

# Corpay Complete Virtual Card Program User Guide

Version 1.0 © 2025

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| Version Number | Date Revised | Reason For Revision |
|----------------|--------------|---------------------|
| 1.0            | 07/02/2025   | Initial Creation    |
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## Virtual Card Program 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.

Corpay Complete gives admins the ability to issue one-off virtual cards through a Virtual Card Program. Virtual cards can be used for bill payments to vendors or issued to employees for T&E/Procurement purposes. The system gathers essential data such as the card amount, expiration date, card type (single or multi-use), email options, and Purchase Order (PO) number. For single-use cards, it will ask if the amount must be exact, while for multi-use cards, it will allow specifying the number of transactions.

In addition to the above capabilities, the Corpay Complete system supports editing virtual cards, including changing status, updating card details, showing authorized and used amounts, and resending remittance emails. Cards issued to vendors are sent via remittance email directly to the vendor email address added during card creation. Customers need to have a virtual card program set up to be able to use this capability.

## Purpose

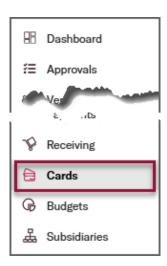
The **Virtual Card Program (VCAP) User Guide** provides instructions on navigating Corpay Complete VCAP capabilities within the Cards module. This includes issuing, viewing, and editing virtual cards, as well as viewing virtual card transactions, resending remittance emails, and accessing invoice information for virtual card transactions.

#### **IMPORTANT**

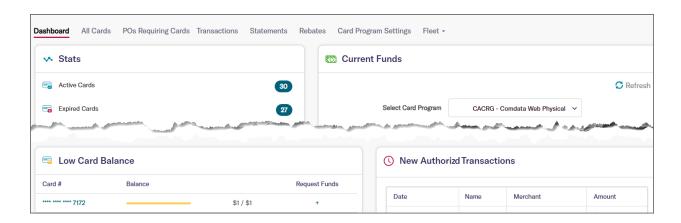
For details on the Cards module, please review the <a href="Corpay Complete Cards Module">Corpay Complete Cards Module</a>
<a href="User Guide">User Guide</a>, which serves as a comprehensive user guide for navigating and using the Cards module within the Corpay Complete platform. The user guide explains 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.

## Access the Cards Module

- 1. Log in to Corpay Complete.
- 2. Click the **Cards** module from the left-side navigation pane.



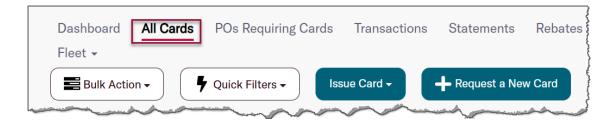
3. The **Cards** module will display.



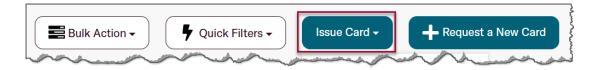
## **Issuing Virtual Cards**

Complete the following steps to **issue a virtual card**. Required fields are denoted with a **red** asterisk. Available and visible fields depend on **Company configuration** and **Admin permissions**.

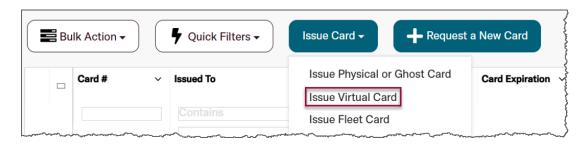
1. In the Cards module, click the All Cards tab.



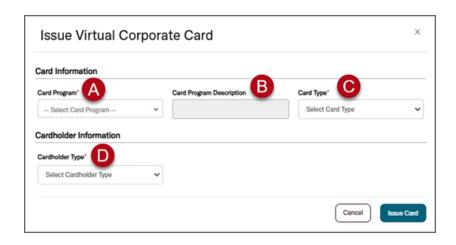
2. Click the Issue Card drop-down button. and select the Issue Virtual Card option.



3. Select the Issue Virtual Card option.

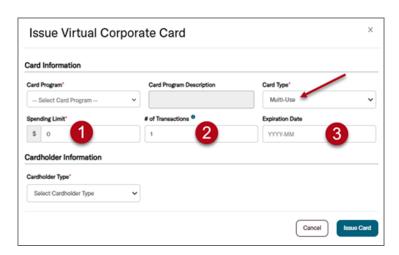


4. Within the Virtual Corporate Card window, complete the fields under the Card Information section and Cardholder Information section:

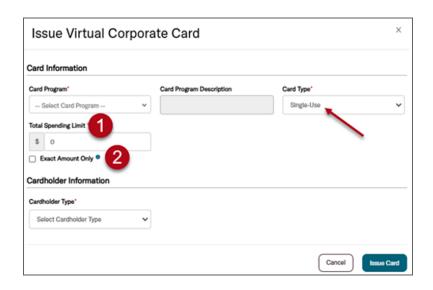


#### Under the **Card Information** section:

- A. **Card Program** Use the drop-down menu to select the virtual card program you want to issue a card under.
- B. **Card Program Description** This field automatically populates based on the selected card program.
- C. Card Type From the drop-down menu, select Single-Use or Multi-Use.
  - If Multi Use is selected, users will need to complete the Spending Limit, Number of Transactions, and Expiration Date information.



• If Single Use is selected, users will need to complete the Total Spending Limit and Exact Amount Only checkbox.



#### Under the Cardholder Information section:

- D. Cardholder Type Select Employee or Vendor from the drop-down list.
  - If Employee is selected, users will need to complete the Issue Card
    To, Purchase Order Number, Cardholder First Name, Cardholder
    Last Name, Cardholder Email, Cardholder Mobile
    Number, and Description fields, as applicable. Required fields are
    indicated by a red asterisk after the field name.



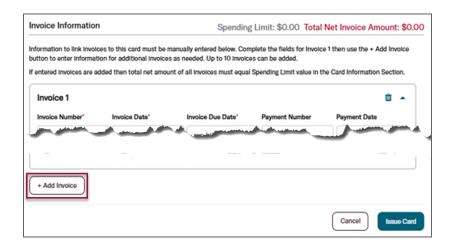
 If Vendor is selected, users will need to complete the Vendor Number, Location Code, Vendor Name, and Vendor Email fields under the Cardholder Information section, as applicable.



#### **IMPORTANT**

The **Send Card Details via Email** checkbox is selected by default. When checked, the cardholder will receive card details via email.

a. Under the **Invoice Information** section, click the **+ Add Invoice** button and complete the required and known fields, as applicable.



#### **IMPORTANT**

Please note that if invoices are added, the net total of all the invoices will be used for the spending limit of the card.

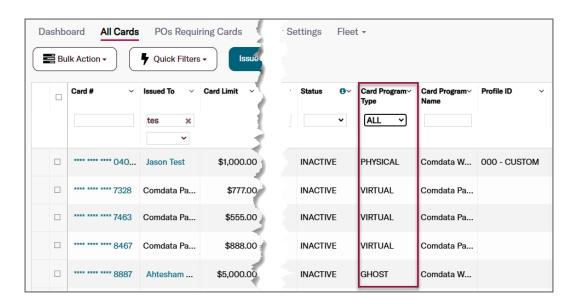
5. Once any Invoices (as required by your company) are added, and you have verified all fields are filled out correctly, click **Issue Card** to create the new Virtual Card.

## Viewing Virtual Cards

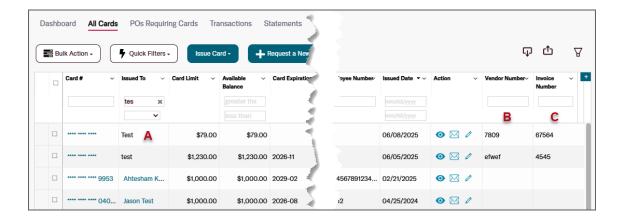
Corpay Complete offers card customers the ability to view the card and transaction details for one-off virtual cards and virtual cards generated from their ERP by sending a PS20 file to iCD via SFTP. If the virtual card was issued to a cardholder who is not a Corpay Complete user, then the **Issued To** field in both the **All Cards** and **Transactions** grids will show the cardholder's name in plain text.

#### To view virtual cards:

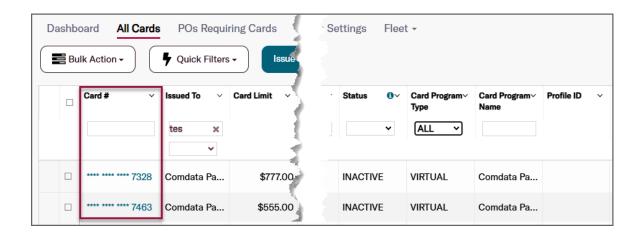
- 1. Log into Corpay Complete via your web browser.
- 2. Navigate to the **Cards** section, then click on the **All Cards** tab at the top of the page. The **All Cards** grid displays virtual cards, as well as physical and ghost cards.



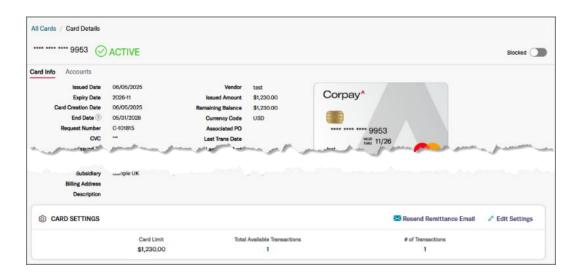
- A. If the card is issued to a non-Corpay Complete user, the **Issued To** field will show the cardholder's name in plain text.
- B. Users can search or filter applicable data using the text search filter and sorting capabilities in the **Vendor Number** column.
- C. Users can search or filter applicable data using the text search filter and sorting capabilities in the **Invoice Number** column.



4. Select the **Card Number** under the **Card #** column to view card details for the applicable virtual card.



5. Within the **Card Details** page, you can view detailed card information for the applicable virtual card.



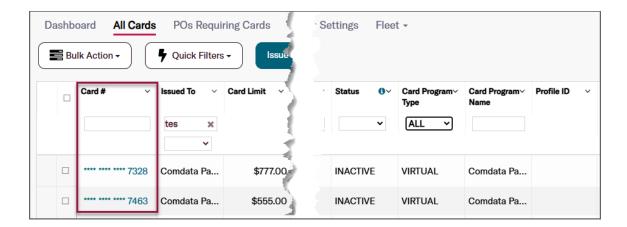
## **Editing Virtual Cards**

Corpay Complete offers card admin users of the platform the ability to edit Virtual Cards. This allows Card admins to update the Spending Limit, Number of Transactions, Email Address, and Vendor Number associated with virtual cards. Users can also view or edit the card status. Any changes as a result of edits will reflect on the **Card Details** page after they are saved.

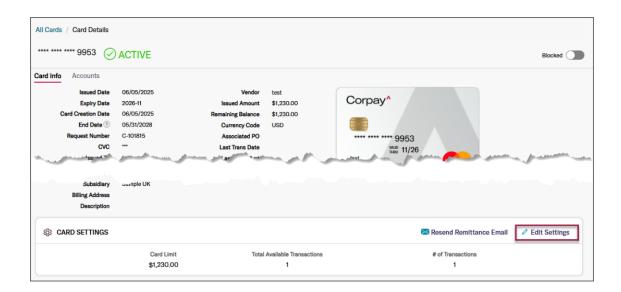
Follow the steps below to edit Virtual Cards:

- 1. Log into Corpay Complete via your web browser.
- 2. Navigate to the **Cards** section, then click on the **All Cards** tab at the top of the page.

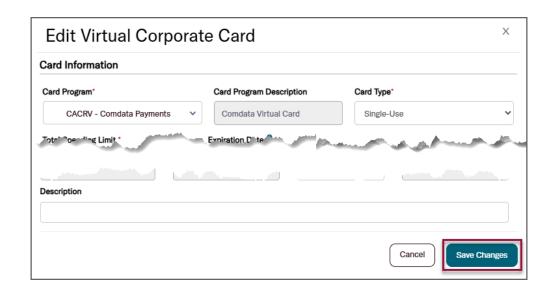
3. Select the **Card number** under the **Card #** column to view card details for the applicable virtual card.



4. On the Card Details page, click the Edit Settings icon.



5. On the **Edit Virtual Corporate Card** window, complete all fields as applicable and click the **Save Changes** button.



#### **IMPORTANT**

After the edits are saved, the user will be taken back to the **Card Details** page, and any updated fields should reflect the updated/new values.

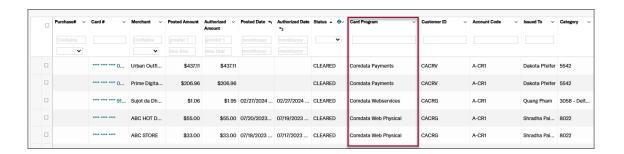
## **Viewing Virtual Card Transactions**

To view transactions created for virtual cards:

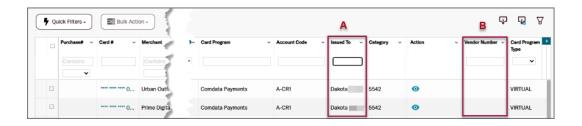
- 1. Log into Corpay Complete via your web browser.
- 2. Navigate to the **Cards** section, then click on the **Transactions** tab at the top of the page.



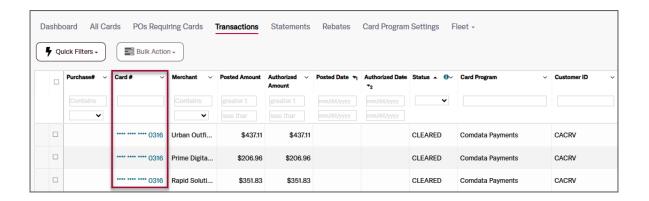
 The Transactions grid displays the virtual card transactions along with the physical and ghost card transactions. Select the drop-down option from the Card Program Type column to easily pick between Physical, Ghost, and Virtual program types to view only those transactions.



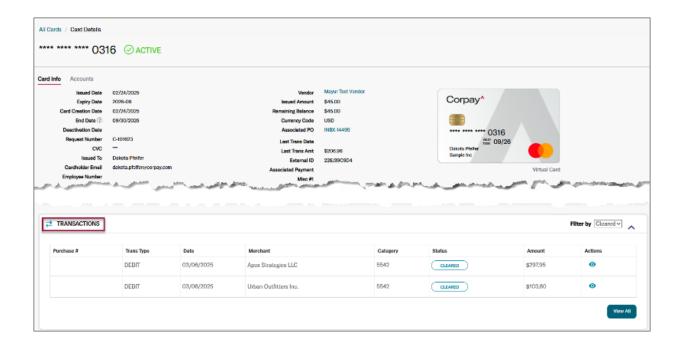
- A. If the card is issued to a non-Corpay Complete user, the **Issued To** field will show the cardholder's name in plain text.
- B. Users can search or filter applicable data using the text search filter and sorting capabilities in the **Vendor Number** column.



4. Select the applicable card number in the **Card #** column to view transaction details for the selected virtual card.



5. The above action opens the **Card Details** page. Transaction details can be viewed under the **Transactions** section.

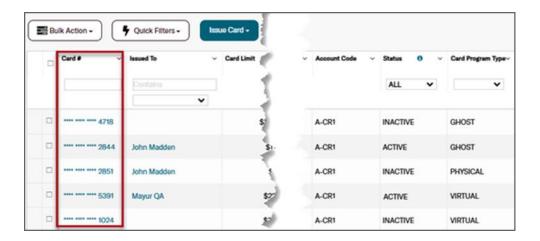


# Viewing Virtual Card Details

Corpay Complete offers Admin users the ability to view Card Details for Virtual Cards. Follow the steps below to view virtual card details.

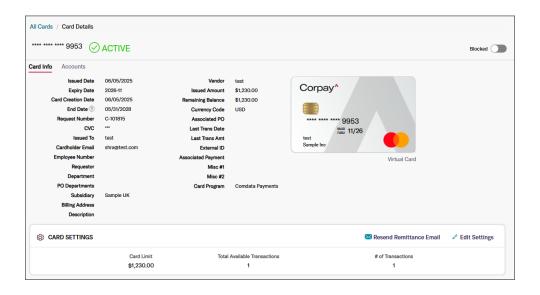
- 1. Log into Corpay Complete via your web browser.
- 2. Navigate to the **Cards** section, then click on the **All Cards** tab at the top of the page.

3. Select the **Card number** under the **Card #** column to view card details for the applicable virtual card.

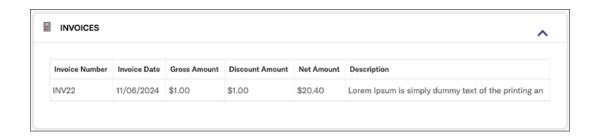


## 4. Within the Card Details page:

• Users can view detailed card information for the applicable virtual card.



 For virtual cards issued to vendors, users can view the Invoice details under the Invoices section. Invoice details include those added when issuing a virtual card to a vendor (i.e., Invoice Number, Invoice Date, Gross Amount, Discount Amount, Net Amount, and Description for each invoice associated with the card).



#### **IMPORTANT**

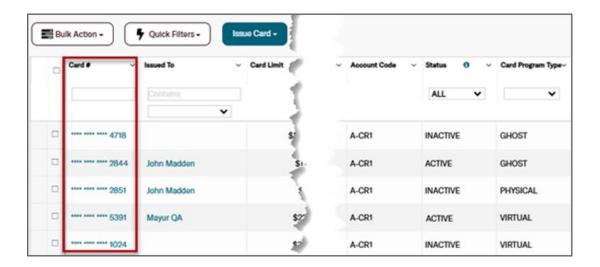
This section is visible only for virtual cards issued to vendors through Corpay Complete.

# Resending Remittance Emails

Corpay Complete offers Admin users the ability to resend remittance emails for vendor virtual cards. Follow the steps below to resend remittance emails within the Cards module.

- 1. Log into Corpay Complete via your web browser.
- 2. Navigate to the Cards section, then click on the All Cards tab at the top of the page.

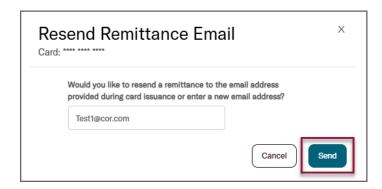
3. Select the **Card number** under the **Card #** column to view card details for the applicable virtual card.



1. Within the **Card Details** page:, under the **Card Settings** section, click the **Resend Remittance Email** button.



A window with the existing cardholder email address populated in a text box will display, asking the user to confirm if they want to resend the email to that address or if they want to key in a new email. Make the selection as applicable and click **Send**.



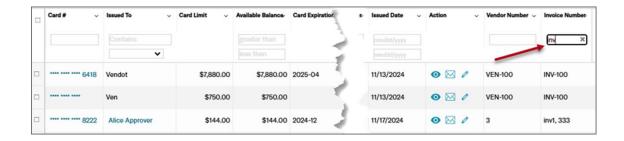
3. Once the user clicks the **Send** button, they will be returned to the **Card Details** page with a success toast in the upper right corner.



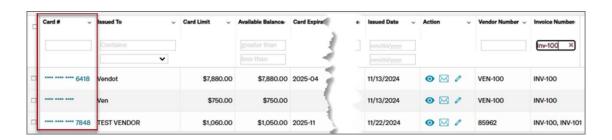
## Accessing Invoice Information for Virtual Card Transactions

For Virtual Cards issued to vendors, Corpay Complete offers users the ability to view invoice details for card transactions. Follow the steps below to access invoice information within the Cards module.

- 1. Log into Corpay Complete via your web browser.
- 2. Navigate to the **Cards** section, then click on the **All Cards** tab at the top of the page.
- Within the All Cards grid, key in the invoice number you wanted to open in the Invoice Number field. This will display all invoice records in Corpay Complete matching the number keyed in.



4. Click on the Card number under the Card # column for the applicable Invoice Number.



5. The above action opens the **Card Details** page. You can view the invoice details under the **Invoices** section.



# **Card Statuses**

The following table details the **card statuses** in Corpay Complete.

| Status      | Definition  |
|-------------|---|
| Pending     | The card is awaiting approval.  |
| Active      | The card has been fully activated and ready to use.   |
| Inactive    | The card is permanently inactive and cannot be used for purchases.                          |
| Approved    | The Card has been approved.   |
| Rejected    | The card has been rejected.   |
| Blocked     | The card is blocked and cannot be used for purchases. The card can be reactivated.          |
| Tmp-Blocked | The card is temporarily blocked for a specified timeframe and cannot be used for purchases. |