Santander Commercial Banking

January 2023

Santander Commercial Card

Smart Data Expense Report Management Guide

For Program Administrators

1 Introduction

This guide is for Company Program Administrators who manage Expense Report Management in Smart Data.

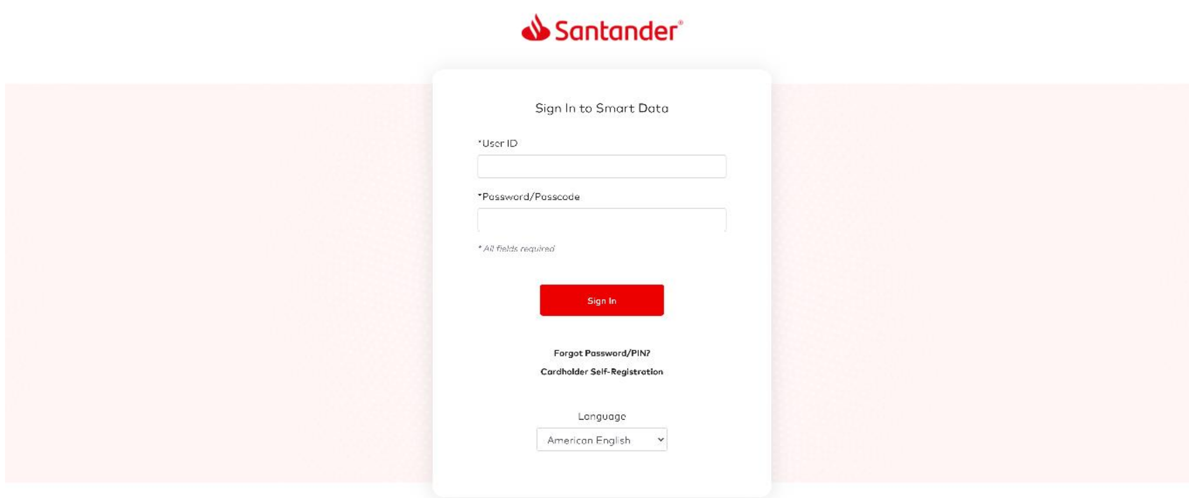
Separate Guides are available for Account Management, Virtual Card, and Travel programs. Please access these from our Commercial Card Resource Center www.santanderbank.com/commercial-card or by contacting Client Service:

Santander Client Service is open Monday - Friday 7:30 AM – 6:00 PM ET
Program Administrator questions: 844-726-0095
For service after hours: 877-598-7799
By email: clientservice@santander.us

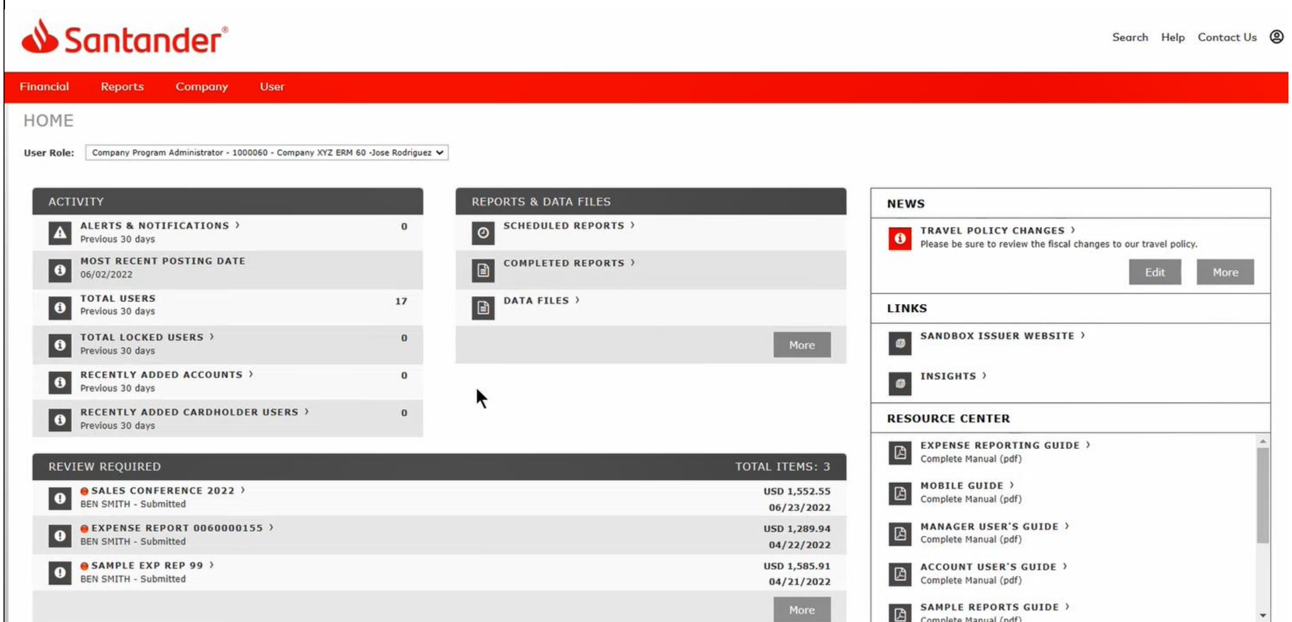
2 Getting Started with Smart Data – Company Program Administrators

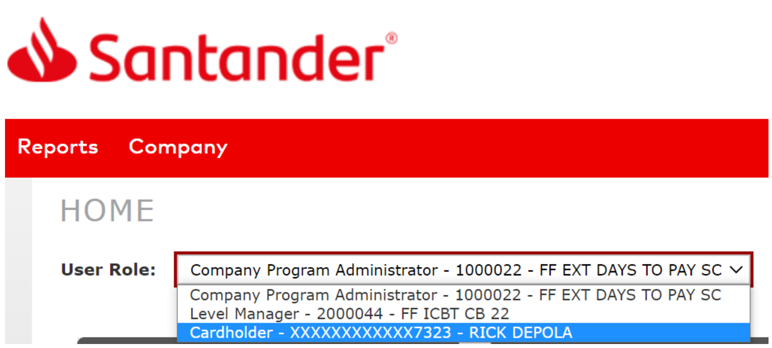
As a Company Program Administrator, you will be sent two emails, one with your user ID and one with your password for Smart Data (cardholders are able to self-register).

Once you receive your credentials go to: smartdata@santanderbank.com

	Action/Information
1	Enter the username and password and then set up a new password and security question. 

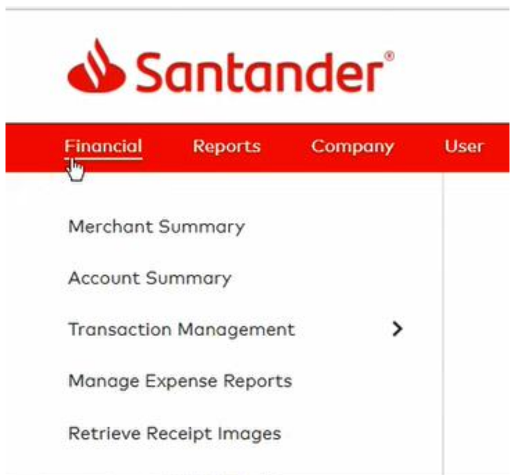
<table>
<tr><th></th><th>Action/Information</th></tr>
<tr><td>2</td><td>You will then arrive at the landing page.


</td></tr>
<tr><td>3</td><td>If you have more than one security role in Smart Data, you can toggle between them from the dropdown box. To return to the home screen with this option, click on the Santander logo from any page.

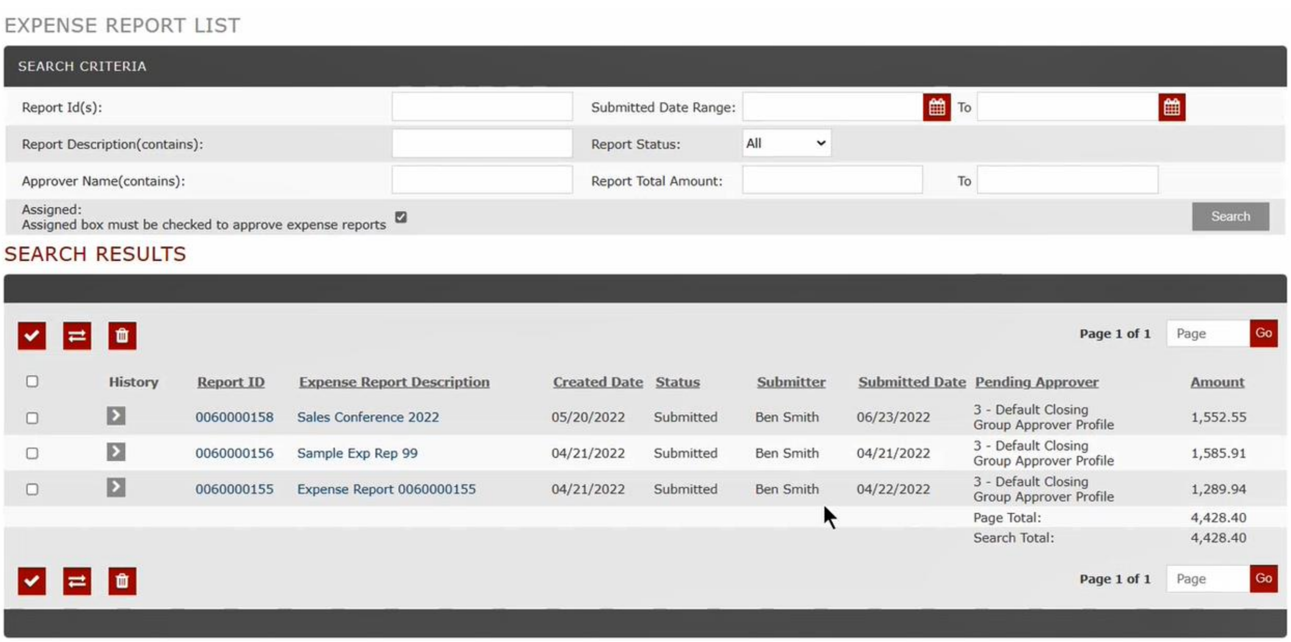

</td></tr>
</table>

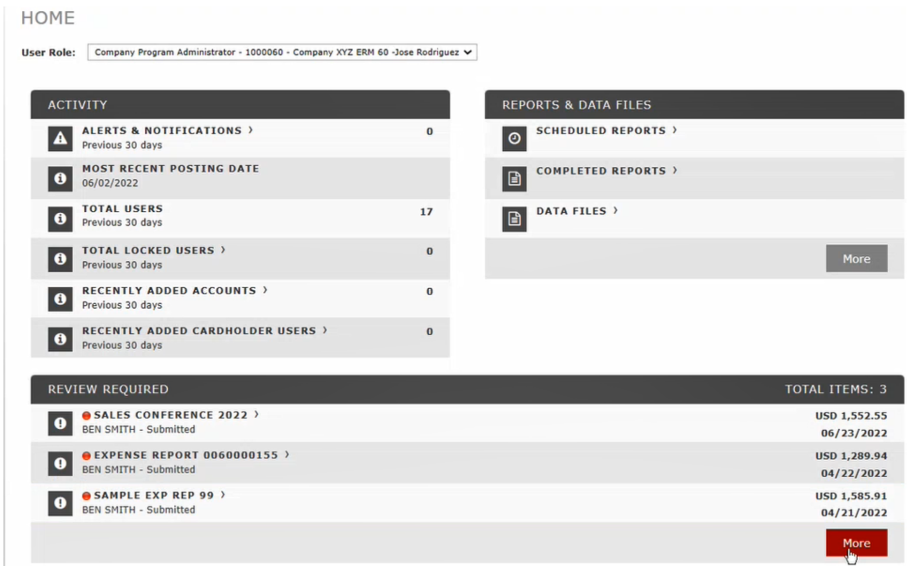
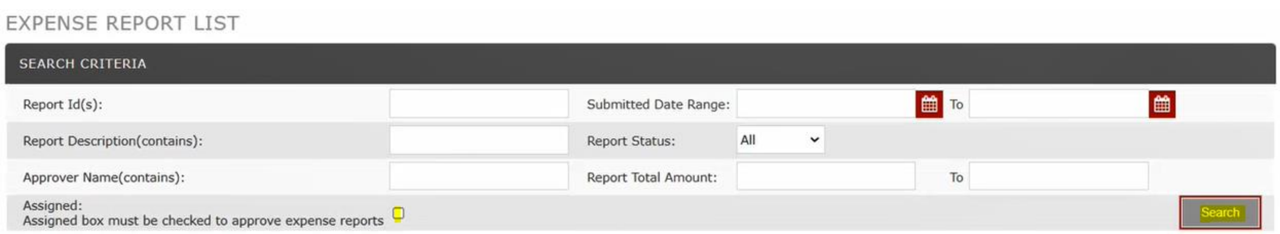
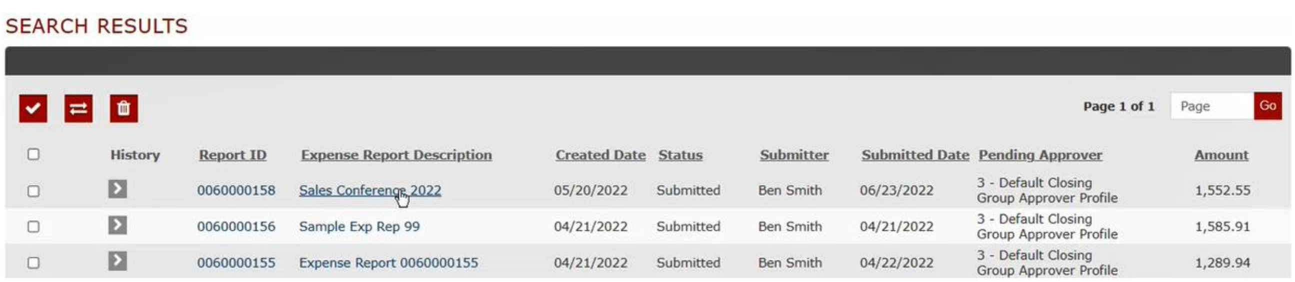
3 Manage Expense Reports

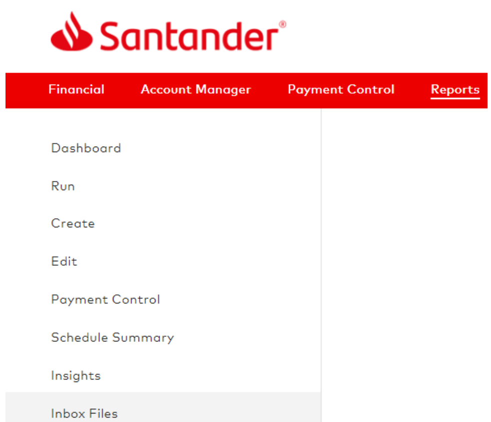
	Action/Information
1	To approve an expense report, go to the **Financial** menu and select the **Manage Expense Reports** option.



	Action/Information
2a	Click on the Company link to find all the expense reports awaiting approval. Click on the Expense Report Description Link for the report you are going to approve.



<table>
<tr><th></th><th>Action/Information</th></tr>
<tr><td>2b</td><td>An alternative way for find expense reports for your approval is to click on the More option on the home page.

</td></tr>
<tr><td>3</td><td>A program administrator can see all expense reports, not just those waiting to be approved by them. To see all reports, the program administrator must uncheck the Assigned box and click Search.

</td></tr>
<tr><td>4</td><td>Select the report to approve by clicking on the expense report description link.

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

	Action/Information
5	You can see all the report details and then choose an action button at the bottom of the screen based on your review (your company may not be configured for all of these options). 
6	The Schedule button allows you to download and print the report. If you click **Schedule** you will get this message. 
7	The Inbox can be found under the **Reports** menu. 

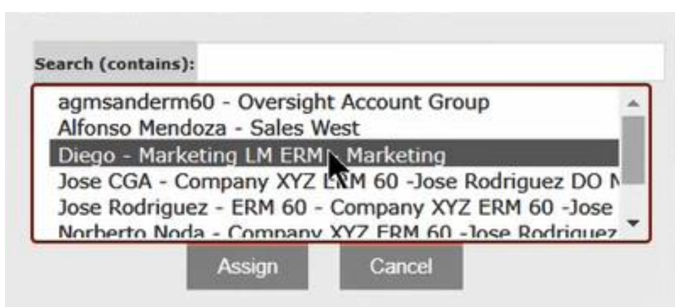
4 Re-Routing an Expense Report (one-time only)

This feature is only available if your role has been configured with this feature.

<table>
<tr><th></th><th>Action/Information</th></tr>
<tr><td>1</td><td>Search for the expense report and select the report for re-routing.

</td></tr>
<tr><td>2</td><td>Click on the re-routing icon

</td></tr>
<tr><td>3</td><td>Choose who you want the expense report re-routed to, and click **Assign**. This will route **this** report to the new approver. Future reports will continue to be routed to the original approver.



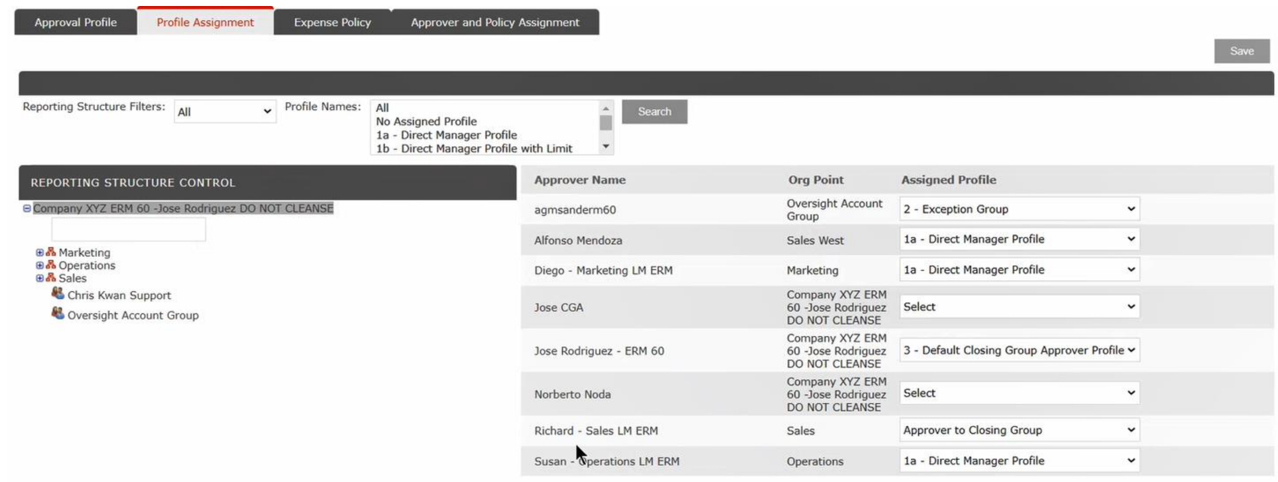
</td></tr>
</table>

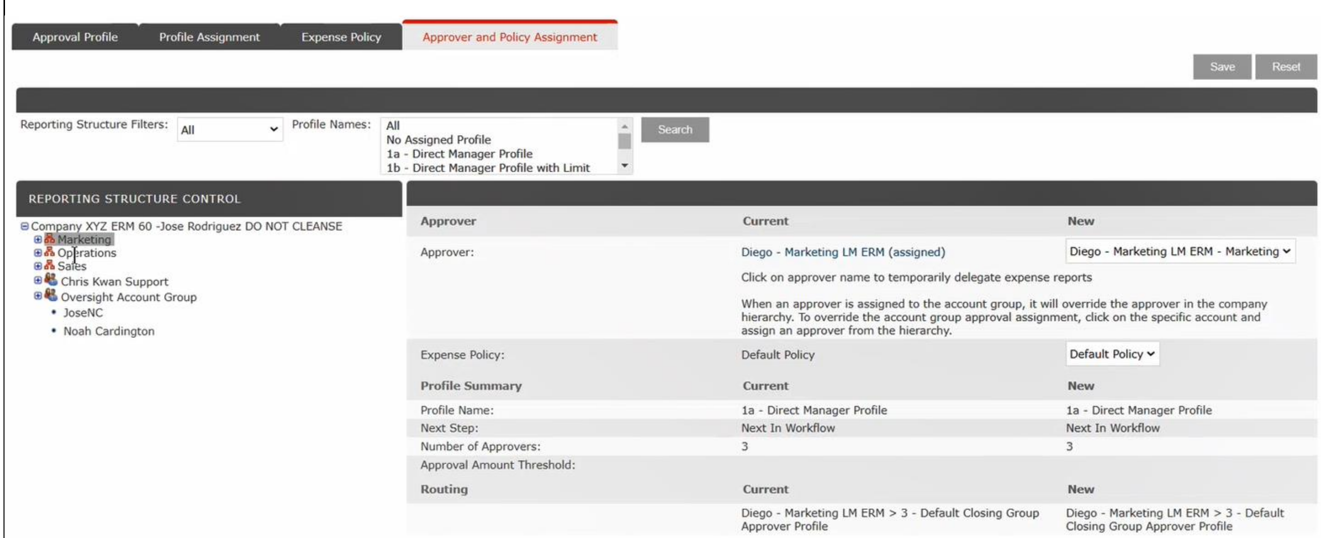
5 Approval and Workflow Maintenance

This feature is only available if your role has been configured with this permission.

	Action/Information
1	From the Company menu choose the **Expense Report Management** and then **Approval and Workflow and Maintenance** options. 
2	The **Approval** and **Workflow Maintenance** screen will open. The first tab will show the profiles your approvers can have. 

<table>
<tr><th></th><th>Action/Information</th></tr>
<tr><td>3</td><td>You can assign or edit the profiles for each of your approvers on the second tab.


</td></tr>
<tr><td>4</td><td>You can update who the approvers are for different Org Points on the fourth tab. In the example below, Diego is the approver for the Marketing function. Click Save when you have made your edits.

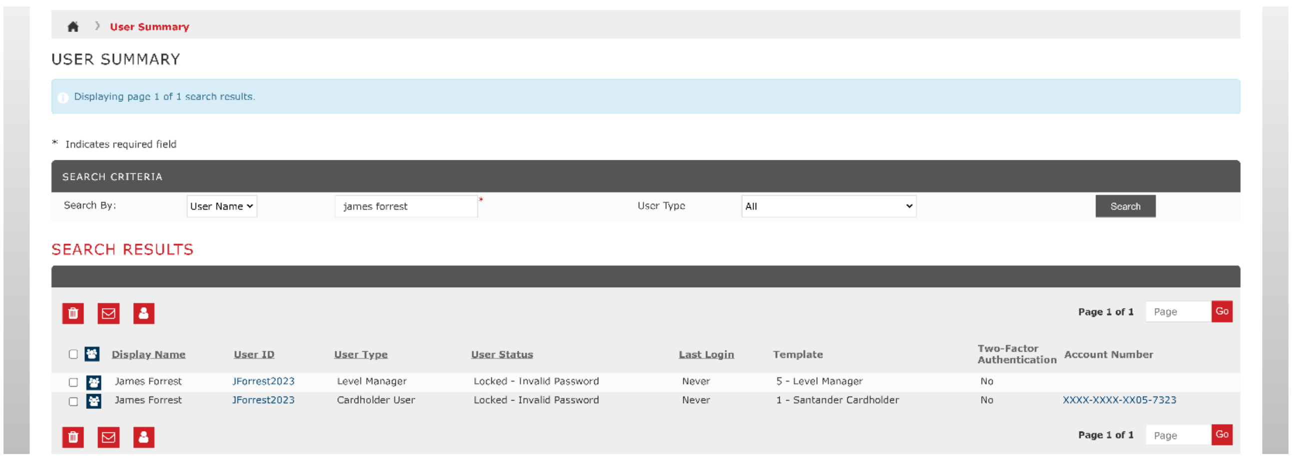

</td></tr>
</table>

6 User Administration

6.1 Reset User's Password / Unlock User

From the **User** menu, choose **User Summary** and search for the user who needs resetting.

<table>
<tr><th></th><th>Action/Information</th></tr>
<tr><td>1</td><td>Users cannot login if they are Inactive (not logged in for 90 days) or Locked (they have entered their password incorrectly multiple times). You can see this for the user under the User Status field.

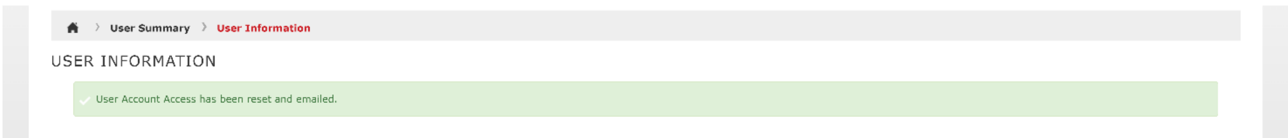


</td></tr>
<tr><td>2</td><td>Note: The user cannot reset their password if they are Inactive or Locked. The user reset password function on the login screen only works if they are Active.

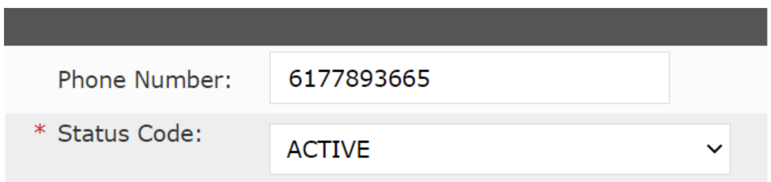
You can reset account access by clicking on their User ID to open their profile, and then click on the Reset Account Access

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

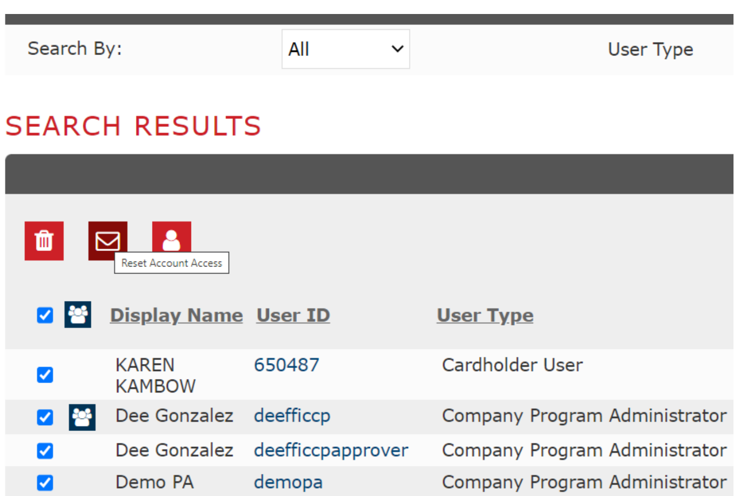
<table>
<tr><th></th><th>Action/Information</th></tr>
<tr><td>3</td><td>You will see the confirmation message that account access has been reset and emailed. If they have multi-factor authentication, the email they receive will explain the reset process for RSA tokens (see Section 6 on RSA tokens).



</td></tr>
<tr><td>4</td><td>You must also change the status code to ACTIVE, or they will not be able to use the password reset email.



</td></tr>
<tr><td>5</td><td>The password reset link is valid for one week, HOWEVER, if the user was unable to login because they were Inactive (not logged in for 90 days) they need to login in the SAME DAY as you reset them to Active, or they will flip back to Inactive overnight.</td></tr>
<tr><td>6</td><td>There is the option to reset passwords for multiple users at once, say if you want all your user passwords reset. Check the top check box to select all, and then click on the Reset Account Access icon.

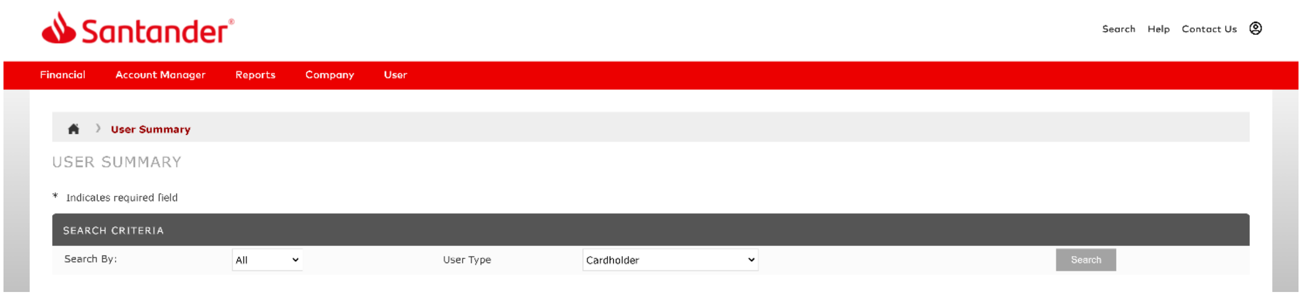


</td></tr>
</table>

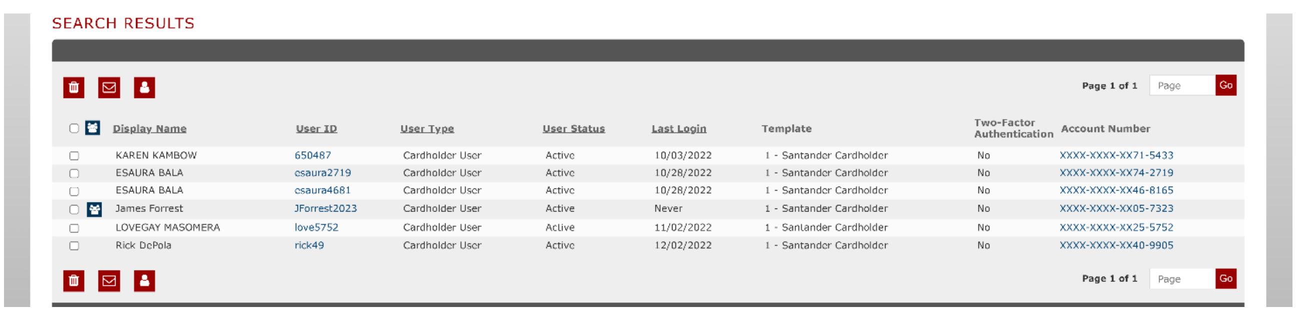
6.2 Reset User's Security Questions

<table>
<tr><th></th><th>Action/Information</th></tr>
<tr><td>1</td><td>Find the user from the User menu and User Summary option.

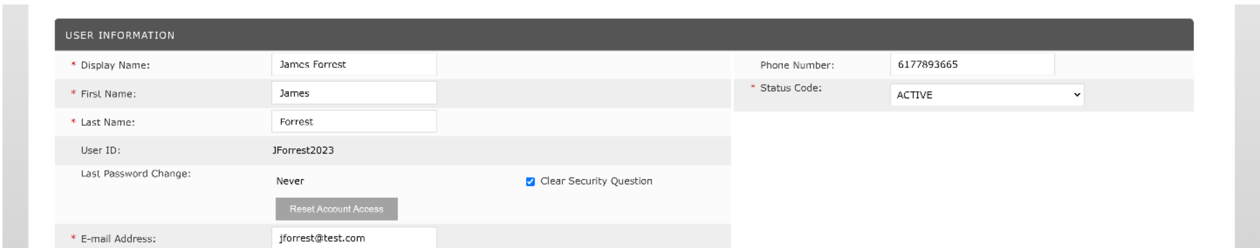
</td></tr>
<tr><td>2</td><td>Search for the user by their name, ID, or type.



</td></tr>
<tr><td>3</td><td>Click on the User ID for the user you need to edit.

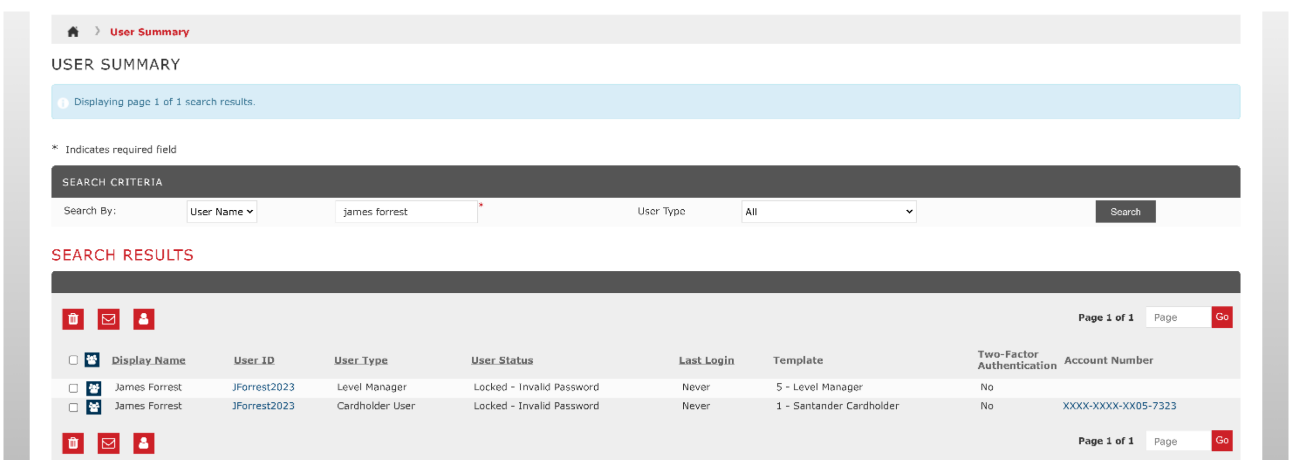


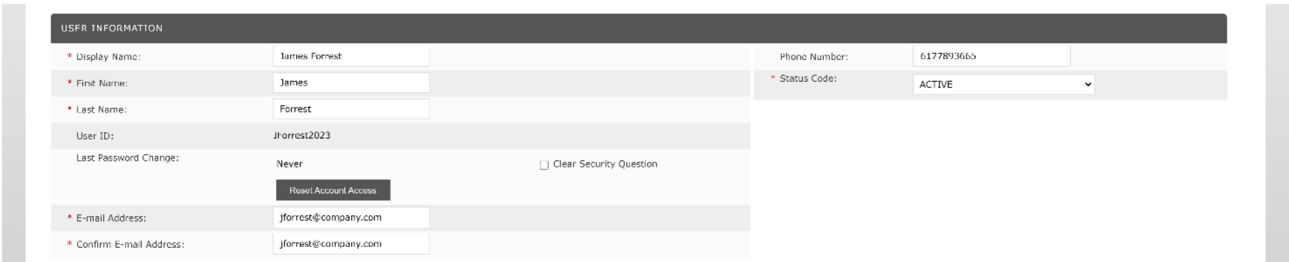
</td></tr>
</table>

	Action/Information
4	Check the **Clear Security Question** box and **Save** at the bottom of the screen. Note that updates made to the User Role Information section will only apply to the role selected. 

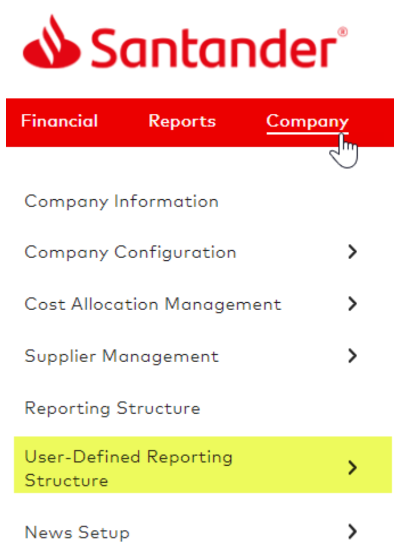
6.3 Update a User's Contact Details

Please note, these steps will only change their Smart Data user profile and will not update any details associated with their card account. Search for the user from the **User** menu and **User Summary** option.

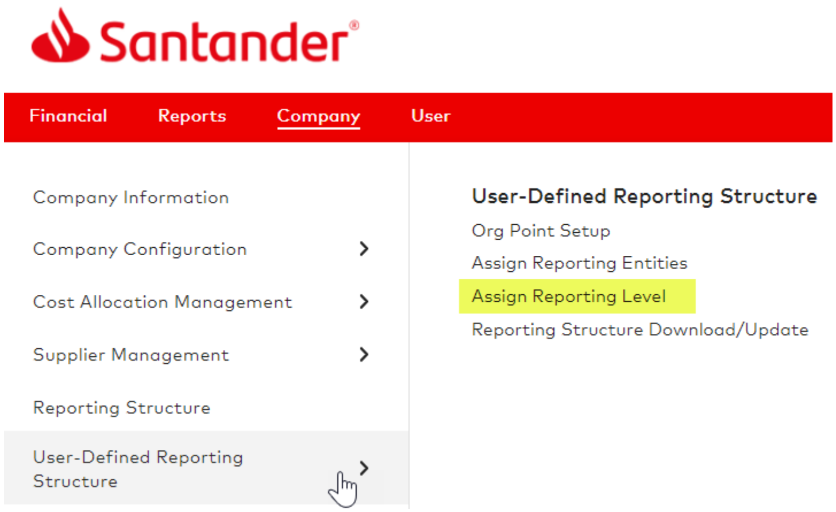
	Action/Information
1	Click on the user ID to open the **User Information** screen. 

	Action/Information
2	Update the user's email address or phone number and click **Save.** 

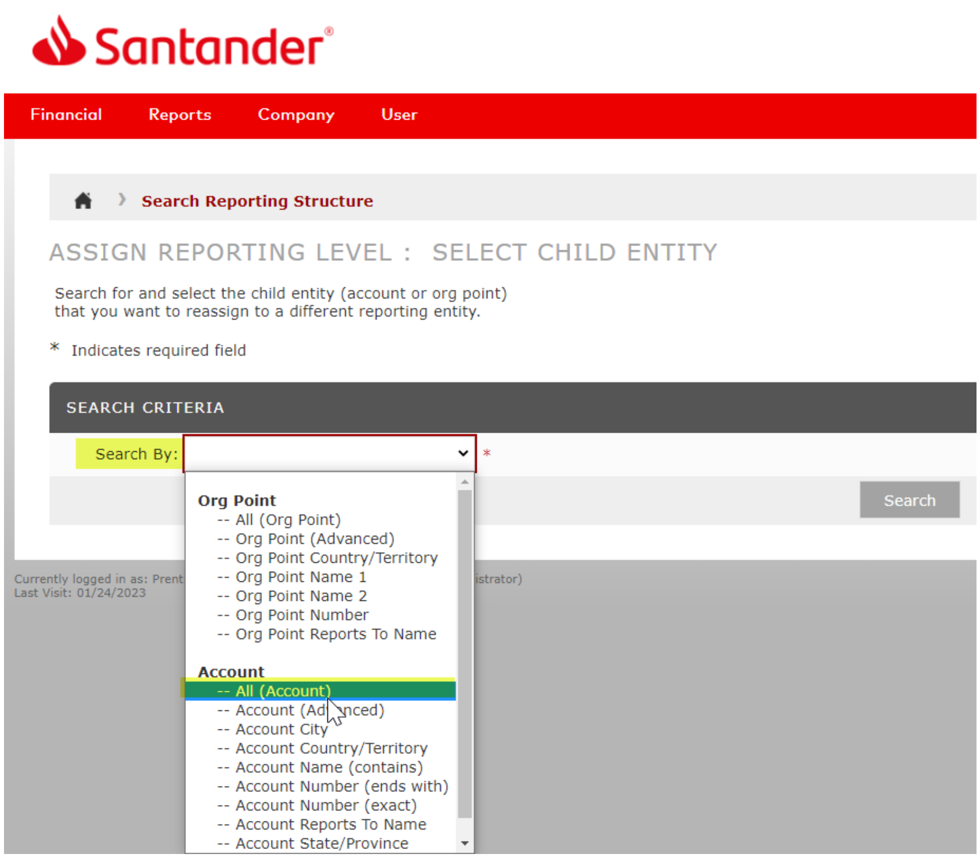
6.4 Moving a User within the Organization

	Action/Information
1	Place your cursor on **Company.** 
2	Use your cursor to hover over **User-Defined Reporting Structure.** 

<table>
<tr><th></th><th>Action/Information</th></tr>
<tr><td>3</td><td>Within the User-Defined Reporting Structure, choose the option, which reads Assign Reporting Level.



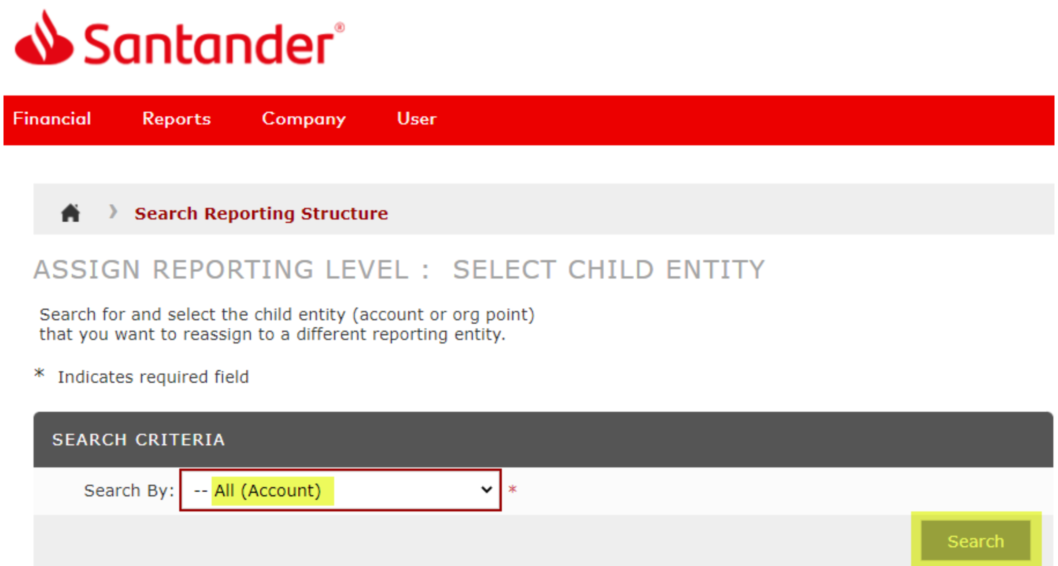
</td></tr>
<tr><td>4</td><td>In the next screen, the Search Criteria menu should appear. In the Search By menu, select “All Accounts” or (Child Entity).



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

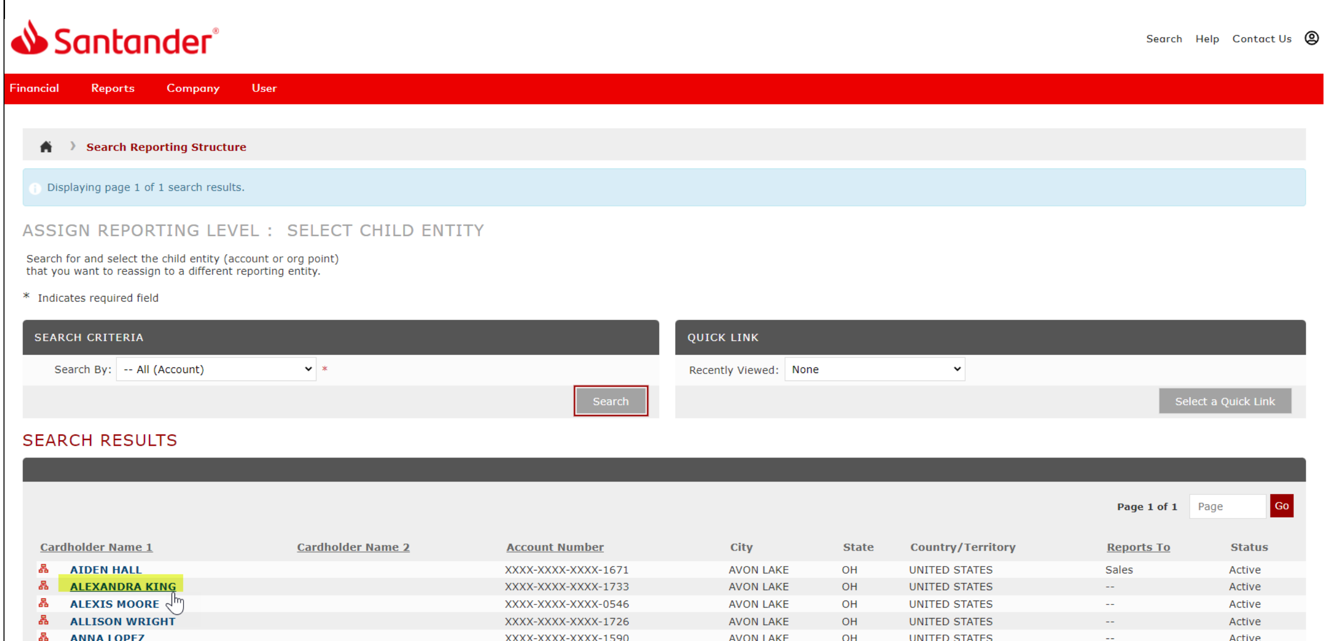
<table>
<tr><th></th><th>Action/Information</th></tr>
<tr><td>5</td><td>

Click on **Search** to navigate to the next screen.



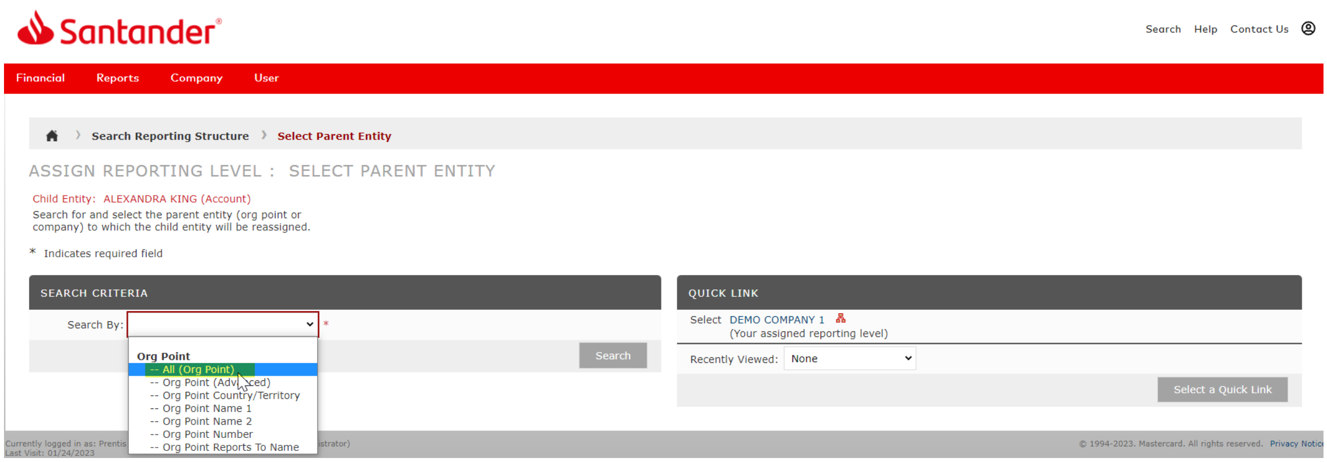
</td></tr>
<tr><td>6</td><td>

Find the *account* (or *Child Entity*) under the search results and **click on the name.**

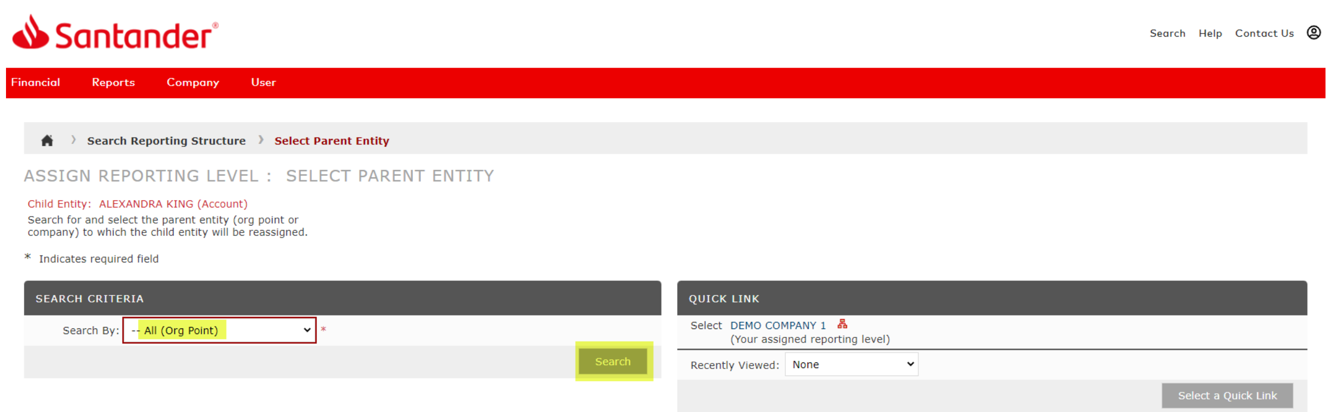


</td></tr>
</table>

<table>
<tr><th></th><th>Action/Information</th></tr>
<tr><td>7</td><td>In the next screen, the search criteria will appear by which the Parent Entity should be chosen. In the Search By menu, select Org Point.

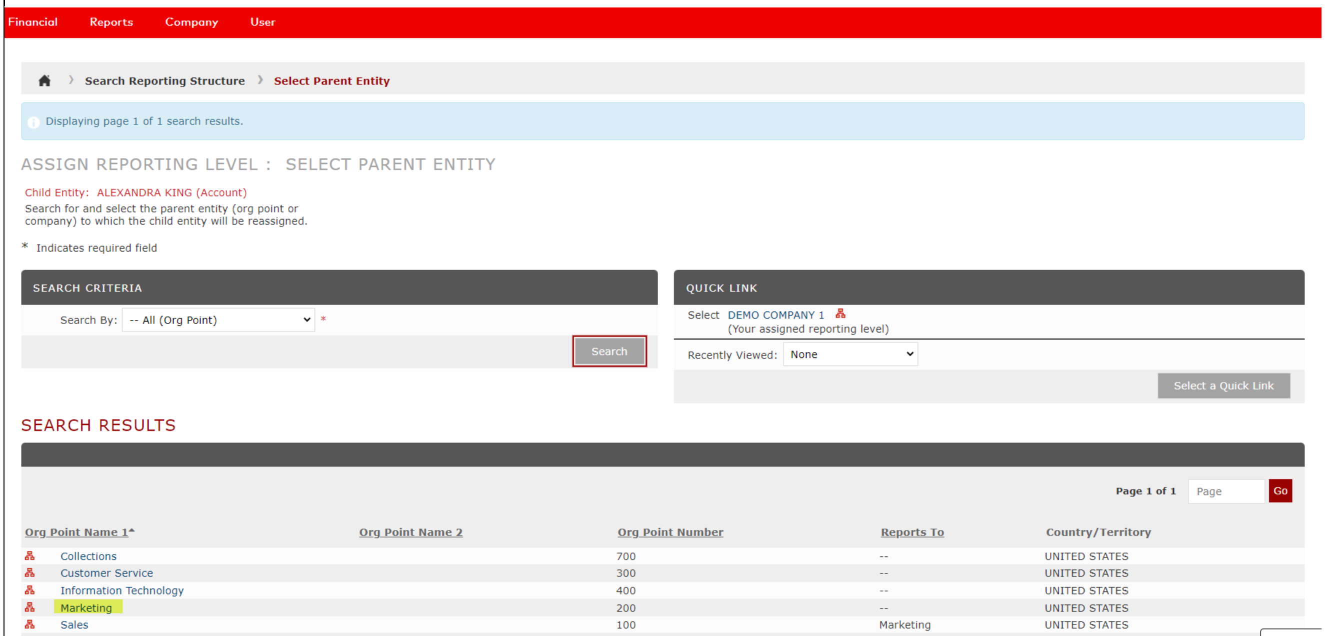


</td></tr>
<tr><td>8</td><td>Click on Search to navigate to the next screen.

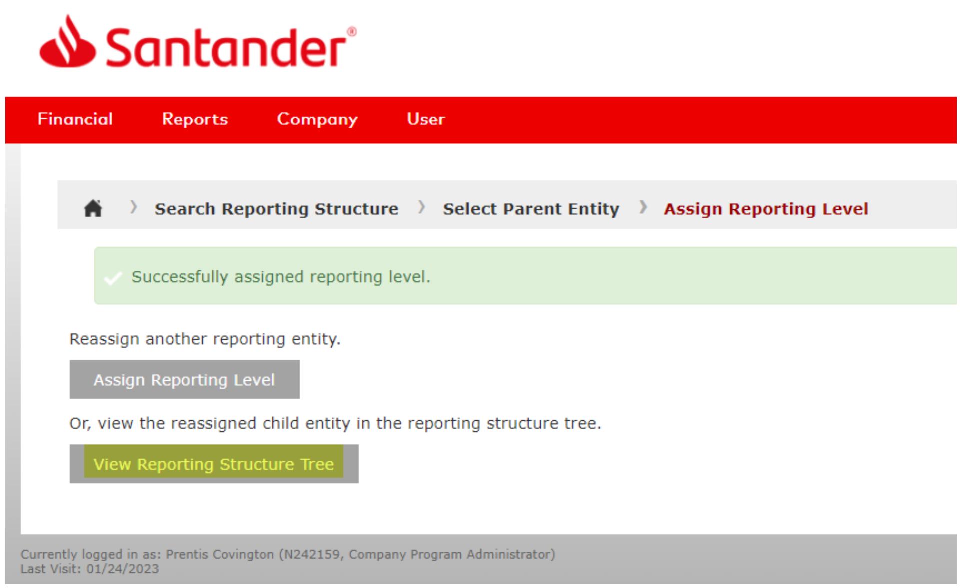


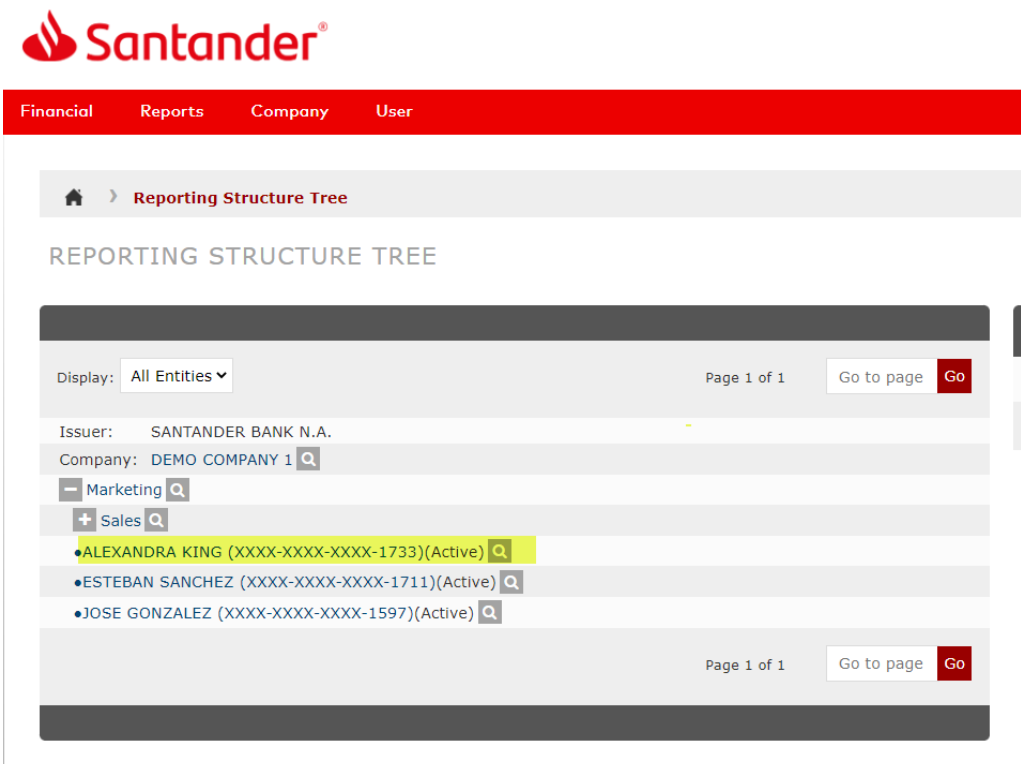
</td></tr>
</table>

	Action/Information
9	Find the *Org Point* (or Parent *Entity*) under the search results and click on the name.



10	The next screen will appear indicating the **Successfully assigned reporting level.**



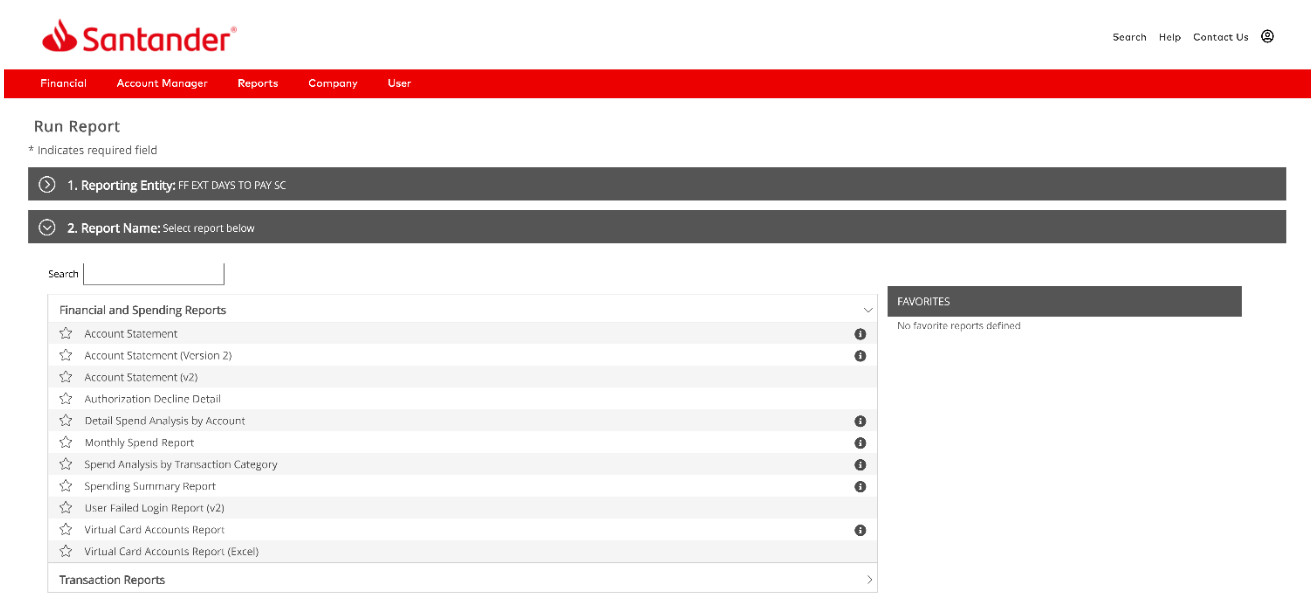
<table>
<tr><th></th><th>Action/Information</th></tr>
<tr><td>11</td><td>Click on the View Reporting Structure Tree icon to confirm the change has been completed.


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

7 Reports

Reports are available in the Account Management module and in the Reports module.

7.1 Running a Report

	Action/Information
1	To run a report, choose the **Reports** menu and select the **Run** option. 
2	Choose the report you want to run. 

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

You can now edit any of the following parameters by clicking on the arrow next to the feature.

If you do not want the report for the whole company you can specify the Org Point or Account under **1.Reporting Entity.**

</td></tr>
<tr><td>4</td><td>

You can set the date range and report frequency under **4.Frequency.** Please note that if you choose today's date, the report will be scheduled to run at midnight.
You may wish to Schedule Offset days so that you catch all transactions in your timeframe, even if they are posted a day or two later.
Transactions are available for reports for three years.

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

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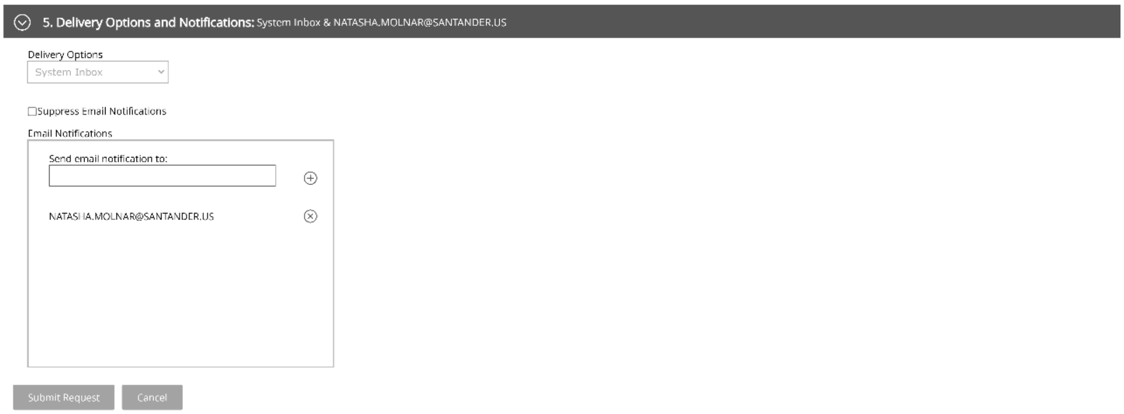
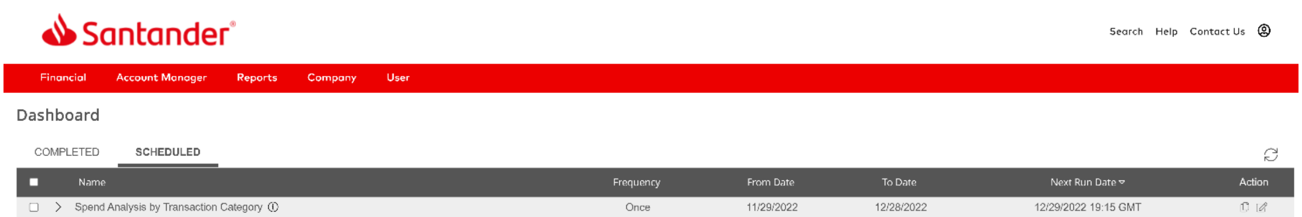
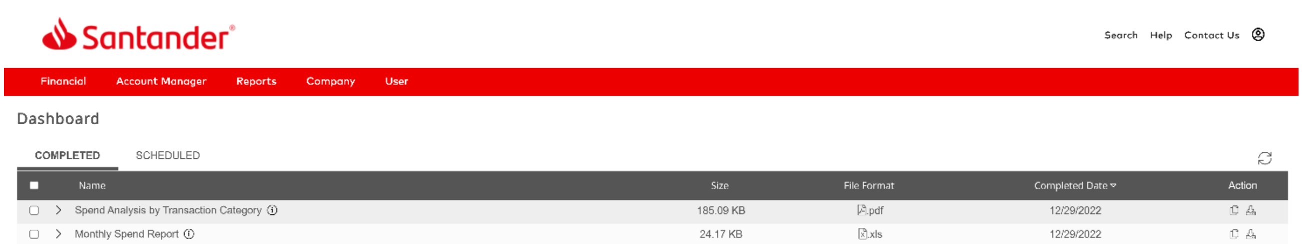
<table>
<tr><th></th><th>Action/Information</th></tr>
<tr><td>5</td><td>You can choose to have an email notification when the report is ready under 5. Delivery Options and Notifications. Click Submit Request.



</td></tr>
<tr><td>6</td><td>You will get a confirmation message and the Dashboard will open showing the report under Scheduled.



</td></tr>
<tr><td>7</td><td>When reports are ready, they will appear on the Dashboard under Completed. You can download these by clicking on the Download icon on the left.



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

7.2 Creating Reports – User Defined Exports

If you require a report that is not listed under the standard reports this can be created as a User Defined Export using the Create Report tool. This tool has over 3,400 detail fields to choose from and supports:

- Custom header and trailers
- Custom fields
- Conditional fields
- Totals of numeric fields
- Field concatenation

If you require help with creating a report, please contact Client Service.

7.3 QuickBooks

Smart Data does not have QuickBooks integration, however, an export that is compatible with QuickBooks can be created. A user guide is available on our Resource Center: www.santanderbank.com/commercial-card