

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](http://www.santanderbank.com/commercial-card) or by contacting Client Service:

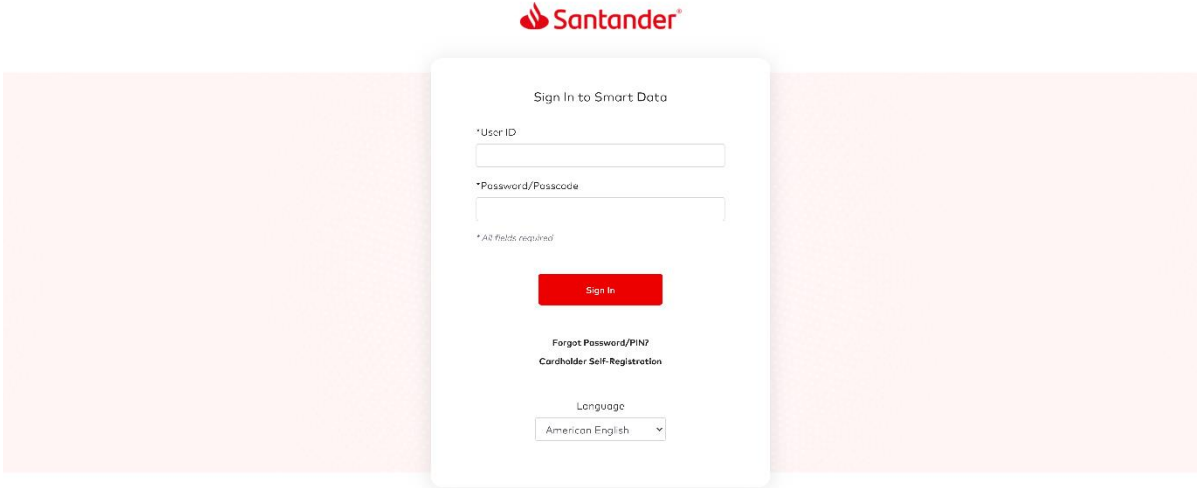


**Santander Client Service is open Monday - Friday 7:30 AM – 6:00 PM ET**  
**Program Administrator questions: 844-726-0095**  
**For service after hours: 877-598-7799**  
**By email: [clientservice@santander.us](mailto:clientservice@santander.us)**

## 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](mailto:smartdata@santanderbank.com)

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

## Action/Information

2 You will then arrive at the landing page.

The screenshot shows the Santander landing page with the following sections:

- Navigation:** Financial, Reports, Company, User
- HOME:** User Role: Company Program Administrator - 1000060 - Company XYZ ERM 60 - Jose Rodriguez
- ACTIVITY:**
  - ALERTS & NOTIFICATIONS > Previous 30 days: 0
  - MOST RECENT POSTING DATE: 06/02/2022
  - TOTAL USERS: Previous 30 days: 17
  - TOTAL LOCKED USERS > Previous 30 days: 0
  - RECENTLY ADDED ACCOUNTS > Previous 30 days: 0
  - RECENTLY ADDED CARDHOLDER USERS > Previous 30 days: 0
- REPORTS & DATA FILES:**
  - SCHEDULED REPORTS >
  - COMPLETED REPORTS >
  - DATA FILES > More
- NEWS:** TRAVEL POLICY CHANGES > Please be sure to review the fiscal changes to our travel policy. [Edit] [More]
- LINKS:**
  - SANDBOX ISSUER WEBSITE >
  - INSIGHTS >
- RESOURCE CENTER:**
  - EXPENSE REPORTING GUIDE > Complete Manual (pdf)
  - MOBILE GUIDE > Complete Manual (pdf)
  - MANAGER USER'S GUIDE > Complete Manual (pdf)
  - ACCOUNT USER'S GUIDE > Complete Manual (pdf)
  - SAMPLE REPORTS GUIDE > Complete Manual (pdf)
- REVIEW REQUIRED:** TOTAL ITEMS: 3
 


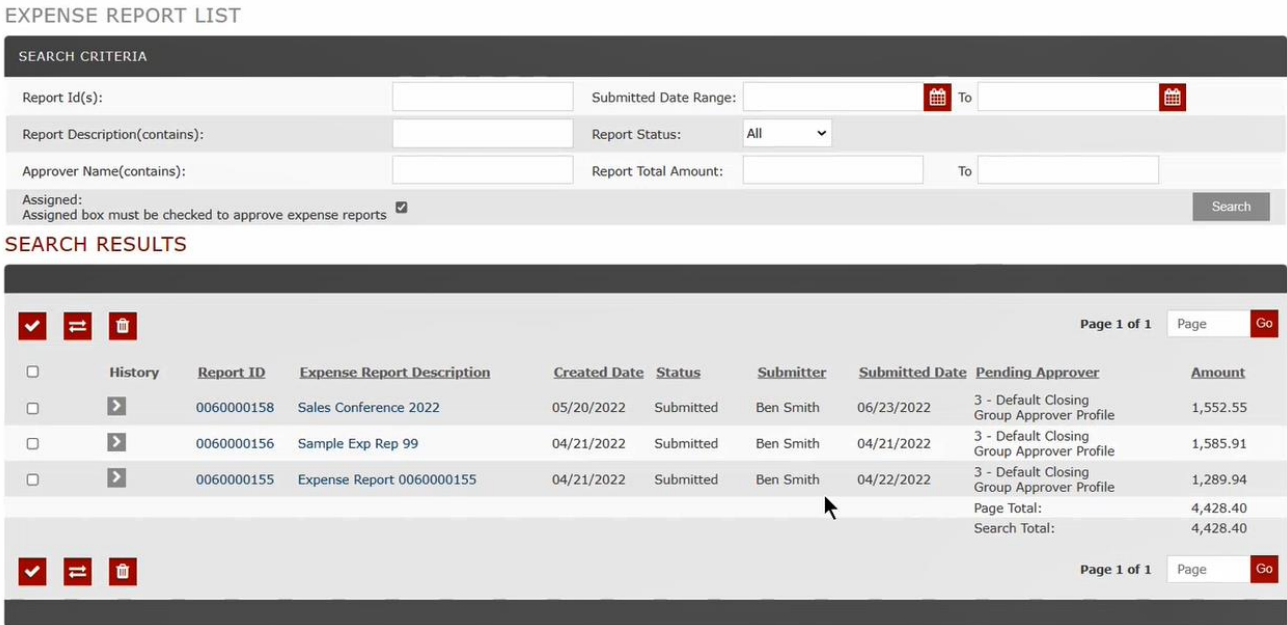
Item	Submitted	Amount	Date
SALES CONFERENCE 2022	BEN SMITH - Submitted	USD 1,552.55	06/23/2022
EXPENSE REPORT 0060000155	BEN SMITH - Submitted	USD 1,289.94	04/22/2022
SAMPLE EXP REP 99	BEN SMITH - Submitted	USD 1,585.91	04/21/2022

3 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.

The screenshot shows the Santander landing page with the user role dropdown menu open:

- Navigation:** Reports, Company
- HOME:** User Role: Company Program Administrator - 1000022 - FF EXT DAYS TO PAY SC
- User Role Dropdown:**
  - Company Program Administrator - 1000022 - FF EXT DAYS TO PAY SC
  - Level Manager - 2000044 - FF ICBT CB 22
  - Cardholder - XXXXXXXXXXXX7323 - RICK DEPOLA

### 3 Manage Expense Reports

Action/Information																																																													
1	<p>To approve an expense report, go to the <b>Financial</b> menu and select the <b>Manage Expense Reports</b> option.</p> 																																																												
2a	<p>Click on the <b>Company</b> link to find all the expense reports awaiting approval. Click on the <b>Expense Report Description Link</b> for the report you are going to approve.</p>  <p><b>EXPENSE REPORT LIST</b></p> <p><b>SEARCH CRITERIA</b></p> <p>Report Id(s): <input type="text"/> Submitted Date Range: <input type="text"/> To <input type="text"/></p> <p>Report Description(contains): <input type="text"/> Report Status: All</p> <p>Approver Name(contains): <input type="text"/> Report Total Amount: <input type="text"/> To <input type="text"/></p> <p>Assigned: <input checked="" type="checkbox"/> Assigned box must be checked to approve expense reports <input type="button" value="Search"/></p> <p><b>SEARCH RESULTS</b></p> <p>Page 1 of 1 Page <input type="button" value="Go"/></p> <table border="1"> <thead> <tr> <th><input type="checkbox"/></th> <th>History</th> <th>Report ID</th> <th>Expense Report Description</th> <th>Created Date</th> <th>Status</th> <th>Submitter</th> <th>Submitted Date</th> <th>Pending Approver</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td><a href="#">▶</a></td> <td>0060000158</td> <td>Sales Conference 2022</td> <td>05/20/2022</td> <td>Submitted</td> <td>Ben Smith</td> <td>06/23/2022</td> <td>3 - Default Closing Group Approver Profile</td> <td>1,552.55</td> </tr> <tr> <td><input type="checkbox"/></td> <td><a href="#">▶</a></td> <td>0060000156</td> <td>Sample Exp Rep 99</td> <td>04/21/2022</td> <td>Submitted</td> <td>Ben Smith</td> <td>04/21/2022</td> <td>3 - Default Closing Group Approver Profile</td> <td>1,585.91</td> </tr> <tr> <td><input type="checkbox"/></td> <td><a href="#">▶</a></td> <td>0060000155</td> <td>Expense Report 0060000155</td> <td>04/21/2022</td> <td>Submitted</td> <td>Ben Smith</td> <td>04/22/2022</td> <td>3 - Default Closing Group Approver Profile</td> <td>1,289.94</td> </tr> <tr> <td colspan="8"></td> <td>Page Total:</td> <td>4,428.40</td> </tr> <tr> <td colspan="8"></td> <td>Search Total:</td> <td>4,428.40</td> </tr> </tbody> </table> <p>Page 1 of 1 Page <input type="button" value="Go"/></p>	<input type="checkbox"/>	History	Report ID	Expense Report Description	Created Date	Status	Submitter	Submitted Date	Pending Approver	Amount	<input type="checkbox"/>	<a href="#">▶</a>	0060000158	Sales Conference 2022	05/20/2022	Submitted	Ben Smith	06/23/2022	3 - Default Closing Group Approver Profile	1,552.55	<input type="checkbox"/>	<a href="#">▶</a>	0060000156	Sample Exp Rep 99	04/21/2022	Submitted	Ben Smith	04/21/2022	3 - Default Closing Group Approver Profile	1,585.91	<input type="checkbox"/>	<a href="#">▶</a>	0060000155	Expense Report 0060000155	04/21/2022	Submitted	Ben Smith	04/22/2022	3 - Default Closing Group Approver Profile	1,289.94									Page Total:	4,428.40									Search Total:	4,428.40
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## Action/Information

2b An alternative way for find expense reports for your approval is to click on the **More** option on the home page.

HOME

User Role: Company Program Administrator - 1000060 - Company XYZ.ERM.60 -Jose Rodriguez

### ACTIVITY

- ALERTS & NOTIFICATIONS** > 0  
Previous 30 days
- MOST RECENT POSTING DATE**  
06/02/2022
- TOTAL USERS** 17  
Previous 30 days
- TOTAL LOCKED USERS** > 0  
Previous 30 days
- RECENTLY ADDED ACCOUNTS** > 0  
Previous 30 days
- RECENTLY ADDED CARDHOLDER USERS** > 0  
Previous 30 days

### REPORTS & DATA FILES

- SCHEDULED REPORTS** >
- COMPLETED REPORTS** >
- DATA FILES** >

[More](#)

### REVIEW REQUIRED TOTAL ITEMS: 3

Report Description	Submitted	Amount	Date
<b>SALES CONFERENCE 2022</b> > BEN SMITH - Submitted		USD 1,552.55	06/23/2022
<b>EXPENSE REPORT 0060000155</b> > BEN SMITH - Submitted		USD 1,289.94	04/22/2022
<b>SAMPLE EXP REP 99</b> > BEN SMITH - Submitted		USD 1,585.91	04/21/2022

[More](#)

3 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**.

### EXPENSE REPORT LIST

SEARCH CRITERIA

Report Id(s):  Submitted Date Range:  To

Report Description(contains):  Report Status: All

Approver Name(contains):  Report Total Amount:  To

Assigned:  Assigned box must be checked to approve expense reports



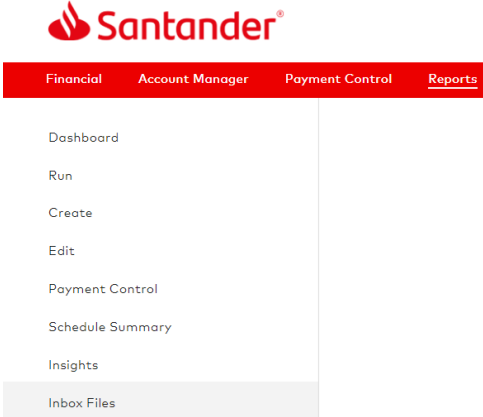
[Search](#)

4 Select the report to approve by clicking on the expense report description link.

### SEARCH RESULTS

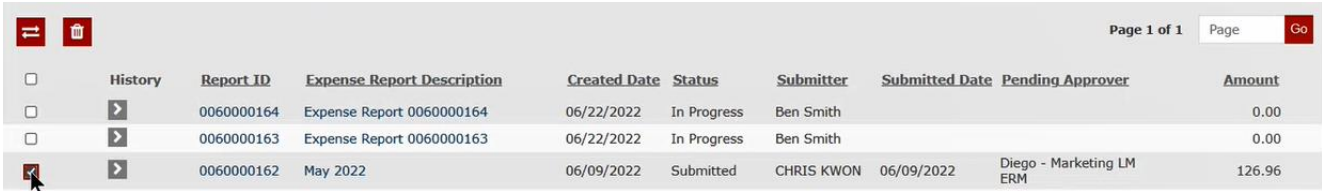

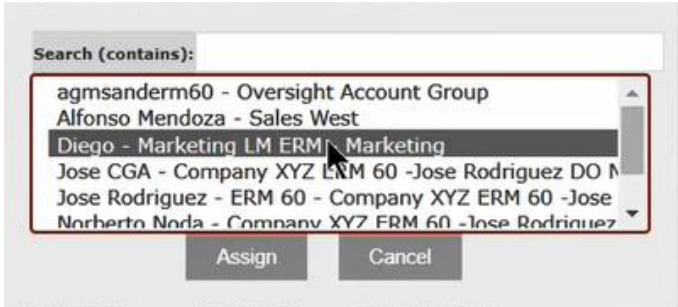
Page 1 of 1 Page  [Go](#)

<input type="checkbox"/>	History	Report ID	Expense Report Description	Created Date	Status	Submitter	Submitted Date	Pending Approver	Amount
<input type="checkbox"/>	<a href="#">&gt;</a>	0060000158	<a href="#">Sales Conference 2022</a>	05/20/2022	Submitted	Ben Smith	06/23/2022	3 - Default Closing Group Approver Profile	1,552.55
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<input type="checkbox"/>	<a href="#">&gt;</a>	0060000155	Expense Report 0060000155	04/21/2022	Submitted	Ben Smith	04/22/2022	3 - Default Closing Group Approver Profile	1,289.94

Action/Information	
5	<p>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).</p> <div style="text-align: center; margin-top: 20px;">  </div>
6	<p>The Schedule button allows you to download and print the report. If you click <b>Schedule</b> you will get this message.</p> <div style="text-align: center; margin-top: 20px;">  </div>
7	<p>The Inbox can be found under the <b>Reports</b> menu.</p> <div style="text-align: center; margin-top: 20px;">  </div>

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


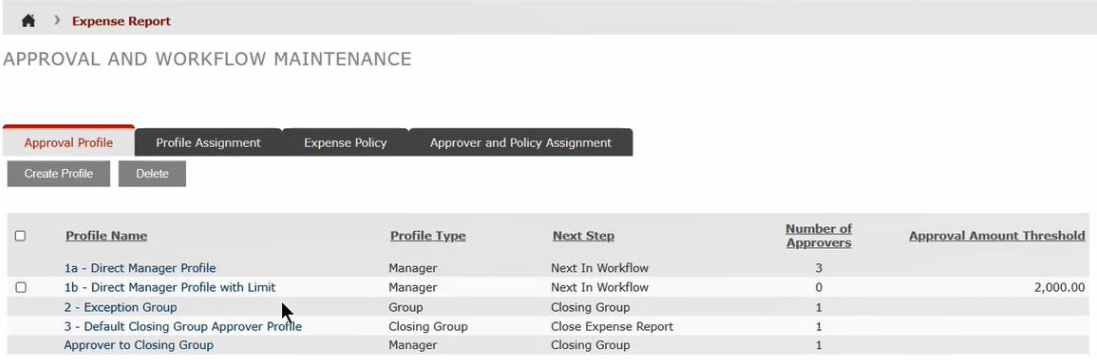
This feature is only available if your role has been configured with this feature.

		Action/Information																																								
1	Search for the expense report and select the report for re-routing.	 <p>Page 1 of 1 Page Go</p> <table border="1"> <thead> <tr> <th></th> <th>History</th> <th>Report ID</th> <th>Expense Report Description</th> <th>Created Date</th> <th>Status</th> <th>Submitter</th> <th>Submitted Date</th> <th>Pending Approver</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td></td> <td>0060000164</td> <td>Expense Report 0060000164</td> <td>06/22/2022</td> <td>In Progress</td> <td>Ben Smith</td> <td></td> <td></td> <td>0.00</td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td>0060000163</td> <td>Expense Report 0060000163</td> <td>06/22/2022</td> <td>In Progress</td> <td>Ben Smith</td> <td></td> <td></td> <td>0.00</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td></td> <td>0060000162</td> <td>May 2022</td> <td>06/09/2022</td> <td>Submitted</td> <td>CHRIS KWON</td> <td>06/09/2022</td> <td>Diego - Marketing LM ERM</td> <td>126.96</td> </tr> </tbody> </table>		History	Report ID	Expense Report Description	Created Date	Status	Submitter	Submitted Date	Pending Approver	Amount	<input type="checkbox"/>		0060000164	Expense Report 0060000164	06/22/2022	In Progress	Ben Smith			0.00	<input type="checkbox"/>		0060000163	Expense Report 0060000163	06/22/2022	In Progress	Ben Smith			0.00	<input checked="" type="checkbox"/>		0060000162	May 2022	06/09/2022	Submitted	CHRIS KWON	06/09/2022	Diego - Marketing LM ERM	126.96
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<input checked="" type="checkbox"/>		0060000162	May 2022	06/09/2022	Submitted	CHRIS KWON	06/09/2022	Diego - Marketing LM ERM	126.96																																	
2	Click on the re-routing icon	 <p>Select Expense Report to Reroute.</p> <table border="1"> <thead> <tr> <th></th> <th>ID</th> <th>Expense Report Description</th> <th>Create</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>0060000164</td> <td>Expense Report 0060000164</td> <td>06/22/</td> </tr> </tbody> </table>		ID	Expense Report Description	Create	<input type="checkbox"/>	0060000164	Expense Report 0060000164	06/22/																																
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<input type="checkbox"/>	0060000164	Expense Report 0060000164	06/22/																																							
3	Choose who you want the expense report re-routed to, and click <b>Assign</b> . This will route <b>this</b> report to the new approver. Future reports will continue to be routed to the original approver.	 <p>Search (contains):</p> <ul style="list-style-type: none"> <li>agmsanderm60 - Oversight Account Group</li> <li>Alfonso Mendoza - Sales West</li> <li>Diego - Marketing LM ERM   Marketing</li> <li>Jose CGA - Company XYZ LNM 60 -Jose Rodriguez DO M</li> <li>Jose Rodriguez - ERM 60 - Company XYZ ERM 60 -Jose</li> <li>Norberto Noda - Company XYZ FRM 60 -Jose Rodriguez</li> </ul> <p>Assign Cancel</p>																																								



## 5 Approval and Workflow Maintenance

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

Action/Information																																					
1	<p>From the Company menu choose the <b>Expense Report Management</b> and then <b>Approval and Workflow and Maintenance</b> options.</p> 																																				
2	<p>The <b>Approval and Workflow Maintenance</b> screen will open. The first tab will show the profiles your approvers can have.</p>  <table border="1"> <thead> <tr> <th><input type="checkbox"/></th> <th>Profile Name</th> <th>Profile Type</th> <th>Next Step</th> <th>Number of Approvers</th> <th>Approval Amount Threshold</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>1a - Direct Manager Profile</td> <td>Manager</td> <td>Next In Workflow</td> <td>3</td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td>1b - Direct Manager Profile with Limit</td> <td>Manager</td> <td>Next In Workflow</td> <td>0</td> <td>2,000.00</td> </tr> <tr> <td></td> <td>2 - Exception Group</td> <td>Group</td> <td>Closing Group</td> <td>1</td> <td></td> </tr> <tr> <td></td> <td>3 - Default Closing Group Approver Profile</td> <td>Closing Group</td> <td>Close Expense Report</td> <td>1</td> <td></td> </tr> <tr> <td></td> <td>Approver to Closing Group</td> <td>Manager</td> <td>Closing Group</td> <td>1</td> <td></td> </tr> </tbody> </table>	<input type="checkbox"/>	Profile Name	Profile Type	Next Step	Number of Approvers	Approval Amount Threshold	<input type="checkbox"/>	1a - Direct Manager Profile	Manager	Next In Workflow	3		<input type="checkbox"/>	1b - Direct Manager Profile with Limit	Manager	Next In Workflow	0	2,000.00		2 - Exception Group	Group	Closing Group	1			3 - Default Closing Group Approver Profile	Closing Group	Close Expense Report	1			Approver to Closing Group	Manager	Closing Group	1	
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	3 - Default Closing Group Approver Profile	Closing Group	Close Expense Report	1																																	
	Approver to Closing Group	Manager	Closing Group	1																																	

### Action/Information

3 You can assign or edit the profiles for each of your approvers on the second tab.

Approval Profile | **Profile Assignment** | Expense Policy | Approver and Policy Assignment

Save

Reporting Structure Filters: All | Profile Names: All  
 No Assigned Profile  
 1a - Direct Manager Profile  
 1b - Direct Manager Profile with Limit

**REPORTING STRUCTURE CONTROL**

- Company XYZ ERM 60 - Jose Rodriguez DO NOT CLEANSE
- Marketing
- Operations
- Sales
- Chris Kwan Support
- Oversight Account Group

Approver Name	Org Point	Assigned Profile
agmsander60	Oversight Account Group	2 - Exception Group
Alfonso Mendoza	Sales West	1a - Direct Manager Profile
Diego - Marketing LM ERM	Marketing	1a - Direct Manager Profile
Jose CGA	Company XYZ ERM 60 - Jose Rodriguez DO NOT CLEANSE	Select
Jose Rodriguez - ERM 60	Company XYZ ERM 60 - Jose Rodriguez DO NOT CLEANSE	3 - Default Closing Group Approver Profile
Norberto Noda	Company XYZ ERM 60 - Jose Rodriguez DO NOT CLEANSE	Select
Richard - Sales LM ERM	Sales	Approver to Closing Group
Susan - Operations LM ERM	Operations	1a - Direct Manager Profile

4 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.

Approval Profile | Profile Assignment | Expense Policy | **Approver and Policy Assignment**

Save | Reset

Reporting Structure Filters: All | Profile Names: All  
 No Assigned Profile  
 1a - Direct Manager Profile  
 1b - Direct Manager Profile with Limit

**REPORTING STRUCTURE CONTROL**

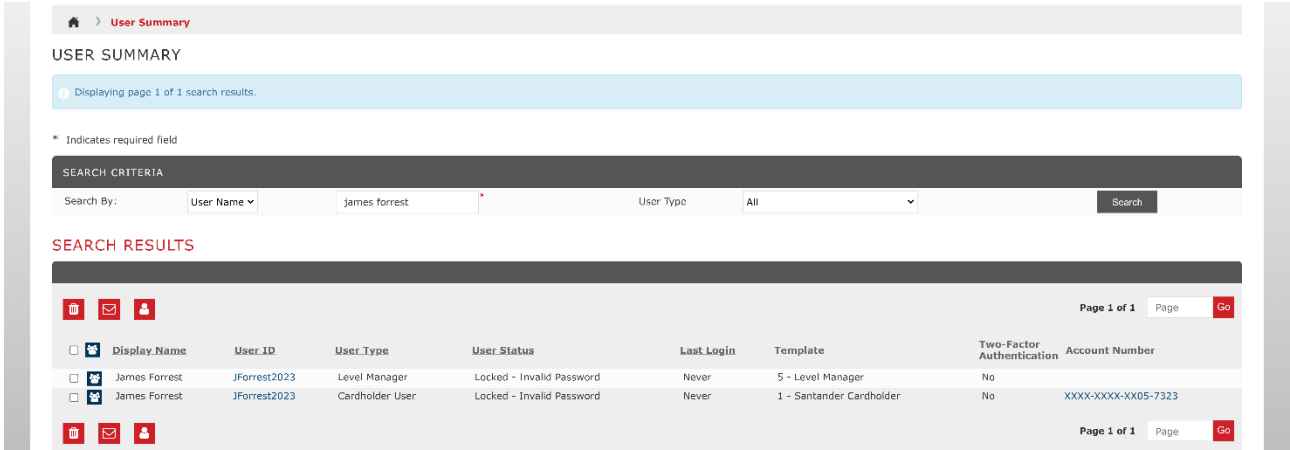

- Company XYZ ERM 60 - Jose Rodriguez DO NOT CLEANSE
- Marketing
- Operations
- Sales
- Chris Kwan Support
- Oversight Account Group
  - JoseNC
  - Noah Cardington

Approver	Current	New
Approver:	Diego - Marketing LM ERM (assigned)	Diego - Marketing LM ERM - Marketing
Click on approver name to temporarily delegate expense reports		
Expense Policy:	Default Policy	Default Policy
<b>Profile Summary</b>		
Profile Name:	Current: 1a - Direct Manager Profile	New: 1a - Direct Manager Profile
Next Step:	Next In Workflow	Next In Workflow
Number of Approvers:	3	3
Approval Amount Threshold:		
<b>Routing</b>		
	Current: Diego - Marketing LM ERM > 3 - Default Closing Group Approver Profile	New: Diego - Marketing LM ERM > 3 - Default Closing Group Approver Profile

## 6 User Administration

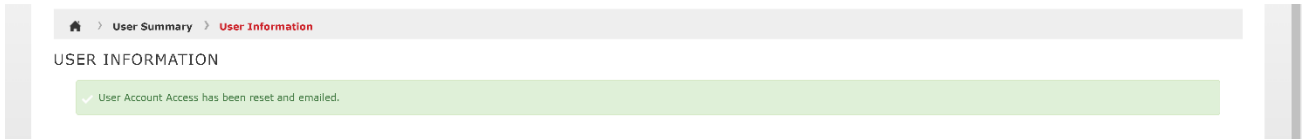
### 6.1 Reset User's Password / Unlock User

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

	Action/Information																								
1	<p>Users cannot login if they are <b>Inactive</b> (not logged in for 90 days) or <b>Locked</b> (they have entered their password incorrectly multiple times). You can see this for the user under the <b>User Status</b> field.</p>  <table border="1"> <thead> <tr> <th>Display Name</th> <th>User ID</th> <th>User Type</th> <th>User Status</th> <th>Last Login</th> <th>Template</th> <th>Two-Factor Authentication</th> <th>Account Number</th> </tr> </thead> <tbody> <tr> <td>James Forrest</td> <td>JForrest2023</td> <td>Level Manager</td> <td>Locked - Invalid Password</td> <td>Never</td> <td>5 - Level Manager</td> <td>No</td> <td></td> </tr> <tr> <td>James Forrest</td> <td>JForrest2023</td> <td>Cardholder User</td> <td>Locked - Invalid Password</td> <td>Never</td> <td>1 - Santander Cardholder</td> <td>No</td> <td>XXXX-XXXX-XX05-7323</td> </tr> </tbody> </table>	Display Name	User ID	User Type	User Status	Last Login	Template	Two-Factor Authentication	Account Number	James Forrest	JForrest2023	Level Manager	Locked - Invalid Password	Never	5 - Level Manager	No		James Forrest	JForrest2023	Cardholder User	Locked - Invalid Password	Never	1 - Santander Cardholder	No	XXXX-XXXX-XX05-7323
Display Name	User ID	User Type	User Status	Last Login	Template	Two-Factor Authentication	Account Number																		
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James Forrest	JForrest2023	Cardholder User	Locked - Invalid Password	Never	1 - Santander Cardholder	No	XXXX-XXXX-XX05-7323																		
2	<p>Note: The user cannot reset their password if they are <b>Inactive</b> or <b>Locked</b>. The user reset password function on the login screen only works if they are <b>Active</b>.</p> <p>You can reset account access by clicking on their <b>User ID</b> to open their profile, and then click on the <b>Reset Account Access</b></p>  <table border="1"> <thead> <tr> <th colspan="2">USER INFORMATION</th> </tr> </thead> <tbody> <tr> <td>* Display Name:</td> <td>James Forrest</td> </tr> <tr> <td>* First Name:</td> <td>James</td> </tr> <tr> <td>* Last Name:</td> <td>Forrest</td> </tr> <tr> <td>User ID:</td> <td>JForrest2023</td> </tr> <tr> <td>Last Password Change:</td> <td>Never <input type="checkbox"/> Clear Security Question</td> </tr> <tr> <td>Phone Number:</td> <td>6177893665</td> </tr> <tr> <td>* Status Code:</td> <td>Locked - Invalid Password</td> </tr> </tbody> </table>	USER INFORMATION		* Display Name:	James Forrest	* First Name:	James	* Last Name:	Forrest	User ID:	JForrest2023	Last Password Change:	Never <input type="checkbox"/> Clear Security Question	Phone Number:	6177893665	* Status Code:	Locked - Invalid Password								
USER INFORMATION																									
* Display Name:	James Forrest																								
* First Name:	James																								
* Last Name:	Forrest																								
User ID:	JForrest2023																								
Last Password Change:	Never <input type="checkbox"/> Clear Security Question																								
Phone Number:	6177893665																								
* Status Code:	Locked - Invalid Password																								

**Action/Information**

3 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).



4 You must also change the status code to **ACTIVE**, or they will not be able to use the password reset email.

Phone Number:

\* Status Code:

5 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.

6 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.


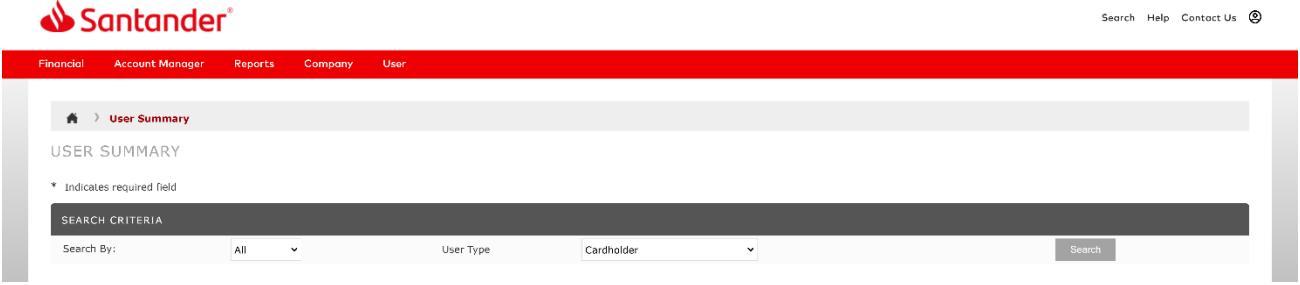
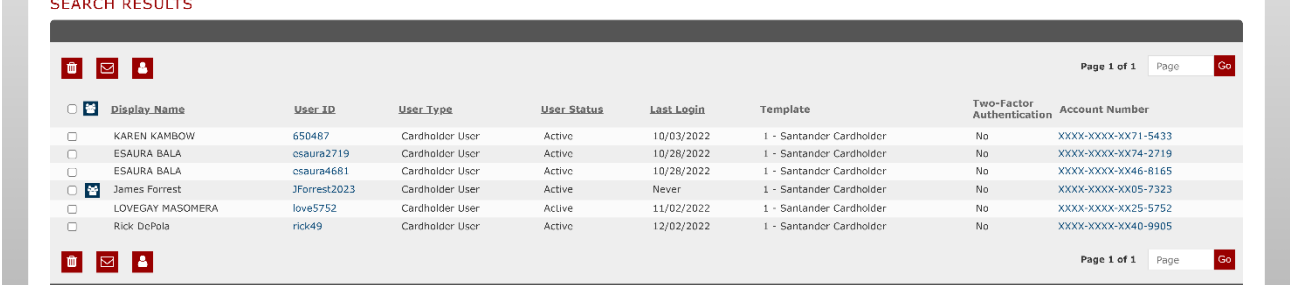
Search By:  User Type

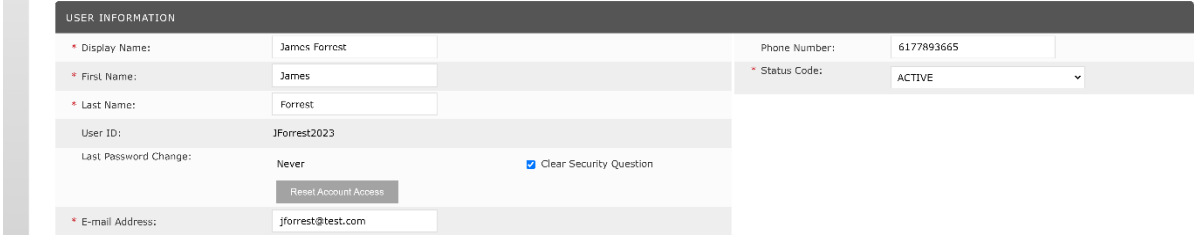
SEARCH RESULTS

Reset Account Access

<input checked="" type="checkbox"/>	Display Name	User ID	User Type
<input checked="" type="checkbox"/>	KAREN KAMBOW	650487	Cardholder User
<input checked="" type="checkbox"/>	Dee Gonzalez	deefficcp	Company Program Administrator
<input checked="" type="checkbox"/>	Dee Gonzalez	deefficcpapprover	Company Program Administrator
<input checked="" type="checkbox"/>	Demo PA	demopa	Company Program Administrator

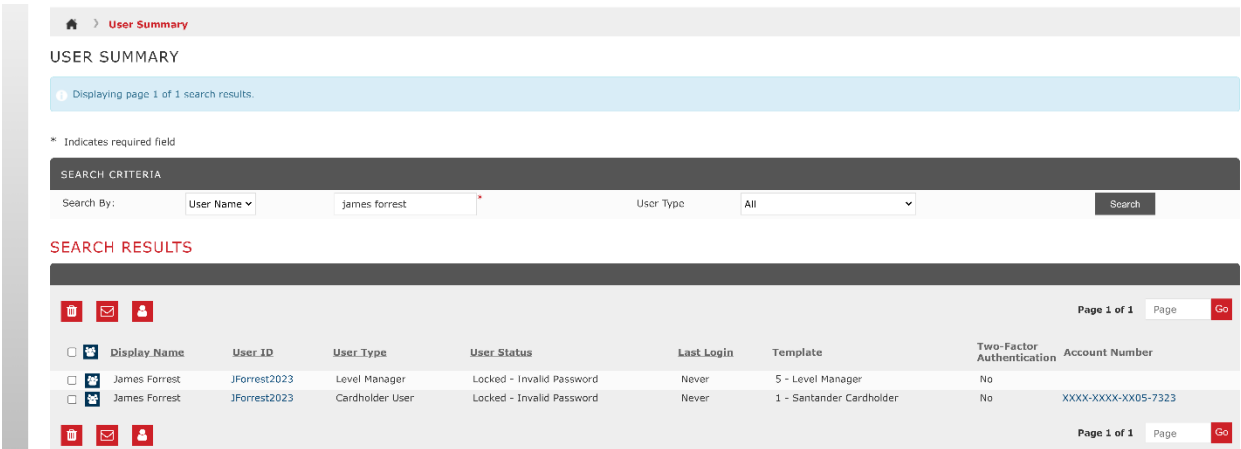
## 6.2 Reset User's Security Questions


Action/Information																																																																
1	<p>Find the user from the User menu and <b>User Summary</b> option.</p>  <p style="text-align: center;">User Summary</p>																																																															
2	<p>Search for the user by their name, ID, or type.</p> 																																																															
3	<p>Click on the <b>User ID</b> for the user you need to edit.</p>  <table border="1"> <thead> <tr> <th><input type="checkbox"/></th> <th>Display Name</th> <th>User ID</th> <th>User Type</th> <th>User Status</th> <th>Last Login</th> <th>Template</th> <th>Two-Factor Authentication</th> <th>Account Number</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>KAREN KAMBOW</td> <td>650487</td> <td>Cardholder User</td> <td>Active</td> <td>10/03/2022</td> <td>1 - Santander Cardholder</td> <td>No</td> <td>XXXX-XXXX-XX71-5433</td> </tr> <tr> <td><input type="checkbox"/></td> <td>ESAURA BALA</td> <td>essaure2719</td> <td>Cardholder User</td> <td>Active</td> <td>10/28/2022</td> <td>1 - Santander Cardholder</td> <td>No</td> <td>XXXX-XXXX-XX74-2719</td> </tr> <tr> <td><input type="checkbox"/></td> <td>ESAURA BALA</td> <td>essaure4681</td> <td>Cardholder User</td> <td>Active</td> <td>10/28/2022</td> <td>1 - Santander Cardholder</td> <td>No</td> <td>XXXX-XXXX-XX46-8165</td> </tr> <tr> <td><input type="checkbox"/></td> <td>James Forrest</td> <td>JForrest2023</td> <td>Cardholder User</td> <td>Active</td> <td>Never</td> <td>1 - Santander Cardholder</td> <td>No</td> <td>XXXX-XXXX-XX05-7323</td> </tr> <tr> <td><input type="checkbox"/></td> <td>LOVEGAY MASOMERA</td> <td>love5752</td> <td>Cardholder User</td> <td>Active</td> <td>11/02/2022</td> <td>1 - Santander Cardholder</td> <td>No</td> <td>XXXX-XXXX-XX25-5752</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Rick DePola</td> <td>rick49</td> <td>Cardholder User</td> <td>Active</td> <td>12/02/2022</td> <td>1 - Santander Cardholder</td> <td>No</td> <td>XXXX-XXXX-XX40-9905</td> </tr> </tbody> </table>	<input type="checkbox"/>	Display Name	User ID	User Type	User Status	Last Login	Template	Two-Factor Authentication	Account Number	<input type="checkbox"/>	KAREN KAMBOW	650487	Cardholder User	Active	10/03/2022	1 - Santander Cardholder	No	XXXX-XXXX-XX71-5433	<input type="checkbox"/>	ESAURA BALA	essaure2719	Cardholder User	Active	10/28/2022	1 - Santander Cardholder	No	XXXX-XXXX-XX74-2719	<input type="checkbox"/>	ESAURA BALA	essaure4681	Cardholder User	Active	10/28/2022	1 - Santander Cardholder	No	XXXX-XXXX-XX46-8165	<input type="checkbox"/>	James Forrest	JForrest2023	Cardholder User	Active	Never	1 - Santander Cardholder	No	XXXX-XXXX-XX05-7323	<input type="checkbox"/>	LOVEGAY MASOMERA	love5752	Cardholder User	Active	11/02/2022	1 - Santander Cardholder	No	XXXX-XXXX-XX25-5752	<input type="checkbox"/>	Rick DePola	rick49	Cardholder User	Active	12/02/2022	1 - Santander Cardholder	No	XXXX-XXXX-XX40-9905
<input type="checkbox"/>	Display Name	User ID	User Type	User Status	Last Login	Template	Two-Factor Authentication	Account Number																																																								
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<input type="checkbox"/>	ESAURA BALA	essaure4681	Cardholder User	Active	10/28/2022	1 - Santander Cardholder	No	XXXX-XXXX-XX46-8165																																																								
<input type="checkbox"/>	James Forrest	JForrest2023	Cardholder User	Active	Never	1 - Santander Cardholder	No	XXXX-XXXX-XX05-7323																																																								
<input type="checkbox"/>	LOVEGAY MASOMERA	love5752	Cardholder User	Active	11/02/2022	1 - Santander Cardholder	No	XXXX-XXXX-XX25-5752																																																								
<input type="checkbox"/>	Rick DePola	rick49	Cardholder User	Active	12/02/2022	1 - Santander Cardholder	No	XXXX-XXXX-XX40-9905																																																								

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


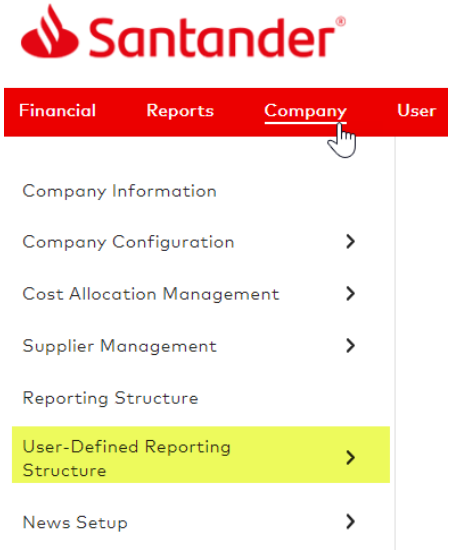
### 6.3 Update a User's Contact Details

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	<p>Click on the user ID to open the <b>User Information</b> screen.</p> 

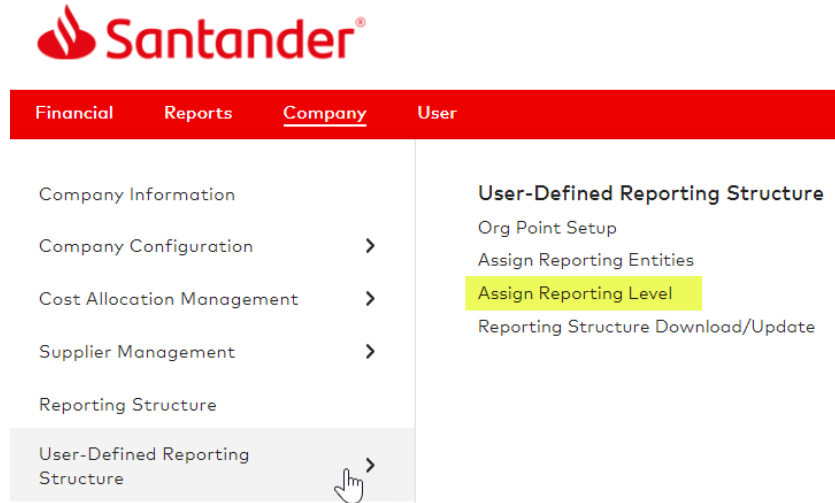
Action/Information	
2	<p>Update the user's email address or phone number and click <b>Save</b>.</p> 

## 6.4 Moving a User within the Organization

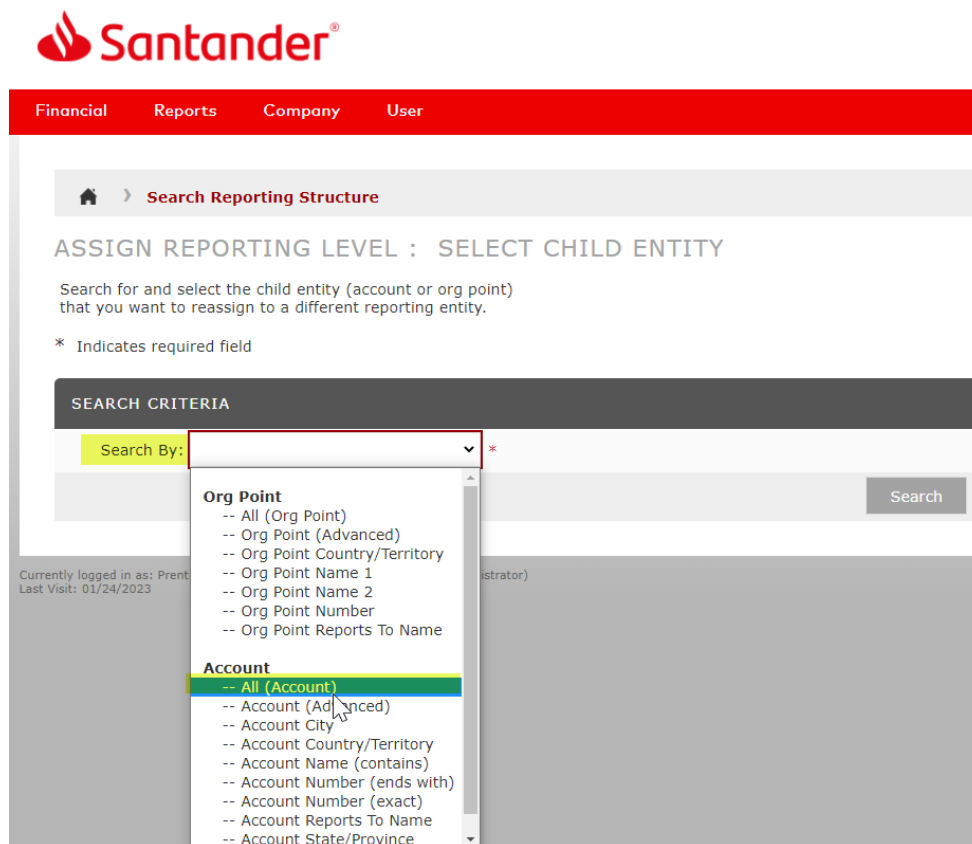
Action/Information	
1	<p>Place your cursor on <b>Company</b>.</p> 
2	<p>Use your cursor to hover over <b>User-Defined Reporting Structure</b>.</p> 

Action/Information

3 Within the *User-Defined Reporting Structure*, choose the option, which reads **Assign Reporting Level**.



4 In the next screen, the *Search Criteria* menu should appear. In the *Search By* menu, select "All Accounts" or (Child Entity).





Action/Information

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

**Santander**  
Financial Reports Company User

Home > Search Reporting Structure

ASSIGN REPORTING LEVEL : SELECT CHILD ENTITY

Search for and select the child entity (account or org point) that you want to reassign to a different reporting entity.

\* Indicates required field

SEARCH CRITERIA

Search By: -- All (Account) \*

Search

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

**Santander** Search Help Contact Us

Financial Reports Company User

Home > Search Reporting Structure

Displaying page 1 of 1 search results.

ASSIGN REPORTING LEVEL : SELECT CHILD ENTITY

Search for and select the child entity (account or org point) that you want to reassign to a different reporting entity.

\* Indicates required field

SEARCH CRITERIA

Search By: -- All (Account) \*

QUICK LINK

Recently Viewed: None

Select a Quick Link

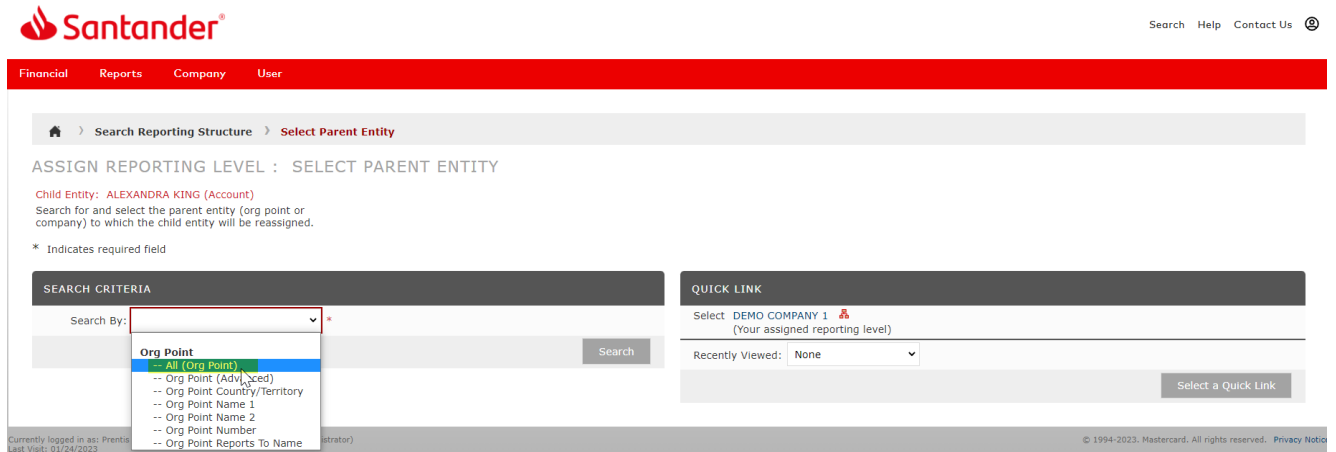
SEARCH RESULTS

Page 1 of 1 Page Go

Cardholder Name 1	Cardholder Name 2	Account Number	City	State	Country/Territory	Reports To	Status
AIDEN HALL		XXXX-XXXX-XXXX-1671	AVON LAKE	OH	UNITED STATES	Sales	Active
ALEXANDRA KING		XXXX-XXXX-XXXX-1733	AVON LAKE	OH	UNITED STATES	--	Active
ALEXIS MOORE		XXXX-XXXX-XXXX-0546	AVON LAKE	OH	UNITED STATES	--	Active
ALLISON WRIGHT		XXXX-XXXX-XXXX-1726	AVON LAKE	OH	UNITED STATES	--	Active
ANNA LOPEZ		XXXX-XXXX-XXXX-1590	AVON LAKE	OH	UNITED STATES	--	Active

Action/Information

7 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**.



**Santander** Search Help Contact Us

Financial Reports Company User

Search Reporting Structure > Select Parent Entity

ASSIGN REPORTING LEVEL : SELECT PARENT ENTITY

Child Entity: ALEXANDRA KING (Account)  
Search for and select the parent entity (org point or company) to which the child entity will be reassigned.

\* Indicates required field

SEARCH CRITERIA

Search By: **Org Point** \*

- All (Org Point)
- Org Point (Advanced)
- Org Point Country/Territory
- Org Point Name 1
- Org Point Name 2
- Org Point Number
- Org Point Reports To Name

QUICK LINK

Select DEMO COMPANY 1 (Your assigned reporting level)

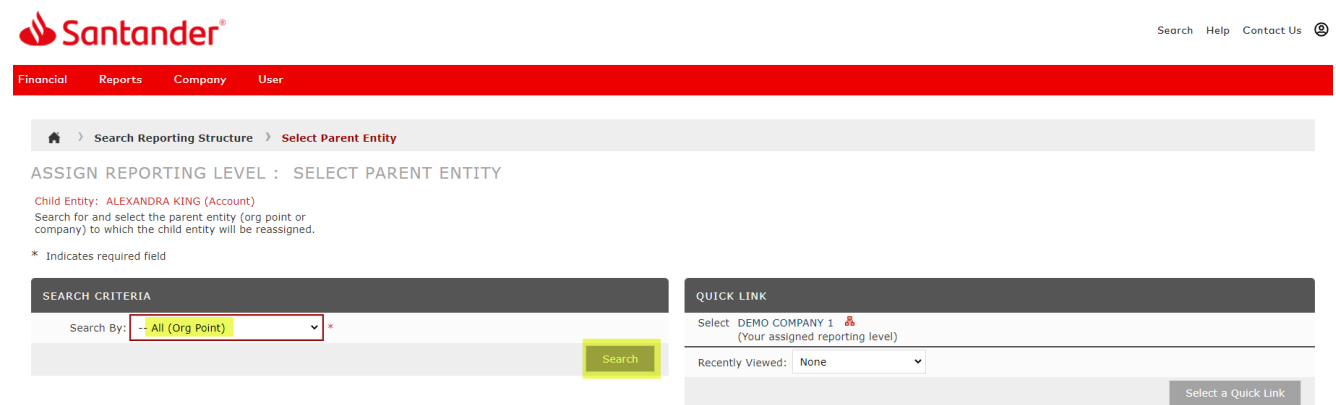
Recently Viewed: None

Select a Quick Link

Currently logged in as: Prentis (Administrator)  
Last Visit: 01/24/2023

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



**Santander** Search Help Contact Us

Financial Reports Company User

Search Reporting Structure > Select Parent Entity

ASSIGN REPORTING LEVEL : SELECT PARENT ENTITY

Child Entity: ALEXANDRA KING (Account)  
Search for and select the parent entity (org point or company) to which the child entity will be reassigned.

\* Indicates required field

SEARCH CRITERIA

Search By: **All (Org Point)** \*

Search

QUICK LINK

Select DEMO COMPANY 1 (Your assigned reporting level)

Recently Viewed: None

Select a Quick Link

## Action/Information

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

Financial Reports Company User

Home > Search Reporting Structure > Select Parent Entity

Displaying page 1 of 1 search results.

ASSIGN REPORTING LEVEL : SELECT PARENT ENTITY

Child Entity: ALEXANDRA KING (Account)  
Search for and select the parent entity (org point or company) to which the child entity will be reassigned.

\* Indicates required field

SEARCH CRITERIA	QUICK LINK
Search By: -- All (Org Point) *	Select DEMO COMPANY 1 (Your assigned reporting level)
<input type="button" value="Search"/>	Recently Viewed: None <input type="button" value="Select a Quick Link"/>

SEARCH RESULTS

Page 1 of 1 Page

Org_Point_Name.1*	Org_Point_Name.2	Org_Point_Number	Reports_To	Country/Territory
Collections		700	--	UNITED STATES
Customer Service		300	--	UNITED STATES
Information Technology		400	--	UNITED STATES
<b>Marketing</b>		200	--	UNITED STATES
Sales		100	Marketing	UNITED STATES

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

Financial Reports Company User

Home > Search Reporting Structure > Select Parent Entity > **Assign Reporting Level**

✓ Successfully assigned reporting level.

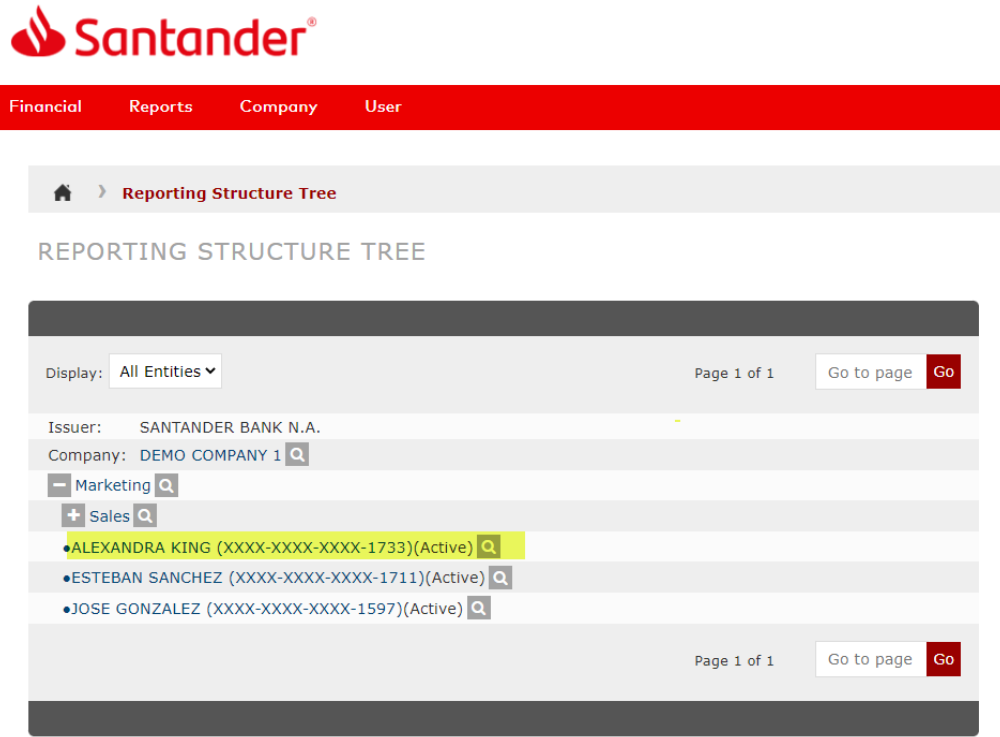
Reassign another reporting entity.

Or, view the reassigned child entity in the reporting structure tree.

Currently logged in as: Prentis Covington (N242159, Company Program Administrator)  
Last Visit: 01/24/2023

Action/Information

11 Click on the **View Reporting Structure Tree** icon to confirm the change has been completed.


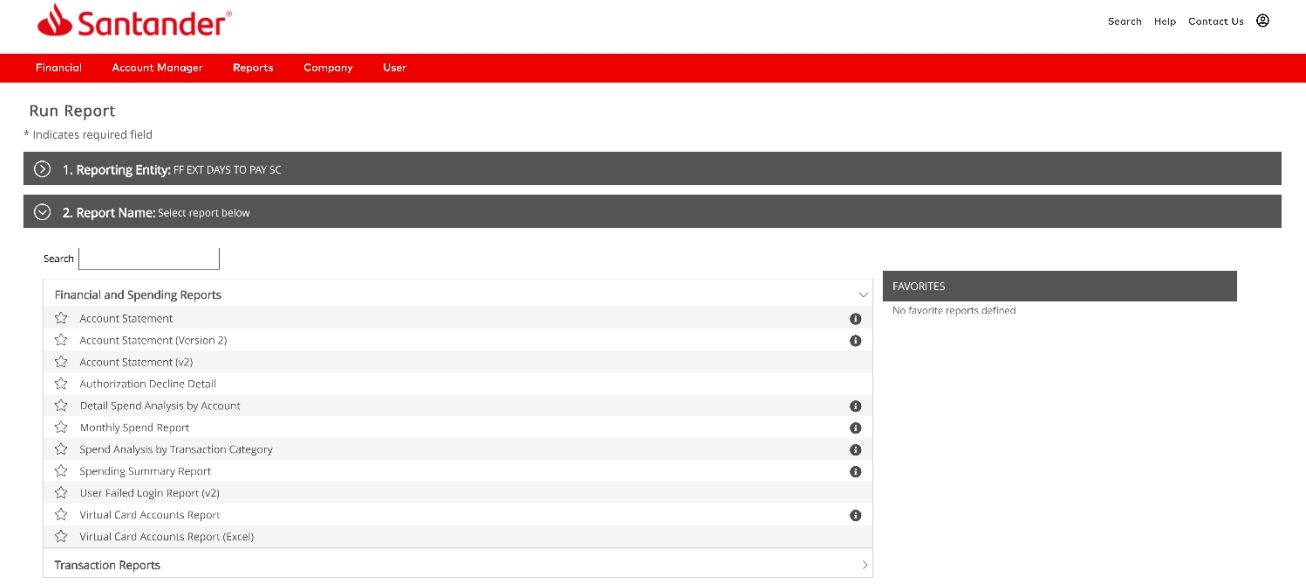


The screenshot shows the Santander Reporting Structure Tree interface. At the top, there is a red navigation bar with the Santander logo and the text "Santander®". Below this, a red bar contains the menu items "Financial", "Reports", "Company", and "User". The main content area has a breadcrumb trail: "Home > Reporting Structure Tree". The title "REPORTING STRUCTURE TREE" is displayed in a light gray box. Below the title, there is a search and filter section with a "Display: All Entities" dropdown, "Page 1 of 1", and "Go to page" and "Go" buttons. The "Issuer" is "SANTANDER BANK N.A." and the "Company" is "DEMO COMPANY 1". There are two expandable sections: "Marketing" (collapsed) and "Sales" (expanded). Under "Sales", three entities are listed: "ALEXANDRA KING (XXXX-XXXX-XXXX-1733)(Active)", "ESTEBAN SANCHEZ (XXXX-XXXX-XXXX-1711)(Active)", and "JOSE GONZALEZ (XXXX-XXXX-XXXX-1597)(Active)". Each entity name is followed by a magnifying glass icon. At the bottom of the list, there is another "Page 1 of 1" and "Go to page" and "Go" buttons.

## 7 Reports

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

### 7.1 Running a Report

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

**Action/Information**

3 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.**

4 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.

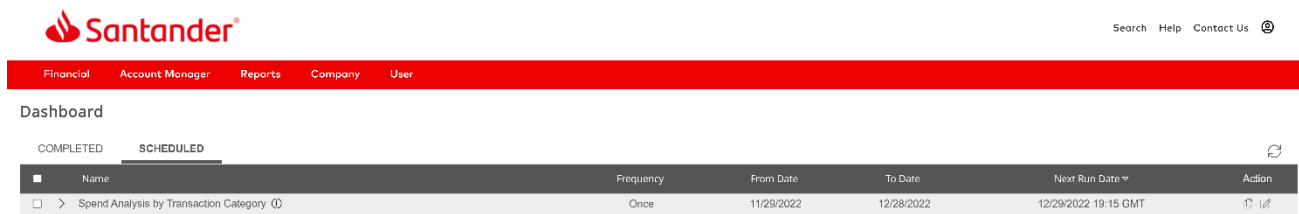
Transactions are available for reports for three years.

## Action/Information

- 5 You can choose to have an email notification when the report is ready under **5. Delivery Options** and **Notifications**. Click **Submit Request**.

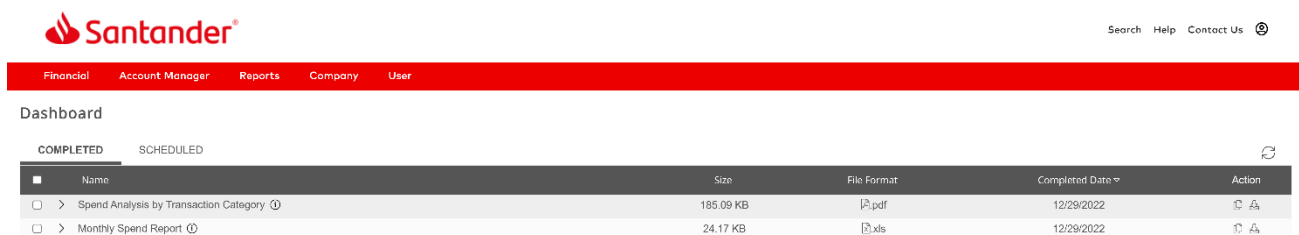


- 6 You will get a confirmation message and the **Dashboard** will open showing the report under **Scheduled**.



Name	Frequency	From Date	To Date	Next Run Date	Action
> Spend Analysis by Transaction Category	Once	11/29/2022	12/28/2022	12/29/2022 18:15 GMT	Download

- 7 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.



Name	Size	File Format	Completed Date	Action
> Spend Analysis by Transaction Category	185.09 KB	pdf	12/29/2022	Download
> Monthly Spend Report	24.17 KB	xls	12/29/2022	Download

## 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](http://www.santanderbank.com/commercial-card)