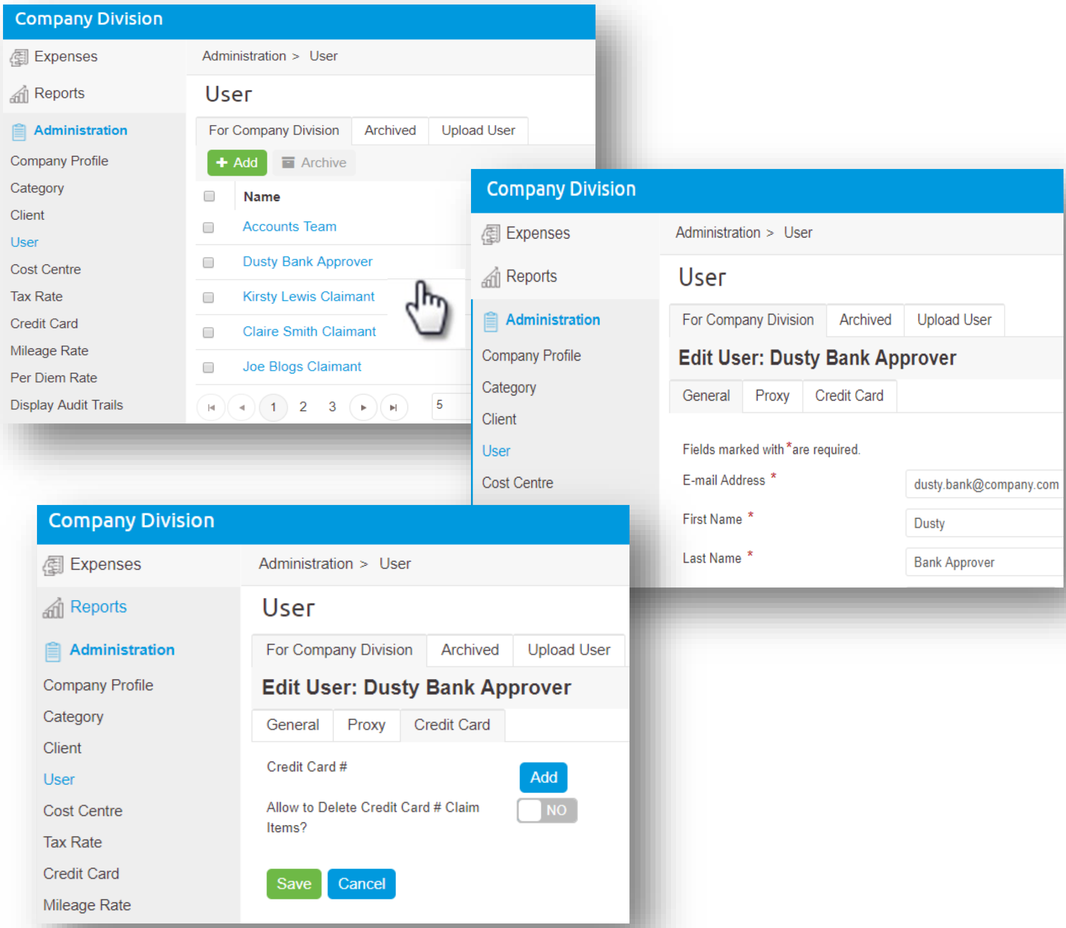
User Guide
Generic Credit Card Upload for Administrators

Contents

1.1 Allocating Credit Card Numbers to Claimants

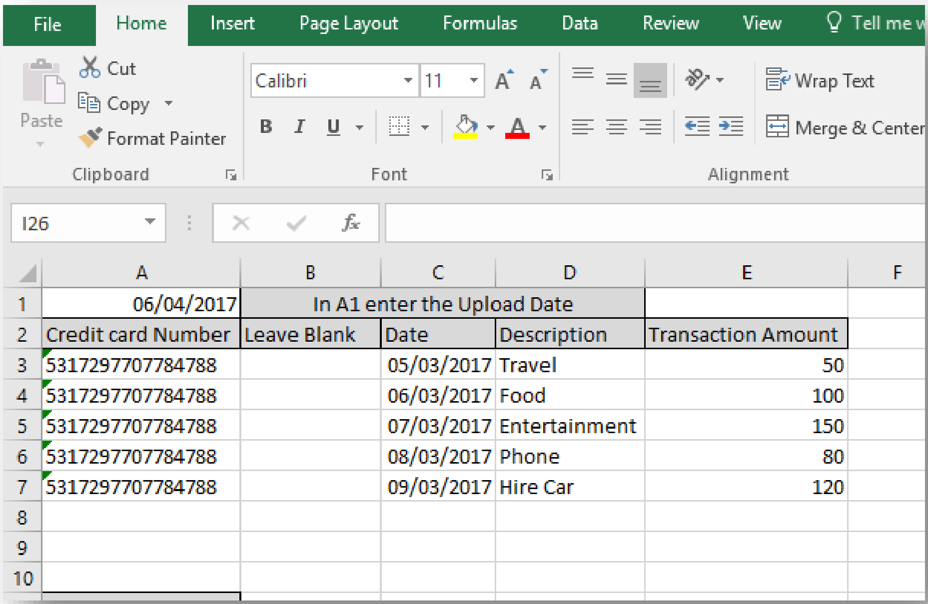
1. In order to upload credit card items to a claimant, you first have to allocate a credit card number to them
2. Log on to your webexpenses account with the Administrator's User details
3. Click on Administration
4. Select **User** from the menu
5. From the list of users, click on the name of the claimant who needs to have a credit card number allocated
6. Click on the **Credit Card** tab
7. Click on the **Add** button and complete the credit card details



NOTE: Do not forget to **Save** your changes

1.2 Generating the Upload File

1. Download the electronic credit card statement data from the **Credit Card Web Portal** (preferably into a .csv file) and save the file to your PC
2. Open the saved file with Excel (right click on the saved file and choose to open with Excel)
3. Double click on the paper clip to download the **Generic Credit Card Admin Load Template** and then open the file using Excel
4. Enter the upload date into cell A1 of the **Generic Credit Card Admin Load Template**. (Please note that the format needs to be dd/mm/yy and each upload file must have a unique date in cell A1)
5. Format the remaining cells in column **A** as **Text** (from Row 2 down):
   a. Select sufficient cells to enter all credit card items
   b. Right click on the selection and choose **Format Cells**
   c. Ensure that **Text** is selected, or change to Text from the options and click **OK**



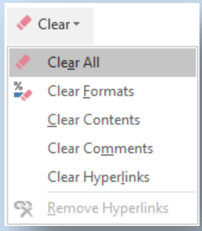
	A	B	C	D	E	F
1	06/04/2017	In A1 enter the Upload Date				
2	Credit card Number	Leave Blank	Date	Description	Transaction Amount	
3	5317297707784788		05/03/2017	Travel	50	
4	5317297707784788		06/03/2017	Food	100	
5	5317297707784788		07/03/2017	Entertainment	150	
6	5317297707784788		08/03/2017	Phone	80	
7	5317297707784788		09/03/2017	Hire Car	120	
8						
9						
10						

6. Copy the credit card statement file data into the relevant columns paying particular attention to the following:
   a. The data entered into the name field in the template must mirror exactly how the name appears in the user profile i.e. First name followed by a space then last name

Once all the data is entered, delete row two (column headings) and save the template file as type .csv

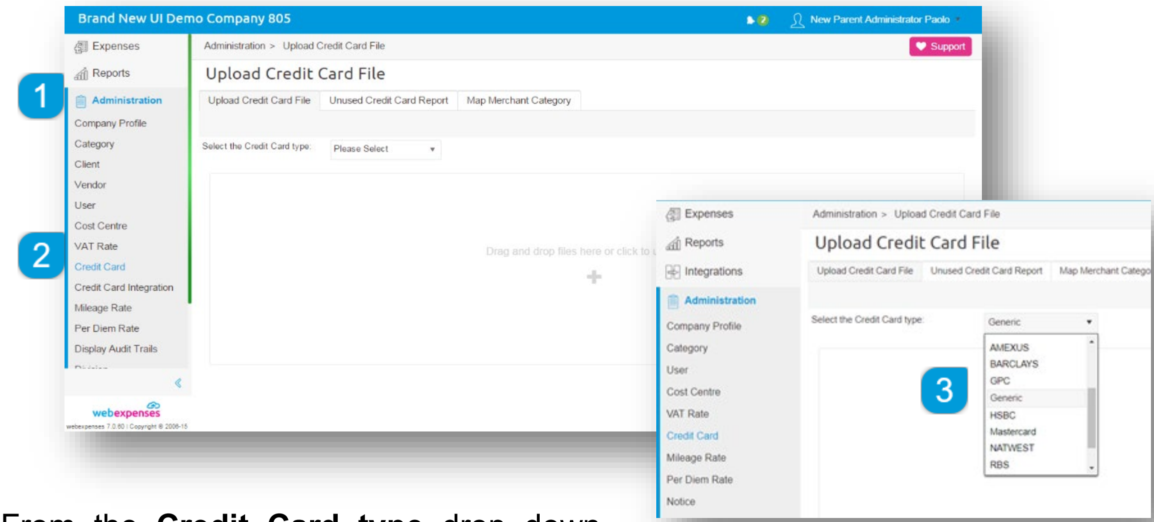
(Click on **Yes** when prompted about features not compatible with CSV)

NOTE: Please ensure that there are **no commas or formatting** in any of the columns or the file will not load correctly – select blank cells, and click **Clear All** to ensure nothing remains

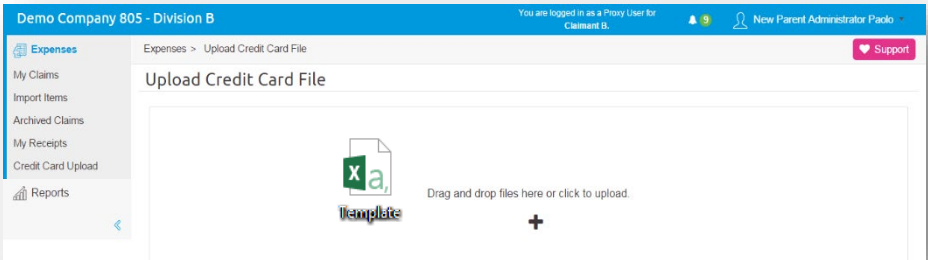


1.3 Upload to webexpenses

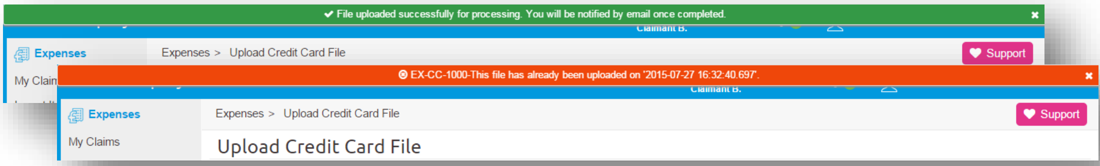
1. Log on to your webexpenses account with the **Administrator's User details**
2. Click on Administration 1
3. Select **Credit Card** from the menu 2
4. On the next screen, click on the **Upload Credit Card File** tab



5. From the **Credit Card type** drop down menu, select **Generic** 3



6 Click in the space below to upload the credit card file that you have just completed, from your computer or drag and drop the file into the space



7 A **green** banner will show if the file has uploaded successfully and its progress can be monitored. If the upload was unsuccessful a red banner will show explaining why the upload has failed

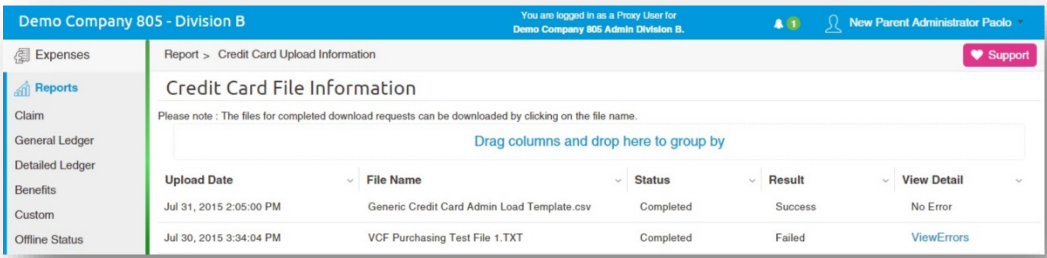
8 If step 7 has completed successfully the upload can be monitored from the Reports section of your account, this will show you if the file has uploaded without any errors

1.4 Credit Card Upload Status

1 Go to **Reports** and select **Credit Card Upload Status**

2 If the report has uploaded without any errors, the report will show as **Success**

3 If the report has uploaded with errors, the report will have a result as **Failed**



4 Click on the **ViewErrors** hyperlink, this will open a text file explaining where the errors have occurred

5 Address the errors and repeat the upload process.

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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