Administrator
Quick Reference Guide

Copyright © 2020 UMB Financial Corporation

UMB Commercial Card
Administrator – Quick Reference Guide
Version 02212020 Final
Reg. U.S. Pat. & Tm. Off.
# Table of Contents

General Administration .................................................................................................................................. 1  
  Loading a new employee .......................................................................................................................... 1  
  Loading a new code .................................................................................................................................. 2  

Checks to do each statement period .......................................................................................................... 2  
  Ensure there are no unmapped cards ...................................................................................................... 2  
  Recalculate approval rules and default codes ............................................................................................. 3  
  Check for users with no groups .................................................................................................................. 3  
  Perform Vault housekeeping ...................................................................................................................... 4  
  Check for departing employees .................................................................................................................. 4  

Employee changes ....................................................................................................................................... 4  
  What should I do once a new employee has been issued a card? ............................................................... 4  
  What do I need to do if an employee’s manager has changed? .................................................................. 4  
  What do I need to do if an employee is leaving? ....................................................................................... 4  

Employee issues ......................................................................................................................................... 4  
  Why can’t a new cardholder see their card statement? ............................................................................. 4  
  Why is the Reports link not showing on the employee’s home page? ....................................................... 4  
  An employee forgot their password and was locked out of the system – what should I do? .................... 4  

Codes and rules .......................................................................................................................................... 5  
  Why are coded transactions not being sent to the manager for approval? ............................................. 5  
  When do changes to default codes and approval rules take effect? ......................................................... 6  
  How do I view the charge groups that an employee belongs to? ............................................................... 6  
  How do I view the charge groups that a code belongs to? ...................................................................... 6  
  How do I view the codes under a charge group? ...................................................................................... 7  
  Why can’t the employee find a particular code? ....................................................................................... 7  
  How do I remove an employee’s access to certain codes? .................................................................... 7  

Delegation .................................................................................................................................................. 8  
  How do I delegate a card statement for an employee going on leave? ................................................... 8  
  How do I delegate a manager’s approval roles to another manager? .................................................... 9  

Exporting data .......................................................................................................................................... 10  
  How do I export data into an Excel spreadsheet? ................................................................................... 10  
  How do I export data into Excel to perform advanced data analysis? ................................................... 10
General Administration

Loading a new employee

Use the HR Interface file to upload new employees into the Vault. Process the file using the Refresh Interfaces functionality. Refer to Interface files in the Administrator User Guide for more details.

Search for the new employee using Employee Search under Administration → Overview → Administration Overview → Employees. Select 'All' in the System Login Rights section (shown below).

In the Employee Administration screen, click the ‘Create New User Account’ icon to provide the new user with a username and password.

Add the user to the correct groups:

- Report group
- Charge group (if not already assigned using the HR Interface file)
- Cash group (if your organization uses the Cash Module)
- Approval role

If your organization uses the Card Module, a card account is created for the user when their first transaction comes through via data feed from the bank or card issuer. After the account is created, you must map it to the employee’s name. Refer to Managing Accounts in the Administrator User Guide for more detail.
Loading a new code

1. Use the CC Interface file to upload new codes into the Vault. Process the file using the Refresh Interfaces functionality. Refer to Interface files in the Administrator User Guide for more detail.

2. Add the code to the correct charge group if this was not performed in the CC Interface file.

Checks to complete each statement period

- Ensure there are no unmapped cards
- Recalculate approval rules and default codes
- Check for users with no groups
- Perform Vault housekeeping
- Check for departing employees

(Refer to each section below for details)

Ensure there are no unmapped cards
If a card is not mapped to a user, they will not be able to see their card statement. This also applies to cash and requisition accounts. Use the Account Search function in Administration → Overview → Account Management to locate unmapped accounts (shown below).
Recalculate approval rules and default codes
If you made changes to approval rules or set up new default codes after the transactions for your open period(s) have been loaded into the system, you must recalculate defaults or approvals.

1. Go to Administration → Period Management → Statement Periods.
2. Click (recalculate default transaction coding) or (recalculate approval rules) for the appropriate statement period. Follow the prompts to perform the recalculation. Refer to Period management in online help for more information.

Check for users with no groups
Review users to ensure they are set up in the correct groups. Users must belong to the appropriate report groups, charge groups, or cash groups, and must have an approval role assigned to them.

1. Click Administration → Overview → Administration Overview → Employees.
2. In the Employee Search window:
   - Select the ‘No Group’ option from the drop down menu in the Group & Role Memberships section.
   - Select All from the Return Results drop-down list.
Perform Vault housekeeping
Ensure the Inbox in the Vault is clear. Move files to the Archive folder or Trash if you no longer have any need for them.

Check for departing employees
Use the Card & Employee Departures report to see if there are any users leaving in the coming month, and perform the following tasks:

- Retrieve and cancel their card.
- Lock them out of the UMB Commercial Card system.
- Delegate their card statement to another employee who can code outstanding transactions after they leave.

Frequently asked questions

Employee changes

What should I do once a new employee has been issued a card?
You must load the employee into UMB Commercial Card and then map the card to the employee. Refer to the General section in this document or the Administrator User Guide for more information.

What do I need to do if an employee’s manager has changed?
Because changes to reporting lines may affect the approver for the employee’s transactions, you must update the manager details using the HR Interface file. Refer to Interface files in the Administrator User Guide for more detail.

What do I need to do if an employee is leaving?
Refer to the Check for departing employees section in this document.

Employee issues

Why can’t a new cardholder see their card statement?
You may not have mapped the card to the employee. Refer to the Unmapped accounts section in this document.

Why is the Reports link not showing on the employee’s home page?
The employee may not have been linked to a report group. Refer to the Assigning Employees To Groups section in the Administrator User Guide.

An employee forgot their password and is locked out of the system. What should I do?
Employees will be locked out of UMB Commercial Card for two hours if they enter incorrect login details three times in a row. You can unlock the account or change the employee’s username/password. Refer to the Employee Management section in the Administrator User Guide.
Codes and rules

Why are coded transactions not being sent to the manager for approval?
Approval rules may not have been applied to the employee. Refer to the Assigning Employees To Groups section in the Administrator User Guide.
If you use the Mark Statement Complete functionality, coded transactions are not automatically submitted for approval. Employees must click the Mark Statement Complete link after coding the transactions to submit them for approval.
When do changes to default codes and approval rules take effect?
Changes to an employee’s approval role, approval rule, or default coding immediately apply to new transactions. For transactions in the current open period(s), you must recalculate the approval rules and/or defaults. Refer to the Recalculate approval rules and default codes section in this document for more information.

How do I view the charge groups that an employee belongs to?
1. Search for the employee using Employee Search in Administration → Overview → Administration Overview → Employees.
2. Click the Employee Details icon for the employee.
3. In the Personal Details Report window, click Charge Groups.

How do I view the charge groups that a code belongs to?
1. Use Charge Code Search in Administration → Overview → Administration Overview → Charge Codes to locate the code.
2. To display the relevant groups in the Charge Codes screen, click the Groups(s) value for the required code.
How do I view the codes under a charge group?

In the Charge Code Search window (Administration → Overview → Administration Overview → Charge Codes), select the group from the Charge Group(s) drop-down list and click Search.

Why can’t the employee find a particular code?

An employee may not be able to see the code if:

- The code has not been loaded into UMB Commercial Card. Refer to the Loading a new employee section in this document for more information.

- The code does not belong to the employee’s charge group. Seek the approval of the employee’s manager, and then link the employee to a charge group associated with the code. Refer to the Assigning employees to groups section in the Administrator User Guide.

- The code is not valid when used in combination with the codes already entered for the transaction. For example, if they have selected a department code for the transaction but the account code they want to use cannot be used for that department. For information on whether any validation exists for the code, refer to the CC Interface file.

How do I remove an employee’s access to certain codes?

You must remove the employee from the charge group the code is linked to. This action removes access to all codes in the charge group.

1. Locate the employee using Employee Search in Administration → Overview → Administration Overview → Employees.

2. Click the checkbox to the left of the employee’s name.

3. Click the Manage selected employees link at the bottom of the list.

4. From the Employee Management screen, select the charge group you want to remove the employee from or select ‘All Charge Groups’.

5. Click Save
Delegation

How do I delegate a card statement for an employee going on leave?

**Note:** The employee can perform the delegation in User Menu → Personal Settings → Account Management

As an administrator, perform the following to delegate for the employee.

1. In the Account Delegation window (Reports → Company Administration → Account Delegation), enter the appropriate search criteria to locate the employee.

2. Select ‘No’ for Delegated Accounts to only display non-delegated accounts, and then click Search.

3. From the search results, click the Delegate Account icon for the employee.

4. In the Employee Search window, search for the employee who will be assigned to the card statement moving forward and click the appropriate icon to assign the delegation to that employee.
How do I delegate a manager’s approval roles to another manager?

**Note:** The manager can perform role delegation in **User Menu → Personal Settings → Approval Delegation**

As administrator, perform the following to delegate approval roles for the manager:

1. Select **Approval Role Delegation** in **Reports → Company Administration**.
2. In the **Approval Role Delegation** window, enter the required criteria to locate the manager.
3. In the **Delegated Role Only** section, select 'No' to only display roles that have not been delegated.
4. Click **Search**.

5. From the search results, click the **Delegate Workflow Role** icon ✨ for the manager.
6. In the **Employee Search** window, search for the employee who will approve moving forward, and click the appropriate icon ✨ to assign the delegation to that employee.
Exporting data

How do I export data into an Excel spreadsheet?
Click the Export to Excel link at the bottom of the report and follow the prompts to download the report. All online reports in UMB can be exported to Excel.

![Statement Manager screenshot]

How do I export data into Excel to perform advanced data analysis?
To download data without permanently extracting it, use the Data Download Service. Refer to the Data Download section in the Administrator User Guide for more information. Name the file with an .xls or .xlsx extension to open it as an Excel spreadsheet.