Santander Commercial Banking

November 2023

Santander Commercial Card

CentreSuite Expense Management Guide

For Cardholders

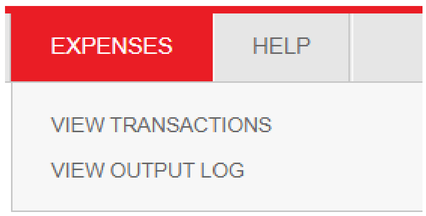
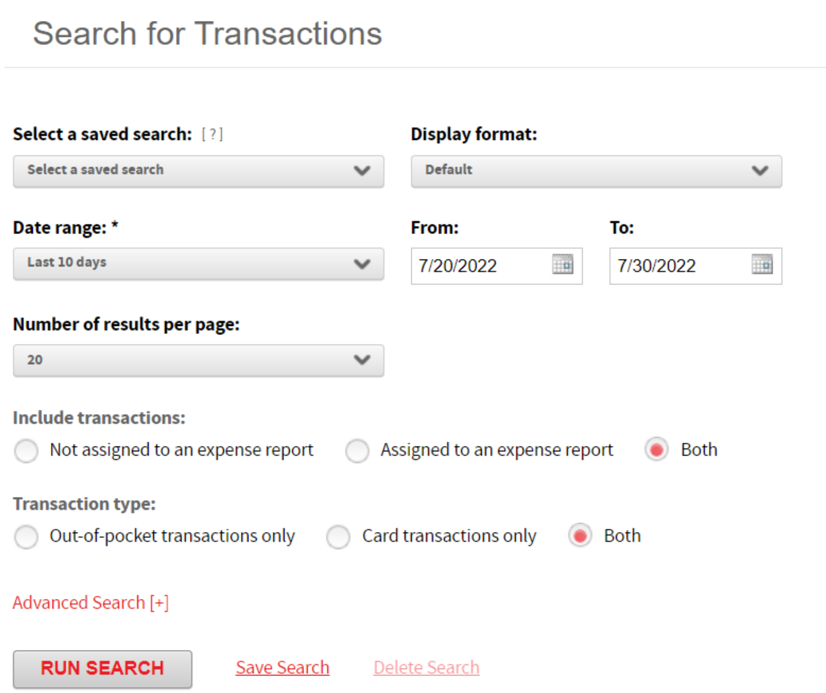
1 Introduction

This guide is for cardholders who use Centersuite to create and submit expense reports.

There is a supplementary document, ‘Cardholder Getting Started Guide’ which outlines how to register and get started in the CentreSuite tool. This can be provided by your company program administrator.

If you have any questions on how to use CentreSuite, please contact your company program administrator.

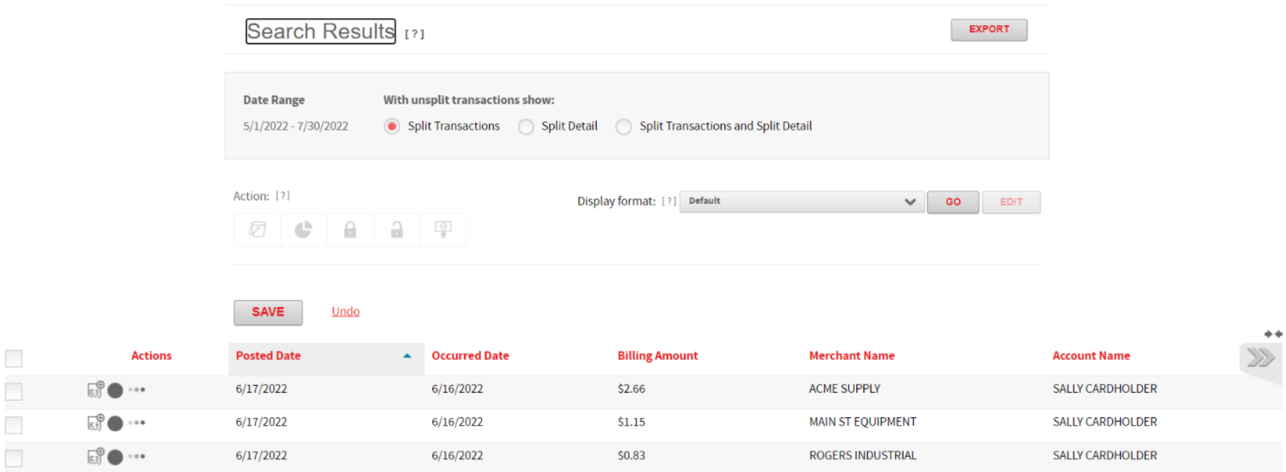
2 Searching for Transactions

<table>
<tr><th>Step</th><th>Action/Information</th></tr>
<tr><td>1</td><td>Click on the Expenses menu and choose the View Transactions option.

</td></tr>
<tr><td>2</td><td>Use the filters to define the transactions to view, and click on Run Search. Search criteria can be saved

</td></tr>
</table>

Santander Commercial Banking

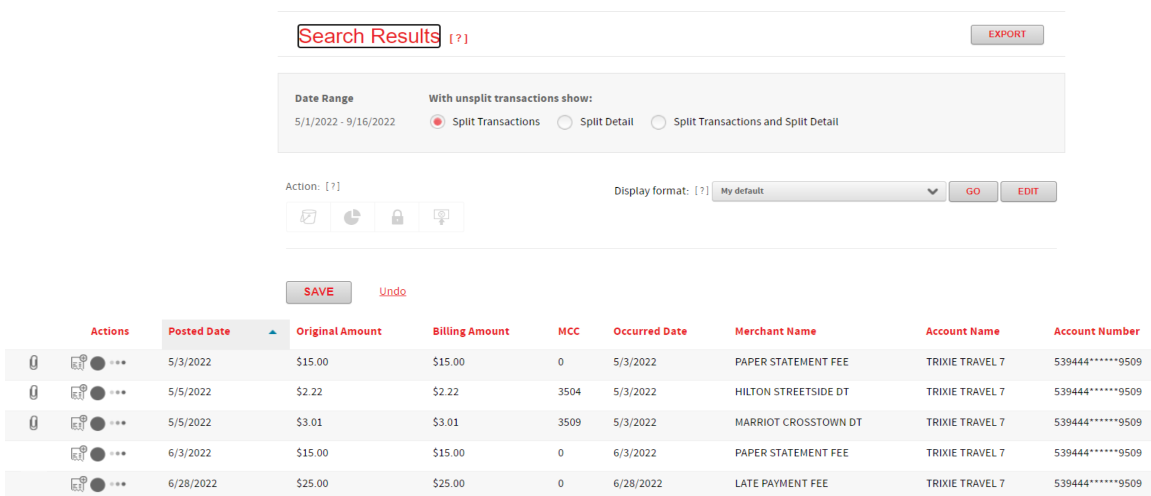
<table>
<tr><th>Step</th><th>Action/Information</th></tr>
<tr><td>3</td><td>

The results are shown on the page.



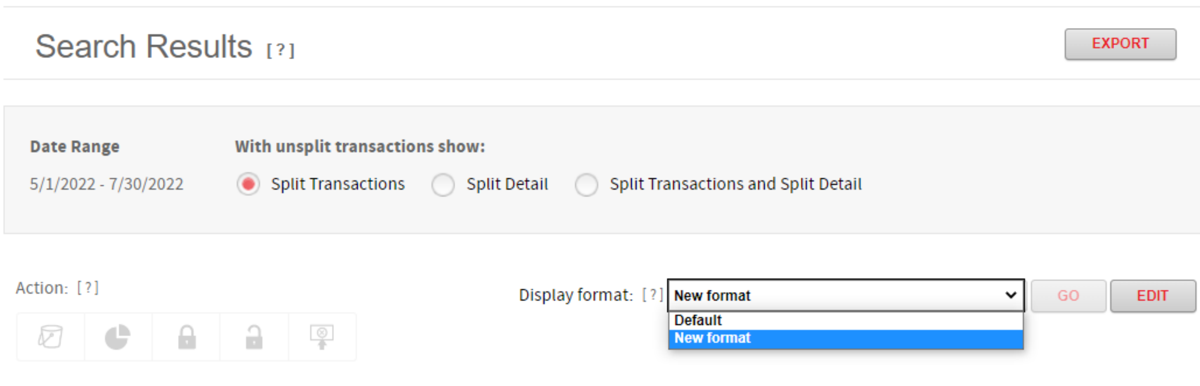
A paper clip means the transaction has already been attached to an expense report.

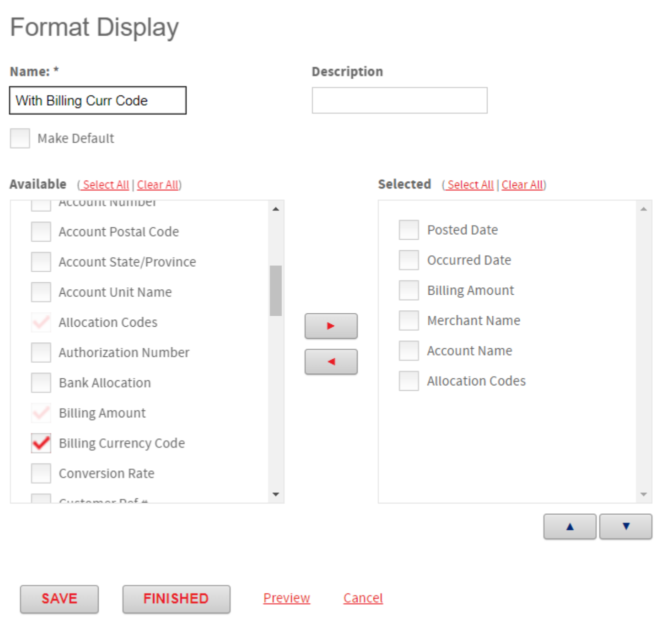
A solid circle under Actions means it is the whole transaction, i.e,; it has not been split.



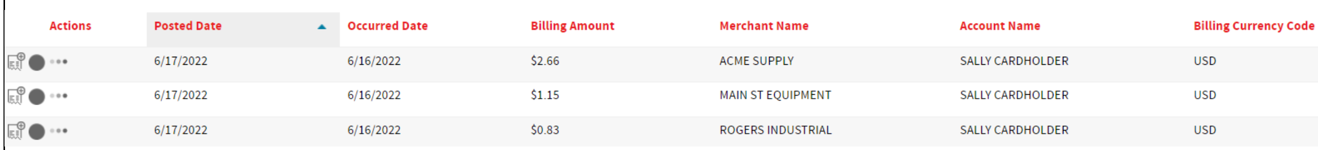
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action/Information</th></tr>
<tr><td>4</td><td>You can display more fields on this Search Results page by choosing the New Format option under Display Format.


</td></tr>
<tr><td>5</td><td>Choose the field you would like added and click the right arrow to select (or the left arrow to remove). Click Finished when you have chosen all the ones you want. You can name and save the display formats and select them each time you do a transaction search.


</td></tr>
</table>

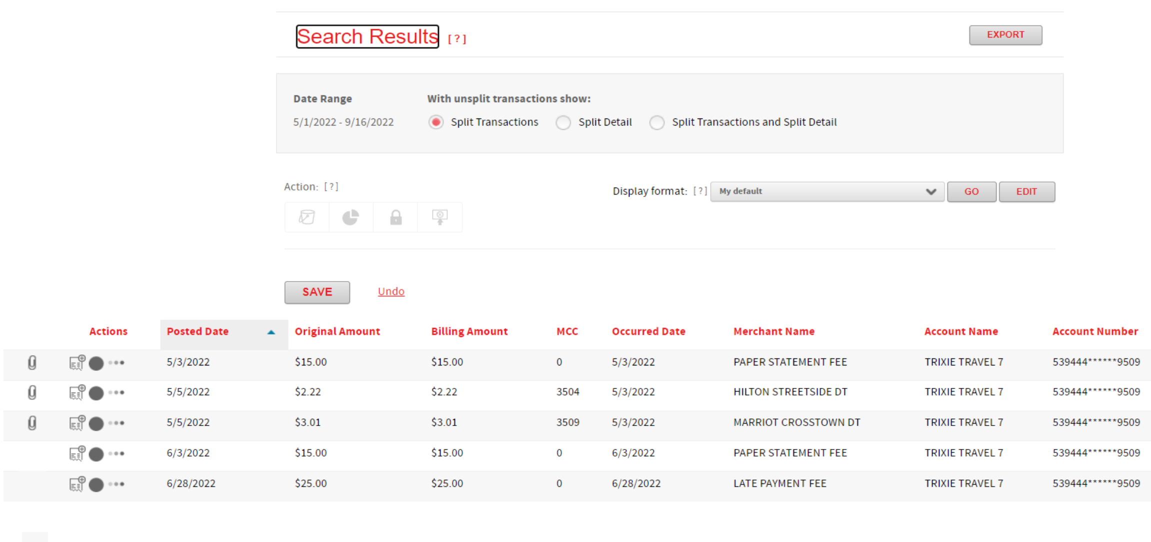
Step	Action/Information
6	The new field will now be given in the Search Results



Actions	Posted Date	Occurred Date	Billing Amount	Merchant Name	Account Name	Billing Currency Code
•••	6/17/2022	6/16/2022	$2.66	ACME SUPPLY	SALLY CARDHOLDER	USD
•••	6/17/2022	6/16/2022	$1.15	MAIN ST EQUIPMENT	SALLY CARDHOLDER	USD
•••	6/17/2022	6/16/2022	$0.83	ROGERS INDUSTRIAL	SALLY CARDHOLDER	USD

3 Reviewing Transactions

Step	Action/Information
1	To see the transaction details click on the three dots under **Actions** from the **Search Results**.



Search Results [?]

EXPORT

Date Range

5/1/2022 - 9/16/2022

With unsplit transactions show:

Split Transactions | Split Detail | Split Transactions and Split Detail

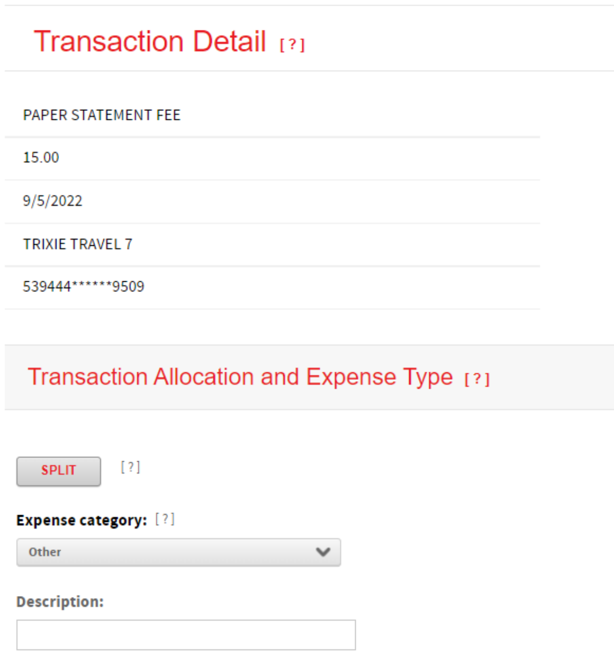
Action: [?]

Display format: [?] My default GO EDIT

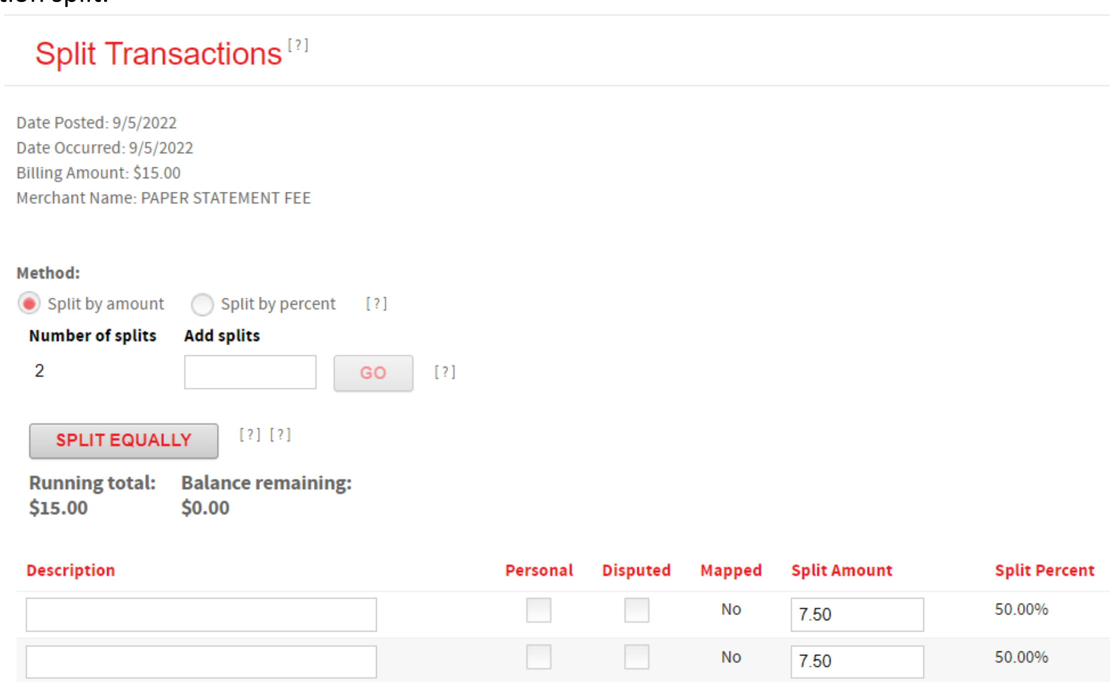
SAVE Undo

Actions	Posted Date	Original Amount	Billing Amount	MCC	Occurred Date	Merchant Name	Account Name	Account Number
•••	5/3/2022	$15.00	$15.00	0	5/3/2022	PAPER STATEMENT FEE	TRIXIE TRAVEL 7	539444******9509
•••	5/5/2022	$2.22	$2.22	3504	5/3/2022	HILTON STREETSIDE DT	TRIXIE TRAVEL 7	539444******9509
•••	5/5/2022	$3.01	$3.01	3509	5/3/2022	MARRIOT CROSSTOWN DT	TRIXIE TRAVEL 7	539444******9509
•••	6/3/2022	$15.00	$15.00	0	6/3/2022	PAPER STATEMENT FEE	TRIXIE TRAVEL 7	539444******9509
•••	6/28/2022	$25.00	$25.00	0	6/28/2022	LATE PAYMENT FEE	TRIXIE TRAVEL 7	539444******9509

<table>
<tr><th>Step</th><th>Action/Information</th></tr>
<tr><td>2</td><td>From Transaction Detail page and the Transaction Allocation and Expense Type section, you can split a transaction and allocate an expense category

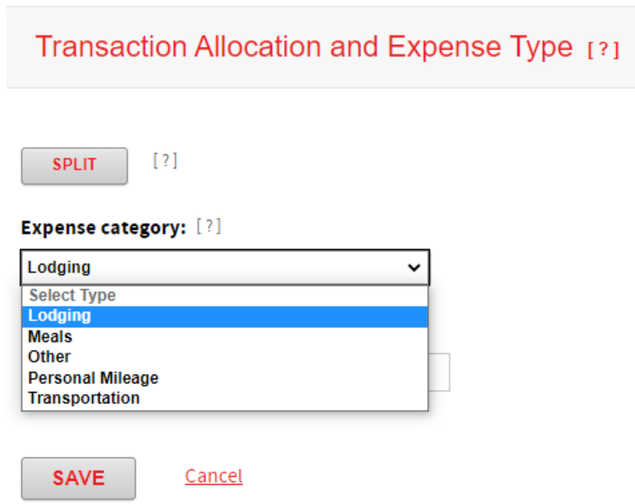


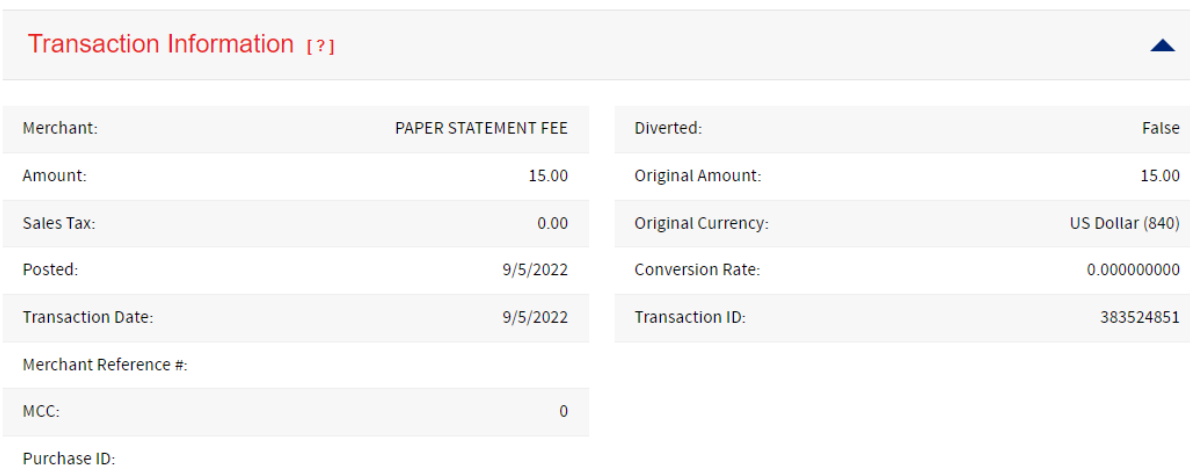
</td></tr>
<tr><td>3</td><td>To split a transaction click on the Split button and enter the parameters for how you would like the transaction split.



</td></tr>
</table>

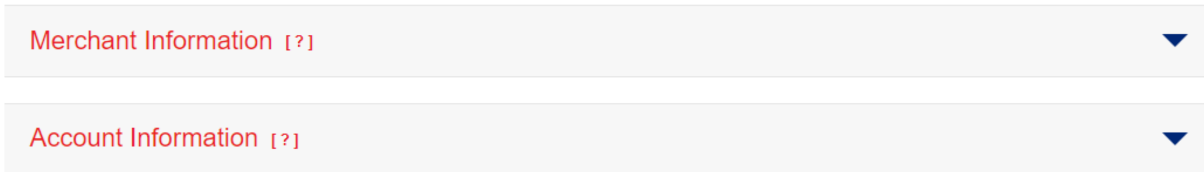
<table>
<tr><th>Step</th><th>Action/Information</th></tr>
<tr><td>4</td><td>From the Transaction Allocation and Expense Type section you can see the assigned expese category. This can be overwritten and a description may be added (if the transactions has not yet been submitted). . Choose the new category and click Save.


</td></tr>
<tr><td>5</td><td>The transaction Information section gives details on the transaction. Note that if the Sales Tax is $0, it does not necessarily mean there was no sales tax, just that the merchant did not provide it.


</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action/Information</th></tr>
<tr><td>6</td><td>

Merchant Information and Account Information is provided



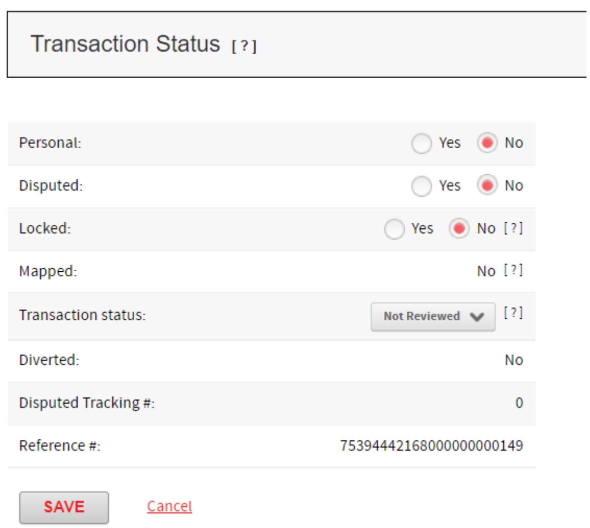
</td></tr>
<tr><td>7</td><td>

Cardholders can update the transaction status from the **Transaction Status** section of the **Transaction Details** screen, for example mark the transaction as personal.

Note, marking the transaction as Dispute DOES NOT open a dispute case. A call needs to be made to Client Service to open a dispute. Marking a transaction as Disputed serves to stop the cardholder being sent reminders to process the transaction until the dispute has been resolved. The transaction will still appear on an expense report.

A locked transaction means it has already been approved.

We recommend that you do not use the Transaction status dropdown list for noting whether a transaction has been approved. Noting it approved here, does not mean it has been approved on an expense report.



</td></tr>
</table>

Step	Action/Information
8	Any addenda that comes through with the transaction from the merchant would appear here

Purpose [?]

Purchase ID		Unique Invoice Number:	
Merchant Order Number:		Minority Ownership Code:	
Commodity Code:		Originating Postal Code:	
Purchase Identifier:		Alternate Tax Amount:	0.00
Business Disadvantaged:		Local Tax Amount:	0.00
Business Owner Type:		Order Tax Amount:	0.00
Business Type:		Sales Tax Amount:	0.00
Customer VAT Number:		VAT Tax Shipping Amount:	0.00
Destination Country Code:		VAT Tax Shipping Rate:	0.0000
Destination Postal Code:		Merchant Postal Code:	
Destination State Code:		Supplier Postal Code:	
Discount Amount:	0.00	Supplier State:	
Duty Amount:	0.00	Merchant Tax ID:	
Freight Amount:	0.00	Merchant VAT Number:	

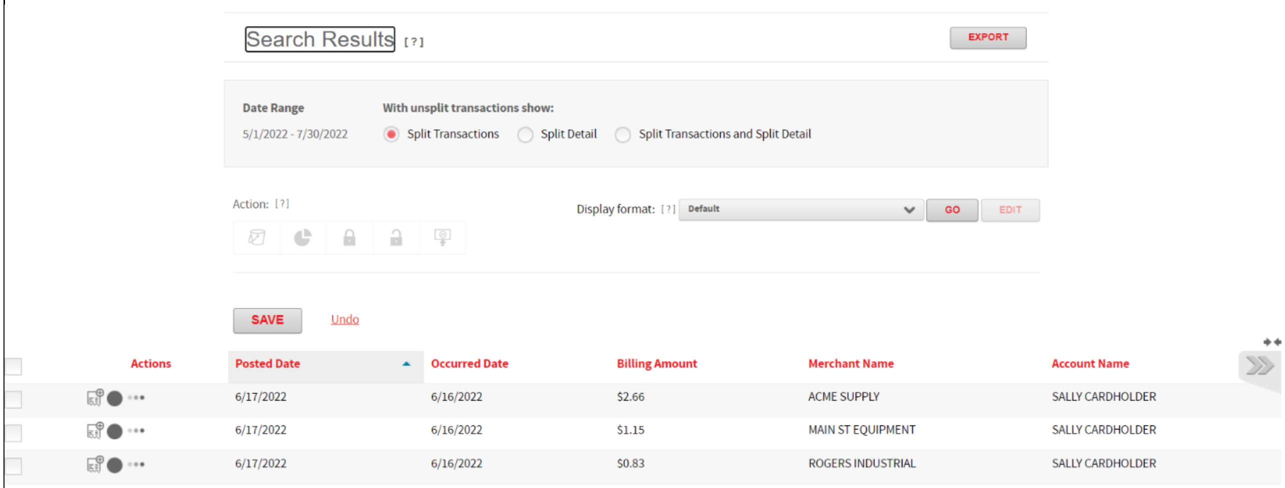
4 Adding Receipts

Only companies enabled for receipts will be able to view the options to add receipts.

Receipts can be added to transactions from the **Search Results** screen, or when creating an expense report (see Section 6)

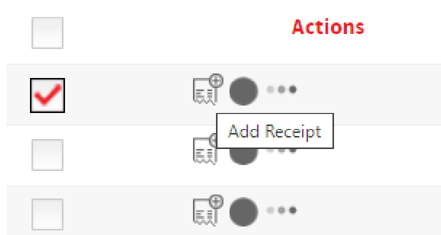
<table>
<tr><th>Step</th><th>Action/Information</th></tr>
<tr><td>1</td><td>

Reciepts can be added from the **Search Results** screen



</td></tr>
<tr><td>2</td><td>

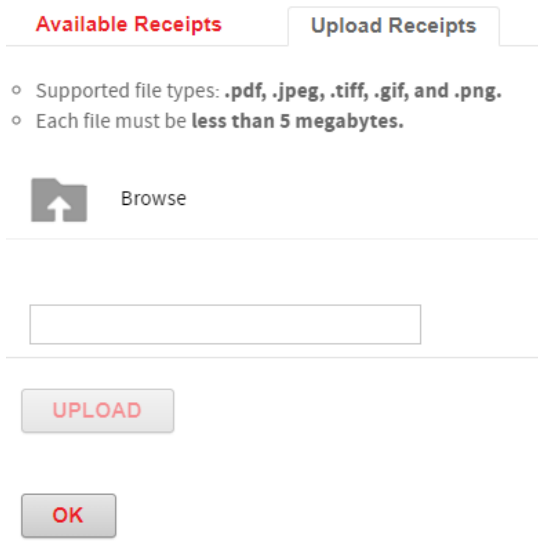
Select the transaction and click on the receipt icon.



</td></tr>
</table>

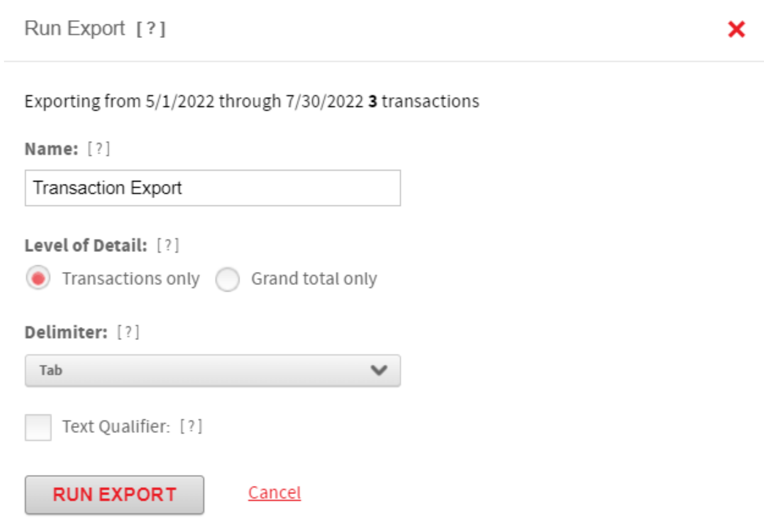
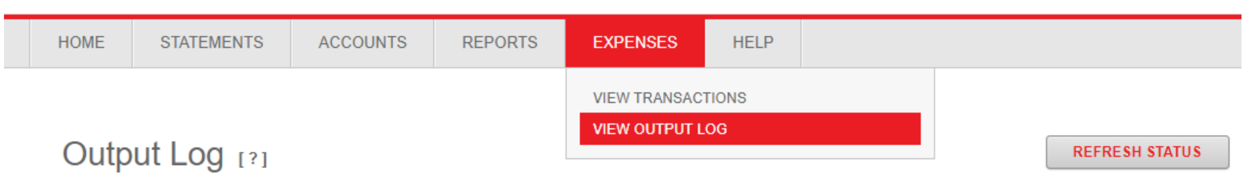
<table>
<tr>
<td>3</td>
<td>Reciepts can either be emailed to Centresuite, in which case they will be available under Available Reciepts or the carholder can upload the receipts from their computer.

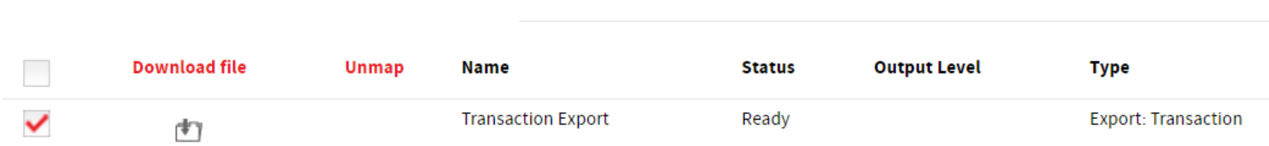
Ask you program administrator for the email address to send your receipts to. It is listed under our User profile.


</td>
</tr>
</table>

5 Exporting Transactions

To export transactions, first Search for the transactions to export.

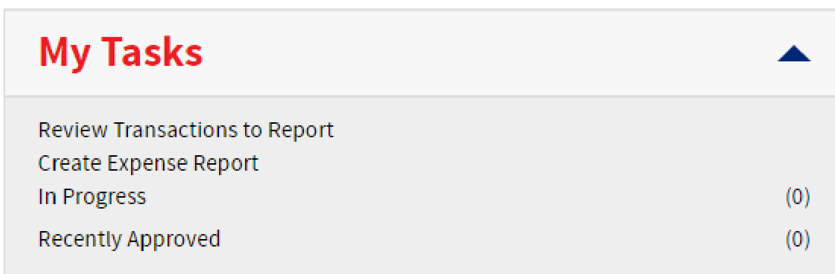
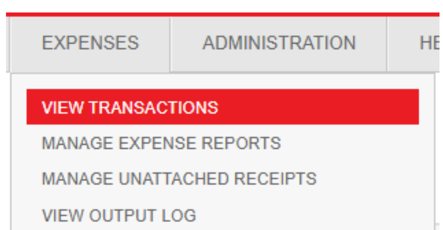
<table>
<tr><th>Step</th><th>Action/Information</th></tr>
<tr><td>1</td><td>You can name the export file, set the level of detail required and the format of the file. Click Run Export.

</td></tr>
<tr><td>2</td><td>The report will be avaiable in the Output Log. This can be reached throught the Reports menu or the Expenses Menu. Click the Refresh Status log after a few minutes if the report has not appeared.

</td></tr>
<tr><td>3</td><td>Select the report to download by checking the box next to report and click on the download icon to download.

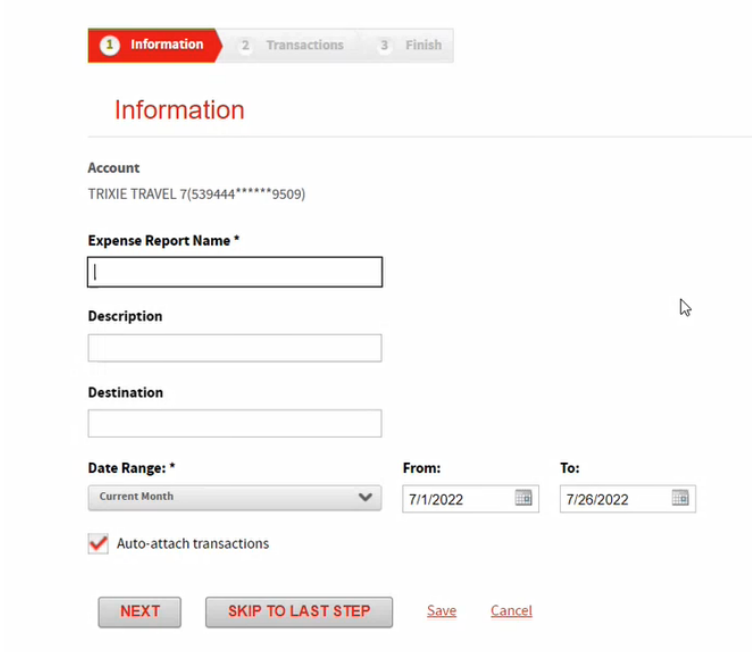
Reports will remain in the Output Log for 10 business days then deleted.

</td></tr>
</table>

6 Creating an Expense Report

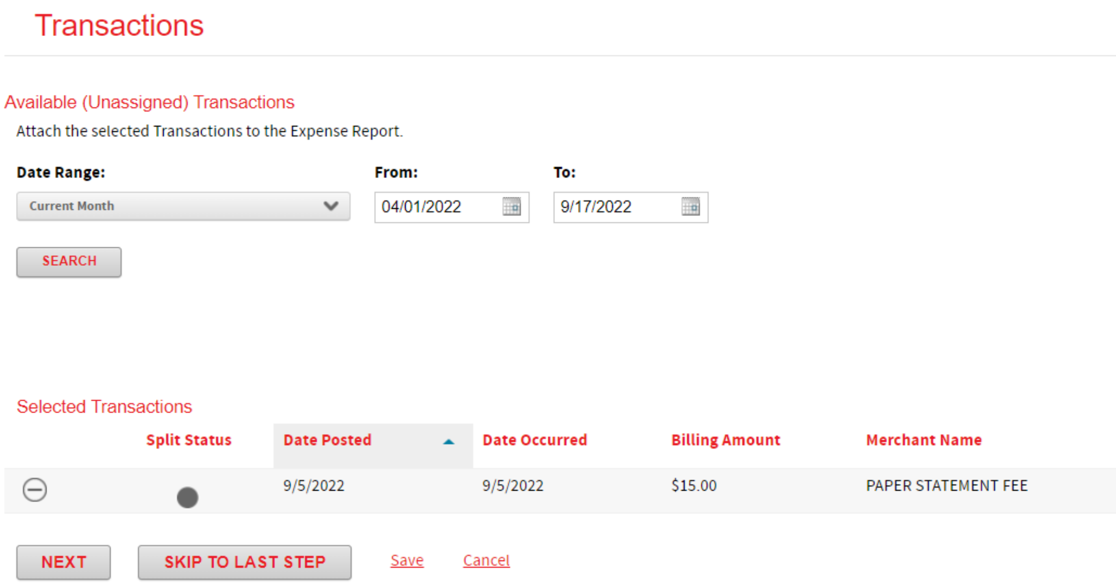
If the company has been set up to be able to create expense reports and the user has a security role that lets them create an expense report, then they will see **Create Expense Report** in the **My Tasks** box on the home page.

The **In Progress** link takes a user to an expense report they have begun work on but not completed. The **Recently Approved** takes the user to expense reports that have been approved.

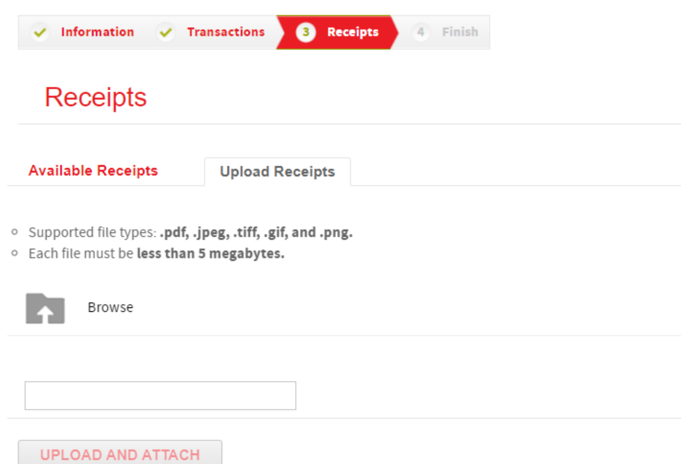
Step	Action/Information
1	To create an expense report chose the Create Expense Report option under **My Tasks**. 
2	You can also reach these options from the **Expenses** menu and choose the **View Transactions** option. 

Step	Action/Information
3	If you are not set up for the auto create expense report feature (e.g. a report for each payment cycle) then you will need to create the report. Create a name and date range. Adding a description is useful if the expense report is for a specific trip, conference, or project. If you check **Auto-attach transactions** all the transactions in that date range will be included in the expense report. If you do not check this box, all transactions not assigned to an expense report will be displayed and you can choose whether to select them or not. Click **Next** to continue. 

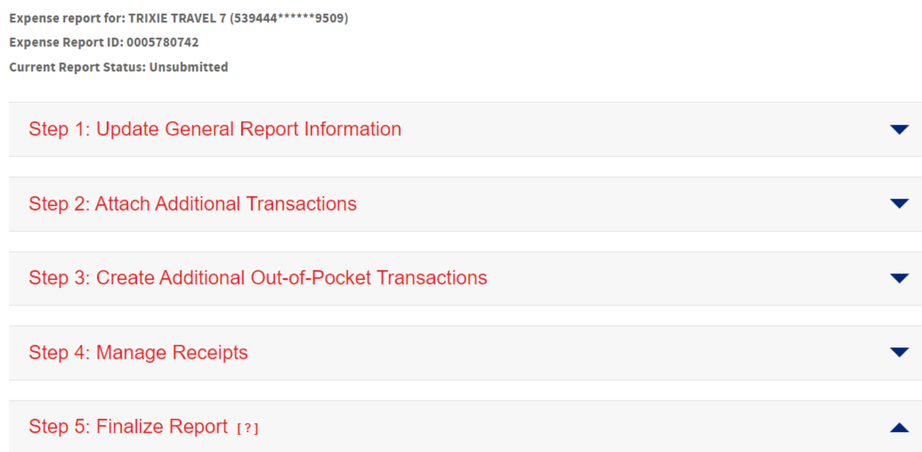
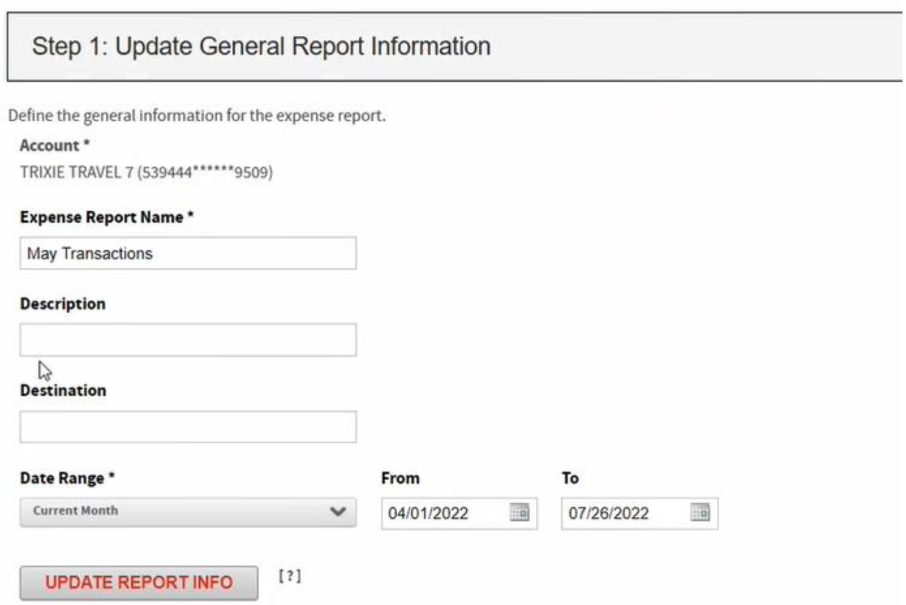
<table>
<tr><th>Step</th><th>Action/Information</th></tr>
<tr><td>4</td><td>Select or deselect transactions to go on your expense report and click Next.

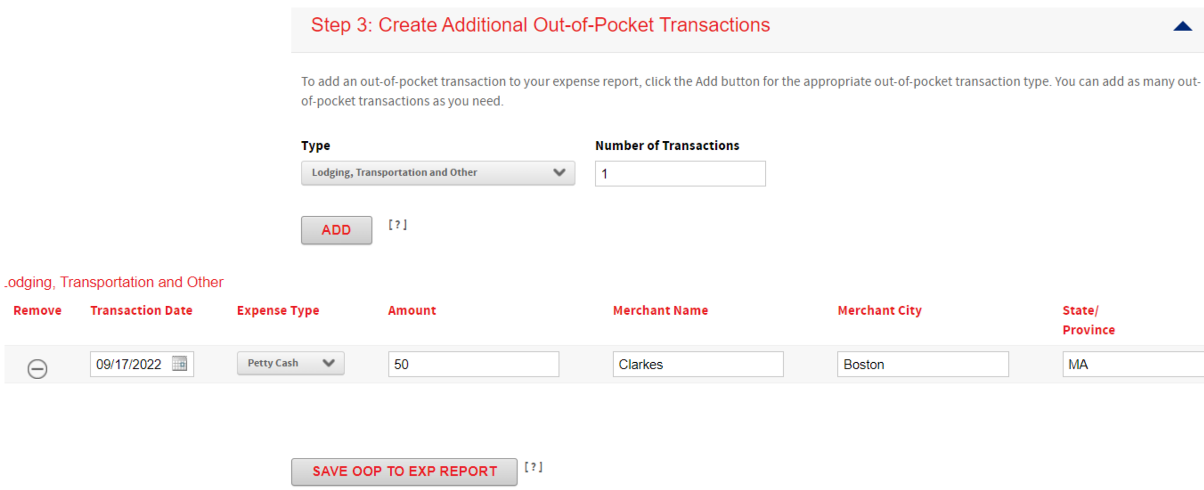
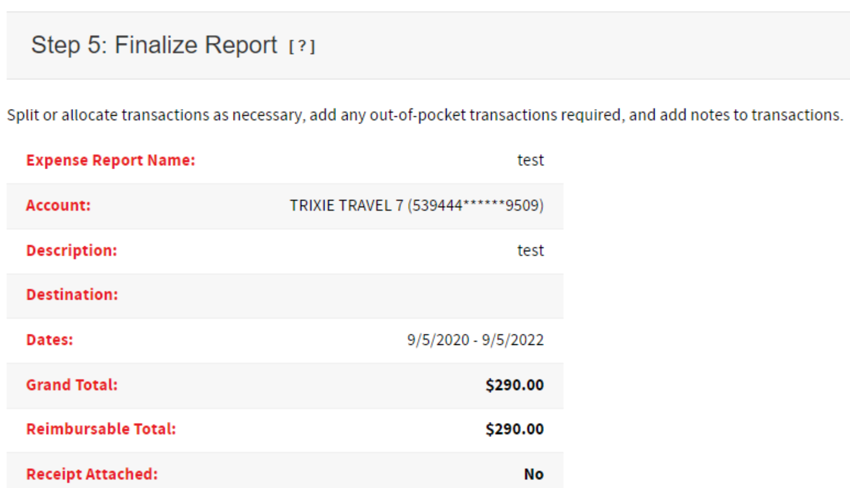


</td></tr>
<tr><td>5</td><td>Next you can either attach receipts that have already been captured, which will appear under Available Receipts, or Upload Reciepts saved to your computer.



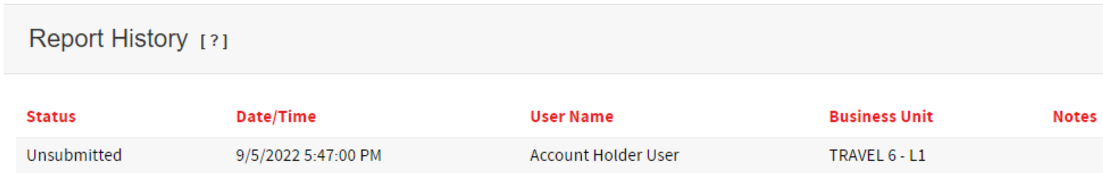
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action/Information</th></tr>
<tr><td>6</td><td>CentreSuite will then take you through a wizard to finalize the expense report.

</td></tr>
<tr><td>7</td><td>Under Update General Report Information you can edit the name, description or date range.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action/Information</th></tr>
<tr><td>8</td><td>Under Out of Pocket Transactions you can add any out of pocket expenses you have. If this section does not appear, it means it has not been enabled for your company.

</td></tr>
<tr><td>9</td><td>Under Finalize Report you can see a quick recap of the report. You can also split or allocate transcations, or add any out of pocket transactions and notes.

</td></tr>
<tr><td>10</td><td>All the transactions for the report will be displayed, with the option to type in a description. This field can up to 75 characters in length.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action/Information</th></tr>
<tr><td>11</td><td>The status of all your expense reports submitted will be shown under Report History. Unsubmitted, Incomplete, Submitted, Rejected, Approved and Forwarded, Approved and Closed. You can also see which user is in control of the current status.


</td></tr>
<tr><td>12</td><td>Save the report to keep the descriptions.

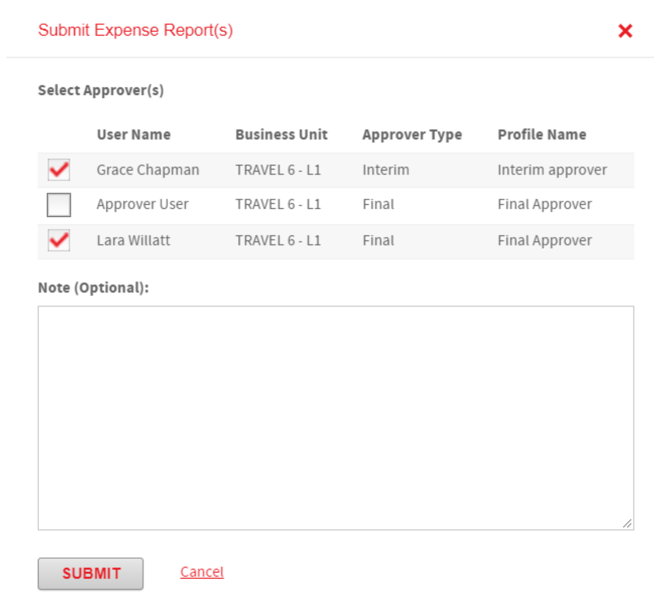
Click Submit to complete and submit the expense report.

You can also print the report if you want a physical copy. The printed version has to option for the cardholder and approver to sign. The cardholder still has to Submit the report and the approver will still

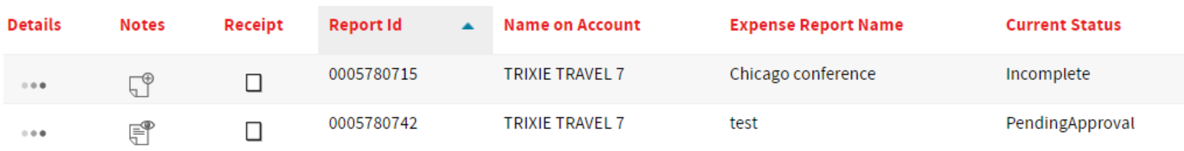

</td></tr>
<tr><td>13</td><td>Check the approver for your expense report, add a note for the approver if required, and click Submit. If there is no approver to select, speak to your program administrator and have them set up and approver for you.

Once submitted you will see that the Status of the report will be Pending Approval.

An email will be sent to the Approver to notifiy them that they have a report to review.


</td></tr>
</table>

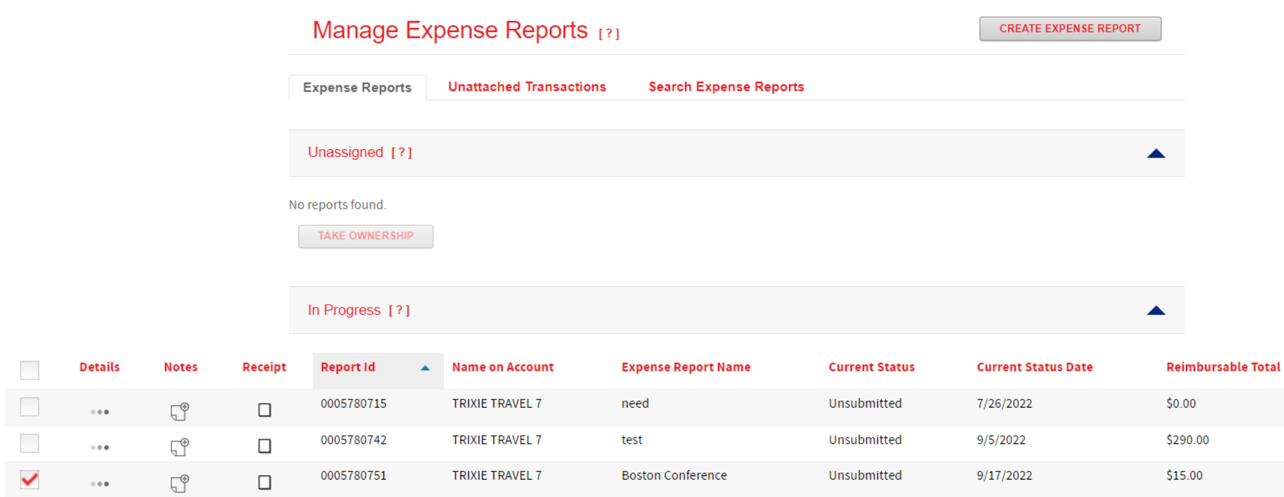
Step	Action/Information
14	An email will be sent to the Approver to notifiy them that they have a report to review. Once submitted you will see that the Status of the report will be **Pending Approval** on the **Manage Expense Reports** page.



Details	Notes	Receipt	Report Id	Name on Account	Expense Report Name	Current Status
•••		☐	0005780715	TRIXIE TRAVEL 7	Chicago conference	Incomplete
•••		☐	0005780742	TRIXIE TRAVEL 7	test	PendingApproval

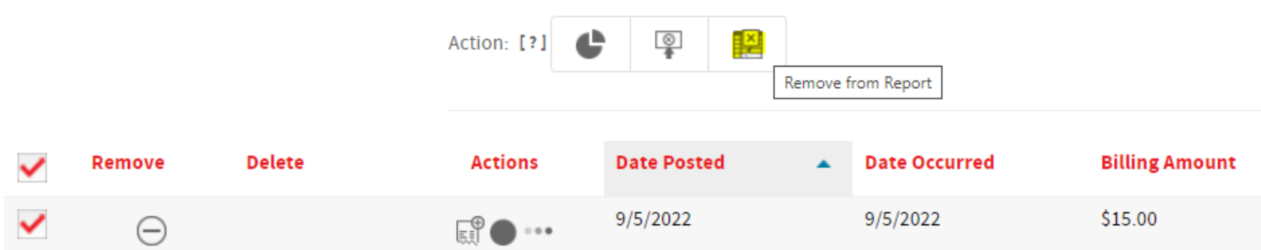
7 Deleting an Expense Report

Step	Action/Information
1	To delete an expense report go to **Manage Expense Reports**, check the box next to report you want to delete, and click on the three dots under **Details** to remove the associated transactions.



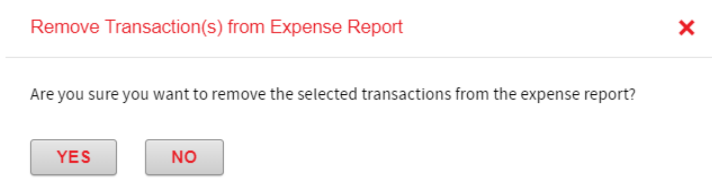
	Details	Notes	Receipt	Report Id	Name on Account	Expense Report Name	Current Status	Current Status Date	Reimbursable Total
☐	•••		☐	0005780715	TRIXIE TRAVEL 7	need	Unsubmitted	7/26/2022	$0.00
☐	•••		☐	0005780742	TRIXIE TRAVEL 7	test	Unsubmitted	9/5/2022	$290.00
✓	•••		☐	0005780751	TRIXIE TRAVEL 7	Boston Conference	Unsubmitted	9/17/2022	$15.00

Step	Action/Information
2	Scroll to the bottom of the report to where the transactions are listed. Select the top box to select all transactions and click the Remove from Report option.

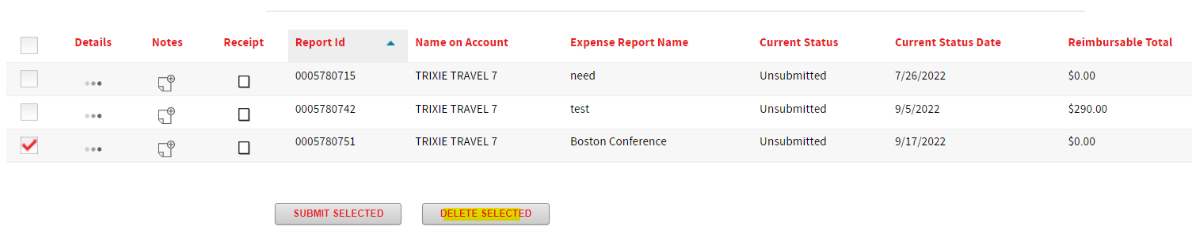


✓	Remove	Delete	Actions	Date Posted	Date Occurred	Billing Amount
✓	⊖		•••	9/5/2022	9/5/2022	$15.00

<table>
<tr><th>Step</th><th>Action/Information</th></tr>
<tr><td>3</td><td>Click Yes to confirm you want to remove the transactions



</td></tr>
<tr><td>4</td><td>You can then go back to Manage Expense Reports and Delete the report.



</td></tr>
</table>