

IntelliLink Administrator Guide

**COMMERCIAL CARD PAYMENT
SOLUTIONS**

IntelliLink Administrator Guide



For all support related inquiries, contact our Account Management Support team from 8:00 a.m.–6:00 p.m. CST, Monday–Friday at:

Phone: 877.346.1412

Email: CommercialCards@htlfcps.com

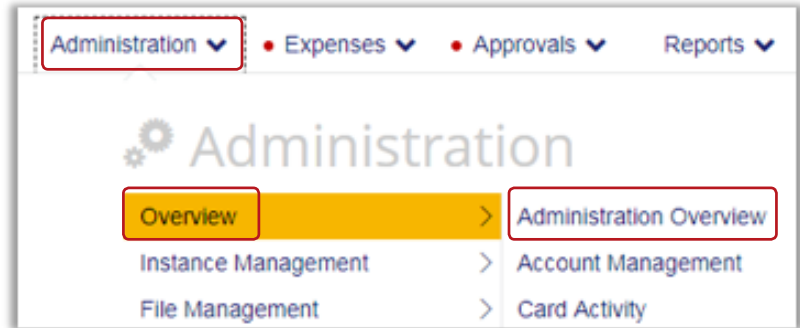
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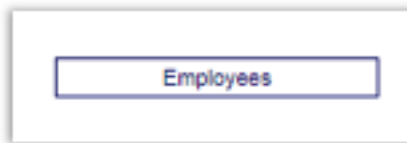
EMPLOYEE ADMINISTRATION

ADD A USER

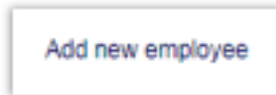
Step 1: Select Administration > Overview > Administration Overview



Step 2: Choose Employees



Step 3: Close out of the pop-up, and select Add New Employee in the top left



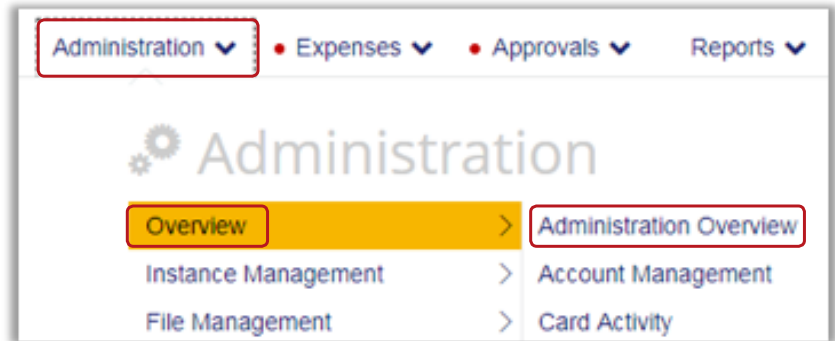
Step 4: Fill out the personal details in the pop up

- Employee ID
- First/Last Name
- Email address
- Company Unit (must choose—select unallocated if not utilizing)
- Your password (Your administrator password)
- Charge Group (select All Codes if not utilizing)
- Report Group (Individual, Manager or Administrator)
- Approval Role (Approvee: 1, if using approvals)
- Manager Details—only select a level 1 manager unless otherwise noted; select the person icon to the right to choose who will approve this employee's transactions
- Default Coding—enter any employee level defaults, if applicable
- Delegation—select the person icon to the right to choose who should also have coding rights to this user's card

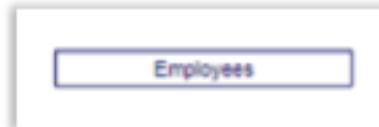
- User details—as a standard, we always use the email address as the username
- Select Save

MODIFY USER AND USER DETAILS

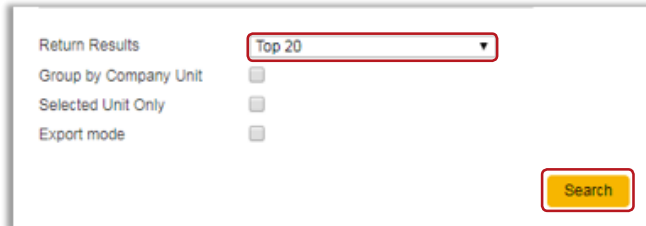
Step 1: Navigate through Administration > Overview > Administration Overview



Step 2: Select Employees



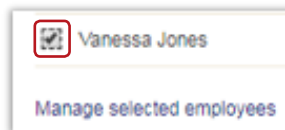
Step 3: Change Return Results to All in the pop up, followed by Search



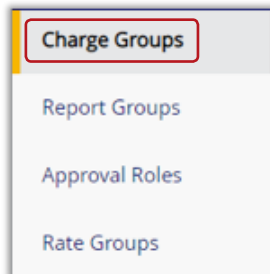
To modify an employee's Charge Group, Report Group or Approval Role, follow the below steps:

Step 1: Select the box to the left of the employee(s)

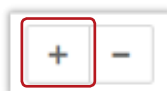
Step 2: Choose Manage selected employees at the bottom left of the screen



Step 3: Select which item to be changed (Charge Groups, Report Groups, Approval Roles or Rate Groups)



Step 4: To add, select the (+) next to the respective option, followed by Done and Confirm



Step 5: To remove, select the (-) next to the respective option, followed by Done and Confirm




To Modify a user's personal details, select the  icon to the right

Step 1: Within the pop up, select Edit next to Personal Details to change first/last name, email address, phone number and company unit.

Step 2: To edit the manager (or approver), select Edit next to Manager and search for whom should approve this employee's transactions. *Note: do not add a manager in hierarchy 2-6, unless this was previously discussed.

Step 3: There's an option to remove the employee record at the bottom of the pop up. Only use if the cardholder has no transactions. For best practice and reporting purposes, leave the employee record attached to their respective card. You can lock their account and access to IntelliLink. Reference step below.




Step 4: The  icon displays the account mapped to the employee record

To set employee charge code defaults, select the  icon.


Step 1: Select the drop down and search (as if coding a transaction) for the code to default

Step 2: Select save


Edit Username

Step 1: Select the  icon. *Note: as a standard, we use the email address as a username. This ensures unique credentials across all domains of IntelliLink.



Change Password

Step 1: Choose the  icon. The user will be prompted to reset their temporary password upon login

Reset Memorable Word

Step 1: The  icon will allow the reset of both the memorable word and password. IntelliLink emails the temporary password to the user; this is the only way to reset the memorable word

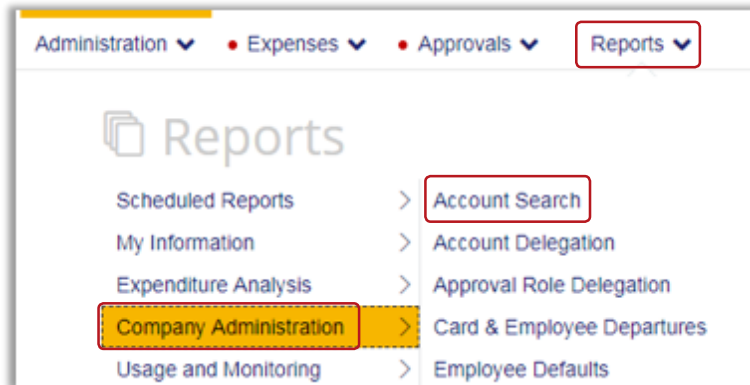
Unlock/Lock Users

- Step 1:** The  will turn  if:
- The user unsuccessfully attempts to login three times
 - An admin locks their account
- Step 2:** To unlock, simply select the icon
- If the user has forgotten their password, also reset the password

MAP AN ACCOUNT TO AN EMPLOYEE RECORD



This allows the employee to view this account's transactions upon login. For reporting and best practice, every card should be mapped to its own employee record, including billing accounts, virtual cards, department cards, etc. There should never be an account unmapped, and there should only be one account mapped to an employee record (unless utilizing Cash Expenses).

- Step 1:** Navigate through Reports > Company Administration > Account Search



- Step 2:** Ensure All accounts are selected both under Account Mapping and Account Activity

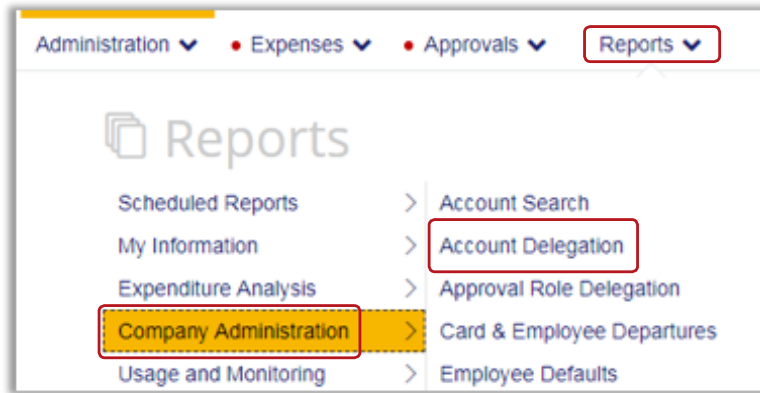


- Step 3:** Select Search
- Step 4:** Select the digit in the Unmapped column
- Step 5:** Choose the  icon to the right, and search for the employee record that matches the card by selecting the  icon to the right.

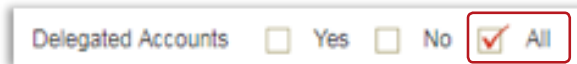
DELEGATE ACCOUNTS

This allows employees other than who the account is mapped to code the card's transactions. For example, virtual cards and ghost cards should be delegated to an employee to code. Accounts can be delegated to multiple employees. Although like mapping, delegating the card is only making it visible to an employee. The card must still be mapped to its individual employee record. Refer to steps above for card mapping.

Step 1: Navigate through Reports > Company Administration > Account Delegation



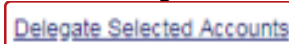
Step 2: In the pop up, ensure All is selected for Delegated Accounts, followed by Search



Step 3: To delegate an account, check the box on the right side



Step 4: Select Delegate Selected Accounts in the bottom right



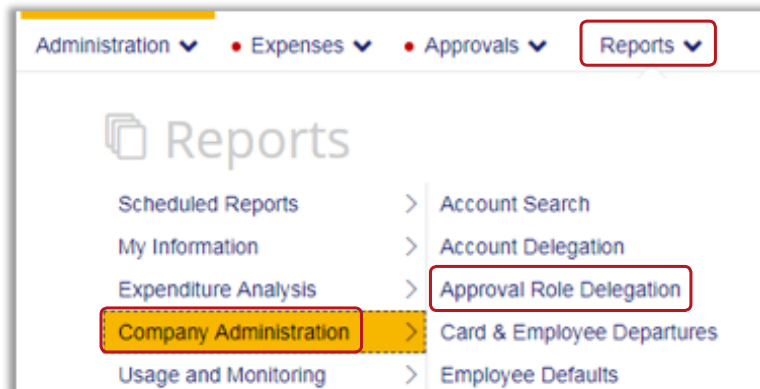
Step 5: Search for the user to delegate this account by choosing the 🔍 icon to the right

- Option A:** 🗑️ will remove the delegation to this employee on the account
Option B: 📅 allows an expiration date to be set for the delegation

APPROVAL DELEGATE

This allows employees other than the manager (approver) to approve transactions. For example, if Manager X will be out for two weeks on vacation, it is useful to delegate Manager X's approval role to another employee so they can approve transactions on Manager X's behalf. This function also works well with centralized approval, as it takes the strain off one single manager to do all approving.




Step 1: Navigate through Reports > Company Administration > Approval Role Delegation



Step 2: Ensure **NO** is selected for Delegated Roles Only, followed by Search

Step 3: Select the 🧑 icon to delegate this approver's role to another employee

Step 4: Search for the employee, and select the 🔍 icon to the right to select

- OPTION A:**  will remove the delegation to this employee on the account
- OPTION B:**  allows an expiration date to be set for the delegation
- OPTION C:**  will show the delegation history


TRANSACTION CODING

CODE A TRANSACTION

Administrators have access to all accounts for coding. There is a report that can be pulled (reference the Reports section) to view all accounts. If the PA also has an account, transactions will appear under the My Expenses section on the home page. Selecting the red number under Action Required, choosing the Expenses Tab > Statement Period or selecting red number on the left side next to Expenses will all bring up the account holder’s expenses.

Each option leads to the following view of expenses:

Tran Date	Supplier	Image(s)	Amount Incl	
10/12/2018	Wingate By Wyndham Sh Pum	No	13,634.58	 
10/13/2018	Mimeo Com	No	162.55	 
10/13/2018	The Home Depot 4611	No	5.45	 
10/13/2018	United Air	No	350.43	 
10/24/2018	# 0946 La Quinta Inns	No	150.10	 

Step 1: Select the  icon to launch the pop up box for coding

	Location	GL Account	GL Sub Account	Job Number	Amount Incl
Line 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	6817.29
Line 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	6817.29
Line 3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Line 4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
More..					Balance 0.00

- All segments denoted with the blue * are mandatory—must be coded to save
- If codes are added as favorites (see below for instructions), they will be listed in each segment’s drop down

*** Location**

100 - Kansas City

200 - Denver

300 - Chicago

[Search]

Step 2: Select or free text the code for all segments applicable
Step 3: Attach receipt (see below for instructions), if applicable

Receipt

Step 4: Add necessary description—free text box


Description

Purchase Wingate By Wyndham Sh Pum


Step 5: Select Save
 — The  will turn to a , indicating coding has been completed

ADD A CODE AS A FAVORITE

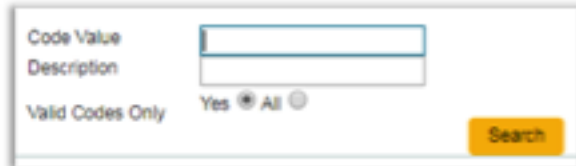
IntelliLink allows each user to save up to fifteen codes as a favorite, per segment. Favoriting a code adds it to the segment drop down, eliminating the search for codes on each transaction.

- Step 1:** Select the  icon as if coding the transaction
Step 2: Choose the drop down on the segment to add a favorite

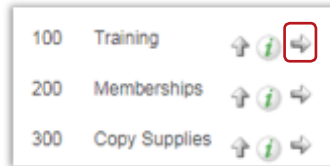


- Step 3:** Select [Search]


- Step 4:** Search by Code Value, Description or leave code value and description blank and choose Search to bring in all codes available



- Step 5:** Select the  icon next to the code to save as a favorite



- Step 6:** To remove a favorite, select the  icon from the code on the right

SPLIT A TRANSACTION

IntelliLink allows transactions to be split between multiple lines, enabling the expense to be split between multiple accounts.

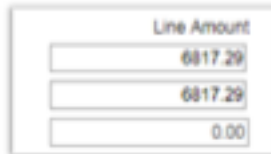
- Step 1:** Select the  icon to the right of Line 1



- Step 2:** Select how many lines to split the transaction between in the drop down




- Step 3:** Manually manipulate the line amounts (free text), if desired



- Step 4:** Choose Save

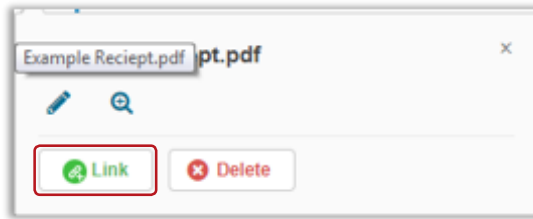
- Step 5:** Continue coding the transaction as normal

ATTACH A RECEIPT

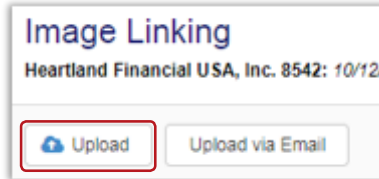
- Step 1:** Select the  icon next to Receipt from the coding screen



Option A: If there are receipts in the image library, select the image, and choose link



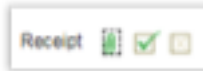
Option B: To upload an image from the desktop, select the Upload icon in the top left



OPTION C: To upload images via email, select the Upload via Email in the toolbar

- Email the image from your device to the email address listed
- **Note:** there can be a short delay before the receipt displays in the image library

NOTE: The boxes next to Receipt will turn green with a checkmark, indicating the image has successfully been linked

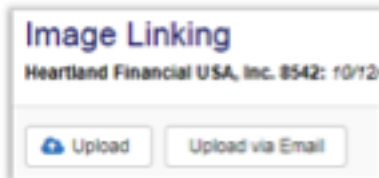


ADD A RECEIPT TO THE IMAGE LIBRARY

Cardholders can add receipts to the image library the following three ways:

Option A: Upload via a unique Email Address

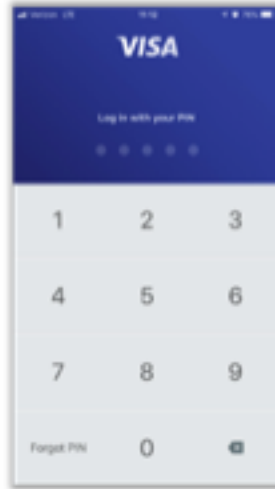
- Each user is assigned a unique email address which can be found by selecting the Upload via Email option when entering to attach a receipt



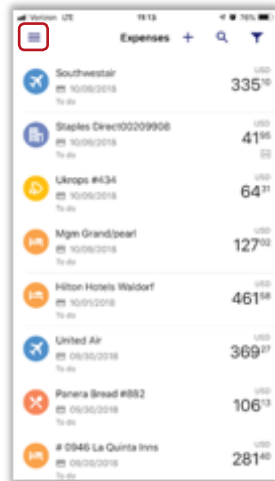
- This works best when the user saves the address as a contact in their phone, takes a photo of the receipt and sends it to this address.
- Note: the receipt could take a few hours to appear.

Option B: Uploading via the Visa IntelliLink Spend Management mobile application. End users can download the above application, and attach the receipt through the below steps.

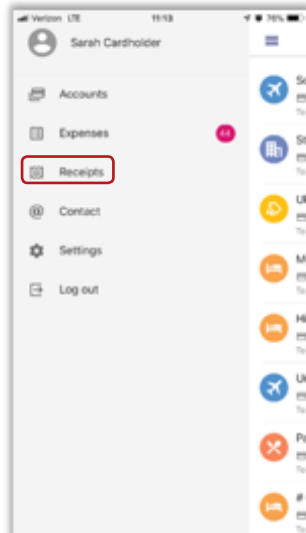
Step 1: Login with PIN



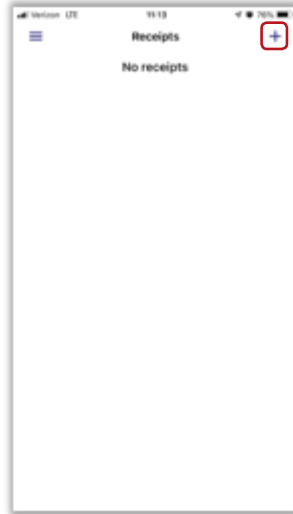
Step 2: Select the hamburger icon in the top left



Step 3: Select Receipts from the options



Step 4: Select the + icon in the top right



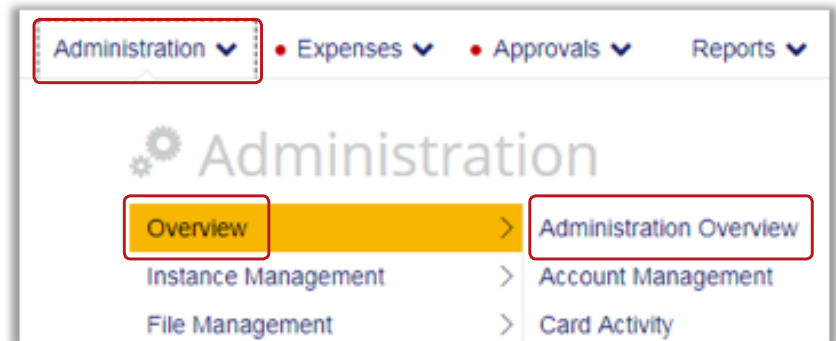
Step 5: Choose to either attach a receipt using the camera or attach a receipt from your gallery.

Option C: Upload from the desktop, as described above.

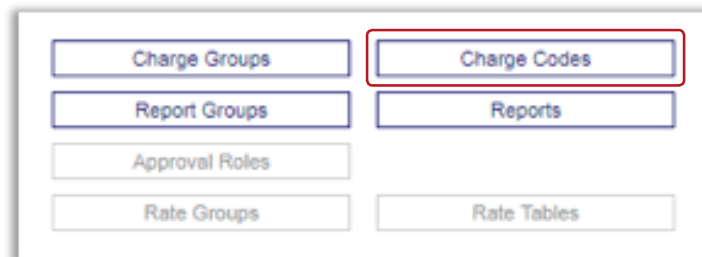
COMPANY ADMINISTRATION

CREATE A NEW CHARGE CODE

Step 1: Navigate through Administration > Overview > Administration Overview

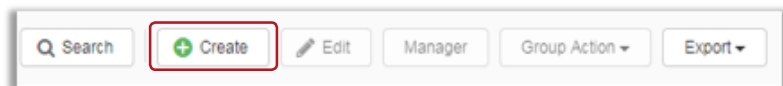


Step 2: Select Charge Codes



Step 3: Exit out of the pop up

Step 4: Select Create in the toolbar



Step 5: Fill out the below in the new pop up for the code (bolded option are mandatory)

The form contains the following fields:

- Type: dropdown menu
- Value: text input
- Description: text input
- Status: radio buttons for Active (selected) and Inactive
- Advanced Description: text area
- Charge Group(s): dropdown menu
- Parent Type: dropdown menu
- Parent Value(s): dropdown menu

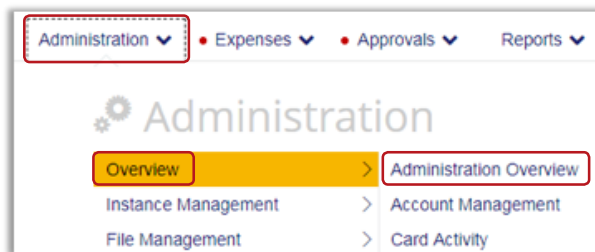
- Type: segment the code lives under (i.e. Department)
 - Value: value of code (i.e. 400)
 - Description: description of code (i.e. Human Resources)
 - Advanced Description: any additional information to include
 - Charge Group: each code must be allocated to All Codes; add the code to any additional groups that will need access to the new code
 - Parent Type: segment parent code lives under
 - Parent Value: indicate the parent code for the new code, if applicable
 - **Note:** adding a child code is not possible
- Select Save

Step 6:

EDIT A CHARGE CODE

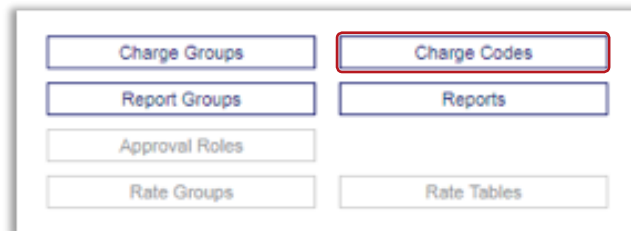
Step 1:

Navigate through Administration > Overview > Administration Overview



Step 2:

Select Charge Codes



Step 3: In the pop up, search for the code to be modified by value, description or type, followed by Search

Step 4: Select the check box on the left side

Step 5: To modify the description or advanced description, select Edit from the toolbar

— **Note:** account numbers cannot be modified.

Step 6:

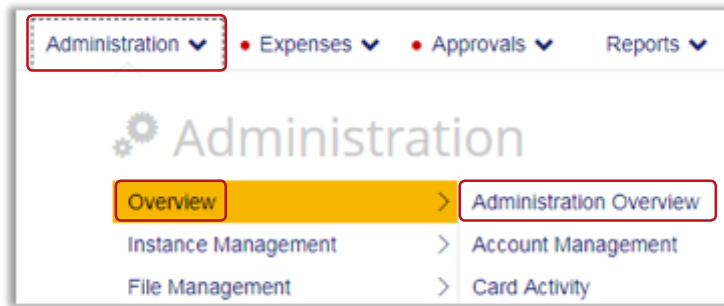
Select Group Action in the toolbar to add/remove from a charge group, inactivate or activate, add or remove a parent relationship or to delete the code. You can select multiple codes at once with the Group Action function.

— **Note:** deleting a code will completely remove it from the system. For best practice, only inactivate codes. Inactivated codes will not be available for coding purposes.

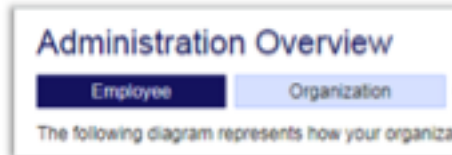
SET AND REMOVE DEFAULT CODES

IntelliLink allows for defaults to be set at the transaction level (by merchant group/merchant category/supplier), and it allows for defaults to be set by employee. Follow the below to set defaults both by company and by employee. **Note:** setting default codes does not work in retrospect; therefore, any new default will only go into effect for new transactions posting to the account.

Step 1: Navigate through Administration > Overview > Administration Overview



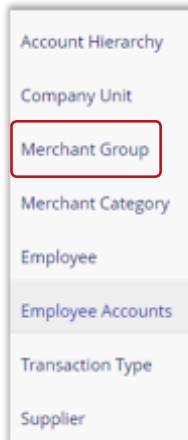
Step 2: Choose Organization in the top toolbar



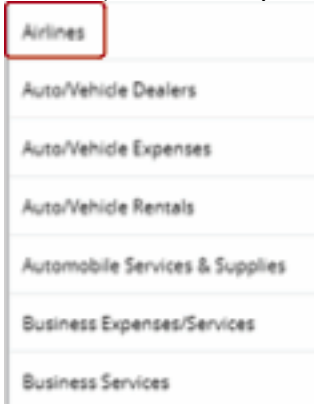
Step 3: Select Default Codes



Step 4: Select a category to begin – i.e. Merchant Group

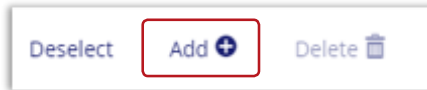


Step 5: Select which merchant groups to set a default code for, i.e. airlines, followed by search



To Add
Step A:

Choose Add in the top toolbar

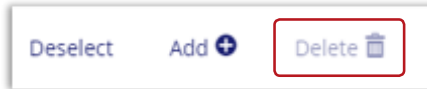


Step B:

In the pop up under Default Coding, add the code to the appropriate segment – i.e. If all hotel transactions should default the GL Account to 4200, select the (+) next to GL Account and choose one of the codes listed, or enter the value/description and search.

To Remove
Step A:

Select the item containing a default code, and choose delete from the top toolbar

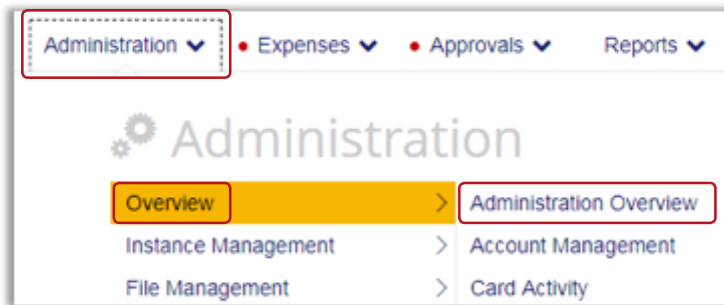


ADD AND EDIT A CHARGE GROUP

Charge groups restrict access to codes by employees. Charge groups improve coding efficiency, as employees can only see codes they will use. Once a charge group is created, employees and charge codes must be added to the group.

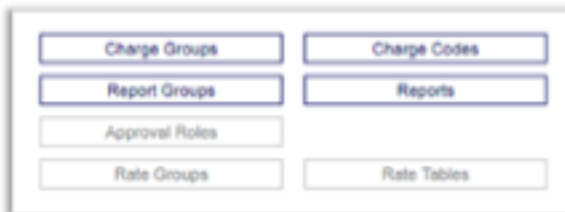
Step 1:

Navigate through Administration > Overview > Administration Overview



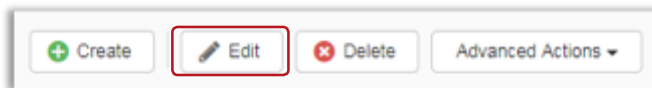
Step 2:

Select Charge Groups



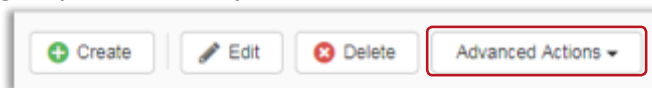
Option A:

To edit the name, select the group, followed by Edit in the toolbar



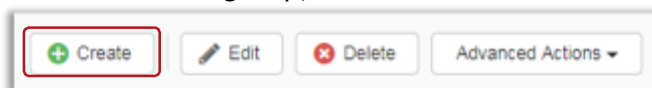
Option B:

To remove all codes or all employees from the group, select the group, followed by Advanced Actions



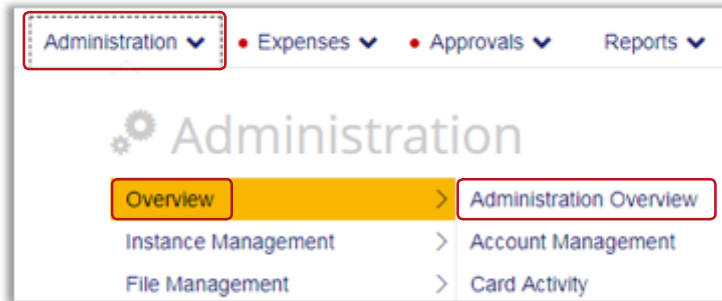
Option C:

To create a new group, select Create from the toolbar

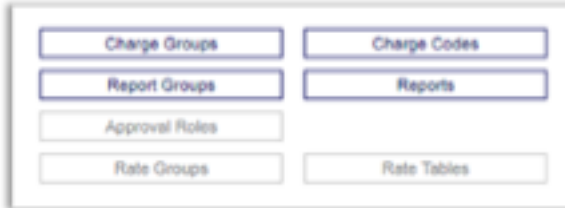


ADD/REMOVE A CHARGE CODE TO/FROM A CHARGE GROUP

Step 1: Navigate through Administration > Overview > Administration Overview



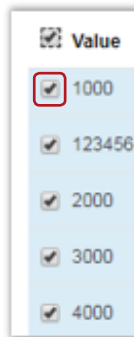
Step 2: Select Charge Codes



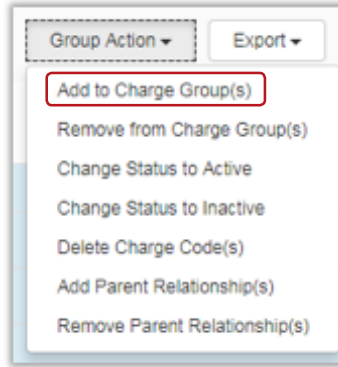
Step 3: Use the pop up to search for the charge code to add to the group

A screenshot of a 'VISA Charge Code Search' pop-up window. The window is divided into two main sections: 'Charge Codes' and 'Manager Details'. The 'Charge Codes' section includes fields for 'Type' (set to 'All Code Types'), 'Value', 'Description', 'Charge Group(s)', 'Parent Type', and 'Parent Value(s)'. It also has radio buttons for 'Status' (Active Only, Inactive Only, Both) and 'Usage' (Used Only, Unused Only, Both). The 'Manager Details' section includes radio buttons for 'Manager Allocated' (Yes, No, Both) and input fields for 'First Name' and 'Last Name'. At the bottom right, there are 'Search' and 'Cancel' buttons.

Step 4: Select the box to the left of the code(s)



Step 5: Choose Group Action > Add to Charge Group(s) or Remove from Charge Group(s)

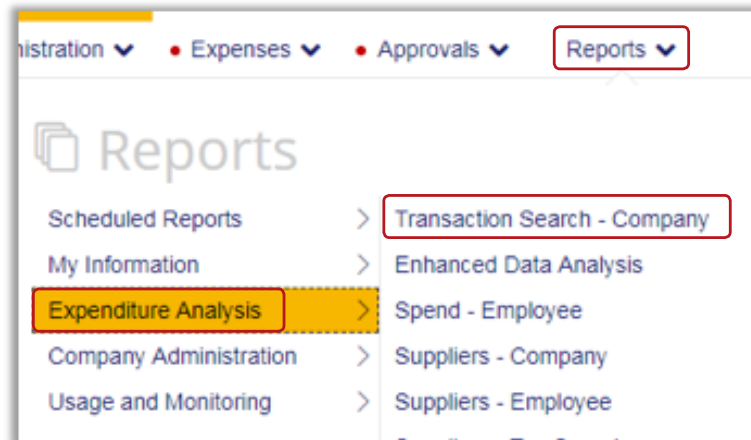


REPORTS

TRANSACTION SEARCH – COMPANY

This report is intended to be ran by the company administrator to see transactions across the company by all employees.

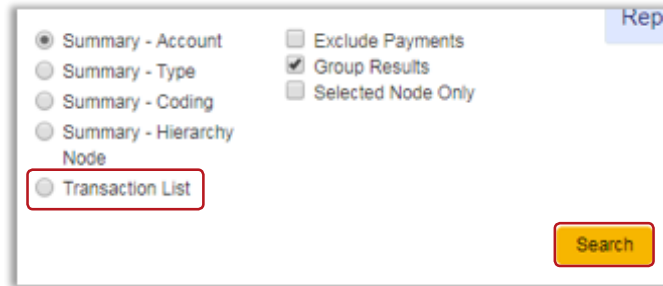
Step 1: Navigate through Reports > Expenditure Analysis > Transaction Search – Company



Step 2: Set report parameters in the large pop-up filter

A screenshot of a software interface showing a large pop-up filter for the 'Transaction Search - Company' report. The filter is divided into several sections. The top section contains fields for 'Account Holder First Name', 'Account Holder Last Name', 'Account Holder Employee ID', 'Hierarchy Node', and 'Account Number (Last 4 Digits)'. The middle section contains fields for 'Statement Issued' (Heartland Financial USA, Inc.), 'Statement Period' (1/15/2019 to 12/14/2019), and 'Account Type' (All Types). The bottom section contains fields for 'Start Date', 'End Date', and 'Execution Range'. The right side of the filter contains a 'Transaction Type & Status' section with dropdown menus for 'Transaction Type', 'Transaction Status', 'Approval Status', and 'Policy Status'. Below this are radio button options for 'Receipt Status', 'Personal Transactions', 'Linked Transactions', and 'Disputed Transactions'. The bottom right section contains a list of report options: 'Supplier Groups', 'Supplier Properties', 'Currency & Amount', 'Enhanced Data', 'Coding Information', 'Extract History Options', 'Additional Fields', and 'Report Templates'. At the bottom, there are radio button options for 'Summary - Account', 'Summary - Type', 'Summary - Coding', 'Summary - Hierarchy Node', 'Transaction List', 'Exclude Payments', 'Group Results', and 'Select None Only'.

- Most common filtering is done by account holder name, statement period or by a specified date range
- List displays best by selecting Transaction List in the bottom left, followed by search

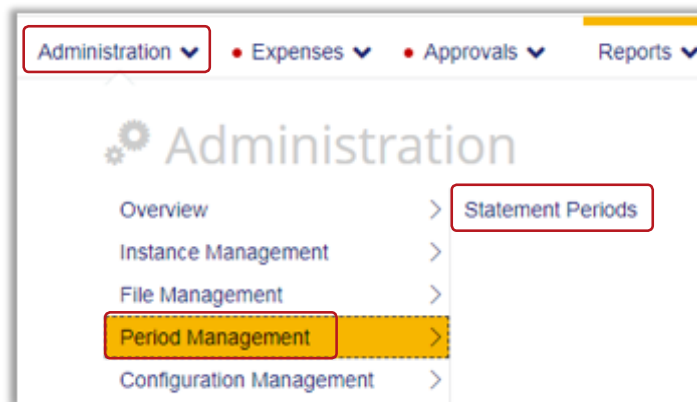


Step 3: Export by selecting Excel or PDF in the bottom left



EXTRACT

Step 1: Navigate through Administration > Period Management > Statement Period



Step 2: Select Extract next to the period

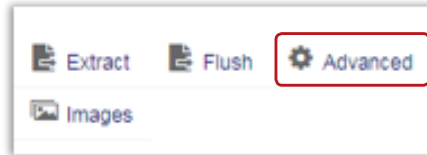


Heartland Financial USA, Inc. 8542					
Extract	Incomplete	Waiting	Question	Approved	No Rule
New	185	15	0	0	0

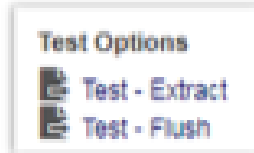
- **Incomplete:** transactions that have not been completed or are in error
- **Waiting:** number of transactions pending approval
- **Question:** number of transactions that have been returned to the cardholder by the approver with a question
- **Approved:** number of transactions that have been coded and approved
- **No Rule:** number of transactions that have no associated approval rule

TEST EXTRACT

Step 1: Select Advanced to the far right.



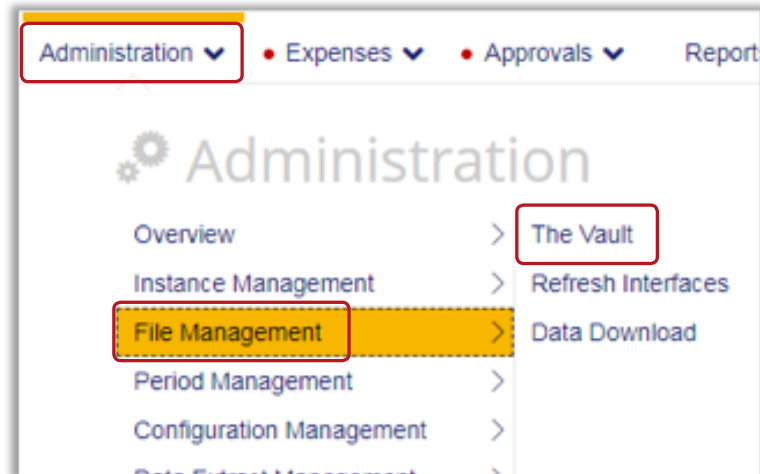
Option A: Test – Extract
– Drip feed file of transactions
– This will only export transactions that have been coded and approved



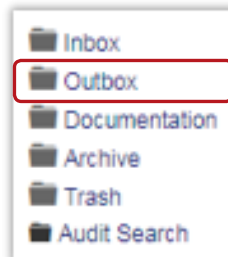
Option B: Test – Flush
– Pulls all transactions for the period regardless of completion or status

Step 2: Once selected, confirm to create the extract file

Step 3: Navigate to The Vault to download the file
Administration > File Management > The Vault



Step 4: Select Outbox



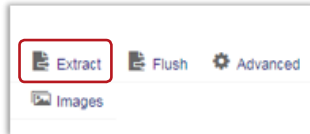
Step 5: Select the download option to the right of the extract



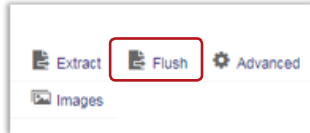
TRUE EXTRACT

A true extract locks down all transactions. They cannot be modified once this extract is completed. For best practice, always run a true extract once coding has been completed for the period.

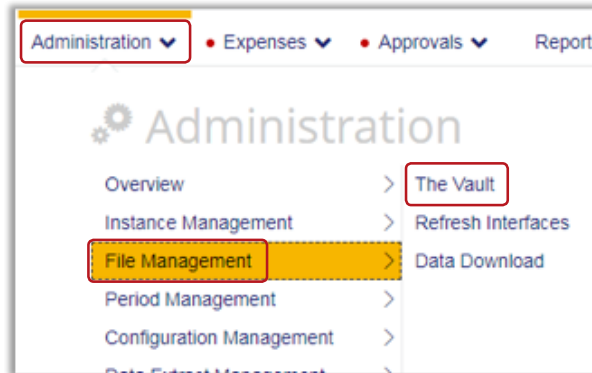
- Option A:** Select Extract
- Drip feed file of transactions
 - Only extracts transactions that have been coded and approved



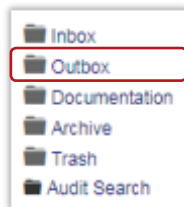
- Option B:** Select Flush
- Exports all transactions regardless of status



- Step 1:** Once selected, confirm to create the extract file
Step 2: Navigate to The Vault to download the file
 Administration > File Management > The Vault



- Step 3:** Select Outbox

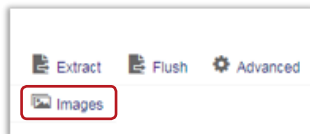


- Step 4:** Select the download option to the right of the extract



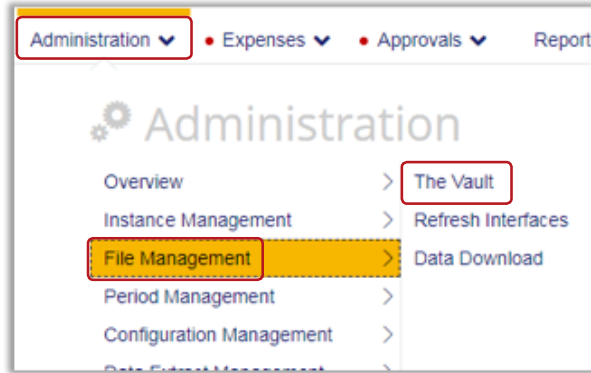
IMAGE EXTRACT

Exports all receipts into a zip file

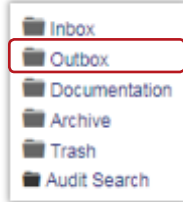


- Step 1:** Must first run the true Extract (not a flush extract)
Step 2: Once selected, confirm to create the extract file

Step 3: Navigate to The Vault to download the file
Administration > File Management > The Vault



Step 4: Select Outbox



Step 5: Select the download option to the right of the extract

