be edited or removed (see Acct Flds | Validation | Combination for more details).

Values can also be loaded into the system via a file load, which will be discussed in the section Acct Flds | Validation | Tasks Sub-Tab. The file load is the recommended process for managing larger validation tables.

Accounting Field Validation Maintenance
To search for an accounting field value, select an accounting field from the Select an Accounting Field dropdown list, enter the search criteria in the Search Group ID, Search Value and Search Description fields, and click on the Search button. The list of valid values that matches your search criteria will be displayed on the bottom screen.
To add an accounting field value, highlight New Entry, fill in the Value and Description fields, and click on the Save button. If new entry does not appear then this element is part of a combination (see next section).
To edit an accounting field value, highlight it from the bottom list, modify the Value and Description fields, and click on the Save button.
To delete an accounting field value, highlight it from the bottom list, and click on the Delete button.
The same value may belong to more than one group. If you intend to make a value available for every user then it should belong to All_Groups.

The Acct Flds | Validation | Combination sub-tab displays the valid accounting values for a selected Combination Name which was assigned on the Acct Flds | Definition sub-tab. Valid combination values can be manually added, deleted or edited for minor changes in the list.

Values can also be loaded into the system via a file load, which will be discussed in the following section Acct Flds | Validation | Tasks Sub-Tab. The file load is the recommended process for managing larger validation tables.

Accounting Combination Validation Maintenance
To search for an accounting combination, select a Combination Name from the Combination Name dropdown list and click on the Search button. Enter the desired criteria in the pop-up window, and click OK. The list of valid combinations that matches your search criteria will be displayed on the bottom screen.
To add a combination, highlight New Entry, fill in the accounting values, and click on the Save button.
To edit an accounting field value, highlight it from the bottom list, modify the values and click on the Save button.
To delete an accounting combination, highlight it from the bottom list, and click on the Delete button.

Accounting Groups Maintenance
The Acct Flds | Validation | Groups sub-tab displays the current set of accounting groups. Groups allow you to assign different accounting validation values to different sets of users, or even to each individual; user. In other words, two users reallocating the same transaction may have access to different sets of accounting values. Groups can be used in conjunction with single and/or combination validation. Groups and the associated users can be manually added or edited within this screen for minor changes.

Values can also be loaded into the system via a file load, which will be discussed in the section Acct Flds | Validation | Tasks Sub-Tab. The file load is the recommended process for managing larger Groups tables.

Groups Maintenance
To search for a group or a user, click the Search button and you can enter your search criteria in the pop-up window. Click the Search button on the bottom of the pop-up window and the list of valid values that matches your search criteria will be displayed on the bottom screen.
To add a group and associated user, highlight New Entry, fill in the Group ID and click the Search for a User ID button to the right of the User ID field. Search for the ID that you would like to add to this group, then click the Save button. Note: if you are adding an additional user to an existing group, you can click the drop down arrow to the right of Group ID, as long as there are no more than 25 groups defined. If you have more than 25 groups defined, click the ellipse button "…" to the right of the Group ID field to search for existing groups.

Acct Flds | Validation | Advanced Accounting
The Advanced Accounting sub-tab houses optional rules that can be applied to the reallocation process. These rules will apply to all users on a given Site.

Minimum Required Fields – you will you choose a subset of your accounting values, and you will indicate the minimum number of those fields that must be populated by an end-user while they are performing reallocations. If they do not populate the minimum number of fields, they will be unable to save their changes.

Maximum Required Fields – you will you choose a subset of your accounting values, and you will indicate the maximum number of those fields that can be populated by an end-user while they are performing reallocations. If they attempt to populate more than the maximum number, they will be unable to save their changes.

Exact Field Population – you will you choose a subset of your accounting values, and you will indicate the exact number of those fields that must be populated by an end-user while they are performing reallocations. If they do not populate enough of the fields or try to populate too many fields, they will be unable to save their changes.

Mutually Exclusive – you will choose a subset of your accounting values. Users will only be able to populate one of the fields listed. If they try to populate more than one of the mutually exclusive fields, they will unable able to save their changes.

Dependent Fields – a "Primary" accounting value will be specified, then you will choose a subset of the remaining accounting values. If the Primary accounting field is populated, then all of the other identified dependent fields must also be populated. If they do not populate all of the dependent fields, they will be unable to save their changes.

To setup new rules, click the New button. The list of rules will be displayed. Choose the desired rule and click OK. Depending on the rule you select, you will have a series of options available. Select the accounting values on the left hand side that you would like to apply the rule to, and move them to the right hand side window called Rule Fields by clicking the Add Button. You can remove fields from your Rule Fields by highlighting the desired field, and clicking the Remove button.

Note: any field marked as "Required" on the Acct Flds Definition tab cannot be used in Advanced Accounting Rules.

Export Validation Tables
Follow the steps below to export Validation Tables. You can export combo validation, group, or single validation tables. All validation files imported or exported will be deleted after 90 days automatically. The deletion of these files has no impact on CAR's ability to validate transactions. If you want to save these files just follow the instructions to export a copy of the file.

Step	Export Validation Tables
1	Log into CAR, System Administration, Site Maintenance, Acct Flds, Validation, Tasks Tab
2	Highlight "CAR Global Combo Export" and Click Start
3	Select a Combination Name
4	Type in a Group ID
5	Type in a Filename
6	Send to Mailbox? Select No, unless you are using File Transfer Services.
7	Click OK.
8	Switch to the Files Tab. Look for the Validation Export folder, and highlight the file name you just chose, to be exported.
9	Click Export

Acct Flds | Validation | Files Sub-Tab

The Files sub-tab houses the 4 tasks:
CAR Global Combo Load - used to load file(s) containing valid accounting combinations.
CAR Global Group Load – used to load file(s) containing either lists of users to be assigned to a given group and/or to create new Groups and associate users to those groups.
CAR Global Validation Load - used to load file(s) containing valid accounting values and descriptions, for use with single validation or to provide descriptions for combo validation values using drop down lists.
All validation files loaded will be deleted after 90 days automatically. The deletion of these files has no impact on CAR's ability to validate transactions.

CAR Revalidate Cycle - when executed, each transaction for the selected cycle is evaluated to determine if the accounting is valid for the given transaction. Any transaction containing invalid accounting will be marked with an exception note. Note: the invalid accounting will remain until modified by a user. The exception note will remain until manually deleted or the revalidate task is completed again without finding additional accounting exceptions.
Transactions which are marked with a green lock will not allow any changes to the accounting codes. These transactions have accounting locked.
Please refer to Appendix A for the file format details.

Importing Validation and Group Files (Single and Combination):
To upload a file:
Select the Site Maintenance | Acct Flds | Validation | Files Tab
Select the sub folder to import the file into. You may import the file into the CAR →
ValidationFiles or CAR→ValidationFiles→(Your Site Name) folder.
Click import button and browse your computer to find the desired file
Select the file and click open to move to the server
Go to the Tasks sub tab and complete the upload process – see next section for instructions
All validation files imported will be deleted after 90 days automatically. The deletion of these files
has no impact on CAR's ability to validate transactions. If you want to save these files just follow
the instructions to export a copy of the file.

Acct Flds | Validation | Tasks Sub-Tab

The Tasks sub-tab houses the tasks for loading external validation files, Group files into the
system, as well as running the Revalidate task. These tasks can be executed whenever you
want to load a list of valid values for a specific accounting code, list of valid combinations, update
Group definitions or revalidate accounting. To access this tab screen, you need to select a site
from the Sites tab, and click on the Acct Flds | Validation | Tasks sub-tab. Please refer to
Appendix A for the file formats for the respective task. All validation files loaded will be deleted
after 90 days automatically. The deletion of these files has no impact on CAR's ability to validate
transactions. If you want to save these files just follow the instructions to export a copy of the file.

Loading Validation and Group Files (Single and Combination)

On the main screen Acct Flds | Validation | Tasks sub-tab
for Single Validation highlight the CAR Global Validation Load task
for Combination Validation highlight the CAR Global Combo Load task
for Group files highlight the CAR Global Group Load task
Click on the Start button.
A pop-up dialog box will appear for all file types.

Select a Load Method
Replace, Add Only or Delete Only.
Replace – A new file with only valid values to replace all of the existing values in the table.
Add Only - A file with only new valid values that you want to add to the existing table.
Delete Only – A file with only invalid values that you want to delete from the existing table.
It is recommended to use the Add Only and Delete Only if you have small changes to the
validation tables. The benefit is that your users will still be able to reallocate transactions while the
validation task is running. Another benefit is that these files are smaller and will run faster.

For validation files:
Select the accounting field/combination name and the filename of the validation file
Group ID:
If you are not using group validation, then leave the (All Groups) selection populated in the Group
ID field.
If you have populated the Group ID in the first column of your validation file, then choose (Defined
in File)
If you are loading the validation file into a predefined Group, choose the Group from the drop
down list or click on the ellipse button "…" to search for the desired Group ID.
Note: Group IDs can be created by manually typing in a new Group ID directly into this field.
Choose the folder you previously imported the file into and select the file. This will be either the
Base Directory, or the Site Name folder.
Then click on the Ok button to continue.

Group ID:
If you have populated the Group ID in the first column of your file, then choose (Defined in File)
If you loading a file of users only into a predefined Group, choose the Group from the drop down
list or click on the ellipse button "…" to search for the desired Group ID.

Note: Group IDs can be created by manually typing in a new Group ID directly into this field.
User Format
User ID – this option indicates that you have populated your Group file with CAR user IDs to associate the users to the desired group(s).
Email Address – indicates that you have populated the Internet email address (e.g. john.doe@company.com) in the Groups file, and the email address will be used to determine the CAR User ID.
Choose the folder you previously imported the file into and select the file. This will be either the Base Directory, or the Site Name folder.
Then click on the Ok button to continue.
A message will let you know that the task has been started.
The screen may be refreshed by clicking on the Refresh button.
The status will display {Stopped} with a result of {OK} next to the task when it has been completed successfully
Two new buttons will appear at the bottom of the screen:
Log – provides technical information about the task and file that were processed
Reports – displays an operational report, that provides statistics on the number of records inserted, bypassed and reason for the bypassed records. It is recommended that you review the report to ensure your file loaded as desired. See note below on error notes.

Note: Administrators will only be able to view the site folders for sites with which they are associated.

Error Note: The status will display {Stopped} with a result of {Error} next to the task if it finds an error. A change was made in 2007 that allows for your file to contain "errors" and still complete processing. So there will be fewer reasons to see an error message, even if your values were not successfully loaded. It is highly recommended that you review the operational report as mentioned above, to confirm your file loaded as desired. Common causes for errors/bypassed records when loading a validation/group file includes duplicate entries, missing elements in a combination, improper formatting of values, etc. See Appendix A for proper File Formatting. If you receive an error loading the file, you must correct the file and repeat the load process. If you are unable to resolve this issue, please contact your local CAR help desk. (In the US: 800-542-0995 Option 2, Option 3).

Running the CAR Revalidate Cycle task

On the main screen Acct Flds | Validation | Tasks sub-tab
Highlight the CAR Revalidate Cycle task
Click on the Start button.
A new pop-up dialog box will appear.
Cycle Date – choose the cycle you wish to revalidate.
Clear Approvals – if you are using approvals for Accounting purposes, you may wish to clear the approvals on transactions that are found to have invalid accounting. This will remove all approves for these transactions, so the users will have to review the new accounting once the values are corrected.
Click OK.
A message will let you know that the task has been started.
The screen may be refreshed by clicking on the Refresh button.
The status will display {Stopped} with a result of {OK} next to the task when it has been completed successfully

2.1.6. Mapping | Card Types | Definition Sub-Tab

Card types represent unique sets of mapping rules that can be applied to specific cards for a selected group of people. All transactions for a specific card type will be mapped using that card type's specific rules. Card types are most commonly used to differentiate between different types of Cardmembers or requisitioners. For example, a buyer's transaction may need to be mapped differently than an administrator who only buys office supplies. The Card Types | Definition sub-tab allows this type of differentiation. For each accounting code, you can indicate which sources/tables the system will use to derive or not to derive a valid value based on the card type. To access this tab screen, you need to select a site from the Sites tab, and click on the Mapping | Card Types | Definition sub-tab. Note: Consult with your Technical Consultant before making changes to this screen.

The Card Type Indicators list displays one row for each accounting element for the selected card type. For each accounting element, boxes that are checked indicate the order in which the account code will be derived. The order of precedence for using the sources/tables is from left to right. If no check box is displayed, that is an indication that that particular method is not available for the respective accounting element.
Fill in the Delimiter box if you have accounting values with varying lengths, and want to use a delimiter to automatically parse these values from the Cardmember Reference field.

Card Type Indicators Screen Elements

Indicator	Description
No Derive	Indicates that this account code element should not be derived and will be blank.
LID	Indicates that the account code should be derived from the Line Item Detail. The fields with a Mapping Link of Cost Center and GL Account 1 are eligible to be derived using this method. Not all LID suppliers are capable of providing this level of data.
Lookup (1,2,3)	Indicates that this account code element should be derived from one of the 3 Lookup Tables, based on the value entered by the Merchant in the Cardmember reference (1-4), Merchant part number or PO Number field for a given transaction. If a Lookup is defined for a Card Type, each element that belongs to the Lookup will automatically be checked under the {Lookup 1-3} column. Some options are only available in specific markets.
Card Ref 1-4	Indicates that this account code element should be derived from the Cardmember reference field #1 in the US and Canada. Fields 2, 3 and 4 are used primarily in Europe.
Cardmember Reference	These labels are customized; you can name them anything you want. This value will enable you to parse the Cardmember Reference number into more than one accounting value.
Merchant Table	Indicates that this account code element will be derived by matching the Merchant Number from the transaction data with the Number field on the site Merchant table and obtaining the associated accounting code value.
SIC Table	Indicates that this account code element will be derived by matching the SIC code from the transaction data with the Number field on the site SIC table and obtaining the associated accounting code value.
Card Def	Indicates that this account code element will be taken from the default for the individual card account.
Site Def	Indicates that this account code element will be taken from the default for the site.
Allow Blanks	A new feature,"Allow Blanks", allows you to mark a designated mapping option to stop the cascading logic if a valid value or a blank is found. It will only continue the cascading logic for that field if the value found is invalid. This is useful if you have a field, like project, that should left blank if not provided in the CM Ref field. In this example, CAR will not continue on to Card Defaults, etc, since we said blanks are OK for that field. Note: blank must be supported by the mask/validation in order to be considered valid in the mapping process.

2.1.7. Mapping | Card Types | CM Ref Parsing Sub-Tab

The Cardmember Reference is an optional field in the CAR end user application, which allows the requisitioner to override their default accounting by passing an accounting value at the point of sale for a transaction. This field is used only with the Corporate Purchasing Card product, level 2 or level 3 data.

To view this field, click on the Card Data Tab, click on a transaction, and look at the bottom of your screen, under the Transaction Detail sub tab, in the upper right hand corner you will see a Cardmember Reference number. See screen shot below.
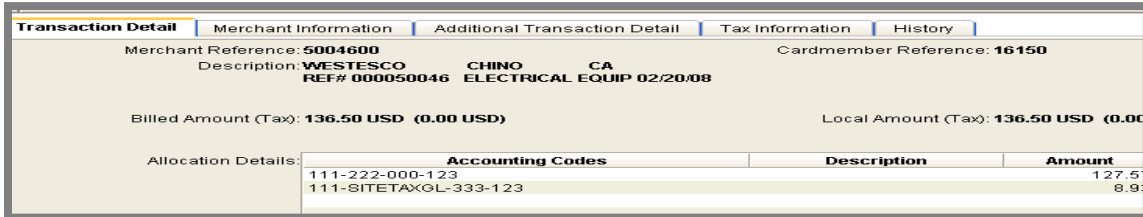
To use this field, train your merchants to ask requisitioners for a key piece of information during the point of sale. For example, you could tell your merchants, to ask the requisitioner for a "Cost Center ". The merchant would then manually type this number into a field within their software. Next, the data feeds into CAR, and this number either directly populates the Cardmember Reference field or bounces up against a Look Up Table within CAR, and grabs the appropriate accounting value. The Cardmember Reference number can also map over to the Allocation Details shown in the screen shot.

Requisitioners have the option to pass, via the merchant, more than one accounting value via the Cardmember Reference field. Once the accounting values are passed, they can be "parsed" or automatically divided out into each value within the Accounting Codes. This may alleviate some System Administrators from having to create and maintain some of their look up tables which manually parse the codes entered into the Cardmember Reference field.

Steps for Setting up Cardmember Reference Field Parsing

Step	Action
1	Site Maintenance, Mapping, Card Types, CM Ref Parsing Tab.
2	Click New then enter a Name for your Cardmember Reference Label. This name will show up on the Definitions tab, as a column across the top, where you can check off the box below it.
3	Card Type: Select one from drop down, this will indicate how you want to derive the accounting value with mapping.
4	Base Field: Always select Card Ref 1 in the US and Canada.
5	Parse Method: If your Accounting Value's length varies, then select "Delimited". If your Accounting Value's length is fixed, then select "Fixed Position". Start Position will appear if you choose Fixed. This indicates the start position of the field within the Cardmember Reference Label. Length will appear if you choose Fixed. This number indicates how many characters long this field is within the Cardmember Reference Label.
6	Field Number: Since you can have several values or "fields" within the Cardmember Reference Field, this shows which value or "field" number you are setting up. Follow the same steps to set up another CM Ref Parsing Label for the 2nd Field.
7	Click on Save!
8	Switch to the Definition Tab and click on Refresh! Otherwise you will not see the new labels.
9	Highlight the code at the bottom and enter a Delimiter character above, only if your value's length varies. Click Save & Refresh again. You can not use a blank space, @ * or a comma, as a delimiter. Next, highlight the card type at the bottom again, and check off the boxes above, from left to right as you'd like CAR to derive the value.

Do Not Use These Characters for Delimiters

Character	Description
@	At Sign
*	Asterisk
,	Comma
	Blank Space

Use Delimiters with specific accounting fields that have lengths which vary
There are 17 characters in the Cardmember Reference Field for merchants in the US and Canada using DirectLink or Software POS equipment
American Express terminals only have 9 characters in the Cardmember Reference Field
Delimiters count as a character
The Cardmember Reference Field can parse up to 9 fields
Verify each mask for the accounting fields you are using
Verify whether or not the accounting fields are using single or combo validation
Plan to communicate and train your Merchants on the new fields
Plan to communicate and train your Requisitioners on the new fields
Remember to save your changes to each screen
Remember to click on "Refresh" on the Definitions tab, to see the new labels you just created.
In Europe you will have four choices for Cardmember Reference Field
In Europe and Asia there are 20 characters in the Cardmember Reference Field

2.1.8. Mapping | Lookups Sub-Tab

The Mapping | Lookups | Maintenance sub-tab is used when accounting values are derived using a Lookup value. Between 1 and 12 accounting values can be derived from a Lookup Key. The lookup key is entered in the Cardmember Reference, PO Number and/or Merchant Part Number field(s) at the point of sale by the Merchant, and is used to look up the associated accounting vales. Lookup files are an exception and CAR will not automatically delete these files.

For example, the Lookup Name is Cost Center and GL Lookup. An employee ID will be used as the Lookup Key, and is being used to lookup 2 accounting values: Cost Center and GL Account. When a requisitioner makes a purchase they provide their Employee ID, and the system will lookup (derive) the appropriate Cost Center and GL Account, based on that employee ID value. The lookup name and values must first be defined and the appropriate lookup file loaded in order for this to work properly.

To access this tab screen, you need to select a site from the Sites tab, and click on the Mapping | Lookups | Maintenance sub-tab. See Appendix A for Lookup File Format Details.

Note: Consult your Implementation Manager before making changes to this screen. You will need to be sure to load new Lookup files for any new/modified Lookup Groups.

Mapping Lookups Maintenance

To add a new Mapping Lookup, highlight New Entry from the bottom list, enter the desired Name for the Lookup group, the Target field that will be populated by the merchant with the lookup key, check the box next to the appropriate accounting elements, and click on the Save button.
To edit a Mapping Lookup, highlight it from the bottom list, check or uncheck accounting fields, and click on the Save button.
To delete a Mapping Lookup, highlight it from the bottom list, and click on the Delete button.

The Mapping | Lookups | Tasks sub-tab is used to process Lookup files, once they have been imported. The CAR Global Lookup Load process can be executed whenever you want to load a list of valid Lookup values for a specific Lookup group.

Importing and Loading Lookup Files
See Appendix A for Lookup File Format Details.
Select from the menu bar File→File Operations→Import
The Import File dialog box will appear
Click on the Browse button to locate the lookup file

Next, click on the 🖼 located next to the Import directory field
The Choose directory dialog box will appear
Select CAR\LookupFiles, and then click on the OK button to continue
Next, in the Import File dialog box, click on the Import button
A notification will let you know if the file import is successful
Next, on the main screen, Mapping | Lookups | Tasks sub-tab highlight the "CAR Global Lookup Load" task and click on the Start button
The Values for CAR Global Lookup Load dialog box will appear
Select the Lookup Name and the filename of the lookup file, and then click on the Ok button to continue
A message will let you know that the task has been started
The screen may be refreshed by clicking on the Refresh button
The status will display {Stopped} next to the task when it has been completed.

2.1.9. Mapping | Merchants

The Mapping | Merchants | Merchants sub-tab displays a list of Merchants that had appeared on transactions loaded for the site. It allows accounting codes and other information to be associated to Merchants. During the intelligent mapping process that occurs when transactions are loaded into the system, these accounting codes may be associated to transactions.

Merchants are automatically added to the table as charges are made with the Merchant. New Merchants appear in red. If you plan to use Merchant level mapping, you should check this tab frequently to update any new Merchants with the appropriate information. Or use email maintenance to trigger an email to you every time a new Merchant is added.

To edit a Merchant entry, highlight it from the bottom list, modify the mapping information, and click on the Save button. The entry will be changed to black. All inactive merchants (merchants with no transactions) will be deleted after 90 days.

Merchant Search Feature
If you have more than 5,000 merchants to download, a search box will pop up. You can choose to search only new SEs. All merchants listed in red are considered "new". When you highlight or click on a merchant their address will pop up. You can export the SE table into excel.

Export Merchant Tables

Step	Export Merchant Tables
1	Log into CAR, System Administration, Site Maintenance, Mapping, Merchants, Tasks Tab
2	Highlight "CAR Site Merchants Export" and Click Start.
3	Type in a Filename
4	Send to Mailbox? Select No, until you are set up with Tumbleweed File to File Transfer Service
5	Click OK. Continued on next page.
6	Switch to the Files Tab. Look for the SE Export folder, and highlight the file name you just chose in step #3, to be exported.
7	Click Export. Note, SE numbers will be encrypted due to security standards. All exported files are automatically deleted after 90 days.

Import SE Values

Step	Import SE Values
1	Log into CAR, System Administration, Site Maintenance, Mapping, Merchants, Files Tab
2	To import SE values highlight "SE Import"
3	Click import. Browse for your file and select.
4	Switch to the Tasks Tab
5	Choose the CAR Site Merchants Load Task. Click Start
6	Choose the Directory and whether or not you want the Encrypted SE Number option.
7	Create a file name then click OK. All imported files are automatically deleted after 90 days.

2.1.10.   Mapping | Merchants | Taxes Sub-Tab

The **Taxes** sub-tab is used to estimate taxes for transactions without actual tax based on a specific Merchant rate (instead of using the site estimation rate.) and to track a merchant Tax ID. In most cases this will be transactions that do not have LID (Line Item Detail). This table displays tax estimation exemption information that is mapped to individual Merchants as listed in the **Merchants** sub-tab. Any modification to the tax information should be reviewed by a certified accountant.

Canada Only: refer to Appendix B for a discussion on the tax estimation process for Canadian Transactions.

Merchant Tax Table Maintenance
To edit a merchant tax entry,highlight it from the bottom list, modify the tax number and estimation exemption information, and click on the *Save* button.
European users can also indicate whether to use the Primary or Secondary VAT Code with the selected merchant. All imported and exported files are automatically deleted after 90 days. If you want to save these files just follow the instructions to export a copy of the file.

Export Taxes Table

Step	Export Taxes Table
1	Log into CAR, System Administration, Site Maintenance, Mapping, Taxes, Task Tab
2	To export tax tables highlight "Site US Tax Extract". Click Start
3	Enter filename and click OK.
4	Switch to the Files Tab
5	Choose the Site specific directory under Interface files directory.
6	Highlight the file you just named in step #3 and click Export. All imported and exported files are automatically deleted after 90 days.

Tax table extract format: State code, Zip code, GL1 Actual Tax, GL2 Actual Tax, GL 1 Estimated Tax, GL2 Estimated Tax, Tax Rate

Import Taxes Table

Step	Import Taxes Table
1	Log into CAR, System Administration, Site Maintenance, Mapping, Taxes, Files Tab
2	To import tax tables go to the "Site Tax Import Files" directory. Click Import and browse for your file to import.
3	Switch to the Tasks Tab
4	Choose the CAR Site Site Tax Load task.
5	Click Start.
6	Choose the directory, and create a file name then click OK. The file will load. All imported and exported files are automatically deleted after 90 days.

2.1.11.   Mapping | SICs/MCCs Sub-Tab

The SIC/MCC sub-tab displays a list of all existing Standard Industrial Classification (SIC)/Merchant Category codes. It allows accounting codes and other information to be associated to individual SIC/MCC codes. During the intelligent mapping process that occurs when transactions are loaded into the system, these accounting codes may be associated to transactions. All imported and exported files are automatically deleted after 90 days. If you want to save these files just follow the instructions to export a copy of the file.

Converting from SIC codes to MCC codes

We have enhanced the global CAR tool with the option to convert your Standard Industry Classification (SIC) codes to mapping transactions by Merchant Category Codes (MCC). Below is some background information as well as instructions on how to take advantage of this new option.

Background on MCCs and SICs

MCCs and SICs are both four digit numbers which help us categorize spend for reporting purposes. SIC codes were first established in 1937 and are more specific and for example, may classify merchants by manufacturing process, whereas MCC codes are newer and classify merchants by the type of products, goods, or services they provide. MCC codes are more commonly used in the commercial card industry and many of our clients have noticed this trend and have asked us to update CAR with MCC codes.

Instructions on mapping transactions to MCC

Go to the System Administration application, click on site maintenance, mapping, SICs. You'll see a button which says "Convert to MCC codes". Click the button and all of your SIC codes will be replaced with the corresponding MCC code. A word of caution, once you convert to MCC codes, you can not go back to SIC codes.

If you have any accounting elements associated to a SIC code, once you press the "Convert to MCC codes" button CAR will automatically associate the accounting to the new corresponding MCC code. In addition CAR will create an SIC Back up file for you on the Files sub tab, so you will have a copy of all previous SIC codes with their associated GL codes, and you will see which MCC code CAR automatically assigned. See screen shot below, just export the file to review.
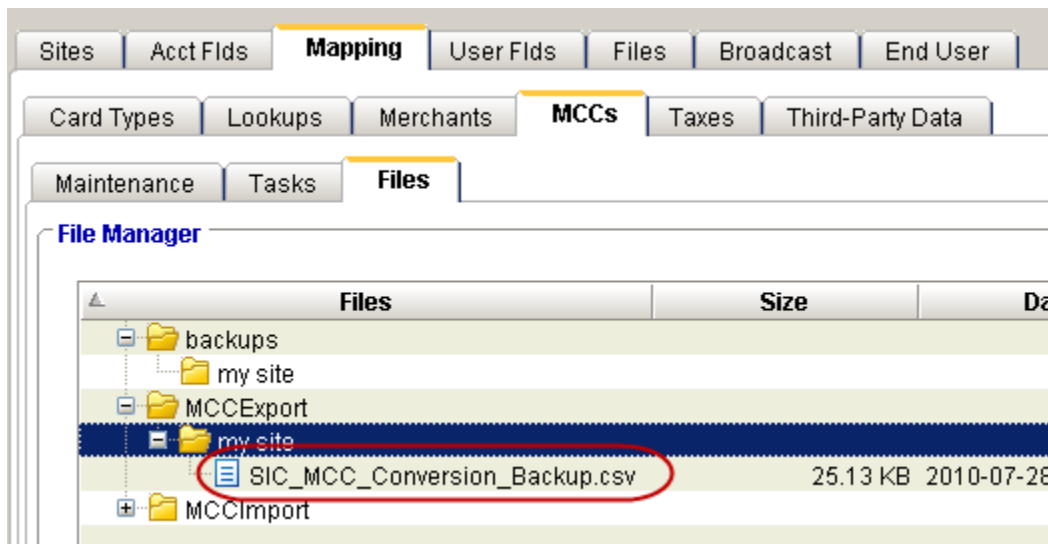
If you have any user defined fields associated to a SIC code, you will need to contact the CAR help desk for additional information.

MCC and SIC codes will both remain available in the CAR front end application. You may search on either code. You can also display MCC codes as a column, just select in the Card Data List options menu.

Exporting SIC/MCC Code Tables

Step	Export SIC/MCC Code Tables
1	Log into CAR, System Administration, Site Maintenance, Mapping, SICs/MCCs, Tasks Tab
2	Highlight "CAR Global SIC/MCC Export" and Click Start
3	Type in a Filename
4	Send to Mailbox? Select No, until you are set up with Tumbleweed File to File Transfer Service
5	Click OK.
6	Switch to the Files Tab. Look for the SIC/MCC Export (site specific) folder, and highlight the file name you just chose in step #3, to be exported.
7	Click Export. All imported and exported files are automatically deleted after 90 days.

Importing SIC/MCC Tables
Follow the steps below to export SIC/MCC Code Tables.

Step	Import SIC/MCC Code Tables
1	Log into CAR, System Administration, Site Maintenance, Mapping, SICs/MCCs, Files Tab
2	Highlight "CAR SIC/MCC Import" and Click Import. Browse for the file and then open. Continued on next page…
3	Switch to the Tasks Tab
4	Select the CAR Global SIC/MCC Load task and click Start.
5	Find the file you just imported. You can choose to validate the GL Accounts upon loading the file. Click Ok. All imported and exported files are automatically deleted after 90 days.

SIC Table Maintenance

To edit a SIC/MCC entry, highlight it from the bottom list, modify the mapping information, and click on the Save button.

2.1.12.   Mapping | Taxes| Rates Sub-Tab

The Rates sub-tab (Canada only) allows the administrator to edit tax rates by tax type for each province. It also contains mapping information linking each tax type code for each province to an associated GL account. The tax rates are utilized to estimate taxes on non LID Canadian transactions and allocate the tax portion directly to the designated GL account based on the Cardmember's province. For Canadian LID transactions CAR will derive the applicable GL account by reading the first character of the postal code in the ship to field and use a lookup table to find the corresponding province and allocate the actual tax to the GL account for the tax type in the derived province.
Refer to Appendix B for a discussion on the tax estimation process.
Tax Rate & GL mapping Table Maintenance
To edit a tax rate and/or GL mapping entry, highlight it from the bottom list, modify the Rate (%) field and/or GL mapping information, and click on the Save button.
NEW
Check box option for "Turn off creation of all tax allocations and do not estimate tax"
This will provide the ability for administers to have CAR completely turn off the creation of all tax allocation records for LID and non LID transaction. It will also turn off the creation of tax estimation for non LID transactions.

Check box option for "Use merchant province instead of CM province"
This option allows administrators to have CAR use the merchant province to derive the tax allocation and estimate taxes for non LID instead of the default to have CAR use the Cardmember's province.

2.1.12.1.   Mapping | Taxes | Estimation

The Estimation sub-tab (all markets except Canada) allows the administrator to edit a default tax estimation rate for the entire site. If tax estimation is activated on the Business Rules tab, then this rate will be used to estimate taxes (unless a different rate is populated on the Mapping | Merchants | Taxes or Mapping | Taxes | Tax tab. To access this tab screen, you need to select a site from the Sites tab, and click on the Mapping | Taxes | Estimation sub-tab.

Estimation Rate Maintenance

To edit the tax rate for estimation, modify the Tax Rate (%) field (example, "10.000" would equal 10%), and click on the Save button.
American Express has a subscription to Veratax that we use to calculate for both our reporting and CAR products. The table is a standard Sales/Use tax subscription which many companies also have today. We us the Combined Sales Tax column for estimation purposes, which includes City, County, State and Transportation taxes. Our table is updated monthly. When there is a zip code with multiple combined sales tax rates, CAR uses the first one in the table. Sometimes a zip code includes more than one tax rate, one example is when a zip code crosses more than one county, where the tax rates are different.

2.1.12.2.   Mapping | Taxes | VAT

The VAT sub-tab (primarily used in Europe) allows the administrator to associate Tax Code and default accounting information to each tax rate by country. To access this tab screen, you need to select a site from the Sites tab, and click on the Mapping | Taxes | VAT sub-tab.

VAT Maintenance

Make desired changes and click on the Save button.
Note: Consult your Implementation Manager before making changes to this screen.

2.1.13.   Mapping | Taxes | Tax Sub-Tab (US Only)

The Tax sub-tab allows the administrator to edit tax rates by zip code. These tax rates are utilized to estimate taxes on non-LID US based transactions. To access this tab screen, you need to select a site from the Sites tab, and click on the Mapping | Taxes | Tax sub-tab.

If you choose to use Tax Estimation, the following cascading logic will be used to determine what tax rate should be used in the calculation. This means that CAR will begin with step one, and progress to step four, until a rate > 0.00% has been determined. This logic is only applied to transactions that do not have Line Item Detail and have tax = "$0.00".
The system will lookup the merchant on the Site Maintenance: Mapping | Merchants | Taxes tab. If the Estimate Taxes flag is set to "No", then regardless of the Business Rule selected, no tax will be estimated for this merchant. If the flag is set to "Yes", then CAR will proceed to Step 2.
If a valid Ship to Zip Code is provided by the merchant on the transaction, then that Zip code will be used to find the tax rate. CAR will lookup the rate based on the zip code, in the US Tax Table in Site Maintenance: Mapping | Taxes | Tax Tab.
If a valid Ship to Zip is not provided, then CAR will use Cardmember's zip code to lookup the rate based on the zip code, in the US Tax Table in Site Maintenance: | Mapping | Taxes | Tax Tab.
If for some reason the Ship to Zip or CM Zip cannot be found in the US Tax Table, then a Site level value would be used (as long as it is > 0.00%). This value is populated on the Site Maintenance: Mapping | Taxes | Estimation tab.

Estimated Tax can be automatically allocated to a different set of accounting than the net amount (transaction amount – estimated tax) of the transaction. This logic is only applied to transactions that do not have Line Item Detail and have tax ="$0.00", where Estimate and Allocate is the selected business rule and the Merchant flag for estimations = "Y".
If the Ship to Zip Code is provided by the merchant on the transaction, then that Zip code will be used to find the GL Account 1&2 values. CAR will look first in the US Tax Table in Site Maintenance: □ Mapping □ Taxes □ Tax Table, in the Estimated Tax GL1 & Estimated Tax GL2 fields. If Estimated GL1/GL2 values are blank, then CAR would move to Step 2.
If Ship to Zip is not populated, then the CM Zip Code would be used to lookup the GL1&GL2 values Site Maintenance: □ Mapping □ Taxes □ Tax Table, in the Estimated Tax GL1 & Estimated Tax GL2 fields. If Estimated GL1/GL2 values are blank, then CAR would move to Step 3.
If Ship to Zip or CM Zip cannot be found in the US Tax Table, then they would be derived from the Tax Default values populated on the Site Maintenance: Acct Flds □ Definition Tab. Note: fields other than GL Account can also have Tax Defaults on this table. If no Tax Defaults are derived, then the accounting from the first allocation would be used for the tax accounting as well. Tax Defaults do not need to be in any validation file, which means that during reallocation these values could only be used on tax allocation lines if they are not in the validation files.

Actual Tax allocations are created almost identically to Estimated Tax allocations, but can be assigned distinct values than those in the estimation fields. This logic is only applied to transactions that have tax > "$0.00" (Level 2 and Level 3 [LID] Transactions).
If the Ship to Zip Code is provided by the merchant on the transaction, then that Zip code will be used to find the GL Account 1&2 values. CAR will look first in the US Tax Table in Site Maintenance: → Mapping → Taxes → Tax Table, in the Actual Tax GL1 & Actual Tax GL2 fields. If Actual GL1/GL2 values are blank, then CAR would move to Step 2.
If Ship to Zip is not populated, then the CM Zip Code would be used to lookup the GL1&GL2 values Site Maintenance: → Mapping → Taxes → Tax Table, in the Actual Tax GL1 & Actual Tax GL2 fields. If Actual GL1/GL2 values are blank, then CAR would move to Step 3.
If Ship to Zip or CM Zip cannot be found in the US Tax Table, then they would be derived from the Tax Default values populated on the Site Maintenance: Acct Flds → Definition Tab. Note:

fields other than GL Account can also have Tax Defaults on this table. If no Tax Defaults are derived, then the accounting from the first allocation would be used for the tax accounting as well.

Tax Table Maintenance

There are 2 methods of editing the GL Account values on the Tax table. You can manually edit the table or load a file containing the GL Account information.
Manual Process:
Access the Mapping | Taxes | Tax Sub-Tab. Upon entering the tab, you will be prompted to search for the values you intend to view/edit. If you intend to modify a large number of values, it is recommended to use the file import method described next.
To edit a tax rate entry, highlight it from the bottom list, modify the GL Accounts (there are 2 for estimated tax and 2 for actual tax) and click on the Save button.
Tax File Load Process:
See Appendix A for file format requirements. Note that the best method for loading a tax file is to first export the existing table. This will ensure proper formatting, and you can delete all rows that you do not intend to update.
To export the file, access the Mapping | Taxes | Tasks Sub-Tab. Highlight the Site US Tax Extract task, and click start. This will create a file you can use to modify the GL Accounts, so that you can easily import the changes into the tool.
Go to the Mapping | Taxes | Files Sub-Tab. Your extract file will be located in the CAR → InterfaceFiles Folder. Highlight the file and click on the Export button. Save the file to your local computer. Edit the file by adding the desired GL Accounts. Note: any row left with a blank GL Account, will erase any GL Account that may have been entered in CAR. If you do not wish to delete any values, remove all rows from the file that do not contain GL Accounts, prior to loading the tax file back into CAR.
Once you have completed editing your file, go to the Mapping | Taxes | Files Sub-Tab. To import your file, drill down to the CAR→SiteTaxImportFiles folder, and Click the import button. Browse for your file and click OK.
To import the file, access the Mapping | Taxes | Tasks Sub-Tab. Highlight the CAR Site Tax Load task, and click start. Browse for your file and click OK.
View the operational report to confirm the desired records were loaded properly, by clicking on the Reports button at the bottom right hand side of the screen. All imported and exported files are automatically deleted after 90 days.

2.1.14.   User Flds Tab

Corporate Account Reconciliation (CAR) allows for the creation of multiple User-Defined Fields (UDF) to help enhance transaction detail based on data provided by end-users or derived based on the value associated with a Merchant record and/or SIC code. Up to nine fields can be added to the transaction detail, six on the Merchant table, and three on the SIC code table. Each field can be formatted as a text, numeric, date, or a currency format.

Warning: once a data type (i.e. Text) is assigned to a UDF it cannot be changed to another data type.

Note: Consult your Implementation Manager before making changes to this screen.

User Field Maintenance

To add a user field, highlight New Entry, fill in the associated user field information, and click on the Save button.

To edit a user field, highlight it from the bottom list, modify the associated user field information, and click on the Save button.

You can map Third Party Data (TPD, which refers to importing Purchase Order, Business Travel and Meeting data) to UDF fields. This means when a match of TPD to a Transaction occurs, the UDF will automatically be filled in with the data from the TPD file that you have identified here.

Note: changing the TPD field mapping is not recommended, as it can have unexpected results if you change data types (amounts to dates), and historical data may no longer make sense once it changes (if you were mapping meeting name, then change it to Meeting Planner Name, the old data will have the new label).

Hidden fields

You have the option of setting an existing user defined field as field type "hidden" when you no longer need the field or when you don't want the user to see the field in the CAR application. Users will not be able to add or change the value of a hidden field, because they can't see hidden fields. Hidden fields are "hidden" and will not show up in the CAR application on the transaction details sub tab or the pop up search. Hidden field types will remain visible in IFB reports and @ Work ® CAR reporting.

Files | Status Sub-Tab

Corporate Account Reconciliation (CAR) allows an administrator to generate and export interface files for those sites they have access to. The interface file can be used to feed any business system that is capable of importing a third-party text file. In order to load the interface file into an ERP system, some reformatting/mapping of the data will be required and is the responsibility of the company (unless an appropriate file can be created using the IFB Run Manager.)

2.1.15.   Files Status Sub-Tab

The Status sub-tab lists the most recently created interface files and the associated statuses. The status can be changed by selecting the interface file, and then clicking either the Post, Unlock or Allow Approvals buttons. End-users are unable to reallocate transactions when the specific transactions or an entire cycle, are locked or the Allow Approvals button has been clicked or locked, or posted. This helps to prevent changes from occurring after the interface file is generated. If changes are required, the System Administrator can unlock locked transactions and/or cycles, users can make their changes, and the transactions/cycle will become locked when a new locking date range extract or cycle interface file is run. Posted cycles cannot be unlocked.

The Post and Unlock button is available on the date range and cycle interface files. Once a file is marked as Posted, you will be unable to unlock the end-user Site. Only mark a file posted once you have confirmed the interface file has successfully posted to your ERP/financial system. Each cycle must be marked as Posted to ensure summary data is sent to the @Work CAR Reporting Tool.

Status Screen Elements

Indicator	Description
Site Name (display only)	Displays the selected site
Post	This will change the posting status of all transactions included in the date range or cycle interface file from {Locked} to {Posted}. Once a file is marked as Posted, you will be unable to unlock the end-user Site. You should mark a file posted only once you have confirmed the interface file has successfully posted to your ERP/financial system. Each file must be marked as Posted to ensure summary data is sent to the @Work CAR Reporting Tool. Only a date range or cycle interface file with a {Locked} status may be posted.
Unlock	This will change the posting status of all transactions included in the date range or cycle interface file from {Locked} to {Unlocked}. Only a date range or cycle interface file with a {Locked} status may be unlocked.
Filter List	Gives you the option to view all cycles or one cycle at a time.
Allow Approvals	System Administrators can unlock a previously locked cycle or date range to allow users to approve transactions or make any other field changes. The one exception, is accounting, these lines will remain locked. Users will be able to "view" accounting only.

2.1.16.   Files | Tasks Sub-Tab

Note: if you are using IFB Run Manager to create a custom interface file you will not use this tab, instead please refer to Appendix C for information regarding creating and exporting files. Most companies now use IFB files.

The Tasks sub-tab contains the functionality to generate an interface file. There are four types of interface file that can be created:
CAR Enhanced Interface – Range
CAR Enhanced Interface – Cycle
CAR Data Range Extract
CAR Cycle Extract

The enhanced interface file contains LID (Line Item Detail) information and the extract file does not. In both cases (for the enhanced interface file and extract), you can specify to generate the file for a full cycle or a selected date range, where the start and end dates must lie within a cycle. All generated files are automatically deleted after 90 days. If you want to save these files just follow the instructions to export a copy of the file.

FOR CANADA ONLY Canadian clients will always need to generate the enhanced interface file or an IFB file extract.

Generating the Interface File

You may only run a Cycle or locking Date range on a Cycle that is not marked as locked or posted. See Files | Statuses for more details.
To run the task, select the type of interface file you would like to create, and then click on the Start button.
A dialog box will appear, enter the filename that will be saved onto the server and select the cycle date. Indicate whether you want to lock the transactions for the date range or not. Cycle files will always lock the transactions. Click on OK to continue.
Click on the Refresh button to refresh the screen. You may want to wait a few minutes for the file to complete.
When the Status is {Stopped}, the file generated may be exported so that you may interface it into your company's financial system.
You can also generate interface files from Task Manager to support running multiple interface file tasks within the same company at different sites. For more details, see section 3.3 Task Manager.

Exporting the Interface File
Select File→File Operations→Export on the main menu bar
The Export File dialog box will appear

Click on the ▣ located next to the Directory field
The Choose Directory dialog box will appear
Select the CAR\InterfaceFiles directory path, and click on the Ok button to continue
Finally, you will see a list of available files in the Export File dialog box, select the desired file and click on Export
This will prompt you to export the file to a destination folder and filename on your local hard-drive.
All exported files are automatically deleted after 90 days.

2.1.17.   Files | Scheduler Sub-Tab

Note: if you are using IFB Run Manager to create a custom interface file you will not use this tab, instead please refer to Appendix C for information regarding creating and exporting files. Most companies will use custom IFB files.

The Scheduler sub-tab contains the functionality to schedule on demand or one time generation of IFB or standard interface files for current or past cycles. There are four types of standard interface files that can be created:
CAR Enhanced Interface – Range
CAR Enhanced Interface – Cycle
CAR Data Range Extract
CAR Cycle Extract

The enhanced interface file contains LID (Line Item Detail) information and the extract file does not. In both cases (for the enhanced interface file and extract), you can specify to generate the file for a full cycle or a selected date range, where the start and end dates must lie within a cycle.

Assign the schedule parameters

Enable causes the task to run/not run at the scheduled time
Run If Missed runs the file ASAP if the server was unavailable at the scheduled time
Date and Time specifies Military time at which the task will run (all times Eastern!)
Email recipient
Send Email notification based on status (success, failure, or always) upon completion of task
Clicking "Add" prompts for you to identify values for Filename, Cycle Date, Dates (for date range) and the Lock Data prompt (for Date Range)
Defined Schedules appear as a "One Time" type. More than one task can be scheduled if required.

Scheduled tasks will also appear on the "Tasks" Tab. The run history can be viewed once the task completes.

2.1.18.   Broadcast Tab

The Broadcast tab allows the administrator to create messages which are site specific. All end-users that log in to the application will see the site-specific messages. Here, the administrator can also specify the effective and expiration date for which the message will be enabled, as well as specifying the language preference for the message. Users will only see a logon message having the same language setting as their profile information.

2.1.19.   End User | Role Options

The End User | Role Options tab allows the administrator to turn various features on or off for an entire role (Cardmember, Cardmember Manager, Basic Control Account Manager and/or Accounting Manager). To set any of the features, first highlight the desired role from the List of Front End Roles listed at the bottom of the screen, and then follow the instructions below.

To enable or disable Approvals for a Site, set Enable Role Level Approvals to Yes or No as appropriate.
Set Clear when transactions are modified to Yes or No based on your business requirement. Approvals can be removed / cleared if anyone modifies a transaction after it has been approved.
Approval: Set each role to enable to On (Yes) or Off (No) for each role.
Full Cycle: This will enable (Yes) or disable (No) the Approve Entire Cycle button (found on the Accounts and Cycles Tab in the End-User applet) for the role you have selected. Can only be set to Yes if Approvals are activated.
Mass Update: Enable (Yes) or disable (No) the ability for users to update multiple transactions at once. Users can mass update User Defined Fields (UDF), or accounting on more than one transaction. Setting to no, would force a user to approve each transaction individually, as one example.
Set this to yes and you can multi-select transactions to:
Update UDF fields
Approve more than one transaction at a time
Reallocate more than one transaction at a timeClear Exception: Enable (Yes) or Disable (No) the ability for users to remove an exception note from a transaction
End Users have the ability to change the way data displays on their Card Data, LID and PO Tabs, and they will have the ability to choose which values will be included when they export to .csv from the Card Data Tab. For each Role, you can decide to allow (No) users to change the values, or restrict them from changing their screens and output values (Yes). Note: for these 3 options, you are asked if you want to lock these features, which is why No allows users to change, and Yes restricts changes. Button Text: Enter the desired button text for each enabled approval role.
Click the Save button when finished updating preferences.

2.1.20.   End User | List Options

At the Site level, list options can be set so that all new users will automatically inherit the views created under this tab. The Admin has the ability to change the column headers, and the order in which the fields display on the Card Data, LID, and PO Tabs as well as the order for the elements for when users export their data.

Changes on this tab will affect new users only, unless you check the box "Click to reset any modified user profiles to these defaults". Clicking this box and saving your changes will enforce the Site level settings for ALL users the next time they log in.

Column Header: Type in the text you'd like to display in the end user application.
Tip Text: Type in the text you'd like to display in the end user application which will appear as the user moves their mouse over the Column Header.

Accounting Fields Type Description

When you choose Accounting Field as a column header, please note any transactions with split accounting, will only display the first accounting field.
Since there are so many Open Text Fields, if these are not renamed, then they will not show in the end user AND they will not be available in end user searches. This means it is important to rename any Open Text (header and detail) fields that the client is actually expecting to use.

Also, there may be a few other fields that only show if they are populated (taxes) or exist (if you do not have all 12 accounting fields created, then you cannot show the ones that do not exist).

Use the Restore button to apply the system level standard settings - this would override any custom named fields. Use in conjunction with the check box to the left if you want all users on the site to have the standard view. USE CAUTION when making changes here if users have already customized views.

2.2.   Cardmember Card Masking

Masking all or part of your American Express Cardmember numbers provides additional control over how to use and share data more safely, especially when third parties are involved. This data privacy capability is optional, and we recommend that you analyze your needs and then determine your company's Cardmember Number Masking preferences.

1.   First read the table below to understand your options.
2.   Second analyze your company's needs to determine your preferences.
3.   Third call the CAR Help Desk with your masking preference, and they will set your preferences for all sites under each Remit Number.

In the table below there are several Masking options for your company. Select one option per remit. After selecting an option, call the CAR Help desk and they will set them up. The changes will take place immediately.

Mask Cardmember Number?	Example
No Masking, Show Actual Number	*378723491981235*
Full Masking, Yes, show all X's	*XXXXXXXXXXXXXX*
Yes, except for last 5 digits	*XXXXXXXXX81235*
Yes, except for last 6 digits	*XXXXXXXX981235*
Yes, except for last 7 digits	*XXXXXXX1981235*

There are several places in the CAR end user application where a Cardmember number is displayed. Your Card Numbers will default to no masking, which means the actual Card Number will show in CAR. Here are the places end users will see their numbers:

- In your Profile
- On the Accounts & Cycles Tab
- On the Card Data Tab
- When you see the results of a Search
- When you Print
- When you Export

Your CAR Users, specifically, Cardmembers, Cardmember Managers and BCA Managers will all be affected. These three roles will notice a change, and see masked numbers. Accounting Manager roles will not be affected. Today they see all Cardmember numbers masked except for the last 4 digits, and this will not change.
Cardmember numbers are never masked within the System Administration Application.
Exported data from the CAR End User Application will be masked.

All of the files for your ERP or GL interface will remain the same as they are today, no change. Searching and Printing will have masked numbers too.

Local CAR Help Desk Phone Numbers

Europe	
United Kingdom	Local: +44 800 607000 Option 3, then 2
France	Local: +33 1 41 91 95 63 Option 3
Germany	Local: +49 1802 930 930 Option 3 then 3
Austria	Local: +43 800 201504 Option 3 then 3
Netherlands	Local: +31 20 504 8630 Option 3 then 2
Belgium	Local: 0800 23011 Option 3 then 2
Sweden	Local: 020 39 41 40 Option 3 then 2
Latin America	
Mexico	Local: 5169 5860, 01 800 633 6973
Argentina	Local: 5411. 4590-0895
North America	
US	1-800-542-0995, Option 2 then 3
Canada	1-800-267-2585, Option 2, Option (1 English or 2 French), Option 1

Asia	
Hong Kong	Toll Free: 800-933-359
Greater China	Local: 10-800-610-0354
Singapore	Toll Free: 800-6161-920
India	Toll Free: 000-800-610-1016
Malaysia	Toll Free: 1-800-808-974
Japan	Toll Free: 0034-800-400-549
Australia	
Australia	Toll Free: 800-643-313

2.3.   BCA Maintenance

A Basic Control Account (BCA) is a grouping of cards under the remit level of the card hierarchy. BCA Maintenance contains functionality to assign sites and default information to one or more remit/BCA combinations that have been loaded into the Corporate Account Reconciliation (CAR) system. For example, the Marketing department might be assigned to a remit, and under this remit, there might be a few BCA groups. Each BCA group will then be mapped to a site and inherits their card type and accounting code defaults.

BCA Maintenance
To map a BCA to a site, highlight a remit/BCA combination, select a site from the Site dropdown list and click on the Save button.
To override the default card type, highlight a remit/BCA combination; change the Override Default Card Type? field to {Yes}, select a card type from the Default Card Type dropdown list and click on the Save button. Warning: changing the defaults will also override the defaults for any current cards for the BCA!
To override the default accounting value, highlight a remit/BCA combination, change the Override Accounting Default? field to {Yes}, enter the accounting value in the Default {Accounting field} field, click on the Update Default button and then the Save button.
To enter a BCA description that will display for end-users on the Accounts and Cycles tab, just type into the open field {BCA Description} field and then the Save button.".

Note: Consult your Implementation Manager if you wish to map a BCA to ANOTHER site. This can impact the interface file if the new site has a different accounting structure.

2.4. Card Maintenance

Card Maintenance contains functionality to edit default accounting and card type information for cards that have been loaded into the Corporate Account Reconciliation (CAR) system. The upper portion of the screen displays the information about the card account after looking it up with the Cardmember number. Once a remit/BCA combination has been associated to a site, the card type and accounting code defaults inherited from the site and/or BCA can be overridden. More than one card can have their defaults updated at the same time. Cancelled cards are automatically deleted after 30 days after the last transaction has been deleted.

If a card is transferred in the hierarchy (moves from one BCA to another or one Remit to another) the defaults will need to be reset.

Card Maintenance – Manual entry:
To maintain defaults for multiple card numbers, users can manually enter the card number into the Cardmember Number field and press the Lookup button. Enter the next card number and press the Lookup button again. Repeat until all desired card numbers from the same Site have been entered.
To override the default card type for the list of cards, change the Override Default Card Type? field to {Yes}, select a card type from the Default Card Type dropdown list and click on the Save button.
To override the default accounting value for the list of cards, change the Override Accounting Default? field to {Yes}, enter the accounting value in the Default {Accounting field} field, click on the Update Default button and then the Save button.
TIP: To upgrade defaults one card at a time (instead of bulk updates) simply click refresh after saving each set of card defaults.

Card Maintenance – File Load:
To upload a file with card defaults:
Select the Card Maintenance | Files Tab
Select the sub folder to import the file into
Click import button and browse your computer to find the Card default file
Select the Card default file and click open to move to the server
Note: The Card default file must be a csv file. The filename can be flexible, as long as it ends in .CSV; For example: defaultaccounting.csv
!TIP: One easy way to make this file, is to use a KR1205 file produced after the cards are created, adding the accounting fields and values

Note: When using the import process, you can choose to load either a partial or complete file. Only cards included in the file will be impacted.
Select the Card Maintenance | Tasks tab
Highlight the "Card Default Load" task and click "Start" button
Click the drop down arrow to locate your file and click OK to process the file and load the card defaults. All imported and exported files are automatically deleted after 90 days. If you want to save these files just follow the instructions to export a copy of the file.

Export Card Defaults
Follow the steps below to export CAR Card Defaults, including all Cards and their associated accounting information for all sites.

Step	Export CAR Card Defaults
1	Log into CAR, System Administration, Card Maintenance, Tasks Tab
2	Highlight "CAR Card Default Export" and Click Start
3	Type in a Filename
4	Send to Mailbox? Select No, until you are set up with Tumbleweed File to File Transfer Service
5	Click OK
6	Switch to the Files Tab. Click on the "CAR" folder to expand. Under the "Default Export" folder, highlight the file you just named.
7	Click Export. All exported files are automatically deleted after 90 days.

Card Maintenance – Card Default review:
To view updated card defaults in CAR choose the Card Maintenance | Card tab
Enter the desired card number
Click the "Lookup Card" button
The updated accounting will be displayed

3.   USER & OPERATIONAL ADMINISTRATION
3.1.   User Profile Maintenance

System Administrators have the ability to view, add, edit and delete user profiles from the User Profile Maintenance section. When you view a user profile you will see both active and inactive card numbers. Cancelled cards will be deleted after 30 days after the last transaction has been deleted. Inactive users are deleted after 15 months of inactivity automatically. Modifying the inactive user's profile or logging them in will activate a user. IDs that are deleted can be recreated.

3.1.1. Finding a User

To edit a profile, click on the Find button
Click on the Find button to bring up a list of employees that meet your search criteria

Note: The Find User dialog box will appear, and you have a choice of searching by last name (default), Email Address or User ID. A complete listing of all users is now available by leaving the search field (i.e. Last Name) blank and clicking "Find". Search on partial User IDs is or by partial last name is available. If the search brings up more than one user, select from the list to bring up an employee's profile. If the search matches exactly with one user, then it will bring up that employee's profile automatically.

Note: The User ID and name display at the bottom of each screen to better inform you of which user you are currently viewing.

3.1.2. Creating a New User

Click on the New button and the Enter User ID dialog box will appear
Input a unique* user ID for the system, click on the Ok button to continue
Input the account information requested, and click on the Next button to continue
Select and/or fill out the information on the Security Information and Products screen
Click on the Next button to continue.

Note: Cardmember will always appear checked off as a default on the Products screen. So, for example, if you have a new user and want to set them up as an Accounting Manager only, you should uncheck the "Cardmember" check box.

The listing that appears will depend upon how many PRODUCTS were assigned to this user in the previous Products screen

Note: Card Account Hierarchy can be selected to associate with the user profile (drop down selection instead of entry)
Select the ellipses (…) button to view a list of Remits, BCAs or Cards (depending on the screen being updated)
Select the account and "add" to associate with the user profile.

Note: only one account can be chosen at a time
The user ID must be unique system wide. All companies that are using CAR share the same login screen. This means that two different companies cannot have the same user ID. For most companies, for the Email address field, the email domain will be validated with the domains registered at the system level. If you have a new or additional email domain (@company.com), you must speak with your implementation representative or the help desk to have it added to the system before you can add a user with that email domain.

Select User Groups Screen Elements – System Administration

Indicator	Description
AccountingLink Administration (AccountingLink only)	This selection allows the administrator to process transaction files and retrieve transaction changes from our PC-based reconciliation product. This role also allows for file imports and exports. (US Only)
BCA Administration	This selection allows for the maintenance of Basic Control Account (BCA) default values and the association of sites to BCAs. Within this role, a user can be restricted to groups of BCAs by remit.
Card Administration	This selection allows for the maintenance of individual card default accounting values.
CID Administration	This selection allows for the maintenance on individual Corporate ID (CID) profiles. Within CID profile, maintenance can be performed on remit and data transmission.
CAR Company Administration	Corporate Account Reconciliation (CAR) is abbreviated as, CAR. This selection is the highest level of access that a user can be associated. It grants access to all administrative functions within a client's system. This should only be assigned to a limited group of administrators.
CAR User Administration	This selection allows for the creation and maintenance of user profiles. This role also allows approval of self-registration requests. Under this role, the administrator cannot create other administrators. If a user needs to be able to maintain and create administrators, they must be assigned the CAR Company Administration role.
Site Administration	This selection allows for the maintenance of business rules including accounting codes setup and default values, validation tables, user-defined fields, as well as interface file generation. Within this role, a user can be restricted to selected sites.

The following is a listing of the user groups that will appear if you selected the {Corporate Account Reconciliation} product on the Products screen.

Select User Groups Screen Elements – Corporate Account Reconciliation

Indicator	Description
CAR Accounting Manager	Corporate Account Reconciliation is abbreviated as, CAR. CAR Accounting Manager can be associated with one or more link fields. They will see all transactions that match the link field values defined in the user setup. When you set up a new user with the Accounting Manager role, the end user will see data within 24 hours for the open cycle. They will not see previous cycles unless the same accounting view was established for at least one other user. If your new Accounting Manager has only one role, make sure you delete the Cardmember role in the profile otherwise they will see an error message, upon log in.
CAR BCA Manager	CAR BCA Manager can be associated with one or more basic control accounts. They will see transactions for all cards belonging to the associated BCA. The permissions for this role are identical to the CAR Cardmember role with one exception; BCA managers have enhanced search capability (by Cardmember number).
CAR Cardmember	CAR Cardmember can be associated with one or more card accounts. Once assigned to this role, a Cardmember has full access to review, reallocate, and enhance transactional information for their registered cards.
CAR Cardmember Manager	CAR Cardmember Manager can be associated with one or more card accounts. The permissions for this role are identical to the CAR Cardmember role with one exception; Cardmember managers can add comments to each transaction.

The limited roles function the same as the normal ones; however, they cannot reallocate a transaction (change accounting information).

The next sequence of screens will ask you to enter additional information and account numbers, which will depend on the user role selected.
When all of the profile information is completed, the Action screen will appear.
Click on the Submit Update button to update the system with the new or modified profile information.

3.2.   User Registration Approval

Depending on your company profile, your Cardmembers may be able to self-register for access to the application. If self-registration is enabled, your company has two options for granting them access to the site. The first option is to grant users instant access to the site with no review process; the second option is to place the registration requests in an approval queue for your product administrators to approve/review Cardmember registration requests.

Only users needing access to the Corporate Account Reconciliation (CAR) end user module can use the registration approval. Authorized administrators must enter users needing administrative access directly from the administration module.

If your company has opted to allow for self-registration without registration approval, all users registering for the site will be granted CAR Cardmember role. The system will send an email to their registered email address with the system-generated password. The user will be prompted to change their password upon first time logging in.

If your company has opted to allow for self-registration with registration approval, all registration requests will be queued in registration approval. Consult your implementation representative if you would like to have this feature turned on/off.

Registration Approval Maintenance

To approve or decline a request, double click on the request, review or edit the information on each screen by clicking on Next/Back
Assign the appropriate roles and associated card information to the user
Approve or decline the request

Note: If the request is approved, an email containing the system-generated password will be sent to the user. If the request is declined, an email indicating that the request has been declined with the reason will be sent to the user

3.3. Task Manager

Note: if you are creating a custom interface file, please refer to Appendix C for information regarding creating and exporting files. Most clients in markets except the US and Canada will need to use the custom interface files.

The Task Manager screen supports running multiple interface file tasks within the same company from different sites. It provides the ability for a product administrator to launch the interface file task for sites they have access to. There are actually four types of interface files that can be created:
CAR Enhanced Interface – Range
CAR Enhanced Interface – Cycle
CAR Data Range Extract
CAR Cycle Extract

The various interface file types were discussed in section 2.2.11 Files | Tasks Sub-Tab.
All interface generated files are automatically deleted after 90 days. If you want to save these files just follow the instructions to export a copy of the file.

FOR CANADA ONLY   Canadian clients will always need to generate the enhanced interface or IFB file.

Generating the Interface File for Multiple Sites
To run the task, select the type of interface file you would like to create, and then click on the Start button
Checkmark the sites where you want an interface file to be created
Enter the filename that will be saved onto the server and select the cycle date, click on OK to continue
Click on the Refresh button to refresh the screen
When the Status is {Stopped}, the file generated may be exported so that you may interface it into your company's financial system

When you generate multiple interface files at the same time, the filename would follow this convention: Filename_'site name'_'remit number'.

3.4. View Operational Reports

When certain tasks are executed or run automatically overnight, a report is placed in the operational report section. By double clicking on the report name, you may view the success or failure of the request, along with summary information regarding the update. The report can also be printed, but it cannot be exported into a text or spreadsheet format.

3.5.   Email Maintenance

Administrators can create custom email messages to be sent to a variety of users or specified email addresses. These emails can be sent on demand, based on a predetermined schedule (emails are sent by the system ~every 4 hours) or emails can be triggered based on an event. For event-triggered emails, only recipients who meet the criteria would receive an email, and only one per day. Parameters can be used within the subject and body of the email . The system will automatically replace the parameter codes: @1 and @2, with the actual userid and name, so emails can be personalized.

Template	Description
CAR New Transactions	To communicate via email when new transactions have loaded
CAR Statement Close	To communicate via email when the Cycle has been marked as closed
CAR Statement Review	To communicate via email a predetermined number of days after the cycle has closed
CAR New SEs (new Merchants)	To communicate via email when new merchants are added to the Mapping | Merchant sub tab.
CAR New Basic Control Accounts	To communicate via email when new BCAs have populated within BCA maintenance. Useful if you maintain accounting defaults at the BCA level or if you manually assign new BCAs to various sites.
Custom	Best used when you want to email a group a customized message. The only trigger is the date you tell the system to send it. This can be sent automatically on a date you select and it can recur the same date each week or month.
CAR Unapproved Transactions	To communicate via email when you have approvals turned on for at least one Site, you can send emails to users who have not yet approved all transactions in a specified timeframe.
CAR Revalidation Exceptions	To communicate via email with only users who have invalid accounting, as identified by the Revalidate task.
CAR Email Upon Approval	To communicate via email whenever a transaction has been approved, or communicate whenever an approval is cleared. Editing a comment will make the approval icon disappear if this feature is turned on. This template is triggered by the Approval Icon, not the Review checkmark. Also note that when a transaction is reallocated CAR will automatically mark it as Approved at the same time. Pre requisite to using the Email Upon Approval template. The Approval Setting needs to be set to YES for the site you are maintaining. Go to Site Maintenance, End User, Role Options, Ensure that the Approvals setting is set to "Yes". If you would like to also use the same email template for emails upon Clearing an Approval then verify your settings. The "Clear Approvals When Transaction Modified" setting needs to be set to YES for the site you are maintaining. Go to Site Maintenance, End User, Role Options, Ensure that the Clear Approvals setting is set to "Yes".
CAR Registration	To communicate via email whenever users have Self Registered for CAR. If your company does not use Self Registration, you'll need to have it turned on, please contact your Account Manager to change this setting.

Tips on sending Email Upon Approvals:
You can control how often this email is sent to the managers by entering in 1,440 minutes if you want the email to only generate once a day and 10,080 to generate one email once a week.

To access this tab screen, select Email Maintenance, and click on the Templates tab.

Email Maintenance Templates Screen Elements

Indicator	Description
Template Type	Defines type of template this message will be used for – there are 9 options as listed in the previous section.
Template Set	Custom name for group of templates, defined by user,
Language and Default (Y/N)	Emails will be sent to recipients with designated language in their profiles. This enables the System Administrator to write messages in each language. More than one language can be selected. At least one setup must be set as the Default (Yes). The default language will email will be sent to languages, if an explicit setup has not been created for a given language. Example: if the default language is set to US English, and another template is setup for Canadian French, then users with Canadian French will receive emails in French, whereas all other users (even if they have Spanish in their profile for example) will receive the US English email. You can further restrict recipients in the Schedule portion of the email setups.
Parameters	Used as placeholders in emails, to allow for personalized messages. Click View Parameters… button to see available parameters for each template type. The parameters display the user id or name of the email recipient.
Reply-To	Add a reply-to email address so the recipients can easily reply to any messages you send via Corporate Account Reconciliation (CAR).
Subject	Subject line for out going emails.
Body	Where message text is entered. Note: cannot use the enter key in this area. To better format emails, use the Import Mail Template Body feature, and import emails written in a text editor..
Import Mail Template Body	Allows System Administrator to import a text file to populate the email message. If you need carriage returns within your message, you will need to import the message. File must be a valid .txt format.

Email Template Maintenance

To add an Email Template, highlight New Entry, fill in the associated template information, and click on the Save button

To edit an Email Template, highlight it from the bottom list, modify the subject and/or message directly, or click the Import Mail Body Template button to import a previously written message from a .txt file, and click on the Save button.

Note: If you would like to change the language within a message, you must create a new template and choose the appropriate language. However, you can add additional languages to a template by clicking the ellipse "…" button to the right of the language selection drop down.

To delete an Email Template, highlight it from the bottom list, and click on the Delete button. Email Templates will be deleted automatically after 6 months based on set up date only when it is not actively scheduled. You can modify an inactive email template by selecting the email template and clicking the save icon. This action will change the last updated date to the current date, saving the email template for another 6 months.

Note: If a template is assigned to a schedule, you need to delete the schedule before being able to delete the template. The schedules can be accessed from Email Maintenance | Schedule.

In addition to creating custom messages using the templates, System Administrators have the ability to schedule how often emails are sent. For example:

If New Transactions show daily for most users, you may only want to remind users once a week, setting Frequency to Weekly.

If transactions appear periodically, or if your users want to know as soon as new transactions appear, you may want the system to send emails daily.

In either case, emails are only sent to users who actually meet the criteria (if sending New Transactions Email, only users with new transactions will be sent an Email).

To access this tab screen, you need to select Email Maintenance, and click on the Schedule tab.

Email Maintenance Schedules Screen Elements

Indicator	Description
Email Trigger Event	Defines name/type of template which triggers the email workflow
Schedule Name	Custom name for selected schedule to be entered by user.
Frequency	How often emails should be sent by system: Once, Daily, Weekly, Monthly, As Part of Task, or Immediately
Minimum Interval	Indicates how often the recipient will receive one email notification, regardless of how many transactions are triggered.
Start/End Dates	Specify date ranges this email process should run
Email Template	Choose the template set that should be used for this email trigger. You must first create templates with corresponding messages prior to setting the schedule.
Status	Emails will only be generated if status is set to Active, regardless of Start and End Dates. Inactive means no emails will be sent. Testing will send a report to the email address specified of who would have received the email if the status had been active. This allows Admins to evaluate if the template and schedule is setup as desired.
Send Email Report	Check box that indicates a summary report should be sent to the email address entered in the Report Email Field. Summary reports will vary by email template type.
Report Email	Activated when Send Email Report option is checked. Indicates recipient of email report.
Template Language	Activated when Send Email Report option is checked. Indicates what version of the email body will be copied into the report.
Specify Recipients	Define recipients who will receive the email. Note: to limit an email to a specific language, you must add the desired language as one of the recipient settings.

Email Maintenance Schedules Screen Elements continued…

Indicator	Description
Settings	CAR Unapproved Transaction template type only. Time Period – this is the range of time that you would like evaluated for missing approvals. The options are: Current Cycle – this is the most recent, Open Cycle at the time the email task is triggered Previous Cycle – the cycle that is one month older than the Current Cycle Current and Previous Cycle – evaluates both cycles Transactions Loaded Since Last Send Date – this is not specific to a date range or cycle. This will only evaluate the newest transactions, loaded since the last time the email ran. Transactions Loaded in Range – evaluates transactions that were actually loaded in CAR in a given date range, regardless of the transaction or cycle dates Custom Date Range – evaluates a specific date range. This is not an ideal setting for "recurring" emails as the dates would remain static. Setting is recommended for One Time only email.
Settings	Settings for Email Upon Approval. These Settings will Trigger the emails On the Schedule Tab, there is a button called "Settings". Click the "Settings" button and you will see a pop up box which contains the roles; CAR Cardmember, CAR Cardmember Manager, CAR BCA Manager, CAR Accounting Manager. Check off one or more roles. Now each time this role approves a transaction, an email will be generated. The email will be sent to the recipient that you specify in the "Specify Recipient" button. On the Settings pop up there's another field called Approval Action. There are two choices, Approve and Clear Approval. If you click on Approve, then each time the role above approves a transaction, an email will be sent to the recipient earlier named. You can also click on Clear approval, so if they clear an approval by making a comment for example, then an email will be sent to the recipient previously named. Click OK to save settings. Then click Save to save the schedule.
Settings	Settings for Email upon Registration. These Settings will Trigger the emails On the Schedule Tab, there is a button called "Settings". Click the button and you will see a pop up box which only contains one choice; only send when registration requires an approval. You can check off this box to have the emails triggered only when an approval is required, or leave blank to trigger an email every time a user registers. Click OK to save settings. Then click Save to save the schedule.

When specifying recipients, you will have different choices depending on the selected email trigger event. The choices may include:

Email addresses – enter actual email address for recipient (jdoe@rexport.com)
Contact Lists – you will be provided with an additional list of contacts: CID, Remit and Sites. It is important to keep these contact lists up to date if you intend to use these for email communications. The actual contacts lists are maintained by clicking the Contacts button in the following Tabs:
CID Maintenance | CID
CID Maintenance | Remit
Site Maintenance | Sites
Sites – all users with access to specified site
User Roles – Admin and End-user Roles
Products – all users with access to the Admin or End-user tools
User Language – will only send to users with specified language

Email Addressee Maintenance
To add recipient(s), click on the Specify Recipients button highlight New Entry, fill in the associated Addressee Type information, and additional criteria boxes will show. Select the additional criteria, and click on the Add button. Repeat until all desired recipients have been

added. Click on the OK button when finished. Click on the Save button to save changes to the email event trigger.

To edit recipients, highlight the email trigger event from the bottom list, click on the Specify Recipients button, modify the list, and click on the OK button. Click on the Save button to save changes to the email event trigger.

To delete recipients, highlight the email trigger event from the bottom list, click on the Specify Recipients button, highlight the recipient to be removed and click on the Delete button. Click on the OK button when completed. Click on the Save button to save changes to the email event trigger.

Note: If you would like to send the same message to multiple groups, you must create a separate schedule for each group. Example: to send a New Transaction to Cardmembers and BCA Managers, create 2 schedules. If you add 2 roles to the list of recipients on one schedule, then it will only send an email to recipients that belong to BOTH roles. In the above example, if you add CMs and BCS Managers to one schedule, then only users who had both CM and BCA Manager roles in their user profile would receive the emails.

Email Schedules marked as inactive will be automatically deleted after 90 days based on the inactive date, end date or start date for one time schedules. You can modify a schedule by selecting the inactive schedule and clicking the save icon, this will change the last updated date to the current date, saving for another 90 days.

3.6.   Data Load History

File Icons
Next to each file record, one of the following icons will be displayed:

Completely loaded data file – all transactions for the file have loaded and are available in CAR.

Queued data file – the data file is scheduled to be processed during the next load process. One or more transactions from this file are not available in CAR.

Held data file - the file has not loaded in CAR. A likely reason is that a BCA in the file has not been assigned to a site. Held data will prevent an extract for the applicable site(s).

Pending data file – the data file has been received and is in the process of loading into CAR. It is not missing.

Missing data file – no data file has been received by CAR for the date listed.

Error in data file – there was an issue with the data file.

Either no history exists, or the history has not been downloaded. This icon is a placeholder representing the active DTP setup – if there is too much information to download on the screen, this icon will appear until the data is downloaded (the Support Admin clicks on the Download button). This icon may not show on the company level view.

Directory Icons
The directory will show one status at a time. The icon indicates that at least one file in the directory has the associated status. The hierarchy of icons displayed is from the bottom up on the list below. In other words, if at least one file has an error, then the directory would show the Red "X" icon):

All expected files completely loaded – there are no missing, flawed, queued or held files.

Grayed out folder – indicates that all of the file data has not completely downloaded to the screen, however, the correct status is downloaded and displayed within the grayed out icon.

At least one file is queued, (data file is scheduled to be processed during the next load process) all other expected files completely loaded.

At least one file is held, all other expected files queued or completely loaded.

At least one file is missing, all other expected files held, queued, or completely loaded.

At least one file has an error, all other expected files missing, held, queued, or completely loaded.

At least one file is pending, all other expected files are completely loaded.

Data Load History Filters
Since there is a potential for each site to have thousands of files, the files do not automatically display, so you'll have to download them each time you wish to see the data load history. First, when you click the "Data Load History" menu item on the left side of the screen, the initial screen display on the right, will be blank (showing no folders). To display folders, click "Refresh". The system will only download approximately 500 records at a time, the rest of the file folders which have records which have not downloaded will be "grayed out". To see a subset of the data, highlight the "grayed out" folder and click the "Download" button.

Filters Button
The Filters button will display either custom or predefined criteria. Click on the "Filter" button to see your options. You can customize your filter options by File Status, Product, Regions, File Types and Date Range.

File Status
When you filter by File Status, you'll have the ability to check off which types of files you'd like to view, or a combination of the following options:
Missing
Load Error
Carbon Error
Held
Queued
Ignored
Complete
Pending

Product
Next you can filter by Product. You can choose one or more products which are currently;
Corporate Purchasing Card, Corporate Meeting Card, CAR BTA Recon and meetings360.

Regions
You can also filter by Region, so you can select one or more options to view files from:
US
Canada
EMEA (Europe and Africa)
JAPA (Asia and Australia)
LAC (Latin America)

File Types
You can filter by File Types, so you can view one or more options:
KR1205 - US and Canada
KP1205 – US and Canada
GL1205 - Asia, Australia, Europe and Latin America
KR1075 – CAR for the US and Canada
GL1076 – CAR for Asia, Latin America and Europe
GL1050 – BTA
GL1088 – meetings360

Date Range
You can filter by Date Range, so you can view one or more options:
1 Day
Last 2 days
Last 3 days
Last 5 days
Last 7 days
Last 14 days
Last 30 days
Last 60 days
All dates

By Date / Setup Button
You have the option to toggle between either the Date the File was processed or by the Name of the file Set up. The Date button will show only one file per date, as compared to the Set up view which will show all of the data files by name. The data goes as far back as 90 days, until the present date.

List Button
The List button will toggle your view between List View or Date View. The Date view lists files by folder, so you can click a folder to expand the view to see the data files. The list just shows you one long expanded list of files.

The American Express production support teams monitor data files daily, and would proactively take action to resolve any issues causing files to be "missing".

Details Button
Obtain details about the folder or files by highlighting the record and clicking the Details button. For file details, you may also double click the file record.

3.7.   File Transfer Services (FTS)

FTS is a feature that allows Server to Server communication of all files that can be imported to or exported from CAR. When enabled, this server will allow companies to secure transfer (similar to SFTP) validation files directly to CAR, and CAR will automatically process the files. Admins can also transfer extract files back to their mailbox from CAR as well.

File Transfer Services | Inbound Profile | Profile
The inbound profile is where options for inbound files (validation, lookup, groups, etc) are set.
The Profile screen is where the name of the profile is selected, as well as what Sites are associated to the profile.
Company ID: system level setting, pre-populated
Mailbox Profile ID: system level setting, pre-populated
Mailbox Name: user defined name for the mailbox. It is recommended to use a name that incorporates the site name associated with the profile, if only one site is assigned. Example: Site1InboundFiles
Service Provider: system level setting, pre-populated
File ID: used to uniquely identify all inbound files for your company. The file id will begin with your company mnemonic, which is typically a 4 char field in the format of P999, where 999 = some 3 digit number. All of your inbound files MUST use this naming convention, otherwise they will not be transferred or processed. You may extend the file ID to make it unique for each inbound profile. Example: P999_INBOUND_
Status: indicates if profile has been activated or not.

Note: it is recommended that you work directly with your Technical Implementation Consultant to setup/edit FTS settings. Before completing these steps, you must first be setup with a mailbox on the American Express network, commonly referred to a "Tumbleweed Mailbox".

To create a new Inbound Profile, access File Transfer Services | Inbound Profile | Profile, click on New Entry, enter the desired Mailbox Name and File ID, then click on the Select Sites button. Select the site(s) you would like to use with this profile, and click the Save button in the menu bar area.
To activate your profile, highlight your profile name at the bottom of the screen then click the Activate button. A pop-up dialogue box will appear; click the Generate Activation Key button to create your activation key. This will send a file with you activation key in it to your Tumbleweed Outbox. Login with your Tumbleweed userid and PW that you were provided into https://fsgateway.aexp.com and open the Outbox folder. A file with your activation key should be located in this folder within 20 mins of clicking the Generate Activation Key button. Copy the activation key, then go back to Transfer Services | Inbound Profile | Profile, highlight your profile name at the bottom of the screen then click the Activate button. A pop-up dialogue box will appear. Paste your activation key into the Activation Key field, and click the Activate button. Your inbound profile should then be active.

3.7.1. File Transfer Services | Inbound Profile | File Options

CAR can perform 5 different actions on any given inbound file. These actions can be used in conjunction with one another, or they can be used individually. The actions are performed in the following order:
Rename File – allows you to rename files that are received via Tumbleweed.
Filename: specify a new file name. There are several parameters you can use to have system generated names as well. These are listed with their definitions on the setup screen.
Email Notification – send an email to the specified user when the file is received.
Enter the desired email address
Move File – upon the file being received by CAR, you can have it placed in any directory of your choice. This is not necessary in order to process the file. This is useful if you would like to receive the file automatically, but wait and process it manually at another time. Example: you could move the file to ValidationFiles directory.
Double click the yellow Folder to drill down to the desired dir.

Note: backups dir is not available for this option. In order to import to the backups dir, use option 5, Backup File.
Note: in order to load and process Purchase Order (PO) files, you would use the Move File option and have the files placed in the Input Files directory, just like you would do in the manual process. When a PO file is detected in this directory, it is automatically loaded. Remember that PO files require a particular mask as well, so you may need to use the Rename File option in conjunction with the Move File option in order to have PO files processed correctly.

Launch Task – indicates that you want CAR to automatically process the file once it is received.
Task Name: you can select any of the following tasks
CAR Site Tax Load
CAR Global Group Load
CAR Global Combo Load
CAR Global Lookup Load
CAR Global Lookup Load
Card Default Load
Depending on the task you choose, task parameters may need to be set. You can set these by clicking the Edit Parameters button that will appear once you have selected an applicable task. The parameters are the same parameters that are used when manually running the task and are described in the respective sections of this guide.
Backup File – similar to Move File task, however this task only allows you to move files to the CAR → Backups directory. Note: any task that is run in option 4 that normally backs up files upon completion will continue to backup files automatically. There would be no need to also specify option 5, Backup File. This option has been provided for potential future use.
To create a new File Options setup, access File Transfer Services | Inbound Profile | File Options, highlight New Entry on the bottom of the screen, populate the following choices:
Site: Choose the desired site that you would like the file action(s) to apply to. Note: by choosing "All Sites", this will impact what tasks are available in option 4, Launch Task. All Sites currently only has access to load the Card Default task. All other tasks are only available if you select a single Site from the drop down list.
File Mask: this will define the unique filename for this setup, so CAR knows what to do when it receives a file with a specific name. All actions are controlled by the filename, so the naming conventions are extremely critical (and case sensitive). Your File Mask will be appended to the File ID that was defined on the Profile tab. Example: if I want to automatically process a single validation cost center file for site 1, then I would enter a file mask of: CCSITE1. This appended to my file ID would meant that in order for me to have CAR process this file properly, I would need to name my file: P999_INBOUND_CCSITE1_*.csv, where * can be anything I would like, e.g. P999_INBOUND_CCSITE1_sample.csv
Note: you can use the Copy Mask button to copy the file mask, to ensure you name your files correctly, since they are case sensitive and the file name can get long with all of the masking options/requirements.
Choose the file actions you would like to perform (from 1-5 options can be set for a given setup), enter in all required values and parameters for each file action, then click Save.
When you send files to your Tumbleweed Inbox mailbox, they will automatically be sent to CAR and the file actions you defined for the given file mask will be started, typically within 20 mins. You may setup as many options as you need.
Notes:
If you are loading large files, it is recommended that your IT department schedule these to be sent to the Tumbleweed Inbox during off peak hrs (not between 8-7 EST). This will ensure your users are not impacted while large validation files load.

3.7.2. File Transfer Services | Outbound Profile

The outbound profile is where options for outbound files (typically extract/IFB files) are set. The Outbound Profile screen is where the name of the profile is selected, as well as what Sites are associated to the profile.
Company ID: system level setting, pre-populated
Mailbox Profile ID: system level setting, pre-populated

Mailbox Name: user defined name for the mailbox. It is recommended to use a name that incorporates the site name associated with the profile, if only one site is assigned. Example: Site1OutboundFiles.

Service Provider: system level setting, pre-populated

File ID: used to uniquely identify all outbound files for your company. The file id will begin with your company mnemonic, which is typically a 4 char field in the format of P999, where 999 = some 3 digit number. All of your outbound files will begin with this naming convention. You may extend the file ID to make it unique for each outbound profile. Example: P999_OUTBOUND_

Status: indicates if profile has been activated or not.

System Admin Email Address: indicate who you would like to receive emails upon successful transfer of files.

Note: it is recommended that you work directly with your Technical Implementation Consultant to setup/edit FTS settings. Before completing these steps, you must first be setup with a mailbox on the American Express network, commonly referred to a "Tumbleweed Mailbox".

To create a new Outbound Profile, access File Transfer Services | Outbound Profile, click on New Entry, enter the desired Mailbox Name, File ID and Admin Email Address, then click on the Select Sites button. Select the site(s) you would like to use with this profile, and click the Save button in the menu bar area.

To activate your profile, highlight your profile name at the bottom of the screen then click the Activate button. A pop-up dialogue box will appear; click the Generate Activation Key button to create your activation key. This will send a file with you activation key in it to your Tumbleweed Outbox. Login with your Tumbleweed userid and PW that you were provided into https://fsgateway.aexp.com and open the Outbox folder. A file with your activation key should be located in this folder within 20 mins of clicking the Generate Activation Key button. Copy the activation key, then go back to Transfer Services | Outbound Profile, highlight your profile name at the bottom of the screen then click the Activate button. A pop-up dialogue box will appear. Paste your activation key into the Activation Key field, and click the Activate button. Your outbound profile should then be active.

To send files to your Tumbleweed Outbox mailbox, go to any area in Site Maintenance or IFB Run manager, and you should now see an active "Send" button on the Files Tabs. This buttons is located below the existing Export button that you would normally use to export your files. Click the Send button, and you will be prompted to choose an Outbound Profile name. Choose the desired profile, and click Send. The file will be sent to your Tumbleweed Outbox, typically within 20 mins.

3.7.3. File Transfer Services | Dashboard

The Dashboard allows you to monitor files that have been queued for processing or have errors, as well as completed tasks.

3.7.3.1. File Transfer Services | Dashboard | Inbound Queue

The Inbound Queue allows you to monitor inbound files that have not yet completed processing.

Mailbox: Indicates the mailbox the file was received on, based on filename/mask

FileName: name of file being processed

Status: Indicates current status of file

Queued – file will be re-processed by system within 20 mins

Error – highlight row containing the error and click the details button. Details on what caused the error can be viewed. e.g. invalid filename. Either correct the filename and resend the file to Tumbleweed, or create a new Inbound Profile that has a matching filename.

Processing – task is currently executing and has not completed.

Note: there should not be a long list of items on this screen, as that would indicate files are not processing completely.

Insert Time: time file was received

Filter: you may filter on a variety of values if there are many items queued.

You can manually queue a file by highlighting the row, and clicking the Queue File button. CAR will then try to reprocess the file within 20 mins.

If you do not intend to have CAR process one of the files/tasks listed, highlight the desired row and click Cancel.

To pause a task, highlight the desired row, and click Pause. These can be resumed at a later time.

3.7.3.2. File Transfer Services | Dashboard | Outbound Queue

See Inbound Queue above. The only difference is that this is for outbound files VS inbound files.

3.7.3.3. File Transfer Services | Dashboard | File Log

Provides the status of actions that have completed. Choose the desired date in the Date drop down field to see the status of files processed on any give date. This tab is for inbound and outbound files.

Time: indicates time task completed

Filename: indicates name of inbound/outbound file processed

Action: indicates what actions were taken. For example: File Renamed, File Exported, etc.

Mailbox: indicates what mailbox the file was processed via.

4. Receipt Imaging – Managing the Fax Correction Queue

If you are interested in turning Receipt Imaging on, you will need to contact your American Express Representative to engage a Technical Consultant.

The purpose of this section is to prepare the System Administrator to manually match a fax to its corresponding account number and cycle date in CAR.

The Fax Correction Queue Screen Shot.

Go to the Receipt Images icon, Fax Correction Queue tab, to see any unmatched faxes.

Fax Correction Queue	Receipt Settings	Company Setup

Refresh   Assign   Delete   View Image   Lookup   View Log

Fax Number: 555-123-4567
Error message: No barcode detected
Receive date: 07/05/2010
Pages: 1
Size: 27 KB
Image ID: 24
Statement Key:

Fax Number	Receive date	Error message	Pages	Size	Image ID	Caller ID
Nickname-571-252-6307	05/2010 10:57:	No barcode detecte	1	27 KB	24	0000000000

How CAR processes faxes.

- Clicking the print icon in CAR generates a fax cover sheet with a barcode.
- Clicking print also triggers CAR to log the session in the System Admin
- The cover sheet and receipts are faxed to a designated number
- Car receives the fax, reads the barcode and uploads all attachments
- It the barcode is illegible then the fax is uploaded to the Fax Correction Queue

Faxes that error out, need to be manually matched, this is done via the Fax Correction Queue. A new user group must be assigned to your CAR profile with either "Receipt Fax Manager" or "Receipt Settings Manager" permissions. The Fax Correction Queue will automatically display the past 60 days worth of unassigned faxes.

Manually Matching Faxes:

Step	Task
1	Go to: Receipt Imaging, Fax Correction Queue
2	Select an unassigned fax from the list
3	Click View Image to see the pages of the fax. Look for the Cardmember's name or number on the fax to identify the owner

Once you have identified the Cardmember's name from the information on the fax, you can manually match the fax to him/her. When you manually match the fax, CAR will upload all of the images to the Cardmember's name and cycle date you select, so they can view them.

Step	Task
4	Click the Lookup icon
5	Click on the Search by: drop down to select the correct Cardmember's name and cycle date
6	Click Assign to match the fax manually

The Barcode

The session is logged in the System Administration Application.

Go to the Receipt Images icon, Fax Correction Queue tab, and click the "Look up" icon to see the Outstanding Receipt Packages log.
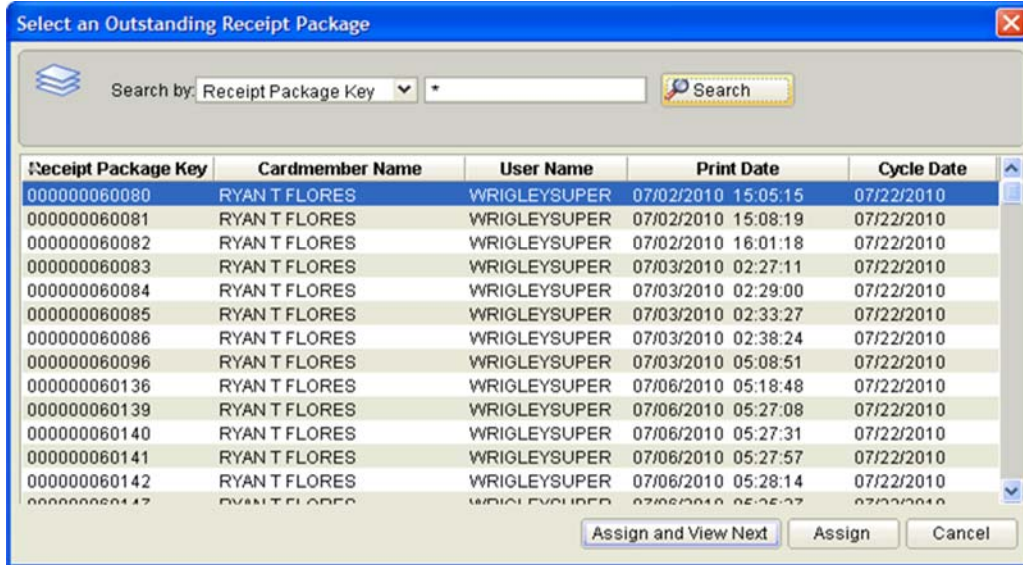
Attachments Are Uploaded into the CAR Application.

The faxed coversheet and receipts will appear in CAR after faxing. The Receipt Icon will appear indicating that receipts exist for the cycle/transactions.
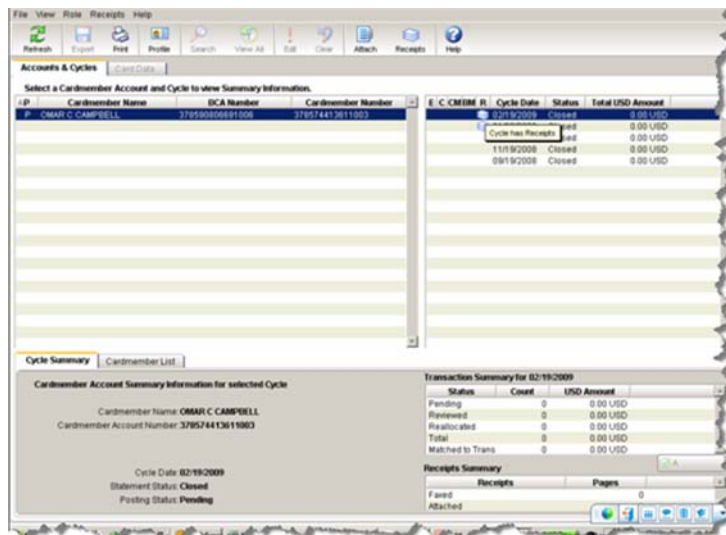
5. Receipt Imaging – Managing Receipts Settings Tabs

The purpose of this section is to prepare the System Administrator to manage the receipt settings tab in CAR for the Receipt Imaging feature.

Your profile will need to have a new permission to view the, "Receipt Settings Manager" tab. The purpose of the Receipt Settings Tab is to manage one or more site/s at one time for Receipt Imaging. Just select one or more sites (hold down the shift key) before you click any of the boxes on the sub tabs, and you'll change the configuration for each selected site. There are four sub tabs; Site Settings, End User Settings, Email Maintenance and Archive Settings.
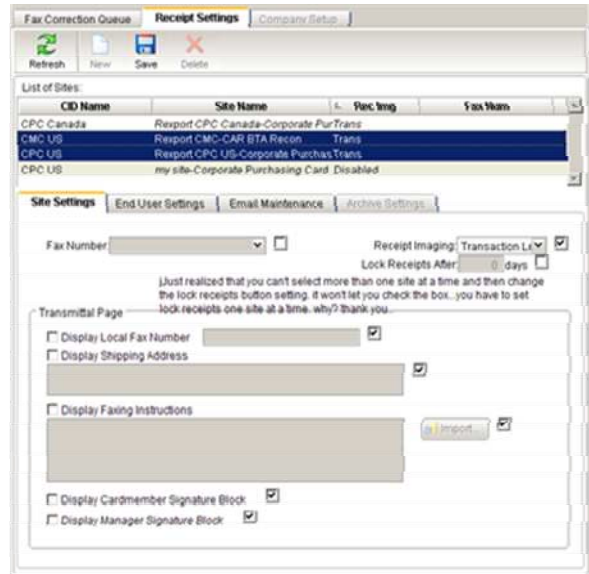
5.1. Site Settings

On the Site Settings tab there are three settings you can modify for one or more sites all at one time.

1. Managing receipts at the Cycle Level or Transaction level. Sites set to "Transaction level" enable users the *additional* capability to drag and drop receipts to "match" to a specific transaction.

Step	Task
1	Go to: Receipt Imaging, Receipt Settings, Site Settings sub tab
2	Click the down arrow next to Receipt Imaging.
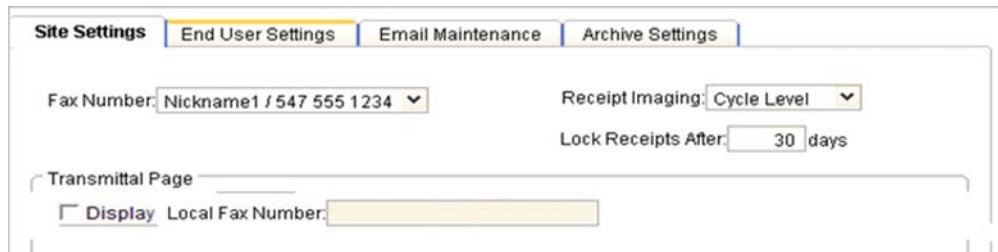
Date Locking Receipts

2. <u>Select a date to Lock Receipts</u>. The cycle will be closed for receiving receipts. You can select any # of days between 1-60 after the cycle close date. After this date passes, receipts will not be uploaded to CAR for that particular cycle. Locking also triggers the archiving process.

Step	Task
1	Go to: Receipt Imaging, Receipt Settings, Site Settings sub tab
2	Type in the number of days (1-60) after cycle close that you want to lock down receipts

Transmittal Page Customization for faxing

3. The third setting only applies if you are faxing receipts. Checking off each option enables the field to print out on the transmittal page. There are four items to display: Fax Number, Shipping Address (4 lines), Faxing Instructions (type or import a file 500 characters max) and Cardmember and Manager Signature Blocks (lines).

Step	Task
1	Go to: Receipt Imaging, Receipt Settings, Site Settings sub tab
2	Check off the option you want to appear on the transmittal page.
3	Type in fax number, shipping address and any instructions. You can also import a file with instructions.

5.2. End User Setting Tab

Click on the End User Settings when you want to change:

Clear Approvals setting

Permissions to Delete Receipts

Clear Approvals only applies if you are managing a site at the Transaction level, and if you have Approvals turned on for the same site. This setting lets you choose whether or not you want to clear/remove an approval icon from a transaction when a user matches or un matches a receipt.

5.3.   Email Maintenance

The Email Maintenance Settings Tab is where you set up email notifications for Receipt Imaging. There are 5 new email templates triggered by the following events:

1. Cycle Locked for Receipts – Sends an email to a user who has faxed receipts for a closed cycle and "locked for receipts".
2. Fax Correction Queue – Sends an email to an Administrator, when at least one new fax is listed in this error queue.
3. Fax Received – Sends an email each time a fax is received by CAR.
4. Receipts Archived – Sends an email to an Administrator each month when the receipt package archive file is sent to the client mailbox.
5. Wrong Fax Number – Sends an email whenever a wrong fax number is dialed. The number on the caller id doesn't match the number on the transmittal page.

5.4. Archive Settings

Each month after the receipts are locked for the cycle, the Archive Settings are triggered. A receipt packet for each site will be sent via File Transfer Service (FTS) to your mailbox. There are three sub tabs:
- ✦ Outbound Queue: To see what is in queue
- ✦ File Log: To view files that have been sent
- ✦ Scheduler. To schedule and re-run files

Attached is a sample receipt package. Double click the "Receipt Package" icon below, unzip the file and click the HTML page with links to sample receipts.
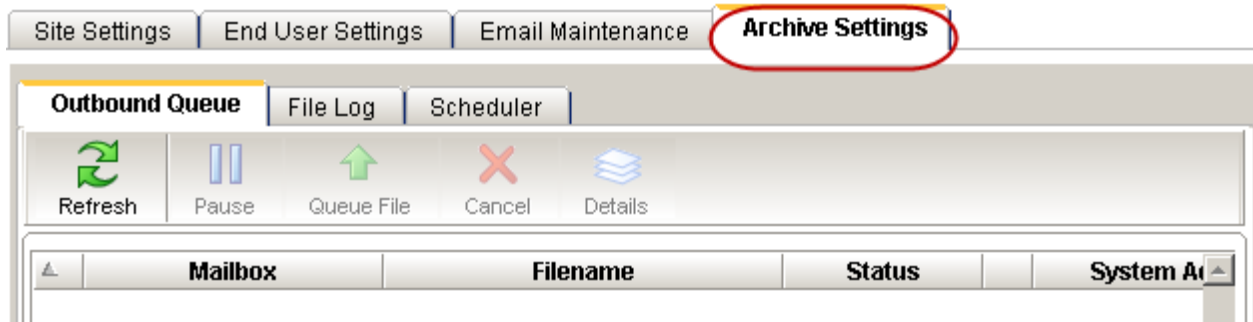
Receipt Package

Receipt Package above can be launched to see an example of the Archiving monthly file.

6. Receipt Imaging User Group

The objective of this training is to prepare the System Administrator to add new user groups and be able to read operational reports for managing Receipt Imaging in CAR.

Add New User Groups

There are two new user groups:

✦ Receipt Fax Manager

✦ Receipt Settings Manager

The "Receipt Fax Manager" user group only allows access to the Fax Correction Queue. The "Receipt Settings Manager" however, allows access to both the Fax Correction Queue and the Receipt Settings tab. Remember you can not change your own profile.

Step	Task
1	Go to: User Profile Maintenance, find user.
2	Just check off the group/s you want to assign permissions for.

7. Receipt Imaging Site Usage Reports

Site Usage Operational reports will be run twice a month, on the 1st and 15th of the month. This report will run across all sites and check for cycle dates where the receipts are locked.
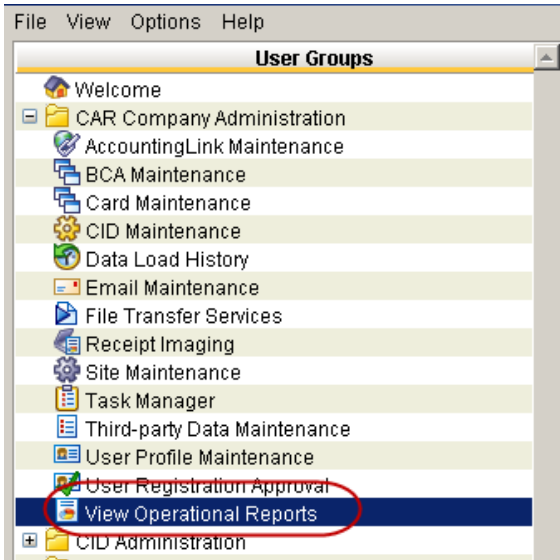
This report will be available in the Operational Report Tab and each report will include:

- ✦ Region
- ✦ Product
- ✦ Site name
- ✦ Cycle date
- ✦ # of faxed receipts
- ✦ # of attached receipts

Reports can be printed as is, or exported in a csv file.

Sample Receipt Imaging Usage Report

APPENDIX A: Single Validation File Format Details

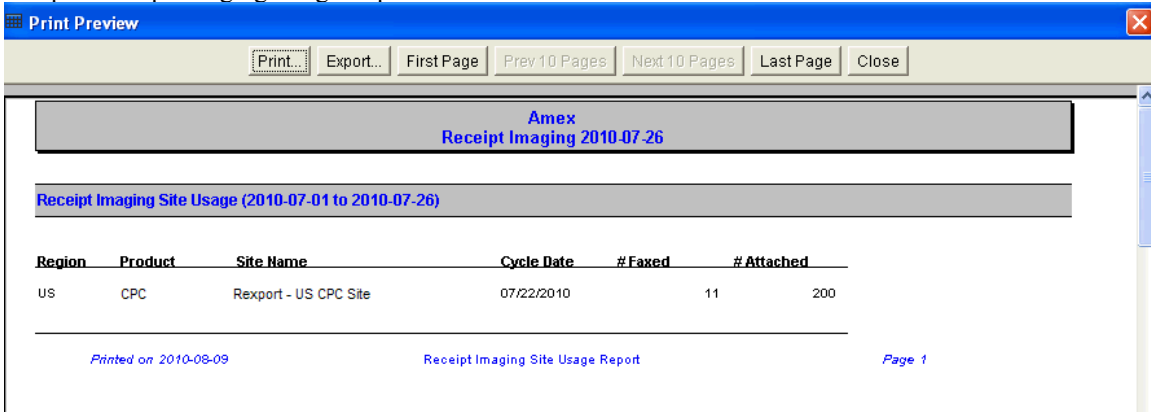All validation files being loaded into the system must be a CSV file and no longer the use of a specific naming convention. For example, a GL Account validation file could be named 'glaccount.csv'.

Validation File Detail (without Groups)

Template	Example
Code,Description	12345,Operations 22222,Marketing
Code	12345 22222

Validation File Detail (with Groups)

Template	Example
Group,Code,Description	Group1,12345,Operations Group1 Group1,22222,Marketing Group2,12345,Operations Group2 Group2,33333,Sales
Group,Code	Group1,12345 Group1,22222 Group2,12345 Group2,33333

Important considerations:
The codes in the source validation file will be validated against the masking on the accounting field, so you must ensure your files are formatted properly
Descriptions are optional
Duplicate entries are not allowed.
When using groups, you may enter the same value in the file for more than one group. Each group may also have a different description.
No header records should be used in the file.
Some special characters may not be accepted in the descriptions. Avoid using values indicated in parenthesis: (,) (") (')

Combo Validation File Format Details
All validation files being loaded into the system must be a comma-separated format (. CSV) and no longer need to use a specific naming convention. For example, a file that contains all valid combinations of Cost Center (CC) and GL Accounts (GL) could be named COMBOCCGL.CSV

Combo Validation File Detail (without Groups)

Template	Example
Cost Center,GL Account Note: you can use between 2-12 values in a combination this example uses 2 values.	Cost Center 1,GL Account 1 Cost Center 1,GL Account 2 Cost Center 2,GL Account 1 Cost Center 2,GL Account 3

Combo Validation File Detail (with Groups)

Template	Example
Group, Cost Center,GL Account	Group1,Cost Center 1,GL Account 1 Group1,Cost Center 1,GL Account 2 Group1,Cost Center 2,GL Account 1 Group2,Cost Center 2,GL Account 3 Group2,Cost Center 3,GL Account 3

Important considerations:
The codes in the source validation file will be validated against the masking on the accounting field, so you must ensure your files are formatted properly
If you would like to use descriptions for drop down fields, then you must load an additional, single validation file that contains descriptions.
Duplicate combination entries are not allowed. So the same entire string cannot be contained in a file. Notice in the examples that Cost Center 1 is in the file more than once, but it is combined with a different GL Account in each row.
When using groups, you may enter the same value in the file for more than one group.
No header records should be used in the file.
Combo Validation File Format Details
All validation files being loaded into the system must be a comma-separated format (. CSV) and no longer need to use a specific naming convention. For example, a file that contains all valid combinations of Cost Center (CC) and GL Accounts (GL) could be named COMBOCCGL.CSV

Group User Association File Detail (with Groups). Used with Group load option (Defined in File)

Template	Example
Group ID,CAR UserID	Group1,UserID1 Group1,UserID2 Group2,UserID1 Group3,UserID3
Group ID,Email Address	Group1,jane.doe@rexport.com Group1,john.doe@rexport.com Group2,jane.doe@rexport.com Group3,johnny.rexport@rexport.com

Group User Association File Detail (without Groups). Used when loading file into a single group at a time.

Template	Example
UserID	UserID1 UserID2 UserID3
Email Address	jane.doe@rexport.com john.doe@rexport.com johnny.rexport@rexport.com

Important considerations:
One user can belong to 1-100 distinct groups
You may create an unlimited number of groups
e.g. You can create 1 group per user to implement user level validation
When using email address as the user association, all IDs that have the matching email address will be assigned to the group.
No header records should be used in the file.

Lookup File Format Details
All lookup files being loaded into the system must be a comma-separated format (. CSV) and no longer need to use a specific naming convention.
For example, a file used to lookup a Cost Center (CC) and GL Account (GL) based on an employee ID (EMPID), could be named LOOKUPEMPID.CSV

Between 1 and 12 accounting values can be derived from a Lookup Key. The lookup key is entered in the Cardmember Reference, Merchant Part Number or PO Number field at the point of sale by the Merchant, and is used to look up the associated accounting vales.

In this example, the employee ID is known as the Lookup Key, and is being used to lookup 2 accounting values: Cost Center and GL Account.
Sample file:
Employee ID 1,Cost Center 1,GL Account 1
Employee ID 2,Cost Center 1,GL Account 2
Employee ID 3,Cost Center 1,GL Account 1
Employee ID 4,Cost Center 2,GL Account 3

Or

000111,11111,1212
000222,22222,1313
000333,11111,4444

The codes in the lookup file (other than the 1st value, which is the Lookup Key) will be validated against the masking on the accounting field. For example, if your mask in your site setup determines that Cost Centers are always to be numeric (all numbers) and 5 digits long, then you would be unable to load a lookup file with alpha characters or values with a length not equal to 5 digits in the Cost Center field.

Note: Each accounting element value that is validated in the lookup file must be present in at least one validation file in order for the file to load. Therefore, validation files should be loaded prior to loading lookup files when applicable. Each lookup key must be unique and appear only once in the lookup file.

Final Check: Did you review the file for:
Proper naming convention
No headers / trailers
No extra spaces
Correct mask
No duplicates for the lookup key

8. APPENDIX B: Canada Tax Treatment

General Tax Rules
Taxes are applicable to a transaction if two criteria are met:
The address location of the Cardmember is in Canada.
The address location of the Merchant is in Canada.
When a transaction meets the above criteria, we can say that it is a Canadian transaction. All Canadian transactions will have tax information included, which is either obtained directly from LID or estimated based on tax tables stored in Site Maintenance. Taxes are estimated only for non-LID Canadian transactions.

Tax Estimation Process

The system will first need to know which tax types (i.e. GST, HST, PST, QST) are exempted for the given Merchant. It will use the Merchant tax table (Mapping | Merchant | Taxes sub-tab in Site Maintenance) to look for tax exemption information using the Merchant name as a key.

Merchant name: "ABC SUPPLIES'

Name	Tax Code Exempt?
....	....
SEHDEV PHARMACY INC	
ELECTRODES INC	GST, PST
ABC SUPPLIES	
....	……….

Applicable tax types: 'GST', 'HST', 'PST', 'QST'

The system will then use the default of Cardmember's province code or the merchants province if this option has been checked off and the applicable tax types as keys to look up the tax rates in the tax rate table (Mapping | Taxes | Rates sub-tab in Site Maintenance).

Applicable tax types: 'GST', 'HST', 'PST', 'QST'
Cardmember province code: 'ON'

Tax Type	Location	Rate (%)
....	....	……….
GST	ON	0.0000
GST	PE	5.0000
....	……….	……….
HST	ON	13.0000
HST	PE	0.0000
……….	……….	……….
PST	ON	0.0000
PST	PE	10.0000
……….	……….	……….
QST	ON	0.0000
QST	PE	0.0000
……….	………..	……….

Applicable tax rates: HST Rate = 13%

Once the appropriate tax rates are found, the system can then apply these rates and estimate the tax amounts from the transaction total using the base cost method.

Base Cost Method

Corporate Account Reconciliation (CAR) uses the base cost method to estimate taxes for non-LID Canadian transactions. The method consists of two main steps:
Find the base cost from the ROC (Record of Charge) amount.
Multiply the applicable tax rates to the base cost found in the first step to generate tax amounts.
This process can be a compound or non-compound calculation depending on the Cardmember province code.

9. APPENDIX C: Interface File Builder

9.1. Overview

The Interface File Builder (IFB) is a fully generic extract utility. By defining a set of controlled specifications an Implementation Manager is able to create a custom output file containing a snapshot of current data within CAR, in a variety of customized formats. The file formats may be either flat fixed length or comma separated value. The custom files may interface with the accounts payable system, general ledger system or any other desired business system that has the capability to accept text files. All Interface File Builder client loaded or system generated files will be automatically deleted after 90 days. This does not include look up files, they are an exception and will not be deleted. Export your files to save them.

An Implementation Manager will grant the System Administrator access to the Interface File Builder portion of the tool. In order for the Administrator to access the IFB functions below, they would go to URL: https://amex.iers.ihost.com and log in with their current User ID and password. The Administrator should then choose System Administration. The IFB functionality can be found under IFB Company Administration.

9.2. System Administration Interface File Builder Roles

The IFB has two product selections: Interface File Builder and System Administration. All IDs built at the company level should be at the system administration level. See Interface File Builder / IFB run manager below to understand when the product IFB should be used. Most System Administrators will be provided with the System Administration / IFB Run Manager level of access.

9.3. User Profile Maintenance (IFB)

Note: Due to the complexities of IFB, most System Administrators will not have access to this area. This screen allows a company administrator to grant access to the different levels within the Interface File Builder portion of the CAR tool. When users are added there is a selection of 2 products, Interface File Builder and System Administration. The company administrator should choose system administration for the product. The Interface File Builder product is not recommended at the company level.

There are 3 possible selections for the roles within User profile maintenance at the IFB /System Administration level.

IFB System Admin Roles

Indicator	Description
IFB Company Administration	Gives access to all of the IFB roles: User Profile Maintenance, IFB Run Manager, User Registration approval.
IFB Run Manager	Definition: IFB Run Manager: Access to this role allows the user to run custom output files for the company.
IFB User Administration	This role grants access to IFB User Profile Maintenance and User Registration Approval. Definition: IFB User Profile Maintenance: Allows the user to grant others access to the IFB roles. IFB User Registration Approval: Registration approval is not active for the interface file builder.

To complete a registration, the CID will need to be selected then the profile updated.

9.4. IFB Run Manager

Users with access to the IFB Run Manager will be able to generate custom interface files for the company. The IFB Run Manager has two tabs: Tasks and Files. All Interface File Builder client loaded or system generated files will be automatically deleted after 90 days. This does not include look up files, they are an exception and will not be deleted. Export your files to save them.

The task tab shows the available templates that can be run for the company. The bottom portion of this screen shows the task history. To run a custom interface file, select the desired template then select start. Once start is selected an additional screen will pop up.

Values for the Interface File Builder Runner Screen Elements

Indicator	Description
Output file Name	A default name for the interface file will be presented. The user has the option to change the file name.
Select Runtime definition	A template defines the format of an output file and a runtime defines the content of an output file. The Implementation Manager may have created a specified runtime for the client or the settings can be run for one time only.
Output file format	The output file format will be defined by the custom built template; this item will not be able to be changed.
Scope	The desired product, CID and Site should be selected from the list; this will define the scope of the output file.
Filters	This section provides an additional method for controlling the data extracted. A filter can reference any database element and restrict the file to only the data specified in the filter.

Once the criteria is selected and started, the task will indicate that the file is running. Use the refresh key to view when the status has changed from running to stopped. Once the status is stopped the interface file may be extracted into the company environment. Choose the files tab to extract the output file. All files are automatically deleted after 90 days.

Select IFB | Output Files and highlight the output file to export. Click on the export button in the middle of the screen and choose the desired location for download in the company's environment. Completed output files should be deleted on a regular basis to keep the queue clean.

A file log history of the output file is visible below the file default section. Files that have been run may be deleted by highlighting the output file and choosing the delete key in the file default section.

9.5.   Interface File Builder (product) / IFB Run Manager

An Implementation Manager will let you know if this product and role is appropriate for your company. If the interface file builder product is selected in user profile maintenance, the only available role is the IFB Run manager. The extract types available within the IFB may be viewed but not altered. The only active view is the IFB Run Manager at the bottom of the screen. The functionality of the IFB Run Manager is the same as the IFB Run Manager role within System Administration, the view itself is just different. The tasks tab is where the file can be run and the task tab is where the file may be exported. See functionality outlined in section 2.1.2.

9.6.   IFB Runtime

IFB Runtime Type addition

Non-locking Cycle Extract: you can run a cycle level file for IFB, and it will not lock the cycle. This will also run on Posted or Locked data. The original Locking Cycle Extract is still available.
User Listing: New options exist to allow American Express Consultants to create a User Listing that can show a variety of fields, including User IDs, the cards the user has in Cardmember Role and the Manager(s) who have the card under a Cardmember Manager Role
CM Listing: New options exist to allow American Express Consultants to create a Cardmember Listing extract with an association between cards, users, and managers. This allows for us to obtain a comprehensive list of Cards, even if there is no user ID associated to the card or transactions for that card. In the Cardmember Listing template we can now have 3 records types:
Cardmember (list of all card numbers loaded in CAR).
Cardmember Users - shows all the user IDs that have access to a given card in Cardmember Role.
Cardmember Manager Users - shows all the user IDs that have the specified card in their profile in the Cardmember Manager Role.

IFB Log
Run Manager in IFB or Admin & Alt Vendor Number Logic change. When running an IFB template, review the log to see what options were used when the template was run. Some examples of the data elements in the logs are:
Name of Runtime used
Type of runtime (Cycle, Date Range, locking, non-locking, etc)
Filters Used
Date Range/Cycle Used
Site Names/Remits included in Scope

9.7.   User Registration Approval

User registration approval is not activated for the interface file builder.

9.8.   Interface File Builder Scheduler

System Administrators can now schedule an extract to run automatically on a regular basis. This alleviates you from having to be in the office to generate the files.

Step	Action
1	Log into CAR, System Administration. IFB Company Administration, IFB Run Manager, Scheduler tab.
2	Highlight one IFB Template you'd like to schedule.
3	Task Schedule Box Fields Enable: Yes to activate Run if missed: Set to yes. In the unlikely event of a power outage, CAR will run the task once online again. Email : Addressee/s will be notified when the task runs.

	Send email: An email is sent to advise if the task Failed, was Successful, or Always (send for success or failure) Type: One Time, weekly (including everyday) or monthly. Occurs: Only appears if you select Weekly. Select the day of the week or "everyday" Day: . Day of month for monthly runs At: Time in 24 hr EST. 1PM EDT = 13:00
4	Edit Parameters Button Filename : Create a name Select runtime definition: Select from the list Transfer File?: Leave this blank, it will be used for Tumbleweed Cycle: Choices are either, Last Closed Cycle, or Next to last closed cycle.

Accounts & Cycles | Card Data

Select a Cardmember Account and Cycle to view Summary Information.

⌖	Cardmember Name	BCA Number	Cardmember Number ▲		E	C	CMB	MAM	Cycle Date	Status	Total USD Amo	▲
P	L JANE HOWE	376423761090337	376422771030335		🔒				03/20/2008	Open	1441.82 USD	
P	QUAN SMITH	372813126490332	372813110410331		🔒				02/20/2008	Closed	22010.27 USD	
					🔒				01/20/2008	Closed	11408.64 USD	

In the example above, 3/20 is the Open cycle, 2/20 is the Last Closed cycle and 1/20 is the Next to Last Closed cycle.

Date Range Runtimes
If you choose a Non Locking Date Range runtime, then you can choose a Start Date & an End Date from the Date the extract will run.
Scheduled Date= Date you selected to run this extract on the Scheduler Task Box.
If you set a date range extract tol run on 5/7, with a Start Date of 4 and an End Date of 1.
The extract will contain data from 5/3 – 5/6. Here's how..Start = 4 days before 5/7 = 5/3
End = 1 day before 5/7 = 5/6

Click Add to create and save the schedule, and you have completed the setup.

Notes
Depending on the type of runtime you choose (locking/non locking and date range or cycle) you will have different choices for settings and parameters.
Disable any pop up blockers
Important Notes: "Current Cycle" is defined as the Open cycle if either all data from the previous cycle is locked, or if at least one day is locked on the Open cycle. If you have no locked data in the open cycle, and there is at least one day at the end of the previous cycle that is not locked, then the date range will pull data from the previous cycle. This needs to be done because your schedule can span 2 cycles depending on when it runs, and we need to make sure we get all of the data from each cycle. The locking date range task will pull all data for the cycle that has not been locked.
If you use the monthly scheduler and choose a day that does not exist for some months (like 31 does not exist in 1/2 of the months, and 29-31 do not exist most years for Feb), then it will actually run on the last day of the month (e.g. the 30th). If this is too close to client cycle cut, consider choosing the 1st or 2nd of the following month (just choose 1 or 2).

10.   Overview E-Procurement/Purchase Order Systems

The E-Procurement/Purchase Order (PO) module will allow System Administrators to manage purchase order transactions settled on the American Express card and apply accounting to matched transactions.

10.1. Third-Party Data Maintenance

Once a PO system has been setup, there are two tasks you can perform within Third-party Data Maintenance.
Load PO files
Delete POs
Third-party Data Maintenance → Definition Tab
The definition tab is within the menu item, PO Maintenance. The purpose of the Definition Tab is:
Name your PO site (Ariba, SAP, Ketera, etc..)
Select a file name prefix for your PO files (unique for each company)
Reorder accounting fields, for each site (if desired)
Each PO system your company uses will be a PO setup which you will name, and each set of PO files will have a prefix name. Lastly, you can order and re-order your accounting fields by site if desired.

NOTE: The settings on this tab can be changed/deleted by a System Administrator; however it is recommended that all changes be reviewed first with an American Express Technical Consultant.

Third-party Data Maintenance → Labels Tab

Refer to Site Maintenance → End-User → List Options

10.2. Third-Party Data Maintenance → Search Sub Tab

You can view a list of loaded POs and/or delete POs by using the "Search" sub tab. Enter the PO number, filename and/or load date and select the "Search" button. An "*" can be used as a wild card in the PO number and filename search criteria. Once your search completes, you can highlight one or more purchase orders (use ctrl or shift to select a range) and delete the PO/s.

Once a PO is deleted, the transactions are automatically unmatched and the accounting for the transactions is returned to the original accounting before the purchase order was matched (this applies to transactions that are not locked or posted).

The "Clear" button simply clears the search results and does not impact the POs in any way.

10.3. Third-Party Data Maintenance → Third-Party Data File History Tab

The Third-Party Data File History tab displays up to 30 rows of information, showing whether or not PO files have loaded successfully. Select a PO folder and click the "+" sign next to the folder. While PO files are being processed, you can click the "Refresh" button to see an updated status on the load process.
Column Headers:
Name – filename of PO File (must start with correct, case sensitive prefix, as defined on Setup Tab)
Load Date – date and time file was processed
Statuses:
Complete – all POs loaded
Complete with errors – look in message panel to see more information on error(s)
Error - look in message panel to see more information on error(s)

File Count is # of PO Header records/# of PO Detail records
Load Count – indicates how many of the POs loaded
Match Count – indicates how many POs auto matched to transactions. Depending on your PO matching business rules, the match rate can vary widely. For example, if the PO file is loaded before the transactions load, then the match count could = 0.

10.4. Third-Party Data Maintenance → Third-Party Data Files Tab

The Third-Party Data Files Tab is where you import and process your PO files.
First, drill down to the yellow "Input Files" folder (note: when you drill down, you will see Site names listed under input files – it does not matter what folder you put the file in since one PO file can have data for more than one site – the prefix of the filename is what tells the system how to process the file). Click the "Import" button, and the dialogue window will appear. Browse for your PO file and click OK.

Check the progress of your PO File load on the Third-Party Data File History Tab. The file will run through four steps, with steps 3 and 4 taking the longest. Load times will vary, depending on file size and complexity of business rules. Until further review, PO files should contain no more than 2,000 purchase orders. If your file contains more than 2,000 POs, please split the file into smaller files. To keep files smaller, we recommend System Administrators load the PO files at least once a week.

10.5. Site Maintenance → Mapping

Mapping → Card Types Sub Tab, Mapping Options for POs
The mapping options for using PO accounting are in the form of drop down boxes. Each drop down box needs to be populated for each Card Type, which has 3 options.
Never Override Allocations – Select this option if you don't want the accounting to be edited after the transaction is assigned system accounting or has been reallocated. As the transaction is matched to a PO, the accounting will not be edited. If the PO data has been loaded first, and the transaction matches to the PO, then the PO accounting would be used since it is not "overriding" any other accounting.
Override System Allocations Only –The PO accounting will be used on any transactions that have not been reallocated by an end-user. This includes transactions that have been approved.
Override System and User Allocations – Select this option to use the PO accounting in all cases.

Notes
For Sites that use tax allocations, the PO accounting will not override the tax codes or tax allocations.
All of the accounting provided on the purchase order must be valid, otherwise an exception note will be created on the transaction to indicate the PO accounting was invalid, and default accounting will be applied.
Reminder: this accounting mapping for transactions only occurs on an auto match, and an auto match can only apply accounting changes to transactions that are not Locked or Posted. Users performing a manual match have the option to use the PO accounting at the time of the manual match.

We now have check boxes for 3rd Party, which allows you to perform cascading mapping logic on transactions that match to Third-party Data (TPD). For example, you could derive the GL from TPD, and the CC from Card Defaults. The TPD mapping options will not be visible if you choose Never Override in the drop down options for TPD mapping.

Note: you cannot use cascading logic for PO and CM Ref or Lookups, as this was too complex and in most cases, the PO number is in CM Ref.

10.6. Mapping → Merchants Sub Tab

Since merchant names typically don't match from one system to another, the PO ID number is an option to input, so CAR can associate the American Express merchant name to the appropriate

PO merchant name correctly every time. This is not required, but if used, will enhance the manual matching process for users by allowing them to search for transactions that only belong to merchants identified as part of the purchase order process.

The PO ID Number would be the same number provided in the purchase order file. If the PO file does not contain a merchant/vendor ID, then this table would not be used.
To assign a PO ID Number highlight the merchant, enter the PO ID Number and click "Save".

10.7. Mapping →Third-Party Data Sub Tab

The PO number, which is used so CAR can automatically match a transaction back to its PO, can be stored in many different fields in the transaction. The field order is a hierarchy to indicate which fields should be checked for the PO number and in what order. To change the order highlight the field name and click "Move Up" or "Move Down".

The Field Parsing section allows you to define how the PO will be matched:

Exact Match – Indicates the entire field will be considered a purchase order number (trailing spaces are trimmed)
By Prefix – The system will look in this field for a Prefix you define (Example – all POs in Description Line 1 begin with "AXP"). You will indicate how many characters after the prefix should be included as the PO number. The system will try to match the PO to transactions using 2 values: the PO including the prefix and the PO excluding the prefix. (e.g. "AXP12345" and "12345")
By Column – This option specifies the starting position in a field and the length of the PO number.
Disabled – This field will not be considered for matching PO numbers. Note: always disable any fields that are not being used to reduce the processing time on the matching process.

Tolerance Handling
Sometimes the order amount will not match the transaction amount due to: discounts not reflected in catalog prices, substitution for different part numbers for slightly different cost, unknown tax and freight amount in purchase order system, etc.

The Tolerance Handling allows you to compensate in different ways, in an effort to ensure that as many purchase orders and transactions match as possible. For example, if you know that you have 6% tax added to your orders, you can use a +6% tolerance so that a transaction with tax will still auto match to a purchase order that does not have tax.

Tolerance Options:
By Amount: will allow for the +/- amounts entered to adjust the range of matched amounts that will close POs and not cause overages.
By Percent: will allow for the +/- percentages entered to adjust the range of matched amounts that will close POs and not cause overages
By Amount or Percent: will utilize a combination of the amounts and percentages entered. If either value is met, then the POs can be closed and not considered an overage.
None: no tolerances are used. In order for a PO to be closed (when using match by total) the exact amount must be matched.
Note: when matching by line item detail, the system does not use the tolerance or overages logic. This logic is only used for the Match by Total logic.

In addition to using the tolerances features, you can choose to exclude actual and/or estimated tax and freight (if these values are passed by the merchant on the transaction data file) from the transaction amount that is to be matched to the purchase order. Note: this feature is for Match by Total only, and does not affect the Match by LID transactions.

The Allow Matching with Overages is used for Match by Total only, and does not apply to match by line item detail. This setting allows transactions to continue to match to POs, even if the PO has been closed, and/or if the matching of the transaction will exceed the tolerance amount. If

this is set to "No" and a potential match would have been found but it causes an overage, then the match is prevented. An exception note is populated on the transaction to notify the user that the match did not occur.

Match Type Handling

There are 2 ways to have CAR auto match and users manually match transactions to purchase order: by line item detail and by total. Setting the "Prevent By LID" to "No", will allow CAR and users to match transactions containing line item detail to a purchase order line item. If "Prevent By LID" is set to Yes, then all transactions will match to POs by Total. In both cases, if a transaction does not have line item detail, then the match type will always be Match by Total.

In order to have the highest probability of matching transactions with line item detail to purchase orders based on a line by line matching scheme, we use the following cascading logic. The combination of fields from LID will be matched to the combination of the same fields from the PO Details.

Logic to match a transaction to a PO Line:
Derived PO Line Number AND Vendor Part Number AND Unit Price
Vendor Part Number AND Unit Price
Derived PO Line Number AND Unit Price
Note: Since the system already knows the PO number on the transaction, if the LID matching fails, then we will revert to matching by total.

A Derived PO Line Number can come from 3 different fields; CAR will search in the following order:
LID PO Line Number
LID Commodity Code
LID UOM (Unit of Measure)

10.8. Site Maintenance → End-User → List Options, PO lists

An admin can perform the following for PO Headers and PO Details columns:
Add and Remove columns from the "standard" view
Rename column headers
Change the order of the columns
Change the width of the columns
Force users to use these standards
Reset existing Users' views to incorporate these options
The process is the same as it is for Card Data, LID and Export Lists.

10.9. Additional Information

If you choose to recycle purchase order numbers after a time, then you should delete the old POs in the Third-party Data History Tab, or you can work with an American Express Technical Consultant to create a new PO Setup when you are ready to start the PO numbers over again. Changing cards on a purchase order is not recommended unless you delete the original PO first. There could be issues with the auto matching process, and it will overwrite the original purchase order if it is loaded under the same PO Setup. The likely scenarios of when this might happen are:
Recycling PO numbers (see above)
Replacement Card
A mistake in the purchase order file where the incorrect card was assigned to a PO
There is currently no automated purging routine, so Admins should consider purging the data after 7 months.

10.10.   System Maintenance |End User |Third-party Data Options

Here you can indicate if this site is a m360, PO or BTA site. This will make the field names on the List Options Tab as well as the Mapping | Third Party Data tab change to m360, PO or BTA specific fields.

The default is PO, so you'll need to change this for BTA and m360 applications.

Hide Third Party Data Tab: Answer yes or no to this drop down. Administrators can hide the TPD tabs (not the sub tab on the Card Data tab, but the main tab that would be to the right of the Card Data tab). This can help streamline what an end-user sees in the front end.

10.11.   System Maintenance |Mapping |Third-party Data

This tab (screen shot below) contains rules about how to match TPD to card data.

Select each field name that you want to map to from either the PO matching fields or transaction matching fields.

The 3rd Matching Options is to calculate tolerances.

The Match by LID "Yes" choice only makes sense for POs on CPS that use LID matching, and should be set to "No" for m360 and BTA.