Aug 2025

Santander Commercial Card

Virtual Card Reports Guide

1. Introduction

This guide provides information to support your role as a Santander Commercial Card Program Administrator responsible for managing virtual card reporting.

This guide explains best practices for using Payment Controls within Smart Data to generate and manage virtual card reports.

Separate Guides are available for our Account Management, Expense Management, Virtual Card, and Travel programs. Please access these from our Commercial Card Resource Center www.santanderbank.com/commercial-card or by contacting Client Service:

Santander Client Service is open for Program Administrators:

Monday – Friday 7:30 AM – 5:00 PM ET for calls,

Monday – Friday 7:30 AM – 6:00 PM ET for emails.

For service after hours: 877-598-7799

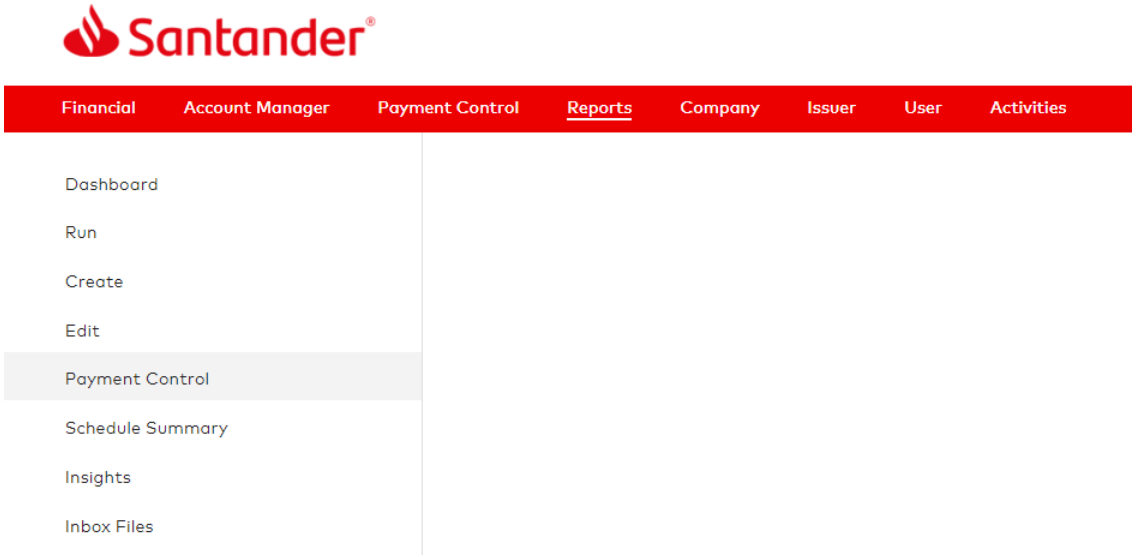
Email: clientservice@santander.us

2. Reports Overview

Smart Data offers a range of reporting options to monitor and manage virtual card activity. These include:

Report	Activity By	Description
Activity Report	Authorizations	All transactions, both approved and declined
Activity Report	Purchase Requests	All cards issued and whether internally approved
Virtual Account Reports	Virtual Activity	Summary of activity on each virtual card issued
Virtual Account Reports	Virtual Status	Activity and status on each virtual card issued
Activity Report	Clearings	List of transactions that have cleared during the defined date range
Audit Report		List of actions taken by each user in the system
Management Reports	Batch Status	Status of each batch upload, including reasons for upload failures
Management Reports	Expiring Accounts	List of virtual cards which have expired or are close to expiration

To access reports, navigate to **Reports** and then select **Payment Control**.



3. Activity Reports - Authorizations

This report displays all authorization attempts, both approved and declined, associated with virtual cards you have issued. First choose **Activity Report** and **Authorizations**, as shown below.

If you know the **Purchase Request ID** for the transaction you are searching for, this will narrow down the authorizations to just those for that virtual card, if not filter by **Real Card Alias** (the real card number).

Further refine your search using the date range. This reporting tool only searches for the last 31 days. If you need to search over a longer period, you will need to use the general Smart Data Reporting module.

SEARCH RESULTS

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Detail	Purchase Request ID	VCN Status	In Control Transaction Date	Transaction Date	Transaction Type	Transaction Sub Type	Billing Amount	Merchant Amount	Merchant Name	Real Card Alias	Virtual Card Number
	Not Applicable	Approved	06/21/2024 17:39:57	06/21 17:39:57	Authorization	Regular	5.00 USD	5.00 USD	WINGSTOP 104 HURST USA	NATASHA SPECIALTY STORE VPR	XXXX-XXXX-XXXX-0686
	150934530	Approved	06/21/2024 17:39:57	06/21 17:39:57	Authorization	Regular	5.00 USD	5.00 USD	WINGSTOP 104 HURST USA	NATASHA SPECIALTY STORE VPR	XXXX-XXXX-XXXX-9803
	179676347	Declined	06/10/2024 17:52:34	06/10 17:52:34	Authorization	AVS-only	0.00 USD	0.00 USD	GOOGLE *WALLET TEMP g.co/helppay# USA	NATASHA SPECIALTY STORE VPR	XXXX-XXXX-XXXX-6207

For more detail on each transaction, click on the graph icon next to the transaction record.

Results are displayed on the screen and can be downloaded by clicking on the red disk icon. The file will be available to download from the **Inbox Files** (see Section 9).

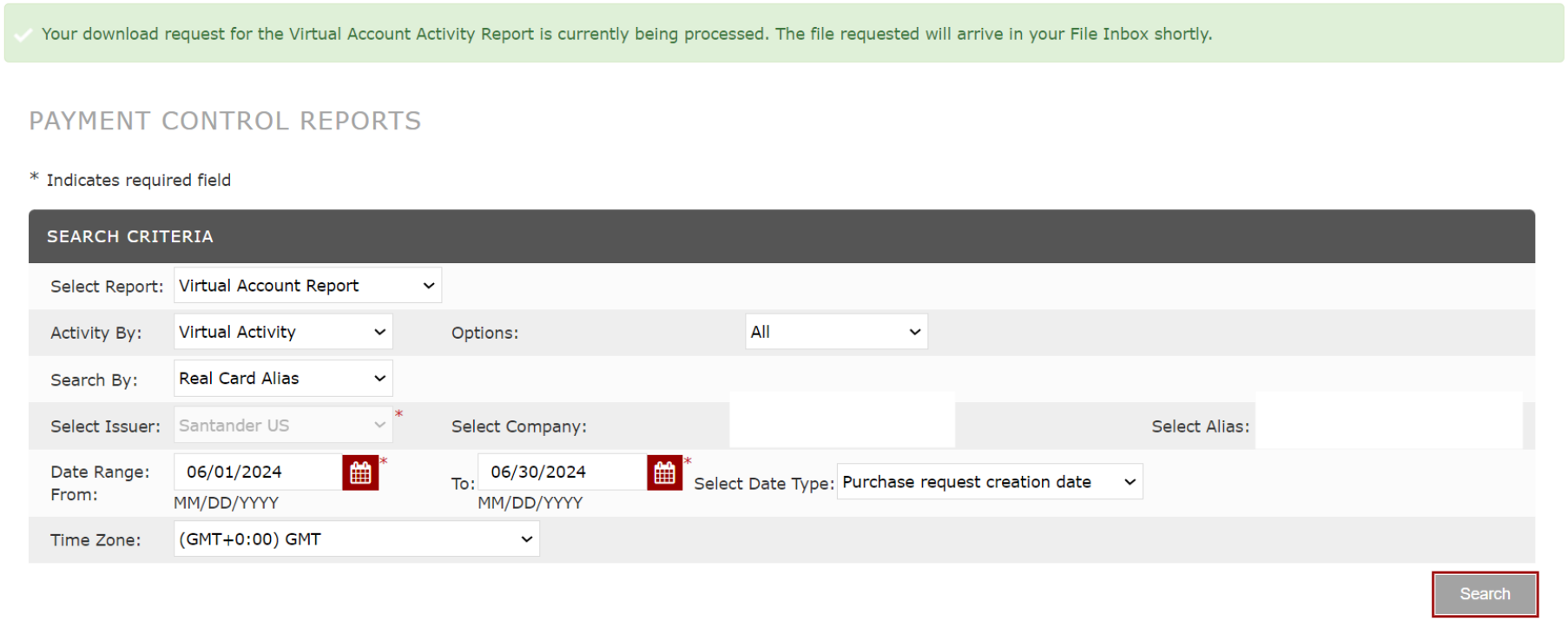
4. Virtual Account Reports

There are two types of Virtual Account Reports:

- Virtual Activity
- Virtual Status.

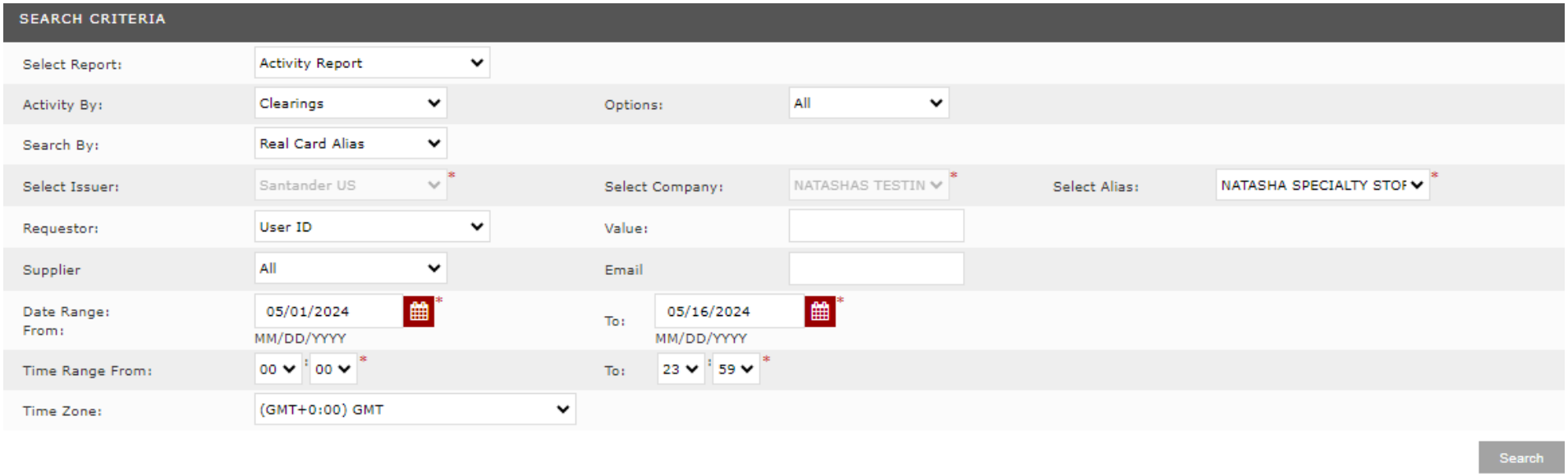
The Virtual Status Report gives more details than the Virtual Activity Report.

Input the date range under your real card alias, for the time frame you are interested in. Once submitted, a downloadable report will be generated and available in your **Inbox Files** (see Section 9).

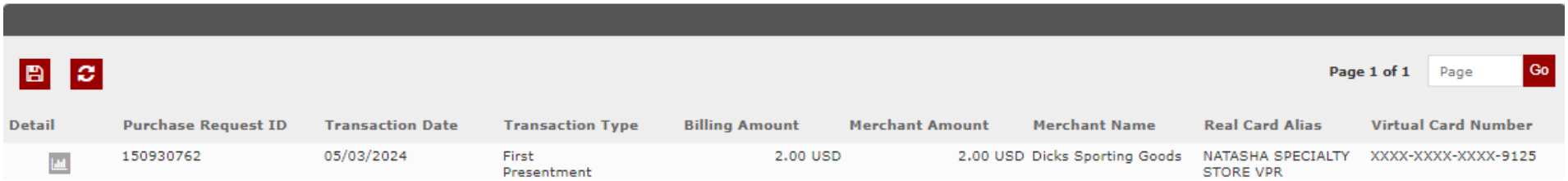


5. Activity Report – Clearings

This report lists transactions that have cleared within the specified date range.



SEARCH RESULTS

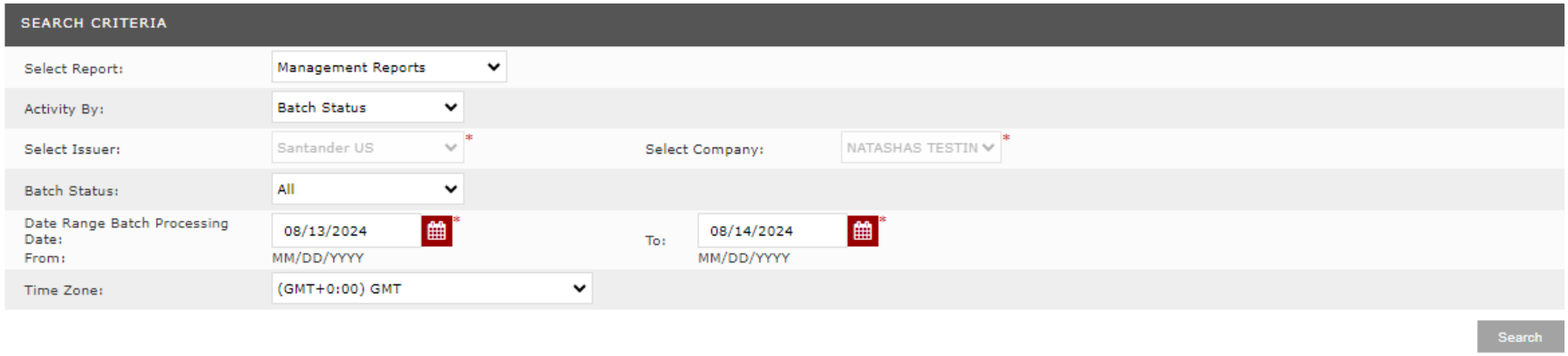


More information on the transaction can be seen by clicking on the graph icon next to the transaction.

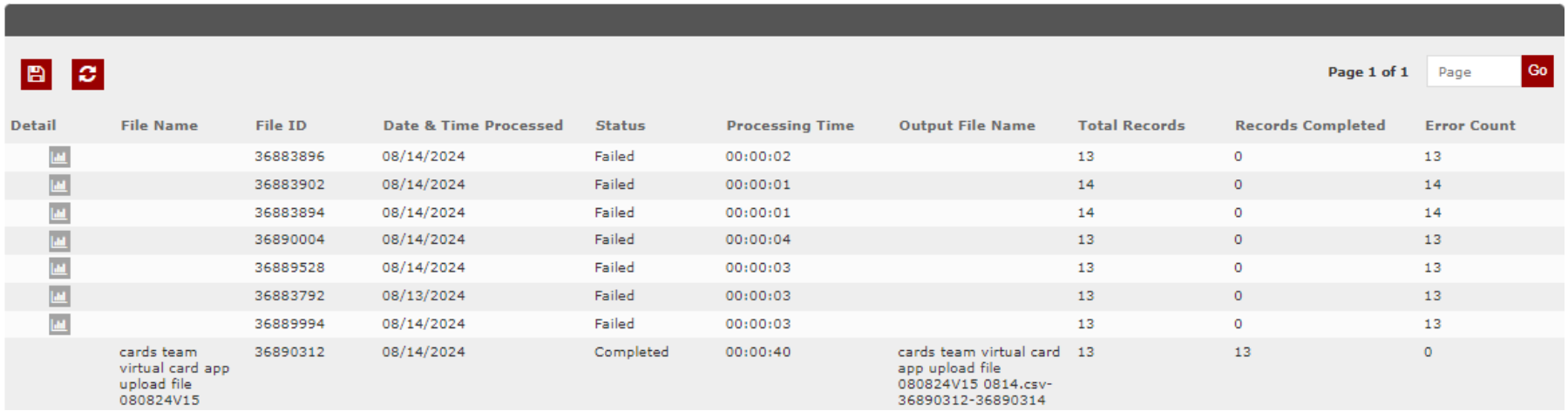
Results are displayed on the screen and can be downloaded by clicking on the red disk icon. The file will be available to download from the **Inbox Files** (see Section 9).

6. Management report – Batch Status

If you upload purchase requests in batch, you can see the status of the batch upload either in the **Inbox Files**, under **Reports**, or by using the **Batch Status** option under **Management Reports.**



SEARCH RESULTS

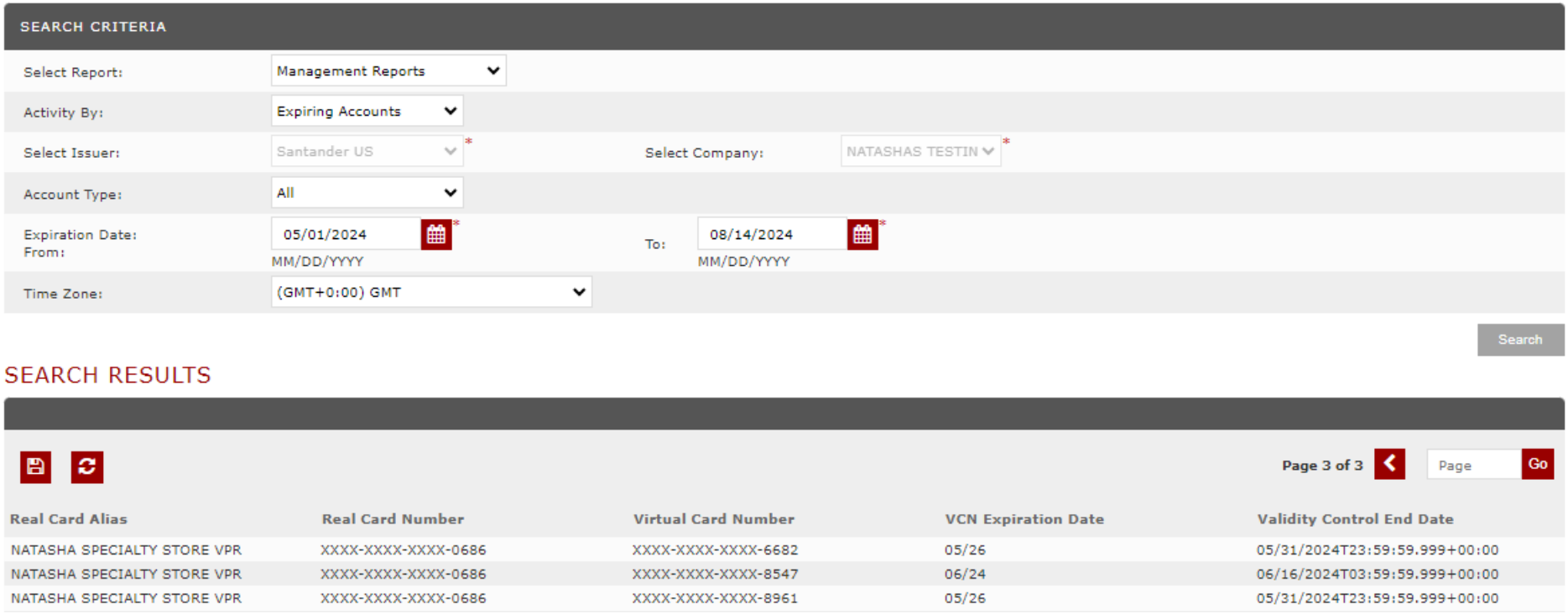


Detail	File Name	File ID	Date & Time Processed	Status	Processing Time	Output File Name	Total Records	Records Completed	Error Count
		36883896	08/14/2024	Failed	00:00:02		13	0	13
		36883902	08/14/2024	Failed	00:00:01		14	0	14
		36883894	08/14/2024	Failed	00:00:01		14	0	14
		36890004	08/14/2024	Failed	00:00:04		13	0	13
		36889528	08/14/2024	Failed	00:00:03		13	0	13
		36883792	08/13/2024	Failed	00:00:03		13	0	13
		36889994	08/14/2024	Failed	00:00:03		13	0	13
	cards team virtual card app upload file 080824V15	36890312	08/14/2024	Completed	00:00:40	cards team virtual card app upload file 080824V15 0814.csv-36890312-36890314	13	13	0

Click on the graph next to the batch item to get more details on why the batch failed.
Results are displayed on the screen and can be downloaded by clicking on the red disk icon. The file will be available to download from the **Inbox Files** (see Section 9).

7. Management report – Expiring Accounts

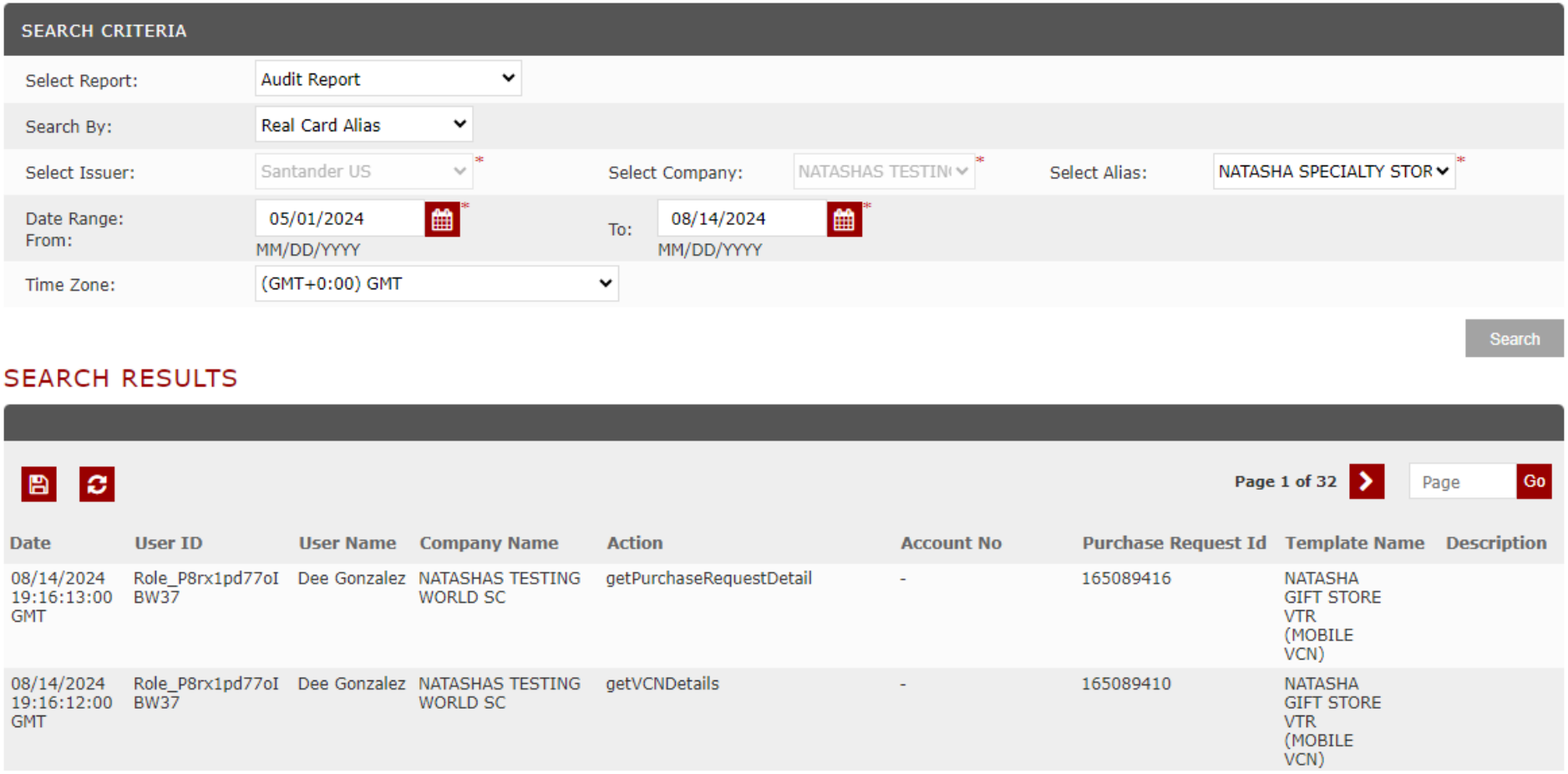
This report lists virtual cards that have already expired or are approaching their expiration date.



Results are displayed on the screen and can be downloaded by clicking on the red disk icon. The file will be available to download from the **Inbox Files** (see Section 9).

8. Audit Report

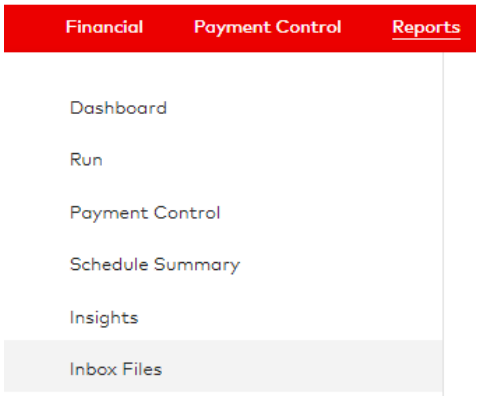
The Audit Report lists actions taken by different users in the application.



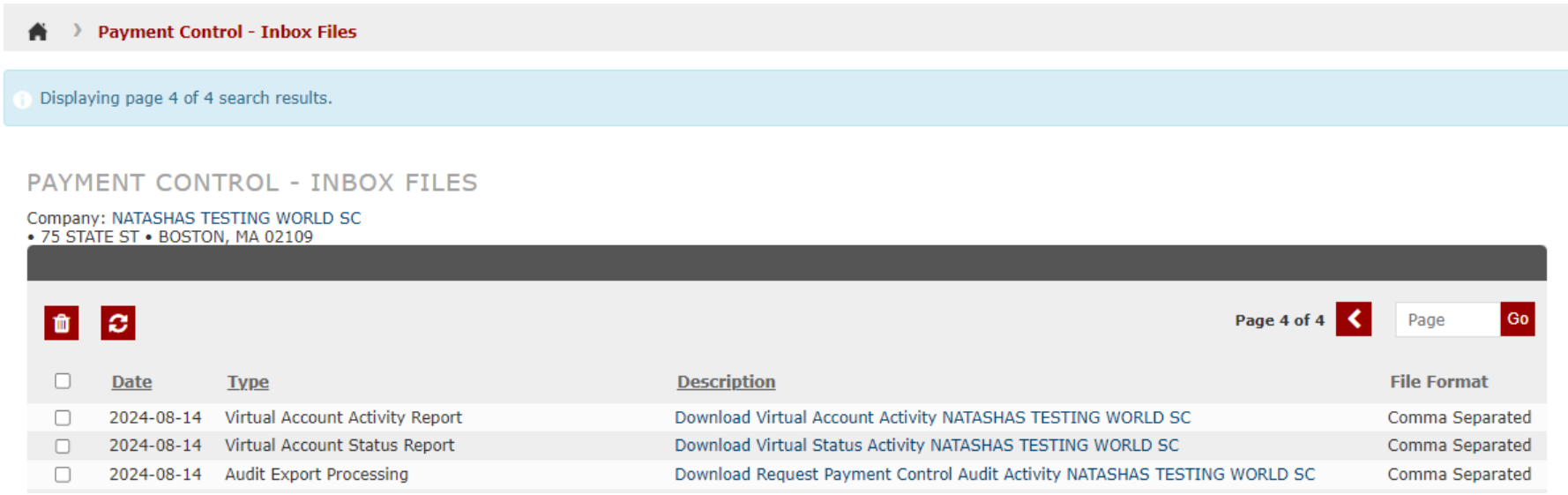
Results are displayed on the screen and can be downloaded by clicking on the red disk icon. The file will be available to download **from Inbox Files** (see Section 9).

9. Inbox Files

To view reports available in your **Inbox Files**, go to **Reports** and then click on **Inbox Files.**



Files may take a few moments to appear in the **Inbox**, especially if the report is large. Click the **Refresh** button periodically until the file appears. By clicking on the report **Description,** you can download the Excel file.



After downloading, open the Excel file from your Downloads folder to view the transaction data.

	H	I	J	K	L	M	N	O	P	Q	R
1	Billing Currency Code	Billing Currency Code Description	Merchant Amount	Merchant Currency Code	Merchant Currency Code Description	Transaction Exchange Rate	In Control Transaction Date	Transaction Date	Transaction Type	Transaction Sub Type	Transaction Environment
2	USD	U.S. DOLLAR	11940.7	USD	U.S. DOLLAR		7/11/2024 14:00	11-Jul	Authorization	Regular	ECOM
3	USD	U.S. DOLLAR	9733.13	USD	U.S. DOLLAR		7/11/2024 13:56	11-Jul	Authorization	Regular	ECOM
4	USD	U.S. DOLLAR	1789.84	USD	U.S. DOLLAR		7/9/2024 20:03	9-Jul	Authorization	Regular	MOTO
5	USD	U.S. DOLLAR	27030.5	USD	U.S. DOLLAR		7/9/2024 16:53	9-Jul	Authorization	Regular	MOTO
6	USD	U.S. DOLLAR	7824.99	USD	U.S. DOLLAR		7/3/2024 14:27	3-Jul	Authorization	Regular	ECOM
7	USD	U.S. DOLLAR	2638.5	USD	U.S. DOLLAR		7/3/2024 14:24	3-Jul	Authorization	Regular	ECOM
8	USD	U.S. DOLLAR	2095	USD	U.S. DOLLAR		7/3/2024 13:22	3-Jul	Authorization	Regular	MOTO
9	USD	U.S. DOLLAR	3060.5	USD	U.S. DOLLAR		7/3/2024 12:46	3-Jul	Authorization	Regular	MOTO
10	USD	U.S. DOLLAR	2904	USD	U.S. DOLLAR		7/1/2024 14:24	1-Jul	Authorization	Regular	MOTO
11	USD	U.S. DOLLAR	2904	USD	U.S. DOLLAR		7/1/2024 14:22	1-Jul	Authorization	Regular	MOTO