Corpay

Corpay Complete Cards Module

User Guide

Version 1.0

Version	Date	Description of Changes
1.0	06/11/2025	Initial Release

Table of Contents

Overview

Corpay Complete is a comprehensive spend management platform that integrates multiple financial processes into a single, easy-to-use system. It offers customization options and seamless integrations with Enterprise Resource Planning (ERP) systems.

The **Corpay Complete Cards Module User Guide** serves as a comprehensive user guide for navigating and using the **Cards module** within the Corpay Complete platform. The user guide explains how to manage physical and ghost cards, view and track transactions, and maintain card profiles. The guide covers tasks such as ordering a card, blocking a card, enabling a temporary spending limit, and reviewing card activity.

Configuration and Roles Overview

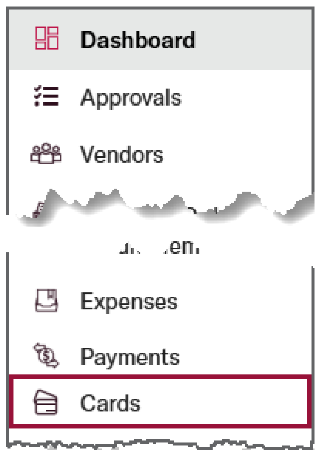
The visibility of fields, tabs, and information in Corpay Complete is determined by a **Company's configuration and the roles assigned to users**.

Company configuration may vary depending on how payment responsibilities are managed. As a result, certain pages, information, and features may not be accessible or the information may be available in a view-only format. These permissions, access levels, and configuration settings should be considered when reviewing this user guide.

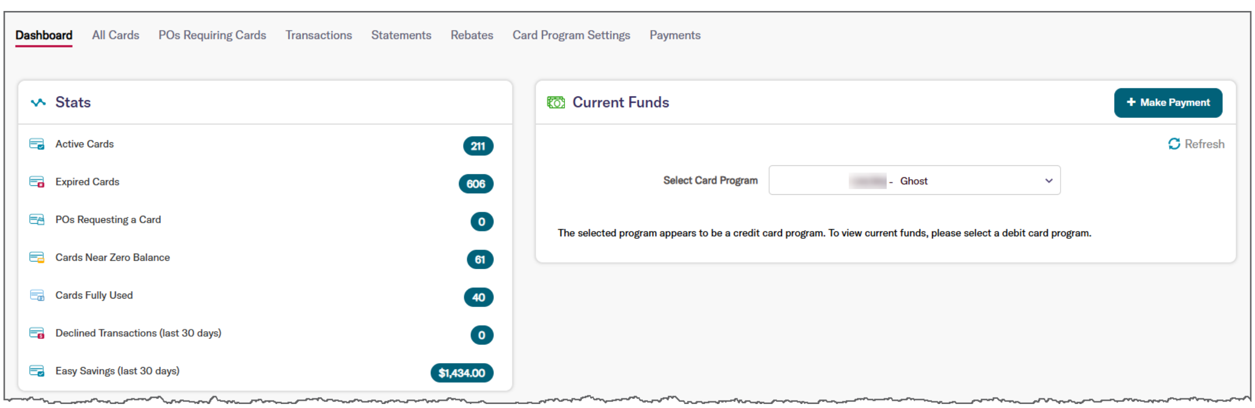
Access the Cards Module

1. Log in to [Corpay Complete]().

2. Click the **Cards** module from the left-side navigation pane.



3. The **Cards** module will display.



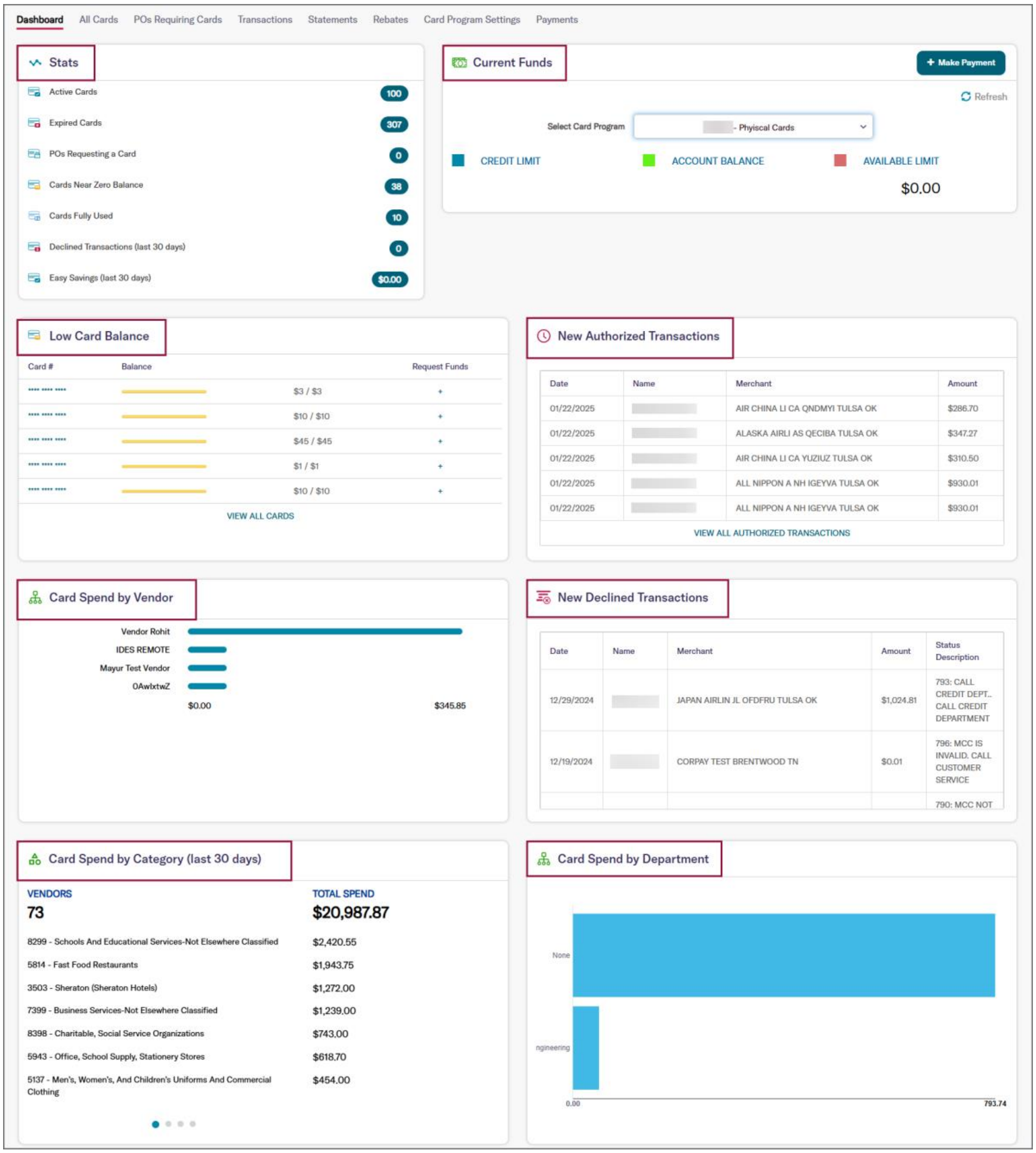
Cards Module Dashboard

The **Dashboard** of the **Cards Module** offers a comprehensive overview of various details pertaining to the account currently in view.

There are several sections that appear on the Cards dashboard. It is important to note that the **modules on the dashboard will differ depending on Company customization**.

The image below is an example of a **typical Cards dashboard** for a customer with **both Ghost Cards** and **Physical Cards**.

Continue to the next page to **learn about each section** of the **Cards Module Dashboard**.

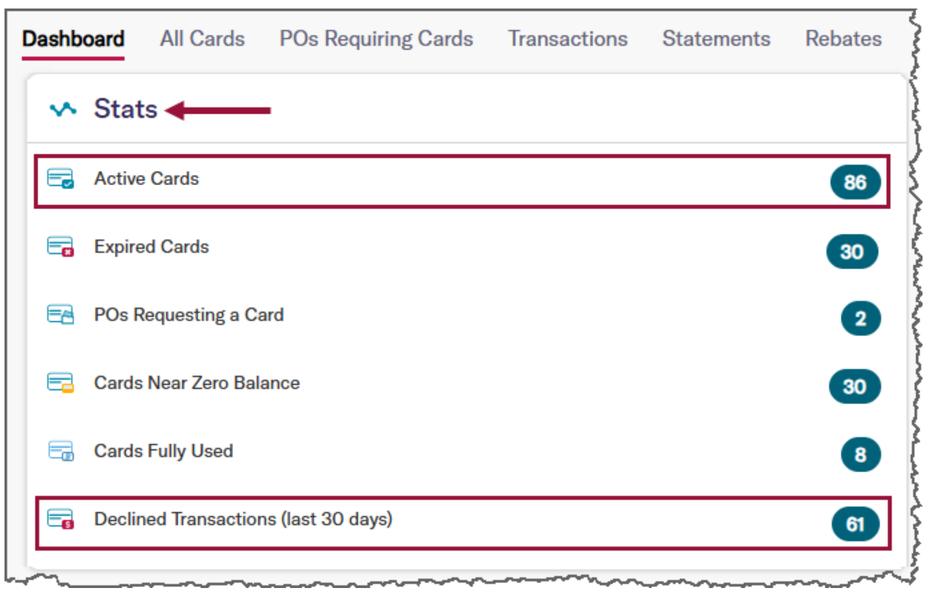


Stats

The **Stats** section shows a high-level overview of the **Card Statistics** and **Card Activity** on the account.

- The **Stats** section shows links for: Active Cards, Expired Cards, POs (Purchase Orders), Requesting a Card, Cards Near Zero Balance, Cards Fully Used, and Declined Transactions (last 30 days).

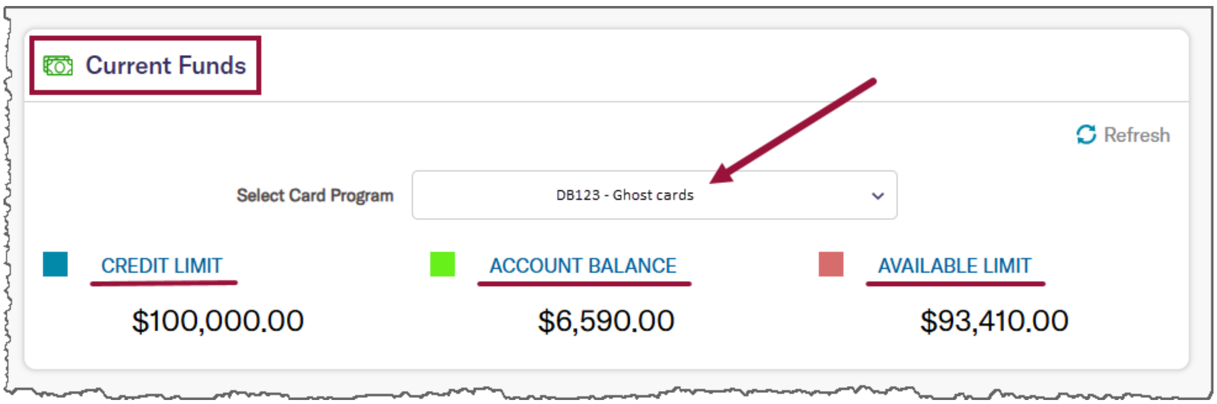
- Users may select **any link** within the **Stats** section to navigate directly to the relevant page for detailed information regarding their selection.
  - **For example:**
    - Clicking **Active Cards** will navigate the user to the **All Cards** tab with the **grid filtered to only show Active Cards**.
    - Clicking **Declined Transactions (last 30 days)** will navigate the user to the **Transactions tab**, with the **grid filtered to show Declines**.



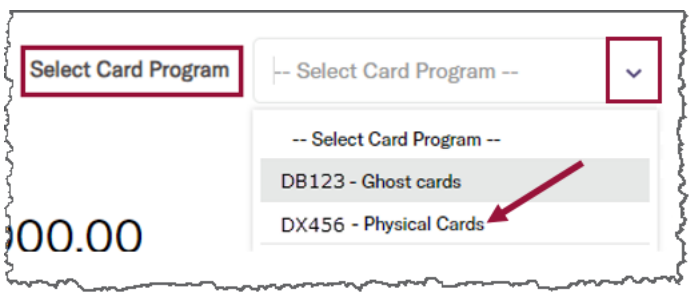
Current Funds

The **Current Funds** section shows the **available Card Programs** in a drop-down menu as well as the Credit Limit, Outstanding Balance, and Available Balance for the selected Card Program.

- The below image shows the credit limit and balances for the **Ghost Cards**.



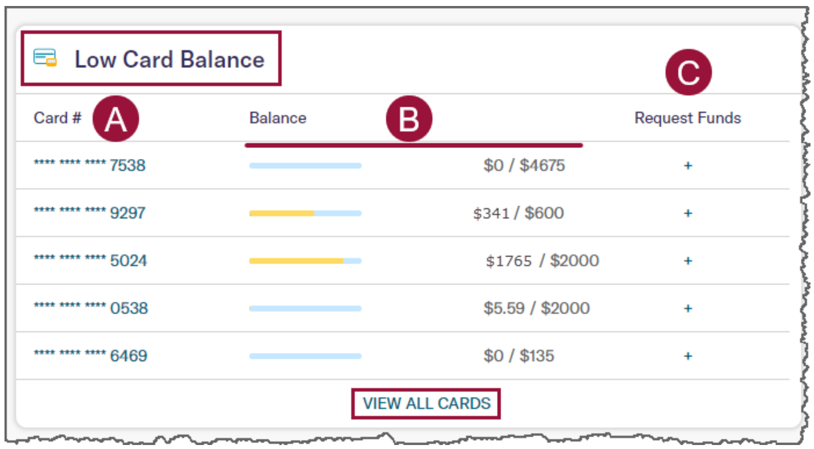
- **To change the Card Program**, click the **drop-down arrow** to the right of the **Select Card Program** field. Then, select the **Card Program you wish to view**.



Low Card Balance

The **Low Card Balance** section displays a selection of cards that have low available balances. **Note that this section does not include all cards**.

To view all cards, click **View All Cards**.

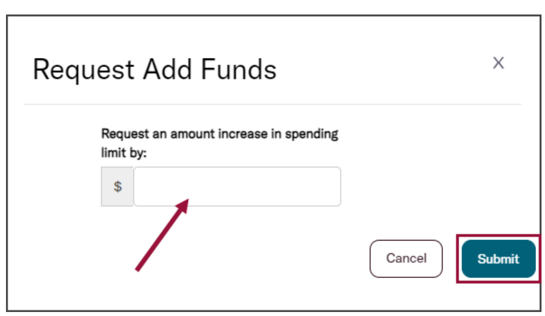


A. **Card # –** This field displays the **last four digits** of the card. Click the blue card link to be directed to the Card Details page.

B. **Balance –** This field displays a visual of the **funds used** (in yellow), and **funds available** (in blue). To the right of the visual is the specific amount of funds used / funds available.

C. **Request Funds –** This field gives the **option for a User** to click the **+ icon** to add additional funds to the card number listed in the **Card #** field.

   - After clicking the **+ icon**, the **Request Add Funds** window will open. **Key in the increase requested**, using two decimal places. Then, click **Submit**. The request will be processed and approved by the System Administrator.



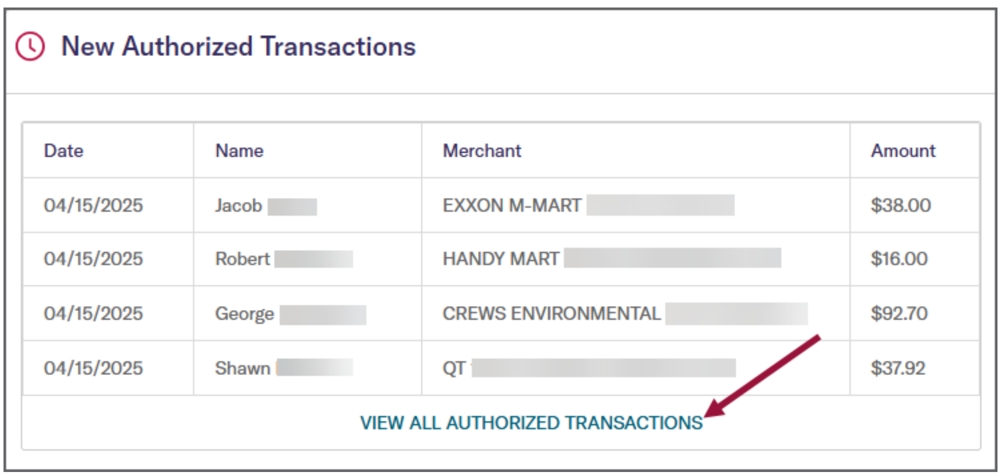
Continues next page

- For more information on **adding funds:**
  - Click [here]() to perform a **one-time override**.
  - Click [here]() to enable a **temporary spending limit**.

New Authorized Transactions

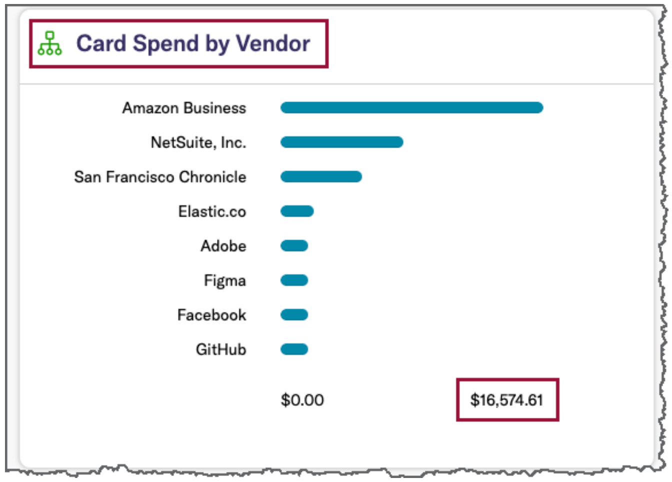
The **New Authorized Transactions** section shows the **most recent card transactions**, for Ghost and Physical cards, on the Account. This section displays the **transaction date**, **cardholder name**, **merchant** where the card was used, and the **amount** of the transaction.

To view more information about the transactions, click **View All Authorized Transactions**. This will take you to the [Transactions tab]() with the filter set to show all transactions that are in **Authorized** status.



Card Spend by Vendor

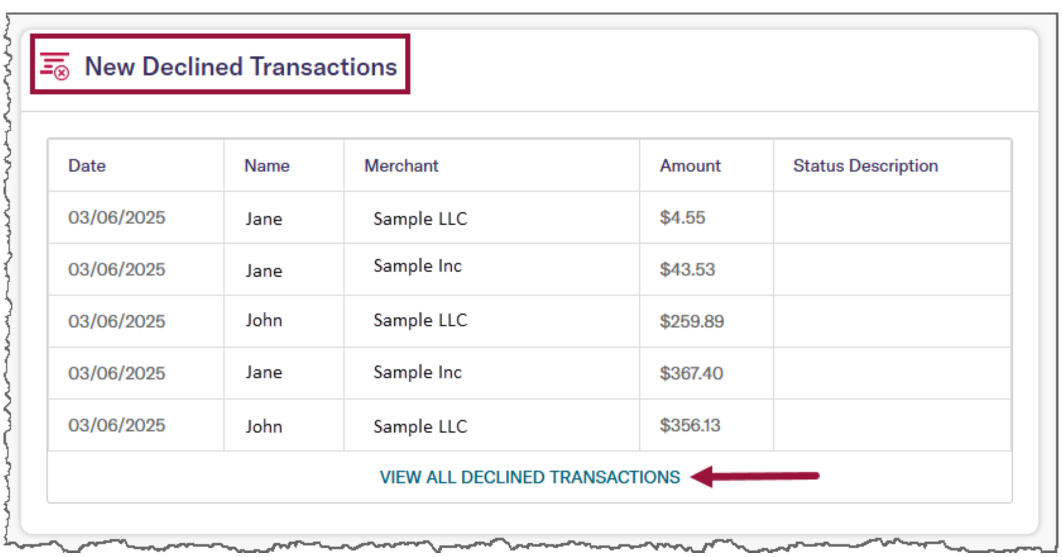
The **Card Spend by Vendor** section shows any Vendors that are set-up on Card. The visual shows top card spend by Vendor.



New Declined Transactions

The **New Declined Transactions** section shows the most recent **declined transactions**. This section shows the **date** of the decline, **name** of the Cardholder, **Merchant** where the card was used, and the attempted **amount** of the transaction.

Click **View All Declined Transactions** to find out more information about the reason for decline. This will take users to the Transactions page, with the filter set to show all transactions that are in **Declined** status.


New Declined Transactions

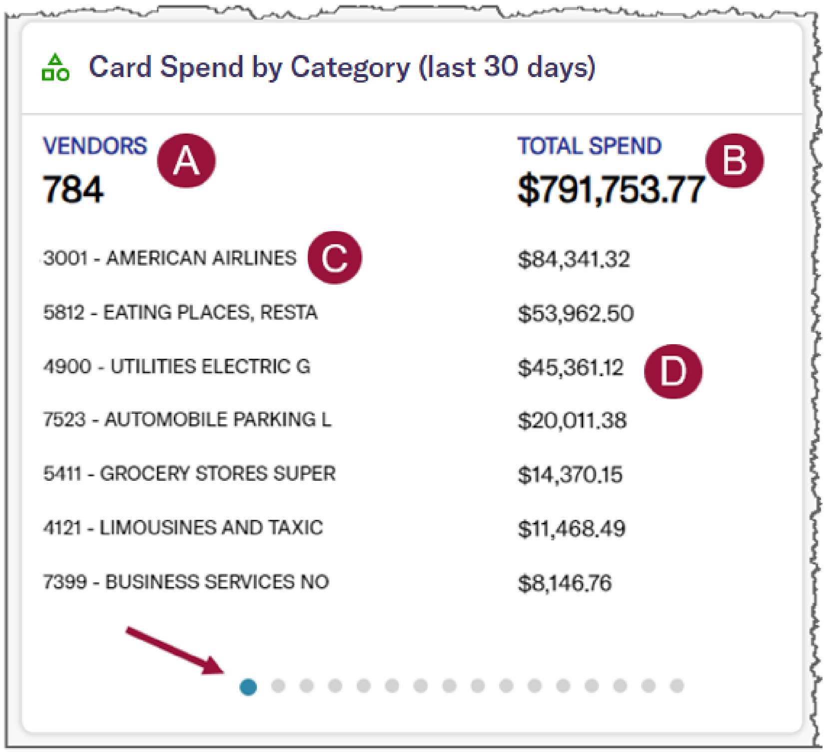
Date	Name	Merchant	Amount	Status Description
03/06/2025	Jane	Sample LLC	$4.55	
03/06/2025	Jane	Sample Inc	$43.53	
03/06/2025	John	Sample LLC	$259.89	
03/06/2025	Jane	Sample Inc	$367.40	
03/06/2025	John	Sample LLC	$356.13	

VIEW ALL DECLINED TRANSACTIONS

Card Spend by Category (last 30 days)

The **Card Spend by Category** section shows the **Total Card Spend**, as well as total Vendors, listed by **Merchant Category Code** (MCC), and the **amounts** they have been paid.

Click on the **series of dots** to advance to the next page of MCCs. Review the **features** of the **Card Spend by Category** below.



A. **Vendors –** This number shows the total number of Vendors where the cards have been used.

B. **Total Spend** – This number shows the total amount of spend across all cards.

C. **Vendor Paid listed by MCC –** This line shows the MCC code for the Vendor where the cards were swiped.

D. **Amount Spent by MCC** – This line shows the total amount spent for that particular MCC.

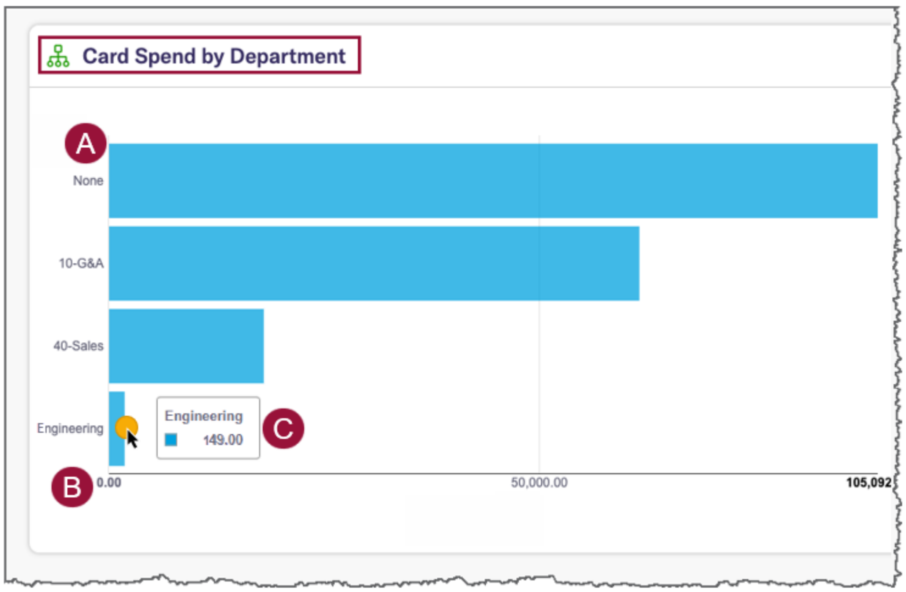
Card Spend by Department

The **Card Spend by Department** section shows the **breakdown of Card spend by Departments**. This section will **vary by Company setup**.

A. **Department names** are along the left on the Y axis of this graph.

B. **Amounts** are across the bottom on the X axis of the graph.

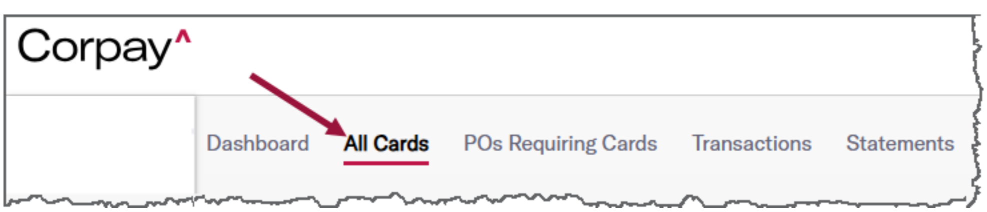
C. Users can hover their mouse over each blue section **to reveal a pop-up window** and see **how much has been spent** by each department.



All Cards Tab

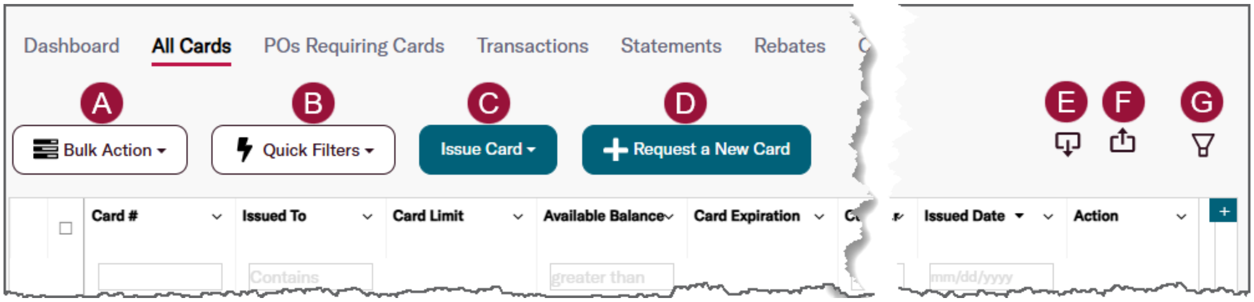
The **All Cards** tab allows users to view detailed information for all cards such as card number, status, available balance, card program type. Depending on their role permissions, users may also be able to perform activities such as requesting or issuing a card.

From the **Cards Module Dashboard**, click the **All Cards** tab.



Header

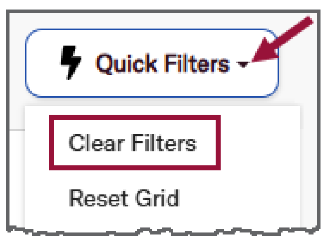
Refer to this section for how to **read and navigate** the **Header** of the **All Cards** tab.



A. **Bulk Action** – Use this drop-down to **deactivate, block, or unblock cards**. Click here for more information on blocked or inactive cards.

B. **Quick Filters** – Use this drop-down to select from a list of default filters.

   - Select the **Clear Filters** option in this drop-down to **clear any existing filters**. Filters are retained across different companies, so it is a best practice to **clear** filters on every tab.



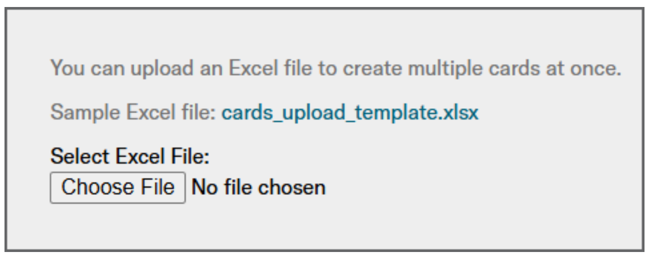
C. **Issue Card** – Users with the proper Admin credentials can use this button to issue a new card. Click here to navigate to the **Order a New Card** section of this guide for further instructions.

D. **Request a New Card** – Cardholders can use this button to request that an Admin order a new card. Click here to navigate to the **Request a New Card for Cardholders** section of this guide for further instructions.

E. **Export Payments** – Click this icon to generate a downloadable Excel **Card Listing** report.

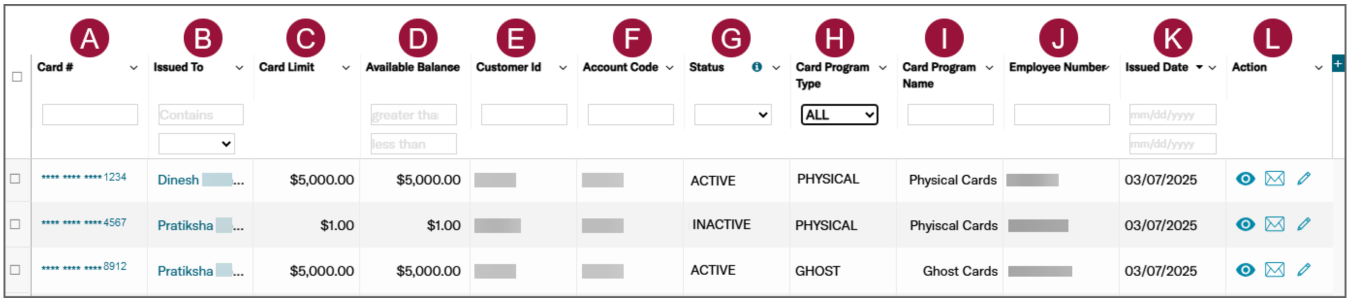
- The usability of this function is **based on the user's permissions or role**.
- Open the Reports Module to access and view the report or open it from the user's **Downloads** folder.

F. **Import Payments** – Click this icon to create multiple cards at once using the **Cards Upload Template** Excel file.



G. **Toggle Filter** – Click the **Toggle Filter**  icon to turn the **grid filters on or off**. Users can rearrange, add, or delete columns based on business need.

Cards Module Grid



A. **Card Number –** The last four digits of the card number. Click the **card number link** to view the Card Details. Click here to navigate to the **Card Details** section of this guide.

B. **Issued To** – The name of the person the card is assigned to.
   - Clicking on the blue name hyperlink will navigate the user to the Users Module > **User Details** page within the Users Module.

C. **Card Limit** – The overall limit on the card.

D. **Available Balance** –The amount of money currently available on the card for use. (This field is not the card's overall limit).

E. **Customer Id** – The Cust ID that the card is assigned to.

F. **Account Code** – The Account Code the Cust ID is assigned to.

G. **Status** – The status of the card.
   - **Pending –** The card has been requested but is awaiting approval as part of an approval workflow.
   - **Active –** The card is active and ready to use.
   - **Inactive** – The card is inactive and cannot be used. **Admins cannot change the status of an inactive card**; a new card must be ordered. Click here to order a new card.
   - **Approved** – The card has been approved to activate.
   - **Rejected** – The card was requested but not approved.
   - **Blocked** – The card has been blocked from usage. **Admins can change the status of a card from blocked to active**. Click here to view those instructions.
   - **TMP Blocked** – The card is on a temporary block.

H. **Card Program Type** – The type of card: virtual, ghost, or physical.

I. **Card Program Name –** The name of the card program the card is attached to.

J. **Employee Number** – The cardholder's employee number.

K. **Issued Date** – The date the card was issued.

L. **Action –** This column contains the following action icons. The availability of icons depends on the payment's status.

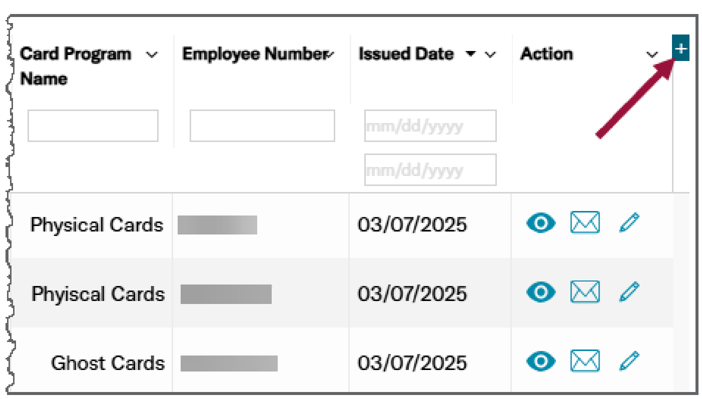
- **View** – Click the **View** icon to open the Card Details page.
- **Edit –** Click the **Edit** icon to open the **Manage Card** dialog.
- **Message** – Click the **Message** icon to open the **Message dialog** where the following options are available.
    - **Internal Chat –** Use this tab to send an internal message to a user who has submitted a card request or approver(s).
    - **Vendor Chat –** Use this tab to send a message to a vendor or respond to a message.

To inform users about the internal or vendor-facing message, **key in their names** in the **Notify User(s)** field. If no user is added to the **Notify User(s)** field, only users with Admin roles will receive a notification of a new message.

IMPORTANT

Columns on the Cards Module Grid are customizable.

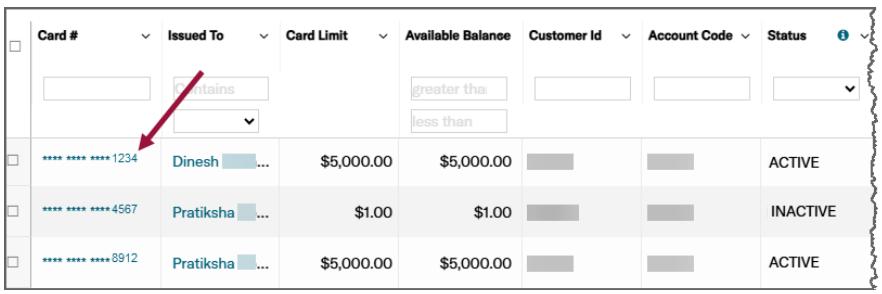
Click the **Column Editor** icon on the far right of the grid to add and delete columns.



Card Details

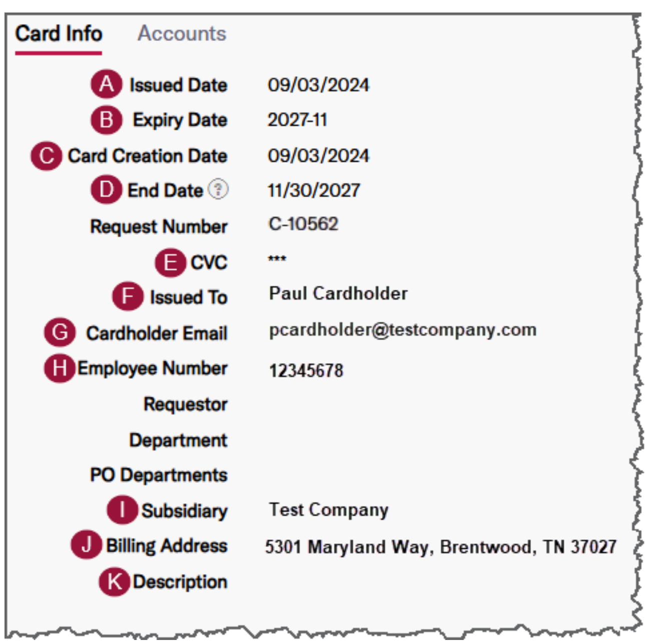
The Card Details page can be accessed from various places. Any time a card number is listed, the number is a **hyperlink to the Card Details page**.

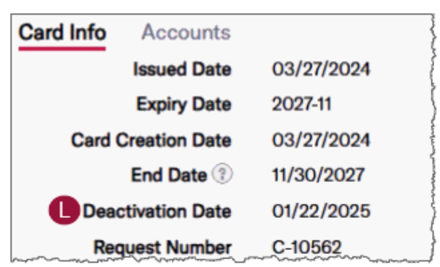
From the **All Cards** tab, click the **blue card number hyperlink** of the card to be viewed. This will open the **Card Details page**.



Card Info Tab

Column 1





A. **Issued Date –** The date the card was ordered.

B. **Expiry Date** – The card's expiration date.

C. **Card Creation Date** – The date the card was created.

D. **End Date** – This field will be populated for cards attached to a purchase order.

- Customers can set this date when issuing a PO.
- The card will be automatically blocked once the end date has passed.

E. **CVC** – (Card Verification Code) The security code used to verify the card's legitimacy during a transaction. For physical cards, this number is found on the back of the card.

F. **Issued To –** The name of the person the card is assigned to.

G. **Cardholder Email –** The cardholder's email address.

H. **Employee Number** – The cardholder's employee number.

I. **Subsidiary –** The name of the subsidiary, if applicable.

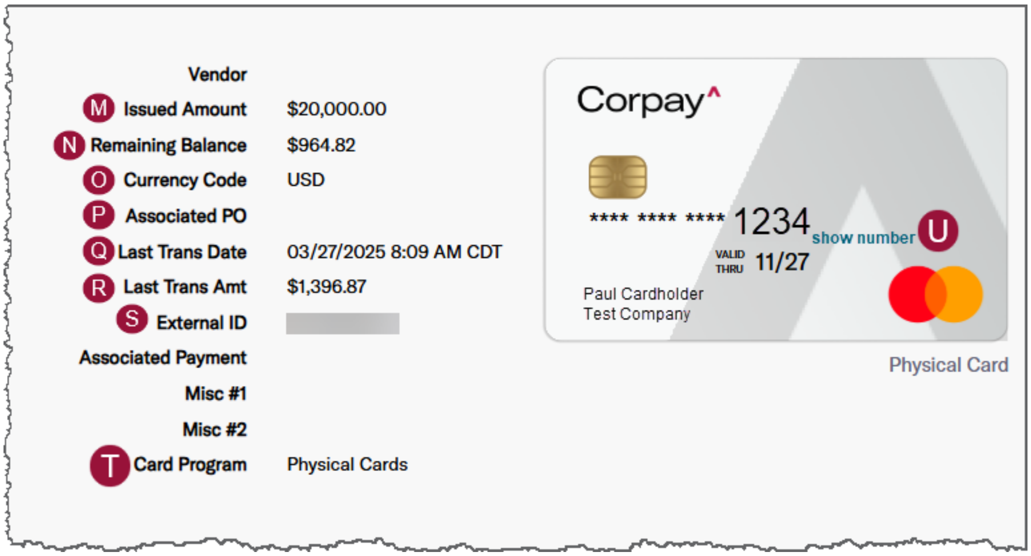
J. **Billing Address –** The address the card was sent to.

K. **Description –** Any relevant clarifications attached to the card, if needed.

L. **Deactivation Date** – Certain views/permissions may display this field.

- The date in this field will **initially match the expiration date**.
- Once the card is **deactivated in Corpay Complete**, this field will show the Corpay Complete **deactivation date**.

Columns 2 and 3



M. **Issued Amount –** The overall limit on the card.

N. **Remaining Balance –** The amount of money available on the card for use.

O. **Currency Code** – The three-letter code that represents the card's currency.

P. **Associated PO** – The PO number, if one is attached to the card.

Q. **Last Trans Date** – The date the card was last used.

R. **Last Trans Amt** – The amount of the last successful transaction.

S. **External ID** – The alphanumeric code assigned to the card which allows internal users to look up the card without giving the full card number.

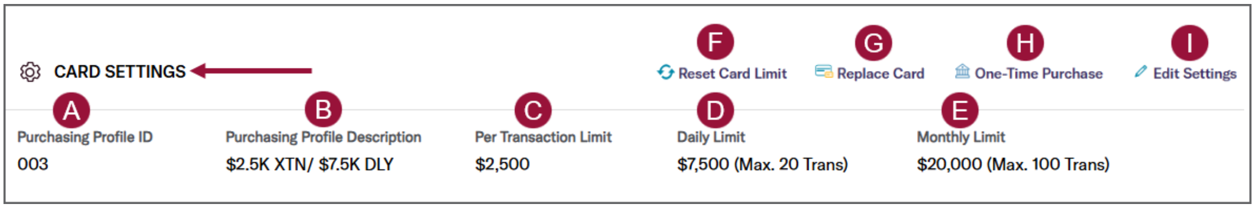
T. **Card Program** – The type of card: virtual, ghost, or physical.

U. **Show Number** – With proper role and approvals, users can click **Show Number** on the card image and will be able to see the **full card number**, for both Ghost and Physical cards.

Card Settings

The **Card Settings** section shows **Card Profiles**, **Profile Descriptions**, and **Card Limits**. This section also has the options to Replace Card, perform a One-Time-Purchase or "off-profile" override, and edit settings.

Viewable fields depend on user and Admin permissions.



A. **Purchasing Profile ID –** The Company-established profile number that the card is adhering to.
   - Profile numbers are three digits. There is an option for multiple-Company profile numbers on Mastercards.

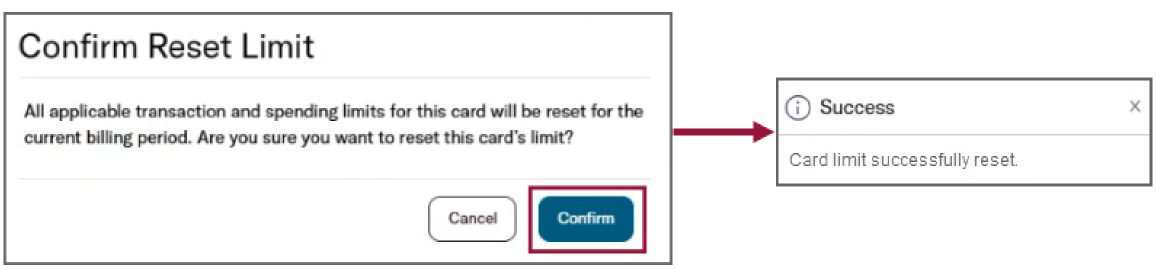
B. **Purchasing Profile Description –** The Company-established description of the profile number.

C. **Per Transaction Limit –** The total amount available per transaction.

D. **Daily Limit** – The total amount available per day; reset at midnight, central.

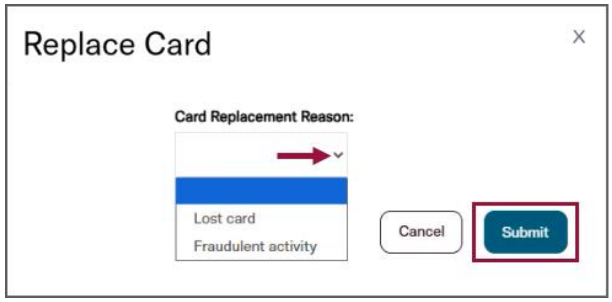
E. **Monthly Limit –** The total amount available each month and the maximum number of transactions allowed each month.

F. **Reset Card Limit** – Click this button to reset all applicable transaction and spending limits for the card.
   - After clicking the **Reset Card Limit** button, users will be shown the following window. Click **Confirm** to reset the card's limits.

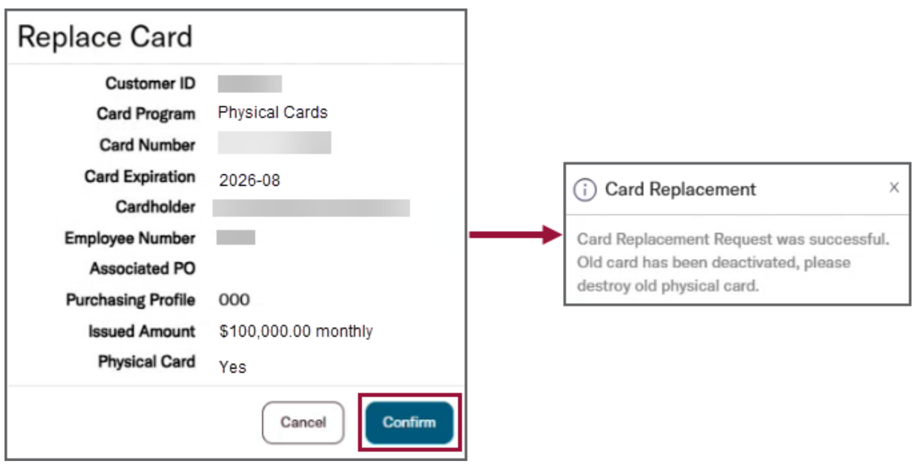


G. **Replace Card** – Click this button to request a replacement card if the current one is lost or has fraudulent activity.

- After clicking the **Replace Card** button, users will be shown the below window. Choose the reason why a new card is needed and click **Submit.**



- Review the cards details; click **Confirm.** The card will now show as **Inactive** in Corpay Complete.



H. **One-Time Purchase** – Click this button to perform a one-time override purchase in which the card's limits are overwritten for a single transaction.

- Click here to navigate to the **One-time Override** section of this guide.

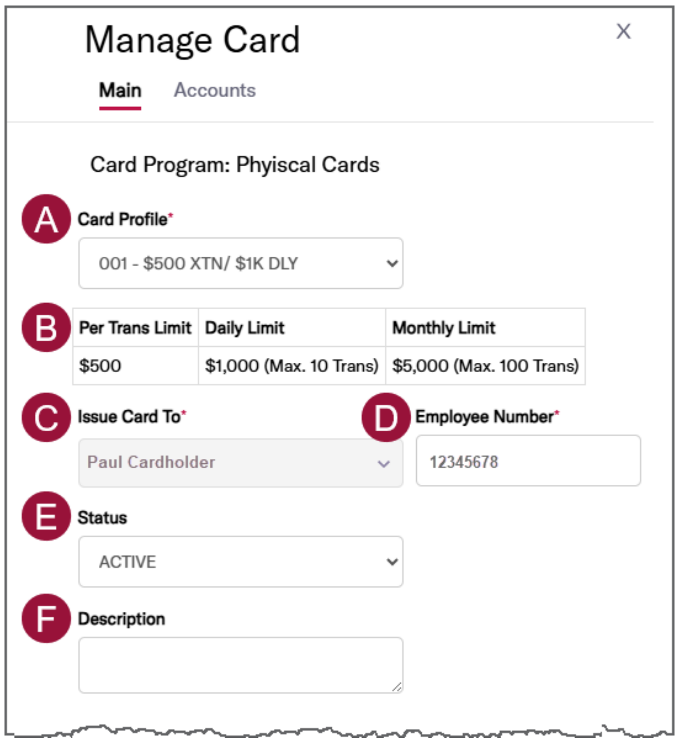
I. **Edit Settings** – This button opens the Manage Card window, in which updates can be made to the card. Click here to navigate to the **Card Management** section of this guide for more information on this window.

Edit Settings > Manage Card

After clicking the **Edit Settings** button, the **Manage Card** window will open.

This section of the guide is solely for **defining the fields on the Manage Card window**, though several tasks can be done on this window.

Part One



Fields on the **Manage Card screen will differ based on Customer set up.*

A. **Card Profile** – The profile number and profile description that the card is adhering to.

B. **Limits** –

  - **Per Trans Limit** – The total amount available per transaction.
  - **Daily Limit** – The total amount available per day.
  - **Monthly Limit** – The total amount available per month. Monthly limits reset the first of the month.
  - **Weekly Limit** – The total amount available per week. Weekly limits reset on Mondays.

C. **Issue Card To** – The name of the cardholder.

D. **Employee Number** – The employee number of the cardholder.

E. **Status** –

- **Active –** The card is active and available for use.
- **Pending –** The card is in the process of a workflow approval. It cannot be used yet.
- **Blocked** – The card is blocked and cannot be used. A blocked card CAN be changed to Active. Click here to change the status of a card to Active.

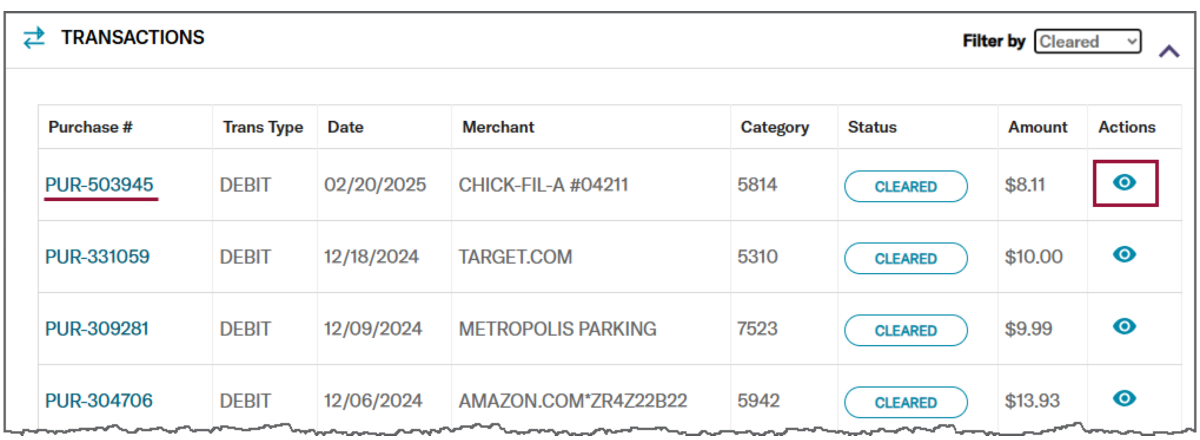
F. **Description** – Any details the client wants associated with the card. This is an optional field.

Transactions Section

The **Transactions section** shows all the transactions for the Card, with pertinent information such as **Date**, **Merchant**, **Status**, and **Amount**.

Users can click the link in the **Purchase #** column or the **View** icon in the **Actions** column to see more information about the transaction.

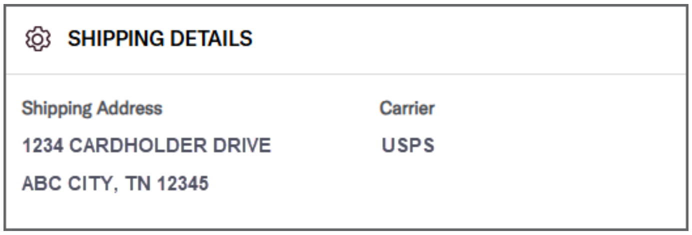
Note: This section functions the same way as the features in the **Transactions tab**. Click here to navigate to the **Transactions tab** section of this guide.



Purchase #	Trans Type	Date	Merchant	Category	Status	Amount	Actions
PUR-503945	DEBIT	02/20/2025	CHICK-FIL-A #04211	5814	CLEARED	$8.11	
PUR-331059	DEBIT	12/18/2024	TARGET.COM	5310	CLEARED	$10.00	
PUR-309281	DEBIT	12/09/2024	METROPOLIS PARKING	7523	CLEARED	$9.99	
PUR-304706	DEBIT	12/06/2024	AMAZON.COM*ZR4Z22B22	5942	CLEARED	$13.93	

Shipping Details

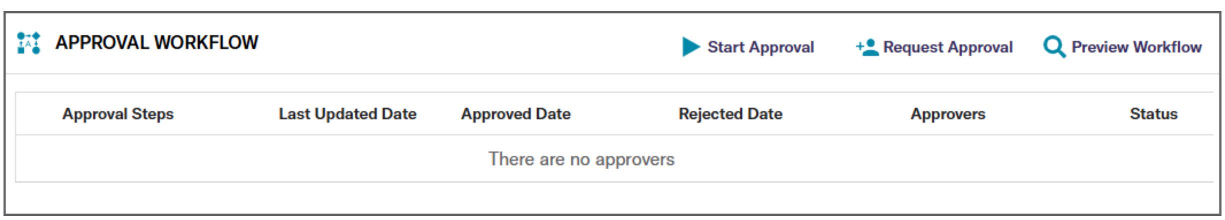
The **Shipping Details** section of the **Card Details** shows the address where the card was shipped or will be shipped, and the carrier used to deliver the card.



Approval Workflow

If an **Approval Workflow** is set up for ordering a card, it will show in this section.

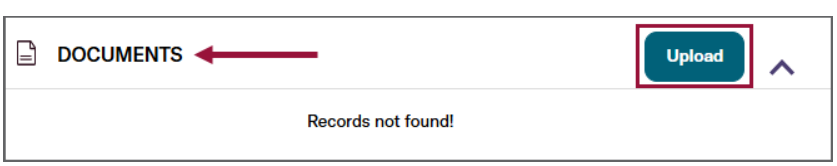
- For more information on ordering a card and the approval workflow, click here to navigate to the **Order a New Card** section of this guide.
- For more information on the buttons in this section, Start Approval, Request Approval, and Preview Workflow, click here to navigate to the **Corpay Complete Payments Module User Guide**.



Documents

Cardholders can click the **Upload** button and upload any **documentation that is relevant to the card.**

This section is available for customers to use based on their internal Company policy requirements.



Data Audit Log

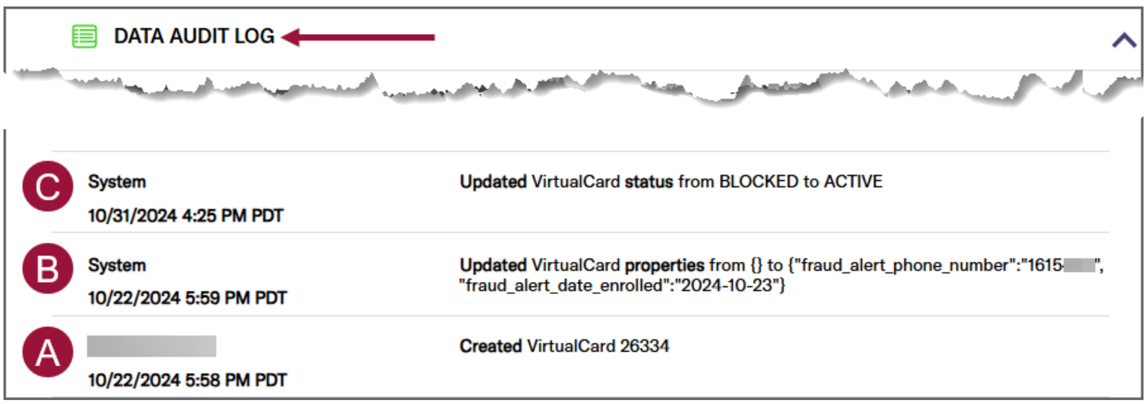
The **Data Audit Log** tracks every step a card takes, beginning with creation. Clients can use the Data Audit Log to view changes that were made to the card.

While each card may follow a unique path, this section highlights some of the **most common system updates** throughout the process. The examples on the subsequent pages will follow a card from creation.

The **most recent card updates** appear at the **top of the log**, while the card creation messages are located at the bottom, as it marks the first step in the process.

Card Creation

Please note that physical cards are listed as “virtual cards” on the Data Audit Log.

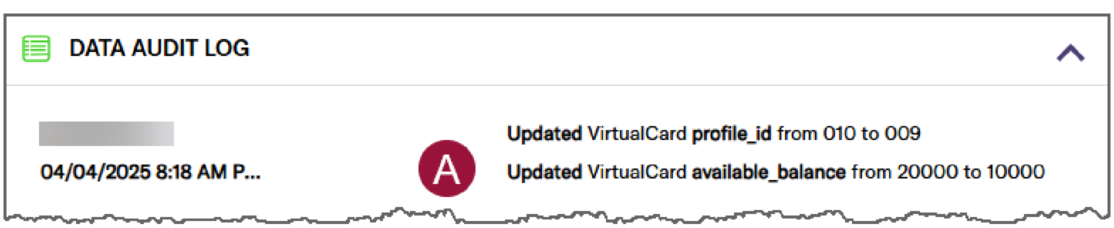


A. In this example, the card was created on 10/22/24 at 5:58pm pacific.

B. At the time of creation, the cardholder’s phone number was added to the card because it was already on their user profile.

C. The card was activated on 10/31/24 at 4:25pm pacific.

Card Maintenance



A. In this example, the card’s profile was changed from 010 to profile 009. As part of that profile change, the available balance on the card changed from $20,000 to $10,000.

Activities

The **Activities** section is like the Data Audit Log; it records any activity that is done on the card. The **most recent** updates appear at the top of the **Activities**.

While each card may follow a unique path, this section provides examples of some of the **most common system updates**.

A. Corpay Complete sent the card data to Corpay's integration service to create the card.

B. Corpay Complete received the token number from the integration service, meaning the card, and card number, were created.

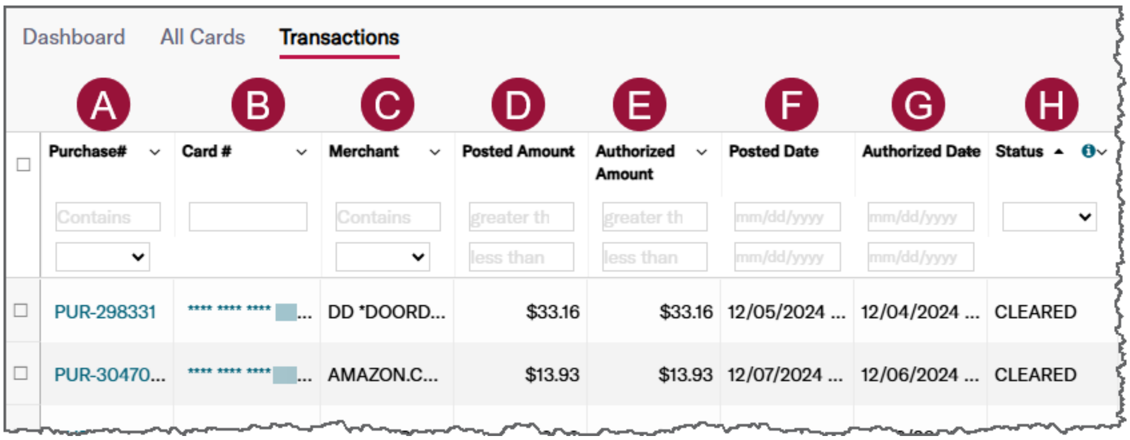
C. The card was activated, assigned, limits set, and shipping address assigned. See the screen shot above for specific line readings.

Transactions Tab

The **Transactions tab** shows all the transactions for the Card with pertinent information such as **Date**, **Merchant**, **Status**, and **Amount**.

Transactions Grid

Part 1:



Please note that **all columns** in this section are **customizable** by clicking the **Toggle Filter** icon. For more information on Filters, click here to navigate to the **All Cards Tab > Header** section of this guide.

A. **Purchase #** – The number created and assigned by Corpay Complete to the purchase. Click the purchase number to navigate to the Purchase Details section of this guide.

B. **Card #** – Click the card number hyperlink to view the Card Details. Click here to navigate to the **Card Details** section of this guide.

C. **Merchant** – The name of the vendor receiving payment.

D. **Posted Amount** – The amount that was settled (The exact amount of funds that were transferred from the cardholder's card balance to the merchant's account).

E. **Authorized Amount –** The amount the merchant requested be removed from the cardholder's balance, effectively reserving that amount until the transaction settles.

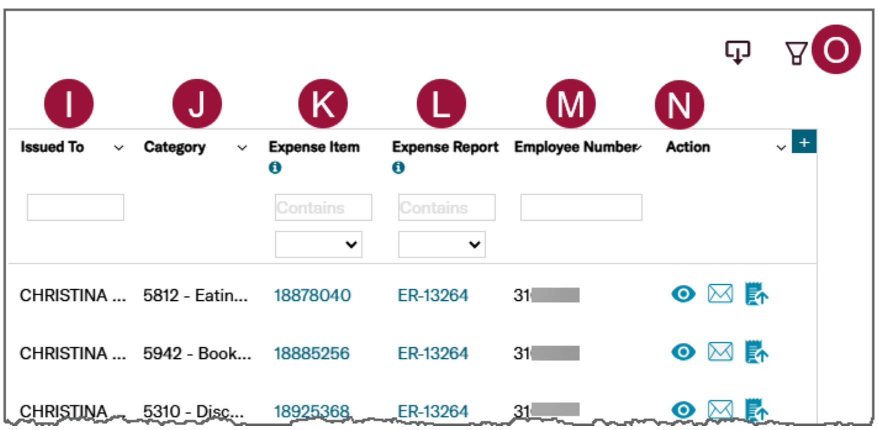
F. **Posted Date** – The date the transaction settled.

G. **Authorized Date** – The date the transaction was run.

H. **Status** – The status of the transaction.

- **Authorized** – The transaction has been approved but not settled.
- **Declined** – The transaction was declined. Click here to view more information on **Reasons for Decline**.
- **Cleared** – The transaction was approved and settled by the merchant.
- **Expired** – The transaction was not settled by the merchant within 30 days.
    - The pre-auth amount holds the determined amount of funds until the authorization expires; any pre-auth amount goes back to the card.
    - The card is not "charged" for the transaction until the transaction settles; therefore, the full amount of the transaction never left the card.

Part 2:



I. **Issued To** – The name of the person the card is assigned to.

J. **Category** – The four-digit code assigned by Mastercard, along with a description of the MCC code under which the transaction was processed.

K. **Expense Item** – The number assigned in Corpay Complete to the expense/transaction. This number is a hyperlink to **Expense Item Details** screen. For more information on the **Expense Module**, click here to navigate to the relevant Knowledge Base articles.

L. **Expense Report** – If the transaction is associated with an expense report, the expense report number will display in this field. This number is a hyperlink to **Expense Report**. For more information on the **Expense Module**, click here to navigate to the relevant Knowledge Base articles.

M. **Employee Number** – The employee number of the person the card is assigned to.

N. **Action** – This column contains the following action icons:

- **View** – Click the **View** icon to open the **Purchase Details** page.

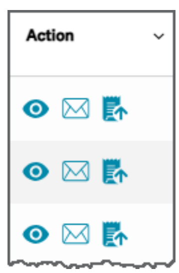
- **Message** – Click the **Message** icon to open the **Message dialog** where the following options are available.

    - **Internal Chat** – Use this tab to send an internal message to the submitter or approver(s).

    - **Vendor Chat** – Use this tab to send a message to a vendor or respond to a message.

    To inform users about the internal or vendor-facing message, **key in their names** in the **Notify User(s)** field. If no user is added to the **Notify User(s)** field, only users with admin roles will receive a notification of a new message.

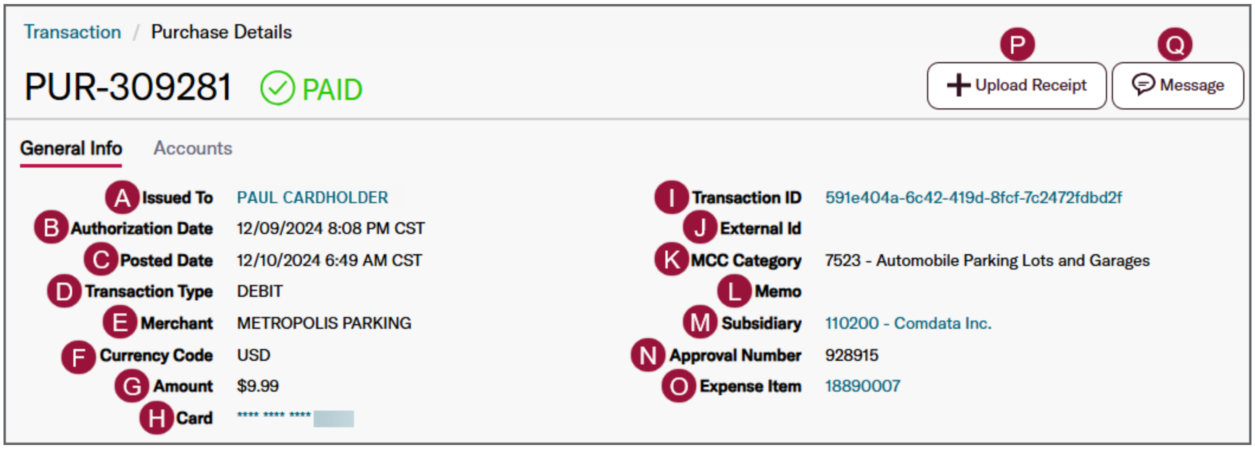
- **Upload Receipt** – Click the **Upload Receipt** icon to quickly attached a receipt to the transaction. For more information on attaching a receipt, click here.



O. **Toggle Filter** – Click the **Toggle Filter** icon to turn the grid filters on or off. Users can also rearrange, add, or delete columns based on business need.

Purchase Details

General Info Tab



A. **Issued To** – The name of the person the card is issued to.

B. **Authorization Date** – The time and date the transaction was run.

C. **Posted Date** – The time and date the transaction was settled (The funds from the transaction are transferred from the cardholder's card balance to the merchant's account).
   - This field will be blank until the transaction settles.

D. **Transaction Type** – This field will read **Debit** or **Credit**.
   - **Debit** – The amount was deducted from the card.
   - **Credit** – The amount was added, or credited, back to the card.

E. **Merchant** – The name of the vendor receiving payment.

F. **Currency Code** – A three-letter code that represents a currency. Information about currency codes and their corresponding countries can be found by searching "currency codes" on any web browser.

G. **Amount** – The amount of the transaction.

H. **Card** – The last four digits of the card number used in the transaction. This number is a hyperlink to the Card Details screen.

I. **Transaction ID** – The number assigned in Corpay Complete to the transaction. This number is a hyperlink to the Transaction Details screen.

J. **External Id** – Displays the transaction's internal id number from the client's ERP.

K. **MCC Category** – (**Merchant Category Codes**) A four-digit code assigned by Mastercard to merchants' point-of-sale devices, classifying them according to the types of goods or services they provide.

L. **Memo** – This field is not used by many customers.

M. **Subsidiary** – The name of the subsidiary, if applicable.

N. **Approval Number** – The approval number for the **pre-auth** amount.
   - Currently, Corpay Complete does NOT show the approval number for the settlement amount.

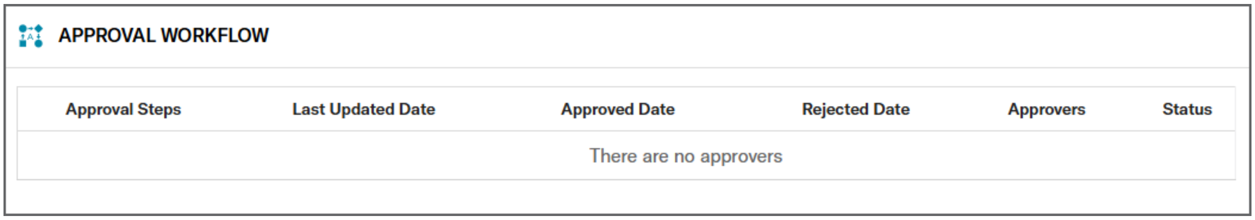
O. **Expense Item** – The number assigned in Corpay Complete to the expense. This number is a hyperlink to the **Expense Item Details** screen.
   - For more information on **Expense Items** and the **Expenses** module, click here to navigate to our client-facing documentation.

P. **Upload Receipt** – Click this button to attach a receipt to the transaction.
   - For more information on attaching a receipt, click here.

Q. **Message –** This button opens the **Message dialog** window. For more information on Messages, click here.

Approval Workflow

This **Approval Workflow** of the **Purchase Details** is not typically used by customers.



Documents

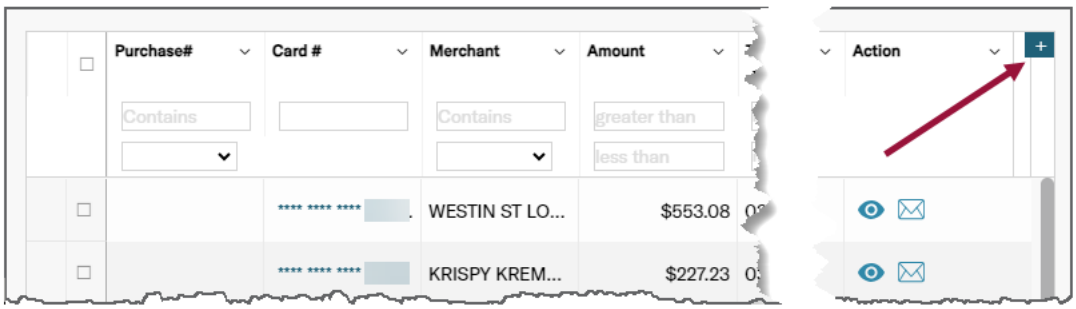
Cardholders can click the **Upload Receipt** button and upload any **documentation** type **that is relevant to the purchase, including receipts.**

For more information on attaching a receipt, click here.

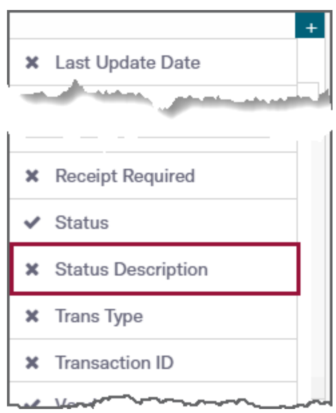
Card Decline Reasons

When viewing **Declined** transactions, make sure the **Status Description** column is added to the view.

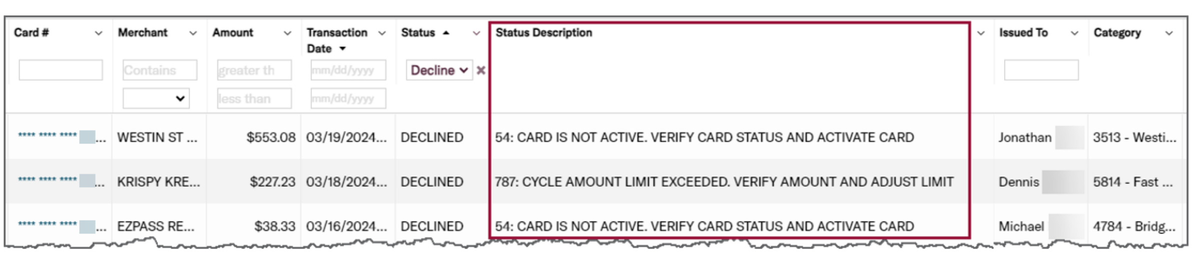
1. From the **Cards Module** > **Transactions** tab, click the small **Column Editor** on the far right of the Transaction grid.



2. From the **Filter Selection** list, scroll down and click **Status Description**. This will add the column to your transaction list view.



3. Users can now view the pertinent transaction information such as **Card Number**, **Amount**, **Cardholder**, and the **Status Description** which will contain the **Reason for Decline**. Continue to the next page for common decline reasons.



Review the table below for **Common Decline Reasons** and additional notes and explanations:

For more information on handling declines, click here to navigate to the **Card Management** section of this guide.

Decline Reason	Notes
54: Card is not active. Verify card status and activate card.	The card is **not active**. (This can occur for several reasons.) Contact the System Administrator to activate the card.
784: Expiration date error. Verify expiration date or use new card.	The card's expiration date was entered **incorrectly**, ***or*** the card has **expired,** and a new card is needed.
785: Transaction amount limit exceeded. Verify amount and adjust limit.	The **transaction amount** available on the card is lower than the amount the card is being run for.
786: Daily amount limit exceeded. Verity the amount and adjust limit.	The **daily amount** available on the card is lower than the amount the card is being run for.
787: Cycle amount limit exceeded. Verify amount and adjust limit.	The **amount** available on the card's **cycle limit** is lower than the amount the card is being run for
788: Daily transaction count exceeded. Adjust daily transaction count.	The number of **daily transactions** (card swipes) on the card has been exceeded.
789: Cycle transaction count exceeded. Adjust cycle transaction count.	The number of **transactions** (card swipes) on the card's **cycle limit** has been exceeded.
939: MCC is not available for use. Verify usage limits and adjust card profile.	The **MCC** being used for the transaction is **not available** on the card.
1097: International Purchases Not Allowed	This card profile **does not allow international purchases**.
1098: Internet Purchases Not Allowed	This card profile **does not allow internet purchases**.
1100: Enhanced Risk Monitoring Decline	The Card has been flagged for **potential risk or fraud** and will decline all future transactions until further action is taken. Customers should contact their Account Manager or Relationship Manager at accountmanagement@corpay.com for next steps.

Card Management

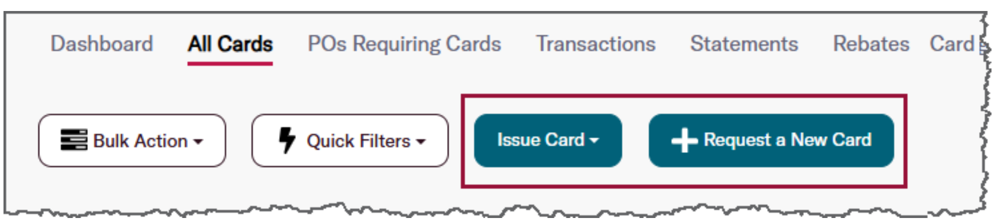
This section provides an overview of the key functionalities and tasks related to managing physical and ghost cards within the Corpay Complete platform.

Use the links below to navigate to the steps for completing the specified task.

Order a Card	Remove Temporary Block
Request a New Card	Enable Temporary Spending Limit
One-Time Purchase (Override)	View Card's Expiration Date
Take Card Off-Profile	Upload a Receipt to a Card Transaction
Change Card Status to Active	Dispute a Transaction

Order a Card

Admins can order a new card, while **cardholders can request** a new card, both using the Corpay Complete platform.



- Click here to navigate to the **Request a New Card** instructions.
- Click here to navigate to the **Order a New Card** instructions.

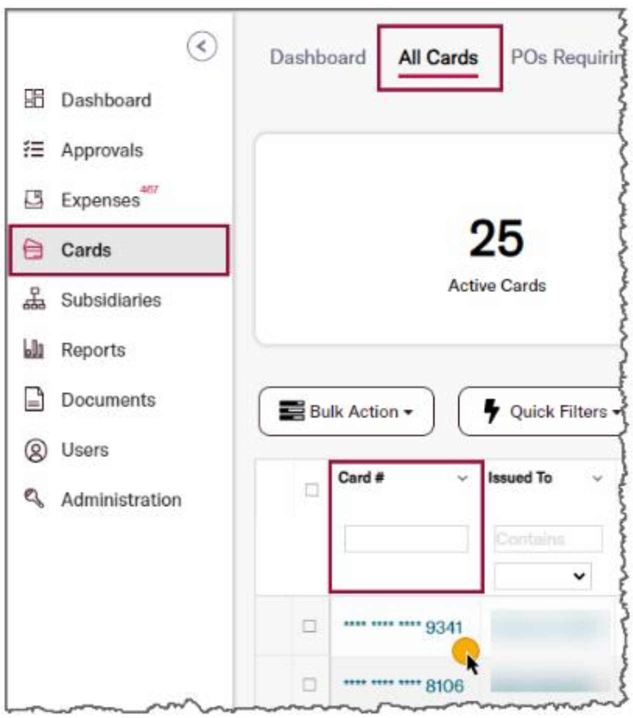
Order a New Card

For Admins Only – Cardholders/Users CANNOT order a card. They can only REQUEST a card in Corpay Complete.

The user being assigned the card to must be in Corpay Complete. If the user is not in Corpay Complete, the card cannot be ordered.

To add a user to Corpay Complete, click here to navigate to the Knowledge Base article **Creating a New User and Sending a Welcome Email**.

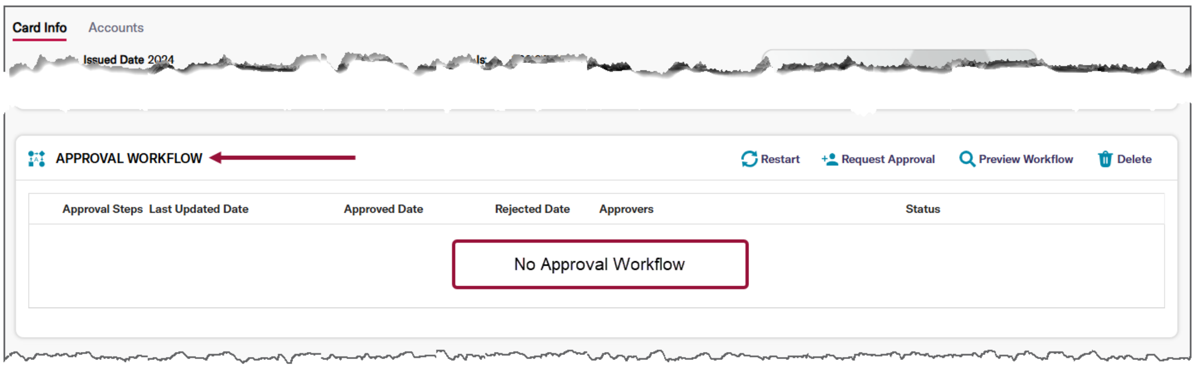
1. From the Company's **Cards** module, click **All Cards**. Use the **filters** to find the card and click on the **blue card number hyperlink**.

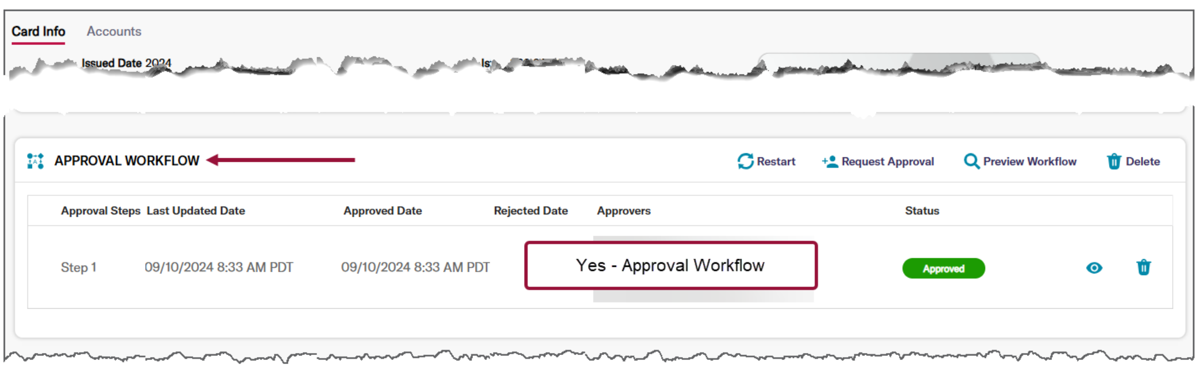


2. On the **Card Info** screen, scroll down to the **Approval Workflow** section and read the screen. Note whether the Company is using an approval workflow, then proceed to the next step.

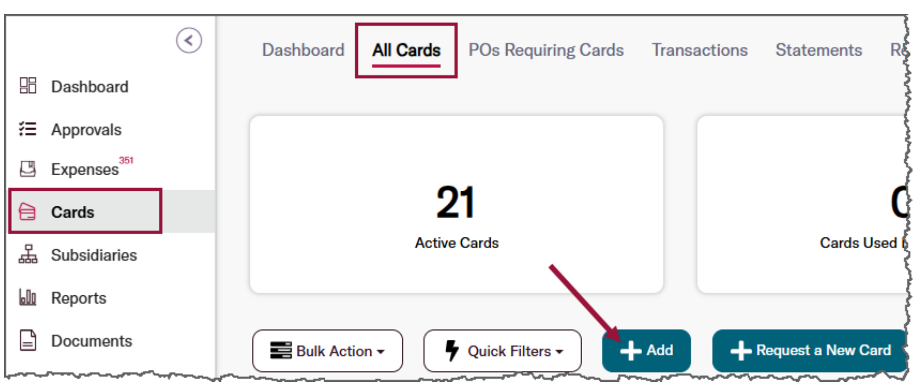
   - If there is **no information** in the **Approval Workflow** section, the Company is NOT using a workflow.

   - If there **is information** (see screen shot below) in the **Approval Workflow** section, the Company IS using a workflow.





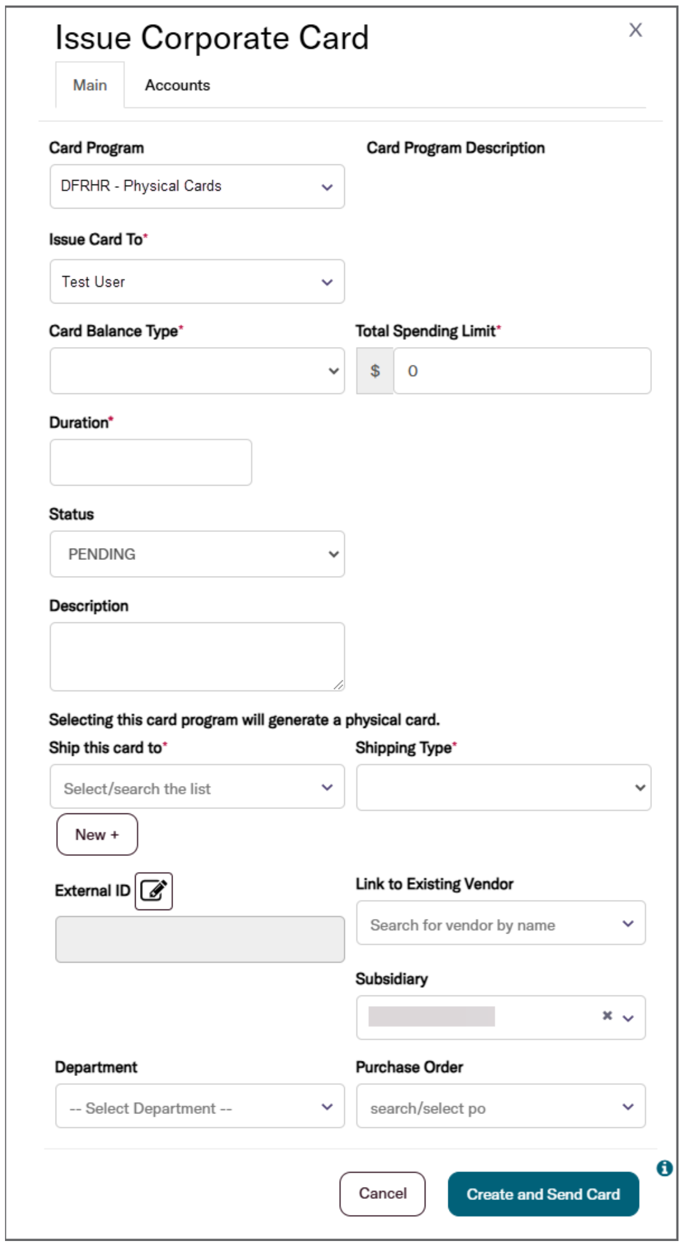
3. Return to the **Cards** module > **All Cards** tab. Click the **+Add** button.



4. **Complete the following fields to order a card**. Detailed descriptions of each field are found on the following pages.

The fields required to order a card differ depending on how the Company is set up in Corpay Complete. For example, some profiles / cards may have a monthly cycle limit, while others may use a declining balance.

Use this section to complete the fields shown on your screen for the Company you have selected.



**Required fields are denoted with a maroon asterisk.*

Card Program – Choose the card program for the card.

Card Profile – Select the profile the card needs to adhere to. After choosing the card profile, a table below the field will show the transaction limit, daily limit, and monthly limit of the profile selected.

- If profile 000 is chosen, the card limits will need to be set manually.

Issue Card To – Enter the name of the cardholder. **The user will already need to be set up in Corpay Complete**. Admin users can add users to Corpay Complete.

Employee Number – After selecting the cardholder's name, this field will automatically populate.

- If adding a second, third, or fourth card for the user, the system will automatically add a 2-digit number to the end of the employee number.
  - For example, if it is the user's second card, there will be a 22 at the end of the employee number.
- There CANNOT be the same employee number for multiple cards under the same Cust ID.
- Admins can change the employee number.

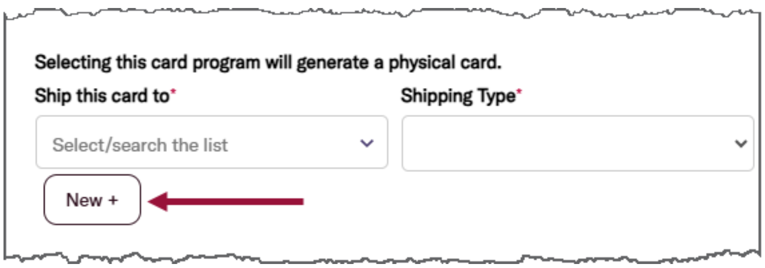
Status – Choose one of the following options:

- **Active** – Choose this status if the user's Company **does not have a workflow approval**. (See step 2 in this section for approval workflows.)
- **Pending** – Choose this status if the user's Company **has a workflow approval**. (See step 2 in this section for approval workflows.)
  - If a workflow approval is not established, the card status will change to active once the card order is approved.
- If the **card is ordered in any other status**, the **system will NOT order the card**.

- If the **card order needs to be canceled**, Account Managers can cancel the card on behalf of customers:
  - Card orders must be canceled within the **allotted window**.
  - Cards must be in **blocked status** in Corpay Complete.

Description – This is an optional field.

Ship this card to – Select the address the card needs to be mailed to. Users can add a new address by clicking the **New +** button



Shipping Type – Select **USPS** (default) for free shipping. All other options will incur a fee.

- **FedEx Priority Overnight** shipping is $30.
- **FedEx 2 Day** shipping is $20 for up to 100 cards going to the same address, ordered on the same day.
- **FedEx International** shipping is $80 for up to 100 cards going to the same address, ordered on the same day.
- At present, tracking emails are not sent from Corpay Complete. Contact your Account Manager at accountmanagement@corpay.com if tracking information is required.

Department – Optional field. This field can be used to **link a card to a specific department**.

Purchase Order – Optional field. This field can be used to **link the card to a purchase order (PO)**.

Spending Limit Per Month – Key in the amount that can be run on the card per **month**.

Spending Limit Per Week – Key in the amount that can be run on the card per **week.**

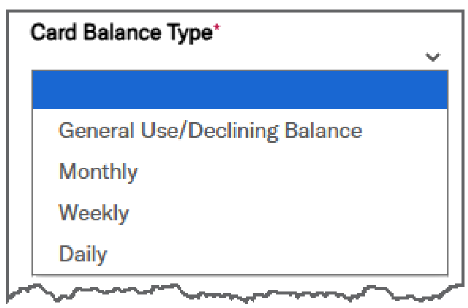
Card Balance Type – This option is selected when Admin users want the amount on the card to reset.

- **General Use / Declining Balance** – Select this option if the user **does not want the card amount to reset**. Once the amount is used, the money is gone. A new amount can be reloaded by an Admin user.
  - When this option is selected, the **End Date** field populates on the card order screen.

- **Monthly** – Select this option to set a reoccurring **monthly** limit.
  - When this option is selected, the **Duration in Months** field populates on the card order screen.

- **Weekly** – Select this option to set a reoccurring **weekly** limit.
  - When this option is selected, the **Duration in Weeks** field populates on the card order screen.

- **Daily** – Select this option to set a reoccurring **daily** limit.
  - When this option is selected, the **Duration in Days** field populates on the card order screen.



Total Spending Limit – Key in the **amount of the card**. Note the amount will reset based on what was chosen in the **Card Balance Type** field.

Duration – This field is used to set a **card expiration**. Key in the number of months, weeks, or days until the card amount resets. This field is most frequently **found on Ghost card** orders, not **physical plastic card** orders.

Duration in Months – This field is used to set a **card expiration in months**. Key in the number of months until the card amount will reset. This field is mostly used for **Ghost cards**.

- This field populates when **Monthly** is selected in the **Card Balance Type** field.

Duration in Weeks – This field is used to set a **card expiration in weeks**. Key in the number of weeks until the card amount will reset. This field is mostly used for **Ghost cards**.

- This field populates when **Weekly** is selected in the **Card Balance Type** field.

Duration in Days – This field is used to set a **card expiration in days**. Key in the number of days until the card amount will reset. This field is mostly used for **Ghost cards**.

- This field populates when **Daily** is selected in the **Card Balance Type** field.

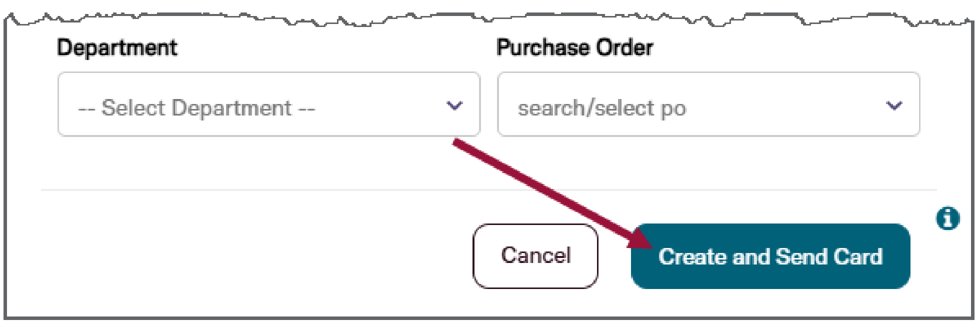
End Date – This field is used to indicate the **last date a card can be used**. Key in the last date the card can be used.

- This field populates when **General Use/Declining Balance** is selected in the **Card Balance Type** field.

Link to Existing Vendor – Optional field. This field is used to link the card to an existing vendor.

Subsidiary – Optional Field. This field is dependent on how the Company has structured their set up. For example, a Company may use subsidiaries to differentiate reporting. Another Company may use subsidiaries to differentiate managers, so only certain managers can see certain things. This field is rarely used, especially by card-only accounts.

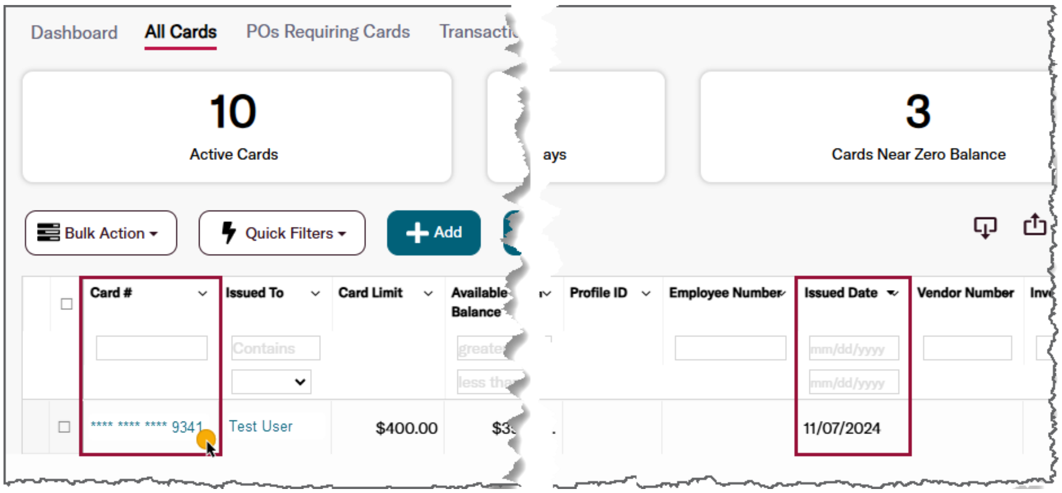
5. Click the **Create and Send Card** button.



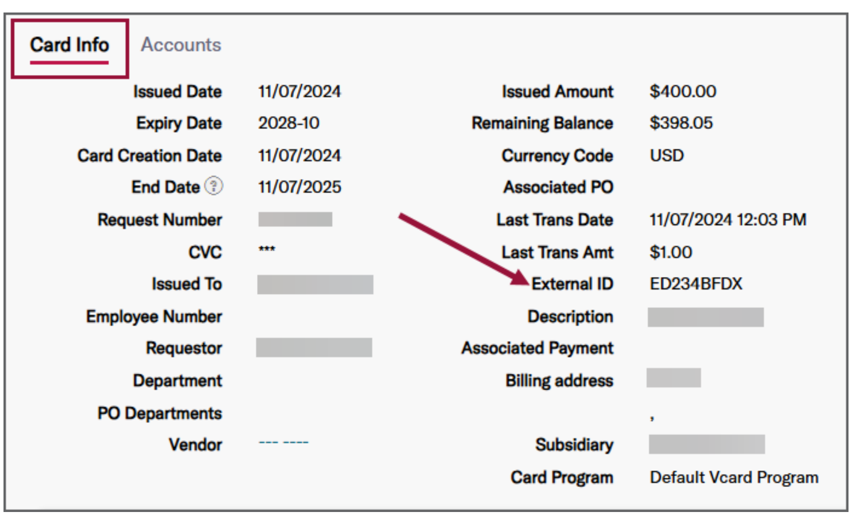
Check if the Card was Created

1. From the **Cards** module > **All Cards** tab, use the drop-down arrow to sort the card by **Issued Date**, sorting with the most recent card on top.
   - Users can also utilize the filter to search using the cardholder's name.

2. After finding the most recent card, click on the blue card hyperlink.



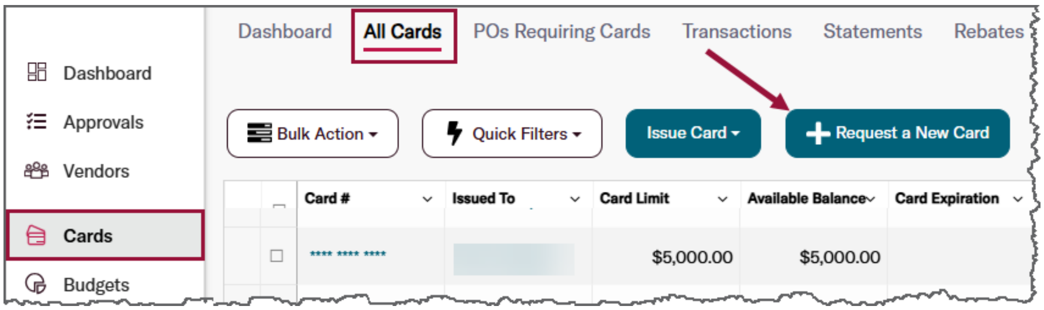
3. In the **Card Info** section, locate the **External ID** field.
   - If the **card token number appears in this field**, the card has been **created.**
   - If this **field is blank**, the card was **not created**.
   - It **may take a minute for the card token to populate** in this field.



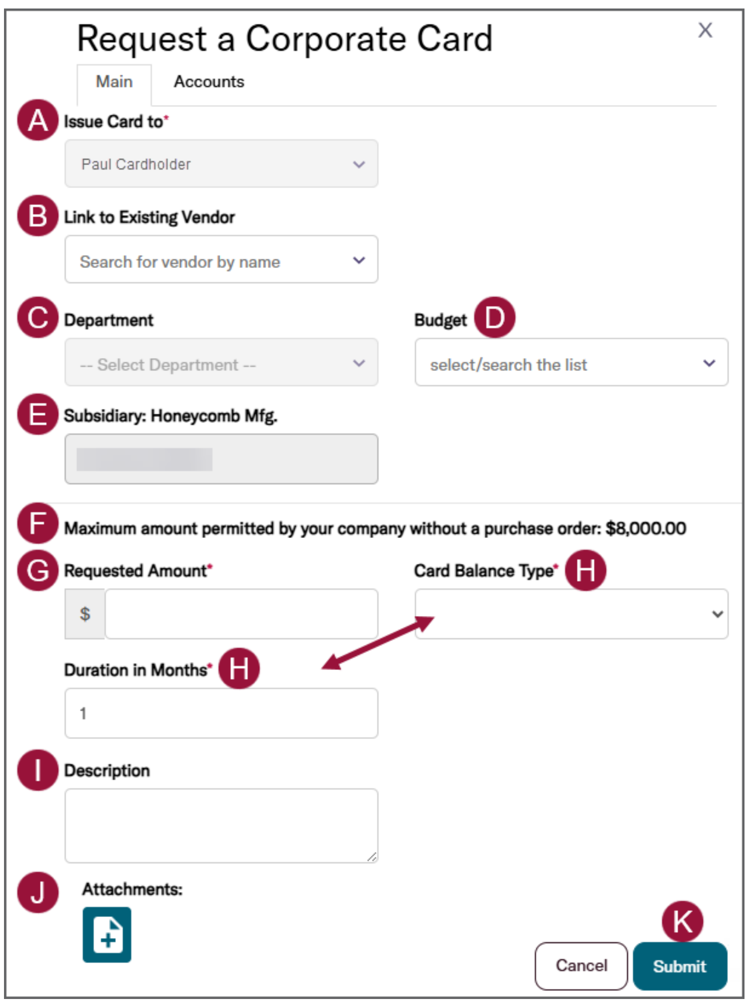
Request a New Card

Cardholders may request that an Administrator order a card on their behalf by following the steps outlined below.

1. From the Company's **Cards** module, click the **All Cards** tab. Then, click the **+Request a New Card** button.



2. Complete the following fields (field descriptions begin on next page):



Required fields are denoted with a red asterisk. Field requirements may vary by Company.

A. **Issue Card to** – Key in the name of the person the card will be issued to.

B. **Link to Existing Vendor** – Optional Field. If the user would like the card linked to an existing vendor, key the vendor's name into this field.

C. **Department** – Optional Field. If the user would like the card linked to a specific department, key the department name into this field.

D. **Budget** – This field is used to link the card to a budget created in the **Budget** module. This field may not display depending on Company configuration.

E. **Subsidiary** – Optional Field. If the user would like the card linked to a subsidiary, key the subsidiary name into this field.

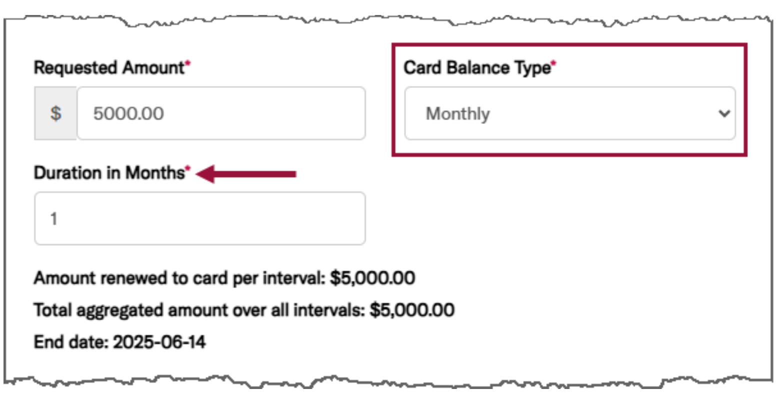
   - This field is dependent on how the Company has their Company structure set up. For example, a Company may use subsidiaries to differentiate reporting. Another Company may use subsidiaries to differentiate managers, so only certain managers can see certain things. This field if rarely used, especially by card-only accounts.

F. **Maximum Amount Permitted sentence** – This field is a callout. The limit on the card must be set **lower** that the threshold listed in this field.

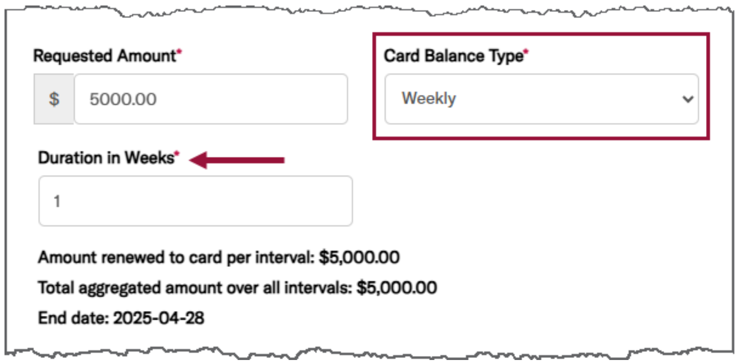
G. **Requested Amount** – Key in the requested limit for the card.

H. **Card Balance Type** and **Duration In / End Date** – These fields work together. The selection in the **Card Balance Type** field determines the **Duration in …** field.

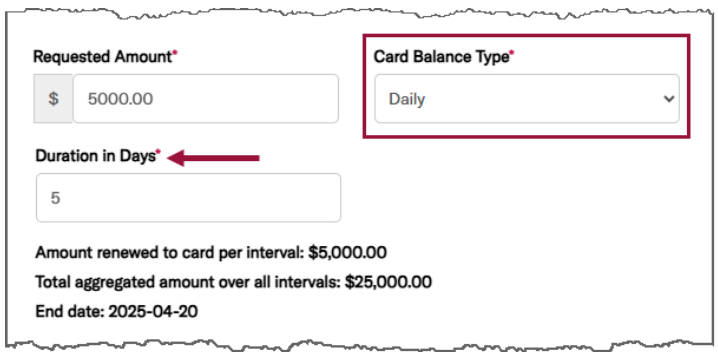
   - **Monthly** – When the **Monthly** option is chosen, key in the number of months after which the **Requested Amount** will reset.



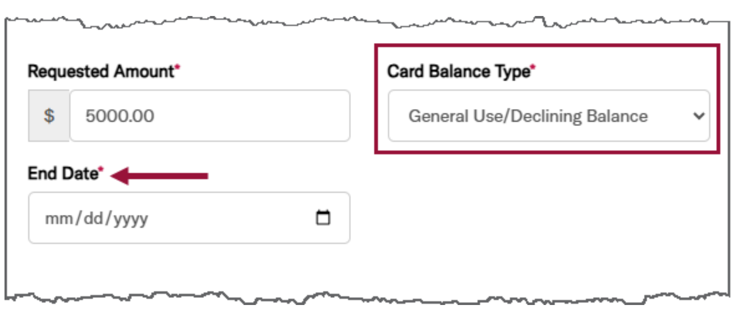
- **Weekly –** When the **Weekly** option is chosen, key in the **number of weeks** after which the **Requested Amount** will reset.



- **Daily –** When the **Daily** option is chosen, key in the **number of days** after which the **Requested Amount** will reset.

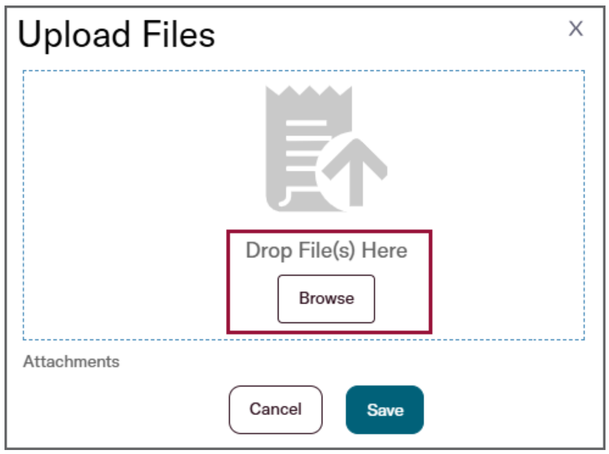


- **General Use / Declining Balance** – When the **General Use / Declining Balance** option is chosen, key in the **last day** in which the balance on the card can be used.
  - The **balance will NOT automatically reset** on a **General Use / Declining Balance** card. Once the balance of the card is depleted, the card must be manually reset.
  - For more information on resetting a card limit, click here to navigate to the **Card Settings > Reset Card Limit** (letter F) section of this guide
    - Once a card reaches its End Date, it **cannot be reset**. The card will be deactivated and must be reordered.



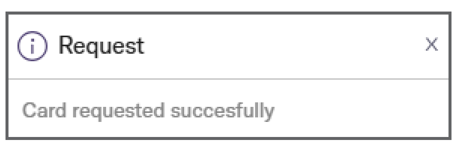
I. **Description** – Optional field. If the user would like a description attached to the card, key that description into this field.

J. **Attachments** – If the user has documentation for the card, it can be added by clicking the **attachment**  icon and then **dragging and dropping** the documentation or clicking the **Browse** button. Once the documentation is added, click **Save**.



K. Click **Submit**.

3. A successful completion message will appear in the top right corner of the screen.

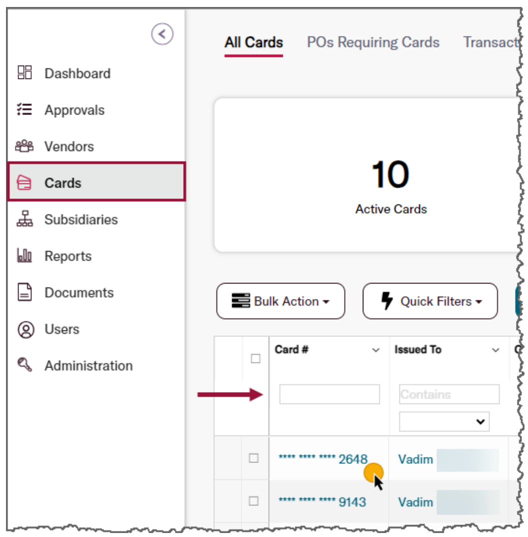


Perform One-Time Purchase

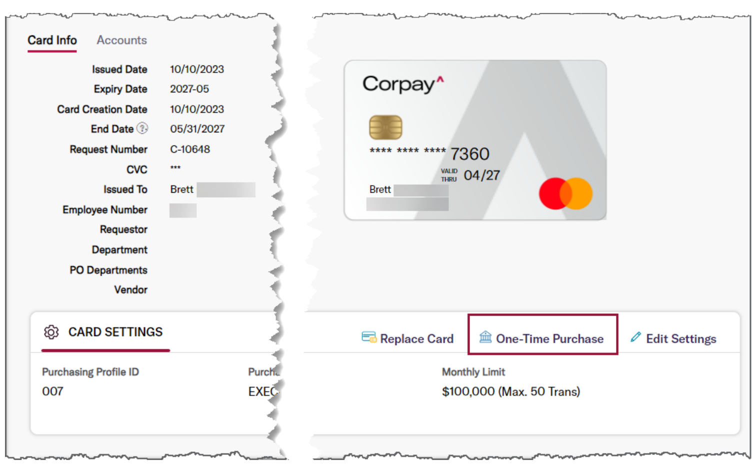
Corpay Complete Administrators can perform a **One-Time Purchase** in which the Card can **override profile parameters** for a **single transaction**.

IMPORTANT
The **One-Time Purchase** amount must be the **NEXT swipe** on the Card.
Only use the One-Time Purchase for **same day transactions.**

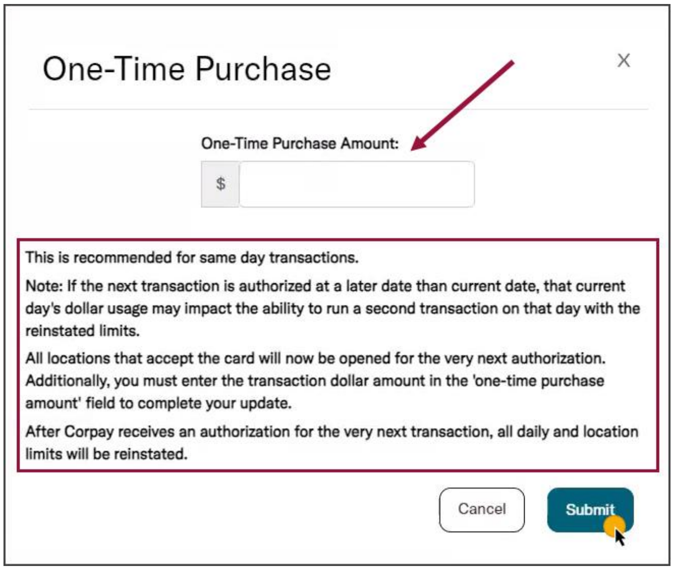
1. From the **Cards** Module, use the filters to quickly locate the cardholder's name or card number. Once located, **click the blue card number link**. This will open the **Card Details** page.



2. On the **Card Details page,** in the **Card Info** tab, scroll down to the **Card Settings**. **Click One-Time Purchase**.



3. This will open the **One-Time Purchase** window. Be sure to **read the notes from Corpay** that are included on this window**. Key in the amount** for the one-time purchase and click **Submit**.



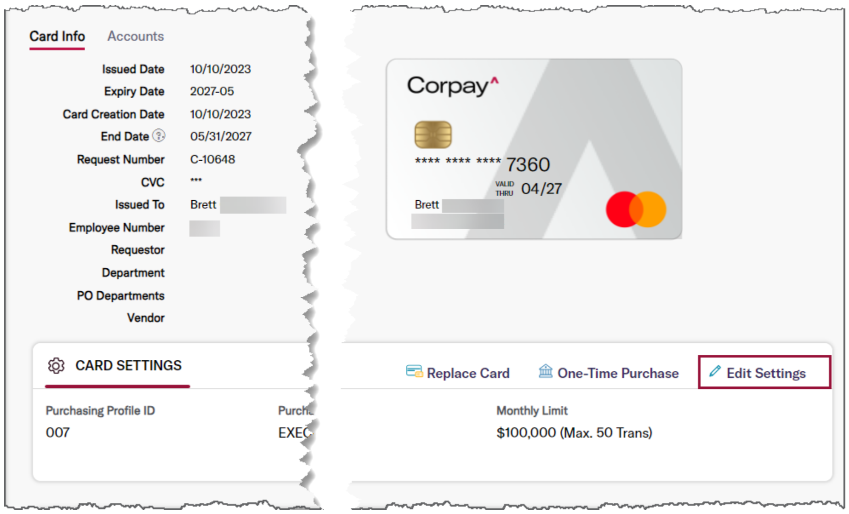
Take a Card Off-Profile

System Administrators can also **temporarily take a card off** profile. This is ideal if an associate is travelling and may expect to spend more money than allotted. This task is also known as **enabling a temporary spending limit**.

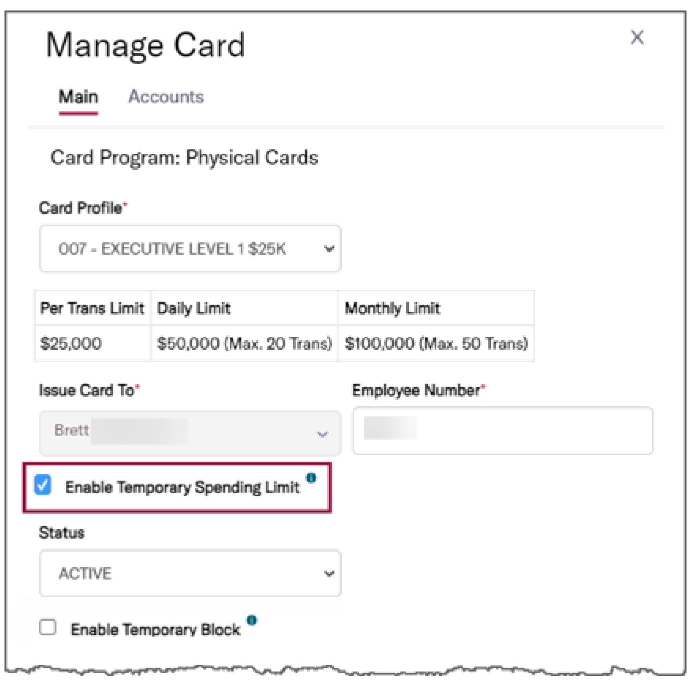
IMPORTANT
If you apply both **a One-Time Override and a Temporary Limit** at the same time, the **card will be declined**. Please choose one option or the other, not both.

Use the steps below to temporarily remove a card off profile or block a card.

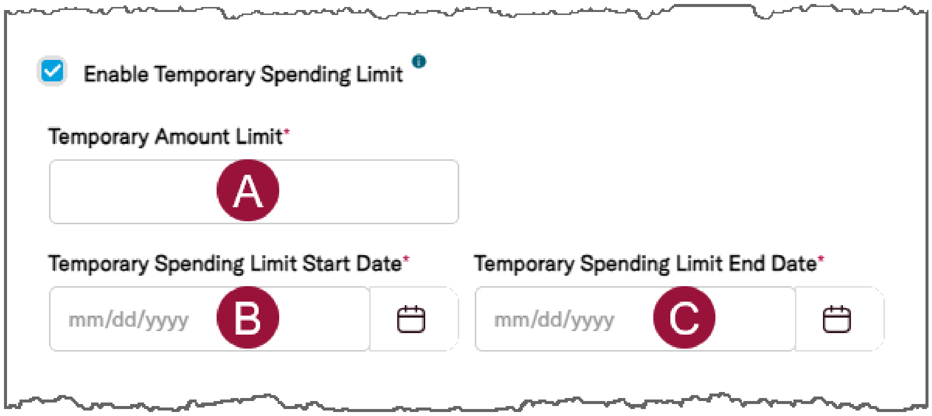
1. From the **Card Info Page**, click **Edit Settings**.



2. This opens the **Manage Card** window. Scroll down and **check** the **Enable Temporary Spending Limit box**.



3. Clicking the **Enable Temporary Spending Limit** box reveals **3 additional options to complete**. Review the steps below to enable a temporary spending limit.

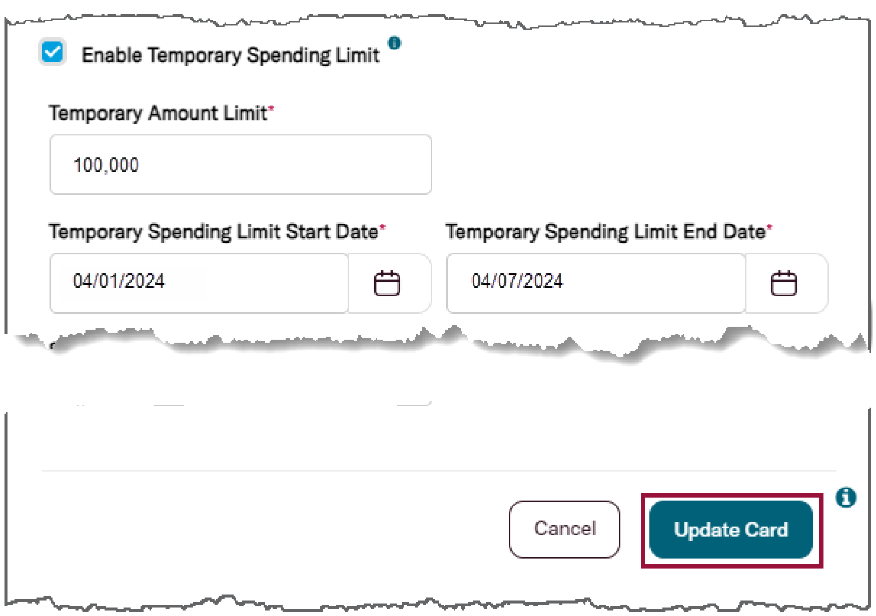


A. **Temporary Amount Limit** – Key in the temporary limit for the card.

B. **Temporary Spending Limit Start Date** – Key in the date the temporary spending limit will begin.

C. **Temporary Spending Limit End Date** – Key in the date the temporary spending limit will end.

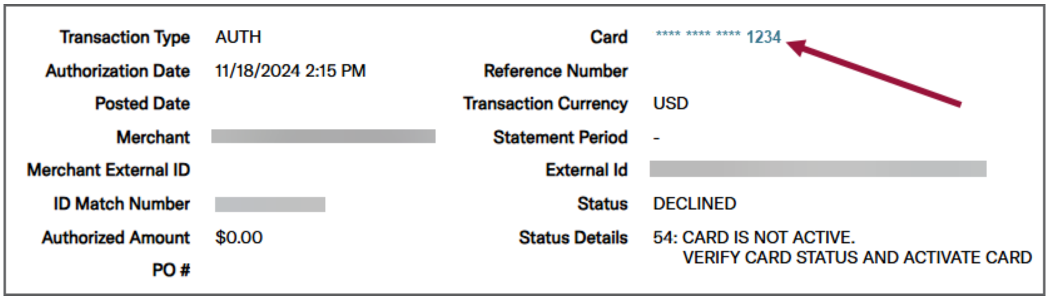
4. Review the information. Then click **Update Card**.



Check Card for Blocked/Inactive Status

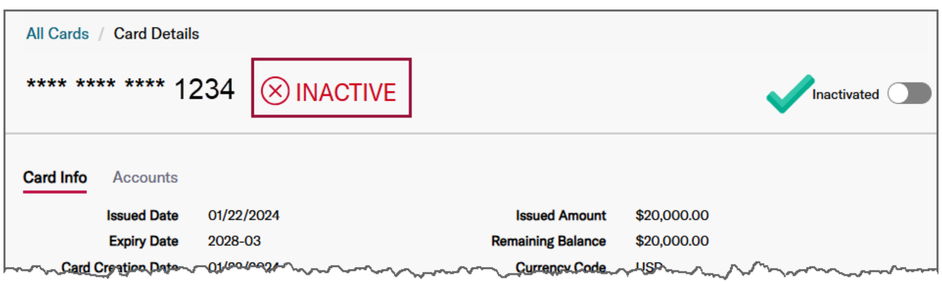
Check to see if the card is Blocked or Inactive:

1. From the **transaction decline** screen, click the **blue card hyperlink**.

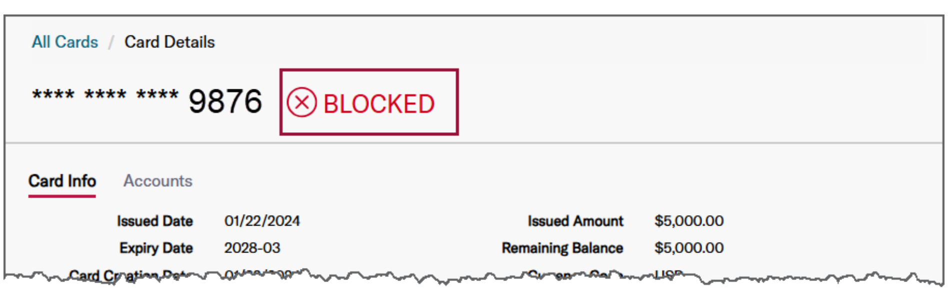


2. Read the top of the **Card Details** page to determine the next step.

- **If the card is Inactive** – The word **Inactive** will be at the top of the page, and the **Inactivated** toggle will be gray.
- You **cannot change the status of an inactive card**. Click here to order a new card.



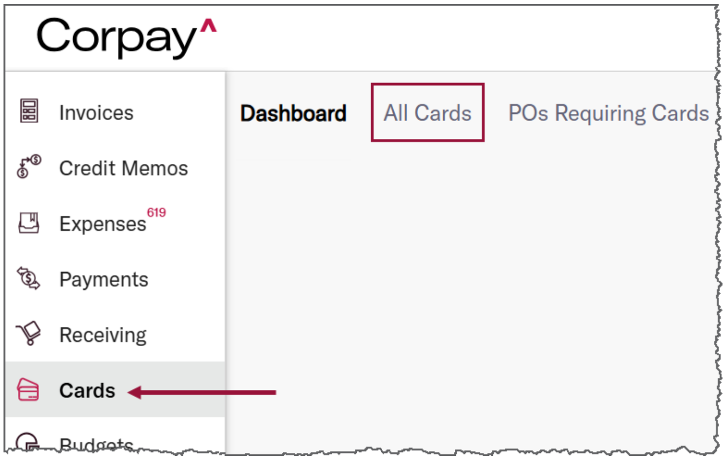
- **If the card is Blocked** – The word **Blocked** will be at the top of the page.
- Users **CAN change the status of a card from Blocked to Active**. Click here to learn how to change the card's status to Active.



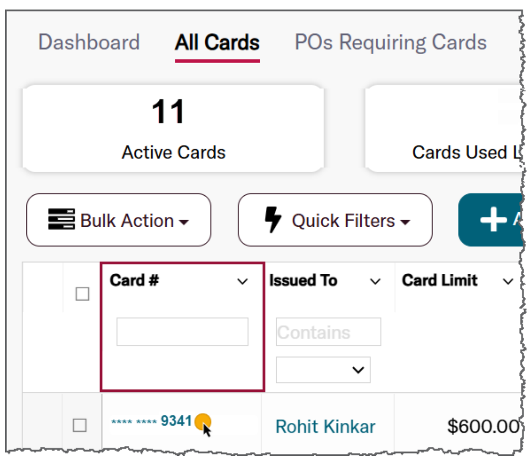
Enable a Temporary Block

To temporarily block a card, follow the steps in this section.

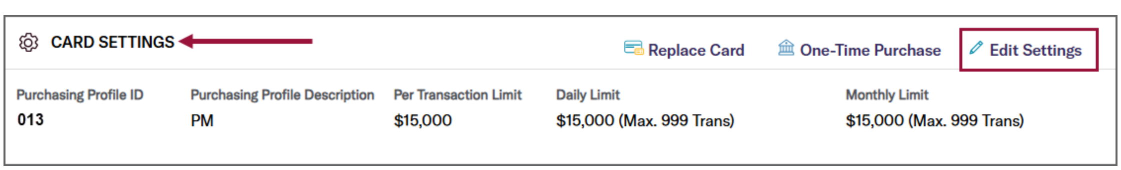
1. Navigate to the **Cards** module and click the **All Cards** tab.



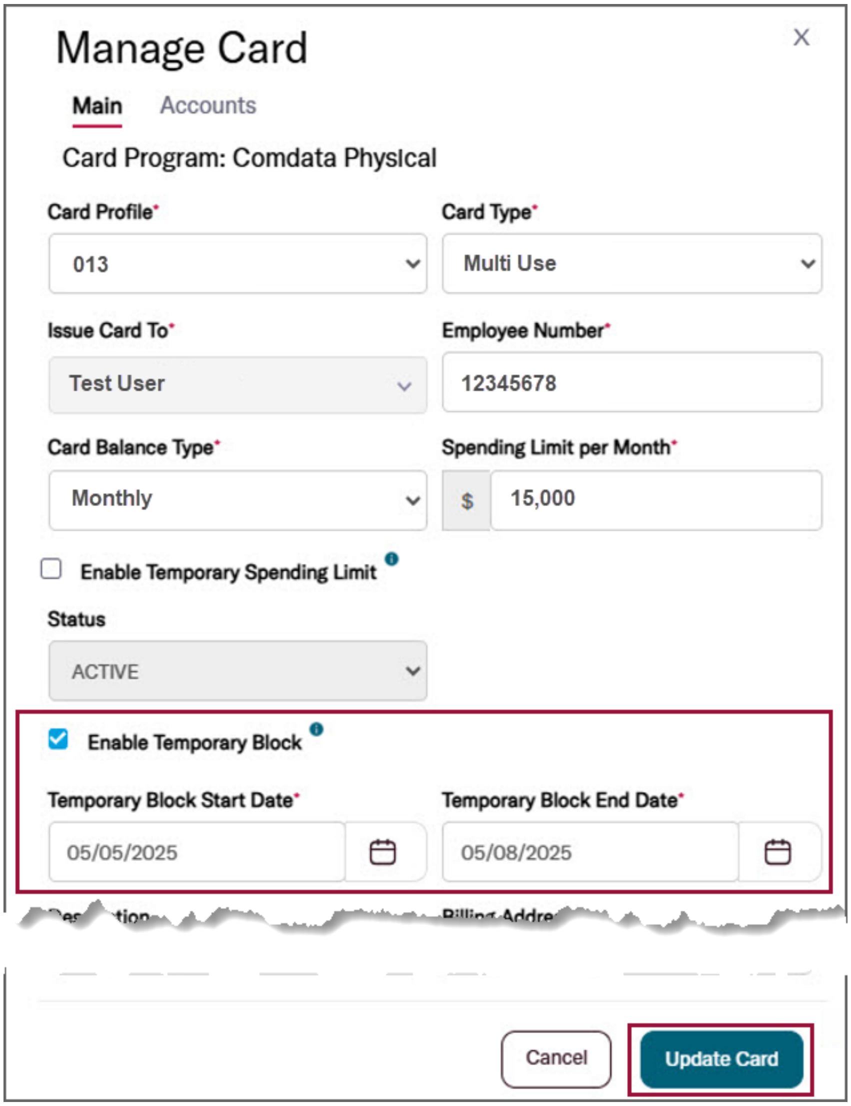
2. Search for the card number using the **Card #** field. Click the **blue hyperlink** of the card number.



3. Scroll down to the **Card Settings** section. Click **Edit Settings**.



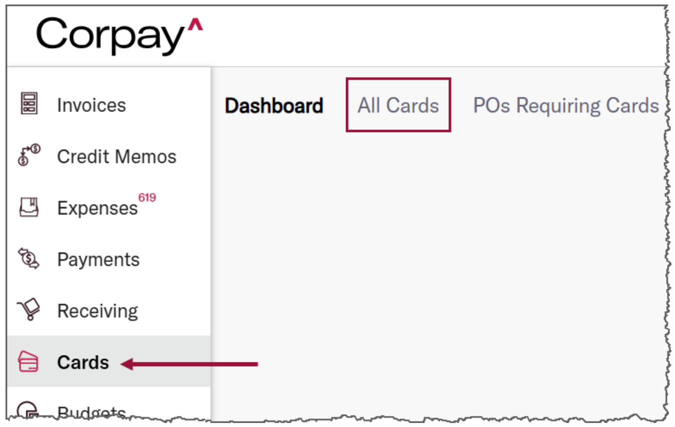
4. On the **Manage Card** screen, complete the following:
   - Scroll down and **check** the **Enable Temporary Block** checkbox.
   - Key in the **start** and **end date** of the temporary block
   - Click Update Card.



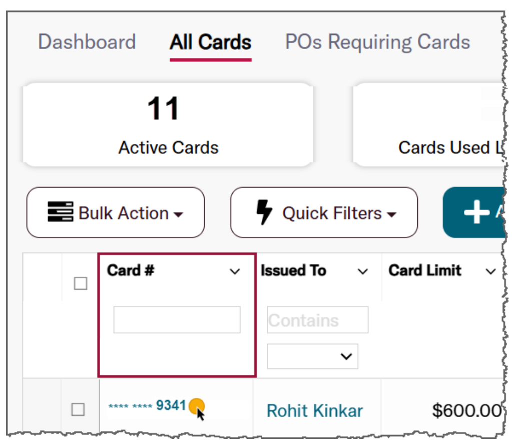
Remove a Temporary Block

If the card has a **temporary block**, follow the steps in this section.

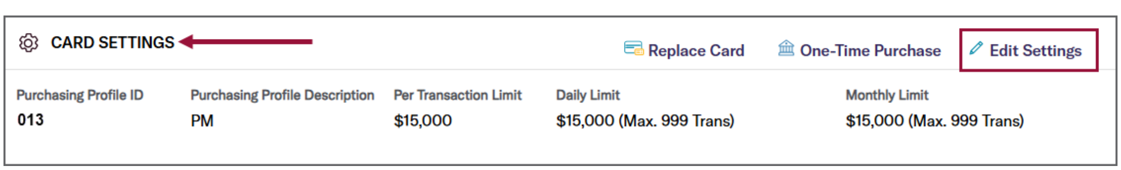
1. Navigate to the **Cards** module and click the **All Cards** tab.



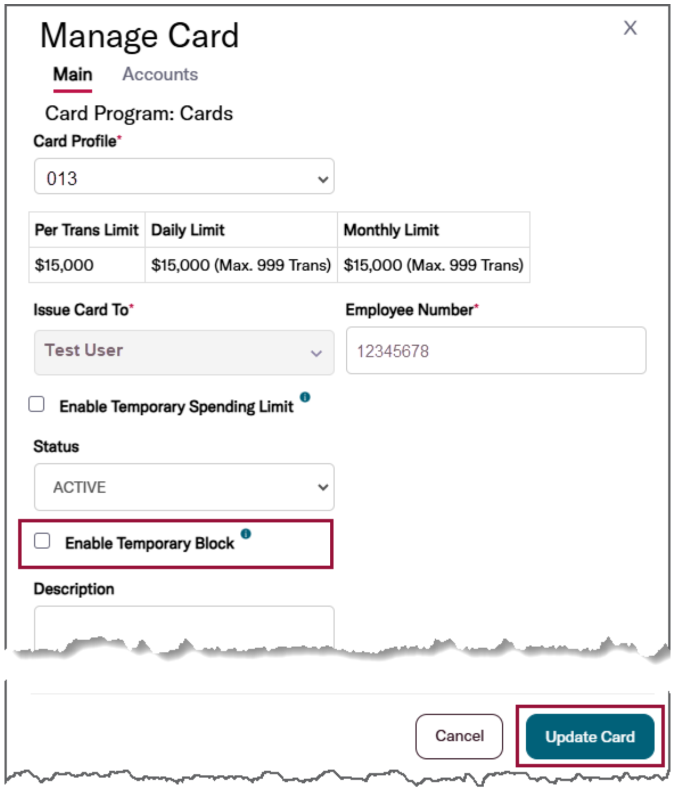
2. Search for the card number using the **Card #** field. Click the **blue hyperlink** of the card number.



3. Scroll down to the **Card Settings** section. Click **Edit Settings**.

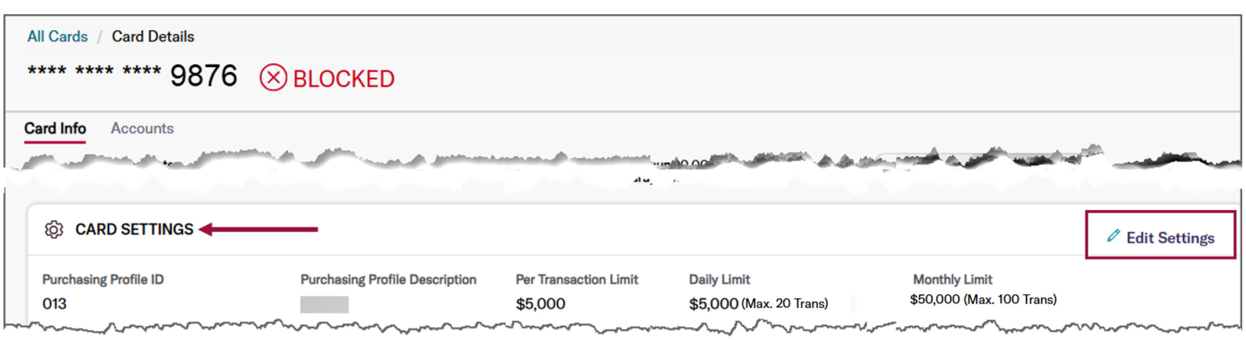


4. On the **Manage Card** screen, scroll down and **Uncheck** the **Enable Temporary Block** box. Click **Update Card**.

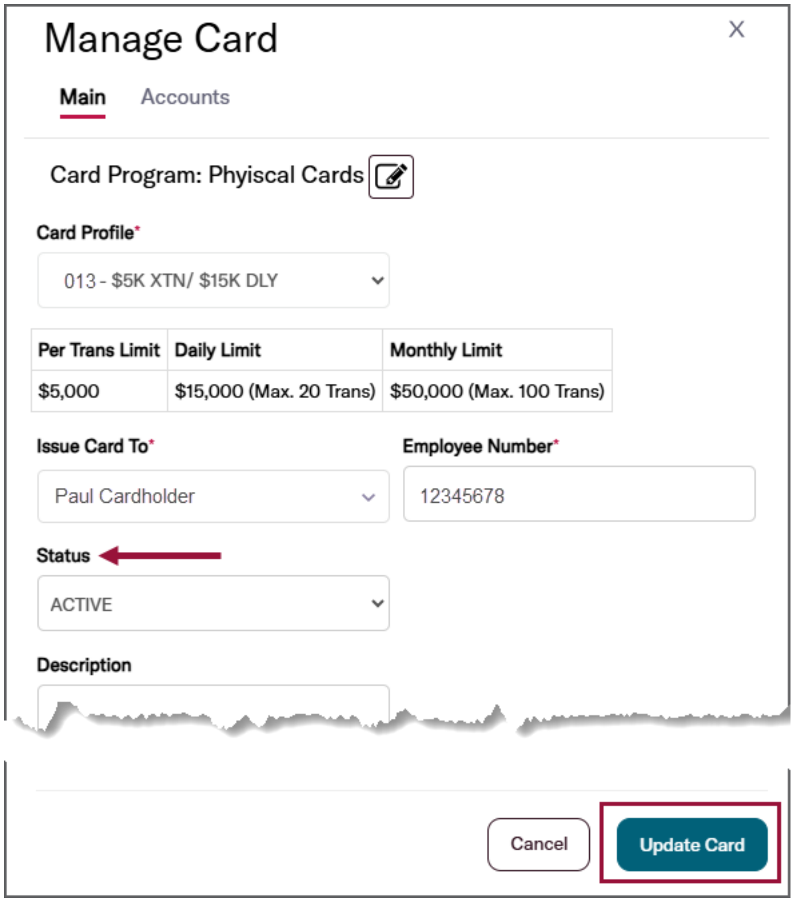


Change the Status of a Card to Active

1. From the **Card Details** page, scroll down to the **Card Settings** section. On the right side of the screen, click **Edit Settings**.



2. Scroll down to the **Status** field. Use the drop-down arrow to select **Active**. Click **Update Card**.



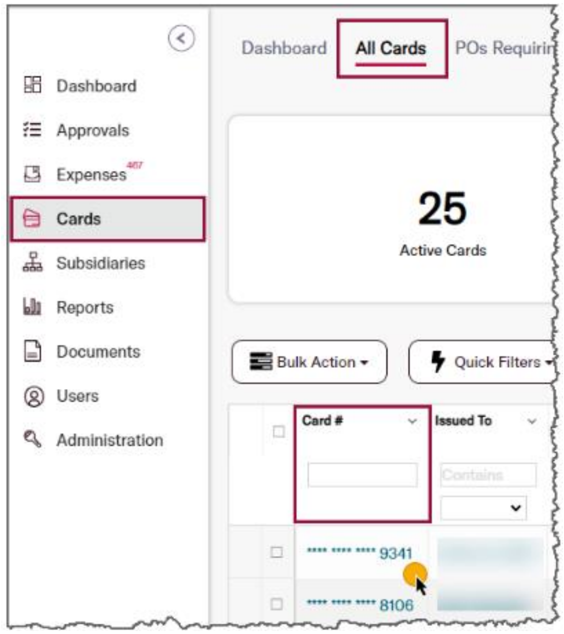
Enable Temporary Spending Limit

When a user enables a **temporary spending limit** in Corpay Complete**,** it also **overrides the number of transactions**.

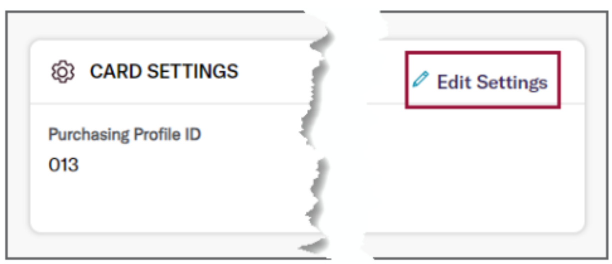
Follow the steps in this section for **any of the card declines below**:

- **Cycle Amount** Limit Exceeded
- **Cycle Transaction Count** Exceeded
- **Daily Amount** Limit Exceeded
- **Daily Transaction Count** Limit Exceeded
- **Transaction Amount** Limit Exceeded

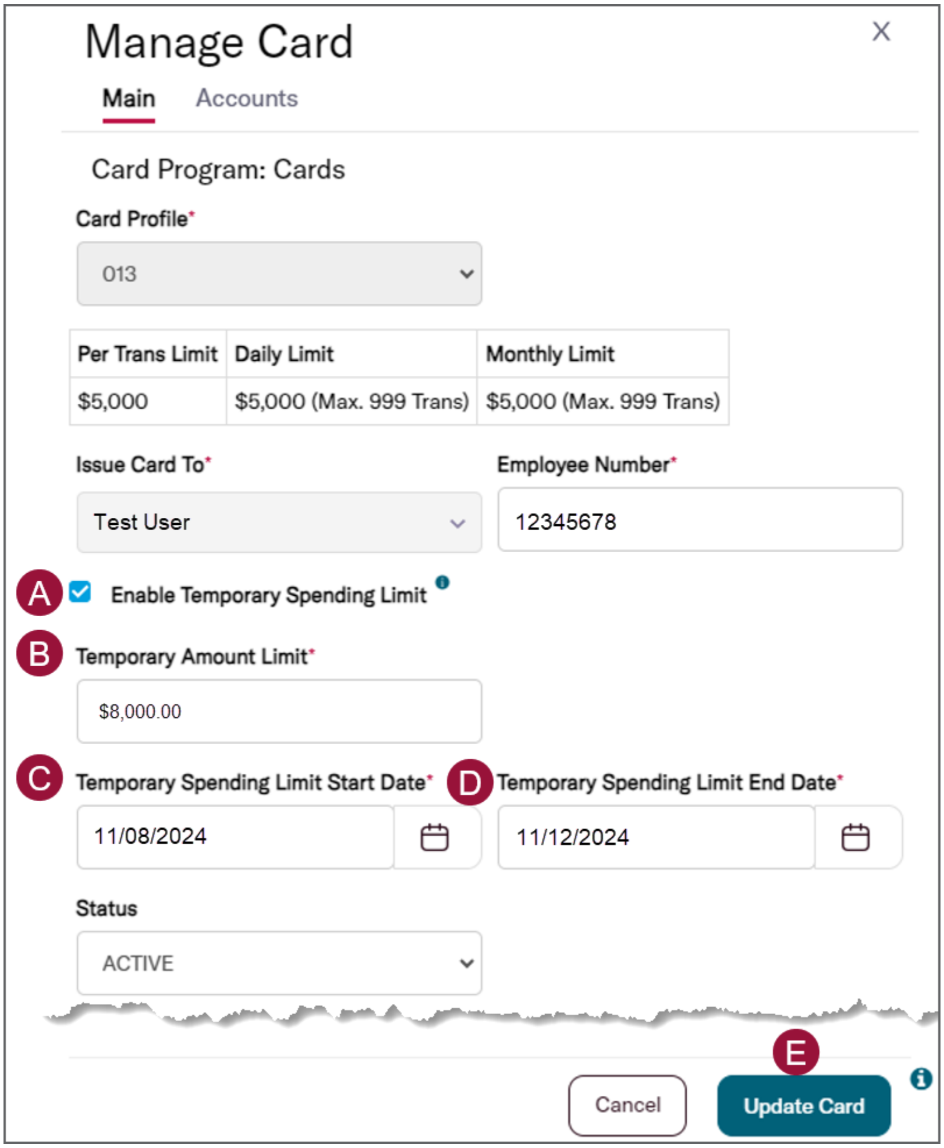
1. From the Company's **Cards** module, click **All Cards**. Use the **filters** to find the card and click on the **blue card number hyperlink**.



2. On the **Card Details** page, click **Edit Settings**.



3. On the **Manage Card** screen, scroll down to the **Enable Temporary Spending Limit** section and complete the following fields:

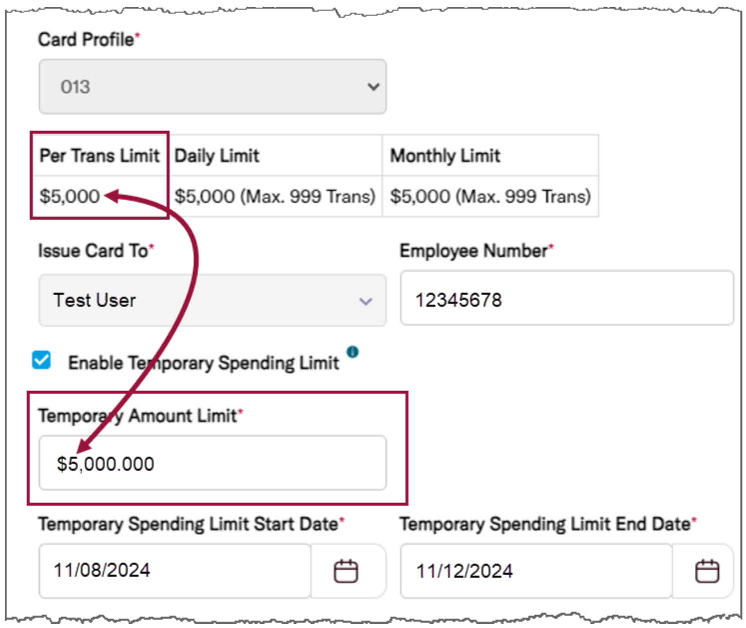


A. **Enable Temporary Spending Limit** – Check this box.

- After checking this box, the rest of the fields in this section (letters B-D) will automatically populate.

B. **Temporary Amount Limit** – Key in the amount of the temporary spending limit.

- If users enable a temporary spending limit **due to a transaction count error**, it is recommended to **key in a temporary amount limit equal to the transaction limit** on the card.



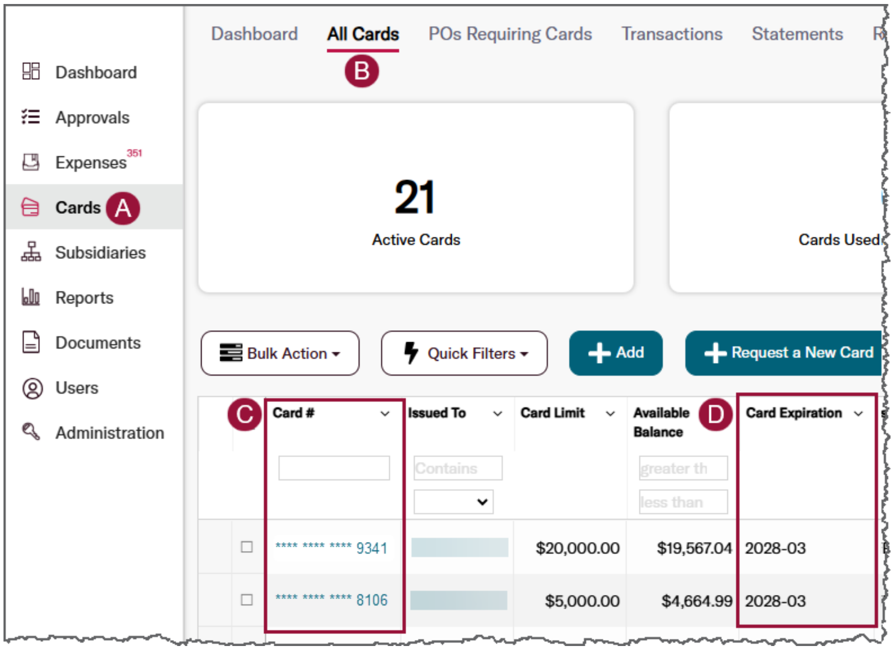
C. **Temporary Spending Limit Start Date** – Key in the start date (MM/DD/YYYY) of the temporary spending limit.

D. **Temporary Spending Limit End Date** – Key in the end date (MM/DD/YYYY) of the temporary spending limit.

E. Click **Update Card.**

View the Card's Expiration Date

1. To find the expiration date for the card, complete the following:



A. Click on the **Cards** module on the left side of the screen.

B. Click the **All Cards** tab.

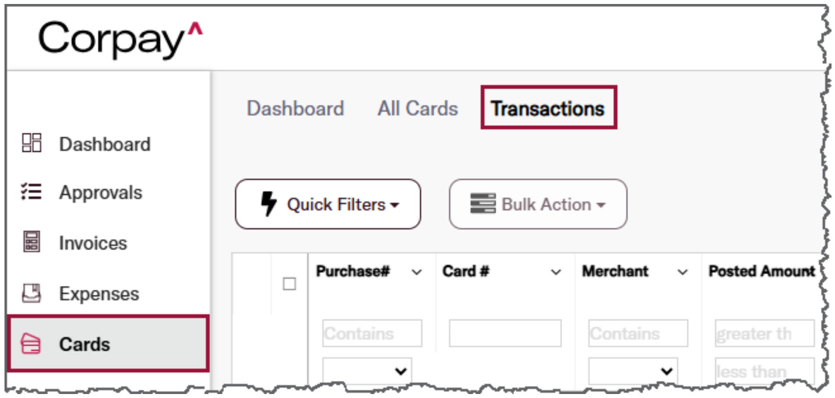
C. Use the **Card #** column to locate the card number.

D. Use the **Card Expiration** column to locate the card's expiration date.

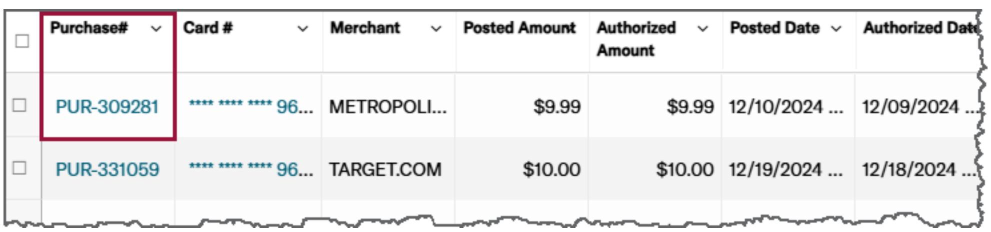
IMPORTANT
If a card transaction **is being declined**, have the cardholder attempt the transaction again, paying special attention to the **card expiration date**.

Upload a Receipt to a Card Transaction

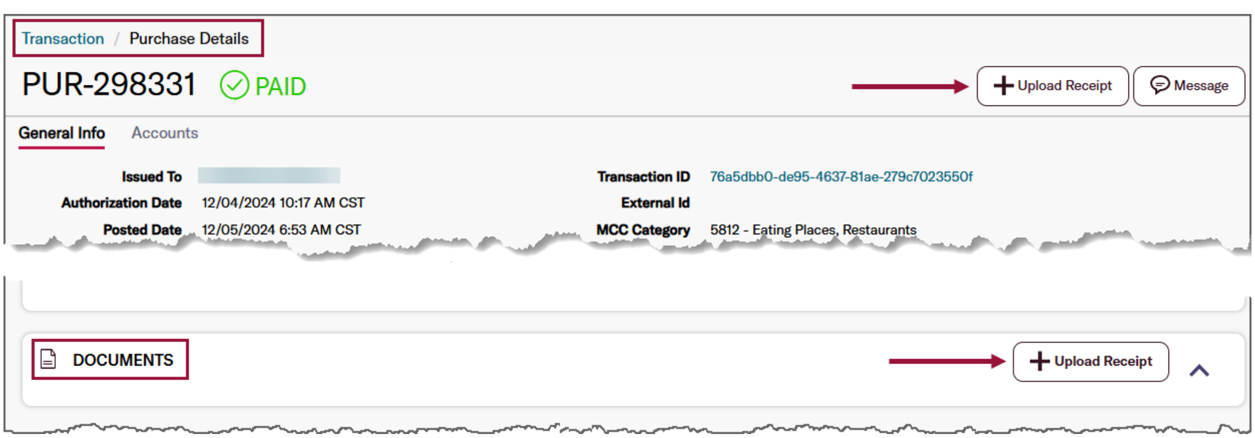
1. From the **Cards** module, click the **Transactions** tab.



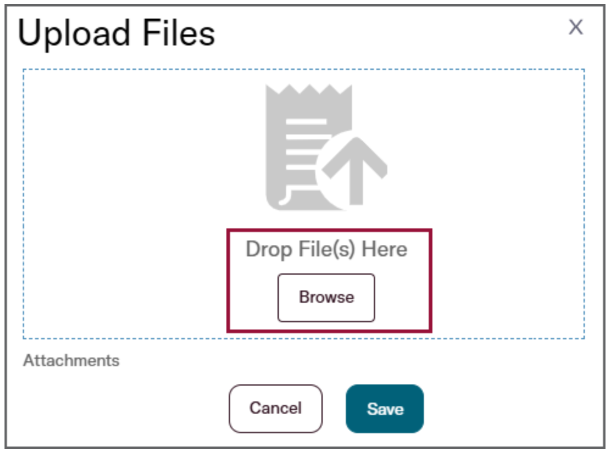
2. Click on the **Purchase Number hyperlink** to which the receipt should be added.



3. On the **Purchase Details** screen, the **+Upload Receipt** button is found in two places: at the top of the screen, and in the **Documents** section. Click either button to upload a receipt.



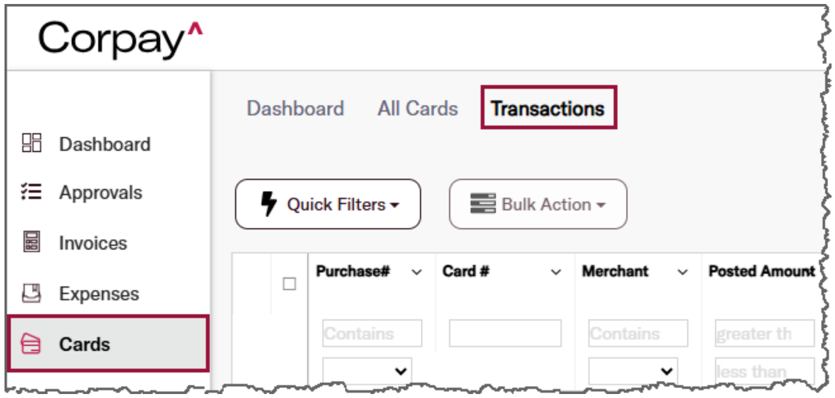
4. Add the receipt to the transaction by either **dragging and dropping** the receipt image or clicking the **Browse** button and searching for the receipt image on the user's computer. Once the receipt is added, click **Save**.



5. The receipt image will appear in the **Documents** section of the **Purchase Details.**

Dispute a Transaction

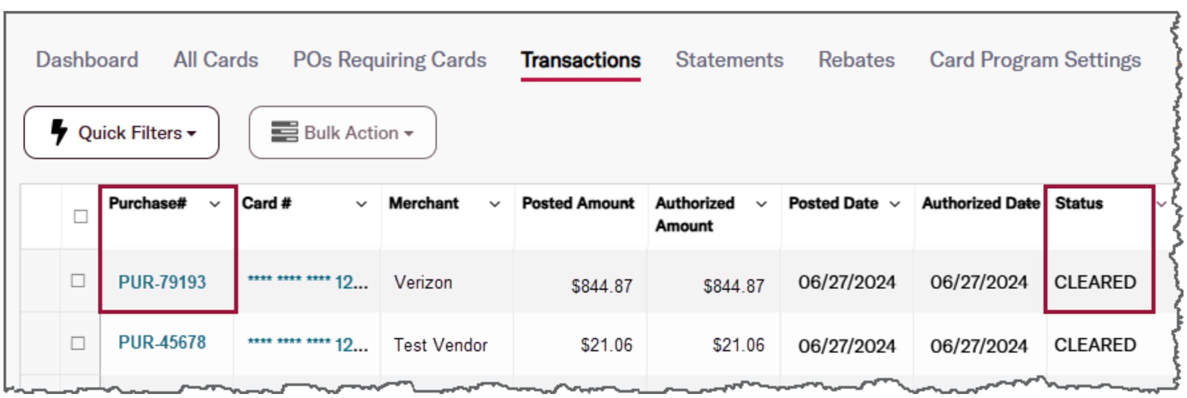
1. From the **Cards** module, click the **Transactions** tab.



2. Locate the transaction that needs to be disputed. Click on the blue hyperlink in the **Purchase** # column.

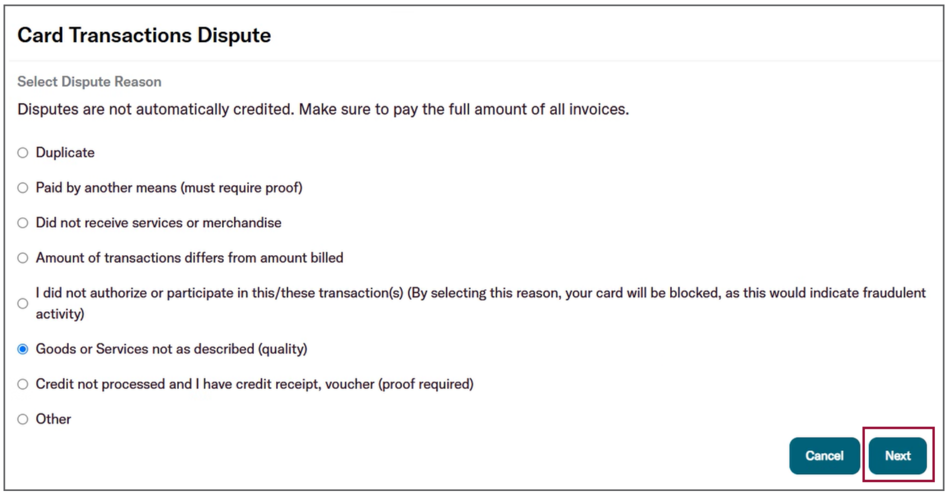
    - A transaction must have a **Cleared** status to be **eligible for dispute**.

    - If an attempt is made to dispute a transaction with a **Pending status**, an error will be received by the Admin user.



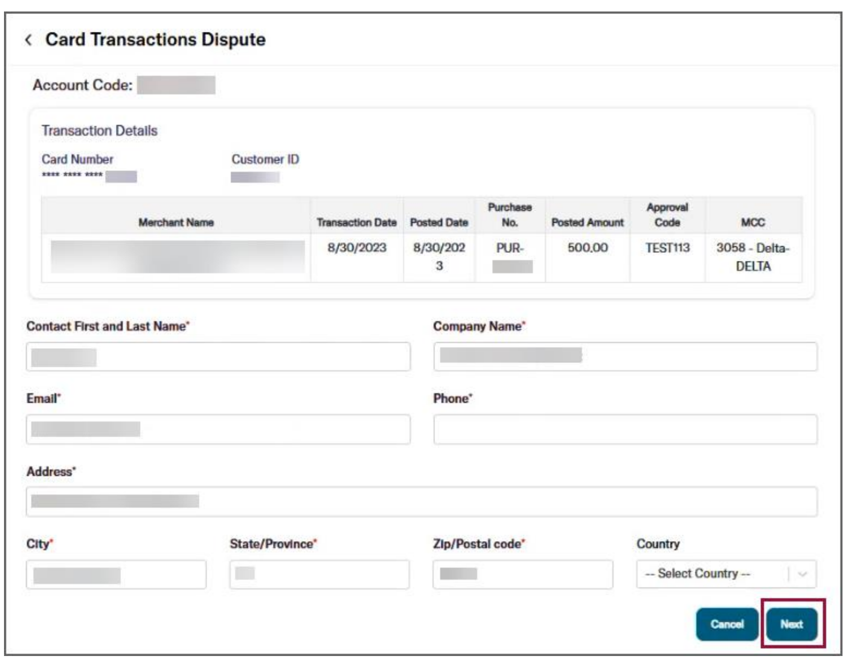
3. On the **Card Transaction Dispute** window, select the **reason** for the dispute.

   - The next few steps will follow along with a **Good or Services not as described** dispute as an example.
   - The **selection on this screen determines the information** needed on the **NEXT screen**.



4. Complete all fields pertinent to the dispute and click **Next**.

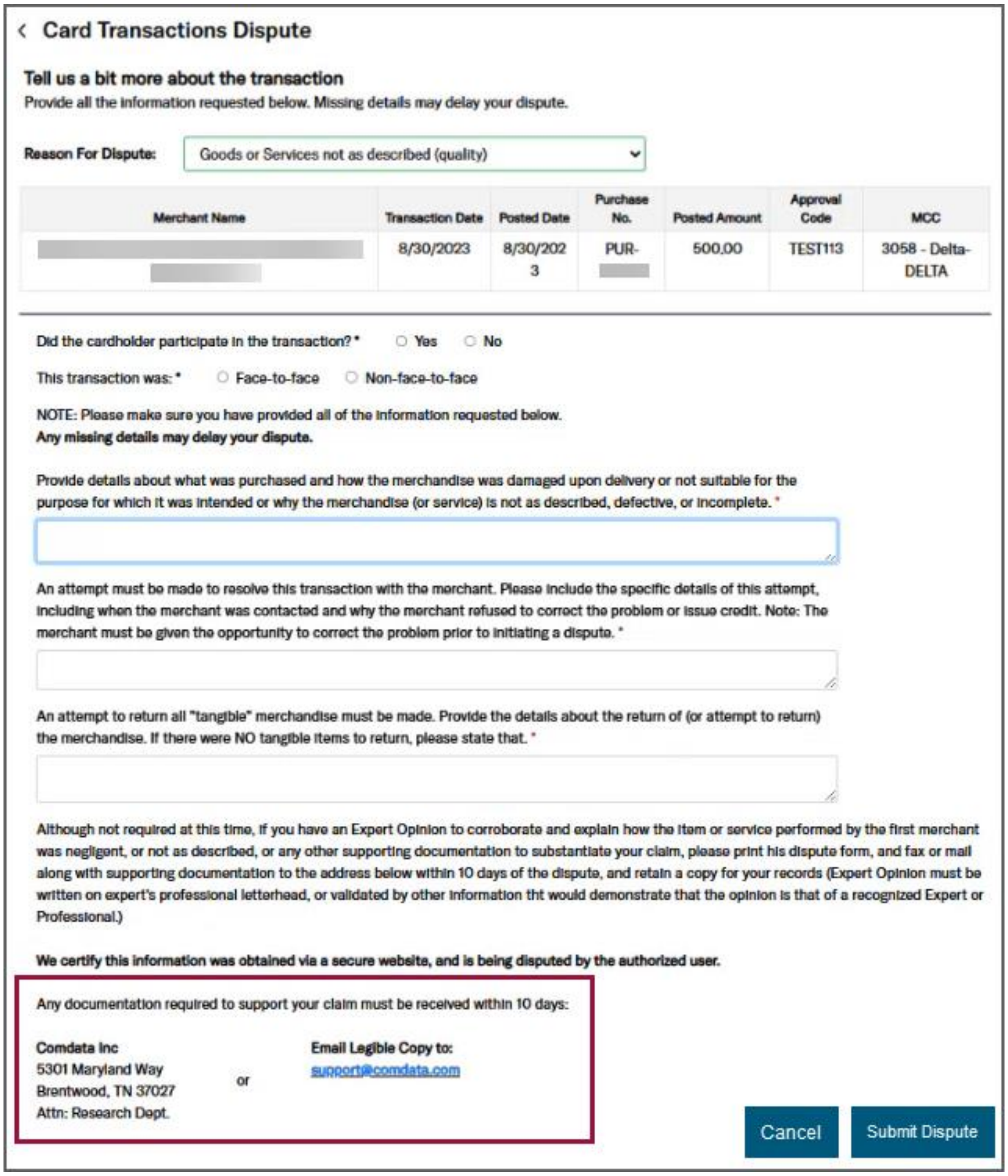
   - Required fields are denoted with a red asterisk.
   - Please note the screen shot below is an **example** of a **Good or Services not as described** dispute form. **Dispute forms will vary based on the reason for dispute.**



5. Complete all fields pertinent to the dispute and click **Submit Dispute**.

- Pay special attention to the **information at the bottom of the form** regarding **submitting supporting documentation**.

- Please note the screen shot below is an **example** of a **Good or Services not as described** dispute form.



‹ **Card Transactions Dispute**

Tell us a bit more about the transaction

Provide all the information requested below. Missing details may delay your dispute.

Reason For Dispute: Goods or Services not as described (quality)

Merchant Name	Transaction Date	Posted Date	Purchase No.	Posted Amount	Approval Code	MCC
	8/30/2023	8/30/2023	PUR-	500.00	TEST113	3058 - Delta-DELTA

Did the cardholder participate in the transaction? * ○ Yes ○ No

This transaction was: * ○ Face-to-face ○ Non-face-to-face

NOTE: Please make sure you have provided all of the information requested below.
Any missing details may delay your dispute.

Provide details about what was purchased and how the merchandise was damaged upon delivery or not suitable for the purpose for which it was intended or why the merchandise (or service) is not as described, defective, or incomplete. *

An attempt must be made to resolve this transaction with the merchant. Please include the specific details of this attempt, including when the merchant was contacted and why the merchant refused to correct the problem or issue credit. Note: The merchant must be given the opportunity to correct the problem prior to initiating a dispute. *

An attempt to return all "tangible" merchandise must be made. Provide the details about the return of (or attempt to return) the merchandise. If there were NO tangible items to return, please state that. *

Although not required at this time, if you have an Expert Opinion to corroborate and explain how the item or service performed by the first merchant was negligent, or not as described, or any other supporting documentation to substantiate your claim, please print his dispute form, and fax or mail along with supporting documentation to the address below within 10 days of the dispute, and retain a copy for your records (Expert Opinion must be written on expert's professional letterhead, or validated by other information tht would demonstrate that the opinion is that of a recognized Expert or Professional.)

We certify this information was obtained via a secure website, and is being disputed by the authorized user.

Any documentation required to support your claim must be received within 10 days:

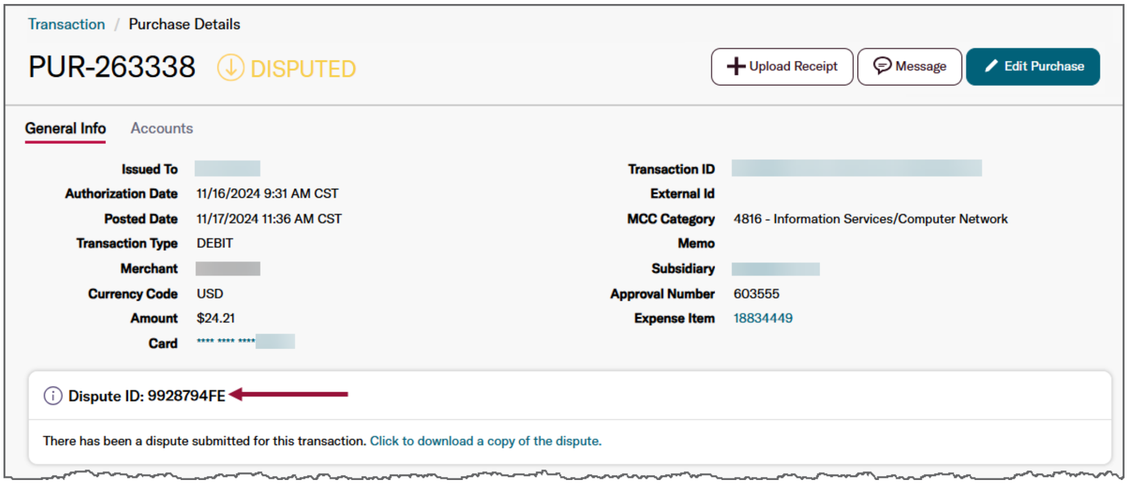
Comdata Inc
5301 Maryland Way
Brentwood, TN 37027
Attn: Research Dept.

or

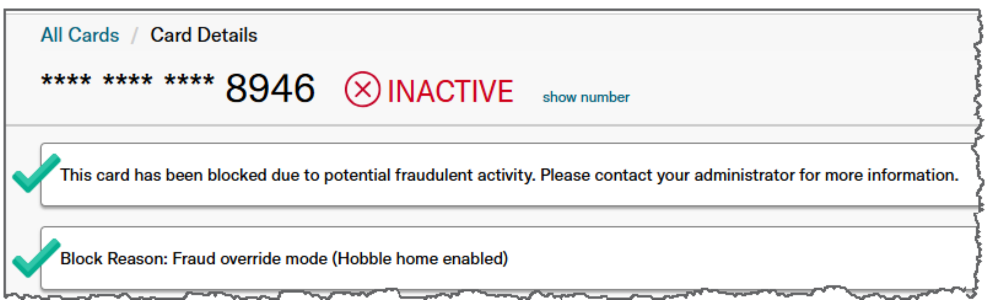
Email Legible Copy to:
support@comdata.com

Cancel | Submit Dispute

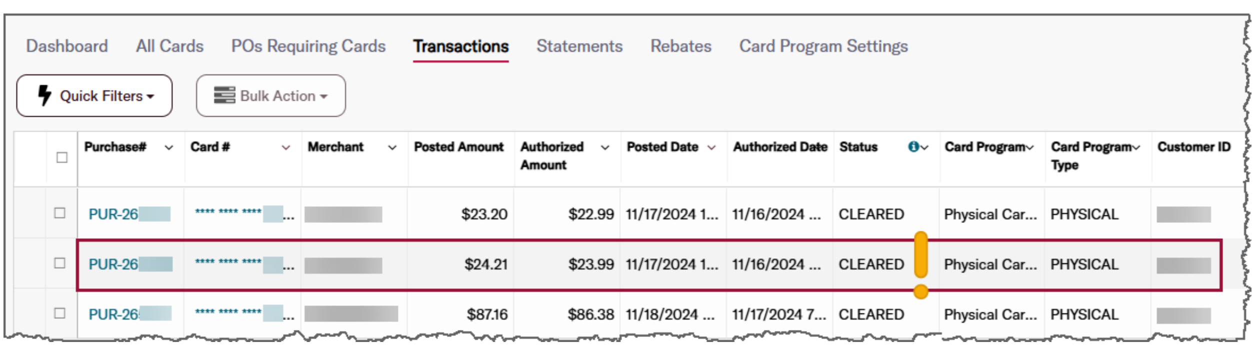
6. Once the dispute is submitted, the system will auto-assign a **Dispute ID** number.



- On the **Card Details** screen, the card will be blocked due to suspected fraudulent activity, and the fraud reason will be displayed at the top of the screen.



Once disputed, the transaction should display **Disputed** in the **Status** field of the **Transaction grid**. However, if it currently shows **Cleared**; a ticket has been submitted for this update.



Follow Up on a Dispute

Use the following information to follow up on a dispute:

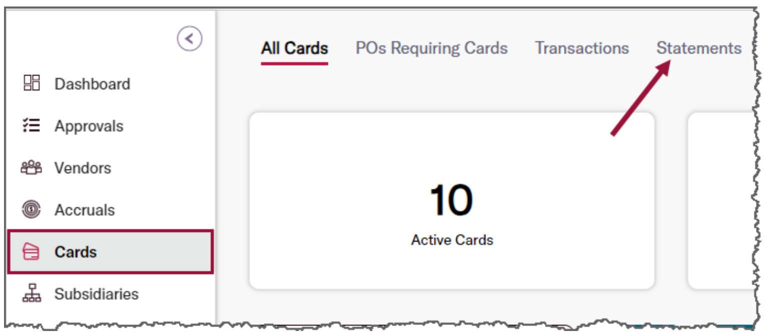
- Check if a **credit** in the amount of the dispute was **added** to the **Consolidated Invoice**.
    - Funds from a dispute are put back at the **Account** level, not the card level.
    - Click here for how to access and read a **Consolidated Invoice**.
- If the **credit is not on the Consolidated Invoice**:
    - **Fraud Dispute** – Contact the **Corpay Fraud** team at frauddispute@comdata.com and ask for an update.
    - **Non-Fraud Dispute** – Contact the **Corpay Support** team at support@comdata.com and ask for an update.

Access and Read Consolidated Invoices

Users can read and review **consolidated invoices** on the Corpay Complete platform. A consolidated invoice will **combine all transactions for the particular card program** into one condensed format for easy review. The Consolidated Invoice is the **actual bill the Company receives each billing cycle**. The first page lists all their **charges by Cust ID** in addition to showing **the total for their miscellaneous charges**.

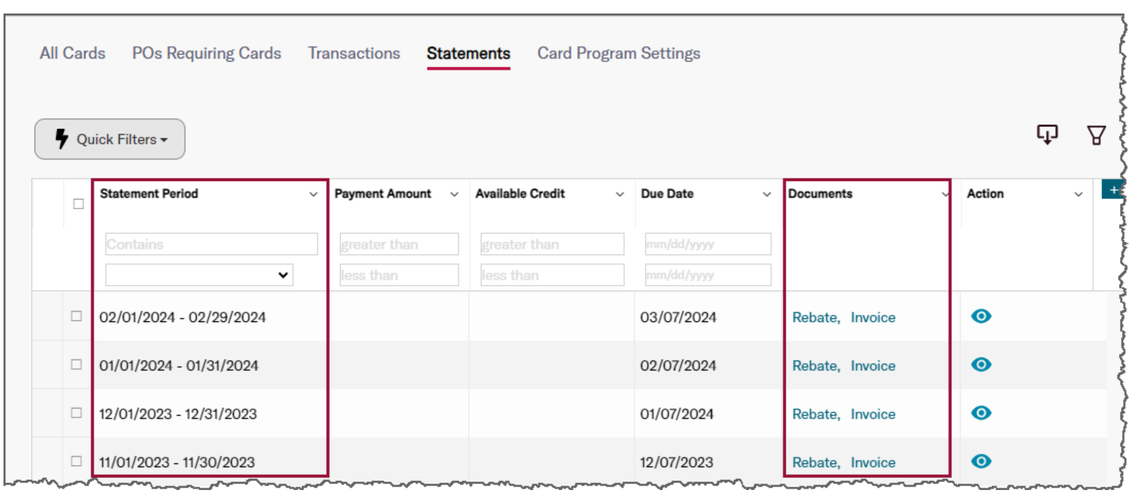
The pages that follow will show transaction details for each Cust ID, and the last page will show detail for the miscellaneous fees.

1. From the **Cards Module**, click **Statements**.

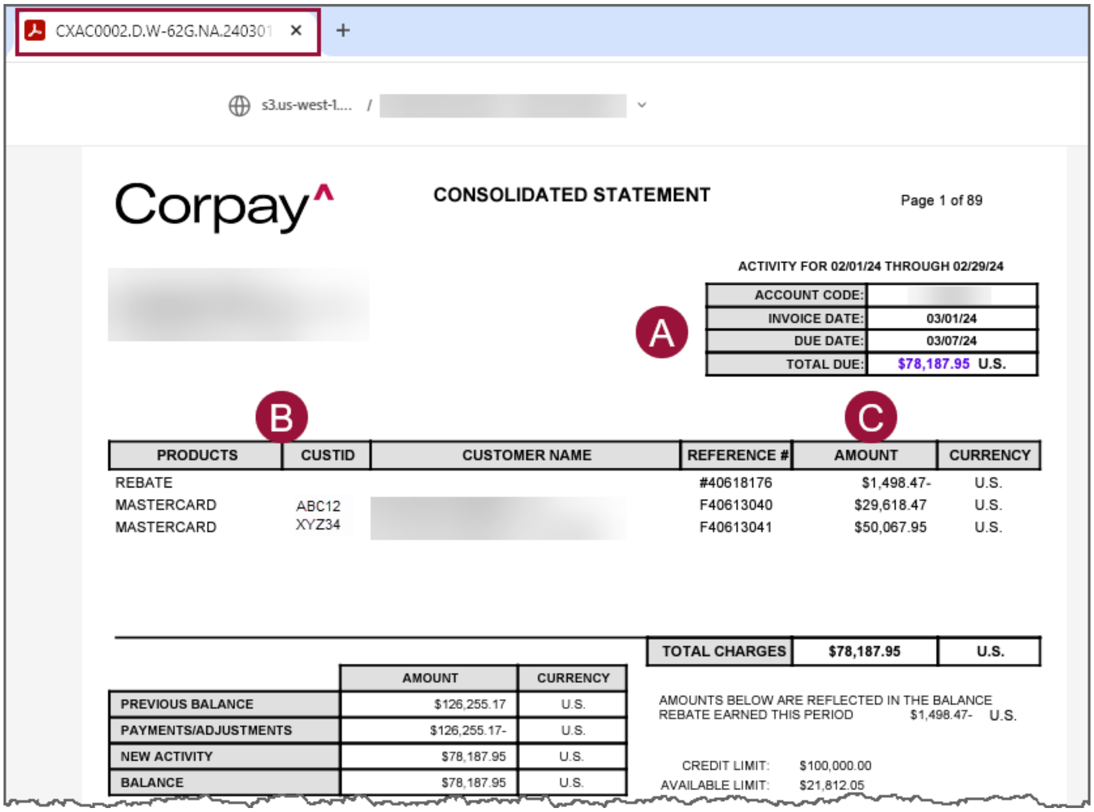


2. The **Statements** page will show **all previous consolidated invoices**, which are run on a monthly interval. Navigate the **Documents** column. In this column, users will see **Rebate, Invoice**.

   - Click the word **Rebate** to download the **Rebates letter** to see the rebates earned in that statement period.
   - Click the word **Invoice** to see the entire **Consolidated Invoice** for all transactions in that statement period.
   - This following example shows how to open and review an **Invoice**.



3. The Invoice will open in a new browser tab. There are a **few key points** to note on the **first page**.



PRODUCTS	CUSTID	CUSTOMER NAME	REFERENCE #	AMOUNT	CURRENCY
REBATE			#40618176	$1,498.47-	U.S.
MASTERCARD	ABC12		F40613040	$29,618.47	U.S.
MASTERCARD	XYZ34		F40613041	$50,067.95	U.S.

TOTAL CHARGES	$78,187.95	U.S.

	AMOUNT	CURRENCY
PREVIOUS BALANCE	$126,255.17	U.S.
PAYMENTS/ADJUSTMENTS	$126,255.17-	U.S.
NEW ACTIVITY	$78,187.95	U.S.
BALANCE	$78,187.95	U.S.

AMOUNTS BELOW ARE REFLECTED IN THE BALANCE
REBATE EARNED THIS PERIOD $1,498.47- U.S.

CREDIT LIMIT: $100,000.00
AVAILABLE LIMIT: $21,812.05

A. **Statement Summary** – In the top right, users will see a summary of the total spend during the statement period, the date the invoice was created, and the date by which the invoice is due.

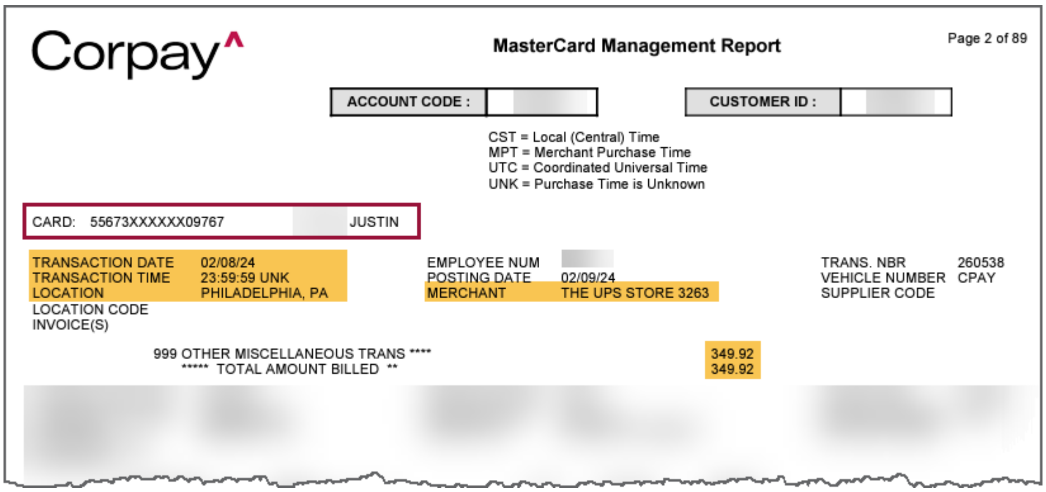
B. **Products and Cust ID** – The Products & Cust ID Columns show the cards that are set up on the account. In this example, there are two cards – Physical and Ghost.

C. **Amount** – The Amount column shows how much was spent on each card during the statement period.

4. The **remaining pages** will show entries of **all the transactions for that statement period**. The transactions will be **organized by Cust ID**.

- At the top of the entry, users will see the **Card Number** and **Cardholder** last then first name.

- Each entry will contain the **Transaction Date**, **Time**, and **Location**, as well as the **Merchant** and **Transaction Amount**.



Corpay

MasterCard Management Report

Page 2 of 89

ACCOUNT CODE :

CUSTOMER ID :

CST = Local (Central) Time
MPT = Merchant Purchase Time
UTC = Coordinated Universal Time
UNK = Purchase Time is Unknown

CARD: 55673XXXXXX09767 JUSTIN

TRANSACTION DATE 02/08/24
TRANSACTION TIME 23:59:59 UNK
LOCATION PHILADELPHIA, PA
LOCATION CODE
INVOICE(S)

EMPLOYEE NUM
POSTING DATE 02/09/24
MERCHANT THE UPS STORE 3263

TRANS. NBR 260538
VEHICLE NUMBER CPAY
SUPPLIER CODE

999 OTHER MISCELLANEOUS TRANS **** 349.92
***** TOTAL AMOUNT BILLED ** 349.92

- Continue to scroll through the remaining pages to **review all the transactions for that statement period**.

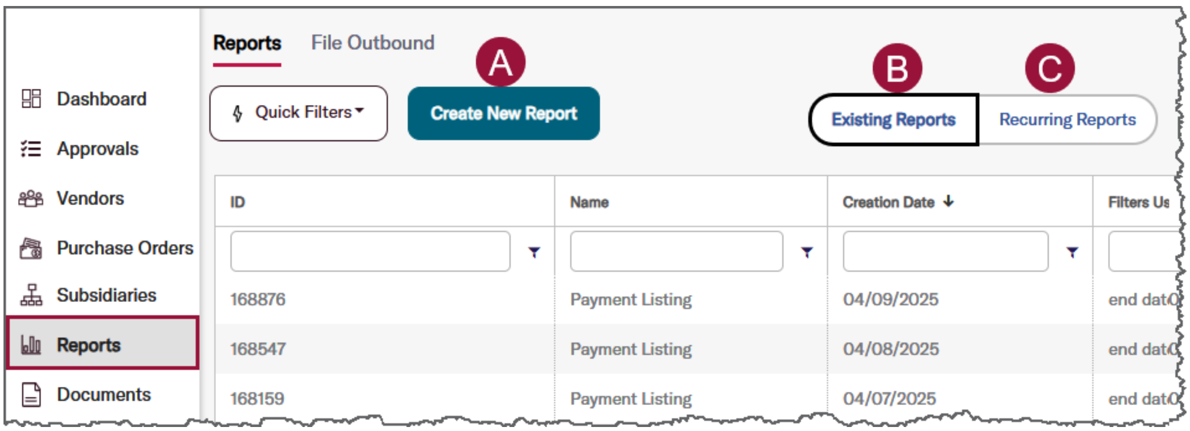
- Use **Ctrl+F** on your keyboard, or the **Find** feature to **quickly locate a Cardholder's Name or the Card Number**.

Card Module Reports

This **Reporting** section applies specifically to the **Cards Module**. For reporting options in other modules, refer to their respective guides.

Card Module Reports in Corpay Complete provide detailed information on card lists and usage, aiding Admin users in managing cards. Users can produce either standard reports or customized reports.

Reports are **per User** instance. A report pulled by one user will NOT carry over to other users.

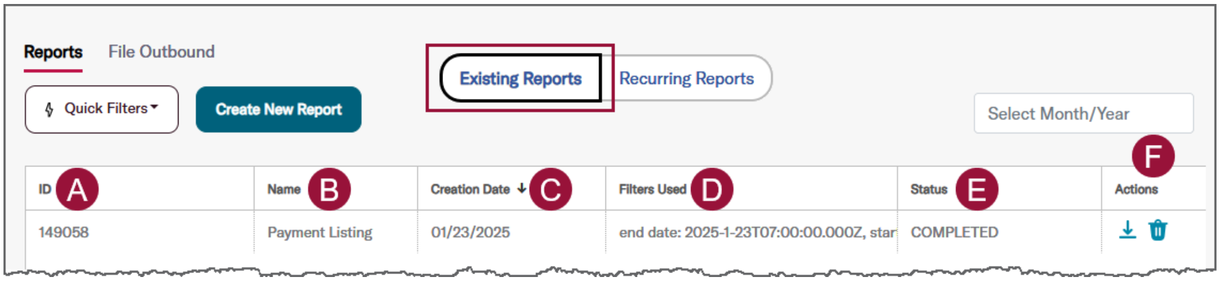


A. **Create New Report** – Click this button to create or run a new report. Click here to navigate to the **Create a New Report** section of this guide.

B. **Existing Reports** – Click this button to view and download any previously run reports. Click here to navigate to the **Existing Reports** section of this guide.

C. **Recurring Reports** – Click this button to see any recurring reports or to schedule a new recurring report. Click here to navigate to the **Recurring Reports** section of this guide.

Navigate the Existing Reports Grid



A. **ID** – The ID number of the report.

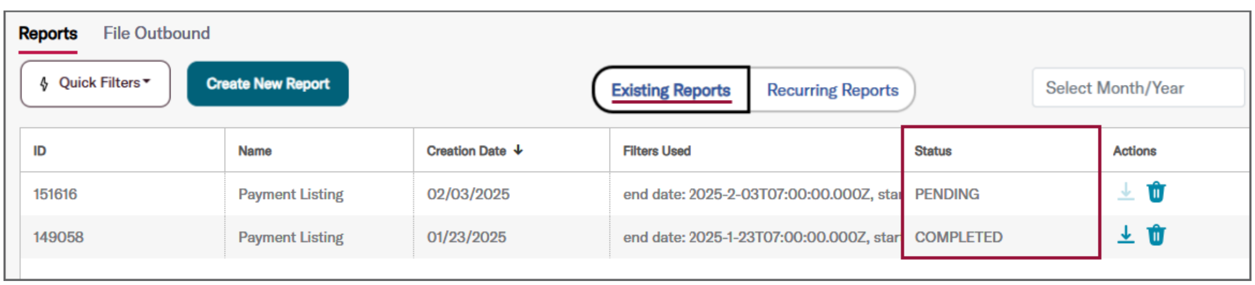
B. **Name** – The name of the report.

C. **Creation Date** – The date the report was created.

D. **Filters Used** – The filters applied when generating the report. For example, start date, end date, and vendor.

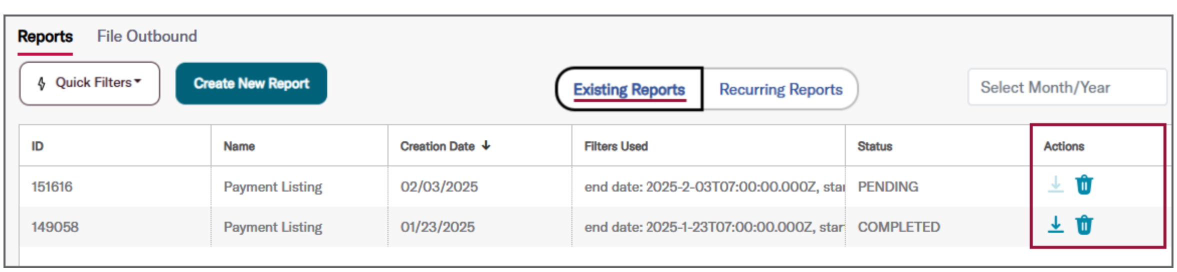
E. **Status** – The status of the report:

- **Pending / Running** – The report is in the process of **generating**.
- **Completed** – The report is complete and **ready for download**.

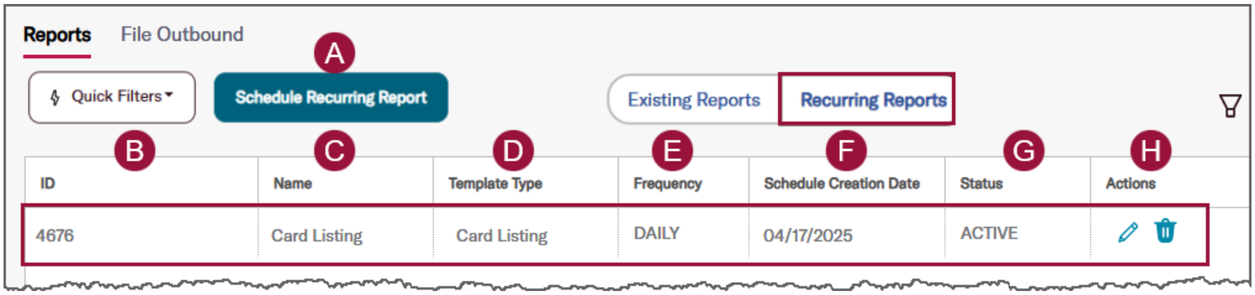


F. **Actions** – Available actions for the report:

- **Download** – Click the **Download** icon to download the report.
- **Delete** – Click the **Delete** icon to delete the report.



Navigate the Recurring Reports Grid



A. **Schedule Recurring Report** – Click this button to schedule a new, recurring report. Click here to schedule a recurring report.

B. **ID** – The ID number of the report.

C. **Name** – The name of the report.

D. **Template Type** – The name of the report. (This column is always the same as column C.)

E. **Frequency** – The frequency of the report: daily, weekly or monthly.

F. **Schedule Creation Date** – The date the report is scheduled to generate.

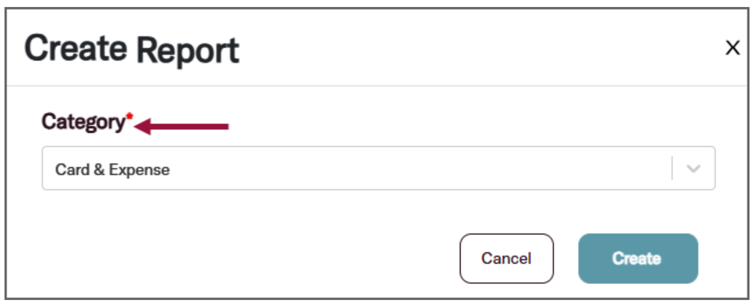
G. **Status** – This field will read Active.
   - Recurring reports cannot be inactivated, only deleted.

H. **Actions** – Available actions for the report:
   - **Edit** – Click the **Edit** icon to edit the scheduled report.
   - **Delete** – Click the **Delete** icon to delete the scheduled report.

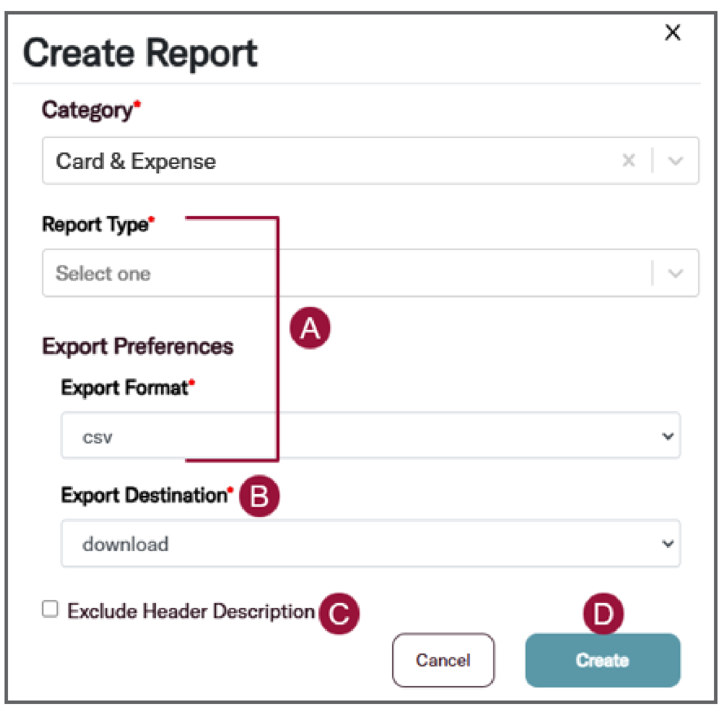
Create a New Report

1. From the **Reports module** > **Reports tab**, click **Create New Report**.

2. On the **Create Report** window, navigate to the **Category** field. Use the drop-down menu and select **Card & Expense.** The screen will automatically expand.



3. Complete the following fields (field descriptions begin on next page):



A. **Report Type** and **Export Format** – Select the report type and export format. To view report options available in the Cards Module, including a description of each report and the export formats supported, click here to navigate to the **Cards Module Report Table**.

  - **Note:** After selecting a specific report, the screen will automatically expand and **reveal additional fields** needed for the selected report, including a start and end date. Complete those fields as required or needed.

B. **Export Destination** – Select how the report will be delivered: download to Corpay Complete, emailed, or sent via Secure File Transfer Protocol (SFTP).

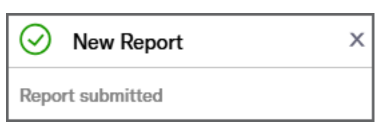
  - The options available in this field may be limited based on the selected report.

C. **Exclude Header Description –** Check this box to remove the column headers on the report download. It is NOT recommended to check this box.

D. Click **Create** to begin the report creation.

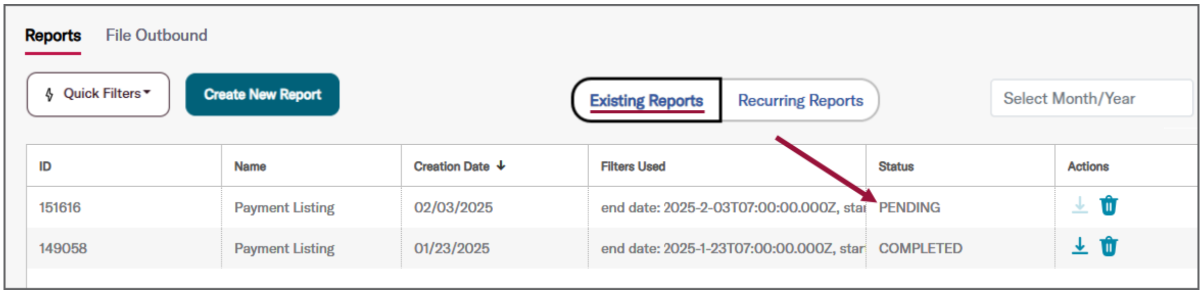
  - Generating a report can take anywhere from one to ten minutes depending on the account and the amount of data in the filters.

4. The **New Report** window will appear on the screen and the user will be direct back to the **Existing Report** screen.



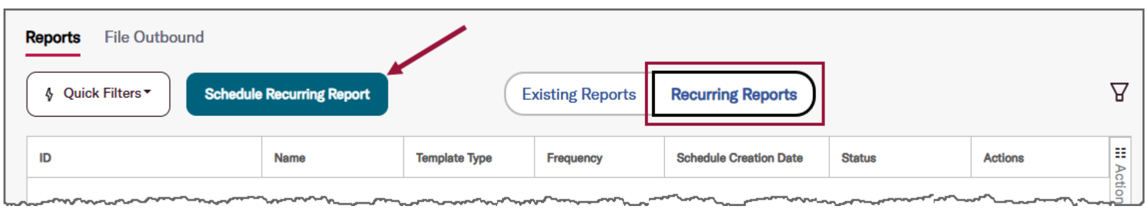
5. The report will appear on the **Existing Reports** screen in **Pending** status until it is completed.

    - Users may need to refresh their screen for the report to go into Completed status.

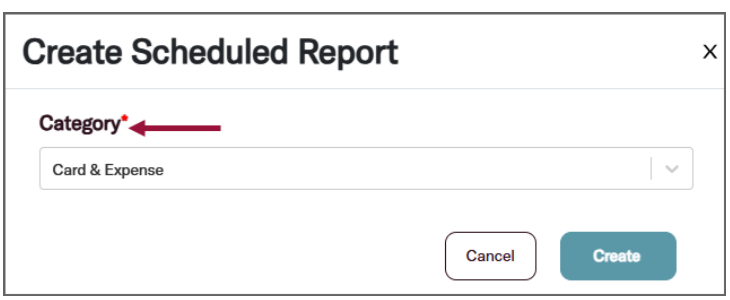


Schedule a Recurring Report

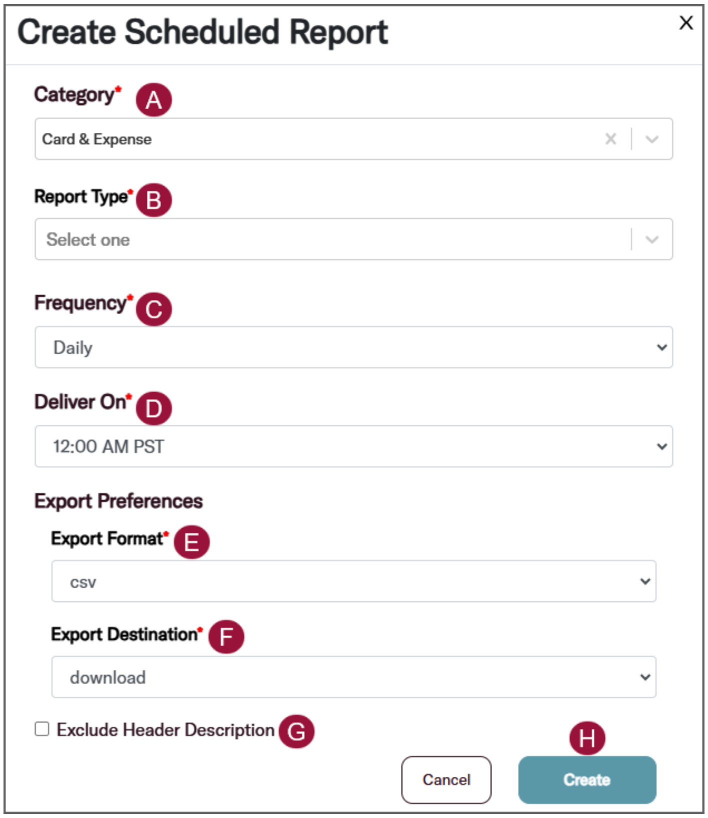
1. From the **Recurring Reports tab**, click **Schedule Recurring Report**.



2. On the **Create Report** window, navigate to the **Category** field. Use the drop-down menu and select **Card and Expense**. The screen will automatically expand.



3. Complete the following fields:



A. **Category** – Select **Card & Expense**.

B. **Report Type** – Select the Report Type. To view report options available in the Cards Module, including a description of each report and the export formats supported, click here to navigate to the **Cards Module Report Table**.

   - **Note:** After selecting a specific report, the screen will automatically expand and **reveal additional fields / filters** that need to be set up for the selected report. Complete those fields as required or as needed.

C. **Frequency** – Select the frequency the report needs to run: daily, weekly or monthly.

D. **Deliver on** – Select the time of day (daily), day of the week (weekly), or day of the month (monthly) for the report generation.

E. **Export Format** – Select the **Export Format**: CSV or XLSX.

   - The options available in this field may be **limited based on the selected report**. If the report only has one export format, this field will automatically populate.
   - Click here to access the **Cards Module Report Table** for help with export formatting.

F. **Export Destination** – Select how the **report will be delivered**: downloaded to Corpay Complete, emailed, or sent via Secure File Transfer Protocol (SFTP).

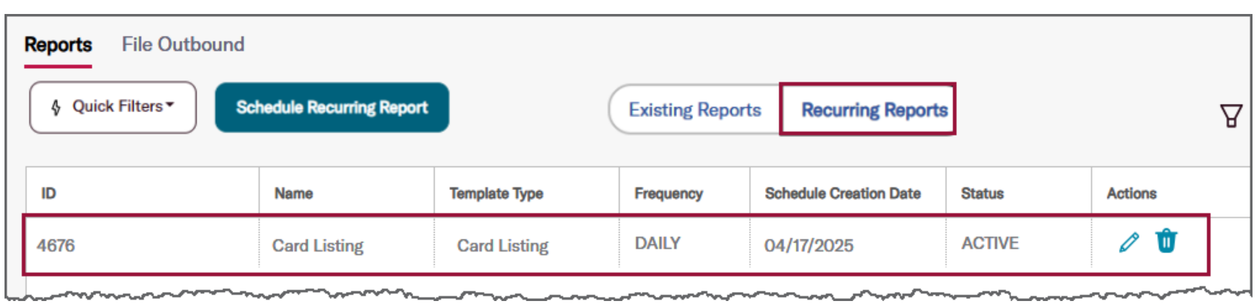
G. **Exclude Header Description** – Check this box to remove the column headers on the report download. It is NOT recommended to check this box.

H. Click **Create** to begin the report creation.

- Generating a report can take anywhere from one to ten minutes depending on the account and the amount of data in the filters.

4. The **New Scheduled Report** window will appear on the screen and the user will be directed back to the **Recurring Report** screen.

5. The scheduled report will appear on the **Recurring Reports** grid.



Cards Module Report Table

Reminder: The Cards Module Grid and the Transactions Grid also offer users a detailed view of their card management and transactions.

The following table outlines the most common reports for the **Cards** module.

Report Type	Description	Export Format
Blocked and Expired Card	Detailed report showing all blocked and expired cards within a specified date range. This report includes the card program type, cardholder name, card status, card creation date, and card token.	CSV, XLSX
Card Listing Report	View current record information for all cards associated with the account, including the card type, cardholder name, employee ID number, purchase profile, status, email, and the following dates: open date, expiration date, last usage date, and deactivation date.	CSV, XLSX
Cardholder A&N Enrollment	Provides a status of activated cards based on alerts and notification users.	XLSX
Cardholder Usage	View transaction details by cardholder, including merchant information, spend per transaction, description, and price of purchased product.	XLSX