User Guide

Managing failed credit card transactions

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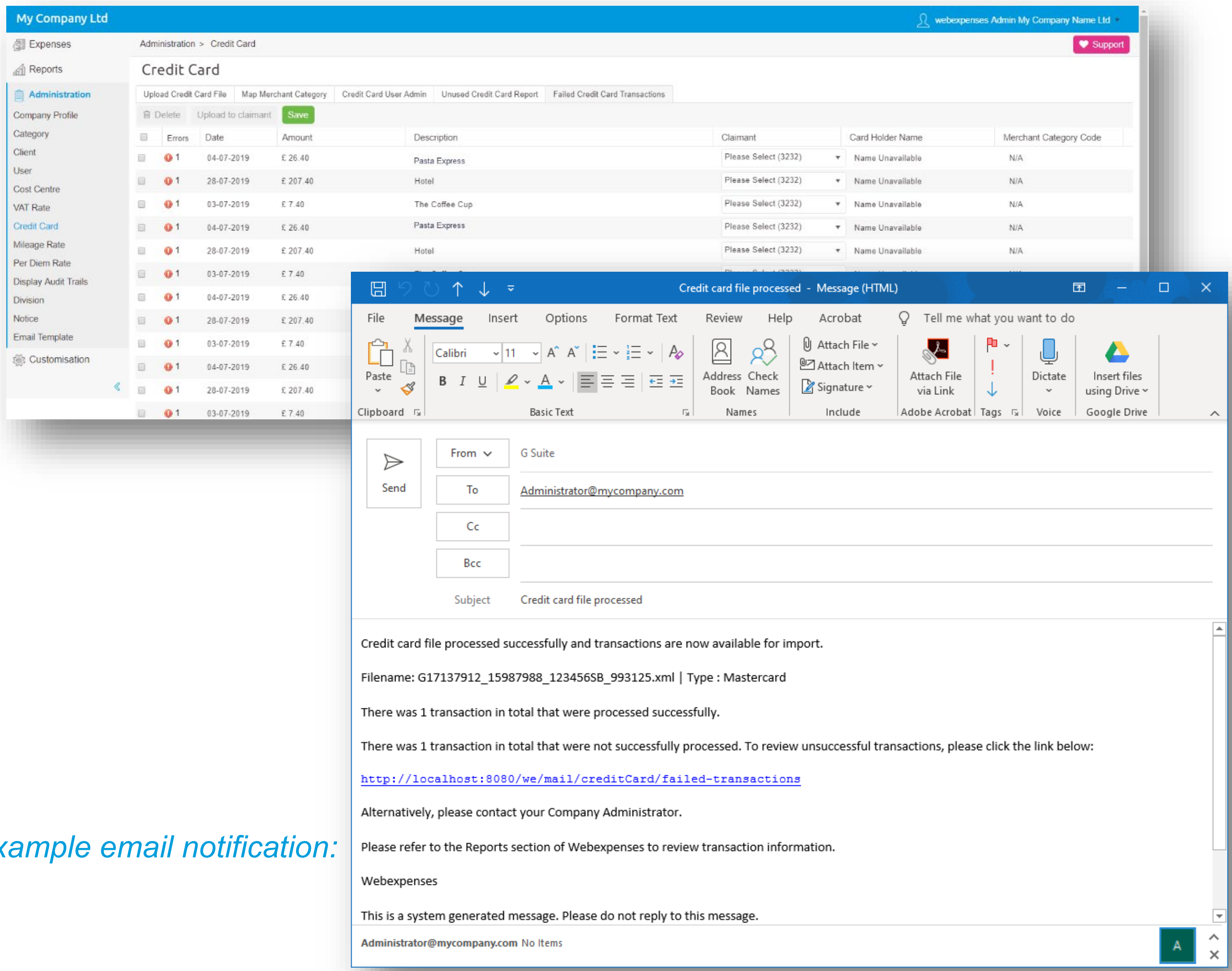
1.0 Introduction

Credit card transactions can be loaded into your Webexpenses account and automatically posted to the individual card holders ready for receipt attachment and reconciliation.

There may be instances when a transaction requires more information or is unable to match to a card holder in the system.

When these instances occur, any credit card transactions that are successful, are posted to the relevant claimant accounts. Those that are unsuccessful, are shown in the **Failed Credit Card Transaction** tab, in the **Credit Card** section of the **Administration** menu.

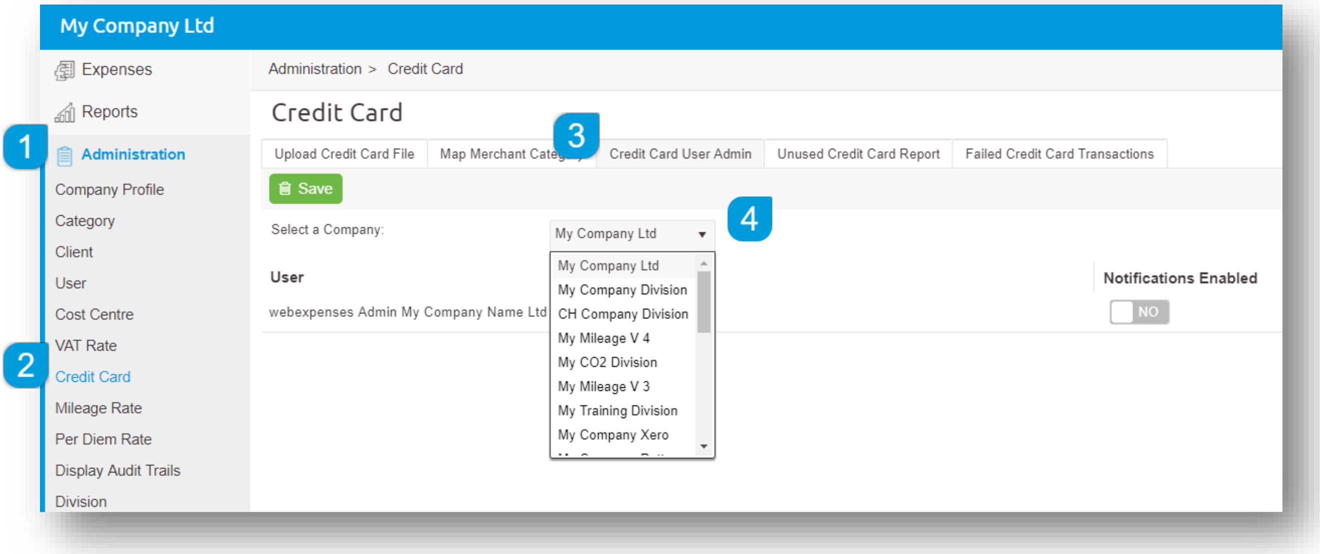
Your Webexpenses account can be configured to notify you when credit card transactions fail to post.



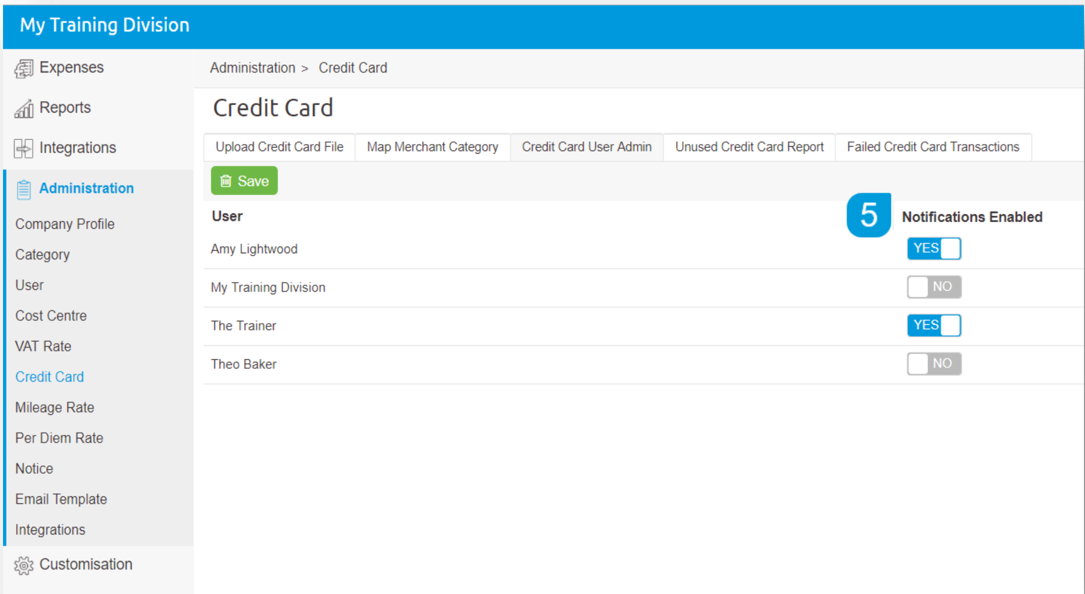
Example email notification:

2.0 How to configure your Webexpenses account for notifications

1. Log into your Webexpenses account as an administrator at **Parent** level or **Company** level (depending on notification)
2. Click on **Administration** 1 in the main menu
3. Click on **Credit Card** 2
4. Navigate to the **Credit Card User Admin** 3 tab
5. If you are logged in at **Parent** level, select the relevant company from the drop-down menu 4 to reveal the **Administrator** details. If you are logged in at **Company** level, go to step **6**



6 Switch the **Notifications Enabled** button 5 to **Yes** alongside the user that is to receive notification of failed credit card transactions



Listed below are the reasons why a credit card transaction may fail, and the access level required to rectify them.

Reason	Access level
Unable to match a credit card number against a user	Parent Admin Account
Unable to match a credit card number against a user and Expense Category and Merchant Category mapping is incomplete	Parent Admin Account
Expense Category and Merchant Category mapping is incomplete	Parent Admin Account or Company/Entity Admin Account
Unable to match a credit card number against a user and Merchant code is not recognised	Parent Admin Account and contact [Webexpenses Support](#)

Merchant code is not recognised	Contact Webexpenses Support
Unable to match a credit card number against a user and Date is in the incorrect format	Parent Admin Account and contact Webexpenses Support
Date is in the incorrect format	Contact Webexpenses Support
Unable to match a credit card number against a user and Incorrect currency code/format	Parent Admin Account and contact Webexpenses Support
Incorrect currency code/format	Contact Webexpenses Support
Duplicate transaction	Company/Entity Admin Account

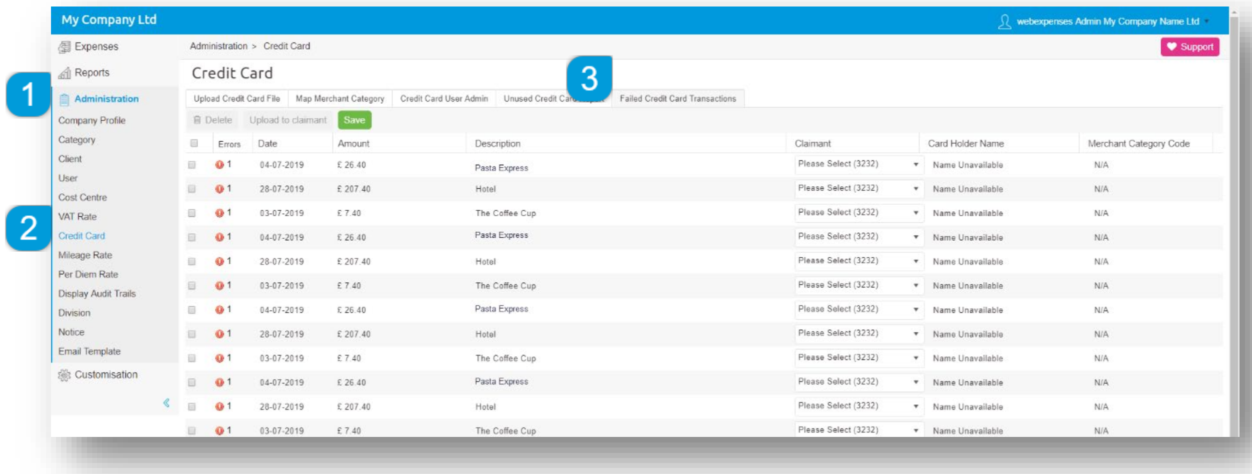
3.0 Locating the Failed Credit Card Transactions tab

1. Log into your Webexpenses account as an administrator at **Parent** level or **Company** level (depending on the details of the email notification)

2. Click on **Administration** 1 in the main menu

3. Click on **Credit Card** 2

4. Navigate to the **Failed Credit Card Transaction** 3 tab



On this screen you will see all **credit card transactions** that have failed to upload and post to the relevant claimant.

3.1 Understanding the grid

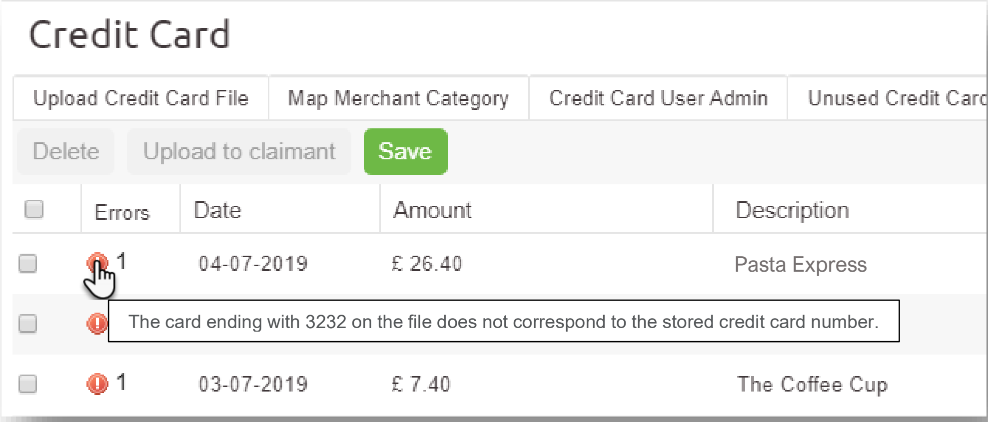
The **Failed Credit Card Transaction** grid gives the administrator control of what happens next with the failed transactions.

The grid is dynamic and will save any changes automatically.

The **Errors** column will show a warning and the number of errors the transaction has 1 .

Managing failed credit card transactions

Hover over the warning icon to reveal the reason for failure.



The other columns shown in the grid are:

1 **Date:** The date of the credit card transaction

2 **Amount:** The incurred amount of the transaction

3 **Description:** The description of the transaction e.g. the vendor

4 **Claimant:** The name of the person that holds the credit card

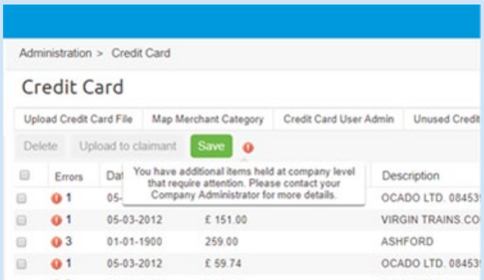
5 **Card Holder Name:** The name on the credit card

6 **Merchant Category Code:** A short code for the spend category e.g. If the Merchant Category is Hotel, the code will be 3639

4.0 Managing missing credit card numbers

If a credit card transaction has failed to upload, due to a missing card number against a claimant, then the correct claimant can be assigned directly from the grid.

Note: When the credit card number is missing from a claimant's user details, the failed transactions will **only** be shown at **Parent** access level. If you are logged in as a **Division Administrator,** a warning icon will be visible in the header- hover over the warning icon for details.



1 Log into your **Webexpenses** account as an administrator at **Parent** level

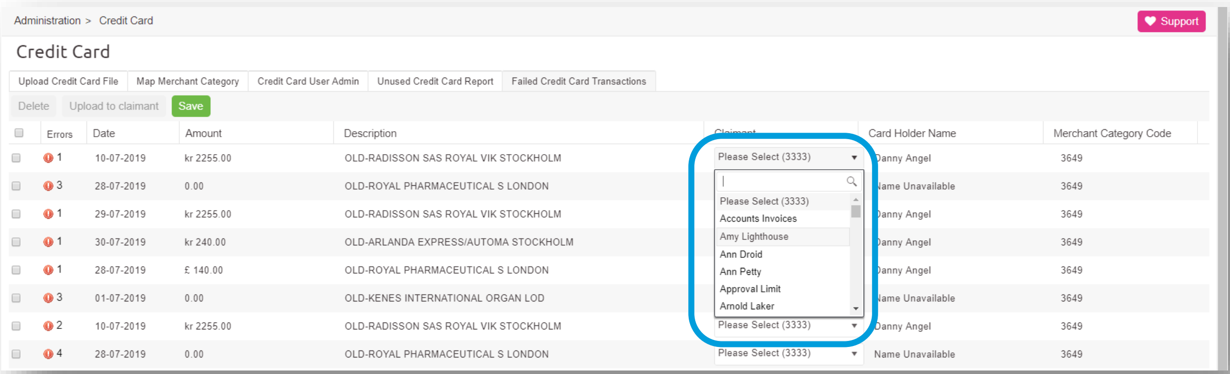
2 Click on **Administration** in the main menu

3 Click on **Credit Card**

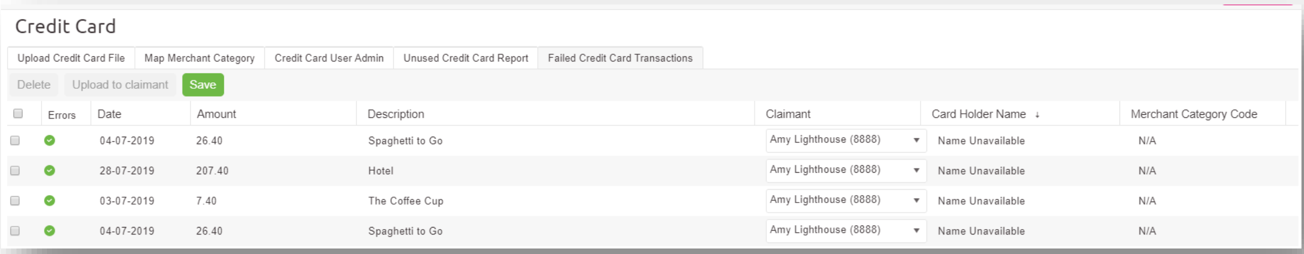
4 Navigate to the **Failed Credit Card Transaction** tab

5 Go to the failed transaction and navigate to the **Claimant Name** column

6 Locate or search for the **claimant** in the drop-down list and click on their name to select

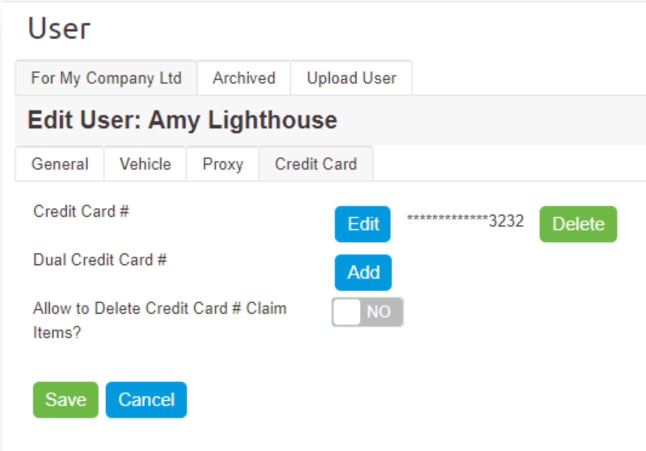


Once selected, all transactions for this card will be updated with the correct claimant's details and the warning icon will change to a green tick.



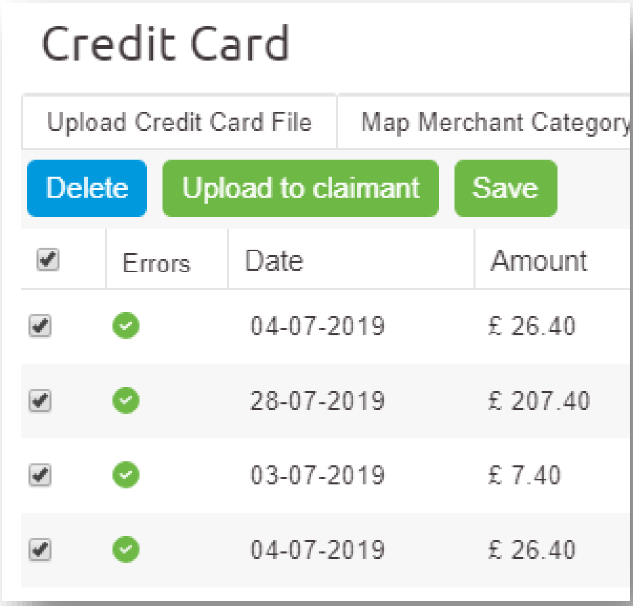
The credit card number has automatically been added to the user record.

Once the errors have been resolved, the transactions can be posted to the claimant's account.



7 Select each of the transactions using the **tick box** at the start of each row or select all, by using the tick box in the header (please be aware that using the **select all** feature will select every transaction on multiple pages.)

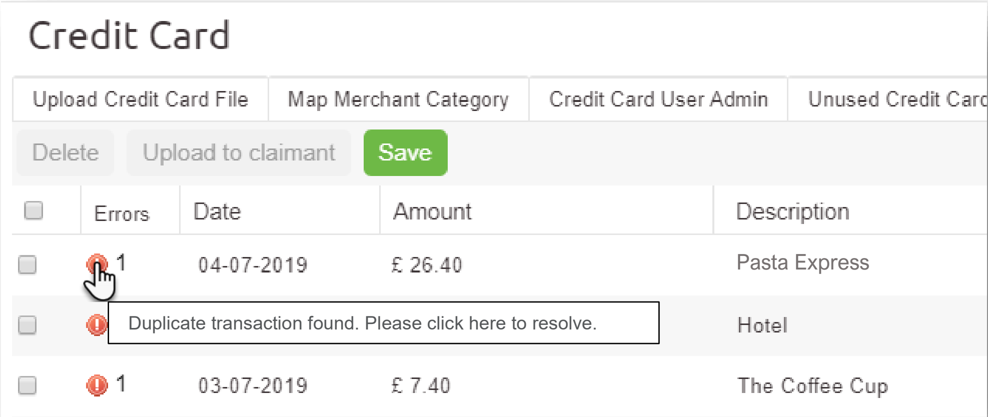
8 Click **Upload to claimant** button to post all transactions to the correct accounts



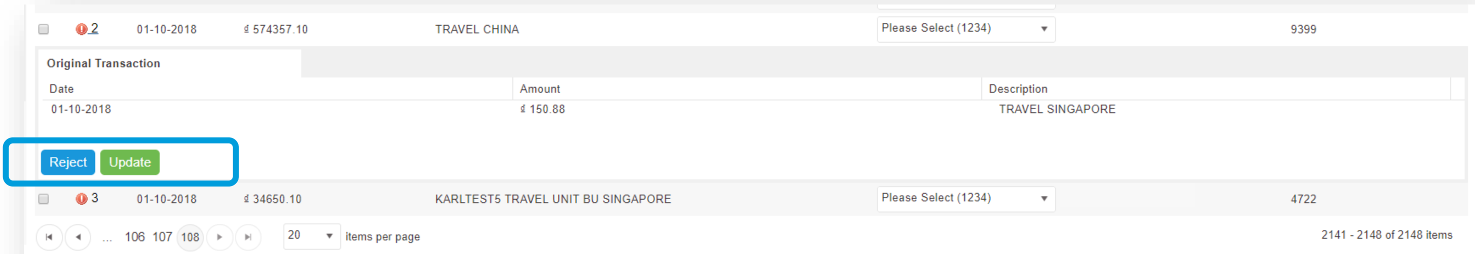
Note: Once a claimant has the credit card number associated to their user details, any new uploads will automatically be sent to their account.

5.0 Managing duplicate transactions

When duplicate transactions are found, click the warning icon resolve.



This will expand the screen where the required action can be taken.



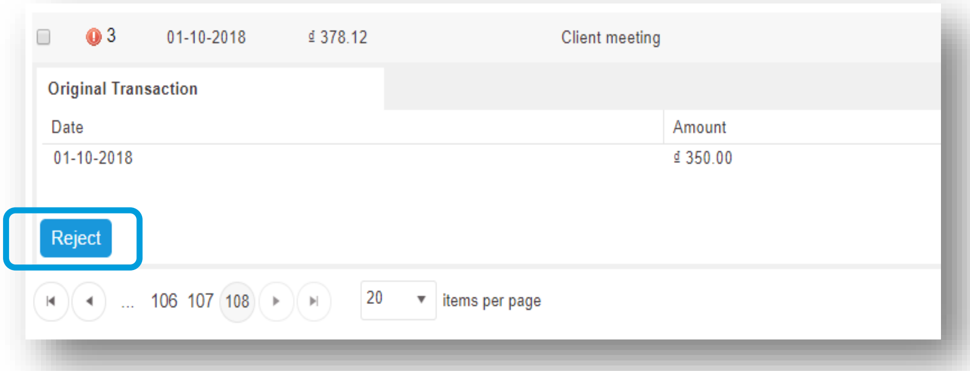
When the original transaction is in the **Failed Credit Card Transaction** grid or in the claimant's credit card area, awaiting receipt attachment, the administrator will have the option to **Update** the original transaction with the duplicate transaction.

1 Click **Update** to replace the original transaction or

2 Click **Reject** to keep the original transaction and delete the **duplicate**

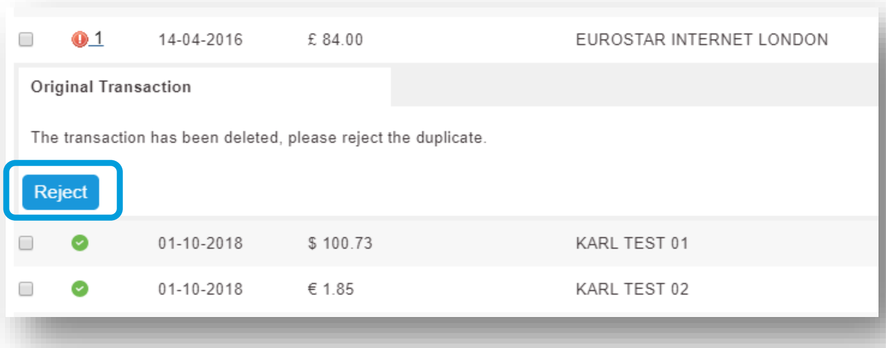
When the original transaction has already been imported into a claim as a claim item, the only option available is to **Reject** the duplicate.

3 Click **Reject** to delete the duplicate transaction



Note: When a duplicate transaction has been **rejected** it is **deleted** from Webexpenses and can't be recovered.

If the original transaction has been deleted, then a message will be shown advising that, **The transaction has been deleted, please reject the duplicate**.



1 Click **Reject** to delete the duplicate transaction

Note: If you are using the Webexpenses **Generic Upload** template, duplicate transactions will not appear in the **Failed Credit Card Transaction** grid.

Support

Claims

If you experience difficulties in processing your claim or need to enquire about a submitted claim, please contact your finance team.

Technical

If you experience a technical difficulty with the Webexpenses system, please email your administrator or visit **www.webexpenses.com/support**

Live-chat is available Monday to Friday between 09:00 - 5:30pm

If you call outside of office hours please leave a message with:
- Your name and email address
- Your company name
- A contact telephone number
- A brief explanation of the problem.

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