Visa IntelliLink Spend Management

Approver Guide

December 2016

Important Information on Confidentiality and Copyright

Contents

About this Guide

The purpose of this guide is to help Visa Commercial Card users (approvers) understand how they can use the **Visa IntelliLink Spend Management** application to facilitate the expense management process. This includes general navigation and tips, as well as specific steps on how to approve transactions and expense reports.

This guide provides details of two different workflows, and the company's configuration will determine which flow the approver will follow. If the company's process requires a cardholder to submit expenses one-by-one and the manager to approve each transaction individually, this is considered a ***transaction-based*** workflow. If a cardholder groups multiple transactions together into a single expense report and the manager approves the entire expense report, this is considered an ***expense report-based*** workflow.

Both workflows are covered separately. Additionally, this guide shows users how to view and manage their personal settings as well as generate reports for reviewing and managing the spend they incur.

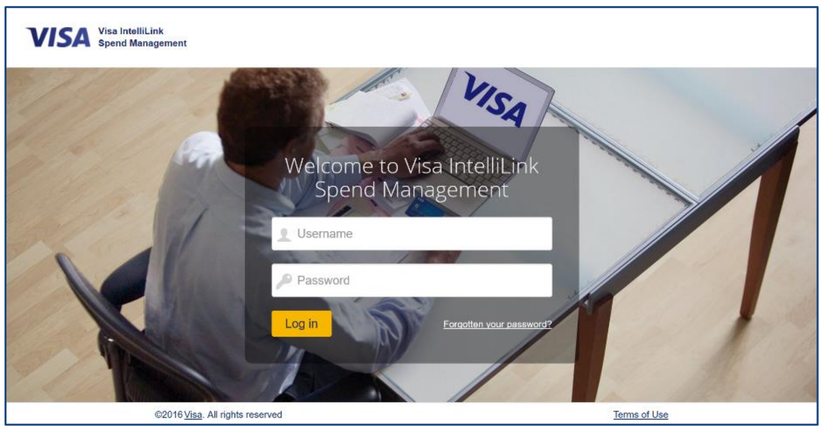
Note: The content in this guide may differ from what is seen within the **Visa IntelliLink Spend Management** application due to your company's settings.

Log In

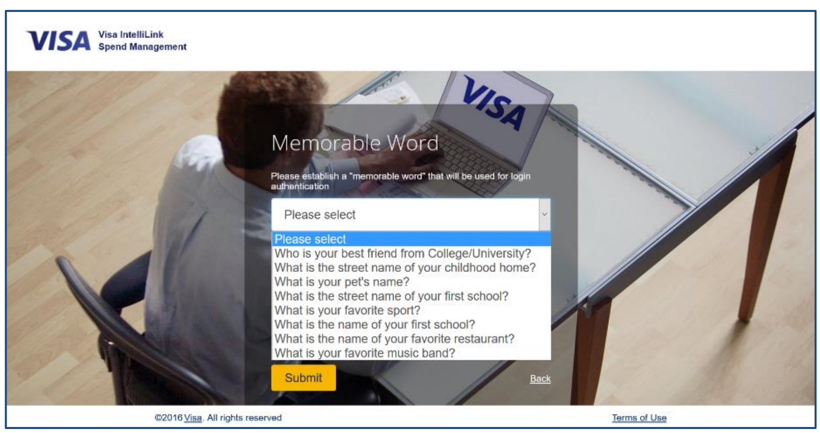
Your Initial Log In

Prior to logging in to **Visa IntelliLink Spend Management** for the first time you will receive your password and username, either by automated email or directly from your administrator. The first time you log in to the system you are asked to reset your password and establish a memorable word. Here's how:

1. Open a web browser and enter: https://intellilink.spendmanagement.visa.com
2. On the *Welcome to Visa IntelliLink Spend Management* page, enter your Username and Password, then click **Log in**.



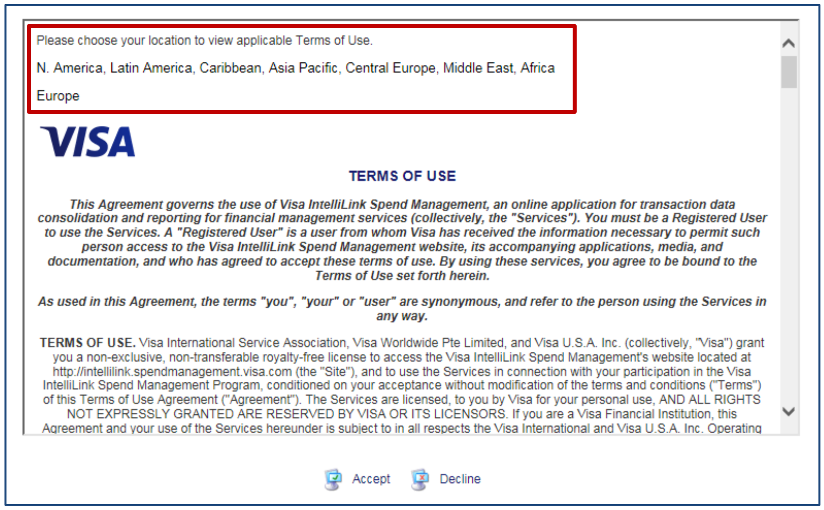
3. The *Create a Memorable Word* window displays. Select a **question** from the list, and then enter its **answer**. The answer to the question will become your *memorable word*, which will be used to verify your identity whenever you log in to **Visa IntelliLink Spend Management**.



4. Click **Submit**.

The next time you log in, you will be asked to enter three characters from your memorable word. If you forget your memorable word, click *View Memorable Word Reminder* to view your memorable question.

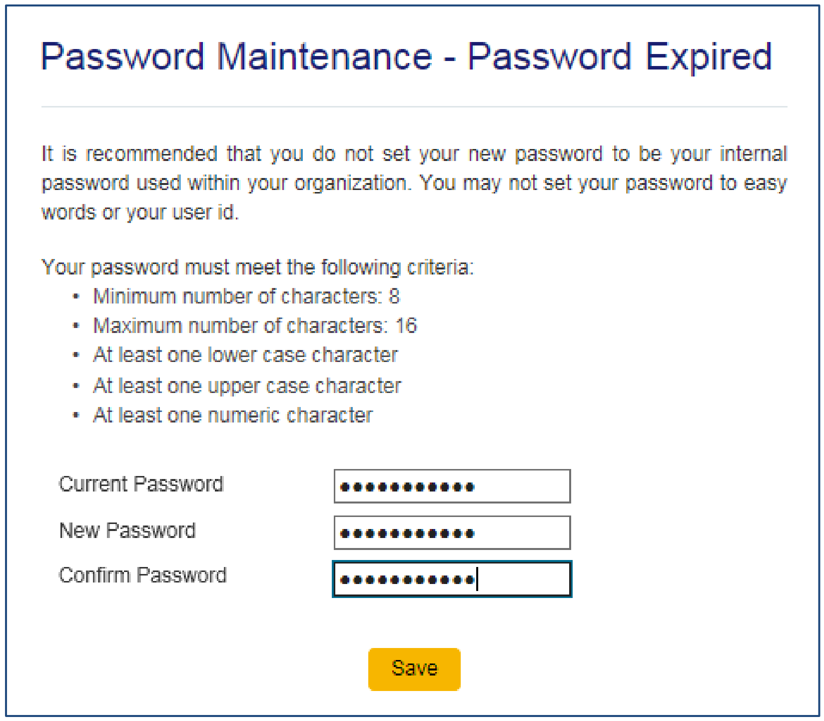
5. The *Terms of Use* window displays.
6. Choose your **location** at the top of the window.
7. Review the *Terms of Use*, then click **Accept** or **Decline**.



8. In the *Password Maintenance – Password Expired* window, **create a new password**.

   Tip: The criteria for an acceptable password are listed in the window.

9. Click **Save**. The Home screen of **Visa IntelliLink Spend Management** will display.

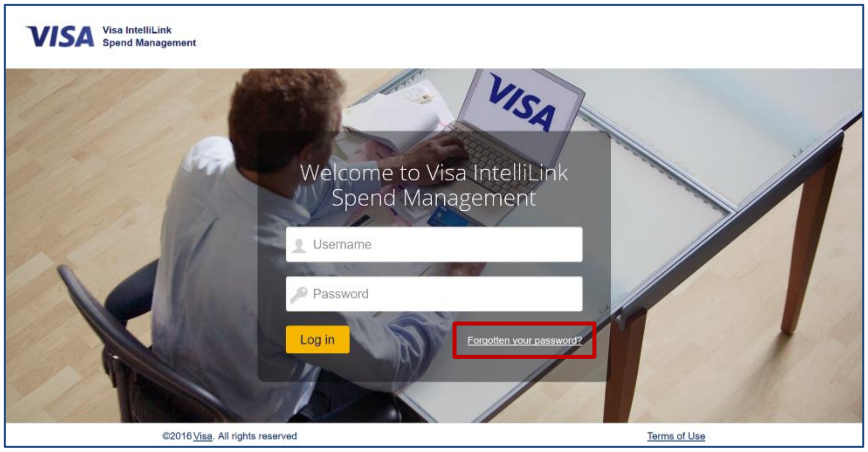


Note:

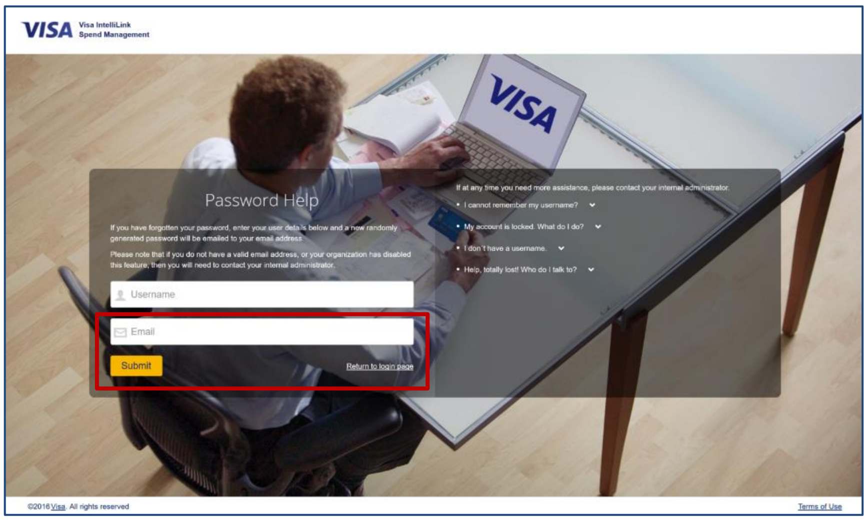
- By default, **Visa IntelliLink Spend Management** passwords expire in 90 days. Your company may set a more frequent password expiration period.
- Your password cannot be your username or the word *password*.
- Your company may have additional password criteria (other than those noted on the *Password Maintenance – Update* window) that control the minimum and maximum length, the required combination of alpha/numeric characters, and the use of uppercase and lowercase. Any company-specific password rules will display directly above the password fields in the *Password Maintenance - Update* window.

Forgotten Password

1. On the *Welcome to Visa IntelliLink Spend Management* page, click the **Forgot your password?** link.



2. In the *Password Help* window, enter your **Username** and **Email address**.
3. Click **Submit**.

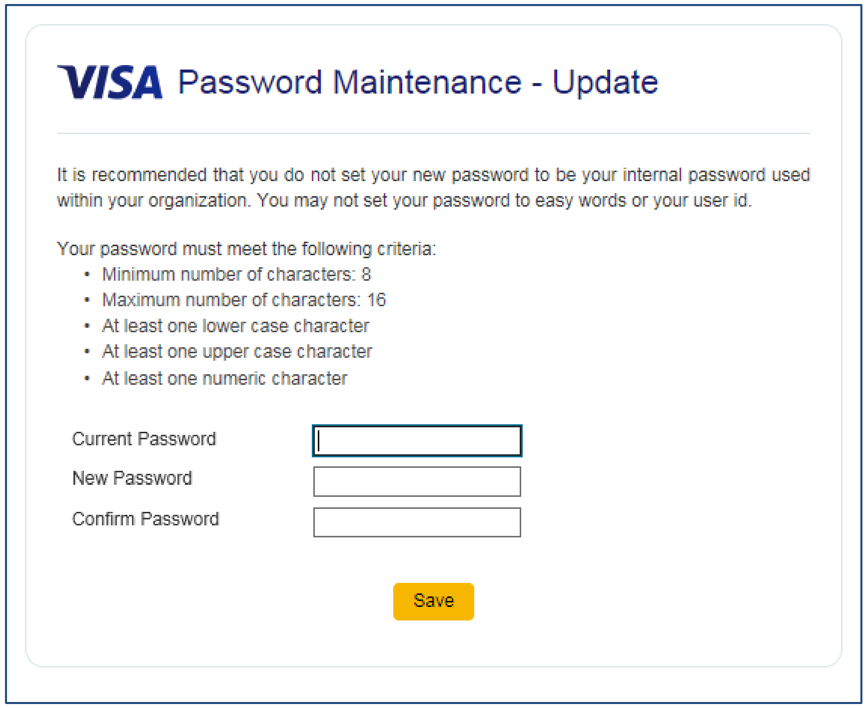


Your email address is validated against your username. If a match is made, an email containing a randomly generated password is sent to you. The next time you log in, you will be asked to change the randomly generated password to one of your choice.

Change Your Password

1. Choose **Profile menu > Password**.

2. In the *Password Maintenance - Update* window, enter your **Current Password**.
3. Enter and confirm your **New Password.**
4. Click **Save**.

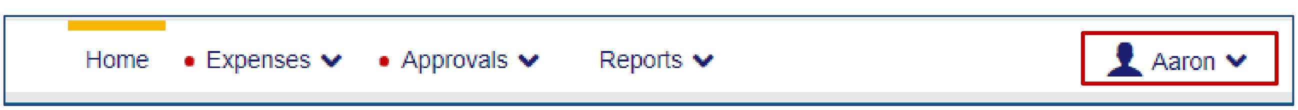


Failed Log In

If you fail to log in successfully you will receive an error message. After three unsuccessful attempts, you will be temporarily locked out of **Visa IntelliLink Spend Management**. After two hours, your account will be automatically unlocked and you can log in with your original username, password, and memorable word characters. Alternatively, you can contact your administrator and ask them to unlock your account.

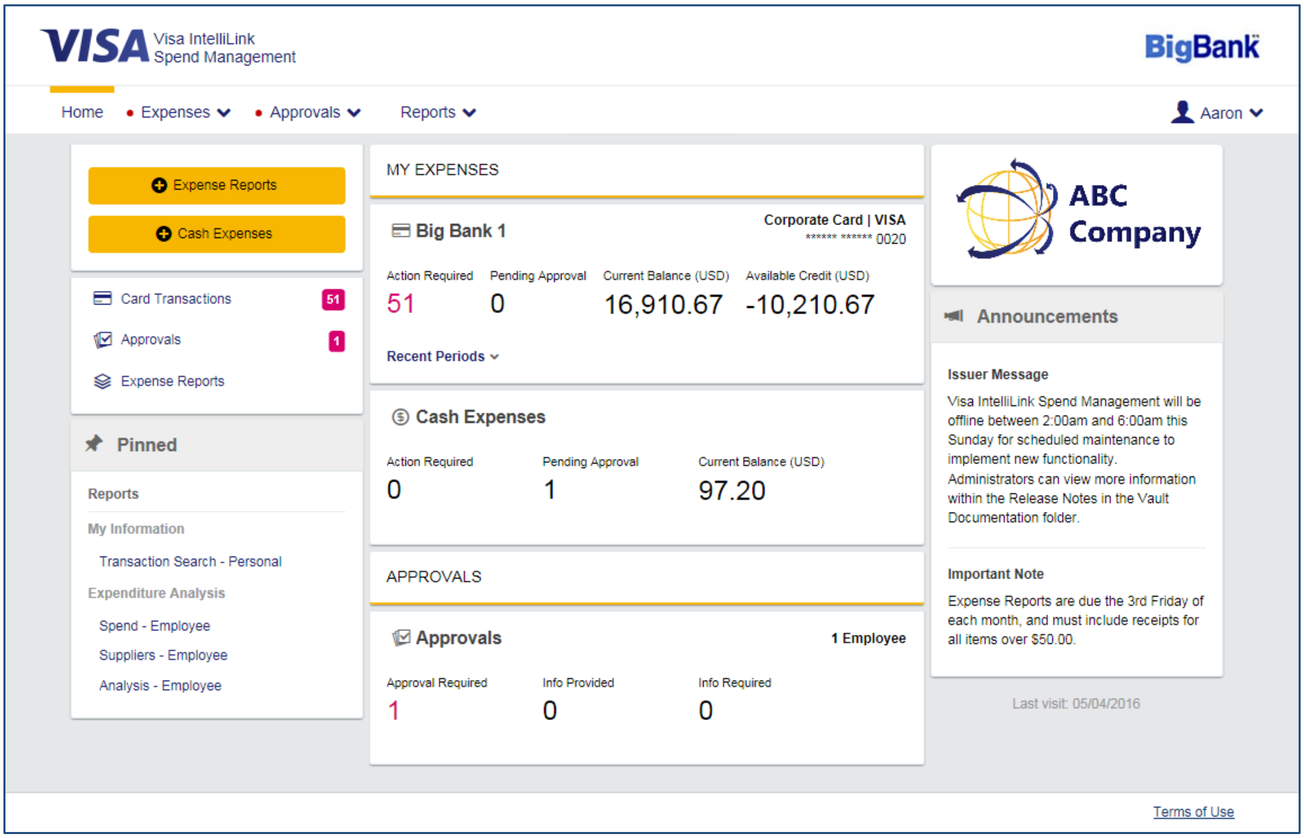
Log Out

To quit the application, choose **Profile menu > Log Out**.



The Home Screen

After logging in, the *Home* screen displays. The *Home* screen is a dashboard of information specific to your individual spending accounts and role within your company—cardholder, approver, and/or administrator.



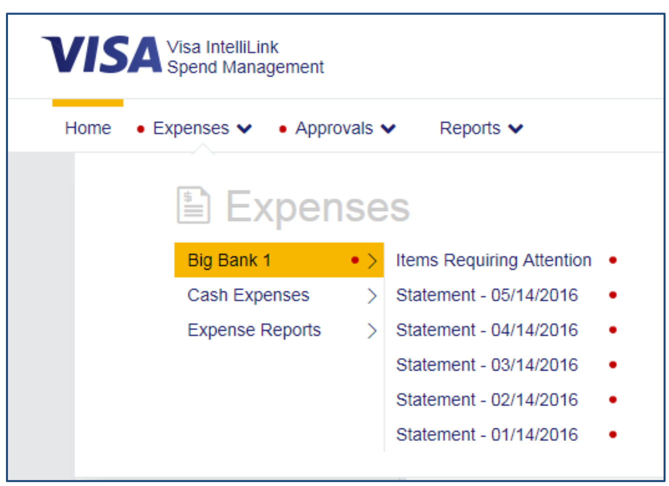
Navigation

Navigation sits along the top of the *Home* screen.

Click a top-level menu item to see an expanded menu. For example, click **Expenses** to see your statements, then click a statement period to view transactions for that period.

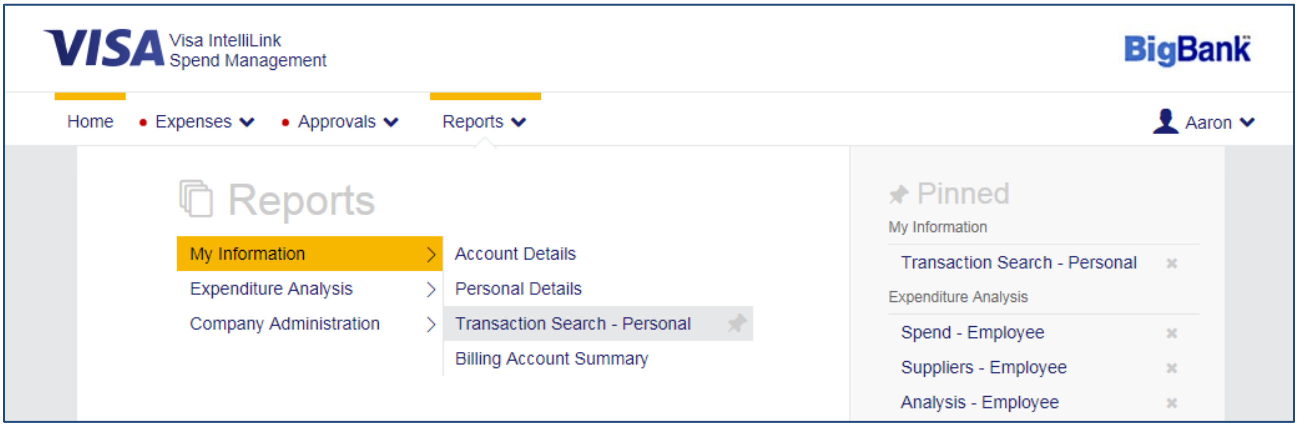
The items displayed in the top-level menu depend on your role and your organization's settings.

Tip: Areas with items requiring your attention are marked with a red dot (●).



Pinned Items

You can *pin* the menu items you use most often for easy access. To pin an item, click the icon next to it. To unpin an item, click the icon. Pinned items appear at the right of their top-level menu, and also on the *Home* screen in the *Pinned* panel.



Panels

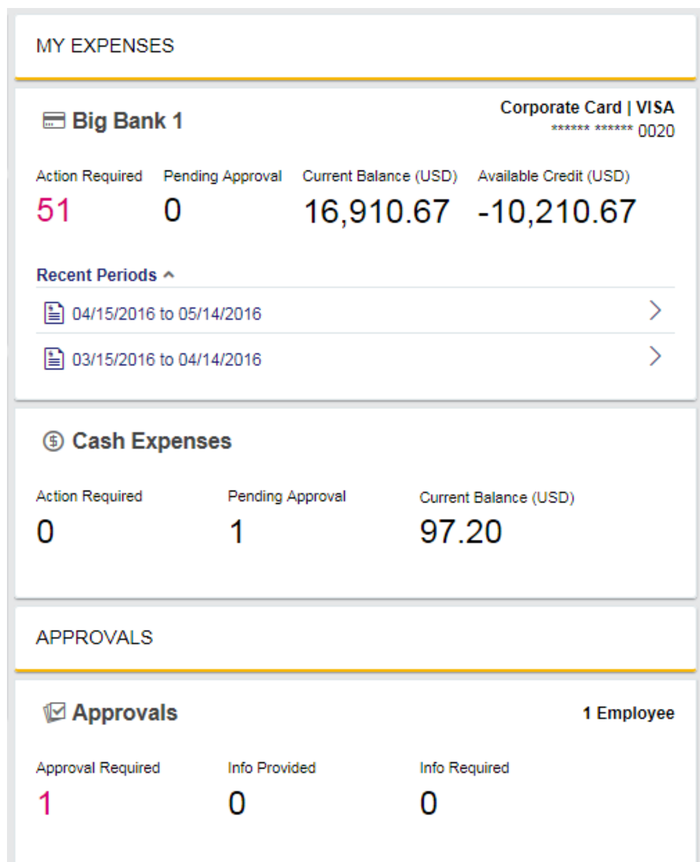
The *Home* screen uses *panels* to display summary information.

– The *My Expenses* panel provides a snapshot of your spending account activity and links to your most recent statements.

– If your company supports out-of-pocket/cash accounts, you will see a *Cash Expenses* section.

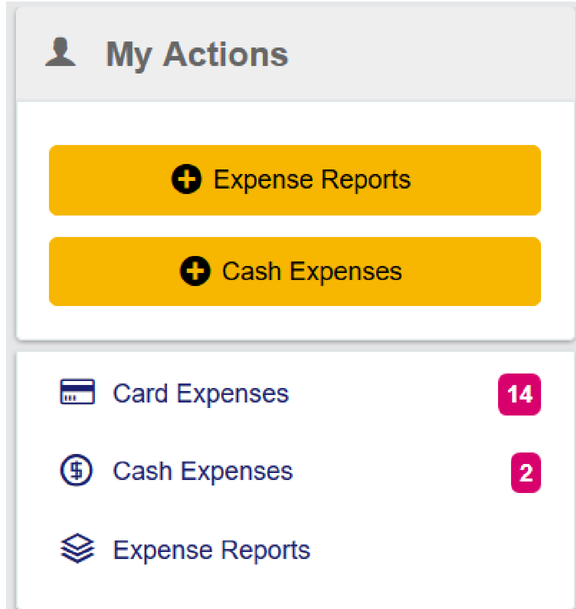
– If you are an approver of transactions, you will see an *Approvals* panel.

Tip: Click the red numbers within panels to immediately begin coding and/or approving transactions.



Quick Actions

Quick Action buttons allow you to initiate the creation of new expenses directly from the *Home* screen. There is no need to navigate anywhere. Simply click **Expense Reports** or **Cash Expenses** to get started.



Directly below the *Quick Action* buttons are links that display full lists of items requiring your attention.

Note: Available *Quick Action* buttons and links depend on your role and your organization's settings.

Menus

The **Visa IntelliLink Spend Management** menus include:

Menu	Description
Home	Click to return to the *Home* screen.
Expenses	Click to manage your transactions, out-of-pocket/cash expenses, expense reports, and account statements.
Approvals	Click to view and approve transactions. If you are not an approver of transactions, you will not see this menu.
Reports	Click to view the reports you can run. This is determined by your role in the organization and which reports have been made available for your access.
Profile	Click to log out, get help, and view and manage account features and personal settings—including your *Image Library*, password, and memorable word.

The Profile Menu

View and manage account features and personal settings from the **Profile** menu:

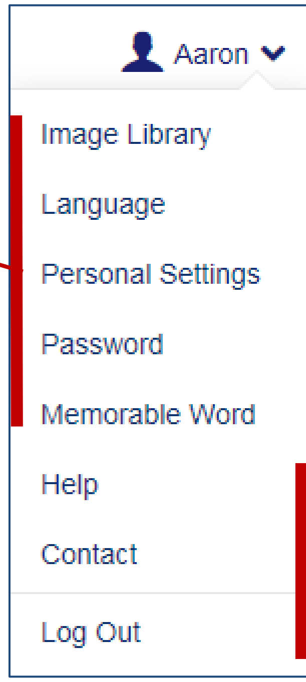
Upload and attach receipt images.

Choose your language.

Change personal settings.

Reset your password

Reset your memorable word.



Get help.

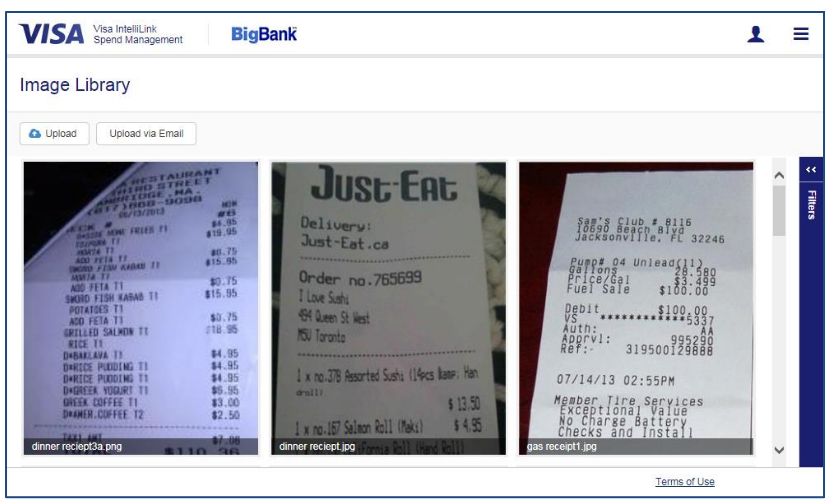
Find contact information for Support.

Log out of the application.

Image Library

The *Image Library* is your personal storage space for receipt images in **Visa IntelliLink Spend Management**. You can view your receipt images, upload new receipt images, and see which images have already been linked to your transactions.

- Choose **Profile menu > Image Library**.



Language

You can change the language used in the interface of **Visa IntelliLink Spend Management** to any one of twenty languages.

1. Choose **Profile menu > Language**.
2. Click your preferred **language**.

Note: The language chosen here updates the language preference in your *Personal Settings* area, ensuring that every time you log in to **Visa IntelliLink Spend Management**, the interface displays in your preferred language.

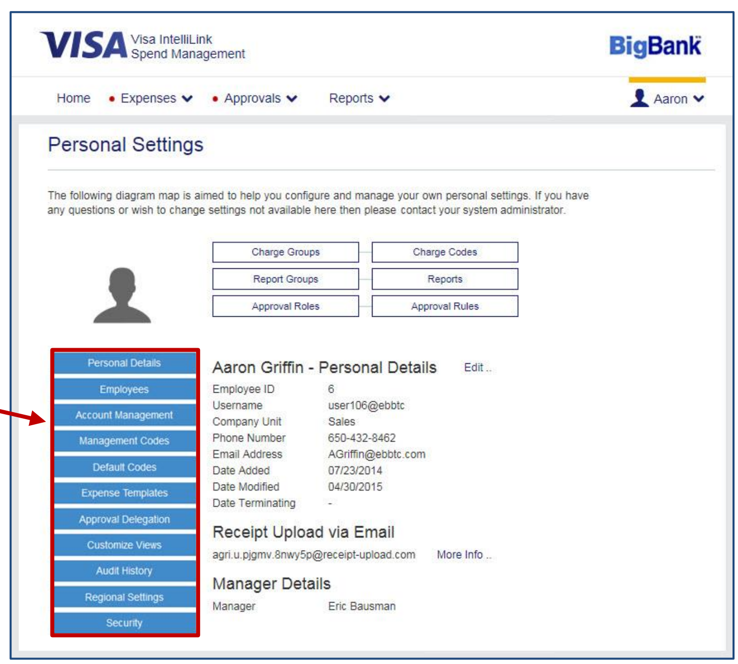
Personal Settings

The Personal Settings screen displays your personal details and provides links to view and change many settings in **Visa IntelliLink Spend Management**. To display the *Personal Settings* screen:

- Choose **Profile menu >Personal Settings**.

Note: For some companies, the information displayed is read-only and cannot be changed by users.

At the left of the *Personal Settings* screen are links to various application settings.

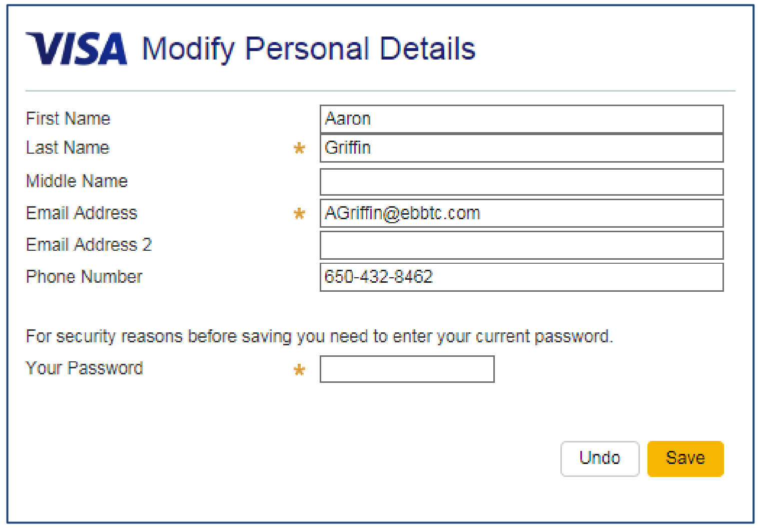


Change personal information

If your company allows it, you can easily change your name, email address, and phone number. Contact your system administrator to change other information.

1. Click **Profile menu > Personal Settings > Personal Details**.

2. On the *Personal Details* screen, click **Edit**.
3. Make changes, enter your password for authorization, then click **Save.**

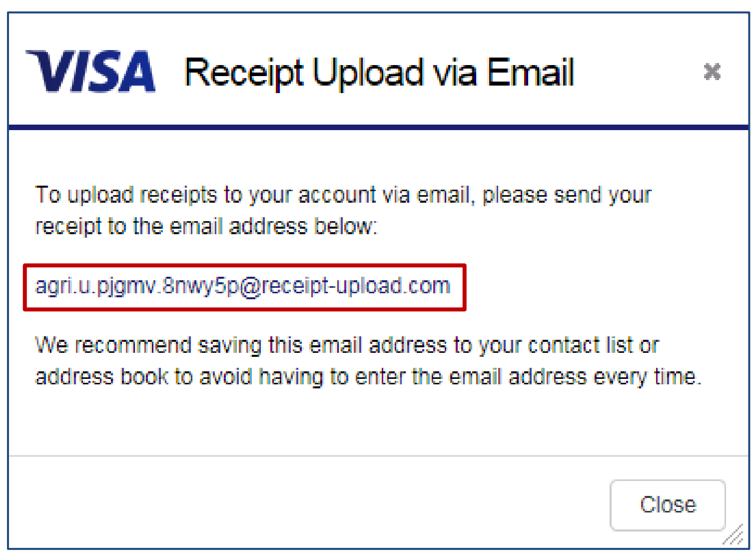


View your receipt upload email address

Visa IntelliLink Spend Management lets you email your receipt images to your Image Library using a personalized, system-generated email address. To view your upload email address:

1. Click **Profile menu > Personal Settings > Personal Details**.

2. On the *Personal Details* screen, under the *Receipt Upload via Email* header, click **More Info**.
3. The *Receipt Upload via Email* window displays.
4. We recommend that you save the email address in your contacts. This will make it easier to send your receipts to the *Image Library*.
5. Click **Close**.

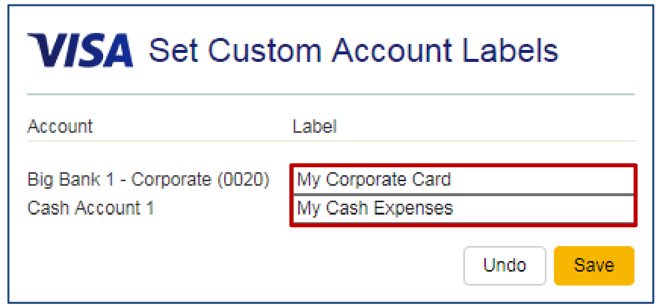


Create custom account labels

You can assign personalized names to your accounts, which can be helpful if you have multiple accounts and would like to differentiate them beyond the last four digits of their account number.

1. Click **Profile menu > Personal Settings > Account Management**.

2. On the *Account Management* screen, click **Edit**, then enter the **account label(s)** you want to use to identify the account(s) throughout the application.
3. Click **Save**.

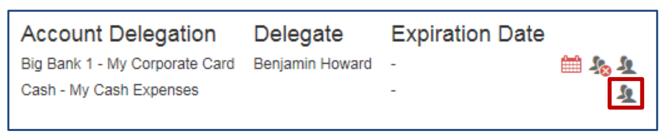


Delegate account responsibility

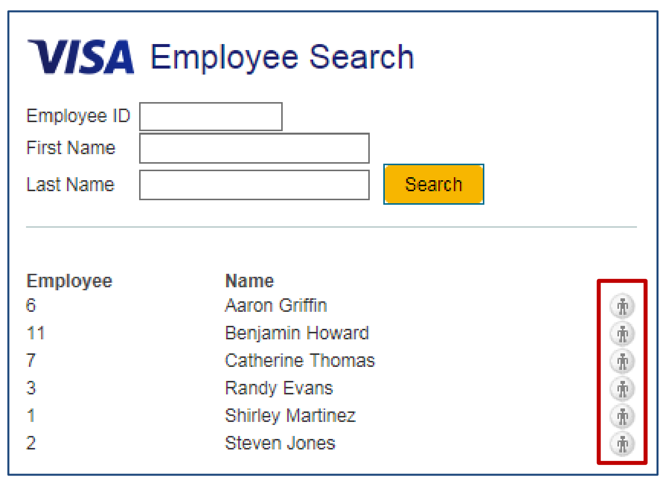
Employees going on leave, or who for any other reason are unable to manage their expenses for a period of time, can assign a *delegate* to help manage their accounts.

1. Click **Profile menu > Personal Settings > Account Management**.

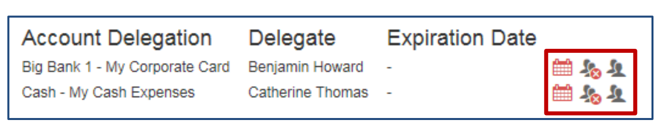
2. Click the **Delegate icon** next to an account name.



3. From the *Employee Search* window, **find** who you want to assign as the account delegate.
4. Click the **Employee icon** to select the person's name.



5. Click the **icons** to set an expiry for the delegation, remove the delegation, or assign multiple delegates to an account.



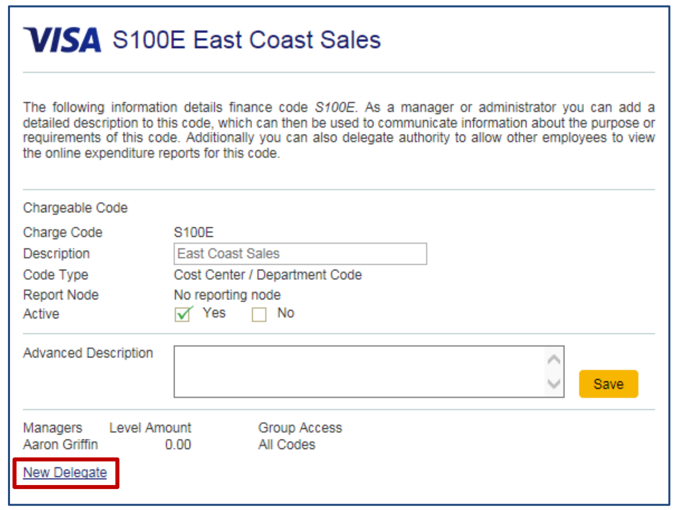
Delegate charge code responsibility

If you have management responsibility for one or more charge codes in your company's Chart of Accounts, your administrator may have assigned you as the manager of those codes in **Visa IntelliLink Spend Management**. This means you may view expenditure reports for the charge codes.

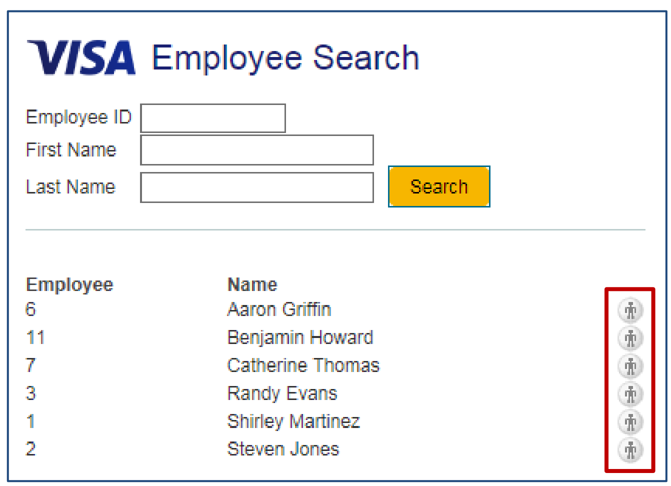
1. Click **Profile menu > Personal Settings > Management Codes.**

2. The charge code(s) you are responsible for will display. To delegate the reporting rights for a charge code, click the **Employee icon** to the right of the code.

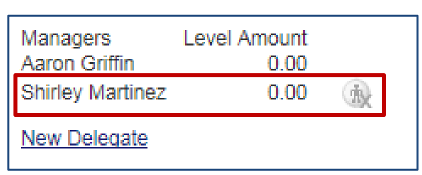
3. In the [*Finance Code*] window, click **New Delegate.** The *Employee Search* window displays.



4. From the *Employee Search* window, **find** the person you want to assign as a charge code delegate.
5. Click the **Employee icon** to select the person's name.



6. The selected person is now listed as a Manager (Delegate) of the charge code.
7. Click to remove a delegation.

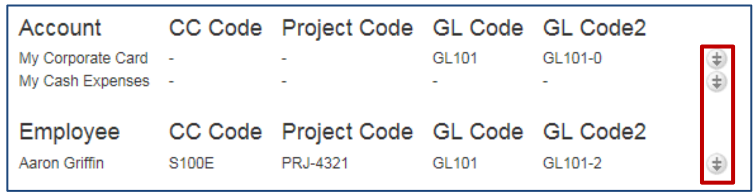


Change default coding

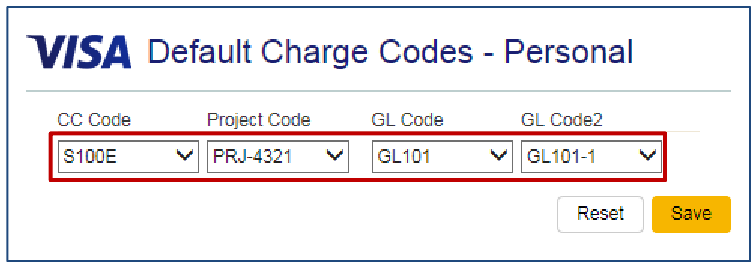
You can view the default charge codes that are automatically assigned to your transactions by the application. If permitted by your company, you can change those default codes.

1. Click **Profile menu > Personal Settings > Default Codes**.

2. If your company allows you to edit your codes, click the **icon** next to an account name.



3. From the *Default Charge Codes – Personal* window, assign a default **charge code** to each code type, as necessary.
4. Click **Save**.



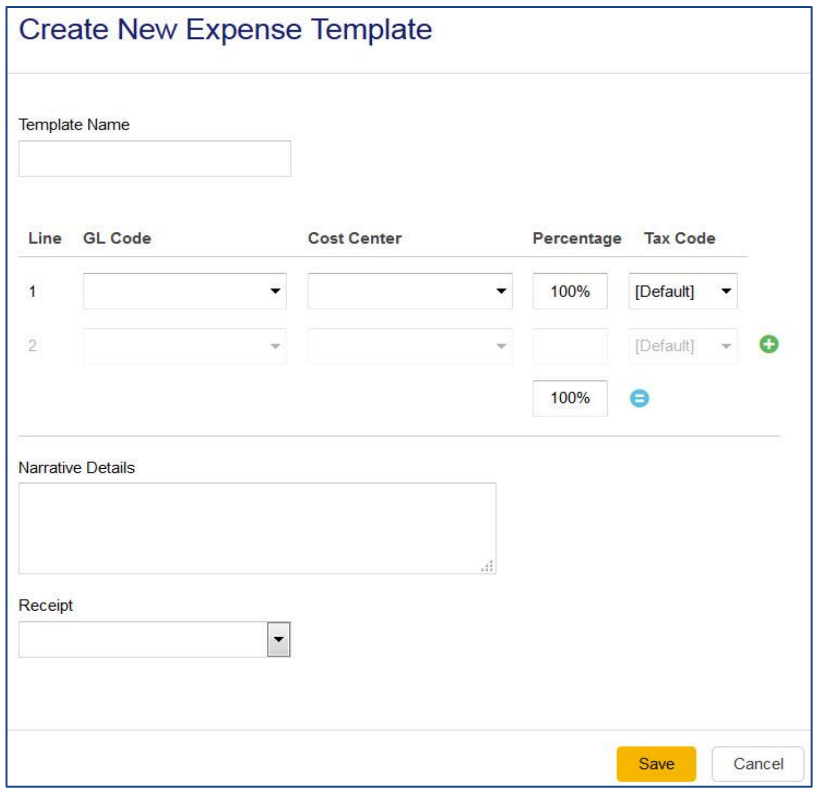
Create expense templates

If enabled for your company, you can create *expense templates* that you can apply to transactions during coding. For example, you can create an expense template to split transactions into multiple lines and allocate a specific percentage to each line.

1. Click **Profile menu > Personal Settings > Expense Templates**.

2. Click **Create New Template**.

3. In the *Create New Expense Template* window, type a **template name**.
4. To split transactions into multiple lines, click . The total percentage is spread evenly across each line. To delete a line, click .
5. For each line, enter the **percentage** allocated to it. To re-allocate percentages evenly, click .
6. For each line, select a **charge code** for each code type, as necessary. Select **Search** to find codes not in the drop-down.
7. Select a **Tax Code**.



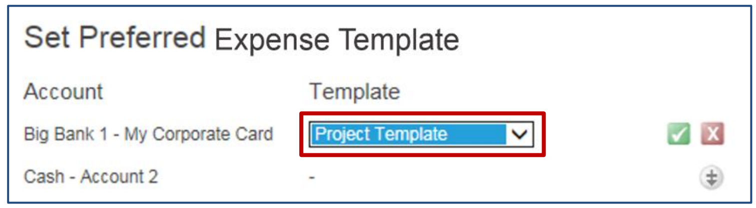
8. In the optional *Narrative Details* field, enter the **text** you want to appear when the template is applied. If left blank, the system default is used (provided by the Issuer from the Merchant, or by Visa IntelliLink Spend Management as per the transaction type details).
9. From the *Receipt* drop-down, select **Yes** to place a check in the *Receipt* check box, indicating the user has a receipt for the transaction. Select **No** to place a cross in the *Receipt* check box, indicating the user does not have a receipt. Leave the field blank to make no selection.
10. Click **Save**.

Set preferred expense templates

1. Click **Profile menu > Personal Settings > Expense Templates**.

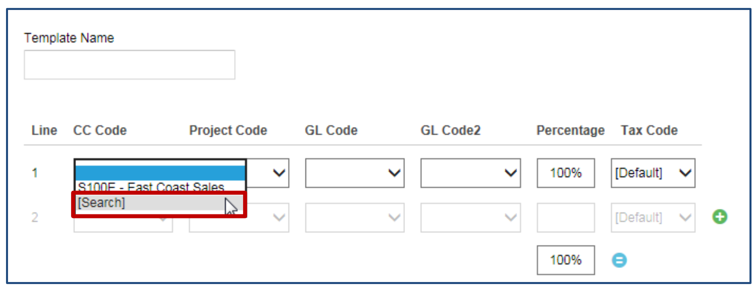
2. In the *Set Preferred Expense Template* window, click at the right of an account name.

3. From the *Template* drop-down, select the **preferred template** for the account.
4. Click to save the setting.

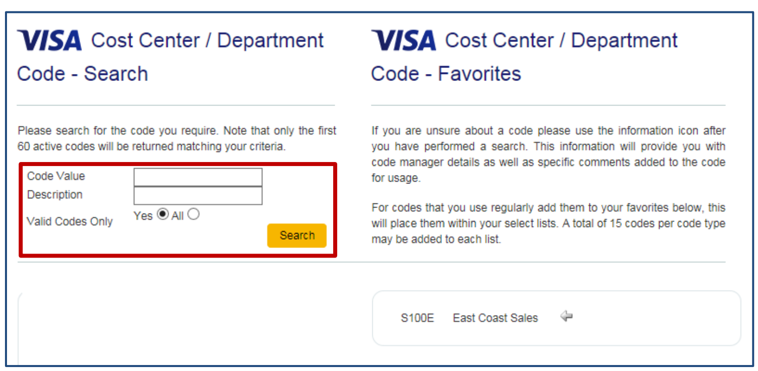


Search for a charge code

1. Select **Search** from the code type list.



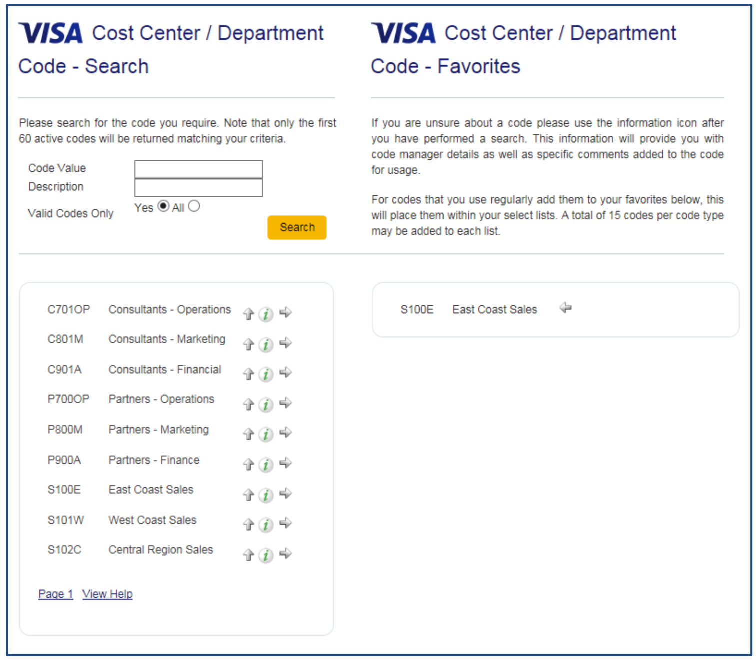
2. A search window displays.
3. In the *Code Value* field, enter the **code** you're looking for. If you don't know the code, but know all or part of its **description**, enter it in the *Description* field.
4. Click **Search**.



Note: To help, you can search using the wildcard character "%" anywhere in your search text. For example "ABC%1" finds any code starting with "ABC" and with the number "1" located anywhere within it, for example "ABC00100".

5. The code(s) that meet your search criteria are listed (up to 60 codes). If the particular code you are looking is not in the list, refine your search.
6. Click to the right of the code you want to select, or click to add the code to the drop-down as a Favorite. To remove a code from the drop-down, click .

Note: If you are unable to find a code you believe you should have access to, contact your administrator.



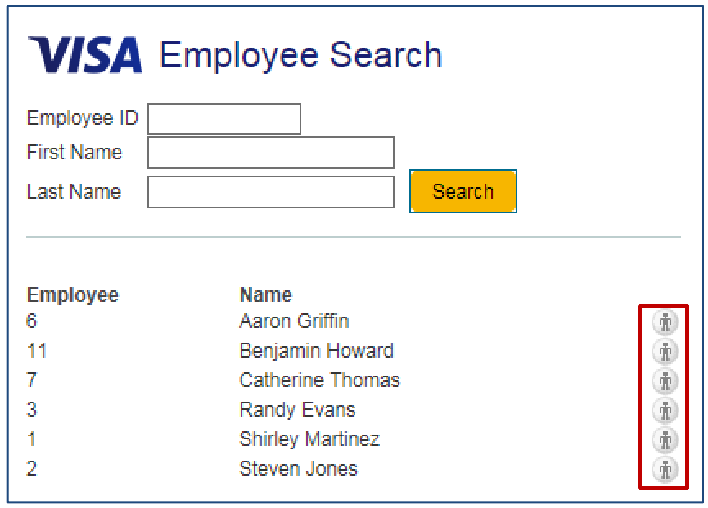
Delegate approval responsibility

Managers going on leave, or who for any other reason are unable to action their approvals for a period of time, can *delegate* their approval role to one or more other employees.

1. Click **Profile menu > Personal Settings > Approval Delegation**.

2. Click the **Delegate icon** next to the approval role you want to delegate.

3. From the *Employee Search* window, **find** the person you want to assign as a delegate.
4. Click the **Employee icon** to select the person's name. You can delegate only to managers and other authorized delegates.



5. Click the **icons** to set an expiry for the delegation, remove the delegation, or assign multiple delegates to an account.

Note:

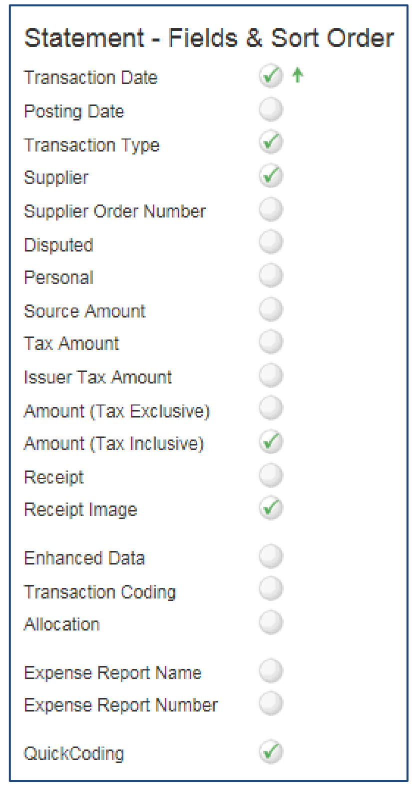
- Some companies choose to disable this functionality, in which case you will not see an *Approval Delegation* link on your *Personal Settings* screen.
- If company unit restrictions have been enabled, you may only be able to delegate your approval role to those within your own company unit.

Customize account statements

By default, **Visa IntelliLink Spend Management** displays information the majority of users like to see on their account statements. If you want to make changes:

1. Click **Profile menu** > **Personal Settings** > **Customize Views**.

2. From the *Statement - Fields & Sort Order* list, choose the **fields** you want to see on your account statement. (Your company settings dictate what fields are available.)
3. Click to the right of the **field** you want to use as the primary sort order for your statements. A green arrow icon will display next to the field. To toggle between descending/ascending sort orders, click the arrow.
4. If enabled by your company, choose the **Quick Coding** option to code transactions directly from the *Account Statement* screen. (Optional).



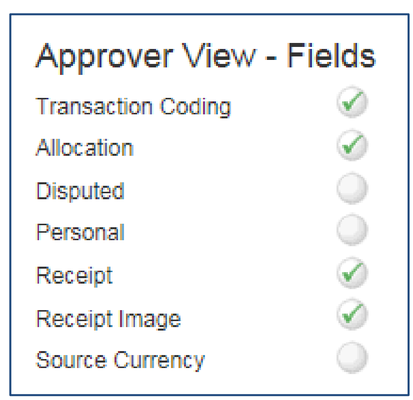
Note: Some companies choose to disable this functionality, in which case you will not see a *Customize Views* button on your *Personal Settings* screen.

Customize approver view

If you hold an approver role within your company, you can choose which fields of information to display on the *Transaction Approval* screen.

1. Click **Profile menu** > **Personal Settings** > **Customize Views**.

2. From the *Approver View - Fields* list, choose the fields you want to see when approving transactions and/or expense reports.



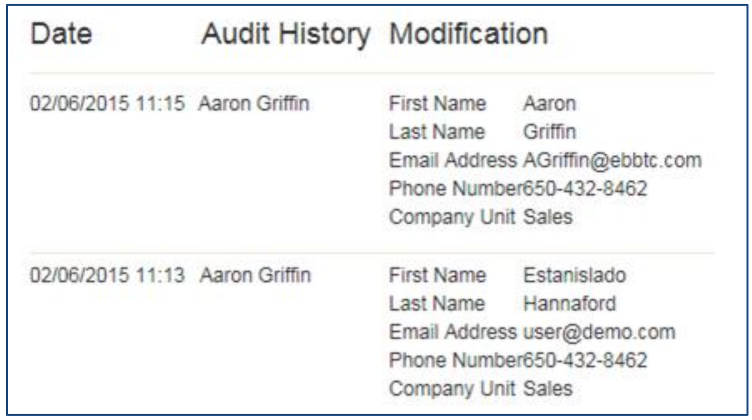
Note: Some companies choose to disable this functionality, in which case you will not see a *Customize Views* button on your *Personal Settings* screen.

View audit history

If you can edit your personal details, your company may have enabled the *Audit History* feature, which tracks any changes you make to your personal details.

1. Click **Profile menu > Personal Settings > Audit History**.

2. A history of the changes you have made is displayed—including date and details.



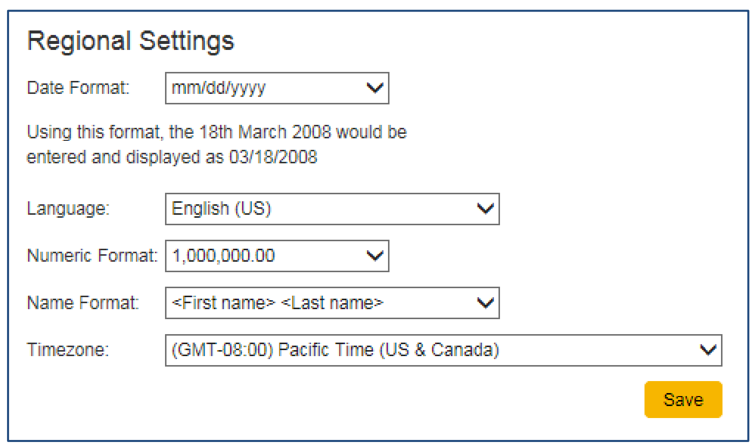
Note: Some companies choose to disable this functionality, in which case you will not see an *Audit History* link on your *Personal Settings* screen.

Change regional settings

Your company has set defaults for the application date format, language, number format, name format, and time zone. Here's how to make changes:

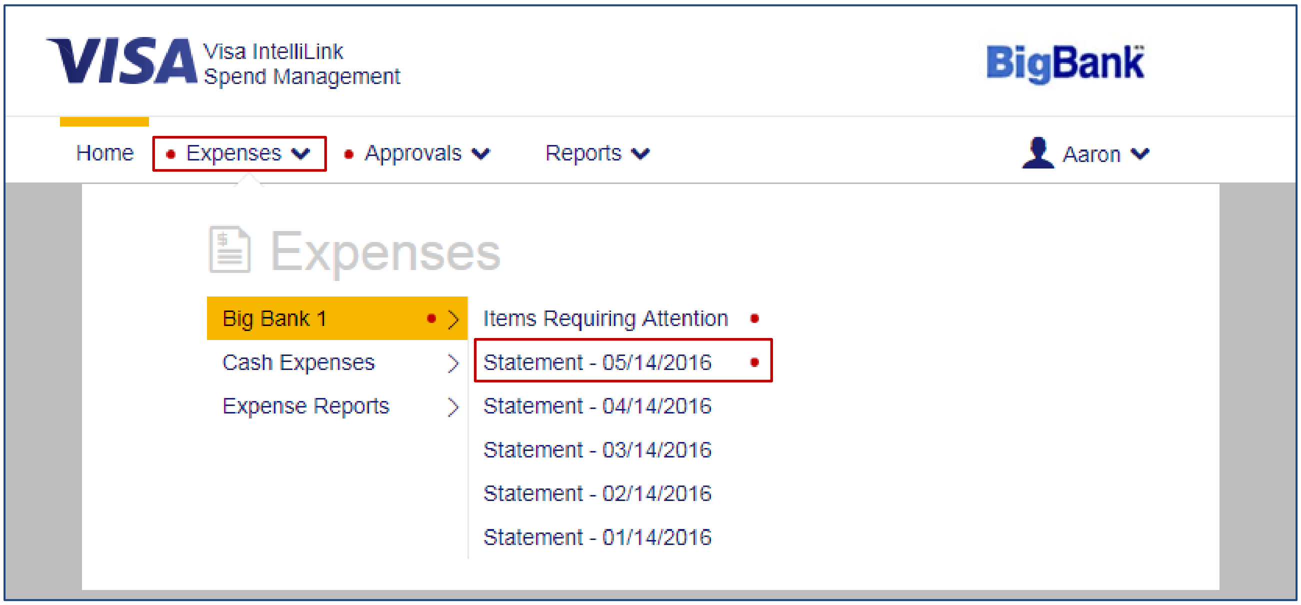
1. Click **Profile menu > Personal Settings > Regional Settings**.

2. Make changes as needed.
3. Click **Save**.



Account Statements

The *Expenses* menu contains links to your most recent account statements. Accounts and statements requiring your attention are marked with a red dot (●).



View an account statement

From the **Expenses menu**, click the **account** and **statement period** you would like to view. The *Account Statement* screen displays transactions that occurred within the selected period.

Transaction status icons

The following icons may appear next to the transactions on your Account Statement.

Icon	Meaning
	The transaction is incomplete. Hover over the icon to see what needs to be done.
	The transaction is fully coded or approved.
	The transaction was automatically coded by the system. However, it still requires review and submission. Click the icon to do so.
	The transaction has not yet been approved.
	The approver has requested more details about the transaction.

Approval Notifications

When a cardholder submits a transaction or an expense report, **Visa IntelliLink Spend Management** routes it to the managers who need to approve it. Who those managers are and the number needed to approve an expense is determined by your company, using customizable workflow rules.

There are two ways to know if there are transactions or expense reports awaiting your approval: Home screen notifications, and email notifications.

On the Home screen

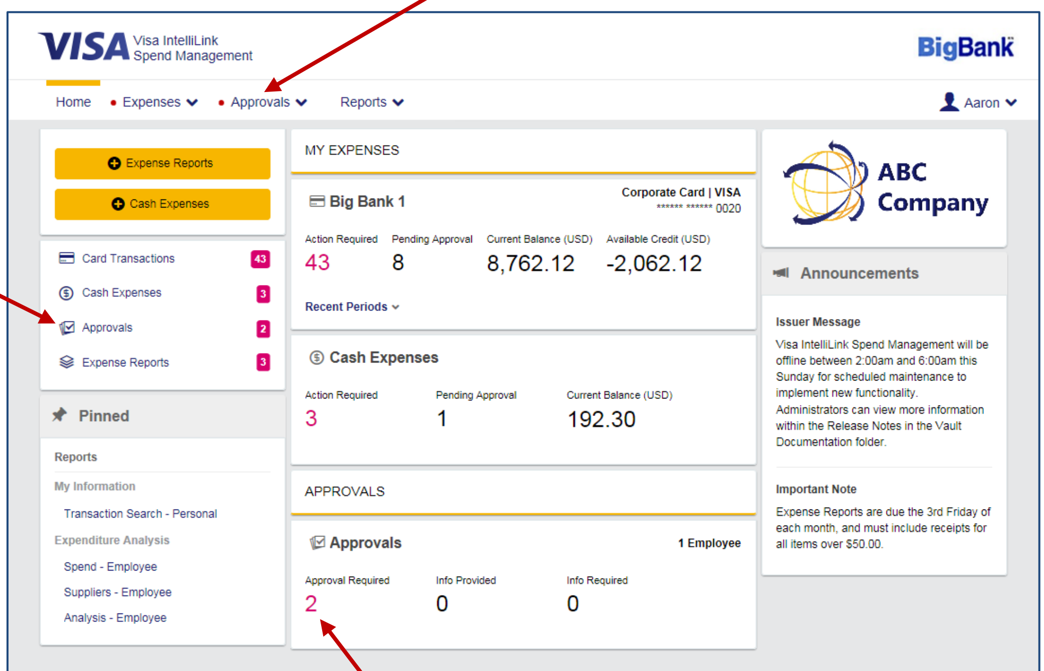
The following notifications on the Home screen let you know if you have transactions or expense reports to approve. Click any notification to display a full list of items requiring your attention, and to begin the approval process.

The Approvals Menu.

Displays with a red dot (●) next to it when there are items requiring your approval.

The Approvals Link.

Displays the number of items requiring your approval.



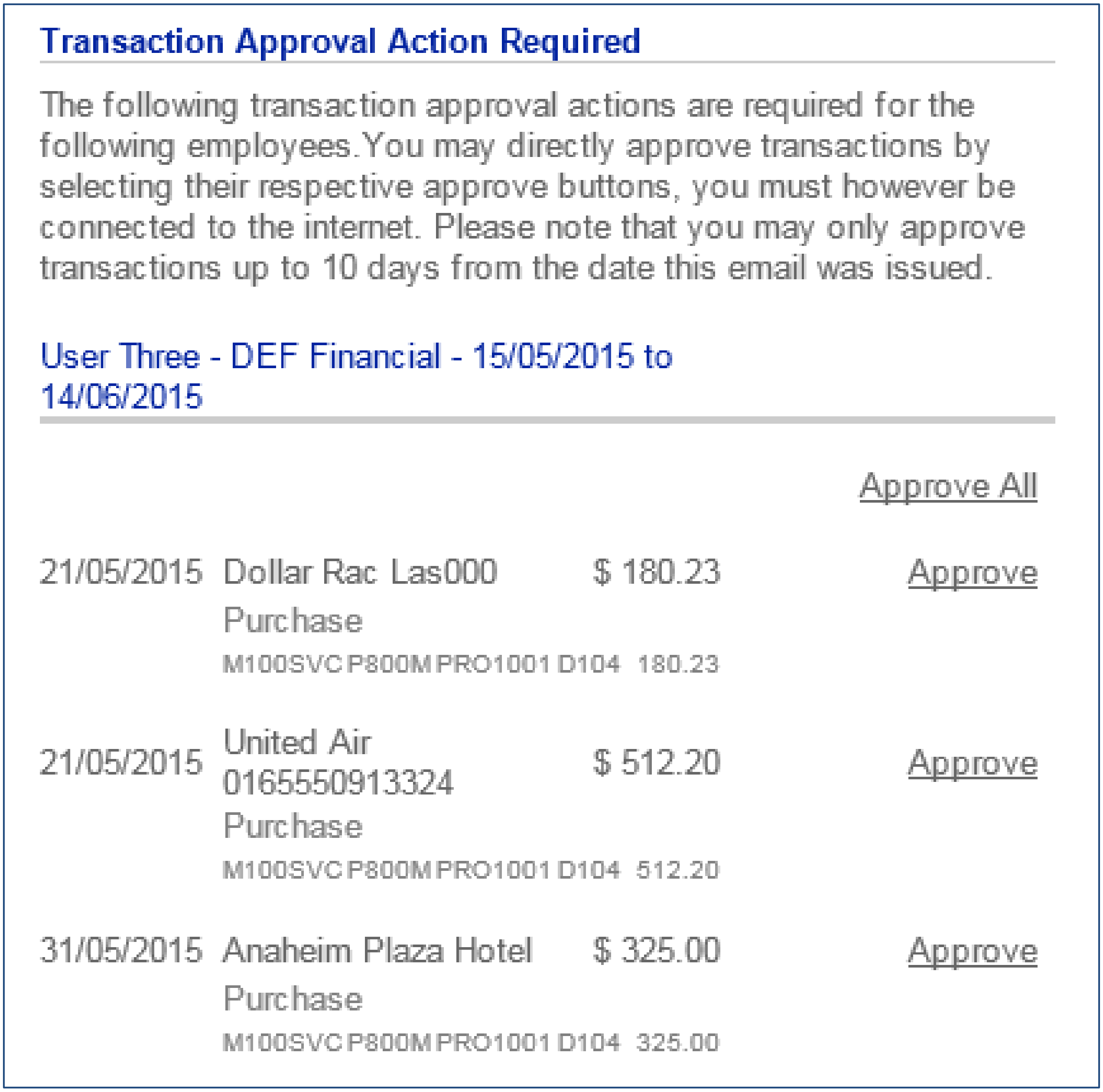
The Approvals Panel.

Displays the number of items requiring your approval, the number of employees submitting expenses, and the status of your requests for additional information.

By Email

Visa IntelliLink Spend Management also offers an optional email-based notification and approval feature.

The content of the system-generated email varies, depending on the format selected by your company. The email may contain just the names of employees who have submitted items for your approval, employee names and the details of their transactions, or a complete listing of both names and transactions and the ability to approve transactions directly from the email.



Transaction Approval Action Required

The following transaction approval actions are required for the following employees.You may directly approve transactions by selecting their respective approve buttons, you must however be connected to the internet. Please note that you may only approve transactions up to 10 days from the date this email was issued.

User Three - DEF Financial - 15/05/2015 to 14/06/2015

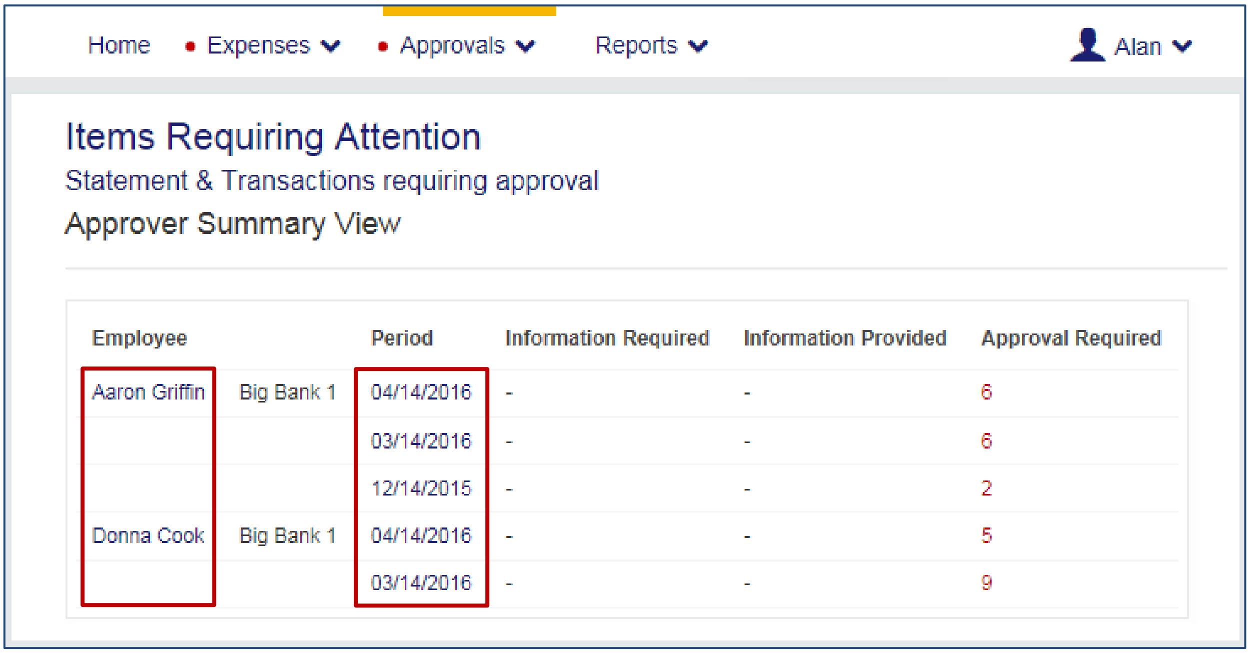
			Approve All
21/05/2015	Dollar Rac Las000 Purchase M100SVC P800M PRO1001 D104 180.23	$ 180.23	Approve
21/05/2015	United Air 0165550913324 Purchase M100SVC P800M PRO1001 D104 512.20	$ 512.20	Approve
31/05/2015	Anaheim Plaza Hotel Purchase M100SVC P800M PRO1001 D104 325.00	$ 325.00	Approve

For more information about this optional feature, see the *Automated Email Approval* section of this document.

Transaction-Based Approval

If your company has set up *transaction-based* approval (rather than *expense report-based* approval), transactions are submitted for approval as soon as, or shortly after, they are coded. If your company requires that cardholders link transactions to an expense report before submitting them, please skip this section and proceed to the *Expense Report-Based Approval* section.

1. Click any **notification** on the *Home* screen that shows you have transactions to approve. For more information, see the *Home screen notifications* section.
2. In the *Items Requiring Attention* window, click an **Employee Name** to approve transactions for an employee across *all* periods and accounts. Or, click a **Statement Period** to approve transactions for an employee for a *specific* period and account.

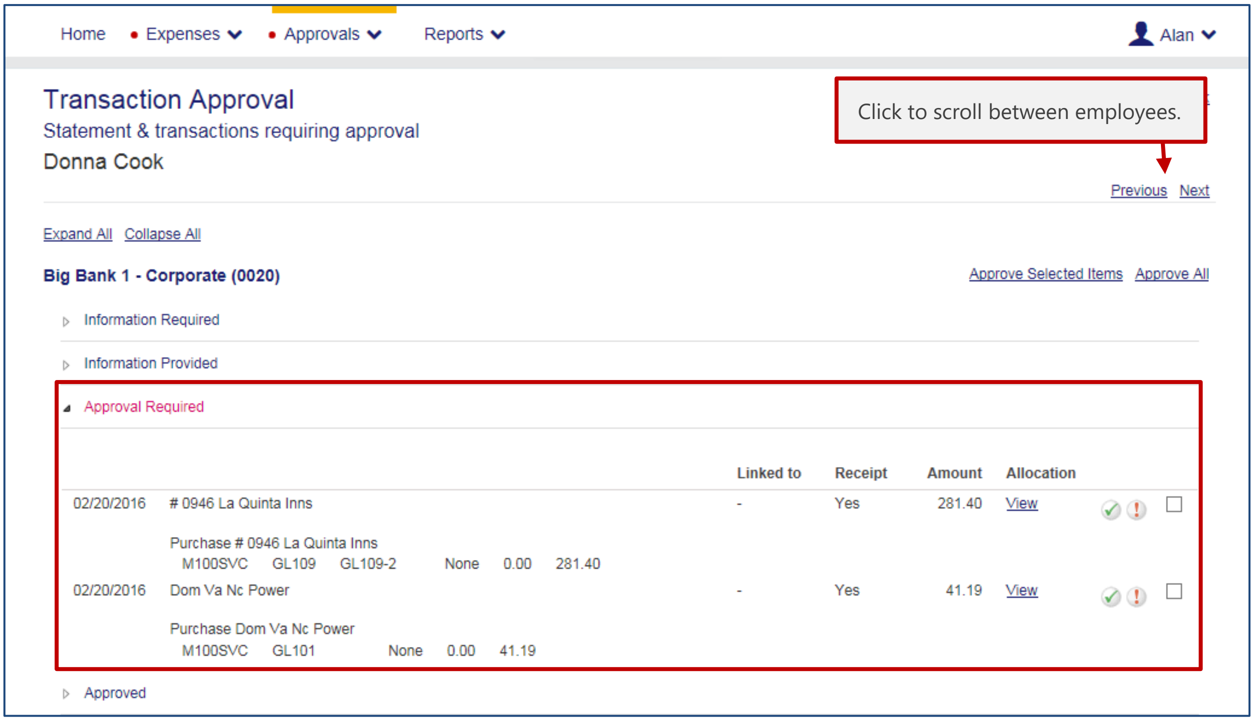


For each employee/statement period, the *Items Requiring Attention* window displays a count of transactions in each of the following states:

- **Information Required**. The number of transactions for which you have requested an employee provide more information.
- **Information Provided**. The number of transactions for which an employee has provided the information you requested.
- **Approval Required**. The number of transactions awaiting your approval.

Note: To learn more about requesting more information from an employee, see the *Request Information, or Reverse Approval* section.

3. The *Transaction Approval* window displays. It lists the transactions the selected employee has submitted for your approval.



Tip: Click other headings in the *Transaction Approval* window to show/hide the transactions you've requested more information about, the transactions the employee has provided more information for, and transactions you have previously approved.

4. In the *Transaction Approval* window, select the **checkbox** of each transaction you want to approve, then click **Approve Selected Items**. If you want to approve *all* of the transactions, click **Approve All**.

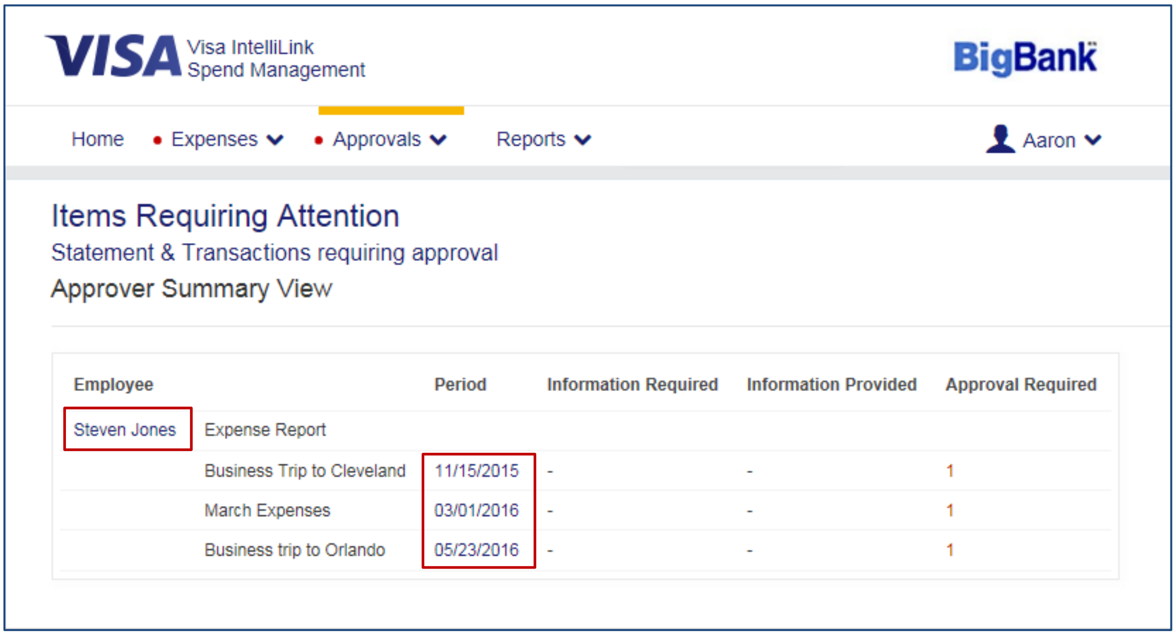
Note: To view or request more detail about a specific transaction, click the **View** link in the *Allocation* column, or the **Approval Required** **icon** next to the transaction.

5. After approving transactions, you are returned to the *Items Requiring Attention* window. **Repeat steps 2-4** for each employee who has submitted transactions for your approval.

Expense Report-Based Approval

If your company has set up *expense-report based* approval (rather than *transaction-based* approval), cardholders must link their transactions to an expense report before submitting them for approval. If your company requires that individual transactions be submitted as soon as, or shortly after, they are coded, please skip this section and see instead the *Transaction-Based Approval* section.

1. Click any one of the **notifications** on the *Home* screen that show you have expense reports to approve. For more information, see the *Home screen approval notifications* section.
2. In the *Items Requiring Attention* window, click an **Employee Name** to approve expense reports for an employee across *all* periods. Or, click a **Period** to approve a specific expense reports for an employee.



For each employee/statement period, the *Items Requiring Attention* window displays a count of transactions in each of the following states:

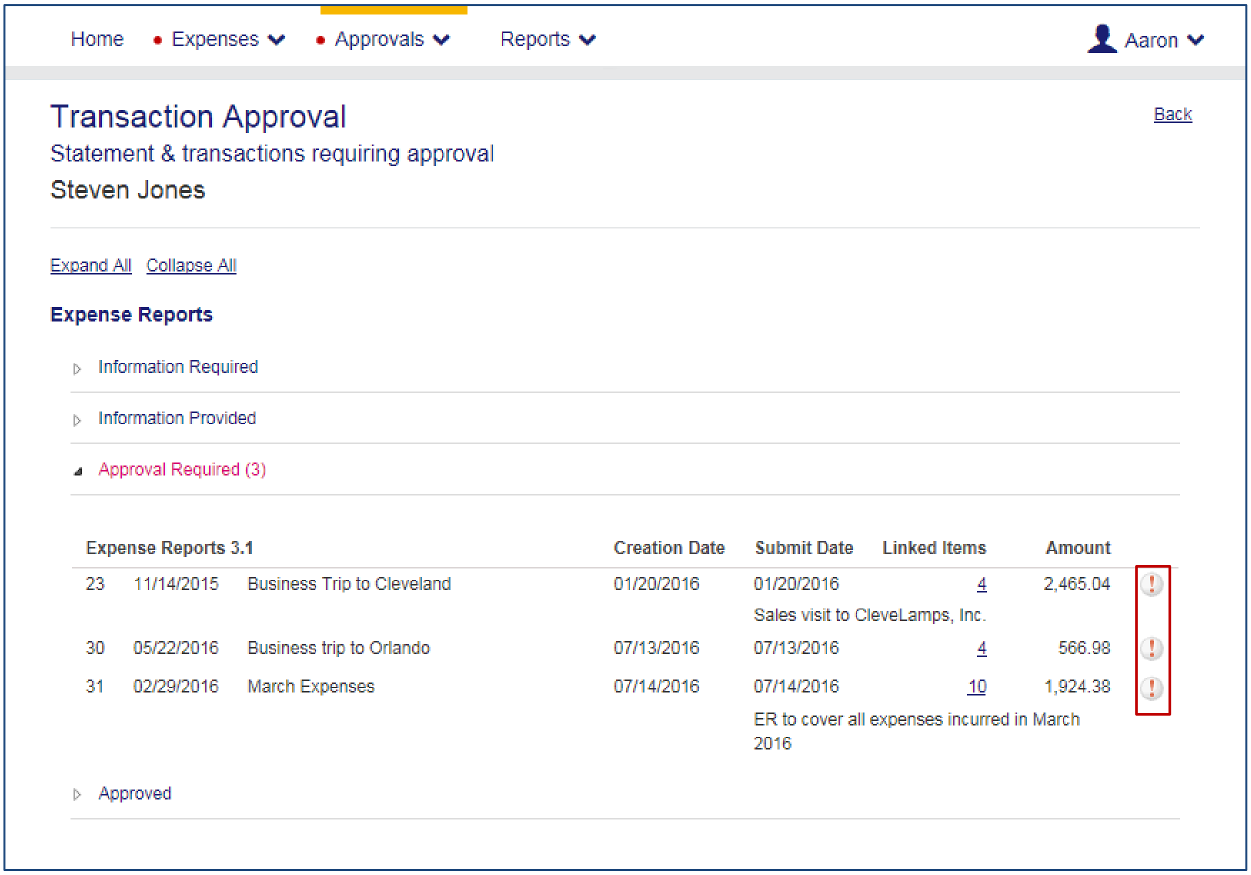
- **Information Required**. The number of transactions for which you have requested an employee provide more information.
- **Information Provided**. The number of transactions for which an employee has provided the information you requested.
- **Approval Required**. The number of transactions awaiting your approval.

Note: To learn more about requesting more information from an employee, see the *Request Information, or Reverse Approval* section.

Approve expense reports by employee

1. Click any of the *Home screen approval notifications*, then in the *Items Requiring Attention* window, click an **Employee Name**.

2. In the *Transaction Approval* window, click the **Approval Required** **icon** next to the expense report you want to approve.

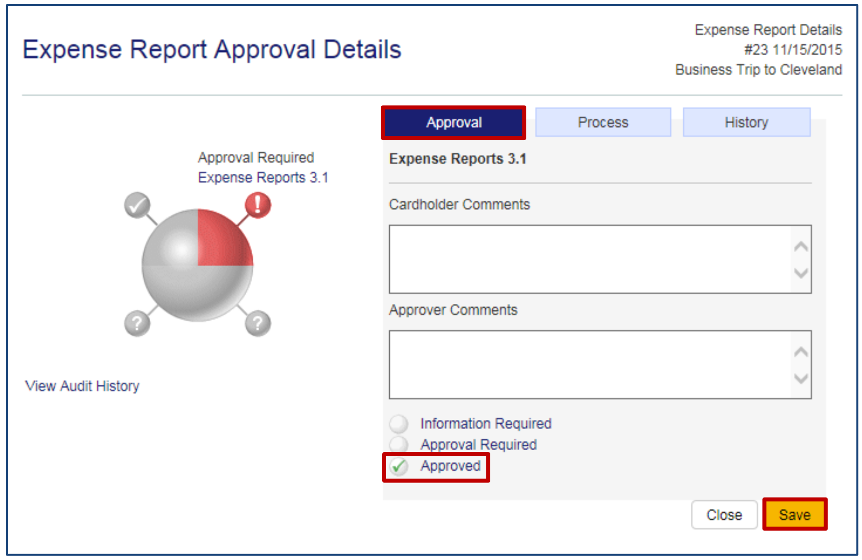


Tip: If you want to view the transactions on an expense report, click the numeric value in the *Linked Items* column.

3. On the *Approval* tab of the *Expense Report Approval Details* window, click **Approved** then click **Save** to approve the expense report.

You may also:

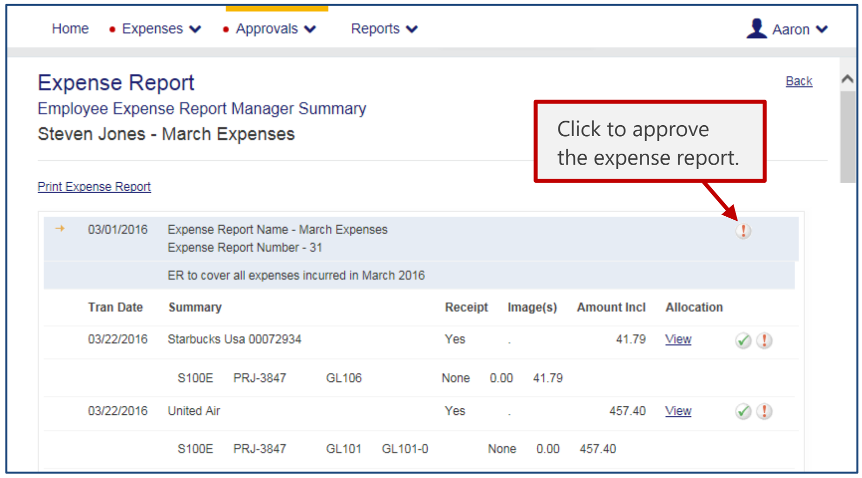
- Click **Process** to display the names of approvers, as well as the approval rules that govern the process.
- Click **History** to display an audit trail of approvers and what actions were performed to date.
- Click **View Audit History** to see the full history of the expense report.



4. You are returned to the *Items Requiring Attention* window. **Repeat steps 2-3** for each employee who has submitted an expense report for your approval.

Approve expense reports by period

1. First, click any of the *Home screen approval notifications*, then in the *Items Requiring Attention* window, click an expense report **Period**.
2. If necessary, **scroll** the *Expense Report* window to view all the transactions included in the expense report.
3. Click the **Approval Required** icon next to the *expense report* (shaded in blue).

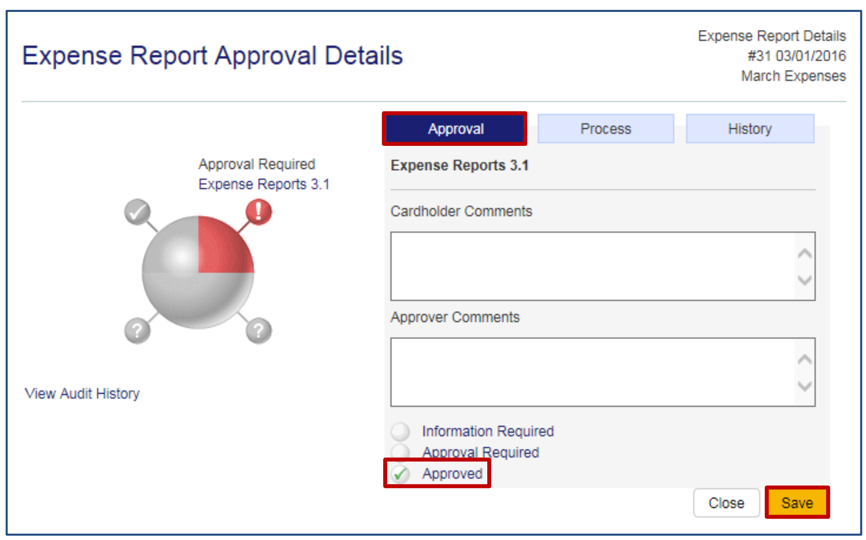


Note: To view or request more detail about a specific transaction, click the **Approval Required icon** next to the *transaction*.

4. On the *Approval* tab of the *Expense Report Approval Details* window, click **Approved** then click **Save** to approve the expense report.

You may also:

- Click **Process** to display the names of approvers, as well as the approval rules that govern the process.
- Click **History** to display an audit trail of approvers and what actions were performed to date.
- Click **View Audit History** to see the full history of the expense report.



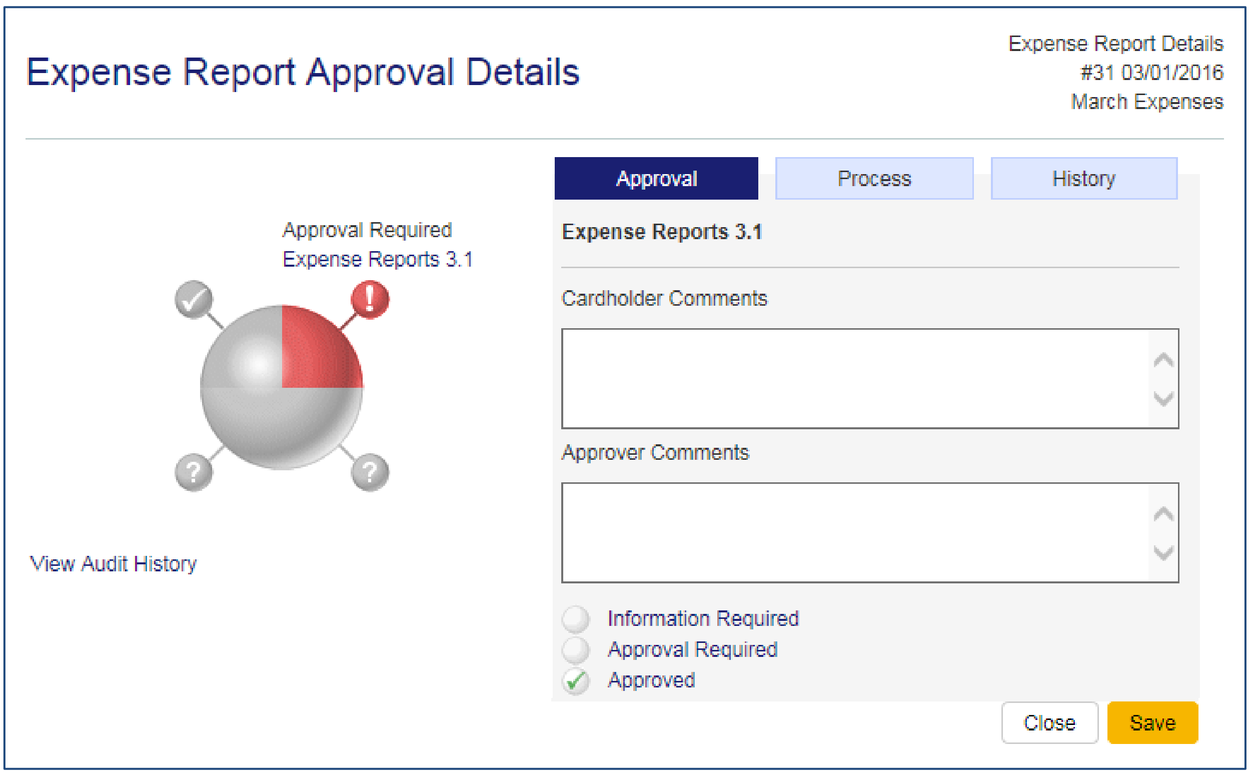
5. You are returned to the *Items Requiring Attention* window. **Repeat steps 1-4** for each expense report that has been submitted for your approval.

Request Information, or Reverse Approval

Sometimes you need to request more information, or change your approval of a transaction or expense report. For example, you declined an expense report initially, but the employee has since provided you with an explanation for its purchase and you want to approve it now.

1. In the *Transaction Approval* window, click the **Approval Status** icon next to the transaction or expense report you want to change. The icon will appear as an , , or depending on the transaction or expense report's current status. (Hover over the status icon, or see the *Approval Status* section for more detail.
2. The *Transaction Details*, or *Expense Report Approval Details* window displays, defaulting to the *Approval* tab.

Note: The *Expense Report Approval Details* window is used in the example below, however, the capabilities and steps for the *Transaction Details* window are the same.



3. Select the appropriate option at the bottom of the window:
   - To request more information, click **Information Required**, then enter text in the *Approver Comments* field. Your comments will be forwarded to the employee for their response.
   - To reverse an approval, click **Approval Required**.
   - To approve an expense report, click **Approved**.
4. Click **Save**. The transaction or expense report is moved to the appropriate heading on the *Transaction Approval* window.

Approval Status

Approvals are governed by your company's approval rules. At each change of approval status, the cardholder and/or approver may be notified of the change and requested to take necessary action to complete the process. For example, when you request more information from an employee regarding a transaction or expense report, it is automatically sent to them for comment. Most companies are configured so that a transaction or expense report is locked after it has been approved and extracted.

1. Go to the *Transaction Approval* window. The rightmost column of icons shows you the approval status of your transactions and expense reports.

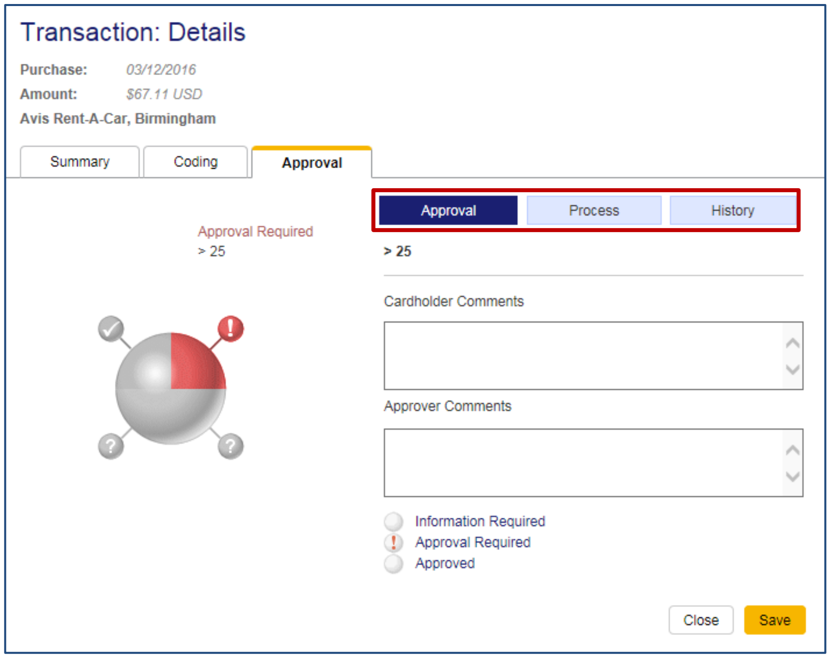
2. Any one of three **Approval Status** icons can appear next to a transaction or expense report. Hover over an icon for more information, as described below.

Icon	Meaning
!	The transaction or expense report has not yet been approved.
✓	The transaction or expense report has been fully approved.
?	You, as approver, have requested more information about the transaction or expense report. It can remain in this state until the employee responds, or until you reviewed the employee response and take action.

3. Click an **Approval Status** icon (!, ✓, or ?) for more information.

4. On the *Approval* window:

- Click **Approval** to display comments provided by the cardholder and approver(s).
- Click **Process** to display the names of approvers, as well as the approval rules that govern the process.
- Click **History** to display an audit trail of approvers and what actions were performed to approve the transaction.
- You may also *request more information, or reverse your approval.*



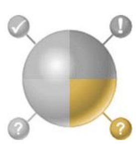
5. Review the *Approval* window to see if there is any action required by you:

Approved

If you see a check mark, and the top-left quadrant of the sphere is green, no action is required by you. You have previously approved the transaction or expense report.

Note: If an employee changes the coding of an expense after it has been approved, the transaction may be returned to you for re-approval, depending on company settings. Also, if a transaction is locked (approved and/or extracted from the system) it cannot be edited or deleted.

Information Required



If you see a question mark and the bottom-right quadrant of the sphere is yellow-orange, you have previously asked the employee to provide additional information; the information must be provided before you can approve the transaction or expense report.

Awaiting Approver Response

If you see an exclamation mark, and the top-right quadrant of the sphere is red, the transaction or expense report is awaiting your approval.

Automated Email Approval

Visa IntelliLink Spend Management also offers an *optional* email-based notification and approval feature. The content of the system-generated email varies, depending on the format selected by your company. The email may contain just the names of employees who have submitted items for your approval, employee names and the details of their transactions, or a complete listing of both names and transactions and the ability to approve transactions directly from the email.

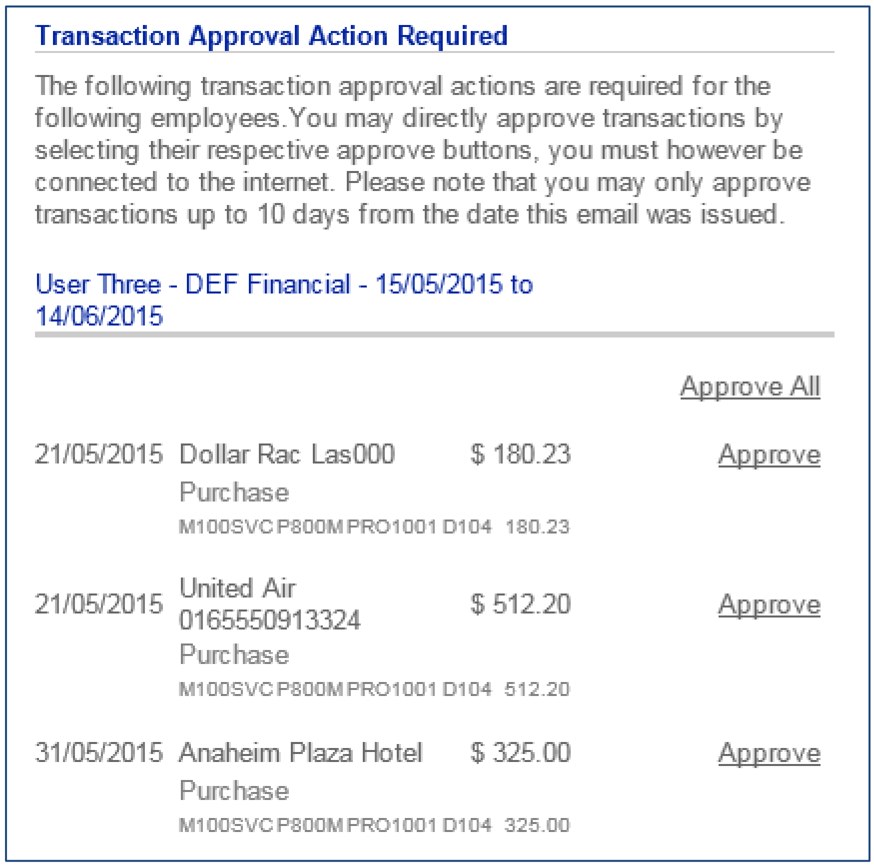
To approve transactions

You will not receive one email for each action required. To avoid email overload, you will receive one email that summarizes all approval action required by you.

1. Click **Approve All** to approve all of the card transactions and cash expenses (if enabled) listed in the email.

- **Or**, click **Approve** to approve individual card transaction and cash expenses (if enabled) listed in the email.

2. Your browser will open to confirm your approval.



Transaction Approval Action Required

The following transaction approval actions are required for the following employees.You may directly approve transactions by selecting their respective approve buttons, you must however be connected to the internet. Please note that you may only approve transactions up to 10 days from the date this email was issued.

User Three - DEF Financial - 15/05/2015 to 14/06/2015

Approve All

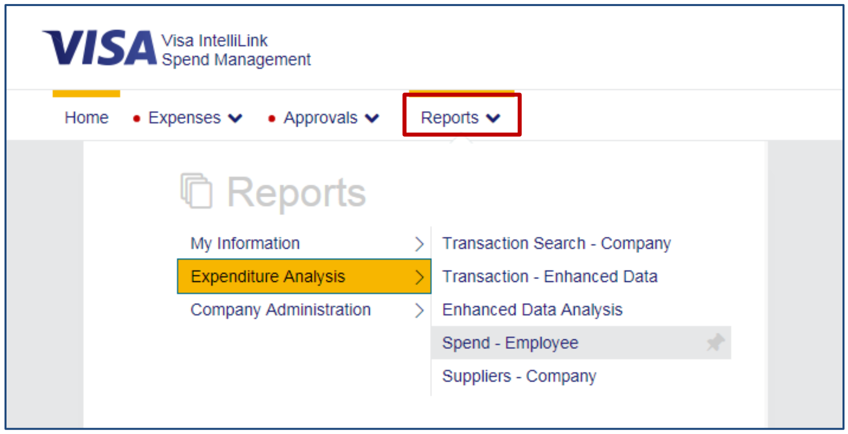
21/05/2015	Dollar Rac Las000 Purchase M100SVC P800M PRO1001 D104 180.23	$ 180.23	Approve
21/05/2015	United Air 0165550913324 Purchase M100SVC P800M PRO1001 D104 512.20	$ 512.20	Approve
31/05/2015	Anaheim Plaza Hotel Purchase M100SVC P800M PRO1001 D104 325.00	$ 325.00	Approve

Note:

- You must take action on the approvals contained in the email within ten days of receipt, and you must be connected to the Internet at the time of approval.
- When you click *Approve All*, only the items listed in the email are approved; items that were submitted for approval after the email was sent will not be approved.
- If you need more details about a transaction, or if you need to ask a cardholder for more information about a purchase, logon to **Visa IntelliLink Spend Management** and follow the approval instructions contained in this document.

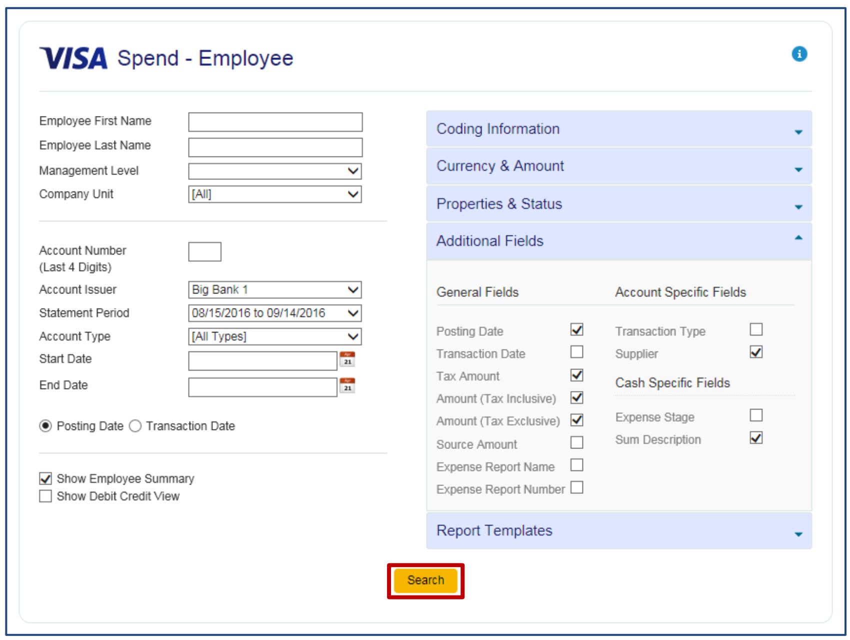
Reports

1. From the top-level menu, click **Reports**. The reports you have access to are determined by your company and your role.



Tip: You can *pin* the reports you use most often for easy access. For more info, see the *Pinned Items* section.

2. Select a report to run. In this example, the **Transaction Search – Personal** report:
3. In the Report Filters window, select your report settings.
4. Click **Search**. The report is displayed.



Common Approver Reports

- **Spend - Employee** report. Allows an approver to view all spend made by an employee for a selected period.
- **Suppliers - Employee** report. Allows an approver to view the suppliers used by an employee.
- **Analysis - Employee** report. Allows an approver to analyze the spending pattern of an employee. It includes information on total spend per month, average spend, and transaction count.

Help

1. Choose **Profile menu > Help**.

2. Search:

   – Click **Search** and enter a keyword. A list of relevant topics is displayed.

3. **Or**, Browse:

   – Click **Contents** and navigate your way to the relevant topic.

Tip: For further support, contact your company administrator.