

Visa Signature[®] BusinessOptionsSM

ADVANCED Reporting Tool

PROGRAM ADMINISTRATOR USER GUIDE

JUNE 2014 | Version 1

Welcome to the Advanced Reporting Tool (ART)! This Quick Reference Guide provides instructions for using the system.

For additional assistance with your account,
please call us at 1-877-459-9801
7am–10pm ET M–F and 8am–5pm ET Saturday.

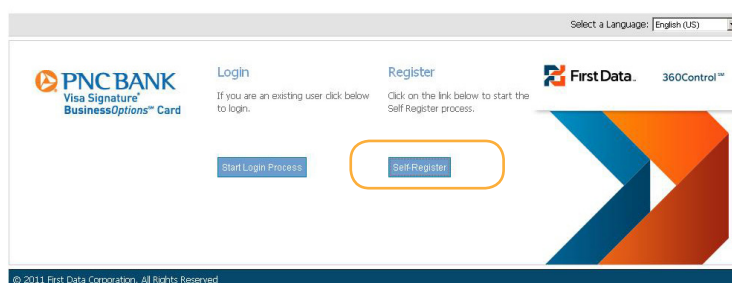
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Self-Registration (First time only)

Before you can login to the ART site, you must first self-register as a user. To register follow these steps:

1. Open your web browser* and open the URL provided in the Welcome E-mail.
2. Click the **Self-Register** button displayed on the screen.
3. Enter your full 16 digit card or company account number in the field displayed and click **Next**.
4. Enter the required details on the next screen; click **Next**.
5. Provided that the details that you have entered are correct, you will receive a confirmation message on the next screen. Your User Name will be displayed on the screen.
6. A first-time-only password will be automatically e-mailed to you. You will be required to change this password the first time you log in.

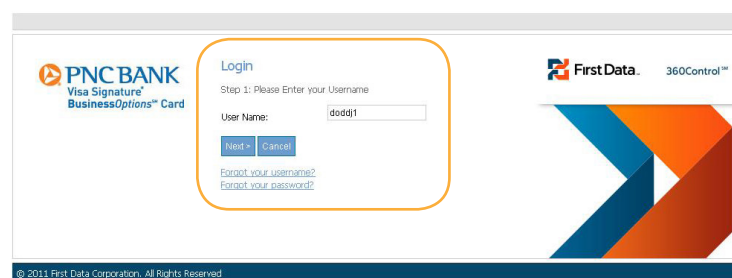


**To use the Advanced Reporting tool, you will need internet browser software which supports 256-bit encryption. The browser must have access to secured sites (HTTPS) and popups must be enabled. The Service currently supports Internet Explorer 11 and Firefox.*

Login

After you have registered and received your password e-mail, return to the ART site login screen and choose **Start Login Process**.

1. Enter your User Name and click on **Next**.
2. Enter your e-mailed password.
3. Enter the last 4 digits of the phone number used on the BusinessOptions application.
This may either be the company's main public phone number or your particular phone number.
4. You'll be required to create a new password. Passwords are:
 - Case-sensitive
 - Must be at least 8 digits long
 - Must contain 1 uppercase letter + 1 number
 - Blanks are not allowed
5. After your new password is confirmed, you'll have to read and accept the terms and conditions before you can gain access to the site.



ART Home page

This page is the Program Administrator home page for Advanced Reporting Tool. It automatically displays system alerts to notify you of important events since your last login and also activities that you may need to address. You can filter this screen by date to show you past activities and alerts. Note your company credit limit on the left side of the screen.

At the top right hand of the screen there are links in the Grey Bar:

- **Home** – Always brings you back to this screen
- **Security** – Link to PNC Security Assurance Online Info
- **Privacy** – Displays Online Privacy Statement
- **Contact Us** – Shows the hours for the Online Banking and Customer Service.
- **Terms & Conditions** – Access the ART site agreement.
- **Logout** – Always the safest and most secure way to exit the site.

The screenshot shows the 'Alerts' section of the ART Home page. At the top right, a grey bar contains navigation links: Home, Security, Privacy, Terms & Conditions, Contact Us, and Logout. Below this, the 'ADVANCED Reporting Tool' header is visible, along with the user's name 'JEAN PNCDEMO' and the company 'PNC DEMONSTRATION COMPANY'. The main content area displays a table of alerts with columns for Priority, Messages, Date, Time, Created by, and Action. Two alerts are shown: 'Your profile has been changed' and '46: 3 new cards need to be assigned.' The second alert includes links for '3 unassigned cards created' and 'Review new cards'.

User Management (ART Site Access)

To provide access to advanced reporting, you must go to the User Management screen. To begin, go to the upper left corner of your screen and click on **Administration > User > User Management**.

The **User Management** screen allows you to view all the Cardholder information on screen at one time. This screen is also used to **unlock users, set up new Cardholders or Program Administrators (PAs) and send new passwords** to Cardholders.

The screenshot shows the 'User Management' screen. At the top, there are navigation links: Home, Security, Privacy, Terms & Conditions, Contact Us, and Logout. Below the header, the 'Administration : User : User Management' section is visible. It includes search filters for First Name, Surname, User Status, Profile, Card Number, Approver Type, and Viewpoint. A table of users is displayed with columns for User Name, User Login, Employee ID, Viewpoint, Card, Profile, and Account Status. A navigation menu is shown at the bottom, with 'User Management' highlighted.

User Name	User Login	Employee ID	Viewpoint	Card	Profile	Account Status
JOHN R DEMONSTRATION demo1			PNC Demonstration Comp	*****8181	Cardholder	Unlocked
JOHN R DEMONSTRATION demo2		DA1768	PNC Demonstration Comp		Program Administrator	Unlocked
JEAN PNCDEMO demo3			PNC Demonstration Comp		Program Administrator	Unlocked
JAMES DEMONSTRATION demo4			Unassigned		Cardholder	Unlocked
JANE A DEMONSTRATION demo5			Card Only	*****8199	Cardholder	Unlocked
JOE E DEMONSTRATION demo6			Card Only	*****8207	Cardholder	Unlocked
JOY T DEMONSTRATION demo7			Card Only	*****8215	Cardholder	Unlocked

Creating a New Program Administrator

Follow these steps to set up another PA.

1. In the blue bar at the bottom of the screen, click on **Add/Edit/View**.

This launches the **Add User** pop up box, showing the full set of user set-up fields.

- The default view is **Show Mandatory Fields Only**.
- It is a good idea to select the **Show ALL Fields** option, to show extra fields such as e-mail address.
- Mandatory fields are marked with a star *.

2. Scroll down this box and fill in the required fields for name, User Name, Password, Profile (type), phone and e-mail address. For a PA profile, make the user a “Viewpoint Request Approver.”
3. When all the details have been added, click **Submit and Close**. You’ll receive a confirmation of your setup.

Editing an Existing User

To edit the details of an existing ART user:

1. On the **Card Management** screen, select the user to be edited.
2. Click on the **Add/Edit/View** button at the bottom of the screen.
3. In the box that launches, select **Show All Fields**.
4. Make the required changes to the user details and click on the **Submit and Close** button.

Lock/Unlock a User

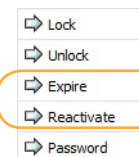
Sometimes it may be necessary to **Lock** a user, so that they are unable to log in to the Advanced Reporting Tool. Or, if a user becomes locked out, it may also be necessary to **Unlock** them. (This can occur when a user enters an incorrect password three times, or if a user has not logged in for the specified period of inactivity time, for example).

1. On the **User Management screen**, select the checkbox in the middle of the line to indicate the profile you are working with.
2. In the blue bar at the bottom of the screen, roll the mouse over the **User Security** button at the bottom of the screen and select **Lock** or **Unlock**.
3. You will receive a pop up box to confirm that you have chosen to Lock/Unlock this user. Click **Lock**. Another popup box will let you know that your action was accepted. Click **OK**.
4. The user (s) will be Locked/Unlocked from the ART reporting service and will receive an e-mail to inform them of this card status.

Expire/Reactivate a User

As employees join or leave your company, you can terminate (expire) or reactivate their ART site access.

1. On the **User Management** screen, use the checkbox in the middle of the line to select the cardholder profile you are updating.
2. In the blue bar at the bottom of the screen, mouse over the **User Security** button click on **Expire** or **Reactivate** in the box.



Send a New Password to a User

Program Administrators can e-mail a system-generated password to a user. The user can then use this password to access their Advanced Reporting Tool account, and will be asked to change the password to one of their choosing on login. To do this, follow these steps:

1. On the **User Management screen**, select the user who requires password e-mail
2. Scroll over the **User Security** button and select **password** option
3. A box will appear, asking you to confirm this action. At the bottom of the box, click on **Generate Passwords**.
4. If the user has a valid e-mail address stored in ART, you will be able to select the checkbox beside the user name. (If the e-mail address is missing or incorrect, you'll have to edit it using the steps to **Edit a User**). You will also be able to see the password being sent to the user.
5. Click on the **Send E-mail** button to send the password.

User Registration: E-mail Notifications

Before they can use the site, you have to invite new Cardholders to register with ART. This generates some specific screens that enable the system to create a profile for them. There are two steps to follow.

- First you have to add the e-mail address for the Cardholder (Steps 1-6).
- Second, a Welcome e-mail must be sent to the Cardholder. (Steps 7-10)

These are the steps:

1. Go to **Administration > User > Card Management at the top of your screen**. Select the Cardholder to whom you wish to send the Welcome e-mail, using the checkbox.
2. Click on the **Add/View/Edit** button at the bottom of the screen.
3. Choose the option to **Show All Fields**.
4. Scroll down to the **Contact Details** section and click on the Contact Details button.
5. In the **Contact Details** pop up box, enter an e-mail address for the Cardholder and click on the **Submit** button.
6. Close out of the **Contact Details** pop up box, and the **Add/View/Edit** box.
7. Once this has been completed for all Cardholders, go to the **User Management** screen.
8. Use the “User Status” filter to search for Cardholders.
9. After all of the Cardholders are listed, click on the **E-mail** button at the bottom of the screen. The e-mail pop up box will appear.
10. In the Subject box, enter the following text: **Your Assistance Required: Registration Requested**
11. In the Content box, enter the following recommended text (you can copy this text from an MS Word file):

As the Administrator of our business credit card program, I have established a profile for you in the Advanced Reporting Tool. This system will allow you to view transactions for your company credit card.

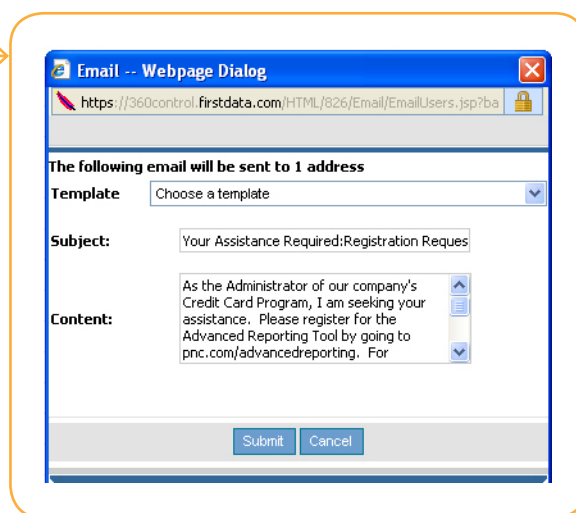
Please complete the registration process by going to pnc.com/advancedreporting, and Click the Login button, then click the “Self Register” button and follow the prompts.

You can contact me with questions, or call PNC Bank Business Card Services, 1-877-459-9801, and say, “Advanced Reporting.”

Thank You!

PS : This is an automated e-mail message – Please do not reply.

12. Click on the **Submit** button and the e-mail will be sent to all Cardholders.



Card Management

ART allows PAs to make updates on the cards within their program. Updates made in the Advanced Reporting Tool are **immediately effective** for the cardholders.

To access the Card Management screen, go to **Administration > User > Card Management** at the top of your screen.

1. Using the basic/advanced filters, search for the Cardholder. You can also go to the next page in the list, using the filters in the bottom left of the screen.
2. Select the name(s) of the Cardholder(s) whom you want to update by clicking in the selection box to right of the user's name(s).
3. Once the Cardholder is selected, select the **Add/View/Edit** button at the bottom left of the screen. A popup window will be displayed showing the current details for the selected Cardholder.
4. At the top left of the popup window; select the radio button to **Show All Fields**.
5. Using the side scroll bar, scroll down until the following buttons appear on the right:

- **Contact Details**

- **Limit and Strategy**

- **Account Status**

- Select **Contact Details** to update the Cardholder's contact details/demographics.

- Select **Limit and Strategy** to update:

- Authorization Strategy assigned to the card
- Credit Limit

- Select **Account Status** to update the account status.

In the section entitled **Additional Services**, you can select:

- **Online Payment** to allow a Cardholder with an Individual Pay card to make a once-off payment.
- **Schedule Auto-Pay** to allow a Cardholder with an Individual Pay card to schedule automatic payments. (Online payments and Auto-Payments can also be made to Control Accounts).

Update Credit Limit and/or Authorization Strategy

When the **Limit and Strategy** button is selected, a popup box launches.

In the **Limit Details** section of the window, you'll see the current (Authorization) **Strategy, Available Credit** and the current **Credit Limit**. (The Available Credit field is displayed for reference purposes only and cannot be changed). You can change either the Credit Limit, Strategy, or both at the same time.

Note: Prior to changing the Authorization Strategy or the Credit Limit, you can use the **Auths/Declines** button in the bottom left of the box to view recent Authorizations and Declines for the selected card and check the reason for any decline.

For example, in situations where the Cardholder has been declined at point of sale, you can view the reason why the transaction was declined. i.e. **MCC blocked** or **Credit Limit Exceeded**.

You can then temporarily or permanently adjust the strategy and/or credit limit accordingly.

To change the Credit Limit, enter the new limit in whole amounts (max 6 digits).

To change the Authorization Strategy, **select the new Auth Strategy from a drop down list** of pre-defined Company Strategies.

- ALL1 - ALL MCCS SINGLE MERCH \$1,000
- ALL2 - ALL MCCS SINGLE MERCH \$2,500
- ALL3 - ALL MCCS SINGLE MERCH \$10,000
- DRV1 - DRIVER/FLT SINGLE MERCH \$250
- DRV2 - DRIVER/FLT SINGLE MERCH \$500
- DRV3 - DRIVER/FLT SINGLE MERCH \$1,500
- EBC1 - ALL NO CASH SINGLE MERCH \$1000
- EBC2 - ALL NO CASH SINGLE MERCH \$2500
- EBC3 - ALL NO CSH SINGLE MERCH \$10000
- GAS1 - FUEL ONLY DRV/FLT SINGLE MERCH \$250
- GAS2 - FUEL ONLY DRV/FLT SINGLE MERCH \$1500
- NOCA - C/A RESTRICTION FOR BUSINESS CARD
- PCH1 - PRCHSING SINGLE MERCH \$1,000
- PCH2 - PRCHSING SINGLE MERCH \$5,000**
- PCH3 - PRCHSING SINGLE MERCH \$10,000
- TEST - Testing
- TVC1 - TRVL+CASH SINGLE MERCH \$1,000
- TVC2 - TRVL+CASH SINGLE MERCH \$2,500
- TVC3 - TRVL+CASH SINGLE MERCH \$10,000
- TVL1 - TRAVEL SINGLE MERCH \$1,000
- TVL2 - TRAVEL SINGLE MERCH \$2,500
- TVL3 - TRAVEL SINGLE MERCH \$10,000

Automatic Resets

- You may optionally choose to have **ART** automatically reset the Authorization Strategy / Credit Limit change to its previous value after a specified time interval of 1 week, 2 weeks, 1 month or to reset the strategy/credit limit on a specified date. The default option is “not to reset.”
- You may also enter a comment (max 100 characters).
- Once the new Authorization Strategy has been selected, click on the **Submit** button at the bottom of the screen. The update can be cancelled by hitting the Cancel button at the bottom of the screen

Update Account Status to Closed

When the **Account Status** button is selected, the Change Account Status popup box launches. Use this window to close an account, and select a reason for the closure.

1. Enter an optional comment in the comment field (max 100 characters).
2. Once the new Account Status has been entered, you then submit the request by clicking on the **Submit** button at the bottom of the screen.

Statement Delivery Options: E-Statements

When you click on the E-Statements tab, you're able to view online statements for any cardholder in the system. You can also update change the statement delivery method to accommodate individual cardholder preferences.

- The **Online Statement** section lets you know if a new statement in PDF format is available to view online.
- Under the **Current Delivery Method**, there is a button to change your statement delivery from paper to electronic, so that you can view your statement online.
- Click **Change** to activate this feature.

You'll see a pop up box with three preferences for Statement delivery. Choose your preference by clicking on the Radio button in front of the method you prefer. You can change this at any time, but it will take up to 72 hours to be effective.

Online Statement

You do not currently have any online statements available. Please note there is a 72 hour waiting period to generate the first statement.

Current Delivery Method

Your current statement delivery method is set to receive **'Paper'**

[Change](#)

Online Payments

Program Administrators can initiate recurring or single payments to the PNC BusinessOptions credit card account from an existing checking or savings account.

To set up online payments::

1. Go to **Administration>Card> Card Management**. Select the card to make the payment on, and click on the **Add/View/Edit** button to launch a pop up box.
2. Scroll to the **Additional Services** section at the bottom of the box , and click on the Online Payment button
3. An **Online Payment** pop up box launches. First “Pay Now “ (single payment) or use the calendar to choose a future payment date.
4. Next choose the payment amount. You can chose to pay the last balance, minimum payment, the current balance, or enter a specific amount.
5. In the **Account Details for Payment** section, you can choose to make payment from your PNC accounts or select an account from another financial institution.
6. To add a new payment account, click **Add** next to the account number drop down box. A new box opens
7. In the **Account Details for Payment** box, enter the details of the account in the box. You will be asked to confirm the account and routing numbers, and enter the account type. Next click on the **Add** button below to save this account to your list.

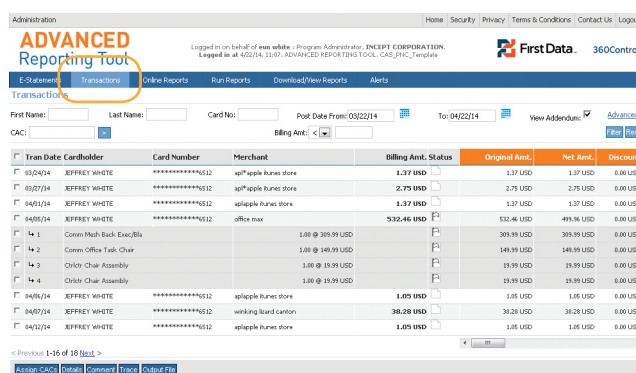
Note: If the Routing number is invalid, you will receive an error message.

8. If desired, add a comment and click the **Submit** button. You’ll receive a confirmation message online and in email.

Viewing Transaction Details

Use the **Transactions** link in the blue tool bar to view *all* cardholder activity for all users, on one screen.

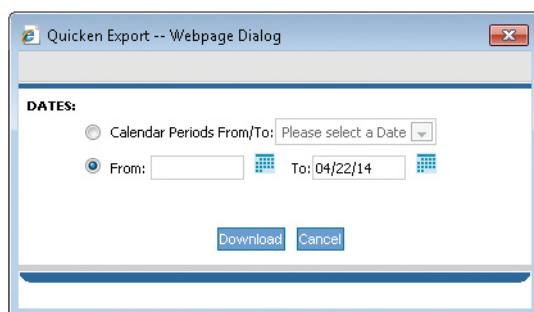
1. To isolate individual cardholder data, enter the card number you want to review into the card field and click the **Filter** button.
2. The system provides relevant data for this card supplied directly from merchants on the next screen.



Exporting To Quicken

The Advanced Reporting Tool allows you to export financial data to Quicken or QuickBooks.

1. From the **Transactions** screen, enter a date range and click the Filter button. The system displays a list of transactions for the selected date range.
2. To export the file, go to the bottom of the screen and click the **Output File** button, then select your preferred output format.
3. Enter the date range to begin the download process to your financial software.



Expense Allocation

The Advanced Reporting Tool enables you to assign your company's internal accounting codes to each purchase, using up to 3 levels of your unique Cost Accounting Codes (CACs). You will save time reconciling data when you download transactions into accounting software, because the card expenses will be pre-coded.

Both cardholders and Program Administrators can use this feature. To begin:

1. Click on **Transactions** in the blue Task bar. Use the Filter fields to enter the Cardholder number and the date range of transactions you want to encode. Click the dark blue **Filter** button on the right of the screen.
2. The transaction details that you want to encode for that card are then displayed, by date. To encode a transaction with your company ledger data, select that transaction by clicking in the box to the left of that transaction line.
3. Then click on the **Assign CACs** button on the bottom left.
4. This opens up a box where you can input up to 3 levels of your company's internal accounting codes, using numbers or letters for each level. The 3 levels are optional; if your company only uses one coding level, that is your choice.
5. Click the **Submit** button at the bottom of the box.
6. When you return to the Transaction screen, you can see the details you entered by using the scroll bar in the bottom right portion of your screen. You can edit or remove this coding at any time.

The screenshot displays the 'ADVANCED Reporting Tool' interface. The top navigation bar includes 'Administration', 'Home', 'Security', 'Privacy', 'Terms & Conditions', and 'Contact Us | Logout'. The main header shows the user is logged in as 'Program Administrator, INCEPT CORPORATION' on 4/22/14. The 'Transactions' section is active, showing a table of transactions with columns for Date, Cardholder, Card Number, Merchant, Billing Amt., Status, Original Amt., Net Amt., and Discount. A transaction for 'apple funes store' on 04/27/14 is selected. Below the table, the 'Assign CACs' button is highlighted. A dialog box titled 'Assign Cost Allocation Codes -- Webpage Dialog' is open, showing a 'Select a Level' dropdown menu with options for 'Level 1 Unique ID', 'Level 2 GL Account', and 'Level 3 Cost Center'. The dialog also has an 'Enter Text:' field and 'Submit', 'Submit and Close', and 'Close' buttons.

Online Reports (Ad hoc Inquires)

Clicking the **Online Reports** tab enables the PA to create ad hoc requests for viewing and downloading cardholder transactions by Merchant Category Group (MCG), Merchant Category Code (MCC), Merchant and Cardholder. It is also possible to view queries for Inactive cards Card Spend Summary.

Merchant Inquiries

The MCG, MCC and Merchant Inquiries display in the order of highest spend first.

1. Select **Online Reports** from the Quick Links Menu. You will be defaulted to the **MCG Inquiry** screen. The screen automatically displays data for the current cycle (first day of cycle to current date). You can edit the dates as needed by editing the "From" and "To" calendars.
2. Filter by Merchant Name by typing the Merchant's name into the **Merchant** field. This will return transaction spend for that specific merchant for the period selected.
3. Click on the **Reset** button to return to default settings.
4. From the MCG Inquiry, it is possible to click on the blue hyperlinks to drill further down into MCC and Merchant Inquiries
5. Click the **Output File** button in the bottom right of the screen to download your report into Excel.

The screenshot shows the 'MCG Inquiry' screen in the 'Advanced Reporting Tool'. The interface includes a navigation menu with options like 'Administration', 'Transactions', 'Inquiries', 'Run Reports', 'Download Reports', and 'Alerts'. The main area contains a search bar with fields for 'Merchant Category Group', 'Merchant', 'Billing Currency', 'From' date, and 'To' date. Below the search bar is a table with the following data:

MCG Code	MCG Description	Avg. Trans Value	Total Value / Trans No.
12	Mail Order/Direct Selling	13,443.83	46,349.59 USD (3)
0	Unknown MCG	5,303.62	16,687.25 USD (3)
21	Drink And Advertising	1,494.55	8,967.28 USD (6)
31	General Retail And Wholesale	950.75	2,852.26 USD (3)
24	Businesses Int./Commercial Supplies	896.34	196.34 USD (1)
22	Books And Periodicals	402.30	402.30 USD (1)
30	Restaurants And Bars	240.54	240.54 USD (1)
37	Traavel	140.00	140.00 USD (1)
20	Computer Equipment And Services	127.44	127.44 USD (1)
15	Professional Services	125.00	125.00 USD (1)

At the bottom of the table, there is a pagination control: '< Previous 1-10 of 10 Next >'. In the bottom right corner, there is a blue 'Output File' button.

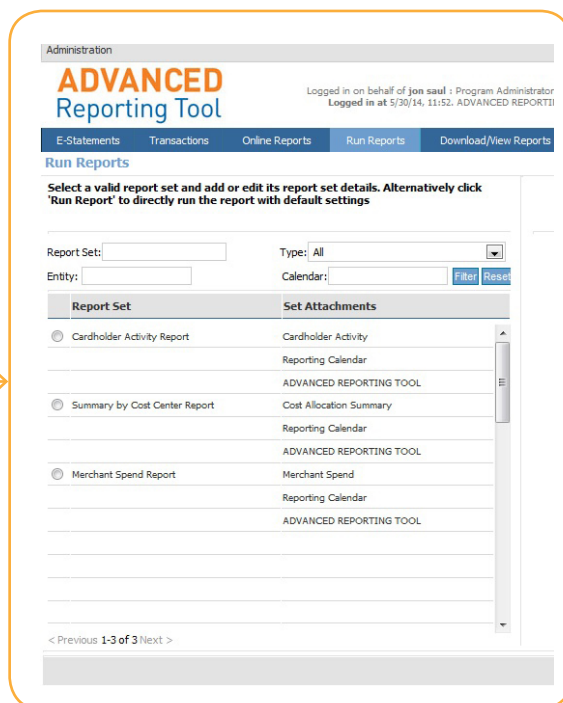
Preformatted Reports

There are three pre-formatted Reports available to run in the Advanced Reporting Tool. These Reports can be tailored to extract the required data, and are available in a number of different formats (pdf, rtf, xls). The reports are:

- **Cardholder Activity** Report
- **Summary by Cost Center** Report
- **Merchant Spend** Report

To access and run these Reports: 

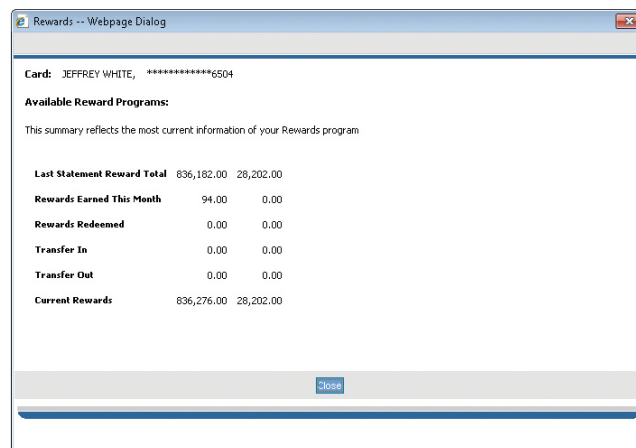
1. Select **Run Reports** from the Quick Links menu. A list of available Report Sets is displayed in the Run Reports screen.
2. Select the Report Set to run by enabling the radio button beside it.
3. Click the **View Details** button to confirm/change report run dates or the report output type. Clicking directly on the **Run Report** button will default to the current billing period.
4. The report is scheduled to run.
5. After it is complete, you can view or download it by clicking on **Download/View Reports**. This takes you to a list of the finished reports. Look for a status of “ready” before you can access the report in your chosen format.



Rewards

Use ART to view cardholder rewards (PNC points®, cash rebates or Travel miles).

1. Start by going to **Administration > Card > Card Management** and then select the cardholder account you want to view.
2. On the bottom of the screen, click on **Add/View/Edit** to open up the Card Details box. Click the Rewards button on the bottom right corner of this box.
3. The Rewards box will launch. Here you'll see information for the available rewards programs.



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