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Introduction

The Administration Guide will work through the key areas you must know as an administrator. This guide also includes some optional, more advanced information that you can use as a basic introduction to additional features in the platform.

Logging into UMB

- Go to https://identity.commercialcard.umb.com/login
- Enter your administrator Username and Password.
- Press the Enter key on your keyboard or click Log in.
Home Screen

The home screen contains information on your accounts or your delegates’ accounts and the date of your last visit. You may also add company information or an Important Note under Announcements if you have sufficient rights.

As an administrator, you can access the Administration and Reports menu items from the navigation ribbon. There may be other modules you are entitled to, however, these are not within the scope of this document. This document concentrates on the functionality located within the Administration menu.
**Interface Files**

To keep your records up to date with relevant company information, you must upload the interface files. For more information on these files, please refer to the respective interface format guides included in the interface pack, which can be found on the Vault.

Uploading core data into the **UMB Commercial Card** platform involves the following processes:

- **Uploading the interface file into the Vault.** The Vault is a secure, encrypted location within the platform that is used for uploading and downloading files.
- **Processing the file using Refresh Interfaces.** After uploading the interface file to the Vault, use Refresh Interfaces to process the files and move data from these files onto the platform.

**Note:** Procedures in this section use the HR File as an example, but the process is the same for all interface files.

**Uploading Files to the Vault**

1. Navigate to **Administration → File Management → The Vault.**

2. In the **Vault** window, click **Upload File.**
3. Locate the file you want to upload to **The Vault**. Select the appropriate document and click ‘Open’ to begin the upload process.

![File selection interface]

**Note:** Users can only upload one file at a time to their Inbox folder using the floating **Upload files** button.

4. Appropriate notifications for the progress and status of the uploads are displayed. Upon successful upload, the file appears in the **Inbox**.

5. Close the **Vault** window

**Processing Files Using Refresh Interfaces**

1. Navigate to **Administration → File Management → Refresh Interfaces**.

   ![Navigation interface]

   On the **Refresh Interfaces** screen, the file appears under the **File Uploaded** stage.

2. Click 🔄 on the right of the file name.
3. In the interface type dialog box, select the **Interface Type** from the drop-down list and then click **Process Interface**.

![Please select the interface type](image)

4. A message box prompts to ensure you have selected the correct file and interface type. Click ‘Ok’.

5. Click **Process Interface** again to move the file to the **File Imported** stage.

6. Under **File Imported**, click on the right of the file name to check the file for any errors and proceed to the next stage.

**Note:**
You can use the other icons as required:
- ![Check refresh data.](image) Opens a preview of the contents of the file.
- ![Remove interface record.](image) Removes the file from the File Imported stage.

The **Interface Processing** window appears to display the results; for example, an invalid employee ID. On the **Refresh Interfaces** screen, the file appears under the **File Checked** stage.

**Note:**
To perform the check and review the data again, click the re-check interface icon before processing further.

7. Click to complete the interface import process.

The file appears in the **File Complete** stage and the **Interface Processing** screen displays a summary of the imported data.

![Interface Processing](image)

**Note:**
A red cross ![icon under Interface Results](image) indicates that an error occurred (for example, mandatory data is missing) and that the interface import failed. Review the file against the relevant format guide and make the necessary correction(s) before attempting to upload again.
Account Management

For ordering or changing account details refer to the *Card Management – User Guide*. The *Account Management* area is where you can oversee a list of cards in your program, pull audit reports (in Excel or PDF), or map card accounts to employees.

Managing Accounts

1. Navigate to *Administration → Overview → Account Management*.
2. In the *Account Search* window enter the criteria to locate account(s) and then click ‘Search’.

**Note:** For example, if you want to map new accounts to employees, select *Unmapped accounts only* in the *Account Details* section.

The results screen displays the number of accounts per status for each account issuer. To display a list of accounts associated with the status, click the corresponding number.
3. From the list of accounts, click the appropriate icon or link to perform the functions described in the following table.

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>View Account Details</td>
<td>Opens the View &amp; Maintain Account Details window, which displays details such as card address and credit limit. You can also set the transaction monitoring limit and account delegation here.</td>
</tr>
<tr>
<td>Map Account To An Employee</td>
<td>Opens the Employee Search window, where you can perform a search and then map a specific employee to the account using the corresponding icon.</td>
</tr>
<tr>
<td>Clear Employee Mapping</td>
<td>Clears the account mapping from an employee. A warning message will be displayed. Click ‘OK’ to complete the process.</td>
</tr>
<tr>
<td>Delegate Account</td>
<td>Opens the Employee Search window, where you can perform a search and then map a specific employee to the account using the corresponding icon.</td>
</tr>
<tr>
<td>Export to Excel</td>
<td>Exports the search results to an Excel file.</td>
</tr>
<tr>
<td>Export to PDF</td>
<td>Exports the search results to a PDF document.</td>
</tr>
</tbody>
</table>
Reporting

Administrator reports within UMB Commercial Card serve various purposes including account management, transaction management and administration. (For example, the Suppliers - Top Spend report allows administrators to access the top suppliers your employees have transacted with, and the Transaction Search - Company report lets you search for transaction-level information for individual employees or at a higher level across the company as a whole."

Note: For more information on reports, refer to the Reports topic in the Administrator online Help.

Running Reports

1. In the Reports menu, select the report category and click the report you want (for example, Expenditure Analysis → Transaction Search - Company).
2. In the Transaction Search – Company window, select or enter the report criteria to filter the results.
3. Click ‘Search’ to display the results.
Notes: The search window and the criteria, or filters, available will vary depending on the report you selected. Each report has its own pre-set defaults. If you do not change the criteria, the standard, high-level report will be generated.

To view the report description, click 🔄 at the top-right corner of the screen.

To view the criteria under a particular section, click the section heading (for example, Additional Fields).

Most reports display a high-level summary of the results. To view more detailed information, click any of the hyperlinks on the report.
Extracts

This functionality extracts transactions from the platform and generates an extract file that can be uploaded into your organization's finance system.

The standard drip feed extract is used for extracting completed and approved transactions many times during a period, preferably until there is nothing left to extract. In cases where incomplete transactions exist, a flush extract (if enabled) can be run to clear the period. This allows prompt posting to the general ledger and supports a process that spreads processing time across the period.

Extract output files are tab-delimited text files in Unicode format and with the filenames based on the CompanyName_Dripfeed_MMM_YYYYMMDD_hhmss.TXT format. Transactions are grouped by employees and the file contains no header or footer.

Fields and Field Order

<table>
<thead>
<tr>
<th>Field Number</th>
<th>Field Definition</th>
<th>Type</th>
<th>Field Size</th>
<th>Example</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Employee Name</td>
<td>String</td>
<td></td>
<td>Glenn May</td>
<td>Employee name</td>
</tr>
<tr>
<td>2</td>
<td>Employee ID</td>
<td>String</td>
<td></td>
<td>1234</td>
<td>Employee ID</td>
</tr>
<tr>
<td>3</td>
<td>Posting Date</td>
<td>Date</td>
<td></td>
<td>30-May-11</td>
<td>Date DD-MMM-YY</td>
</tr>
<tr>
<td>4</td>
<td>All Finance Codes (can be multiple fields)</td>
<td>String</td>
<td></td>
<td>14104500</td>
<td>All Finance Codes (Can be multiple fields)</td>
</tr>
<tr>
<td>5</td>
<td>Source Currency</td>
<td>String</td>
<td>3</td>
<td>AUD</td>
<td>Source currency of Transaction</td>
</tr>
<tr>
<td>6</td>
<td>Tax Exclusive Amount in Source Currency</td>
<td>Decimal</td>
<td></td>
<td>91.55</td>
<td>Tax Exclusive Amount in Source Currency</td>
</tr>
<tr>
<td>7</td>
<td>Billing Currency</td>
<td>String</td>
<td>3</td>
<td>AUD</td>
<td>Billing currency of Transaction</td>
</tr>
<tr>
<td>8</td>
<td>Tax Exclusive Amount in Billing Currency</td>
<td>Decimal</td>
<td></td>
<td>83.23</td>
<td>Tax Exclusive Amount in Billing Currency</td>
</tr>
<tr>
<td>9</td>
<td>Tax</td>
<td>Decimal</td>
<td></td>
<td>8.32</td>
<td>Tax amount</td>
</tr>
<tr>
<td>10</td>
<td>Tax Code</td>
<td>String</td>
<td></td>
<td>AUS GST</td>
<td>Tax code selected for Transaction</td>
</tr>
<tr>
<td>11</td>
<td>Tax Inclusive Amount in Billing Currency</td>
<td>Decimal</td>
<td></td>
<td>83.23</td>
<td>Tax Inclusive Amount in Billing Currency</td>
</tr>
<tr>
<td>12</td>
<td>Description</td>
<td>String</td>
<td></td>
<td>Purchase Stag Hotel, Lunch Meeting</td>
<td>Description 1</td>
</tr>
<tr>
<td>13</td>
<td>Description 2</td>
<td>String</td>
<td></td>
<td></td>
<td>Description 2</td>
</tr>
<tr>
<td>14</td>
<td>Supplier Name</td>
<td>String</td>
<td></td>
<td>Stag Hotel</td>
<td>Supplier name of transaction</td>
</tr>
</tbody>
</table>
Running Extracts

1. Navigate to Administration → Period Management → Statement Periods to display summary information for each period.

2. Click Extract for the statement period to display the Period Access with summary information on the transactions to be extracted.

3. Click ‘Extract’ and then click ‘Ok’ to confirm the extraction.

When the extract is complete, you will receive a confirmation that the file has been placed in the Outbox of The Vault, ready for downloading.

Note: You should only download the extract when it is ready for downloading.
Employee Management

Viewing employees

1. Navigate to Administration → Overview → Employees.
2. On the Administration Overview screen, select Employees.

3. In the Employee Search window, enter the criteria as required to search for specific employees and then click ‘Search’ to display a list of employees that match the criteria.

To run another search, click ‘Search’ at the top-right corner of the screen.
The following table describes the icons available for each employee.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>View employee details</td>
<td>Opens the <strong>Personal Details Report</strong> window, which contains information, such as reports and charge codes that the employee has access to.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>View employee card account details</td>
<td>Opens the <strong>Account Details Report</strong> window, which provides a summary of the employee’s credit card details. This icon only appears if the employee has a card account.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Set Charge Code Defaults</td>
<td>Opens the <strong>Default Charge Code - Personal</strong> window that enables you to set the default codes for the employee. Use the drop-down lists to select the charge codes. If you have the right to view the codes, you can search for the codes that have been loaded into the system using the CC Interface File. Click ‘Save’ to save the default codes.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Change Username</td>
<td>Opens the <strong>Change Username</strong> window which will prompt you for the administrator password and the new username for the employee.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Change Password**</td>
<td>Opens the <strong>Change Password</strong> window which will prompt you for the administrator password and the new user password for the employee. This function is useful when an employee cannot remember their password as a way of providing a Temporary Password to them.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Change Account Lock Status</td>
<td>Toggles the account lock status between <strong>Unlocked</strong> (grey icon) and <strong>Locked</strong> (red icon). If an employee has been locked out of the system for entering an incorrect username and/or password, their locked status shows as <strong>locked</strong>. <strong>Note:</strong> An employee can only have one account lock status.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Create New Username</td>
<td>Use this feature when adding only a few employees. When creating accounts in bulk, you can use the UI Interface File. Opens the <strong>Create New Username</strong> window which will prompt you for the administrator password and username for the employee. <strong>Note:</strong> This icon does not appear if you choose to create usernames and passwords using the UI Interface File.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>Add / Remove Employees From Groups</td>
<td>Adds or removes one or more employees to/from a Charge Group, Report Group, Approval Role, Rate Group, Rights Group, or to Change Managers. To perform these changes, click the empty checkbox to select the employee and then click the link to Manage selected employees. Opens the Employee Management window which allows you to click Add (+) or Remove (−) to change permissions in the group on the selected employee(s). Click ‘Done’ to queue up the changes. Then, click ‘Confirm’ to implement the changes.</td>
</tr>
</tbody>
</table>
**Resend Login Details Email.** If an employee did not receive their login details, then you can resend the email by clicking on the icon.
Creating New Employees

There are two methods you can use to create new employees in the platform: uploading employee details using the HR Interface File, or manually creating new employees using the Insert New Employee functionality.

Uploading employee details using the HR Interface File
The HR Interface File is a spreadsheet with specific columns, some of which are mandatory for completion. The file enables you to manage information of multiple employees at one time and is useful for uploading:

- Basic details such as, email address or telephone number.
- Approval details such as, the manager approving an employee’s expenses.
- Reporting group information such as, the employee’s reporting rights.

UMB recommends using the HR Interface File (via the Vault and Refresh Interfaces) to create new employees to ensure they are assigned to the correct groups in the system. Refer to the HR Interface Format Guide in the Interface Pack for more information.

Employee details can only be updated using the HR Interface File.

Note: Regardless of the method you use, you still need to create a username and password for the employee, either using the UI Interface File, or manually as described below.

Manually creating new employees
This procedure is an alternative to the HR Interface file and should only be used by experienced administrators. Employee records created this way do not have any system access and will need to be assigned to charge groups, approval roles and reporting groups.

1. Navigate to Administration → Overview → Administration Overview.
2. On the Administration Overview screen, select Employees.
3. In the Employee Search window, click ‘Search’ to perform a search for the employee to ensure they are not already built in the UMB Commercial Card platform.
4. On the Employee Administration screen, click the Add New Employee link.
5. In the **Insert Personal Details** window, enter the details of the new employee in the appropriate fields (fields marked with an asterisk are mandatory), and then click ‘Save’.

![Insert Personal Details](image)

**Creating Usernames and Passwords for Employees**

1. Perform an employee search with **System Login Rights** set to ‘No’.

![Employee Search](image)

2. In the search results, click 👤 for the employee.

![Employee Administration](image)
3. In the Create New Username screen, enter your administrator password, the employee’s new username and then click ‘Save’. A new username assigned to the user, as specified.

![Create New Username](image)

4. Once a username has been designated, if you want to create a new password then click on the password icon, enter your administrator password, the employee’s new password and then click ‘Save’. A temporary password will be sent to the user via email.

![Change Password](image)

**Note:** You must map the employee to the appropriate card in the system before giving them their login details. Refer to the Account Management section of this guide for more information.

**Assigning Employees to Groups**

1. Select ☑ at the end of the row next to the employee(s)’ name.

2. A checkmark ☑ will appear in the square.

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

![Employee Administration](image)
4. The **Employee Management** window will open. Select to **Add** options as appropriate.

Using the following table as a guide, select the **Group** from the list and then click ‘Save’.

<table>
<thead>
<tr>
<th>Add to...</th>
<th>Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charge Groups</td>
<td>Select [All Charge Groups].</td>
</tr>
<tr>
<td>Report Groups</td>
<td>Select Administration, Individual, or Manager Reports.</td>
</tr>
<tr>
<td>Approval Roles</td>
<td>Select [All Approvee Roles]. from the list, as appropriate.</td>
</tr>
</tbody>
</table>

**Note:** Although you may use this functionality to remove employees from **Charge Groups** and **Approval Roles**, it is unlikely that you would use this if there is only one **Charge Group** and one **Approval Role**. Report groups may change, however, if employees change responsibilities within the organization and require access to more advanced reports.

You may only change group memberships this way. If you need to edit other employee details in the system, you must use the HR Interface File.
Updating Charge Codes

Charge codes are normally loaded into the platform using the CC Interface File. For more information on loading interface files, refer to The Vault and Refresh Interfaces.

1. Navigate to Administration → Overview → Administration Overview.
2. In the Administration Overview screen, click Charge Codes.

3. In the Charge Code Search window, enter the criteria to filter the results and then click ‘Search’ to display the results.
4. In the Charge Codes screen, edit the charge codes. You can edit them individually or as a group.

To edit the codes individually:

Hover the mouse over the charge code and then click the pencil icon 🖊.

In the Edit Charge Code window, change the details as required and then click ‘Save’.

To edit multiple charge codes:

Select the check boxes for the charge codes that you want to change, and then select the action from the Group Action list to display the corresponding dialogue box.

Enter the required information and ‘Save’ the action when prompted.
Organization Management

Updating Default Coding Rules

Default coding rules enable the automatic completion of transaction coding to reduce the amount of time needed by an employee to code transactions. The coding rules are based on a hierarchy that determines the default code to use, such as the company unit an employee belongs to, or the merchant category of the supplier used in the transaction.

1. Navigate to **Administration → Overview → Administration Overview**.
2. In the Administration Overview screen, click the **Organization** tab, and then click the **Default Codes** box.

3. On the **Default Coding Rule Management** screen, click the category to display the items under the category. Then, click associated with the item you want to build a rule for and then click **Add**.

**Note:** For categories that have too many options to fit on the screen, the Default Code Search window appears to filter the list. Enter the required criteria and then click ‘Search’.
4. In the **Add New Default Coding Rule** window, enter the **Applicability Settings** and **Default Coding** that will apply to the item and then click ‘Save’.

5. The **Default Coding Rule Management** screen displays the rule that will apply to the item. To change the rule, click **Edit**.
Managing Company Suppliers

When data feed from a card issuer is loaded into the platform, any new merchant is automatically added to the system as a non-approved supplier. As an administrator, you will manage and assign preferred status suppliers. If you want to set default codes for suppliers, follow instructions above.

1. Navigate to Administration → Overview → Administration Overview.
2. In the Administration Overview screen, click the Organization tab and then click the Suppliers box.

3. Hit ‘Search’ to open the Supplier Management window, enter the criteria to locate the suppliers you want to manage and then click ‘Search’.

Note: If the Merchant Category option is selected, the Supplier Management screen displays summarized results by merchant category. Click the category to display the suppliers under that category.
4. On the **Supplier Management** screen, click the respective icon to mark the supplier as preferred or non-preferred, change supplier charge code defaults, or view supplier details.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>⭐</td>
<td>Preferred supplier /</td>
<td>Toggles between approved/preferred ⭐ and not approved/non-preferred ⭐.</td>
</tr>
<tr>
<td>⭐⭐</td>
<td>Non-preferred supplier</td>
<td></td>
</tr>
</tbody>
</table>
Updating Transaction Defaults

Transaction type defaults enable you to set the default codes for certain transaction types to save time for the account holder when coding their transactions.

You also have the ability to customize the behavior of transaction types. For example, you can define the text for the Description field in the Transaction Details window, or force users to complete a Spend Wizard for particular transaction types.

1. Navigate to **Administration** → **Overview** → **Administration Overview**.

![Administration Overview](image)

2. In the Administration Overview screen, click the Organization tab and then click the Tran Defaults box.

3. On the Transaction Type Settings screen, click for the transaction type.

![Transaction Type Settings](image)
4. In the **Customize Transaction Type Behavior** window, change the settings and then click ‘Save’.

![Customize Transaction Type Behavior](image)

5. Select the **Description Defaulting Behavior** to define the text for the **Description** field in the **Customize Transaction Type Behavior** window.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Default</td>
<td>Click this icon (green checkmark) to apply the system default description text within the <strong>Description</strong> field of the <strong>Transaction Details</strong> window.</td>
</tr>
<tr>
<td>Blank Description</td>
<td>Click this icon (red ‘X’) to leave the <strong>Description</strong> field of the <strong>Transaction Details</strong> window empty.</td>
</tr>
<tr>
<td>Fixed Description</td>
<td>Click this icon (red ‘X’) to define your own text to populate the <strong>Description</strong> field of the <strong>Transaction Details</strong> window.</td>
</tr>
</tbody>
</table>

6. In the **Advanced Management** section, select ‘Yes’ or ‘No’ for the following settings:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto Link Descriptions</td>
<td>Click ‘Yes’ if you want the information the user types into the <strong>Description</strong> field (Description 1 field) to automatically populate the <strong>Description</strong> 2 field on the <strong>Coding</strong> tab of the <strong>Transaction Details</strong> window. Note: This option is only relevant if your company has the second description field enabled.</td>
</tr>
<tr>
<td>Auto Personal Flag</td>
<td>Click ‘Yes’ if you want to automatically mark a transaction of this type as personal. For example, if any ATM or cash withdrawals are to be treated as personal and offset against the employee's cash balance.</td>
</tr>
<tr>
<td>Spend Wizard Mandatory</td>
<td>Clicking ‘Yes’ makes it mandatory for the account holder to complete at least one spend for the transaction type. This option is only relevant if the organization is using the Spend Wizard module.</td>
</tr>
<tr>
<td>Spend Wizard Disabled</td>
<td>Click ‘Yes’ if you want to prevent a user from completing a Spend Wizard for any transactions of this particular transaction type. This stops a user from completing a Spend Wizard as a means of overriding the default coding you have set up for this transaction type.</td>
</tr>
</tbody>
</table>
Notification Management

The Notification Management module enables you to notify employees of actions or instructions necessary to process transactions, approvals and statements in the platform.

Creating Automatic Notifications

1. Navigate to Administration → Overview → Notification Management.

2. In the Administration - Notification Management screen, click Notifications.

3. Click New Notification.
4. In the **Notifications – Create New** window, enter the settings for the email and then click ‘Save’.

5. Optionally add more information to the automatic notification by attaching components to notifications.
Editing Notifications

1. Navigate to Administration → Overview → Notification Management.
2. In the Administration – Notification Management screen, click Notifications.
3. From the list of All Account Issuers, click the hyperlink under the type of notifications you would like to edit.

4. In the Notifications – Edit window, complete the edits. The fields most likely to be edited are:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequency Type</td>
<td>How often the notification is sent out.</td>
</tr>
<tr>
<td>Sender Address</td>
<td>By default, this is set to <a href="mailto:donotreply-commercialcard@umb.com">donotreply-commercialcard@umb.com</a>. Enter an active email address if you want to allow employees to reply to automatic email notifications.</td>
</tr>
</tbody>
</table>
# Attaching Components to Notifications

Notification components are additional information that you can include in the message. You can select more than one component to prevent sending multiple emails to employees. For example, instead of sending an email for outstanding approvals and another email for transactions to code, you can send one email that contains both.

1. Navigate to **Administration → Overview → Notification Management**.
2. In the **Administration - Notification Management** screen, click **Notifications**.
3. From the list of **All Account Issuers**, click the cog icon to the right of the notification to access the **Component Settings** window.

![Component settings](image)

4. In the **Component Settings** window, select the components you want to add to your automatic notification and then click ‘Save’ at the bottom of the screen.
Sending Notifications Manually

This function enables you to manually create and send a notification, such as an email.

1. Navigate to Administration → Overview → Notification Management.
2. In the Administration – Notification Management tab, enter the email settings.

3. Click the From button to enter the sender details under Modify Email Settings.

4. Click the Destination button to select the recipients from the Email Destination List.
5. Click the **Report** button to select any attachments from the **Email Report Options**.

![Email Report Options](image)

6. Type the Subject Line and body of the email.

![Subject Entry](image)

7. Click ‘Send Message’ at the bottom of the screen.
8. To view a list of recently sent manual emails, click the **Manual Log** tab.

![Manual Log](image)
Data Download

The Data Download function enables you to download (but not permanently extract) processed transaction data in the platform. The process generates a zip file containing the downloaded data in one of the following formats:

<table>
<thead>
<tr>
<th>Format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Text</td>
<td>Tab-delimited ASCII file. You can also save the file in MS Excel format.</td>
</tr>
<tr>
<td>XML</td>
<td>ASCII file structured in xml format.</td>
</tr>
<tr>
<td>CSV</td>
<td>Comma-separated values file format.</td>
</tr>
<tr>
<td>OFX</td>
<td>Open Financial Exchange format.</td>
</tr>
<tr>
<td>Predefined Download</td>
<td>Other – Custom Specifications</td>
</tr>
</tbody>
</table>

Running Data Download

1. Navigate to Administration → File Management → Data Download.
2. On the Data Download screen, click Run Data Download.
3. In the **Data Download** window, enter the criteria to filter the data for downloading and then click ‘Search’ to start the data download.

![Data Download Window](image)

**Note:** While the data download is running, you can work elsewhere in the platform and return to this screen to check the status of the download.

4. When the download is complete, the status changes to **Completed**.

![Data Download Status](image)

5. To view, download, move, or delete the zip file, go to **Administration → File Management → The Vault → Outbox**.
General Questions/Assistance

If you need assistance navigating, please access Help for online assistance with any screen in the platform. Simply select your name at the top right-hand side of the screen under your Personal Settings icon.

Additional information is also located under the Resources link at the bottom right-hand corner of each screen.

For further support contact your company Administrator (details can be found under Contact).