Santander
Commercial Banking

January 2023

Santander Commercial Card

Smart Data Review and Approve Guide

For Program Administrators

1 Introduction

This guide is for Company Program Administrators who manage Review and Approve card programs in Smart Data.

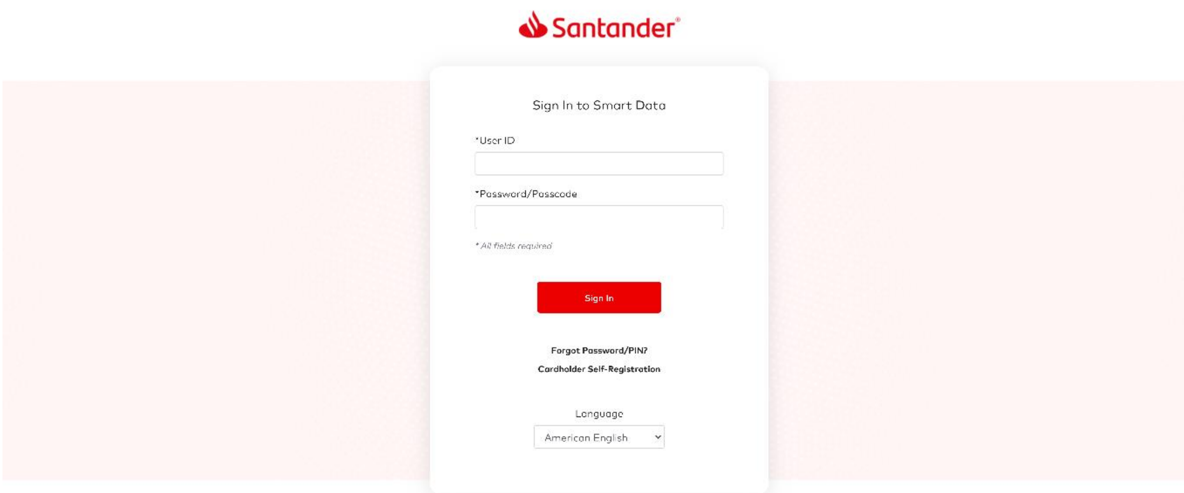
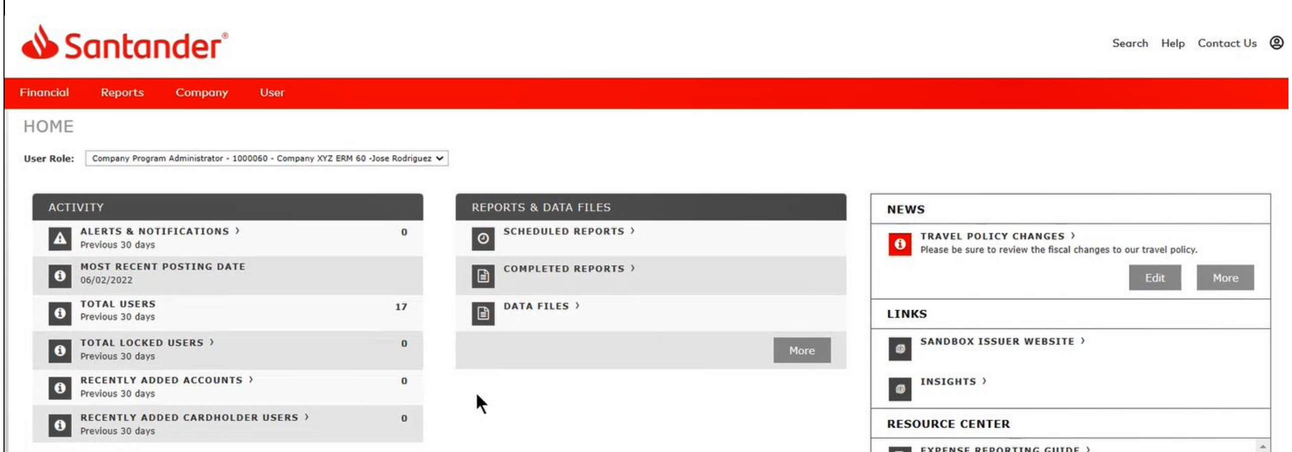
Separate Guides are available for Account Management, Virtual Card, and Travel programs. Please access these from our Commercial Card Resource Center www.santanderbank.com/commercial-card or by contacting Client Service:

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

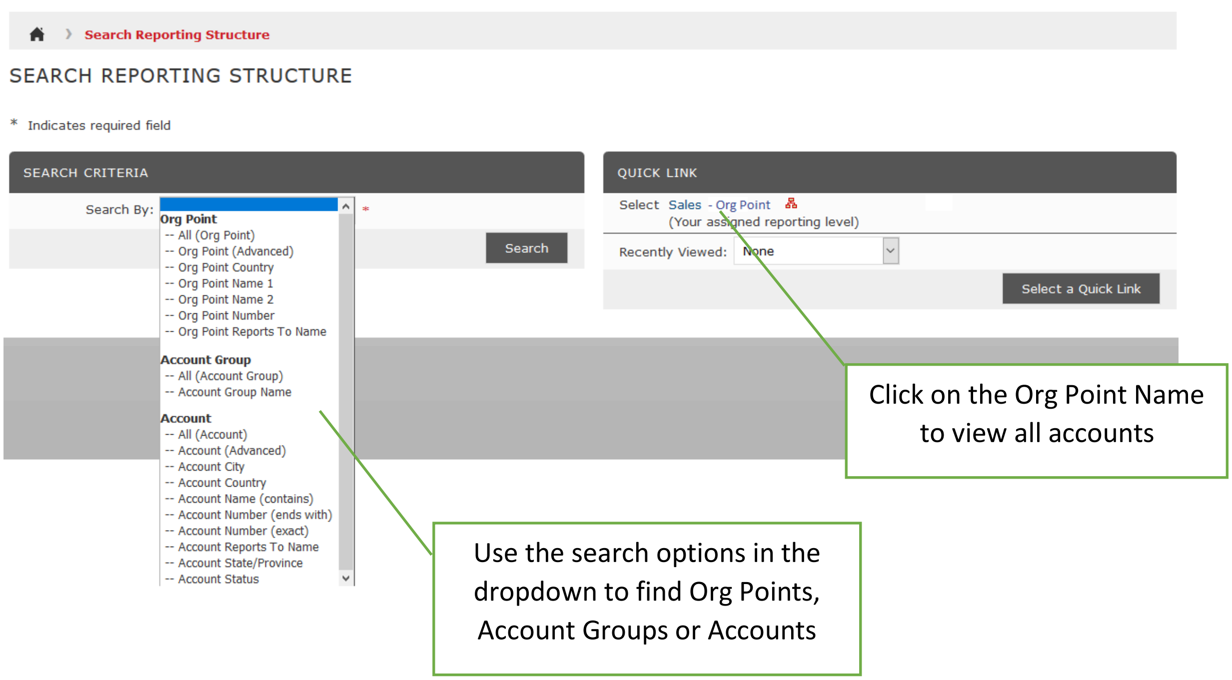
<table>
<tr><th></th><th>Action/Information</th></tr>
<tr><td>1</td><td>Enter the username and password and then set up a new password and security question.
</td></tr>
<tr><td>2</td><td>You will then arrive at the landing page.
</td></tr>
</table>

	Action/Information
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. 

3 Review and Approve

<table>
<tr><th></th><th>Action/Information</th></tr>
<tr><td>1</td><td>From the Home page, select the Financial menu then the Account Summary option.

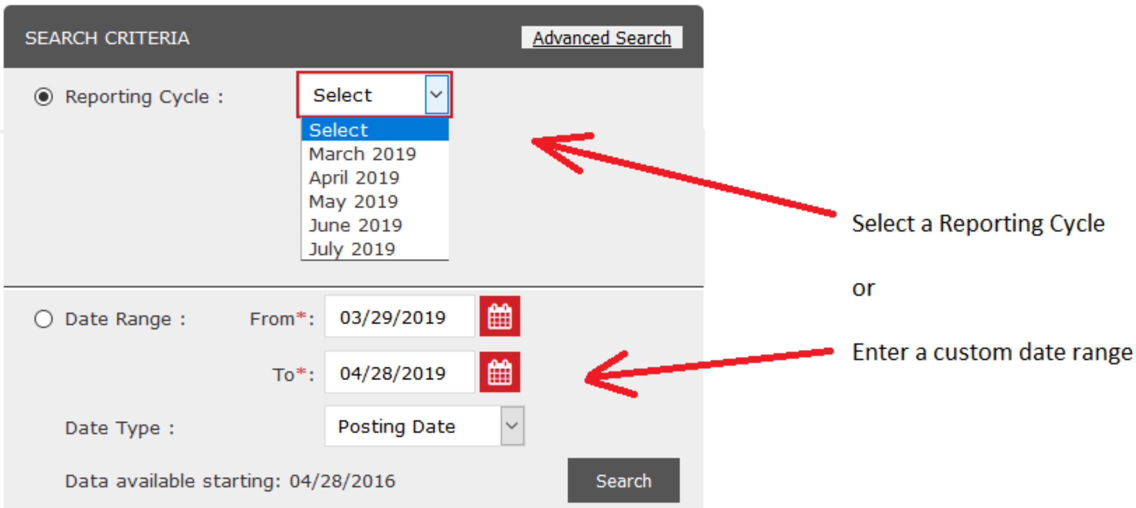
</td></tr>
<tr><td>2</td><td>You will be presented with a search screen. This allows you to view all the accounts in your Org Point or search for a specific account. Your search options will depend on what access has been granted.



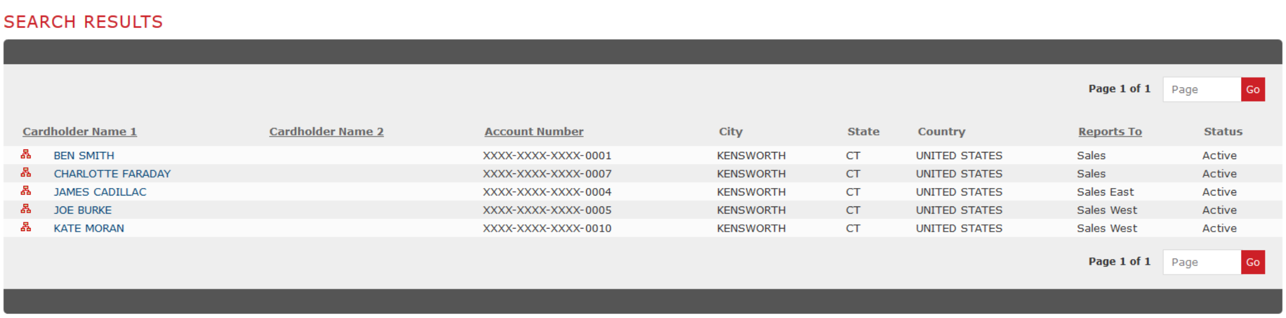
</td></tr>
</table>

	Action/Information
3	Select the date range you would like to work on and click **Search**
4	The system will display the list of accounts that have activity in the date range selected. Click on the account to view its transactions.
5	The system will display a list of transactions for the selected account.

3 Select the date range you would like to work on and click **Search**



4 The system will display the list of accounts that have activity in the date range selected. Click on the account to view its transactions.



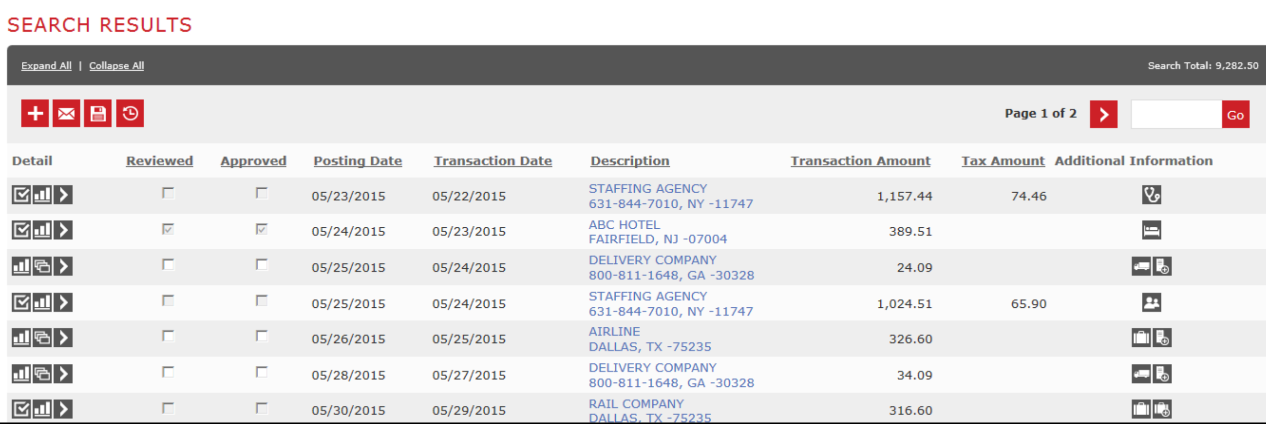
SEARCH RESULTS

Page 1 of 1 Page Go

Cardholder Name 1	Cardholder Name 2	Account Number	City	State	Country	Reports To	Status
BEN SMITH		XXXX-XXXX-XXXX-0001	KENSWORTH	CT	UNITED STATES	Sales	Active
CHARLOTTE FARADAY		XXXX-XXXX-XXXX-0007	KENSWORTH	CT	UNITED STATES	Sales	Active
JAMES CADILLAC		XXXX-XXXX-XXXX-0004	KENSWORTH	CT	UNITED STATES	Sales East	Active
JOE BURKE		XXXX-XXXX-XXXX-0005	KENSWORTH	CT	UNITED STATES	Sales West	Active
KATE MORAN		XXXX-XXXX-XXXX-0010	KENSWORTH	CT	UNITED STATES	Sales West	Active

Page 1 of 1 Page Go

5 The system will display a list of transactions for the selected account.



SEARCH RESULTS

Expand All | Collapse All Search Total: 9,282.50

Page 1 of 2 Go

Detail	Reviewed	Approved	Posting Date	Transaction Date	Description	Transaction Amount	Tax Amount	Additional Information
			05/23/2015	05/22/2015	STAFFING AGENCY 631-844-7010, NY -11747	1,157.44	74.46	
			05/24/2015	05/23/2015	ABC HOTEL FAIRFIELD, NJ -07004	389.51		
			05/25/2015	05/24/2015	DELIVERY COMPANY 800-811-1648, GA -30328	24.09		
			05/25/2015	05/24/2015	STAFFING AGENCY 631-844-7010, NY -11747	1,024.51	65.90	
			05/26/2015	05/25/2015	AIRLINE DALLAS, TX -75235	326.60		
			05/28/2015	05/27/2015	DELIVERY COMPANY 800-811-1648, GA -30328	34.09		
			05/30/2015	05/29/2015	RAIL COMPANY DALLAS, TX -75235	316.60		

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

Click on the corresponding Icon on the left of each transaction to view:

- Splits
- Accounting Detail

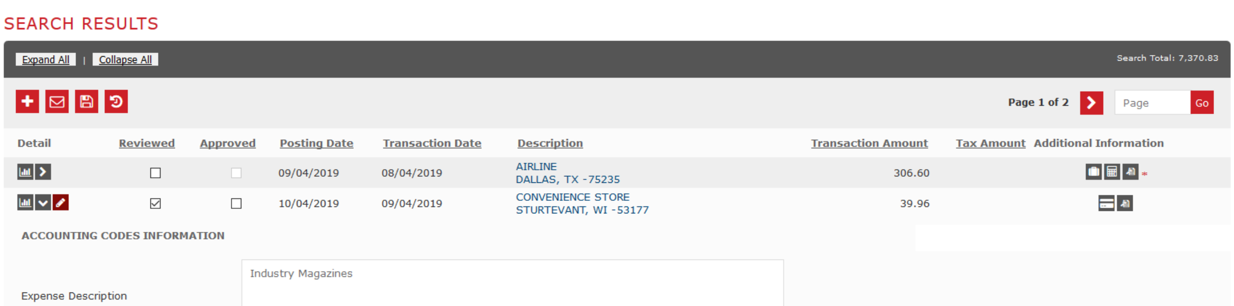
Click on the corresponding Icon on the right of each transaction to:

- View/Download Receipt

When finished verifying the entries by the cardholder:

- Check the Approved box to indicate the transaction is completed correctly
  or
- Uncheck the Reviewed box and advise the cardholder of the corrections needed.
- Click on the icon to save the changes

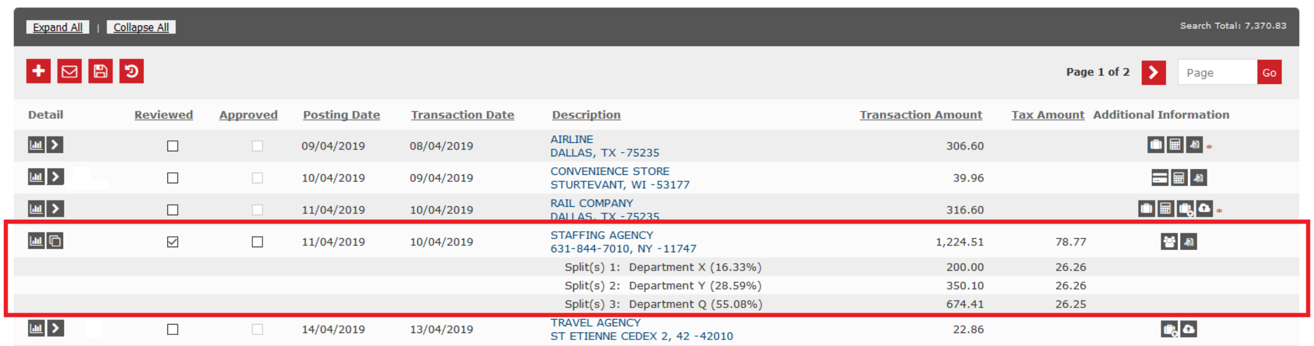
(These steps may vary depending on how your company is configured)



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

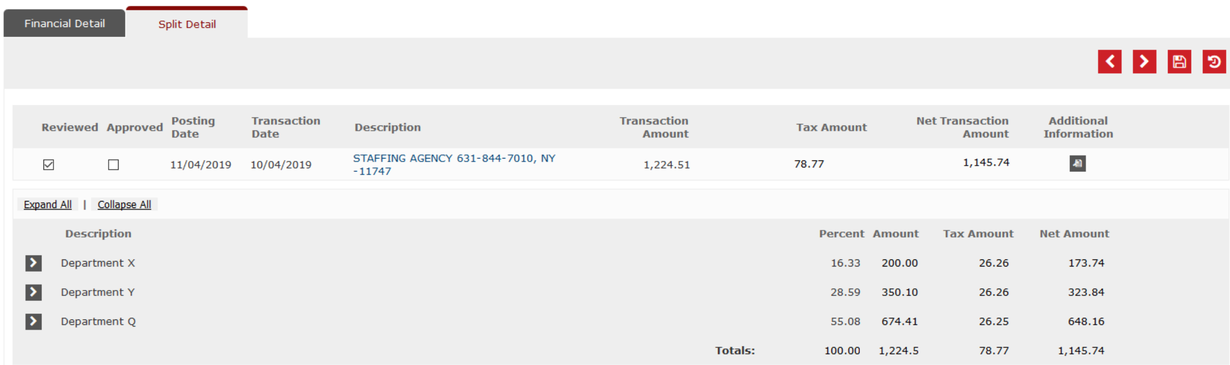
4 Viewing and Splitting Transactions

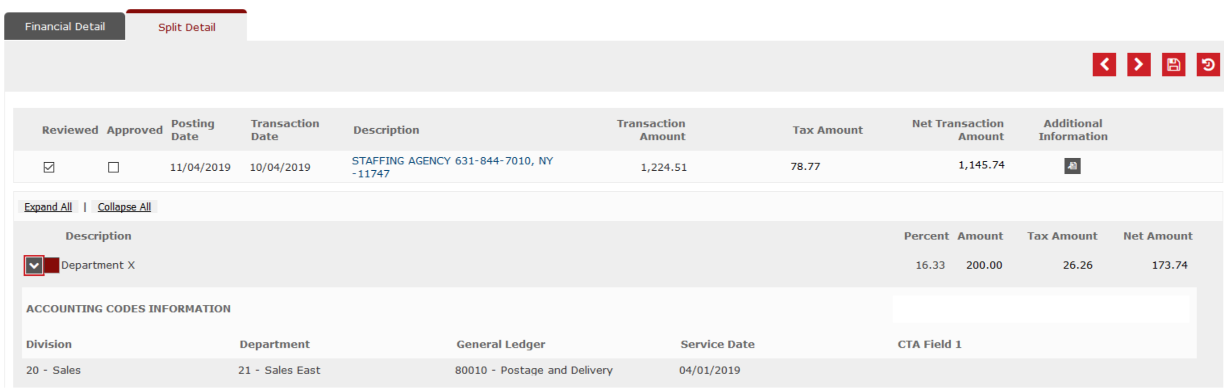
	Action/Information
1	Splitting a transaction allows a cardholder to allocate portions of a single transaction to different GLs, Branches, Departments, etc. Splitting is optional. 1. From the transaction list screen, click on the icon for a transaction that has been split. A split transaction will display the splits beneath it.



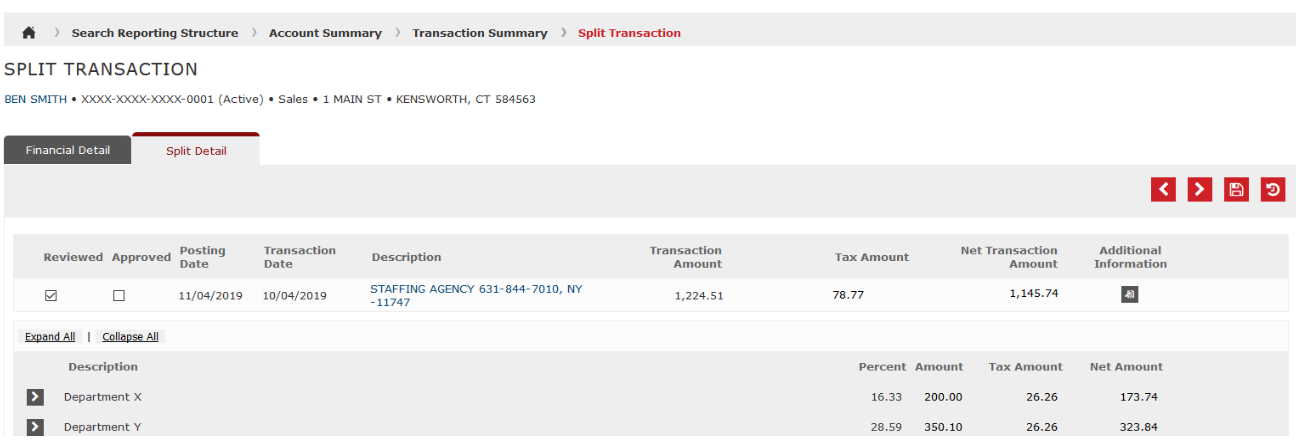
Santander Commercial Banking

	Action/Information
2	The Split Details screen is shown. Click on the icon to view how each split was coded or click the Expand All link to view all at once.





3	Click on the **Transaction Summary** link at the top of the page to return to the transaction list.



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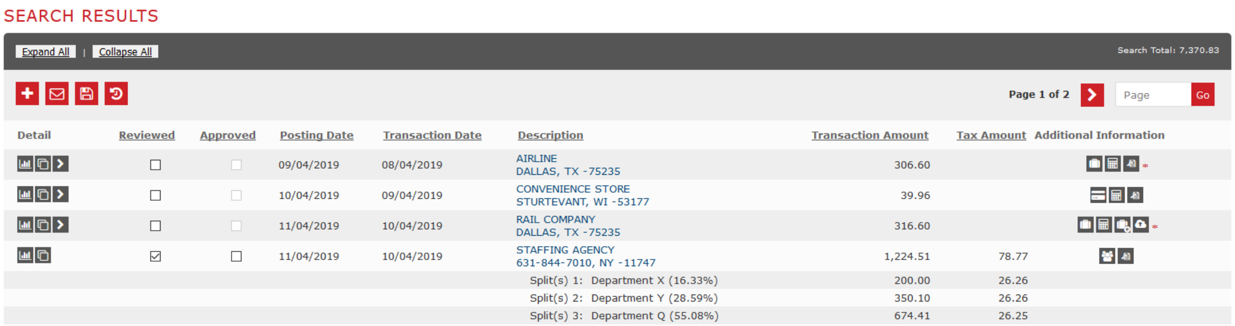
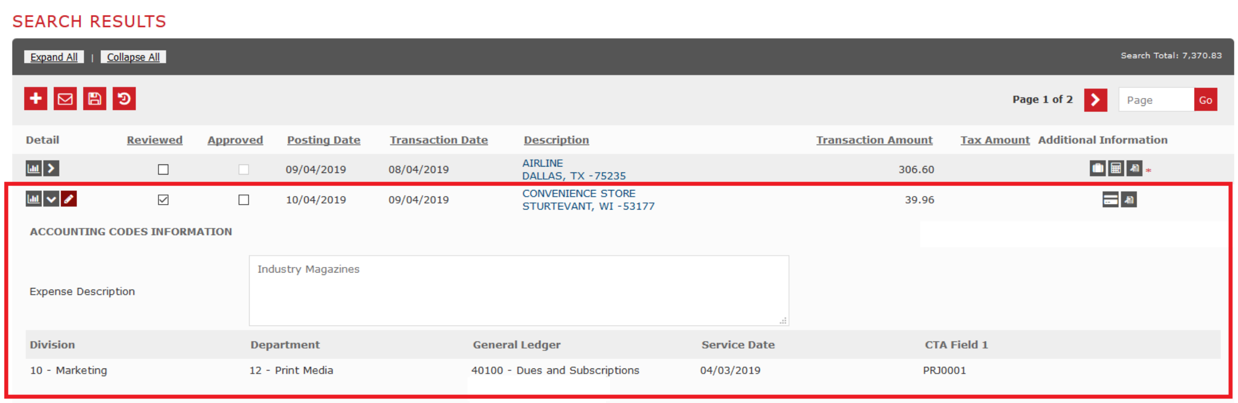
5 Viewing Cost Allocation

Cost Allocation in Smart Data is the process by which a Cardholder codes transactions to the appropriate Department, General Ledger, Project, etc.

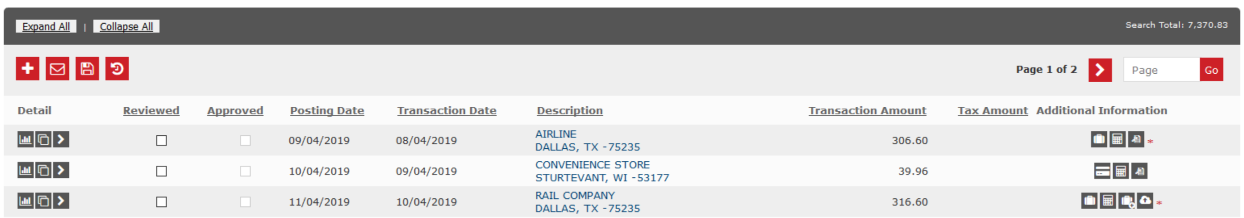
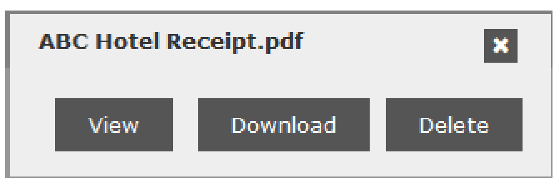
<table>
<tr><th></th><th>Action/Information</th></tr>
<tr><td>1</td><td>From the Transaction Summary or Split Transaction screen, click on the Cost Allocate icon to view how the transaction was coded or click the Expand All link to view all at once.


</td></tr>
<tr><td>2</td><td>The Accounting code fields for the selected transaction and the Expense Description field will be displayed.


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

6 Viewing and Downloading Receipts

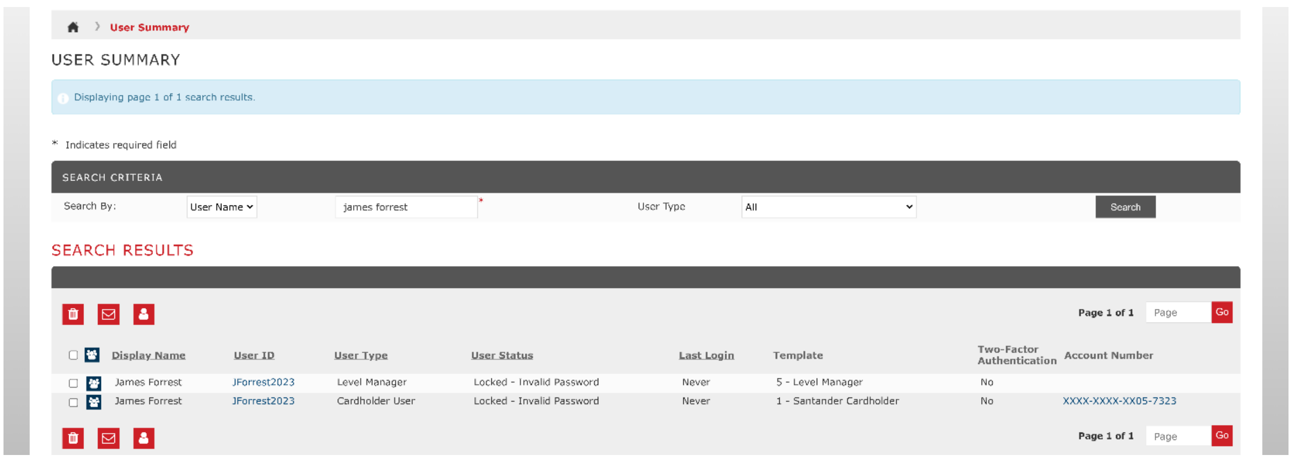
Receipts are attached to transactions as evidence of a charge that meets the company policy.

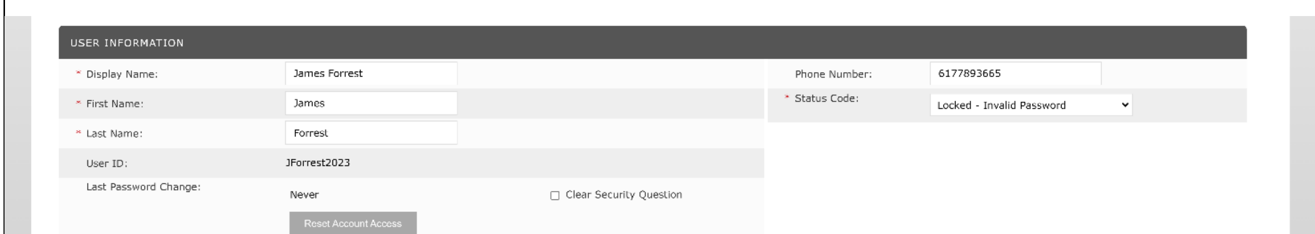
	Action/Information
1	From the Transaction Summary screen, click on the View Receipt icon for the transaction to which you would like to view or download a receipt. 
2	The View & Download Receipt dialog box is displayed. The Delete action will be enabled or not depending on the user rights. Click on the button for the action you wish to perform.  • View – Will open the image in a new window • Download – Will trigger your browser’s download function allowing you to save the file. • Delete – Will remove the image from the transaction.

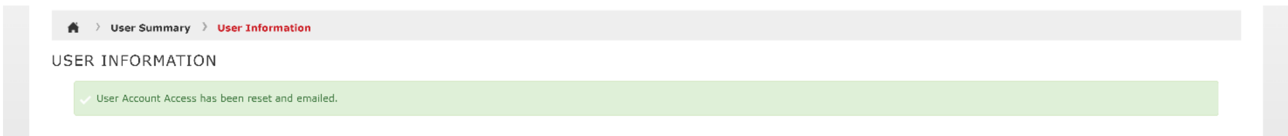
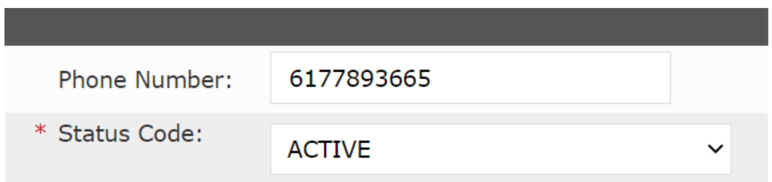
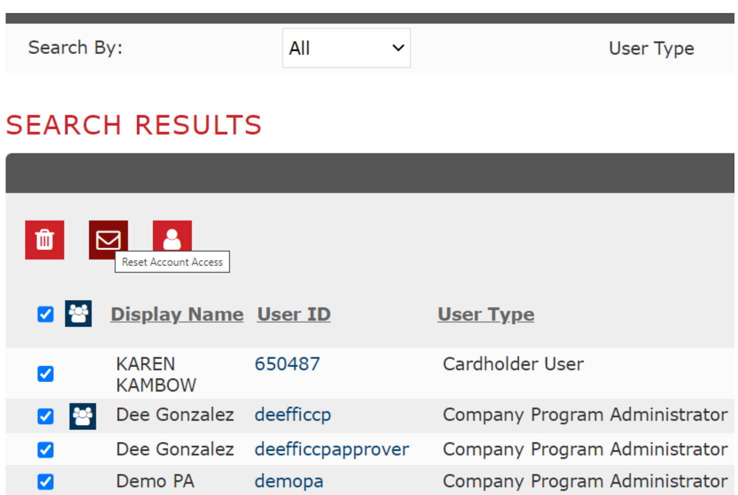
7 User Administration

7.1 Reset User’s Password / Unlock User

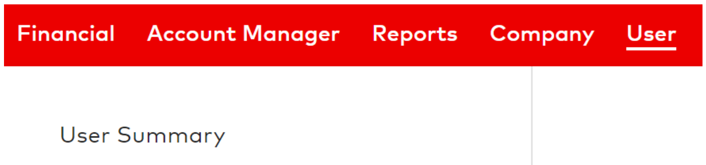
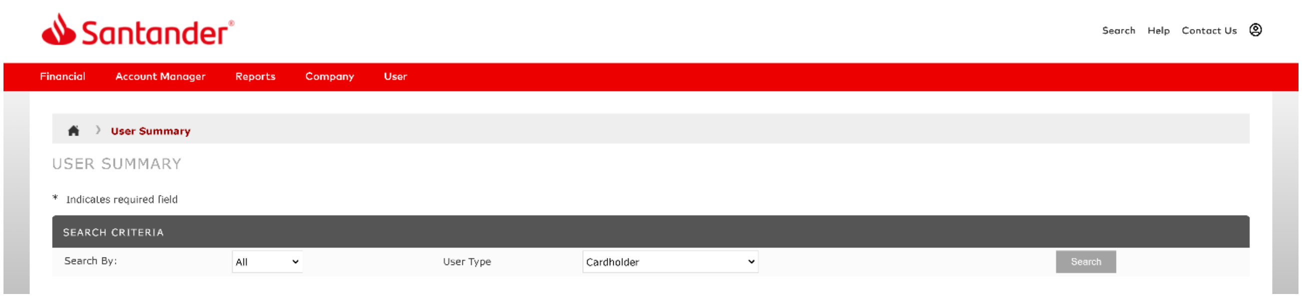
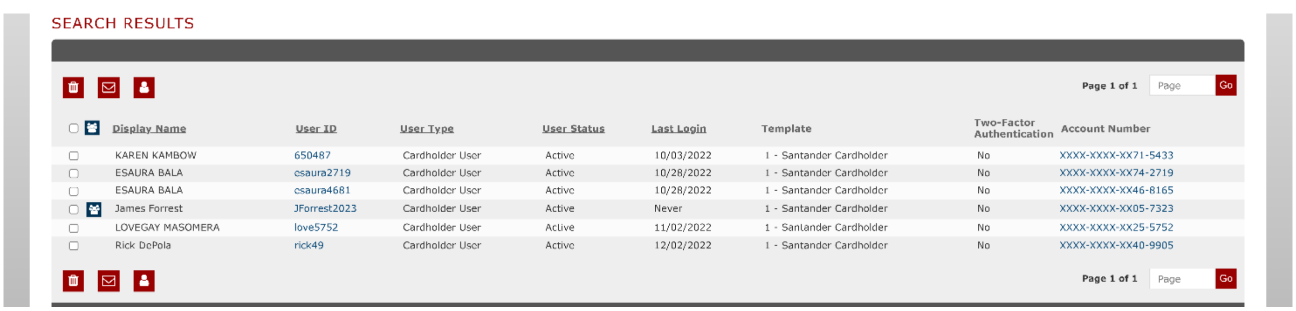
From the **User** menu, choose **User Summary** and search for the user who needs resetting.

<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.

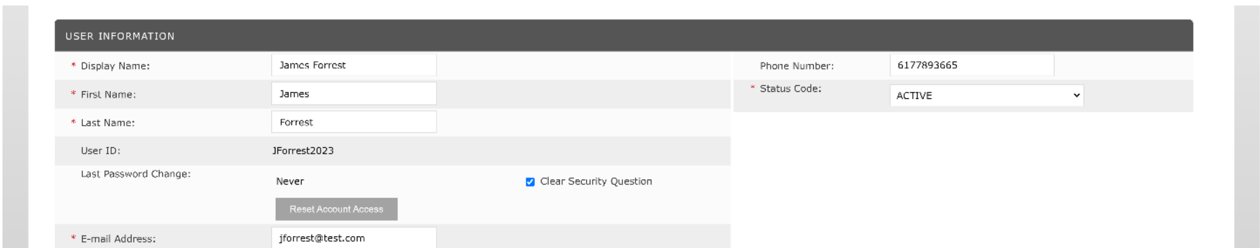
You can reset account access by clicking on their User ID to open their profile, and then click on the Reset Account Access.

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

	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. 
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. 

7.2 Reset User's Security Questions

	Action/Information
1	Find the user from the User menu and **User Summary** option. 
2	Search for the user by their name, ID, or type. 
3	Click on the **User ID** for the user you need to edit. 

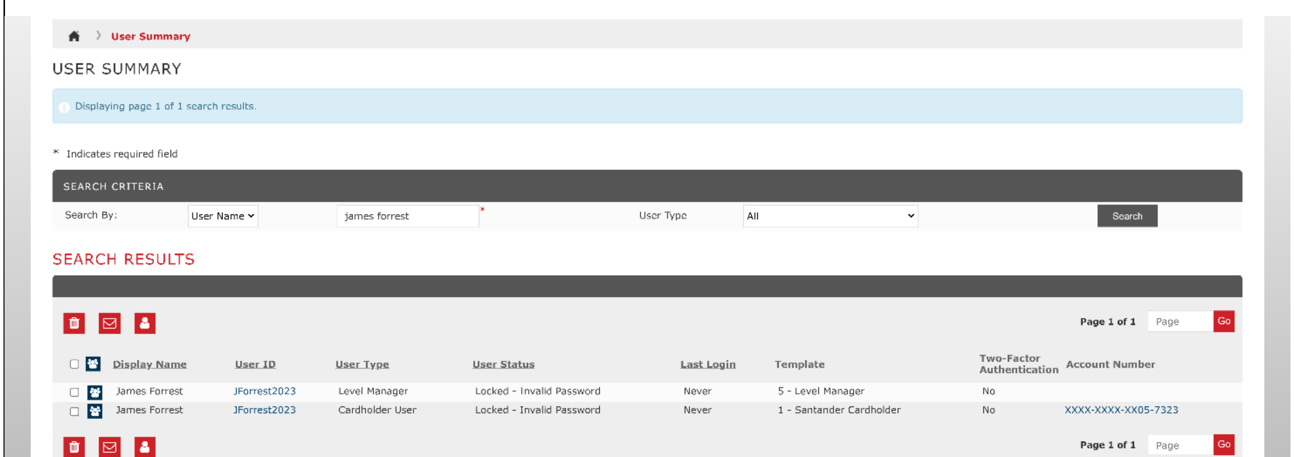
	Action/Information
4	Check the **Clear Security Question** box and **Save** at the bottom of the screen. Note that updates made to the User Role Information section will only apply to the role selected.

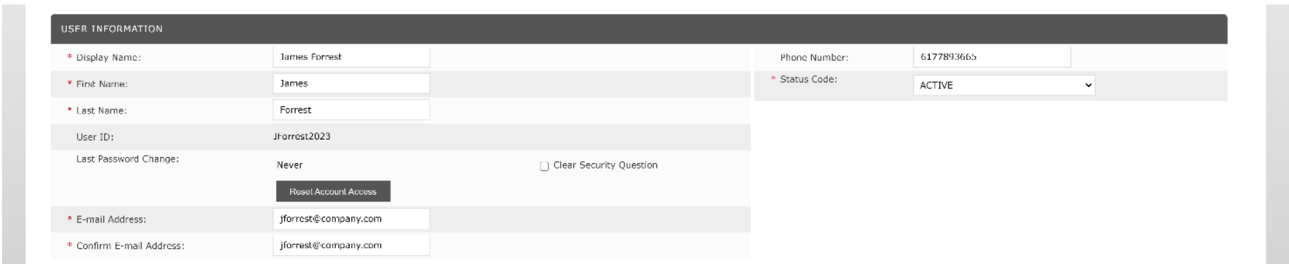


7.3 Update a User's Contact Details

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.

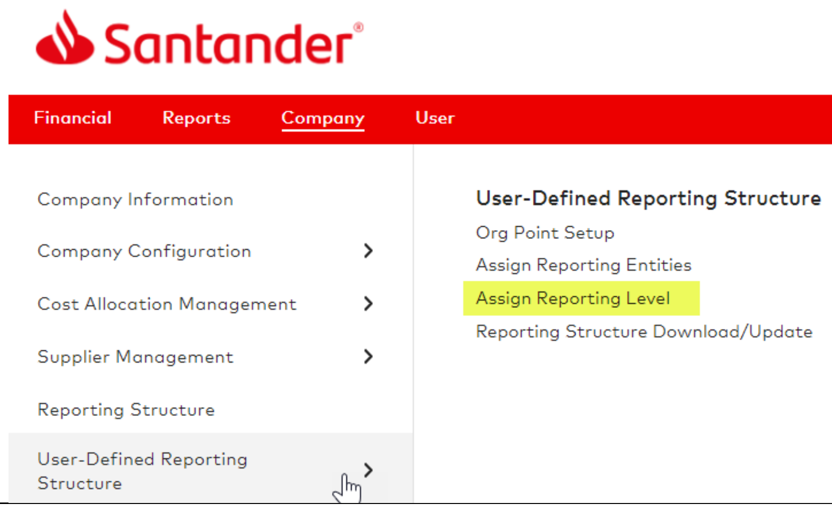


	Action/Information
2	Update the user's email address or phone number and click **Save.** 

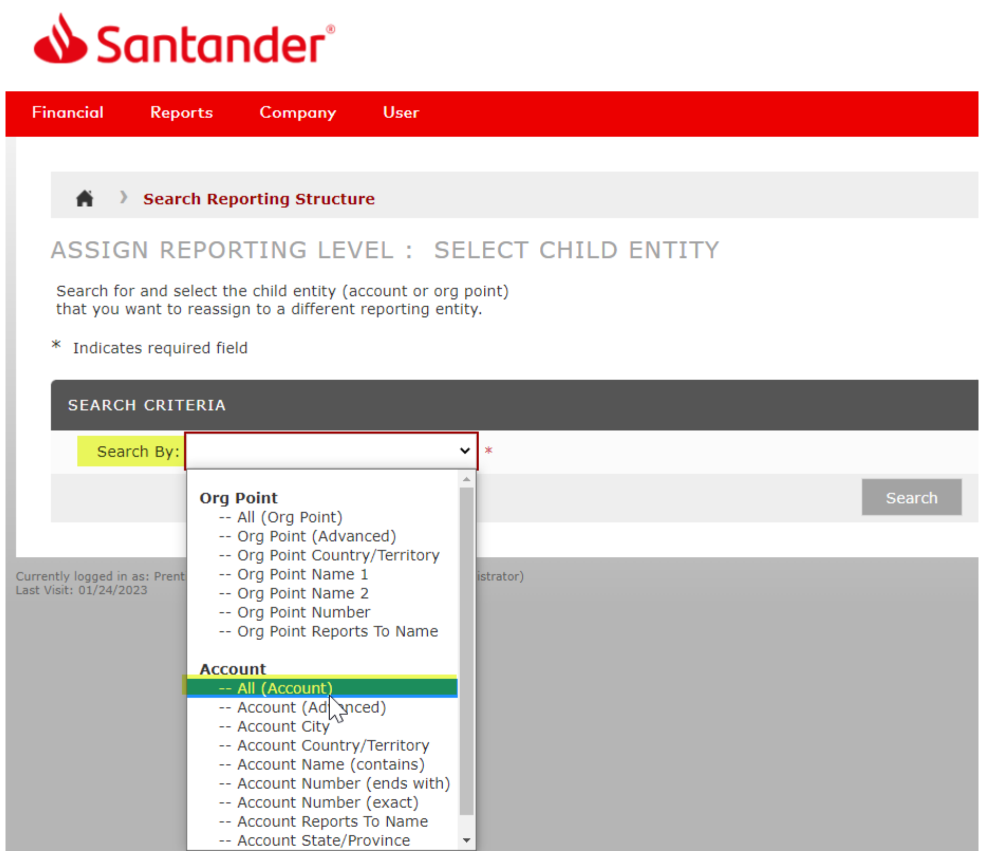
7.4 Moving a User within the Organization

	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.

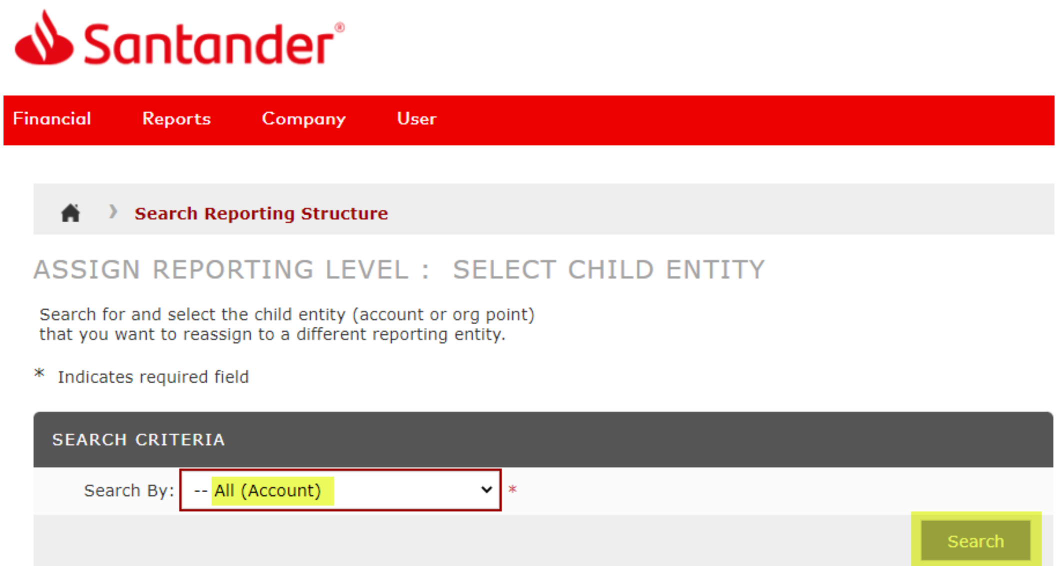


</td></tr>
<tr><td>4</td><td>In the next screen, the Search Criteria menu should appear. In the Search By menu, select “All Accounts” or (Child Entity).

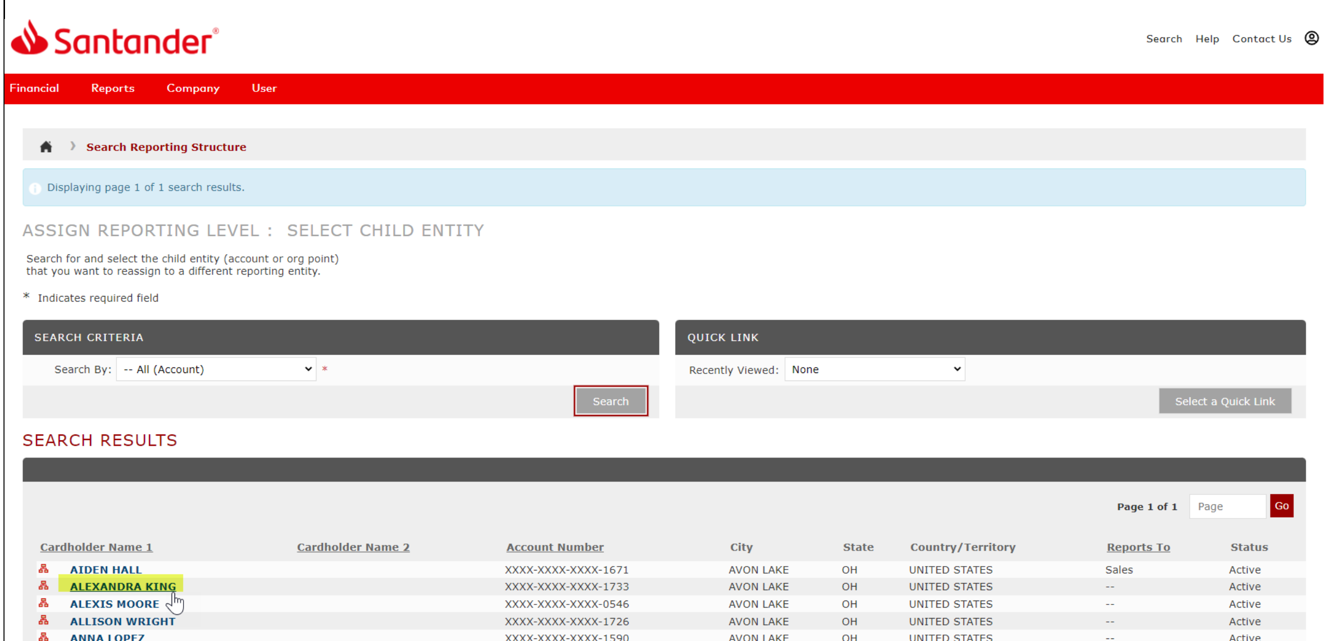


</td></tr>
</table>

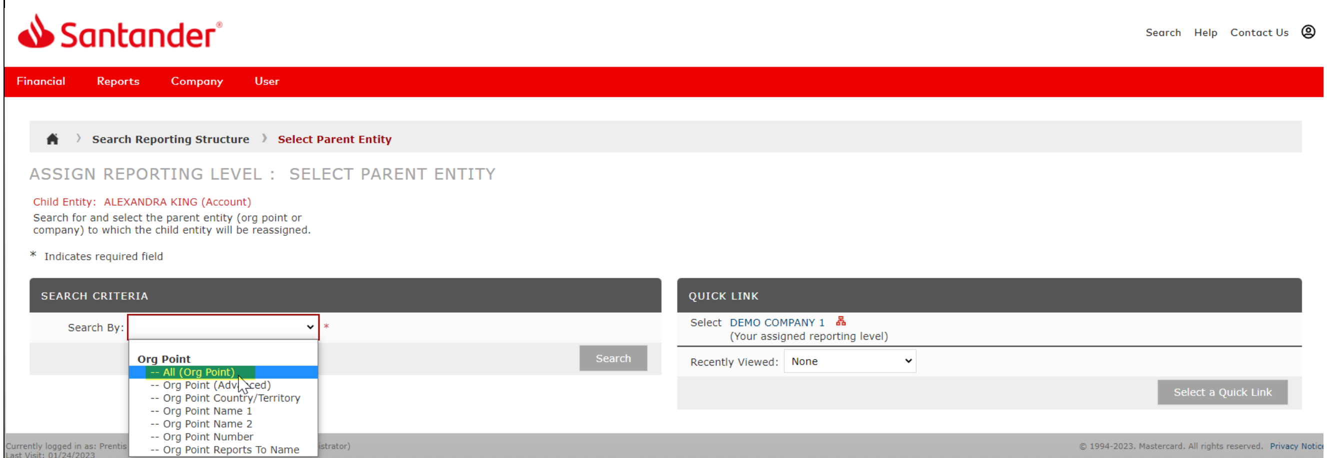
	Action/Information
5	Click on **Search** to navigate to the next screen.

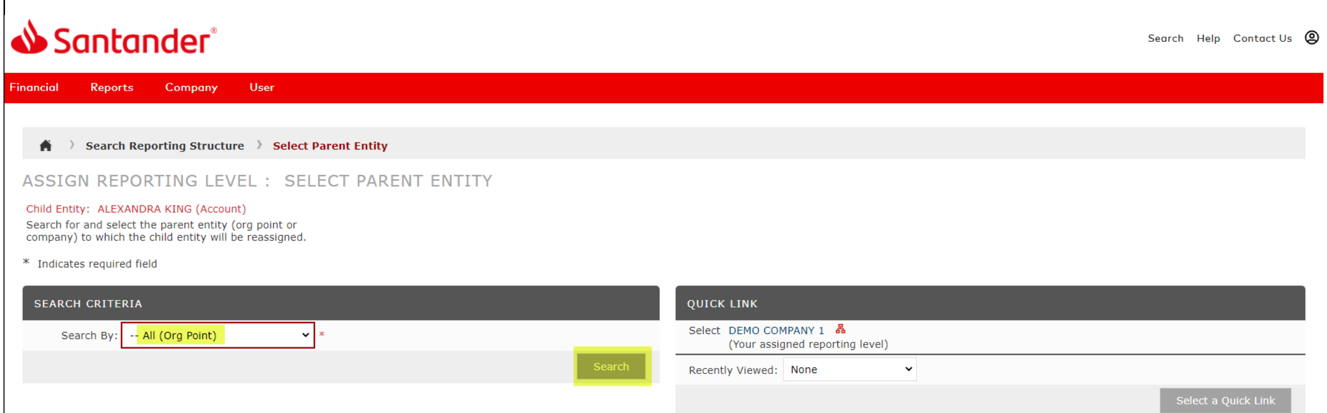


6	Find the *account* (or *Child Entity*) under the search results and **click on the name.**

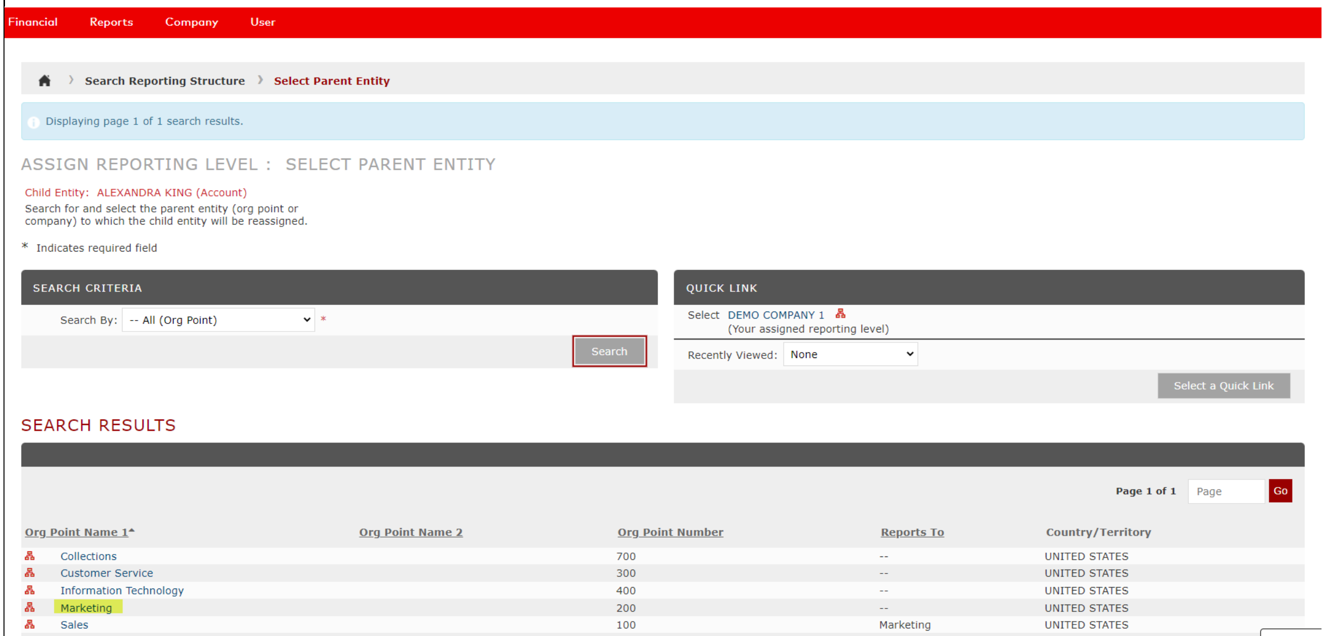


<table>
<tr><th></th><th>Action/Information</th></tr>
<tr><td>7</td><td>In the next screen, the search criteria will appear by which the Parent Entity should be chosen. In the Search By menu, select Org Point.

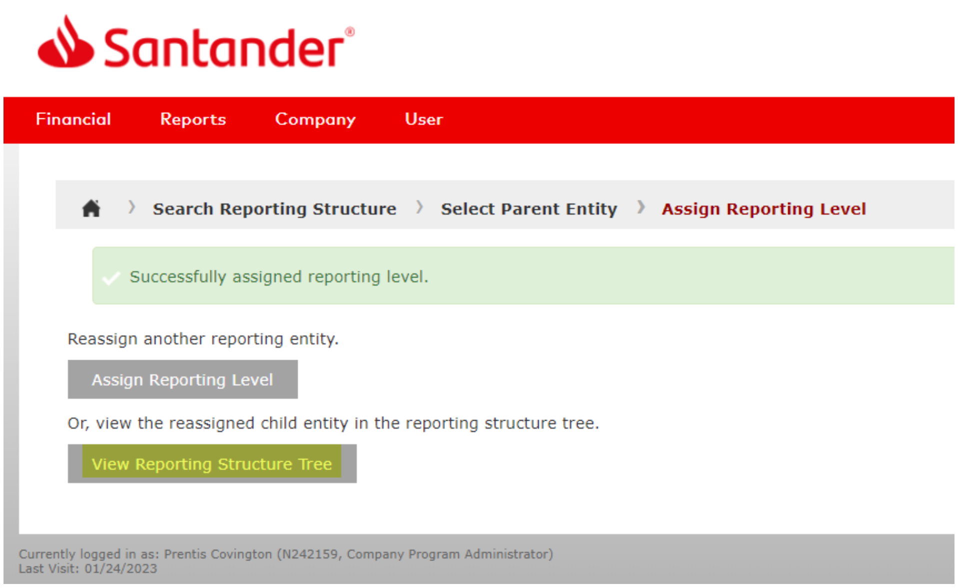

</td></tr>
<tr><td>8</td><td>Click on Search to navigate to the next screen.

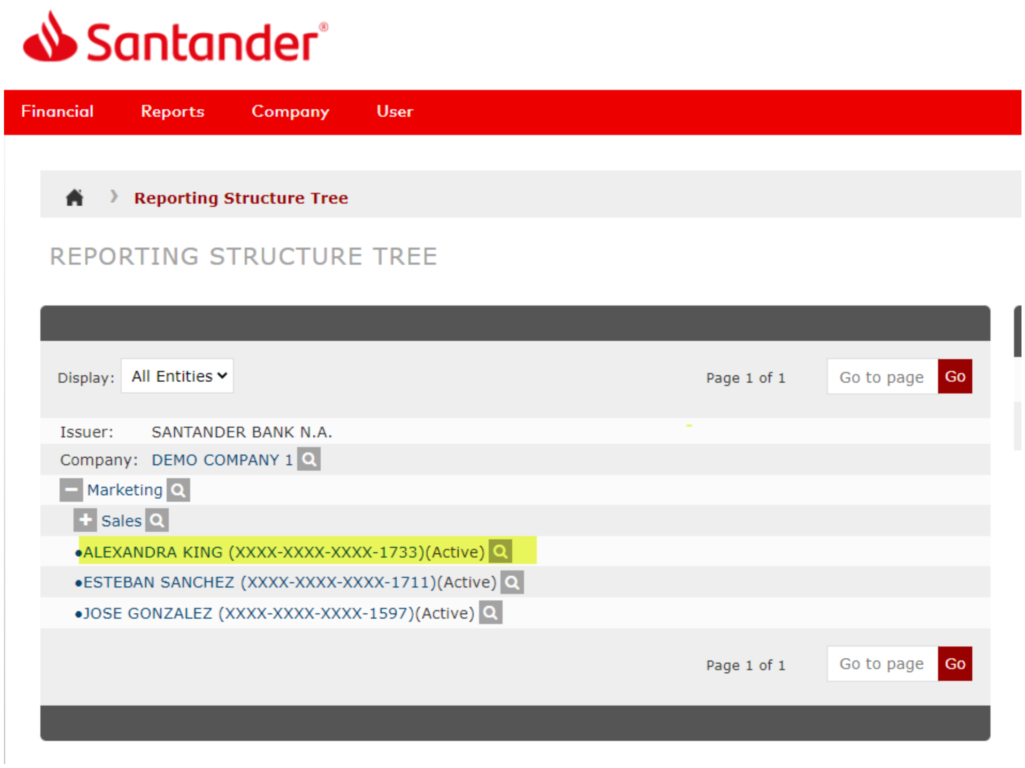

</td></tr>
</table>

	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.**

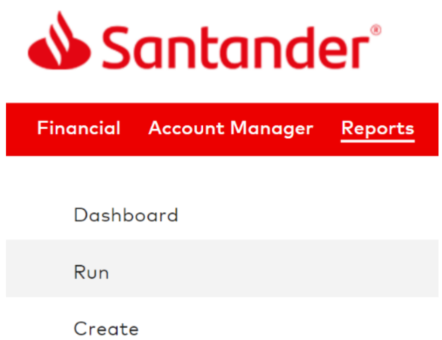
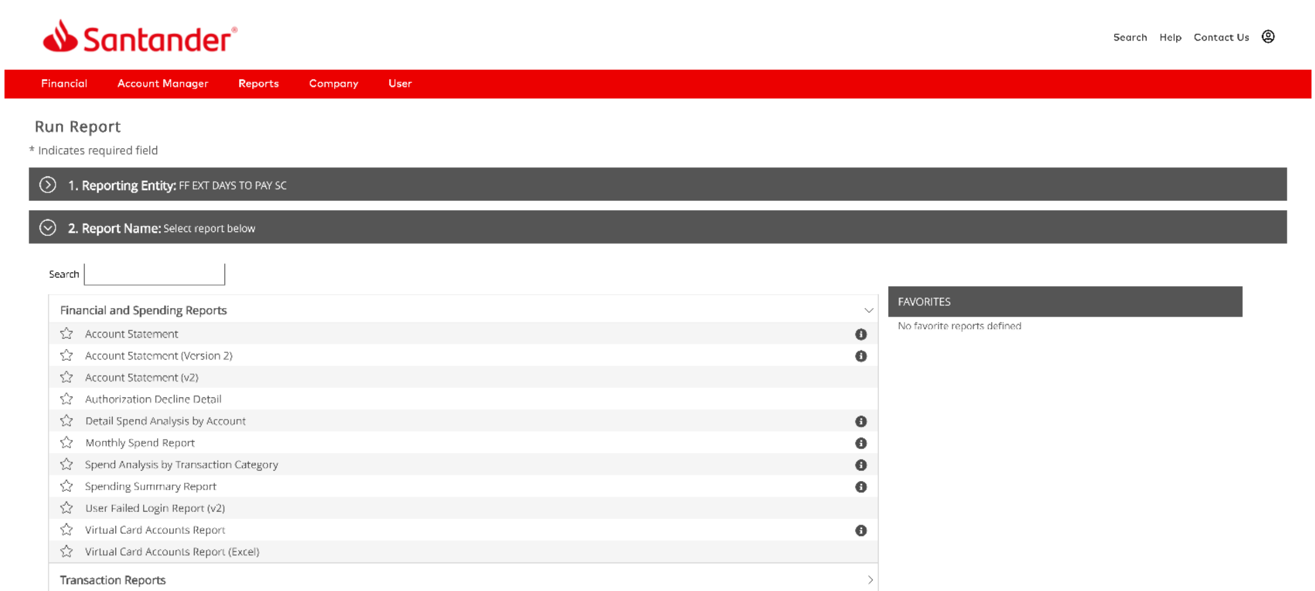


	Action/Information
11	Click on the **View Reporting Structure Tree** icon to confirm the change has been completed. 

8 Reports

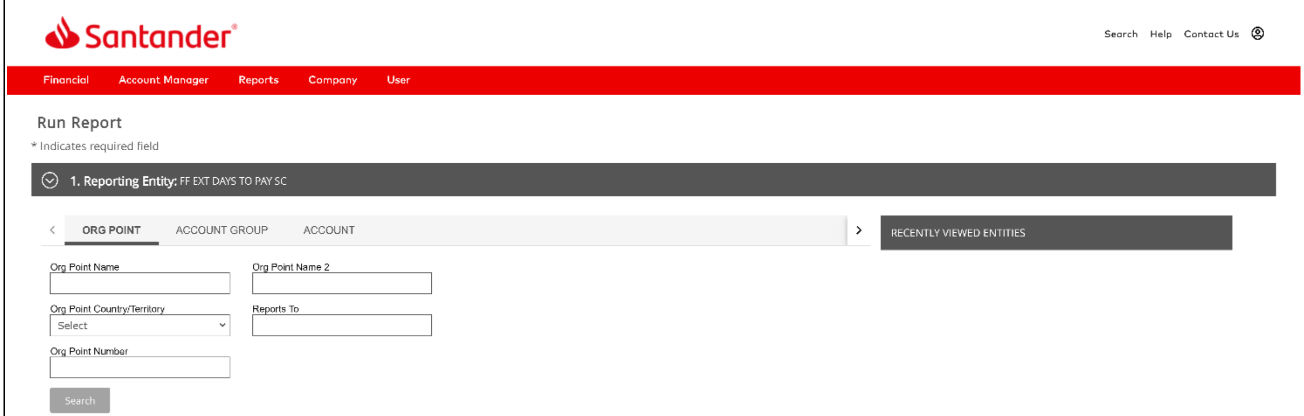
Reports are available in the Account Management module and in the Reports module.

8.1 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.

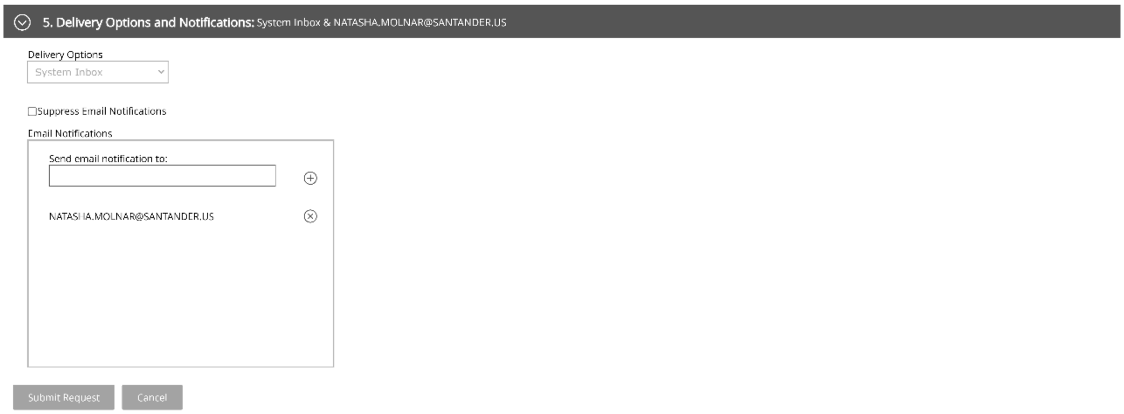
If you do not want the report for the whole company you can specify the Org Point or Account under 1.Reporting Entity.



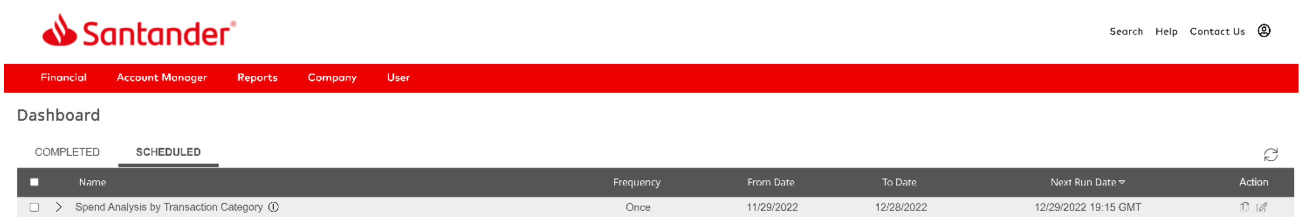
</td></tr>
<tr><td>4</td><td>You can set the date range and report frequency under 4.Frequency. Please note that if you choose today's date, the report will be scheduled to run at midnight.
You may wish to Schedule Offset days so that you catch all transactions in your timeframe, even if they are posted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

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

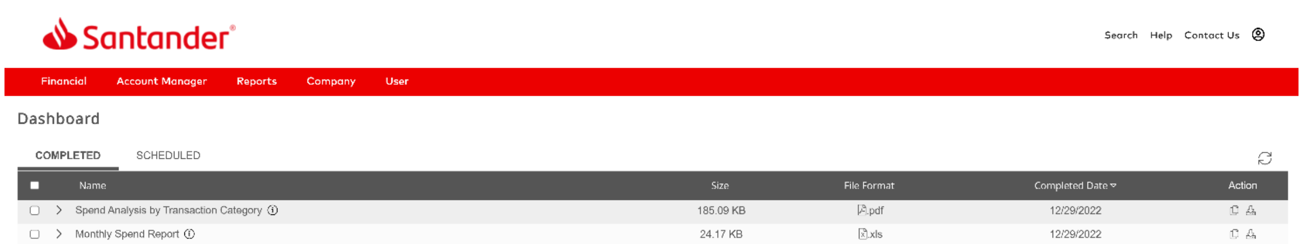
<table>
<tr><th></th><th>Action/Information</th></tr>
<tr><td>5</td><td>You can choose to have an email notification when the report is ready under 5. Delivery Options and Notifications. Click Submit Request.



</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>

8.2 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.

8.3 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