

March 2021

Santander Commercial Card

Cardholder and Approver Guide

Contents

1. Introduction.....	2
2. Logging onto 360 Control.....	2
3. Transactions Screen.....	4
4. Process a Transaction	7
4.1. Add a Receipt.....	7
4.2. View/Change Cost Allocation Codes.....	8
4.3. Split a Transaction.....	9
4.4. Delete a Split Transaction	12
4.5. Review a Transaction.....	13
4.6. Approve a Transaction.....	13

1. Introduction

This guide covers how to login to 360Control and process transactions:

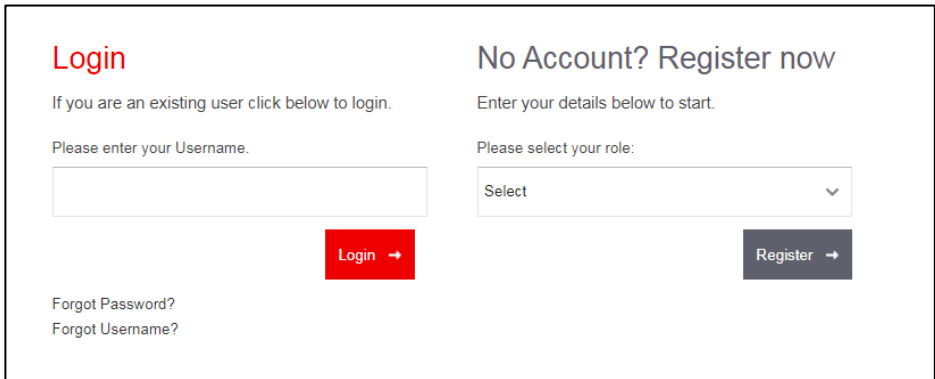
- Adding receipts
- Cost allocation
- Splitting transactions
- Reviewing and approving transactions


2. Logging onto 360 Control

Control and Click this link to access 360Control:

<https://360control.firstdata.com/UI/login/views/login.html#/Login>

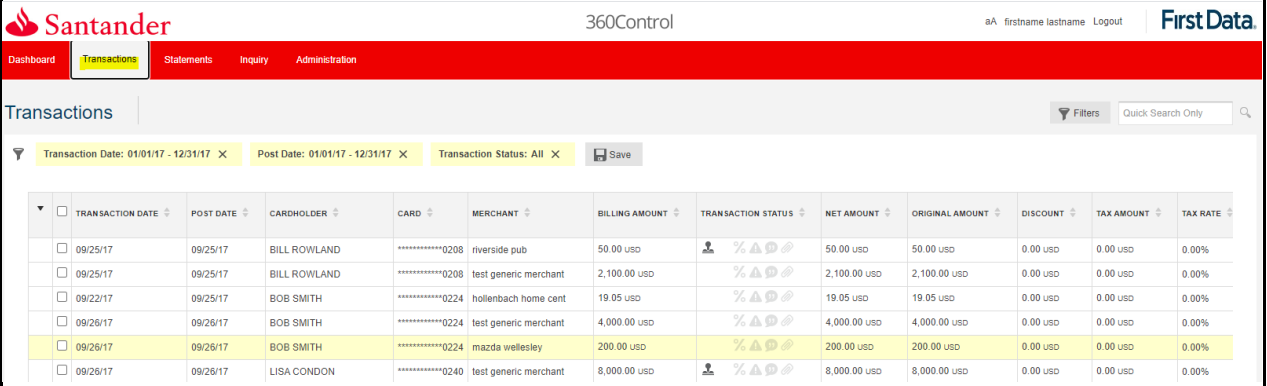
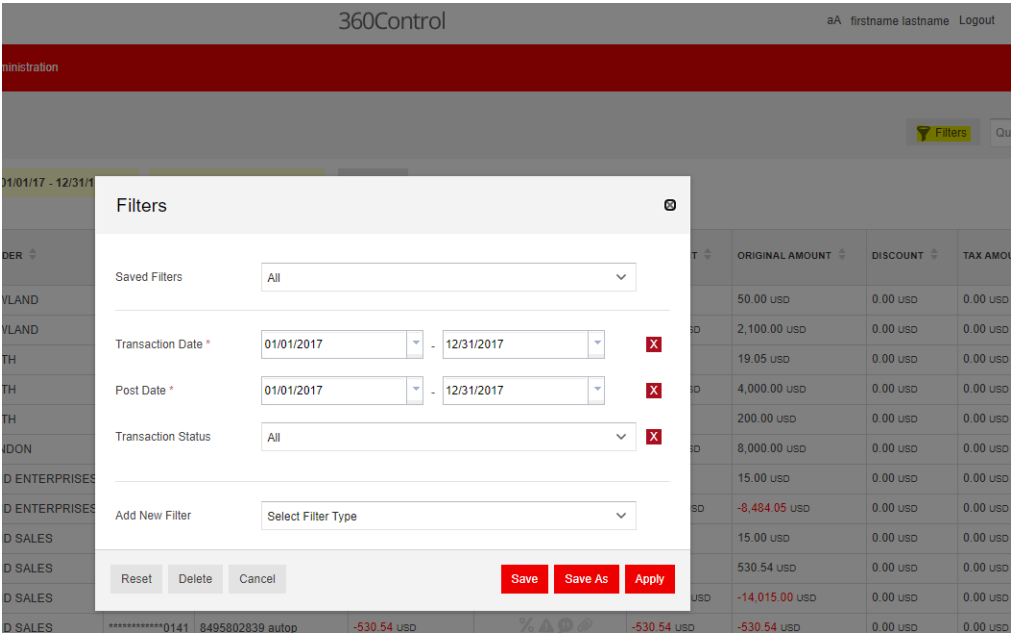
If this is the first time you have logged in, you will need to register

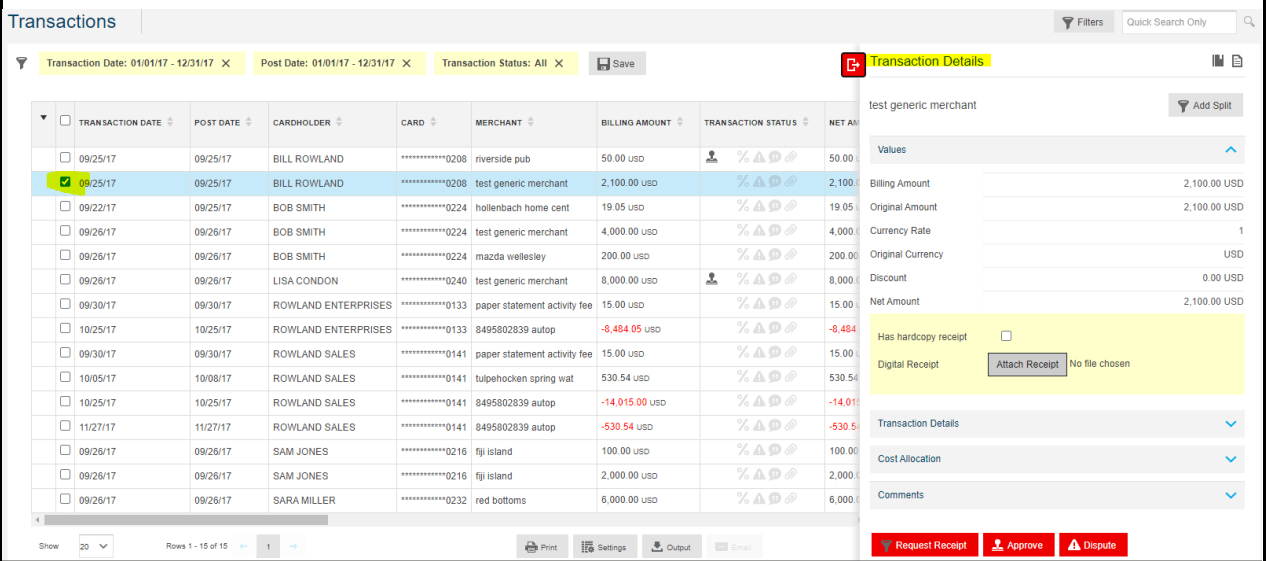
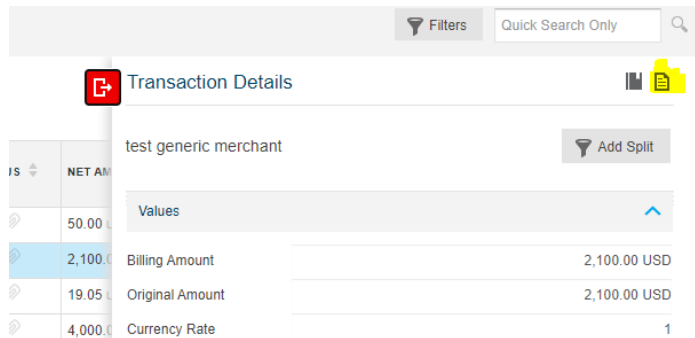
Step	Action/Information
1	<p>Select Cardholder from the drop-down list under <i>Please select your role:</i></p> <div data-bbox="420 1190 1349 1566">  </div>
2	<p>Details needed to self-register will include: Card Number, Work Email Address, and Name as it appears on the front of the card.</p> <p>Click Next to get to the next screen.</p>
3	<p>Additional details needed will include: Work Phone Number, Expiration Date, and Employee ID.</p> <p>Click Next to get to the next screen.</p>

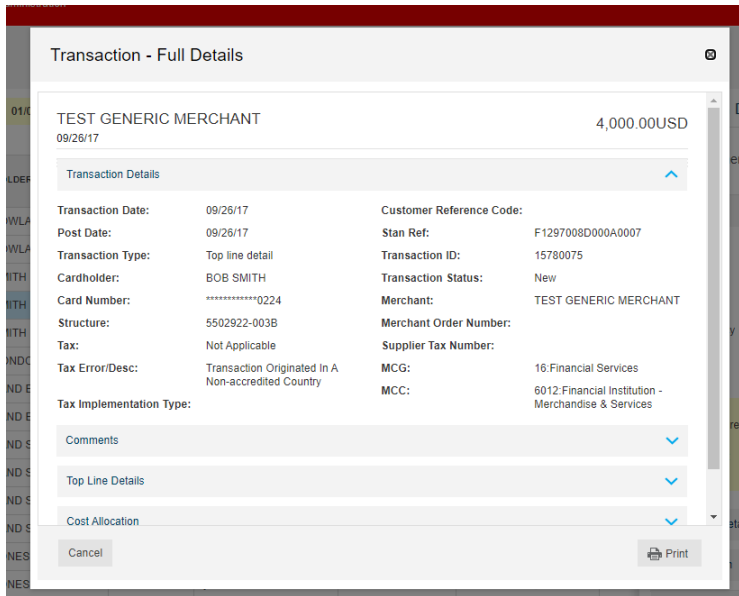
Step	Action/Information
4	<p data-bbox="267 268 1174 304">If the information is correctly entered, the following message will appear.</p> <div data-bbox="446 338 1385 709"><div data-bbox="526 380 1321 459"> Your account has been activated.</div><p data-bbox="548 489 719 512">Your User Login is:</p><p data-bbox="548 529 1016 550">Please remember this user name as you will need it to log into the service.</p><p data-bbox="548 562 1179 583">Your password will be sent to you by email. When you receive your password follow the instructions.</p><p data-bbox="548 596 954 617">Use it in combination with your user name to log into the service.</p><div data-bbox="550 640 618 684">Cancel</div></div>

3. Transactions Screen

Purchasing card transaction information is automatically imported into the 360Control system daily. You can view a detailed list of these transactions on the **Transactions** screen. To find a transaction take the following steps:

Step	Action/Information
1	<p>Select Transactions from the main menu</p> 
2	<p>Use the filters to find the transaction if it is not quickly visible</p> 

Step	Action/Information
3	<p>Tick the box to the left of the chosen transaction. The Transaction Details Panel will open on the right hand side of the screen. You can work from this panel or the Transaction - Full Details Panel (see step 4 below)</p>  <p>The screenshot shows the 'Transaction Details' panel. At the top, there are filters for Transaction Date (01/01/17 - 12/31/17), Post Date (01/01/17 - 12/31/17), and Transaction Status (All). Below the filters is a table of transactions. The selected transaction is dated 09/25/17, for a merchant 'test generic merchant', with a billing amount of 2,100.00 USD. To the right of the table, the 'Transaction Details' panel is open, showing a summary of the transaction, including the billing amount, original amount, currency rate, and net amount. It also includes a section for 'Has hardcopy receipt' and a 'Digital Receipt' section with an 'Attach Receipt' button.</p>
4	<p>To work from the Transaction - Full Details screen – which can be clearer – click on the document symbol on the upper right hand side of the screen.</p>  <p>The screenshot shows the 'Transaction - Full Details' screen. It features a 'Transaction Details' header with a document icon. Below the header, there is a table of transaction details. The selected transaction is dated 09/25/17, for a merchant 'test generic merchant', with a billing amount of 2,100.00 USD. The table also shows the original amount (2,100.00 USD) and the currency rate (1). The screen is designed to provide a clear and detailed view of the transaction.</p>

Step	Action/Information																																				
5	<p>The Transaction - Full Details Panel will open</p>  <p>The screenshot shows a window titled "Transaction - Full Details". At the top, it displays "TEST GENERIC MERCHANT" and "09/26/17" on the left, and "4,000.00USD" on the right. Below this is a "Transaction Details" section with a blue arrow icon. The details are organized into two columns:</p> <table><tr><td>Transaction Date:</td><td>09/26/17</td><td>Customer Reference Code:</td><td></td></tr><tr><td>Post Date:</td><td>09/26/17</td><td>Stan Ref:</td><td>F1297008D000A0007</td></tr><tr><td>Transaction Type:</td><td>Top line detail</td><td>Transaction ID:</td><td>15780075</td></tr><tr><td>Cardholder:</td><td>BOB SMITH</td><td>Transaction Status:</td><td>New</td></tr><tr><td>Card Number:</td><td>*****0224</td><td>Merchant:</td><td>TEST GENERIC MERCHANT</td></tr><tr><td>Structure:</td><td>5502922-003B</td><td>Merchant Order Number:</td><td></td></tr><tr><td>Tax:</td><td>Not Applicable</td><td>Supplier Tax Number:</td><td></td></tr><tr><td>Tax Error/Desc:</td><td>Transaction Originated In A Non-accredited Country</td><td>MCG:</td><td>16: Financial Services</td></tr><tr><td>Tax Implementation Type:</td><td></td><td>MCC:</td><td>6012: Financial Institution - Merchandise & Services</td></tr></table> <p>Below the details are three expandable sections: "Comments", "Top Line Details", and "Cost Allocation", each with a blue arrow icon. At the bottom left is a "Cancel" button, and at the bottom right is a "Print" button with a printer icon.</p>	Transaction Date:	09/26/17	Customer Reference Code:		Post Date:	09/26/17	Stan Ref:	F1297008D000A0007	Transaction Type:	Top line detail	Transaction ID:	15780075	Cardholder:	BOB SMITH	Transaction Status:	New	Card Number:	*****0224	Merchant:	TEST GENERIC MERCHANT	Structure:	5502922-003B	Merchant Order Number:		Tax:	Not Applicable	Supplier Tax Number:		Tax Error/Desc:	Transaction Originated In A Non-accredited Country	MCG:	16: Financial Services	Tax Implementation Type:		MCC:	6012: Financial Institution - Merchandise & Services
Transaction Date:	09/26/17	Customer Reference Code:																																			
Post Date:	09/26/17	Stan Ref:	F1297008D000A0007																																		
Transaction Type:	Top line detail	Transaction ID:	15780075																																		
Cardholder:	BOB SMITH	Transaction Status:	New																																		
Card Number:	*****0224	Merchant:	TEST GENERIC MERCHANT																																		
Structure:	5502922-003B	Merchant Order Number:																																			
Tax:	Not Applicable	Supplier Tax Number:																																			
Tax Error/Desc:	Transaction Originated In A Non-accredited Country	MCG:	16: Financial Services																																		
Tax Implementation Type:		MCC:	6012: Financial Institution - Merchandise & Services																																		

Transactions details are classified as follows:

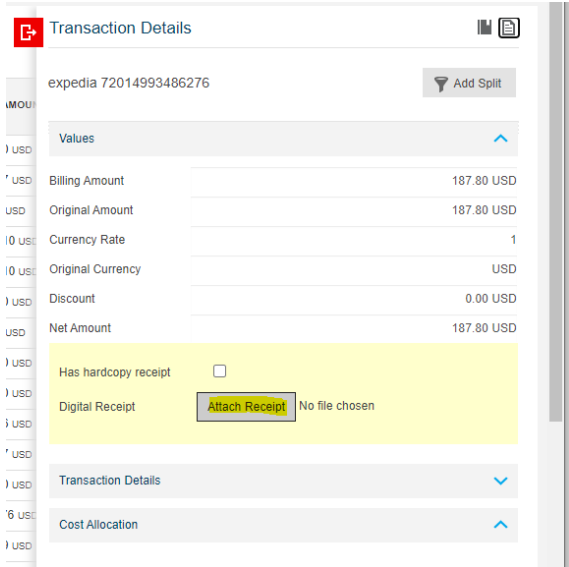
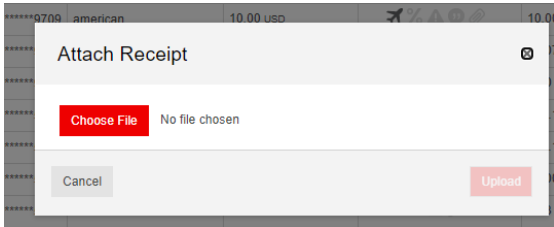
- Top line - This is basic information about the transaction contained on one line
- Line item detail - This is top line transaction information plus additional lines of detail provided by the merchant. For example, the merchant may provide a list of items purchased and the price of each. The icon identifies a line item detail.
- Split line- You can manually split top line transactions into multiple line items using the transaction split feature. The icon identifies a split line. See Section 4.3.

4. Process a Transaction

When a cardholder processes a transaction, the cardholder adds details, verifies that the basic information is correct for each transaction, and sets the transaction's status to reviewed. After transactions have been reviewed by the cardholder, the approver will approve them before exporting to the company's general ledger accounting system.

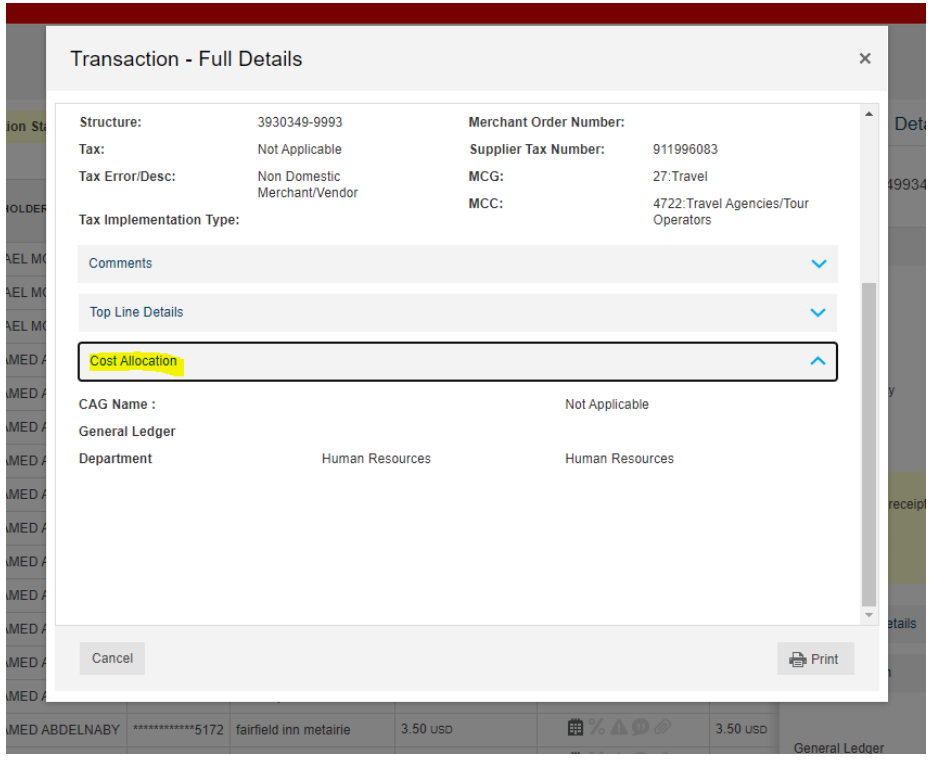
4.1. Add a Receipt

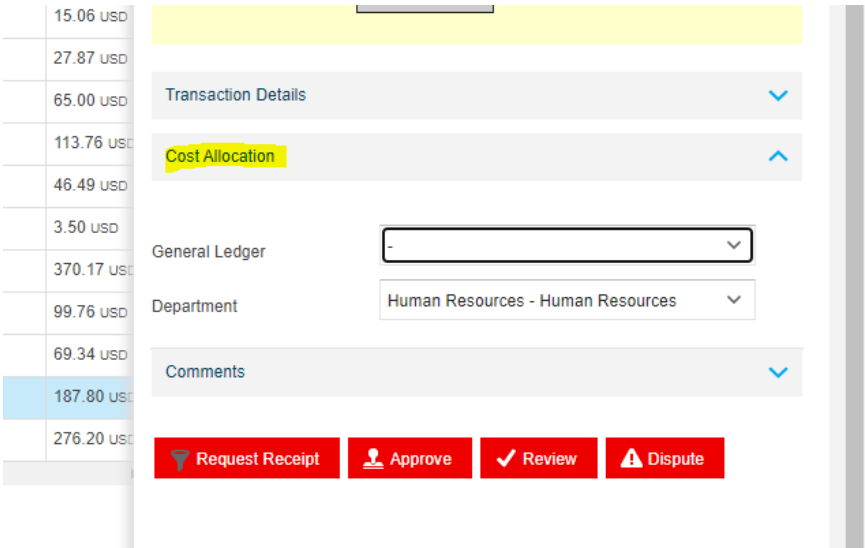
Adding a receipt is done from the **Transaction Details** panel. See Section 3 for an explanation on how to reach this panel.

Step	Action/Information
1	<p>Open the Transaction Details Panel and scroll to the Attach Receipt option.</p>  <p>The screenshot shows the 'Transaction Details' panel for transaction 'expedia 72014993486276'. It includes a table of values: Billing Amount (187.80 USD), Original Amount (187.80 USD), Currency Rate (1), Original Currency (USD), Discount (0.00 USD), and Net Amount (187.80 USD). Below this is a section for receipts with a 'Has hardcopy receipt' checkbox and a 'Digital Receipt' section containing an 'Attach Receipt' button and the text 'No file chosen'.</p>
2	<p>Attach a copy of your saved receipt from your saved files.</p>  <p>The screenshot shows a modal dialog titled 'Attach Receipt'. It contains a red 'Choose File' button, the text 'No file chosen', a 'Cancel' button, and an 'Upload' button.</p>

4.2. View/Change Cost Allocation Codes

Cost allocation parameters are either free form or will be tailored to your company's general ledger accounting system, depending on how your company has been set up. Cost allocation can be viewed in either in the **Transactions - Full Details** screen or in the **Transaction Details** panel, but only entered in the **Transaction Details** panel. See Section 3 for how to reach these panels.

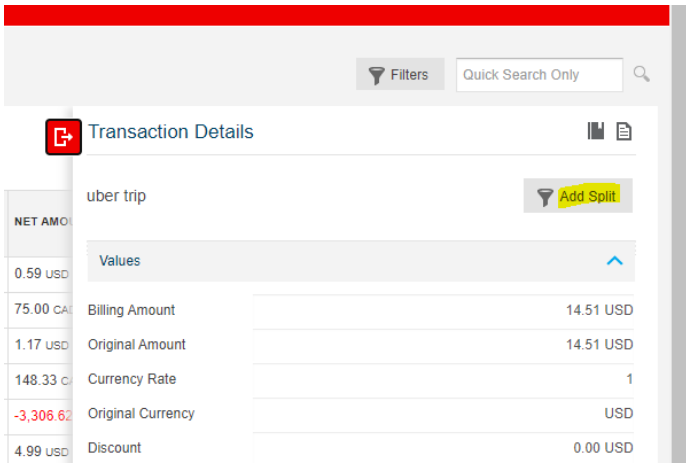
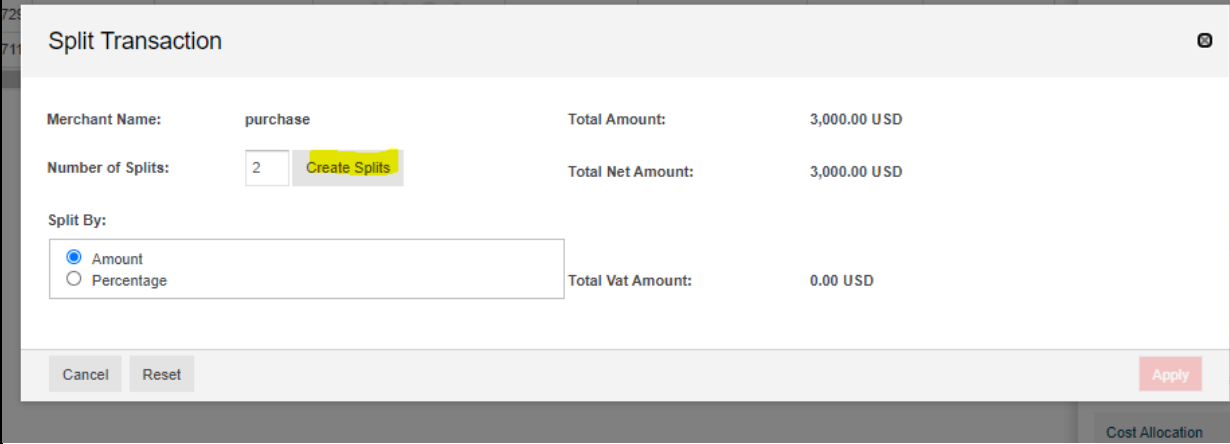
Step	Action/Information
1	<p>Transactions - Full Details screen option:</p>  <p>The screenshot displays the 'Transaction - Full Details' window. It contains the following information:</p> <ul style="list-style-type: none"> Structure: 3930349-9993 Tax: Not Applicable Tax Error/Desc: Non Domestic Merchant/Vendor Tax Implementation Type: Merchant Order Number: 911996083 Supplier Tax Number: MCG: 27:Travel MCC: 4722:Travel Agencies/Tour Operators Expandable Sections: <ul style="list-style-type: none"> Comments Top Line Details Cost Allocation (highlighted in yellow) CAG Name : Not Applicable General Ledger Department: Human Resources <p>Buttons: Cancel, Print</p>

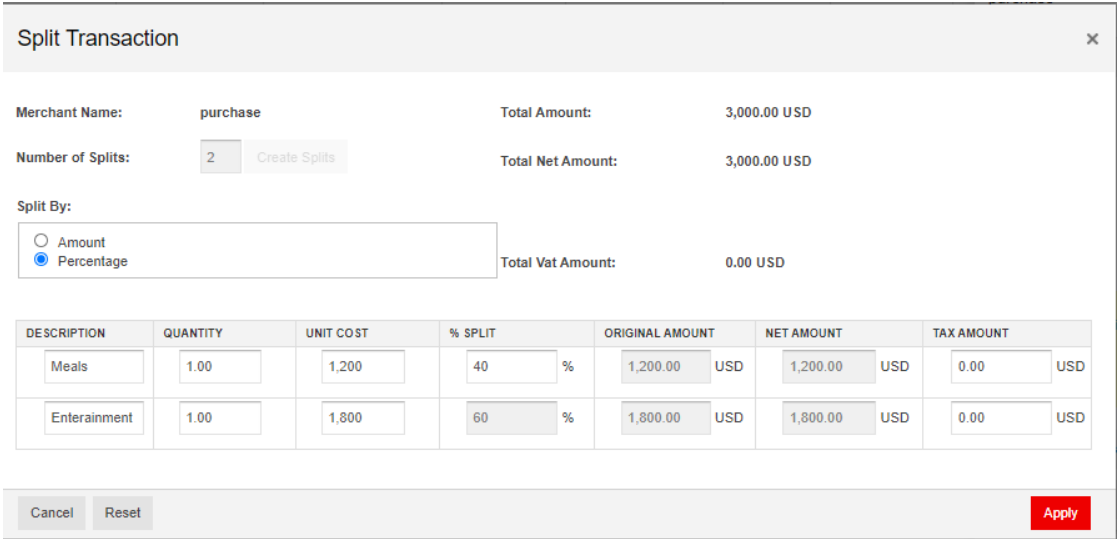


Step	Action/Information
2	<p>Transaction Details Panel option:</p> 

4.3. Split a Transaction

Splitting a transaction divides a top line or line item into multiple line amounts for tax coding and cost coding at a more detailed level. Split lines are treated as addendum data. Any type of transaction can be split unless the transaction has been exported or approved. Approved transactions must be unapproved before splitting them. You cannot dispute a split portion of a transaction.

Splitting a transaction is done from the **Transaction Details** Panel. See Section 3 for an explanation on how to reach this panel.

Step	Action/Information
1	<p>On the Transactions Details panel, choose the Add Split tool</p>  <p>The screenshot shows the 'Transaction Details' panel for a transaction labeled 'uber trip'. On the right side of the panel, there is a button labeled 'Add Split' which is highlighted with a yellow box. The panel also displays various transaction details such as 'NET AMO', 'Billing Amount', 'Original Amount', 'Currency Rate', 'Original Currency', and 'Discount'.</p>
2	<p>The Split Transaction screen will display. Choose how you wish to split the transaction, by amount or by percentage and click on Create Splits</p>  <p>The screenshot shows the 'Split Transaction' screen. It contains fields for 'Merchant Name' (purchase), 'Total Amount' (3,000.00 USD), 'Number of Splits' (2), 'Total Net Amount' (3,000.00 USD), 'Split By' (Amount selected), and 'Total Vat Amount' (0.00 USD). The 'Create Splits' button is highlighted in yellow. At the bottom, there are 'Cancel', 'Reset', and 'Apply' buttons.</p>

Step	Action/Information
3	<p>Complete the breakdown on the following screen.</p> 
4	<p>Click Apply to save the information and split the transaction or line. Split items will appear with the  icon beside them:</p> 

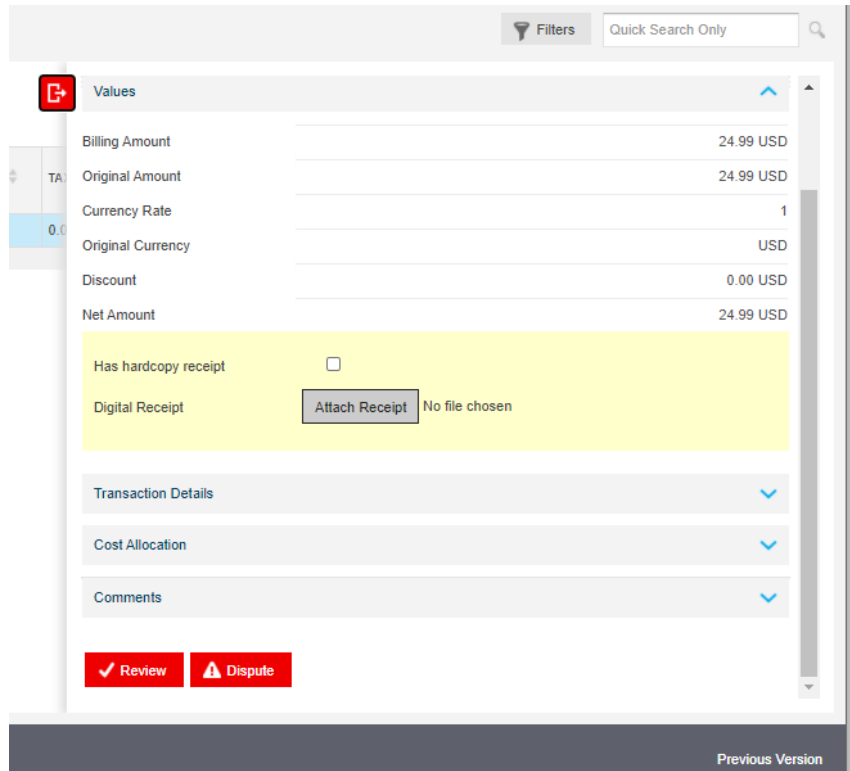
4.4. Delete a Split Transaction

To delete a split transaction, first locate the transaction or line item on the **Transactions** screen.

Step	Action/Information																																																																														
1	<p>Select the check box next to the item to delete to display the Split Details panel</p> <table><tr><td>▶</td><td><input type="checkbox"/></td><td>TRANSACTION DATE</td><td>POST DATE</td><td>CARDHOLDER</td><td>CARD</td><td>MERCHANT</td><td>BILLING AMOUNT</td><td>T</td></tr><tr><td>▼ 2</td><td><input type="checkbox"/></td><td>03/02/21</td><td>03/02/21</td><td>FALL ASLEEP</td><td>*****0752</td><td>purchase</td><td>3,000.00 USD</td><td></td></tr><tr><td></td><td><input checked="" type="checkbox"/></td><td>▶ 1</td><td></td><td>Meals</td><td>1.00 units @ 1,200.00 USD</td><td></td><td>1,200.00 USD</td><td></td></tr><tr><td></td><td><input type="checkbox"/></td><td>▶ 2</td><td></td><td>Entertainment</td><td>1.00 units @ 1,800.00 USD</td><td></td><td>1,800.00 USD</td><td></td></tr><tr><td></td><td><input type="checkbox"/></td><td>03/02/21</td><td>03/02/21</td><td>MILLY OCEAN</td><td>*****0729</td><td>purchase</td><td>1,000.00 USD</td><td></td></tr></table>	▶	<input type="checkbox"/>	TRANSACTION DATE	POST DATE	CARDHOLDER	CARD	MERCHANT	BILLING AMOUNT	T	▼ 2	<input type="checkbox"/>	03/02/21	03/02/21	FALL ASLEEP	*****0752	purchase	3,000.00 USD			<input checked="" type="checkbox"/>	▶ 1		Meals	1.00 units @ 1,200.00 USD		1,200.00 USD			<input type="checkbox"/>	▶ 2		Entertainment	1.00 units @ 1,800.00 USD		1,800.00 USD			<input type="checkbox"/>	03/02/21	03/02/21	MILLY OCEAN	*****0729	purchase	1,000.00 USD																																		
▶	<input type="checkbox"/>	TRANSACTION DATE	POST DATE	CARDHOLDER	CARD	MERCHANT	BILLING AMOUNT	T																																																																							
▼ 2	<input type="checkbox"/>	03/02/21	03/02/21	FALL ASLEEP	*****0752	purchase	3,000.00 USD																																																																								
	<input checked="" type="checkbox"/>	▶ 1		Meals	1.00 units @ 1,200.00 USD		1,200.00 USD																																																																								
	<input type="checkbox"/>	▶ 2		Entertainment	1.00 units @ 1,800.00 USD		1,800.00 USD																																																																								
	<input type="checkbox"/>	03/02/21	03/02/21	MILLY OCEAN	*****0729	purchase	1,000.00 USD																																																																								
2	<p>Scroll to the bottom of the Split Details panel until the Delete Split button appears.</p> <div><table><tr><td>▶</td><td><input type="checkbox"/></td><td>TRANSACTION DATE</td><td>POST DATE</td><td>CARDHOLDER</td><td>CARD</td><td>MERCHANT</td><td>BILLING AMOUNT</td><td>TRANSACTION STATUS</td><td>NET AMOUNT</td><td>ORIGINAL AMOUNT</td><td>DISCOUNT</td><td>TAX AMOUNT</td></tr><tr><td>▼ 2</td><td><input type="checkbox"/></td><td>03/02/21</td><td>03/02/21</td><td>FALL ASLEEP</td><td>*****0752</td><td>purchase</td><td>3,000.00 USD</td><td>⚠️ ⚠️ ⚠️</td><td>3,000.00 USD</td><td>3,000.00 USD</td><td>0.00 USD</td><td>0.00 USD</td></tr><tr><td></td><td><input checked="" type="checkbox"/></td><td>▶ 1</td><td></td><td>Meals</td><td>1.00 units @ 1,200.00 USD</td><td></td><td>1,200.00 USD</td><td>⚠️ ⚠️ ⚠️</td><td>1.00 USD</td><td>1,200.00 USD</td><td></td><td>0.00 USD</td></tr><tr><td></td><td><input type="checkbox"/></td><td>▶ 2</td><td></td><td>Entertainment</td><td>1.00 units @ 1,800.00 USD</td><td></td><td>1,800.00 USD</td><td>⚠️ ⚠️ ⚠️</td><td>1.00 USD</td><td>1,800.00 USD</td><td></td><td>0.00 USD</td></tr><tr><td></td><td><input type="checkbox"/></td><td>03/02/21</td><td>03/02/21</td><td>MILLY OCEAN</td><td>*****0729</td><td>purchase</td><td>1,000.00 USD</td><td>⚠️ ⚠️ ⚠️</td><td>1,000.00 USD</td><td>1,000.00 USD</td><td>0.00 USD</td><td>0.00 USD</td></tr><tr><td></td><td><input type="checkbox"/></td><td>03/02/21</td><td>03/02/21</td><td>MOTION SCIENCE</td><td>*****0711</td><td>one time fee</td><td>1,000.00 USD</td><td>⚠️ ⚠️ ⚠️</td><td>1,000.00 USD</td><td>1,000.00 USD</td><td>0.00 USD</td><td>0.00 USD</td></tr></table><div>Rows 1 - 3 of 3</div><div>Print Settings Output Email</div></div> <div><div>Currency Rate</div><div>Original Currency</div><div>Discount</div><div>Net Amount</div><div>Has handwritten receipt</div><div>Digital Receipt</div><div>Transaction Details</div><div>Split Details</div><div>Cost Allocation</div><div>Comments</div><div>Request Receipt Approve Dispute Double Split</div></div>	▶	<input type="checkbox"/>	TRANSACTION DATE	POST DATE	CARDHOLDER	CARD	MERCHANT	BILLING AMOUNT	TRANSACTION STATUS	NET AMOUNT	ORIGINAL AMOUNT	DISCOUNT	TAX AMOUNT	▼ 2	<input type="checkbox"/>	03/02/21	03/02/21	FALL ASLEEP	*****0752	purchase	3,000.00 USD	⚠️ ⚠️ ⚠️	3,000.00 USD	3,000.00 USD	0.00 USD	0.00 USD		<input checked="" type="checkbox"/>	▶ 1		Meals	1.00 units @ 1,200.00 USD		1,200.00 USD	⚠️ ⚠️ ⚠️	1.00 USD	1,200.00 USD		0.00 USD		<input type="checkbox"/>	▶ 2		Entertainment	1.00 units @ 1,800.00 USD		1,800.00 USD	⚠️ ⚠️ ⚠️	1.00 USD	1,800.00 USD		0.00 USD		<input type="checkbox"/>	03/02/21	03/02/21	MILLY OCEAN	*****0729	purchase	1,000.00 USD	⚠️ ⚠️ ⚠️	1,000.00 USD	1,000.00 USD	0.00 USD	0.00 USD		<input type="checkbox"/>	03/02/21	03/02/21	MOTION SCIENCE	*****0711	one time fee	1,000.00 USD	⚠️ ⚠️ ⚠️	1,000.00 USD	1,000.00 USD	0.00 USD	0.00 USD
▶	<input type="checkbox"/>	TRANSACTION DATE	POST DATE	CARDHOLDER	CARD	MERCHANT	BILLING AMOUNT	TRANSACTION STATUS	NET AMOUNT	ORIGINAL AMOUNT	DISCOUNT	TAX AMOUNT																																																																			
▼ 2	<input type="checkbox"/>	03/02/21	03/02/21	FALL ASLEEP	*****0752	purchase	3,000.00 USD	⚠️ ⚠️ ⚠️	3,000.00 USD	3,000.00 USD	0.00 USD	0.00 USD																																																																			
	<input checked="" type="checkbox"/>	▶ 1		Meals	1.00 units @ 1,200.00 USD		1,200.00 USD	⚠️ ⚠️ ⚠️	1.00 USD	1,200.00 USD		0.00 USD																																																																			
	<input type="checkbox"/>	▶ 2		Entertainment	1.00 units @ 1,800.00 USD		1,800.00 USD	⚠️ ⚠️ ⚠️	1.00 USD	1,800.00 USD		0.00 USD																																																																			
	<input type="checkbox"/>	03/02/21	03/02/21	MILLY OCEAN	*****0729	purchase	1,000.00 USD	⚠️ ⚠️ ⚠️	1,000.00 USD	1,000.00 USD	0.00 USD	0.00 USD																																																																			
	<input type="checkbox"/>	03/02/21	03/02/21	MOTION SCIENCE	*****0711	one time fee	1,000.00 USD	⚠️ ⚠️ ⚠️	1,000.00 USD	1,000.00 USD	0.00 USD	0.00 USD																																																																			
3	<p>Click OK in the confirmation dialog box that appears.</p>																																																																														

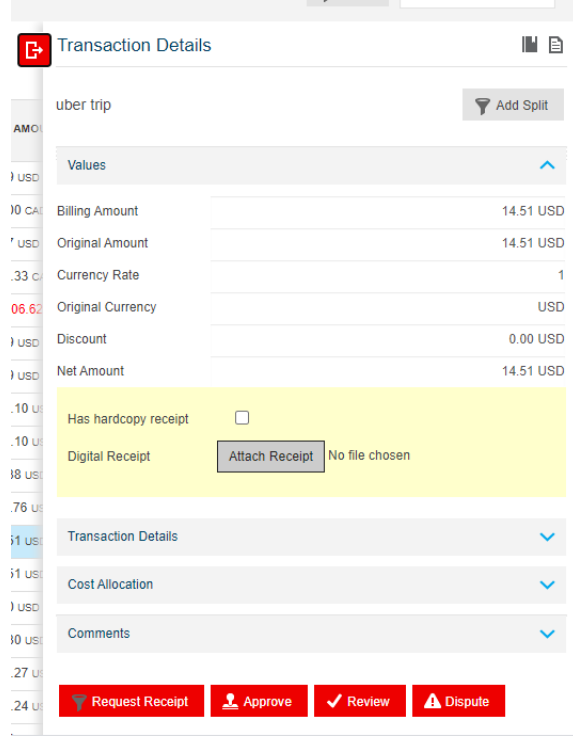
4.5. Review a Transaction

Once you are satisfied that all components of the transaction are correct, you must set the transaction status to **Reviewed** to indicate that it is ready for approval by your designated transaction approver. You will do this from the **Transaction Details** panel. Scroll to the bottom and click on **Review**. See Section 3 for how to reach this panel

Step	Action/Information														
1	<p>On the Transaction Details panel scroll to the bottom and click Review</p>  <p>The screenshot shows a web interface for transaction details. At the top, there's a 'Filters' button and a 'Quick Search Only' search bar. Below is a 'Values' section with a red 'G+' icon. It contains a table with the following data:</p> <table border="1"> <thead> <tr> <th>Field</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Billing Amount</td> <td>24.99 USD</td> </tr> <tr> <td>Original Amount</td> <td>24.99 USD</td> </tr> <tr> <td>Currency Rate</td> <td>1</td> </tr> <tr> <td>Original Currency</td> <td>USD</td> </tr> <tr> <td>Discount</td> <td>0.00 USD</td> </tr> <tr> <td>Net Amount</td> <td>24.99 USD</td> </tr> </tbody> </table> <p>Below the table is a yellow section for receipts. It has a checkbox for 'Has hardcopy receipt' which is unchecked. Below that is a 'Digital Receipt' section with an 'Attach Receipt' button and the text 'No file chosen'. At the bottom of the panel are two red buttons: 'Review' (with a checkmark icon) and 'Dispute' (with a warning icon). A 'Previous Version' link is visible at the very bottom right of the panel.</p>	Field	Value	Billing Amount	24.99 USD	Original Amount	24.99 USD	Currency Rate	1	Original Currency	USD	Discount	0.00 USD	Net Amount	24.99 USD
Field	Value														
Billing Amount	24.99 USD														
Original Amount	24.99 USD														
Currency Rate	1														
Original Currency	USD														
Discount	0.00 USD														
Net Amount	24.99 USD														

4.6. Approve a Transaction

When a cardholder is satisfied that the transaction is valid and the cost allocation is correct, the transaction is marked as reviewed by the cardholder and ready for approval by the appropriate department/company approver. Cardholders, who are also approvers, review their own transactions as well as transactions for cardholders for whom they are responsible.

Step	Action/Information
1	Check that the transaction has the correct cost allocation and is a legitimate business transaction.
2	Open the Transaction Details Panel and scroll to the bottom and select the red Approve button. <div data-bbox="519 388 1088 1123">  <p>The screenshot shows the 'Transaction Details' panel for a transaction titled 'uber trip'. It includes a table of values: Billing Amount (14.51 USD), Original Amount (14.51 USD), Currency Rate (1), Original Currency (USD), Discount (0.00 USD), and Net Amount (14.51 USD). Below the table is a section for receipts with a checkbox for 'Has hardcopy receipt' and a 'Digital Receipt' section with an 'Attach Receipt' button. At the bottom, there are four action buttons: 'Request Receipt', 'Approve' (highlighted in red), 'Review', and 'Dispute'.</p> </div>
3	To view transactions that have been approved, use the filtering toolbar to search for a transaction status of Approved

A workflow summary will be on your program admin dashboard to help you keep track of reviewed and approved transactions:

