Visa IntelliLink Spend Management

Cardholder Guide

March 2021

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About this Guide

The purpose of this guide is to help Visa Commercial Card users (cardholders) understand how they can use the **Visa IntelliLink Spend Management** application to facilitate the expense management process. This includes general navigation and tips, as well as specific steps on how to review card transactions, create out-of-pocket expenses, and submit expenses for approval.

This guide provides details of two different workflows, and the company's configuration will determine which flow the cardholder will follow. If the company's process requires a cardholder to submit expenses one-by-one and the manager to approve each transaction individually, this is considered a ***transaction based*** workflow. If a cardholder groups multiple transactions together into a single expense report and the manager approves the entire expense report, this is considered an ***expense report based*** workflow.

Both scenarios are provided separately and describe how to code a transaction, create an out-of-pocket expense, link a receipt image to a transaction (if applicable), submit for approval, and respond to a manager request for additional information.

If your company uses a transaction based workflow, you may skip all sections related to the expense report based workflow.

If your company uses an expense report based workflow, you may skip all sections related to transaction based workflow.

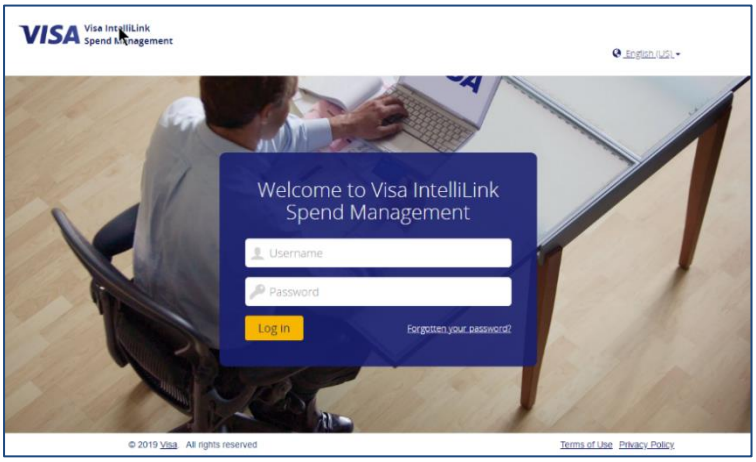
This guide also shows users how to view and manage their personal settings as well as generate reports for reviewing and managing the spend they incur.

Log In

Prior to logging in to desktop **Visa IntelliLink Spend Management**, you will receive your password and username, either by automated email or directly from your administrator. The first time you log in you are asked to reset your password, login using your new password, set up your preferred two-factor authentication method, and accept the *Terms & Conditions*.

Step 1: Enter Your Username and Password

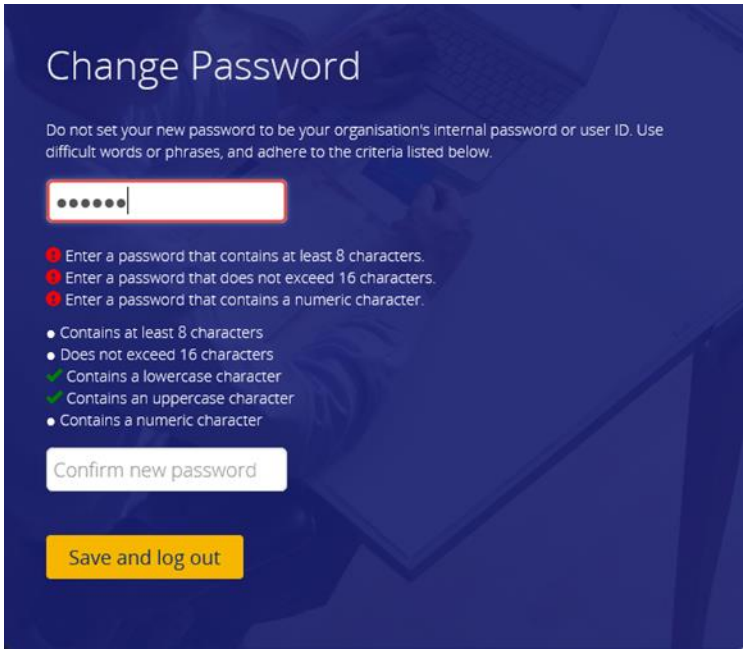
1. Open a web browser and navigate to: https://intellilink.spendmanagement.visa.com
2. On the *Welcome to Visa IntelliLink Spend Management* page, enter your Username and Password. Then click **Log in**.



Step 2: Reset Your Password

1. After entering username and initial password, the *Change Password* window displays.
2. Create and confirm a new password.

   Tip: The criteria for an acceptable password are listed in the window.
3. Click Save and log out.
4. The main *Log In* screen of *Visa IntelliLink Spend Management* will display again. **Log In with your new password** to continue.

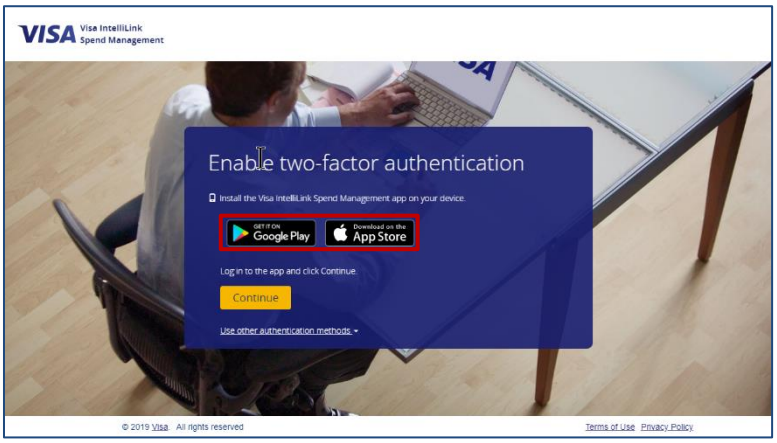


Note:

- By default, *Visa IntelliLink Spend Management* passwords expire in 90 days. Your company may set a more frequent password expiration period.
- Your company may have additional criteria that control the minimum and maximum length, the required combination of alpha/numeric characters, and the use of uppercase and lowercase. Any company-specific password rules will display in the *Password* window.

Step 3: Set Up Two-Factor Authentication

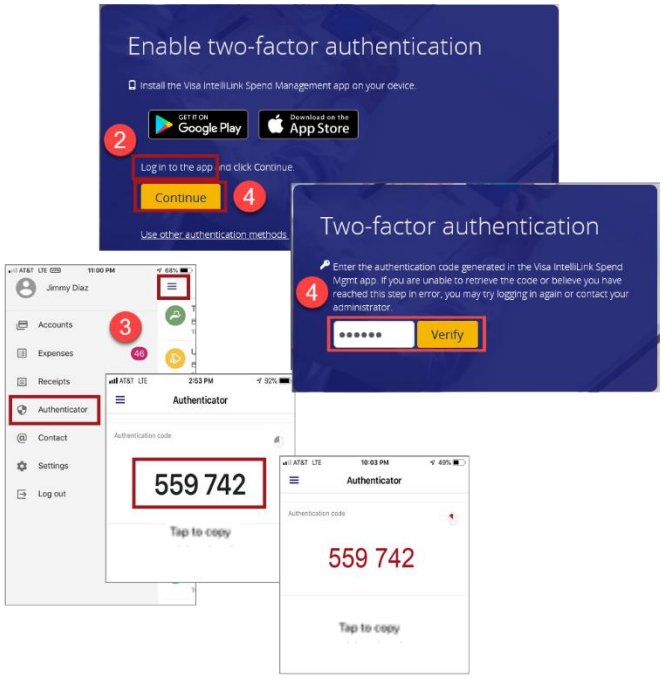
1. After your username and password are accepted, the *Enable two-factor authentication* window displays. This is where you choose the authentication method to use when accessing the application. In this example, it suggests the *Visa IntelliLink Spend Management* mobile app. If you have not done so already, **download and install** the mobile app.



2. **Open and log in** to the *Visa IntelliLink Spend Management* app on your mobile device.

3. From within the *mobile app*:

   - Tap the **Options** menu.
   - Tap **Authenticator**.
     An *Authentication Code* displays in the mobile app for thirty seconds, then a new one is automatically generated. You may tap the code to copy it to the mobile device clipboard, if logging in to the main website using a mobile web browser.



Tip: A small stopwatch icon in the upper-right corner of the Authenticator screen shows how long the code is still valid. The authentication code will turn **red** when it is nearing expiration.

4. From within the *desktop* application:
   - Click **Continue**.
   - Enter the **Authentication Code** currently displayed in the *mobile app*.
   - Click **Verify**.

5. Your registration with the *Visa IntelliLink Spend Management* mobile app is now complete.

Note:

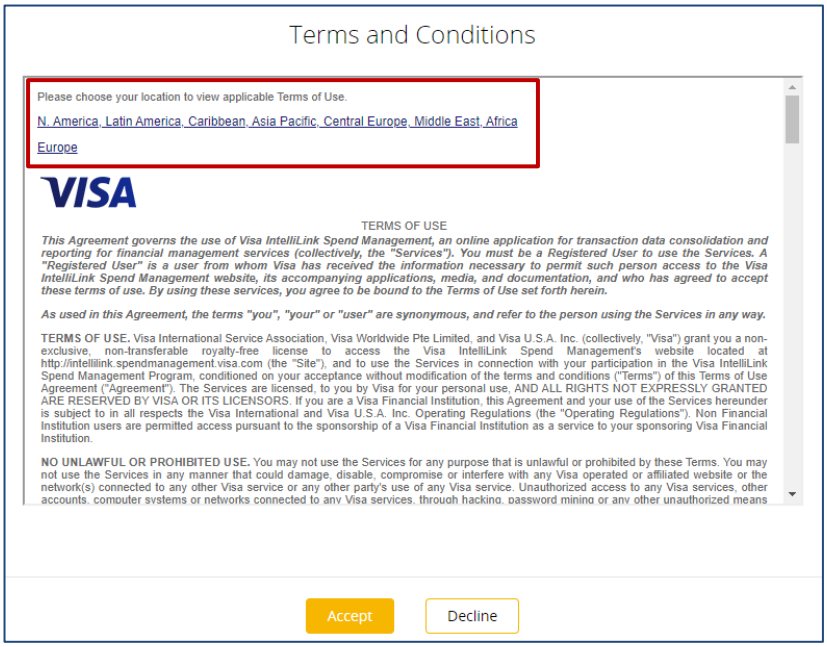
- For more information about installing and setting up the mobile app, ask your Administrator for the *Visa IntelliLink Spend Management Mobile App Guide*.
- If you prefer not to use the *Visa IntelliLink Spend Management* mobile app to authenticate, click **Use other authentication methods** to select *Email* or *Authenticator app* (as supported by your Bank) then follow the onscreen instructions. Whichever method you register with will be used every time you log in to the desktop application in the future.

Step 4: Accept the Terms & Conditions

1. After setting up two-factor authentication, the *Terms of Use* window displays.

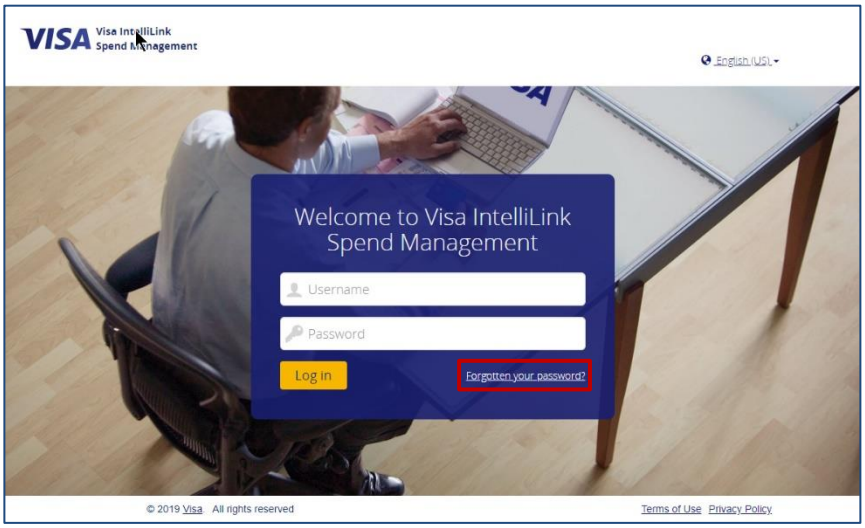
2. Choose your **location** at the top of the window.

3. Review the *Terms of Use*, then click **Accept** or **Decline**.



Forgotten Password

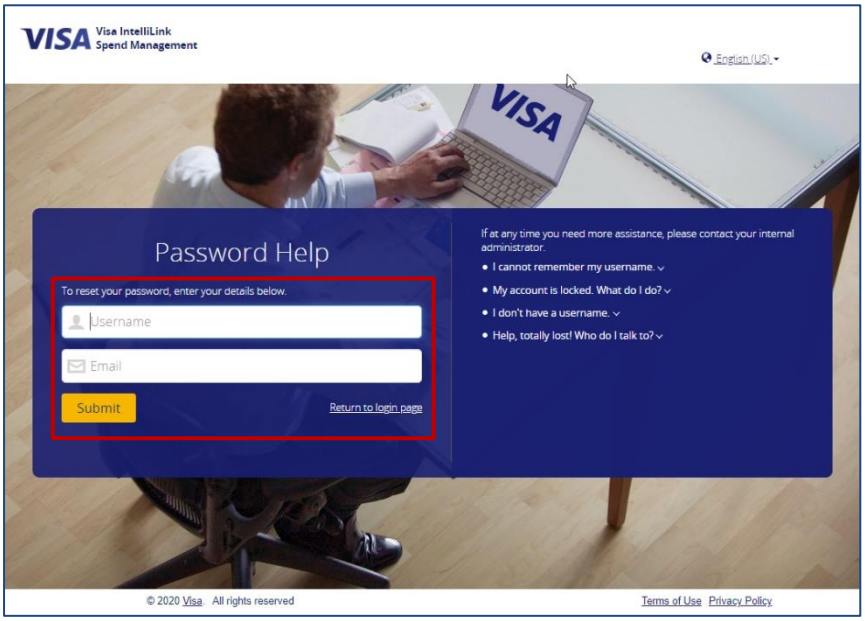
1. In the *Welcome to Visa IntelliLink Spend Management* window, click the **Forgotten your password?** link.



2. In the *Password Help* window, enter your **Username** and **Email**.

3. Click **Submit**.

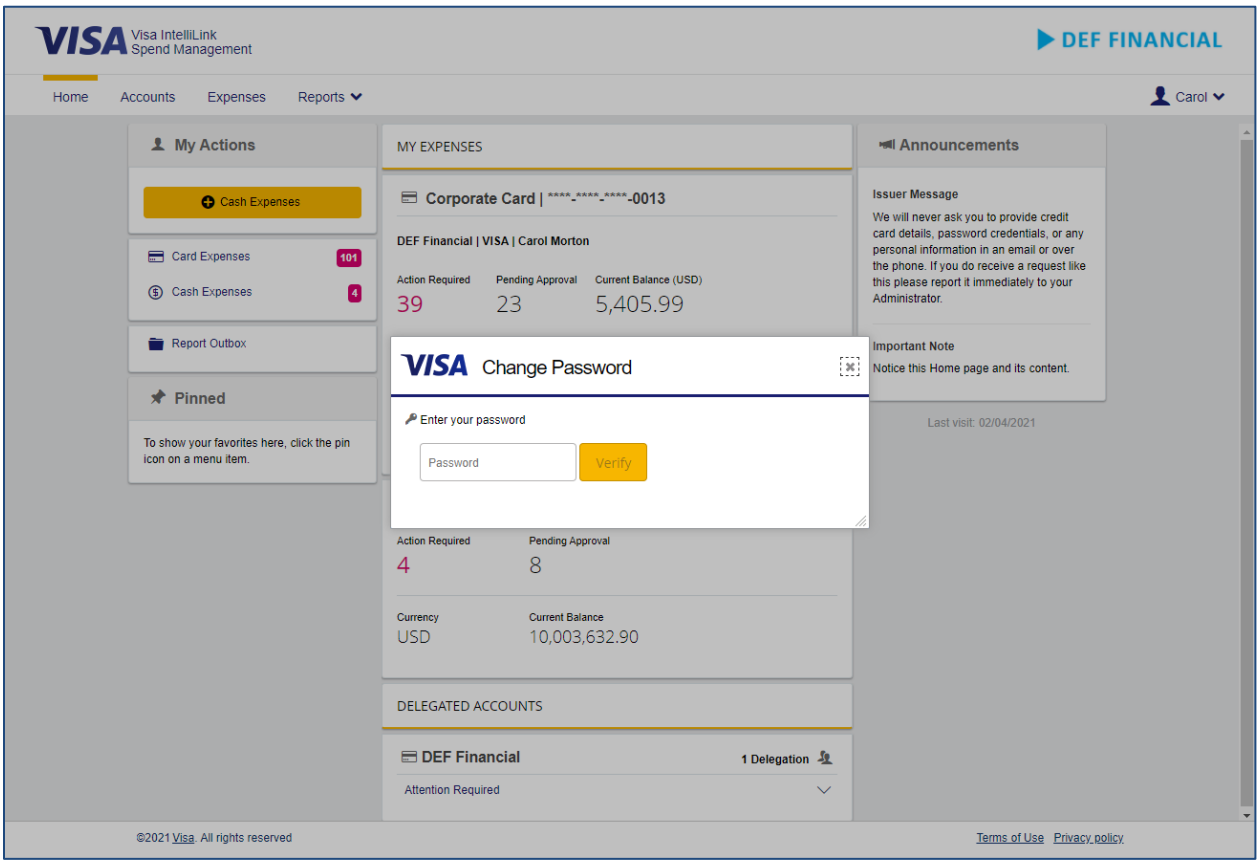
   Your email address is validated against your username. If a match is made, an email is sent containing a time-sensitive link you can use to initiate the password reset process.



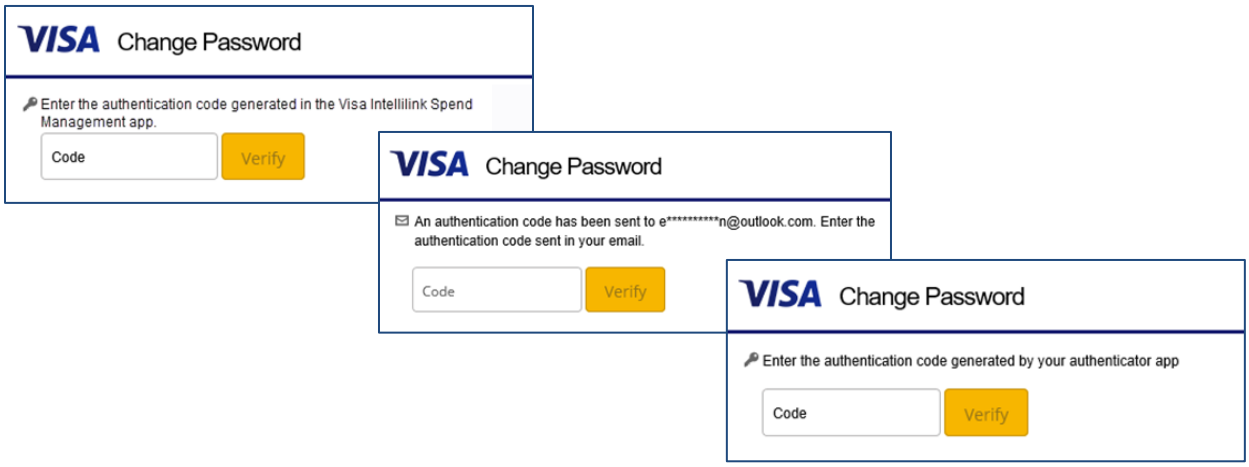
Change Your Password

1. Choose Profile menu > Password.

2. In the *Change Password* window, enter your **current password**.



3. *If you are registered for two-factor authentication (2FA*), you will be prompted to **enter an authentication code** from your registered 2FA method (*VISM desktop app, email, or authenticator app)*. Otherwise, skip this step.

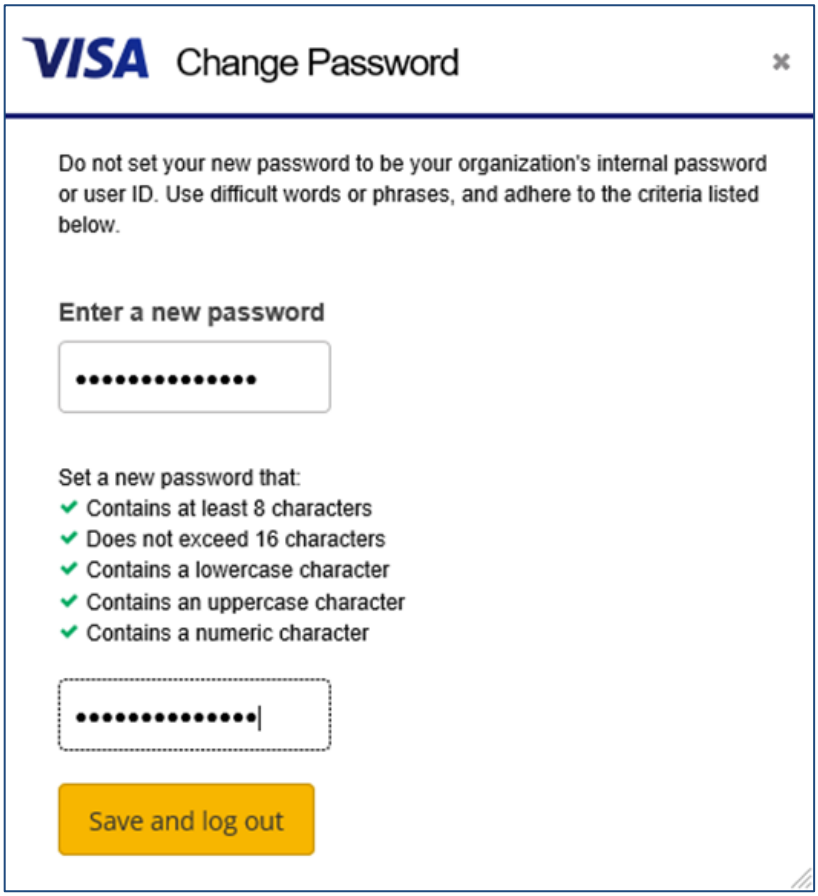


4. Create and confirm a new password.

   Tip: The criteria for an acceptable password are listed in the window.

5. Click Save and log out.

   The *Log In* screen of *Visa IntelliLink Spend Management* will display. **Log In with your new password** to continue.



Change Your Two-Factor Authentication Method

If your company allows it, you can change the way you receive authentication codes by resetting the two-factor authentication method. This deletes your current registration method and allows you to choose a different method.

To learn how, see the *Profile Settings* section of this document.

Failed Log In

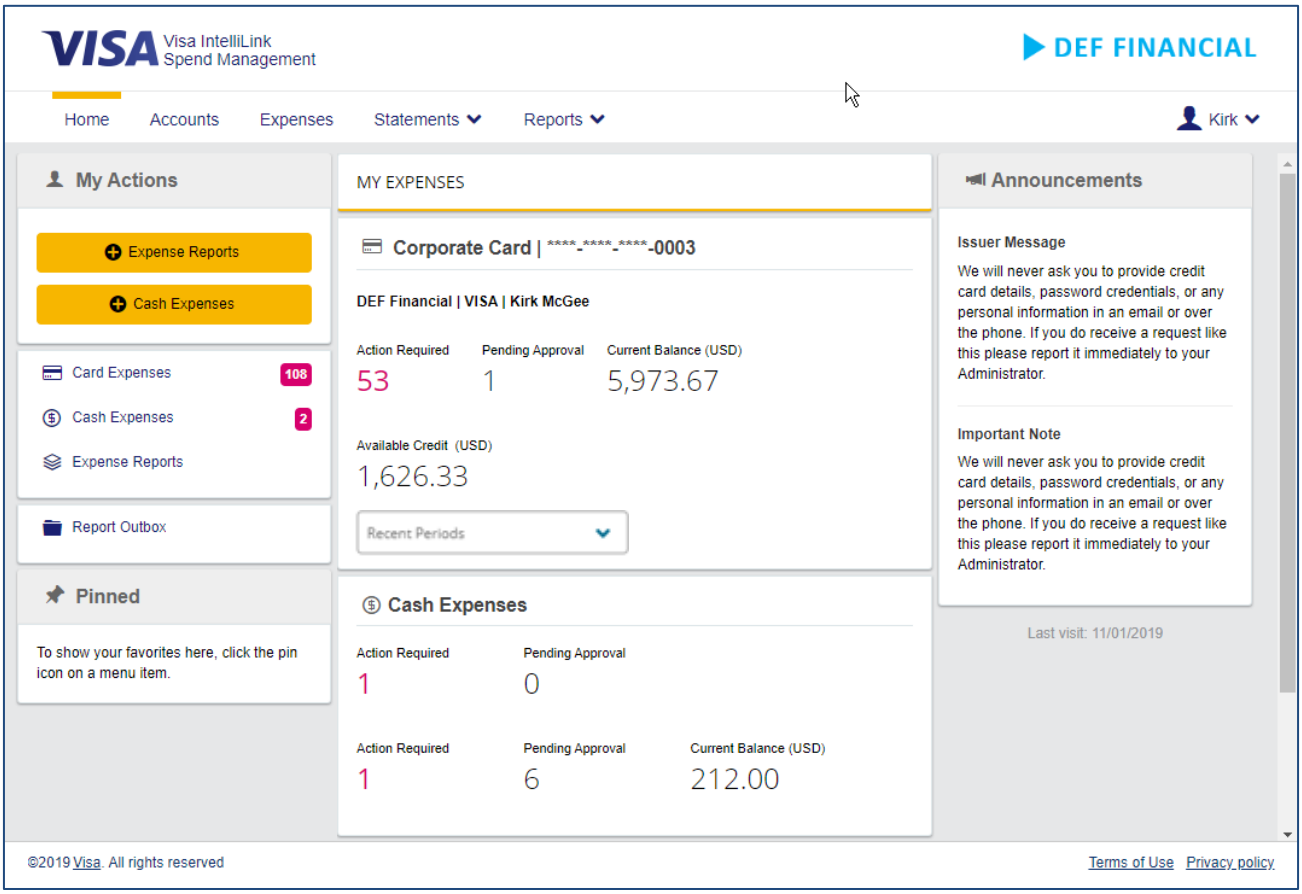
If you fail to log in successfully, you will receive an error message. After three unsuccessful attempts, you will be temporarily locked out of **Visa IntelliLink Spend Management**. After two hours, your account will be automatically unlocked and you can log in with your original username, password, and two-factor authentication method. Alternatively, you can use the **Forgotten your password?** link on the main login page, or contact your administrator and ask them to unlock your account.

Log Out

To quit the application, choose **Profile menu** > **Log Out**.

The Home Screen

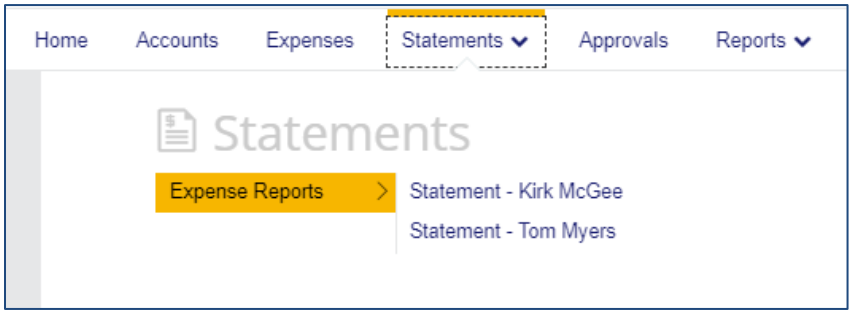
After logging in, the *Home* screen displays. The *Home* screen is a dashboard of information specific to your individual spending accounts and role within your company—cardholder, approver, and/or administrator. Here is an example:



Navigation

Navigation sits along the top of the *Home* screen.

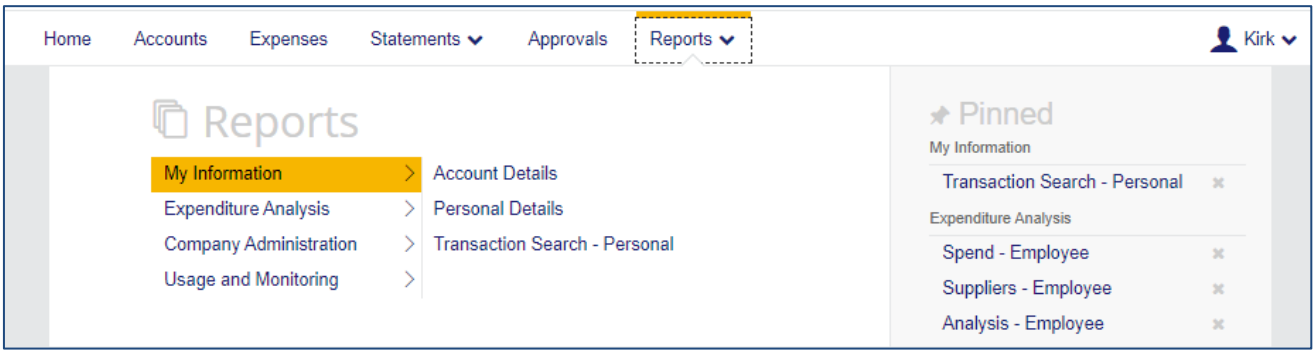
Click a top-level menu item to see an expanded menu. For example, click **Statements** to see your expense report statements. In this case, for both the account holder and a single delegate.



Note: The items displayed in the top-level menu depend on your role and your organization's settings.

Pinned Items

You can *pin* the menu items you use most often for easy access. To pin an item, click the icon next to it. To unpin an item, click the icon. Pinned items appear at the right of their top-level menu, and also on the *Home* screen in the *Pinned* panel.



Panels

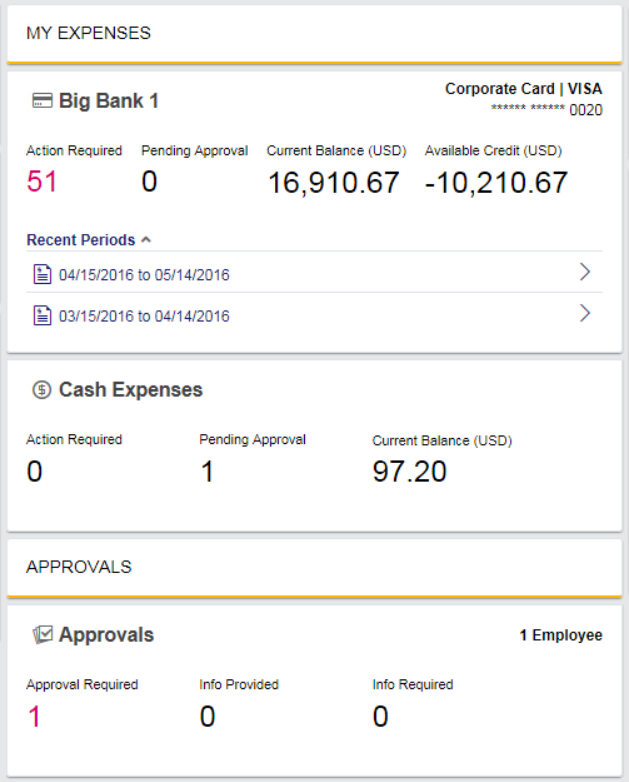
The *Home* screen uses *panels* to display summary information.

– The *My Expenses* panel provides a snapshot of your spending account activity and links to your most recent statements.

– If your company supports out-of-pocket/cash accounts, you will see a *Cash Expenses* section.

– If you are an approver of transactions, you will see an *Approvals* panel.

Tip: Click the red numbers within panels to immediately begin coding and/or approving transactions.

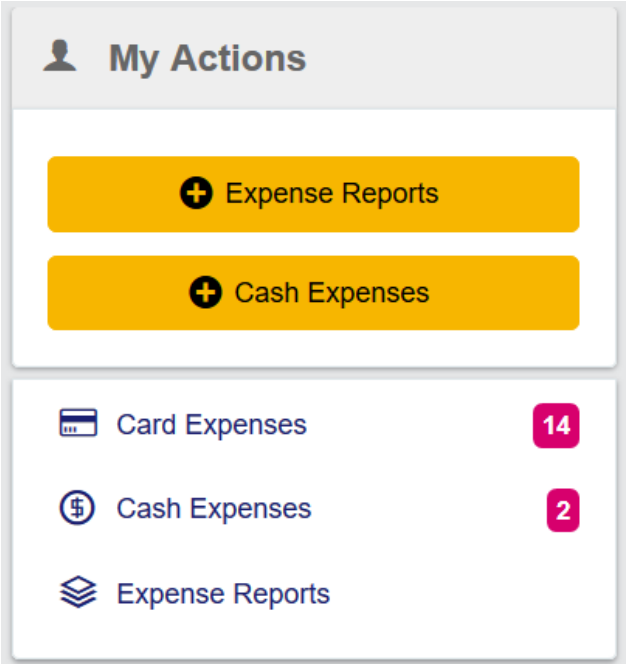


Quick Actions

Quick Action buttons allow you to initiate the creation of new expenses directly from the *Home* screen. There is no need to navigate anywhere. Simply click ⊕ **Expense Reports** or ⊕ **Cash Expenses** to get started.

Directly below the *Quick Action* buttons are links that display full lists of items requiring your attention.

Note: Available *Quick Action* buttons and links depend on your role and your organization's settings.



Menus

The **Visa IntelliLink Spend Management** menus include:

Menu	Description
Home	Click to return to the *Home* screen.
Accounts	Click to display the *Accounts* screen, where you can view account balances, posted transactions, statements, and payment details for mapped or delegated accounts, including company accounts (if one has been mapped or delegated to you).
Expenses	Click to display the *Expenses* screen, where you can view and action your outstanding expenses.
Statements	Click to view and action any expense reports you have created. To create a new expense report, on the *Home* screen, click *Expense Reports*. To edit an existing expense report, click *Statements menu* > *Expense Reports*.
Approvals	Click to view and approve transactions. If you are not an approver of transactions, you will not see this menu.
Reports	Click to view the reports you can run. This is determined by your role in the organization and the reports that have been made available for your access.
Profile	Click to log out, get help, and view and manage account features and personal settings—including your *Image Library*, password, and memorable word.

The Profile Menu

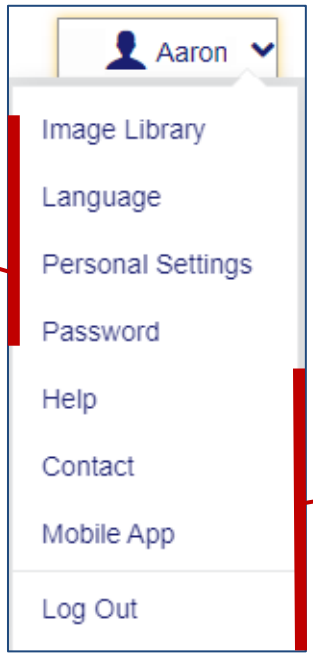
View and manage account features and personal settings from the **Profile** menu:

Upload and attach receipt images.

Choose your language.

Change personal settings.

Reset your password



Get help.

Find contact information for Support.

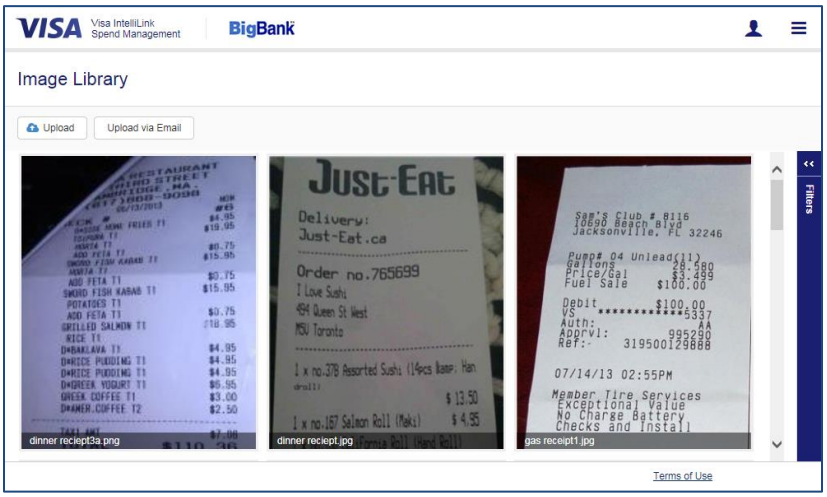
Connect to your mobile device

Log out of the application.

Image Library

The *Image Library* is your personal storage space for receipt images in **Visa IntelliLink Spend Management**. You can view your receipt images, upload new receipt images, and see which images have already been linked to your transactions.

- Choose **Profile menu > Image Library**.



Note: To learn more about working with receipt images, see the *Receipt Imaging* section in this document.

Language

You can change the language used in the interface of **Visa IntelliLink Spend Management** to any one of 21 languages.

1. Choose **Profile menu** > **Language**.
2. Click your preferred **language**.

Note: The language chosen here updates the language preference in your *Personal Settings* area, ensuring that every time you log in to **Visa IntelliLink Spend Management**, the interface displays in your preferred language.

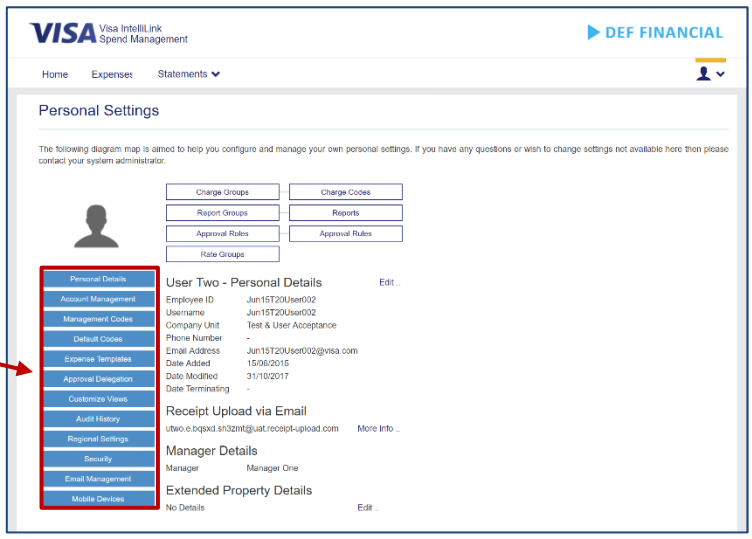
Personal Settings

The Personal Settings screen displays your personal details and provides links to view and change many settings in **Visa IntelliLink Spend Management**. To display the *Personal Settings* screen:

- Choose **Profile menu** >**Personal Settings**.

Note: For some companies, the information displayed is read-only and cannot be changed by users.

At the left of the *Personal Settings* screen are links to various application settings.



Change personal information

If your company allows it, you can easily change your name, email address, and phone number. Contact your system administrator to change other information.

1. Click Profile menu > Personal Settings > Personal Details.

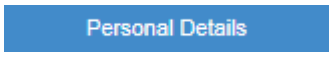
2. On the *Personal Details* screen, click **Edit**.
3. Make changes, then click **Save.**
4. The *Authenticate* window displays.
5. Depending on the authentication method you use, enter your password or the requested authentication code, then click **Verify**.

If your organization uses Single Sign-On to access the application, simply click **Confirm** to verify that you are authorized to make changes.

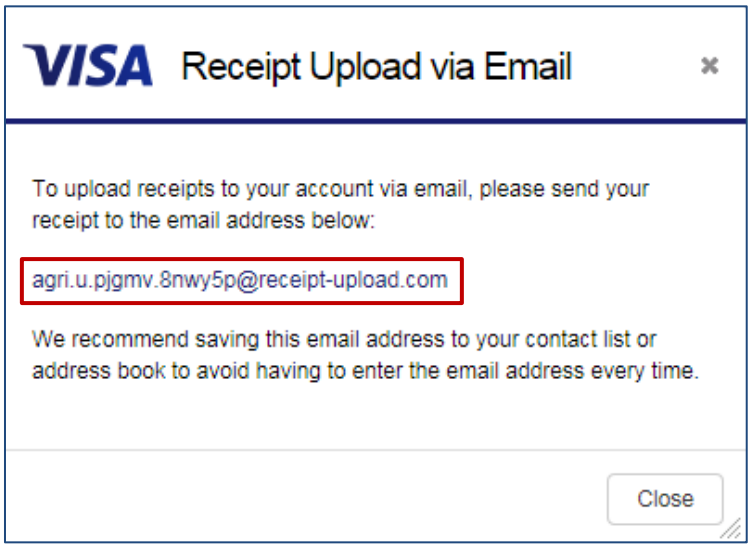
View your receipt upload email address

Visa IntelliLink Spend Management lets you email your receipt images to your Image Library using a personalized, system-generated email address. To view your upload email address:

1. Click Profile menu > Personal Settings > Personal Details.



2. On the *Personal Details* screen, under the *Receipt Upload via Email* header, click **More Info**.
3. The Receipt Upload via Email window displays.
4. We recommend that you save the email address in your contacts. This will make it easier to send your receipts to the *Image Library*.
5. Click **Close**.



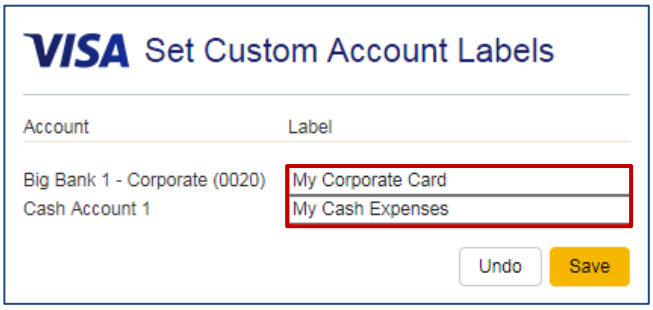
Create custom account labels

You can assign personalized names to your accounts, which can be helpful if you have multiple accounts and would like to differentiate them beyond the last four digits of their account number.

1. Click Profile menu > Personal Settings > Account Management.

2. On the *Account Management* screen, click **Edit**, then enter the **account label(s)** you want to use to identify the account(s) throughout the application.

3. Click **Save**.



Delegate account responsibility

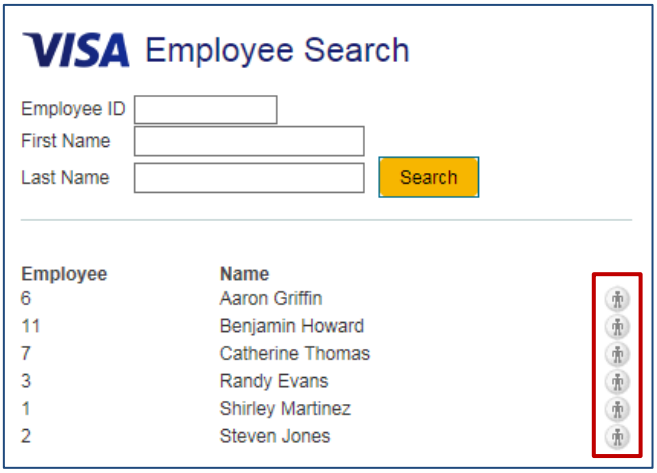
Employees going on leave, or who for any other reason are unable to manage their expenses for a period of time, can assign a *delegate* to help manage their accounts.

1. Click Profile menu > Personal Settings > Account Management.

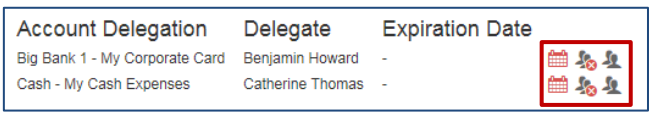
2. Click the **Delegate icon** next to an account name.

3. From the *Employee Search* window, **find** who you want to assign as the account delegate.

4. Click the **Employee icon** to select the person's name.



5. Click the **icons** to set an expiry for the delegation, remove the delegation, or assign multiple delegates to an account.



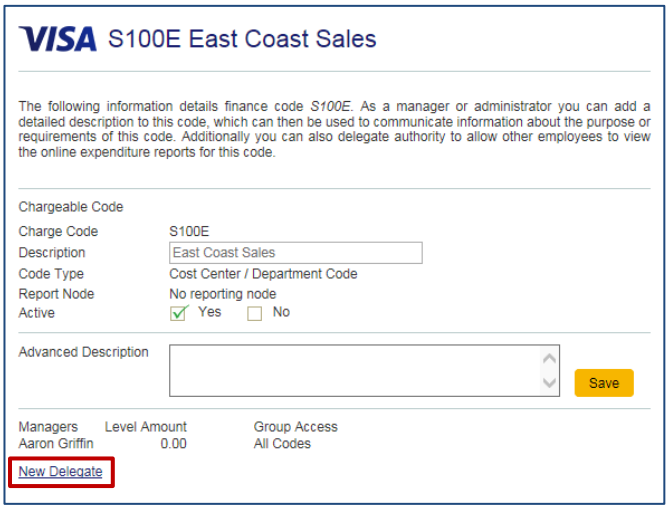
Delegate charge code responsibility

If you have management responsibility for one or more charge codes in your company's Chart of Accounts, your administrator may have assigned you as the manager of those codes in **Visa IntelliLink Spend Management**. This means you may view expenditure reports for the charge codes.

1. Click Profile menu > Personal Settings > **Management Codes.**

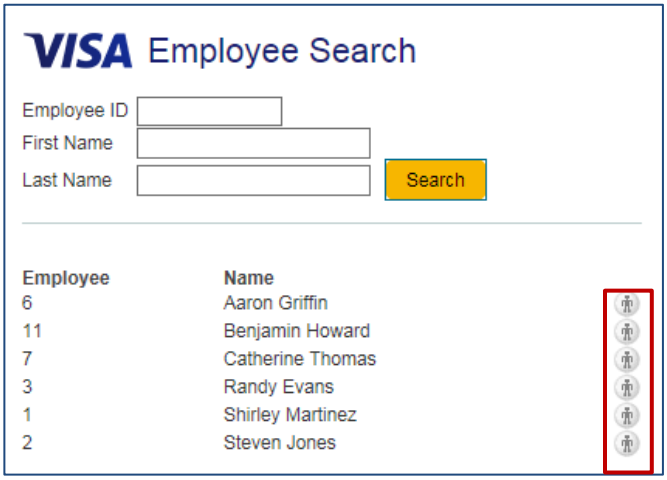
2. The charge code(s) you are responsible for will display. To delegate the reporting rights for a charge code, click the **Employee icon** to the right of the code.

3. In the [*Finance Code*] window, click **New Delegate.** The *Employee Search* window displays.



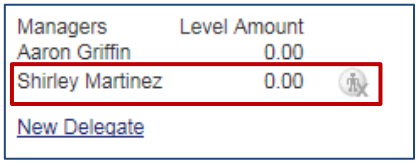
4. From the *Employee Search* window, **find** the person you want to assign as a charge code delegate.

5. Click the **Employee icon** to select the person's name.



6. The selected person is now listed as a Manager (Delegate) of the charge code.

7. Click to remove a delegation.

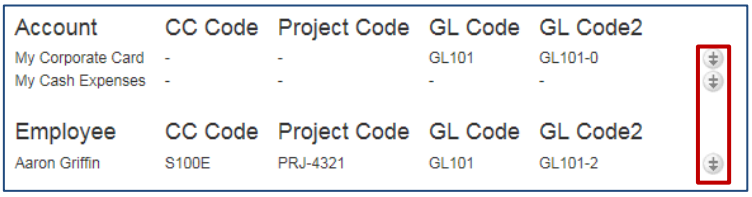


Change default coding

You can view the default charge codes that are automatically assigned to your transactions by the application. If permitted by your company, you can change those default codes.

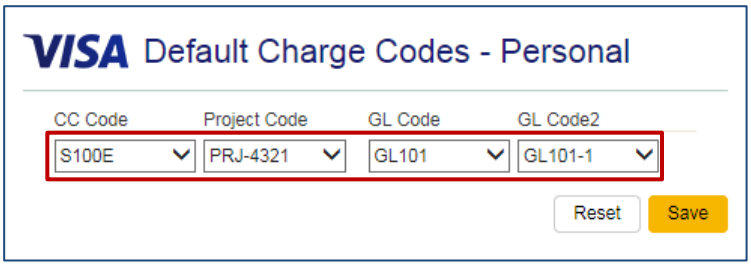
1. Click Profile menu > Personal Settings > Default Codes.

2. If your company allows you to edit your codes, click the **icon** next to an account name.



3. From the *Default Charge Codes – Personal* window, assign a default **charge code** to each code type, as necessary.

4. Click **Save**.



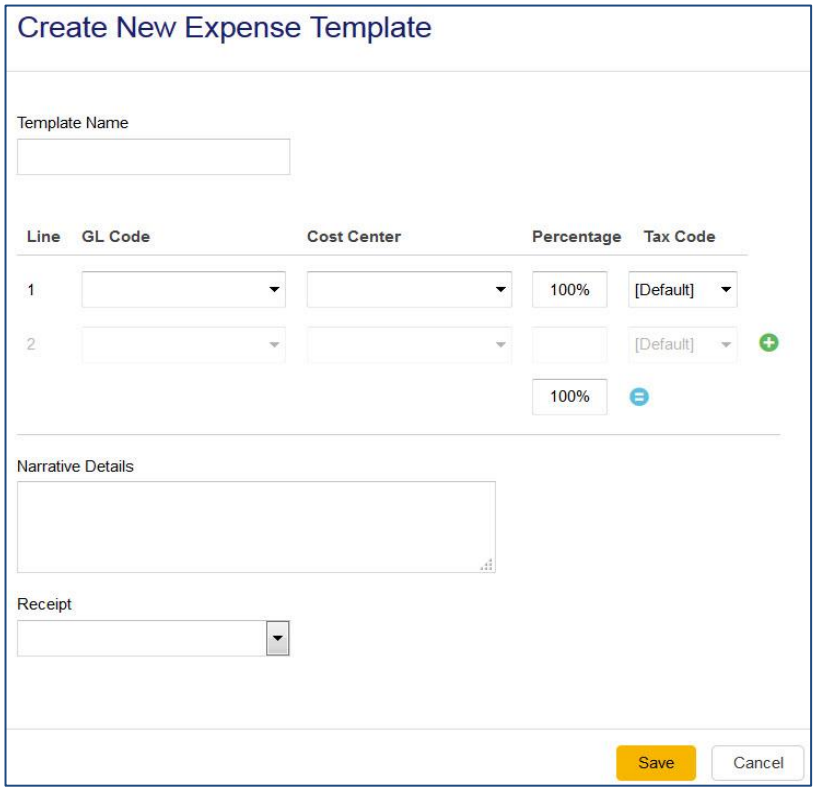
Create expense templates

If enabled for your company, you can create *Expense Templates* that you can apply to transactions during coding. Expense Templates are especially useful for those frequent purchases you make which are usually or always coded the same way.

1. Click Profile menu > Personal Settings > Expense Templates.

2. Click Create New Template.

3. In the *Create New Expense Template* window, type a **template name**.
4. To split transactions into multiple lines, click . The total percentage is spread evenly across each line. To delete a line, click .
5. For each line, enter the **percentage** allocated to it. To re-allocate percentages evenly, click .
6. For each line, select a **charge code** for each code type, as necessary. Select **Search** to find codes not in the drop-down.
7. Select a **Tax Code**.



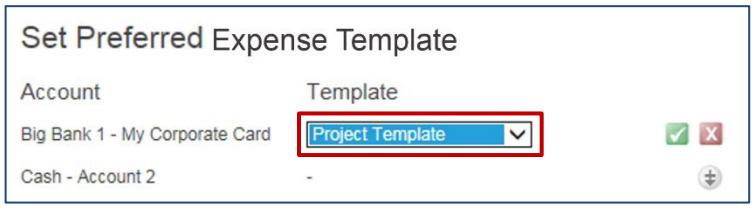
8. In the optional *Narrative Details* field, enter the **text** you want to appear when the template is applied. If left blank, the system default is used (provided by the Issuer from the Merchant, or by Visa IntelliLink Spend Management as per the transaction type details).
9. From the *Receipt* drop-down, select **Yes** to place a check in the *Receipt* check box, indicating the user has a receipt for the transaction. Select **No** to place a cross in the *Receipt* check box, indicating the user does not have a receipt. Leave the field blank to make no selection.
10. Click **Save**.

Set preferred expense templates

1. Click Profile menu > Personal Settings > Expense Templates.

2. In the *Set Preferred Expense Template* window, click at the right of an account name.

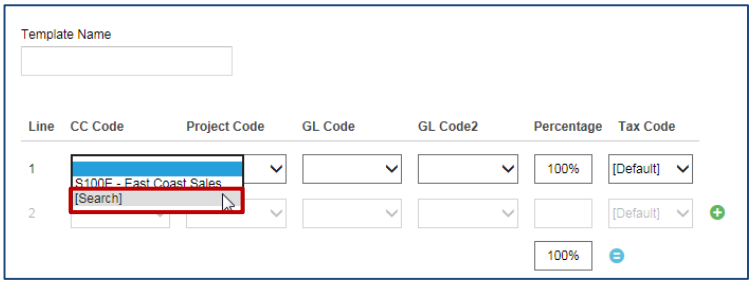
3. From the *Template* drop-down, select the **preferred template** for the account.



4. Click to save the setting.

Search for a charge code

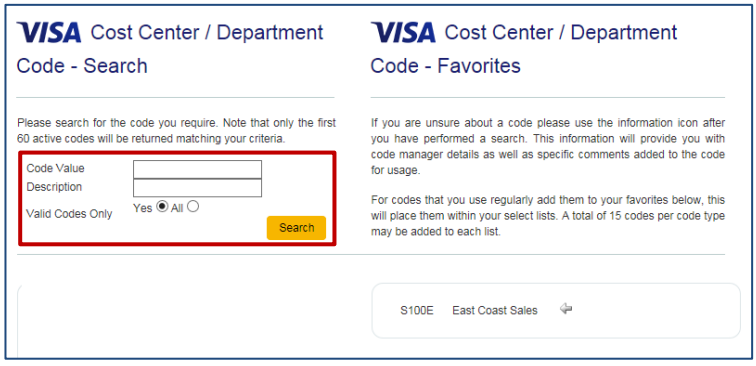
1. Select **Search** from the code type list.



2. A search window displays.

3. In the *Code Value* field, enter the **code** you are looking for. If you do not know the code, but know all or part of its **description**, enter it in the *Description* field.

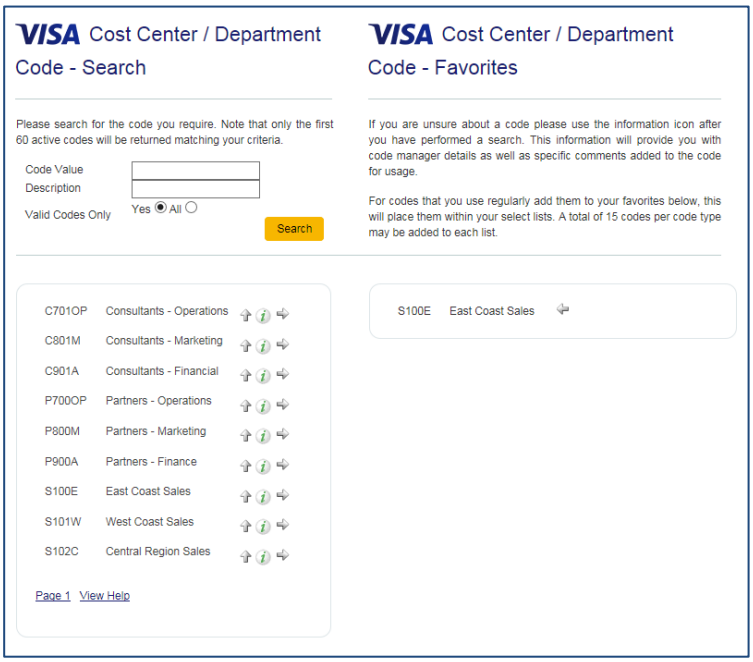
4. Click **Search**.



Note: To help, you can search using the wildcard character "%" anywhere in your search text. For example "ABC%1" finds any code starting with "ABC" and with the number "1" located anywhere within it, for example "ABC00100".

5. The code(s) that meet your search criteria are listed (up to 60 codes). If the particular code you are looking for is not in the list, refine your search.

6. Click ⇧ to the right of the code you want to select, or click ⇨ to add the code to the drop-down as a Favorite. To remove a code from the drop-down, click ⇦ .



Note: If you are unable to find a code you should have access to, contact your administrator.

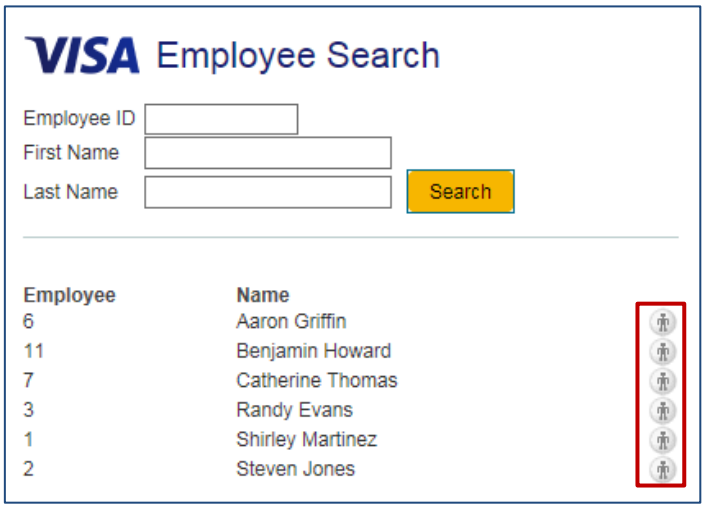
Delegate approval responsibility

Managers going on leave, or who for any other reason are unable to action their approvals for a period of time, can *delegate* their approval role to one or more other employees.

1. Click Profile menu > Personal Settings > **Approval Delegation**.

2. Click the **Delegate icon** next to the approval role you want to delegate.

3. From the *Employee Search* window, **find** the person you want to assign as a delegate.
4. Click the **Employee icon** to select the person's name. You can delegate only to managers and other authorized delegates.



5. Click the **icons** to set an expiry for the delegation, remove the delegation, or assign multiple delegates to an account.

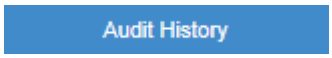
Note:

- Some companies choose to disable this functionality, in which case you will not see an *Approval Delegation* link on your *Personal Settings* screen.
- If company unit restrictions have been enabled, you may only be able to delegate your approval role to those within your own company unit.

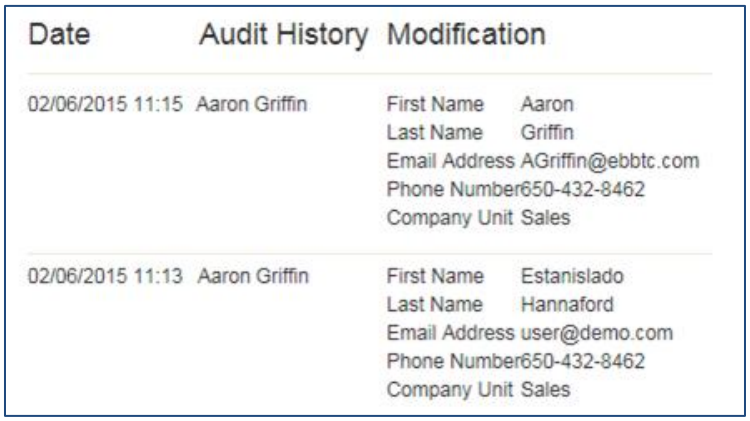
View audit history

If you can edit your personal details, your company may have enabled the *Audit History* feature, which tracks any changes you make to your personal details.

1. Click Profile menu > Personal Settings > Audit History.



2. A history of the changes you have made is displayed—including date and details.



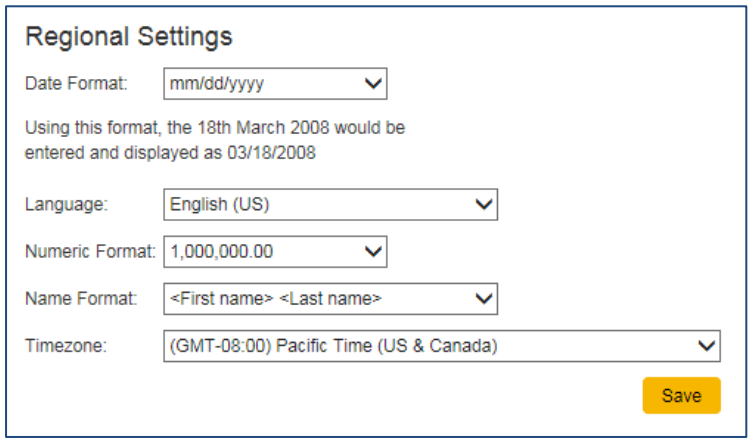
Note: Some companies choose to disable this functionality, in which case you will not see an *Audit History* link on your *Personal Settings* screen.

Change regional settings

Your company has set defaults for the application date format, language, number format, name format, and time zone. Here's how to make changes:

1. Click Profile menu > Personal Settings > Regional Settings.

2. Make changes as needed.
3. Click **Save**.

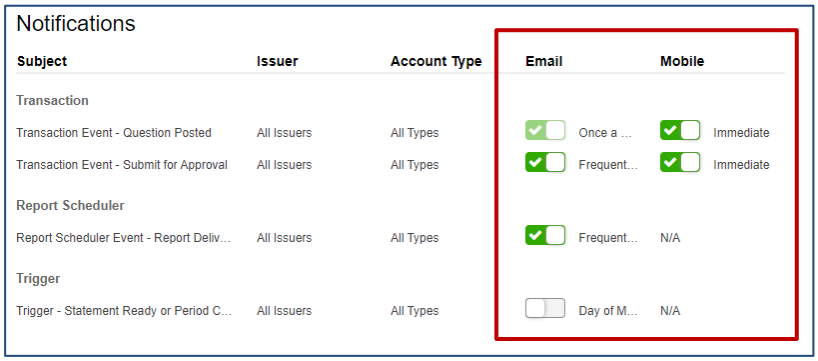


Opt-out of email and mobile device notifications

If your company has enabled the option, you can opt-out of receiving automatic emails as well as push notifications sent to your mobile device.

1. Click Profile menu > Personal Settings > Notification Management.

2. In the *Email* and *Mobile* columns, switch the toggles to **On** (green) or **Off** (grey), to indicate your opt-out preferences. *N/A* means the notification type is not applicable. A faded green toggle ( ) means your administrator has disabled your ability to opt-out of a notification.



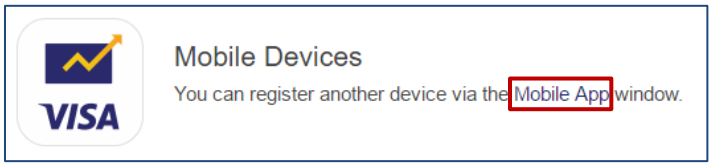
Link your mobile device

If supported by your company, you can install the *Visa IntelliLink Spend Management* mobile app from your app store, then link the mobile app to your *Visa IntelliLink Spend Management* desktop data. There are two ways to do this: You can sign in to the mobile app using the same username and password you use for the desktop application; or, you can sign in to the mobile app using a QR Code. As a best practice, we recommend using the QR Code option. Here's how:

In the Visa IntelliLink Spend Management desktop application:

1. Click Profile menu > Personal Settings > Mobile Devices.

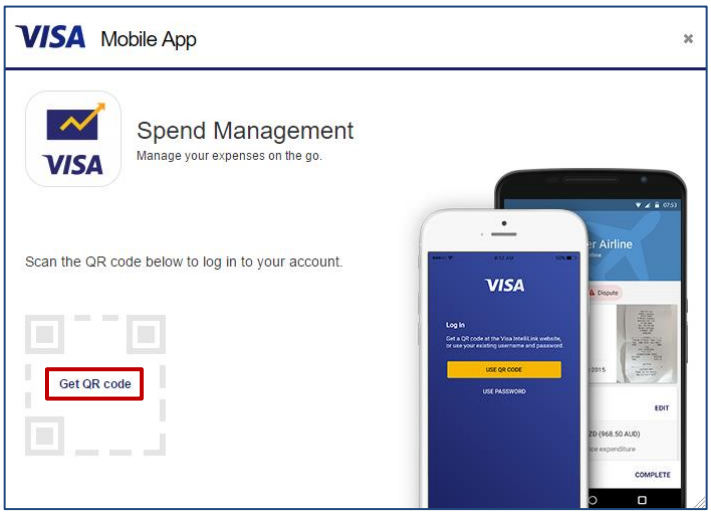
2. Click the **Mobile App** link.



3. Click **Get QR code**. A QR Code will display in the dotted frame within the window.

4. Launch the *Visa IntelliLink Spend Management* mobile app on your phone or tablet. The icon looks like this:

Spend Mgmt



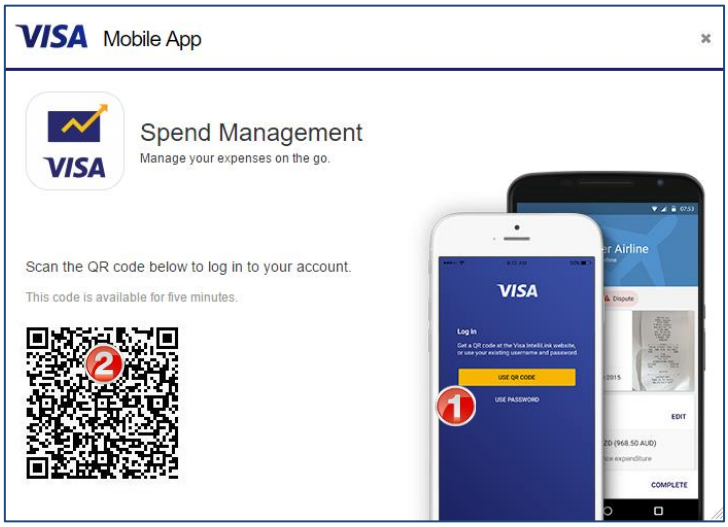
Then, in the Visa IntelliLink Spend Management Mobile App:

1. On the Log In screen, click **USE QR CODE**.

2. Using your mobile device, **scan the QR code** displayed within the *desktop application*.

3. You will be immediately logged in to the mobile application, and prompted to create a 5-digit PIN.

   Note: You will use this PIN, instead of your username and password, to log in to mobile app in the future.



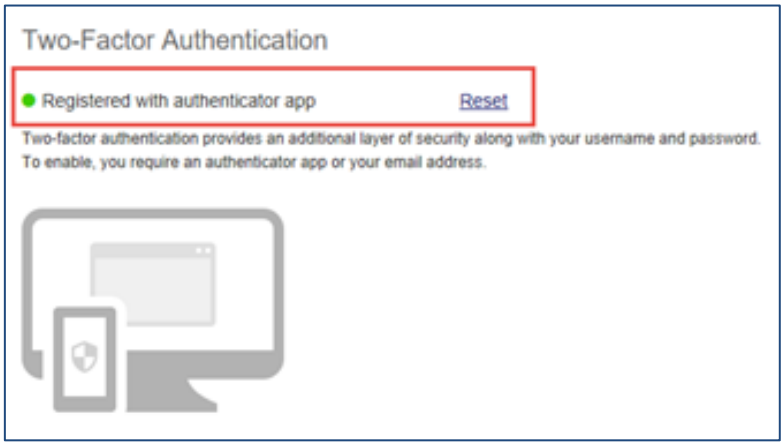
Change the two-factor authentication method

If your company permits it, you can change the way you receive authentication codes by resetting the two-factor authentication method. This deletes your current registration method and allows you to choose a different method.

4. Click Profile menu > Personal Settings > Two-Factor Authentication.

5. On the *Two-Factor Authentication* screen, you will see your current two-factor authentication method.

6. Click **Reset**. The application will guide you through the process of registering a different authentication method.



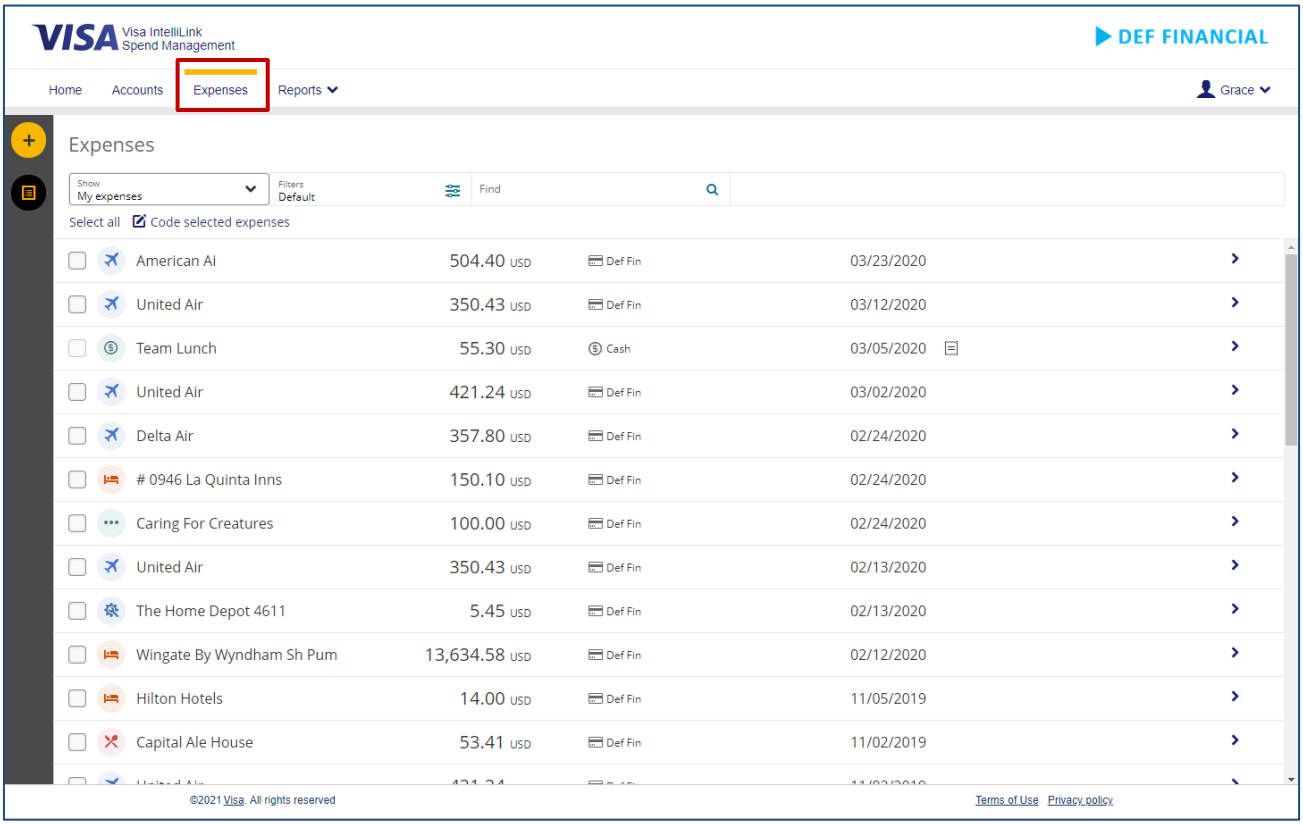
Transaction Based Workflow

If your company uses **transaction based workflow** (rather than expense report based), you code and submit transactions for approval *individually*, without grouping them into expense reports.

If your company instead uses an **expense report based workflow**, jump to the *Expense Report Based Workflow* section learn how to code and submit your expenses. You may skip all sections related to transaction based workflow.

The Expenses Screen

The *Expenses Screen* is a modern workspace from which you can view and action your outstanding expenses. It provides a consistent experience to that of the mobile app and is intended to streamline the process of submitting transactions.



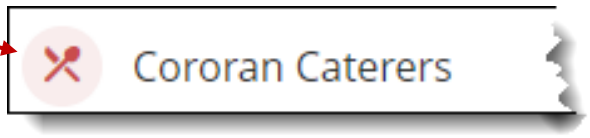
The Expenses screen is intended to be a workspace where users view and code transactions; it is not intended to be a space from which users download account statements or perform detailed analysis.

Note: The Expenses Screen is currently optimized for companies using a transaction based workflow. You will be unable to link transactions to Expense Reports from the Expenses Screen at this stage. We are working to provide enhancements to Expense Report workflow in a future release.

Expense Type icons

Next to each transaction on the *Expenses Screen* is a circular *Expense Type* icon.

An image within each icon (at the right) represents the *Merchant Category Group* of the payee (e.g. *Eating and Drinking Places*).



Here are examples of the images you will see within the *Expense Type* icons:

Merchant Category Group	Icon
Airlines	
Auto Rental	
Business Expenses/Services	
Cash Advances	
Clothing/Shoes/Uniforms	
Eating And Drinking Places	
Education Services	
Entertainment	
Equipment And Furniture	
Facilities Maintenance	
Freight/Courier/Warehouse Services	
Government	
Health Services And Supplies	
Hotels And Motels	

Merchant Category Group	Icon
Medical	
Miscellaneous	
Other Supplies	
Professional Services	
Retail	
Transportation	
Utilities	
Wholesale	
Financial service	
Fuel	
Mail order	
Office supplies	
Construction	
Telecommunications	

Note: The color assigned to each Merchant Category Group and Expense Type icon has no inherent meaning. Its only purpose is to help you more easily identify similar transactions.

Expense Status icons

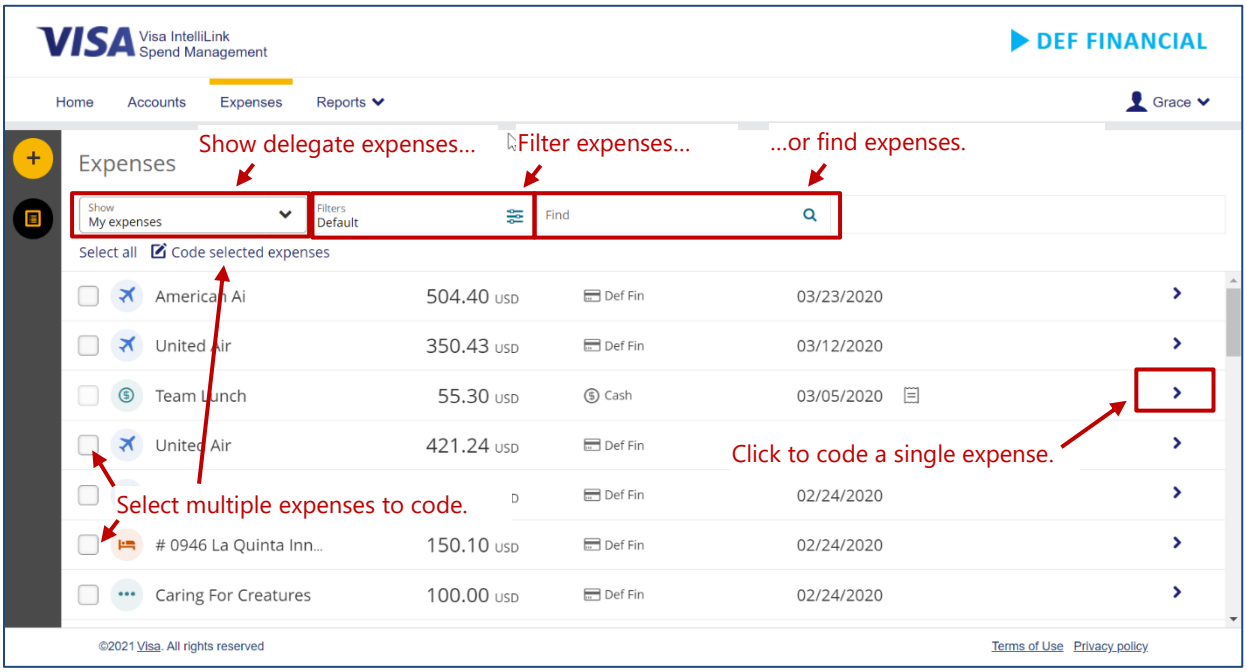
The following icons may display on the *Expenses Screen*, related to the status of individual expenses.

Policy alert		Expense report	
Query request/response		Ongoing dispute	
Linked receipt			

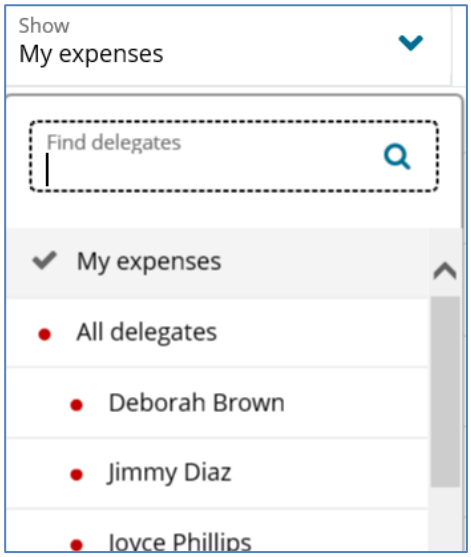
Code and submit card transactions

1. From the main menu, click **Expenses**.

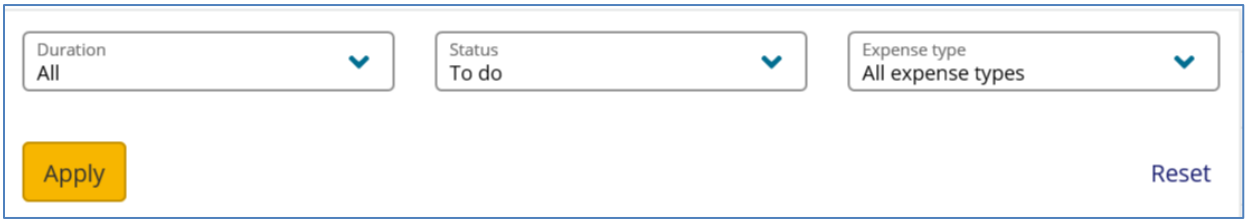
2. If necessary, **show, filter, or find** the transaction(s) you want to code or view.



Note: The default view shows you your own expenses. If other cardholders' account(s) are delegated to you, you can filter using the *Show* dropdown menu.

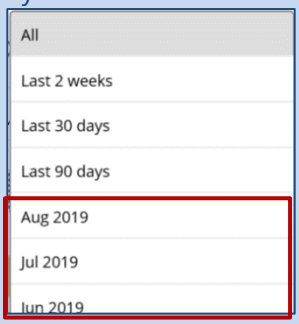


To further refine your view, you can apply specific filters.



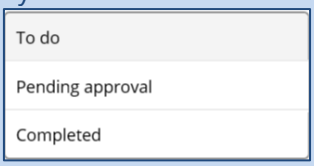
Transaction filters...

By Duration

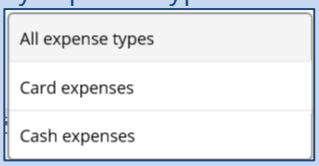


Recent monthly periods

By Status



By Expense Type



Coding options

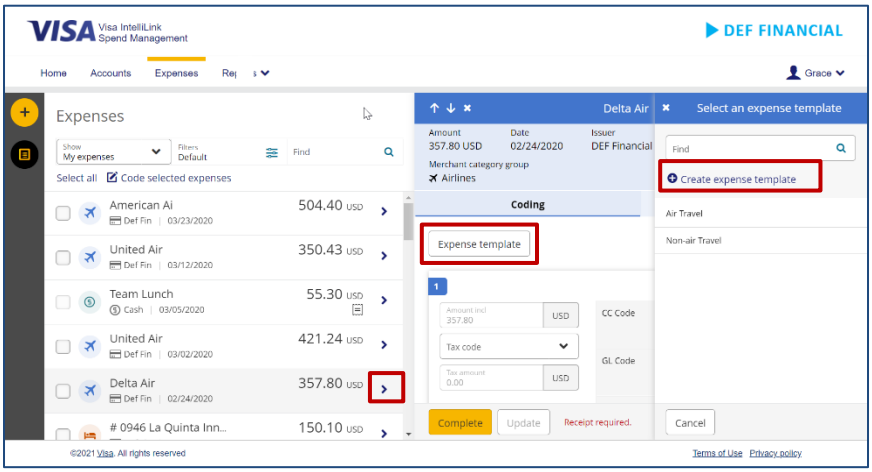
Depending on the features enabled by your organization, you may code transactions on the *Expenses Screen* using any one, or a combination of three basic methods. An overview of each method follows.

Code using Expense Templates

Expense templates are a best-practice method of coding **high volume, repeatable spend**. Some examples are: travel card transactions that are always coded the same way, project-based work for which transactions should be coded the same way, or group-share purchasing cards that are split the same way, including cost allocation and percentage of spend.

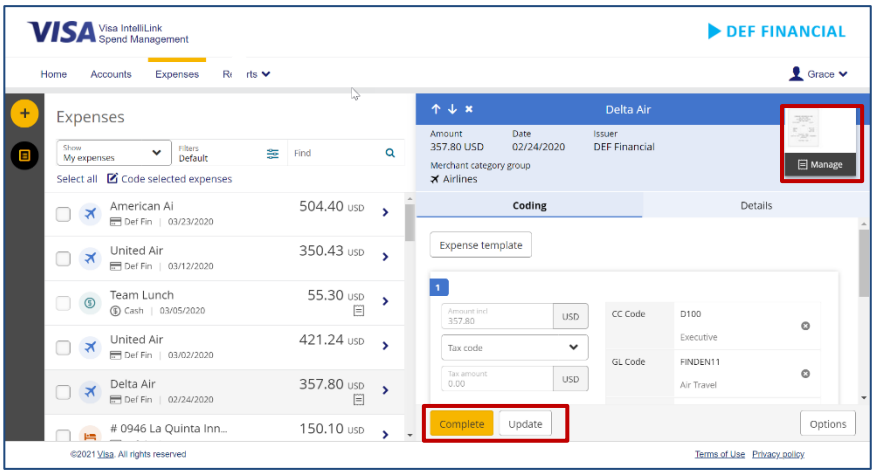
Use an Expense Template to code a single expense

1. Click the right arrow icon **>** at the right of the single transaction you want to code. The *Expense Details* pane displays.



2. Click **Expense Template** to view & select a previously created template from the panel. You may click **Create expense template** to add a new template.

3. Click **Link receipt** to attach a reciept image to the transaction. (Marked with a red asterisk* if required by your company.)



4. To submit the transaction for approval, click **Complete**.

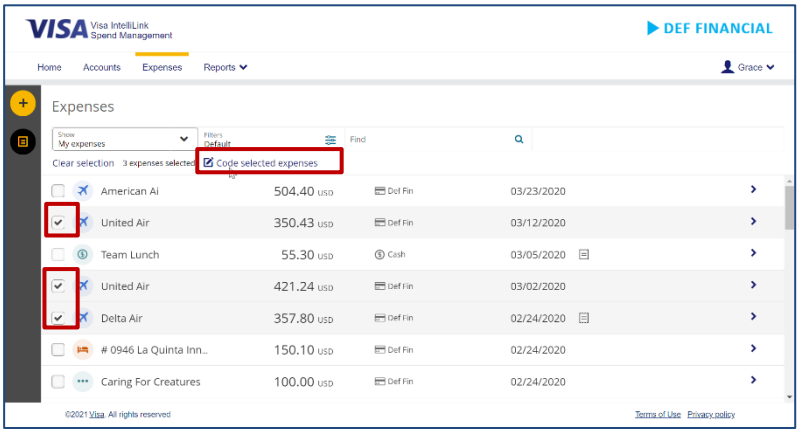
   Or... click **Update** if you are not yet ready to submit the transaction for approval. For example, if you need to upload a receipt image and link it before completing the transaction.

More about Expense Templates

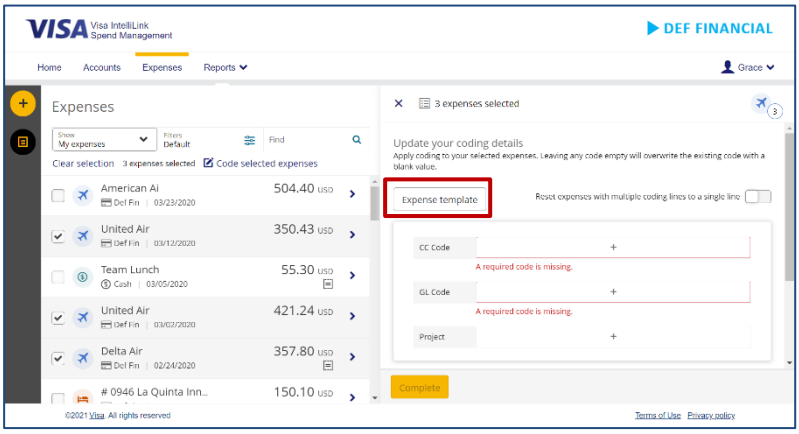
- *Expense Templates* allow you to assign pre-determined code and/or percentage split allocations to one or more transactions during the coding process. This can save a significant amount of time by eliminating the repetitive process of coding and splitting expense transactions individually. It can also eliminate human error by removing the manual calculation of complex split allocations.
- After applying an expense template to a transaction, you cannot make coding changes without losing the coding applied by the expense template.
- For more information, see the document *Visa IntelliLink Spend Management: Expense Templates*, available from your Visa Account Representative.

Use an Expense Template to code multiple similar expenses

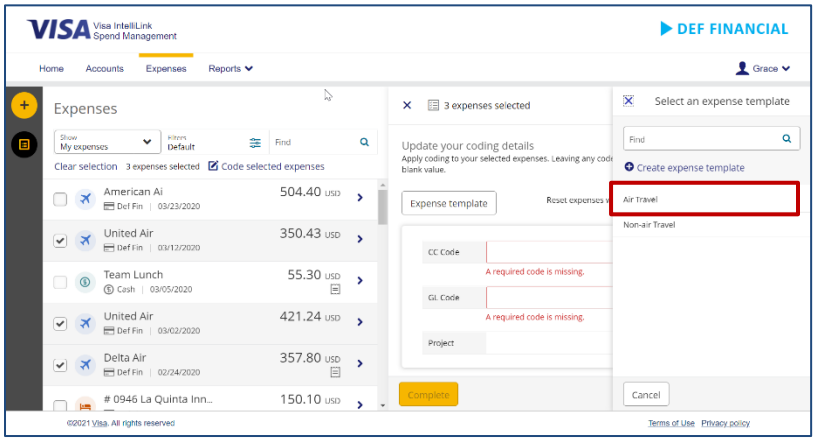
1. Click the **checkboxes** next to the expenses you want to apply similar coding to.
2. Click **Code selected expenses**. The *Quick Coding* panel displays.



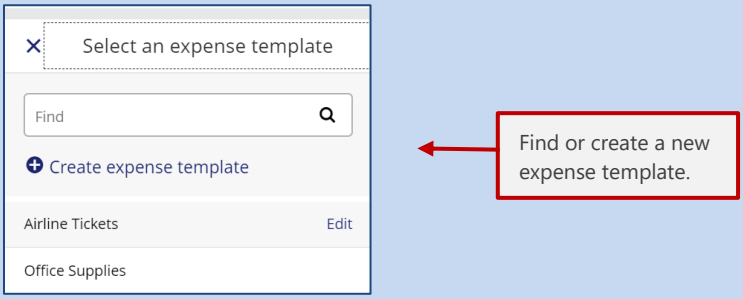
3. In the *Coding* panel, click **Expense template**.



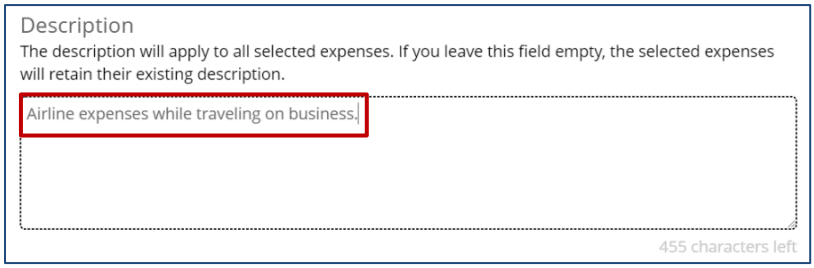
4. In the *Expense Template* panel, click the **expense template** you want to apply to the selected transactions. In the example at right, the *Air Travel* template will be applied to three airline expenses.



Tip: If you have many expense templates, you can *Find* a template by name. Or, if necessary, you can click *Create expense template* to quickly add a new template to the list.

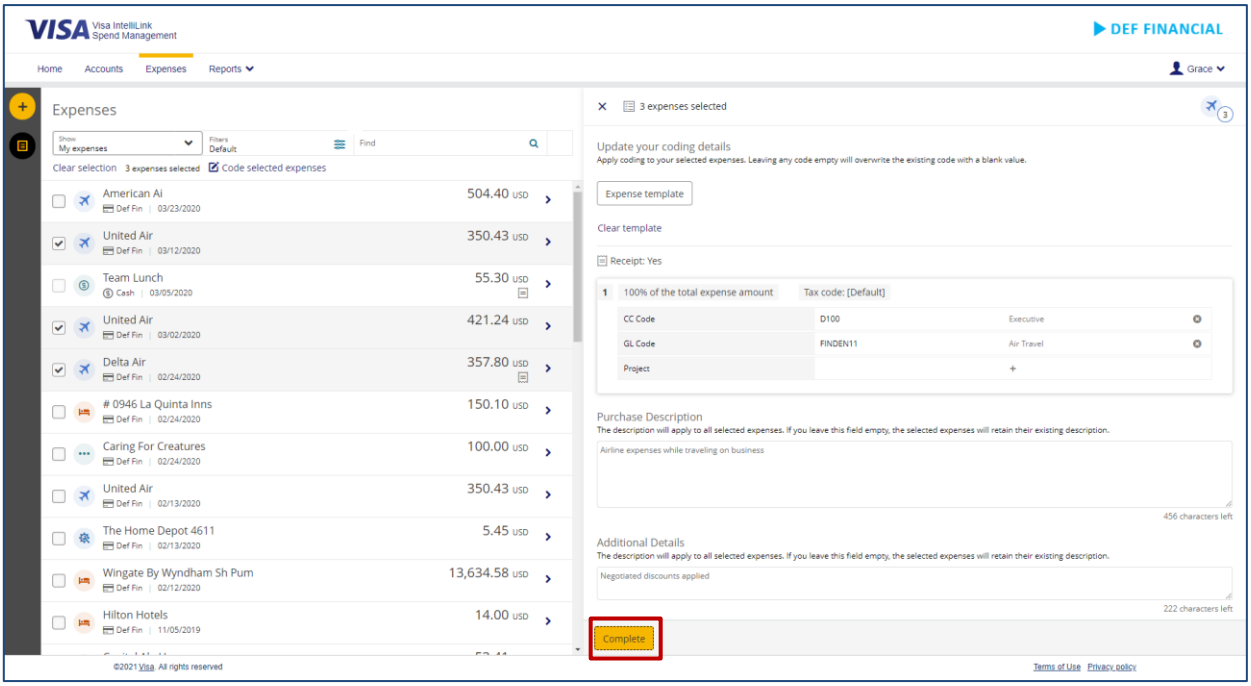


5. In the *Description* field, **add a note**. This will overwrite any descriptions on individual expenses, and each selected expense will be given the same description. Note: leaving this field blank will allow each expense to retain its original description.



6. When you are done coding, click **Complete**.

- Expenses that meet all of your organization's requirements are removed from the *Expenses Screen* and automatically sent to your approver.
- Expenses that need further action, such as attaching a receipt image, remain on the *Expenses Screen* and are not sent to your approver until all requirements are met.



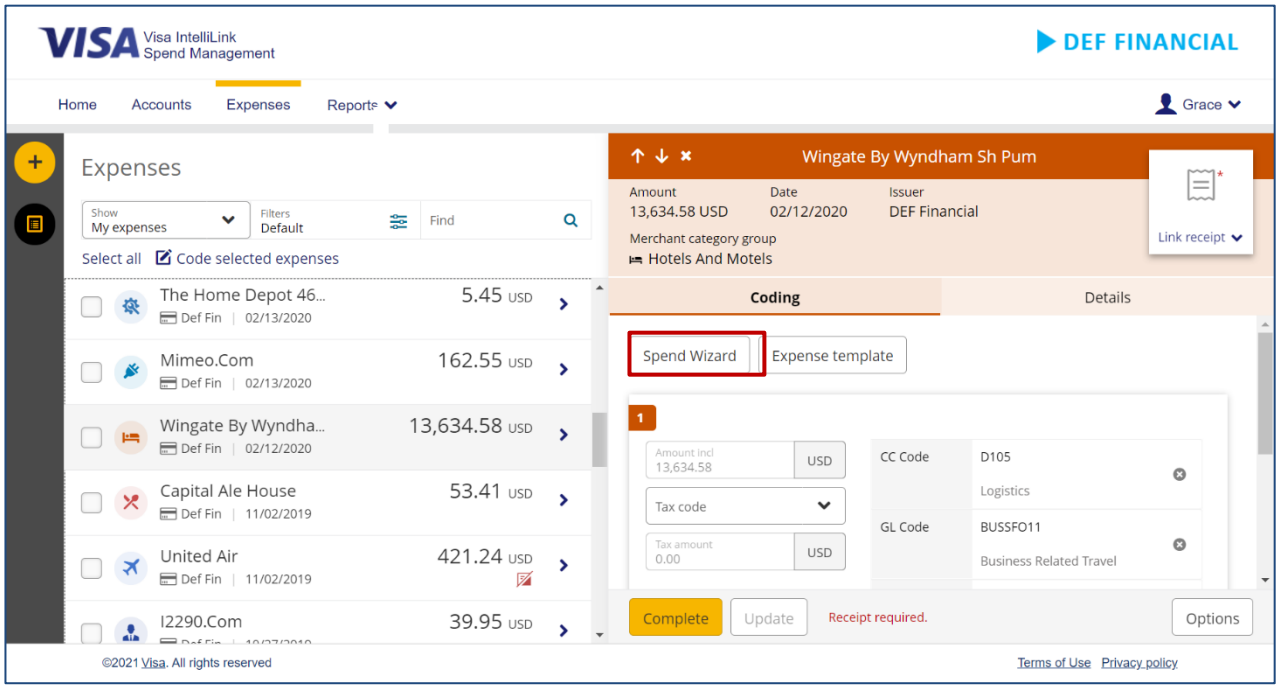
Code using Spend Wizards

Your organization may require you to complete a *Spend Wizard* for some or all of your card or cash transactions.

Spend Wizards are a best-practice method of coding **low-volume, complex spend**. Some examples are: detailed hotel expenses, business meals with multiple attendees who need to be documented on the transaction, training and conference expenses, and mileage or rate-based claims.

All Spend Wizard forms are customized to suit the requirements of your organization.

1. Click the right arrow icon **>** at the right of the single transaction you want to code. The *Expense Details* pane displays.



2. Click Spend Wizard.

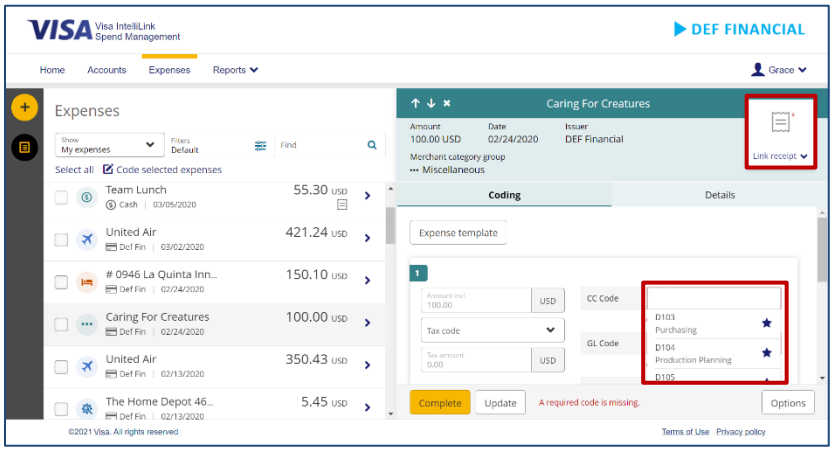
3. Complete the Spend Wizard **form(s)**.

Code manually

Coding transactions manually, directly in the *Expenses Screen* is a best-practice method of coding **low-volume, non-complex spend**. Some examples are: ad-hoc expenses such as postage, printing, business services, and meeting expenses. Manual coding can also a good solution for project-based spend when all coding is the same except the project number. All coding fields and options are customized to suit the requirements of your organization.

Manually code a single expense

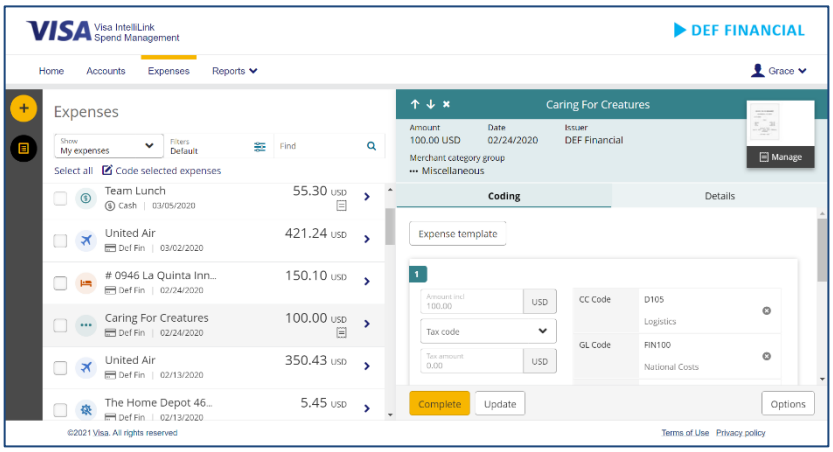
1. Click the right arrow icon **>** at the right of the single transaction you want to code. The *Expense Details* pane displays.



2. Select the appropriate **charge codes** for the transaction. See the *Find and Save Your Favorite Codes* section below for more information.

3. Click **Link receipt** to attach a reciept image to the transaction. (Marked with a red asterisk* if required by your company.)

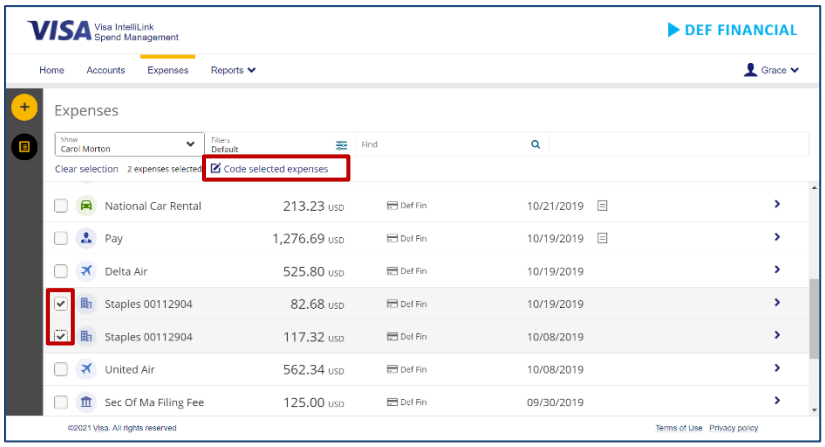
4. When coding is complete, click **Complete**. The transaction is removed from the *Expenses Screen* and automatically sent to your approver.



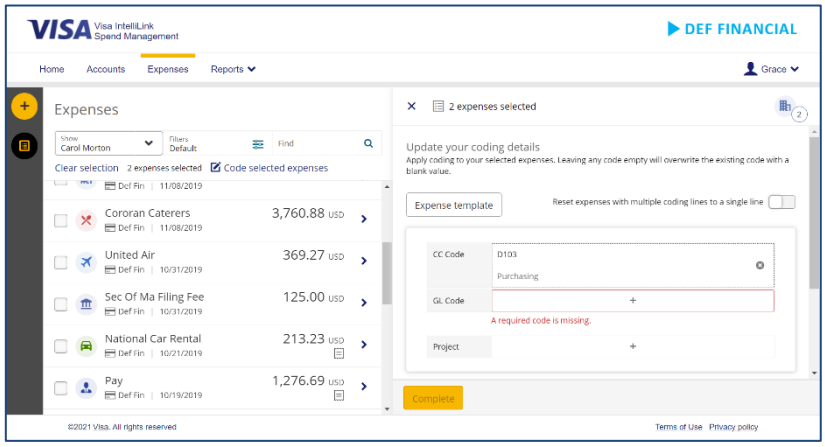
Manually code multiple expenses

1. Click the **checkboxes** next to the expenses you want to apply similar coding to.

2. Click Code selected expenses.



3. In the panel, click **+** and select the appropriate **charge codes** for the transactions. See the *Find and Save Your Favorite Codes* section if you need more information. The same coding will be applied to all of the selected transactions, and overwrite any existing coding.

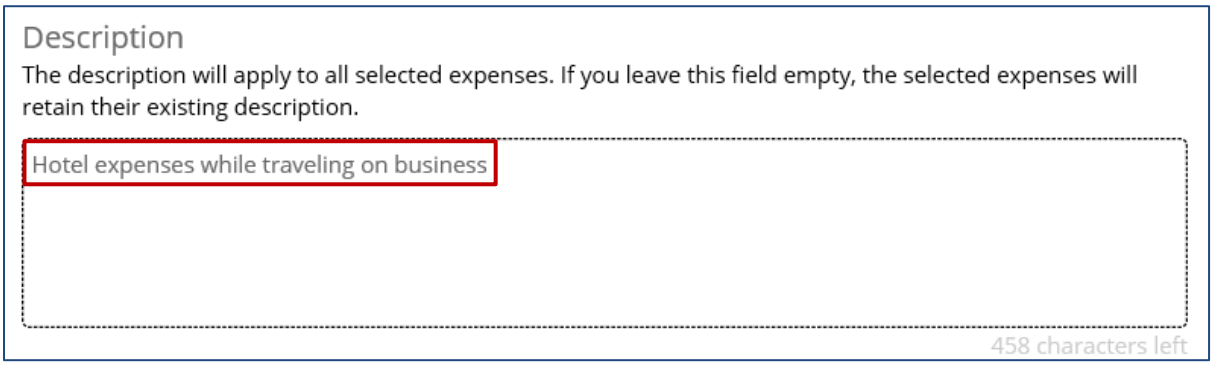


4. If any of the selected expenses have two or more coding lines, selecting the **Reset expenses with multiple coding lines to a single line** toggle switch will consolidate the coding lines into one and apply the selected codes to that one line.

Note:

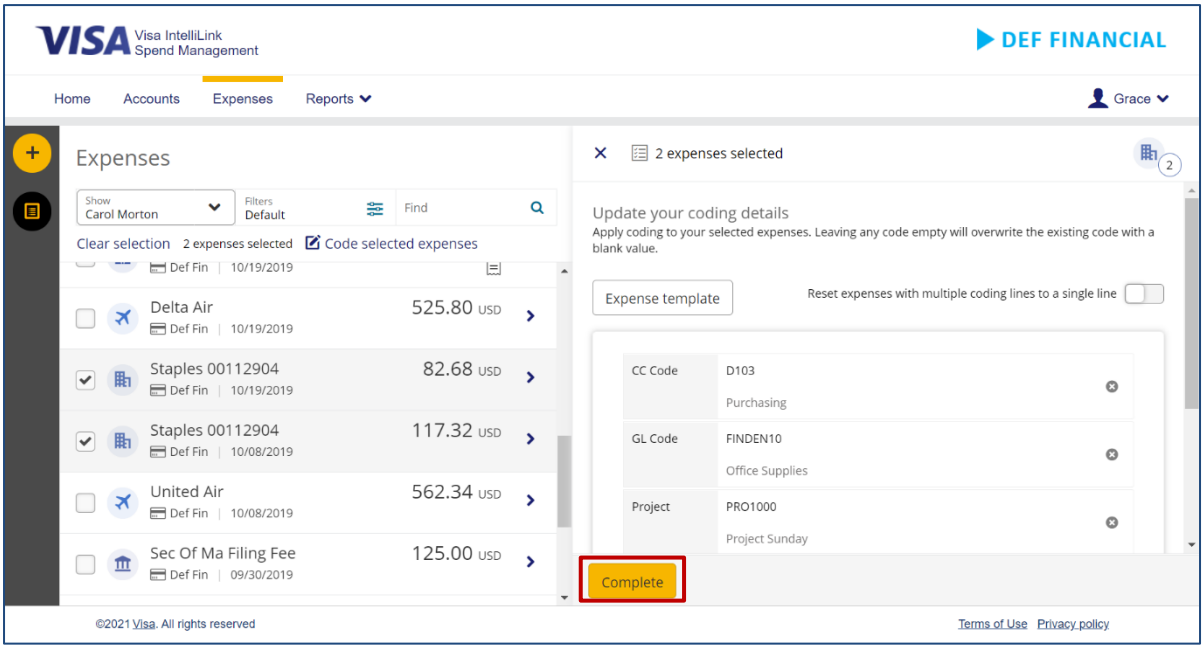
- Some codes are required, as defined by your company and noted in the user-interface.
- If your company has set up parent/child coding relationships, charge codes display in red if they are invalid based on other codes selected.
- Leaving a coding line empty overwrites any existing coding with a blank value.
- If a transaction has multiple coding lines, which may have been split either manually or by default coding, and you want to reset the transaction to a single coding line, select *Reset expenses with multiple coding lines to a single line*.
- If your company requires receipt images, you need to select the individual transactions to link the receipts. (See the *Code a single expense* section for more information.)

5. In the *Description* field, **add a note**. This will overwrite any descriptions on individual expenses, and each selected expense will be given the same description. Note: leaving this field blank will allow each expense to retain its existing description.



6. When you are done coding, click **Complete**.

   - Expenses that meet all of your organization's requirements are removed from the *Expenses Screen* and automatically sent to your approver.
   - Expenses that need further coding, such as a receipt image, remain on the *Expenses Screen* and are not sent to your approver until all requirements are met.

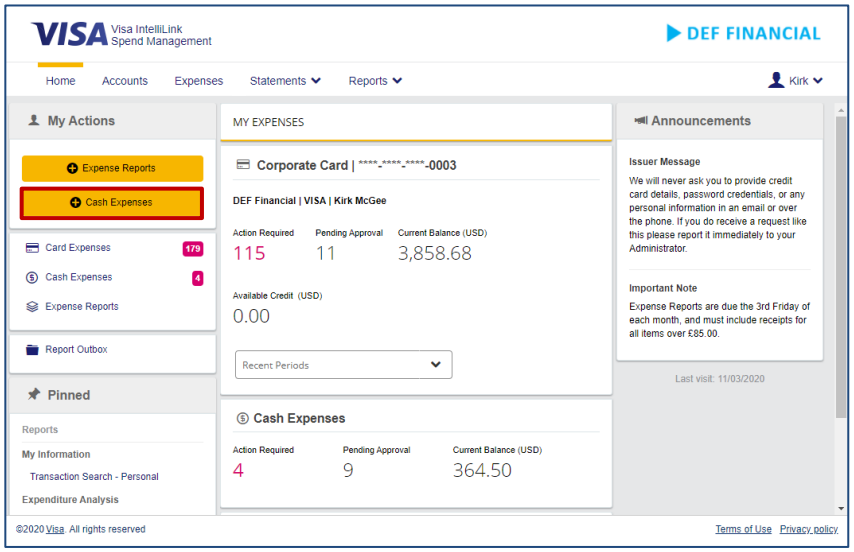


Code and submit cash transactions

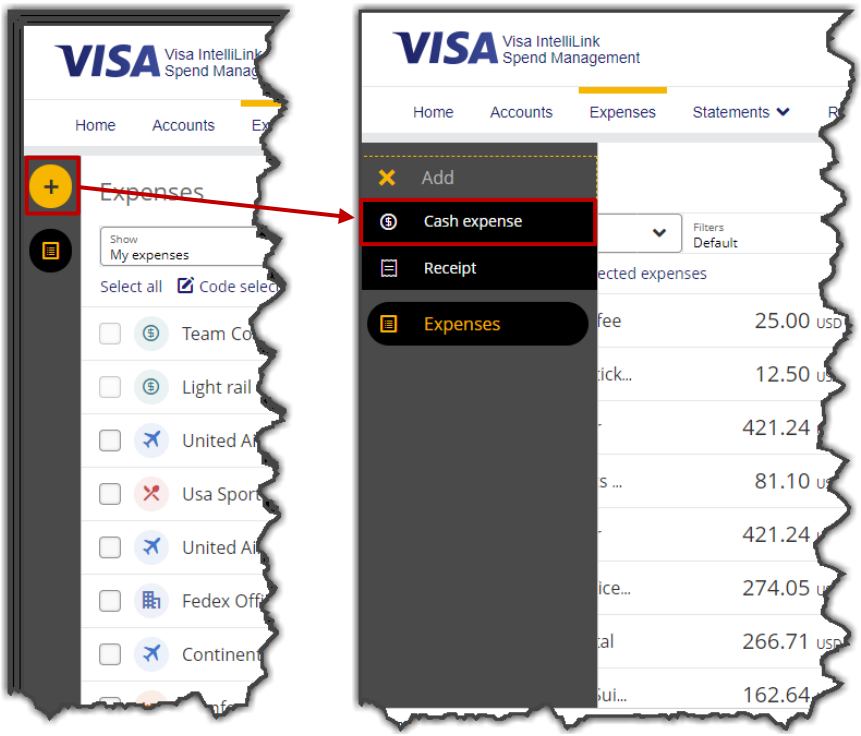
Sometimes it's necessary to pay for business expenses out of your own pocket. This section shows you how to create and submit a cash expense using **Visa IntelliLink Spend Management**.

Note: The *Cash Expenses* module must be enabled by your company before you can submit out-of-pocket expenses. If you are unable to complete the steps below, check with your company administrator to verify that you have access to the *Cash Expenses* module.

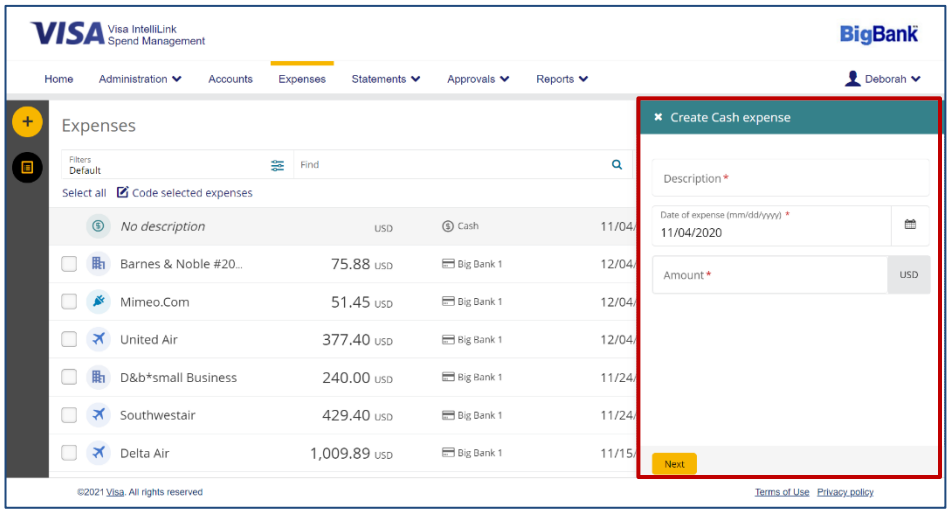
1. On the *Home* screen, click **Cash Expenses**.



Or, from the *Expenses* screen, click the Add button then, **Cash Expense**.

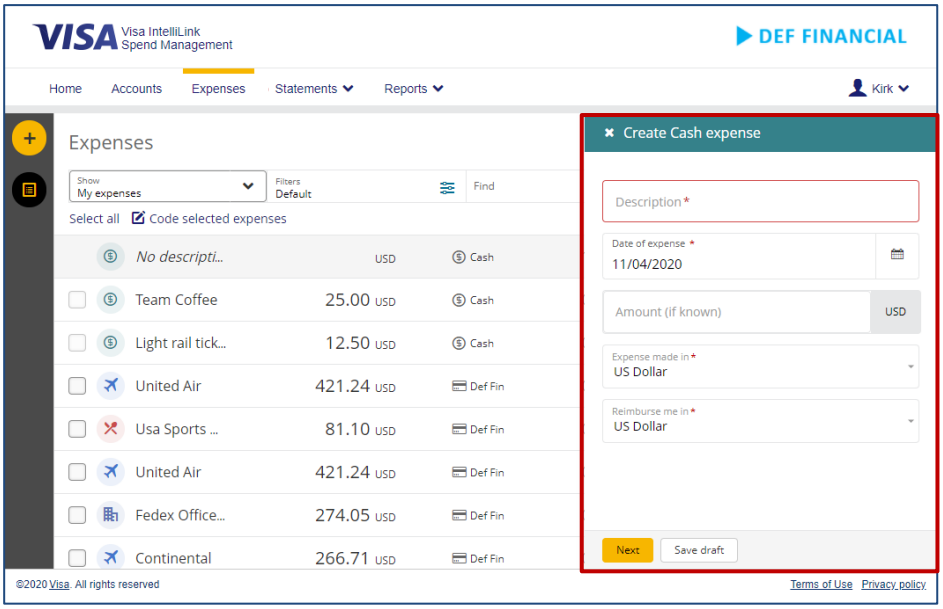


2. The *Create Cash Expense* panel slides in from the right. Complete the required fields. Click **Next**.



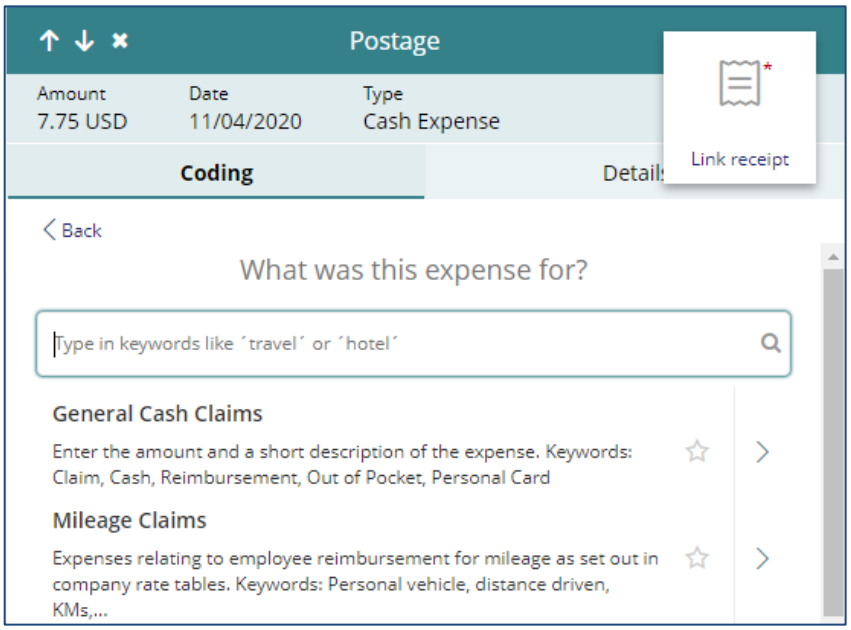
Field	What to enter
Description	The name you want to give the cash expense.
Date	The date the expense was incurred.
Amount	The amount of the expense. Enter the amount in the currency displayed.

Note: Your company may have business rules configured that affect the information you are required to enter in this step. To the right is an example of what you may see.



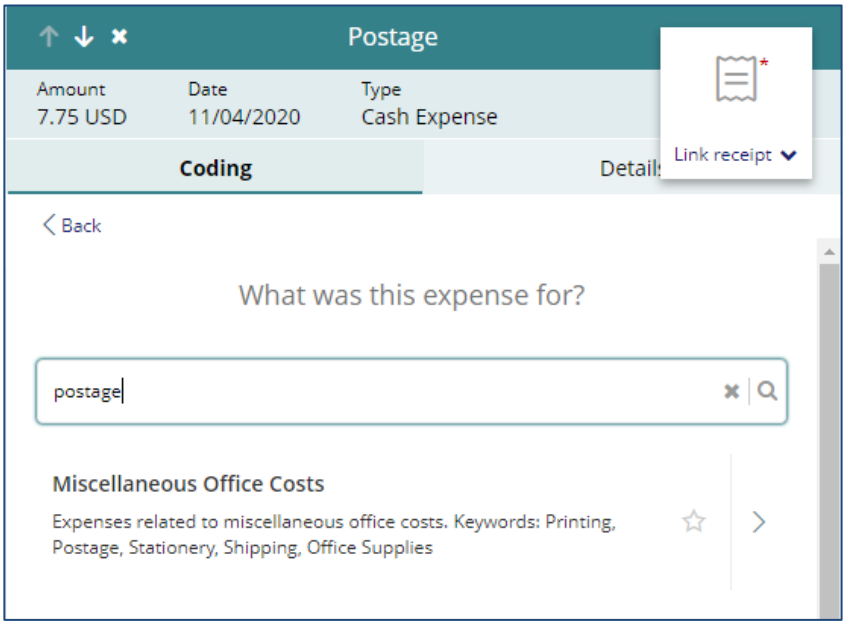
Field	What to enter
Description	The name you want to give the cash expense.
Date	The date the expense was incurred.
Amount (if known)	The amount of the expense. If you know the amount of the claim (e.g. you have a receipt), enter it here. To have the claim amount calculated for you (e.g. for mileage or per diem claims, etc.) you may leave this field blank and the Spend Wizard in the subsequent steps will determine the amount based on your inputs and your company's business rules.
Expense made in / Reimburse me in	Select the currency in which the expense was incurred, and the currency in which you would like to be reimbursed. Note: The currency code displayed in the *Amount (if known)* field will be updated based on the *Expense made in* selection.

3. The *Coding* tab of the *Cash Expense* panel displays. Click a **cash expense category**.

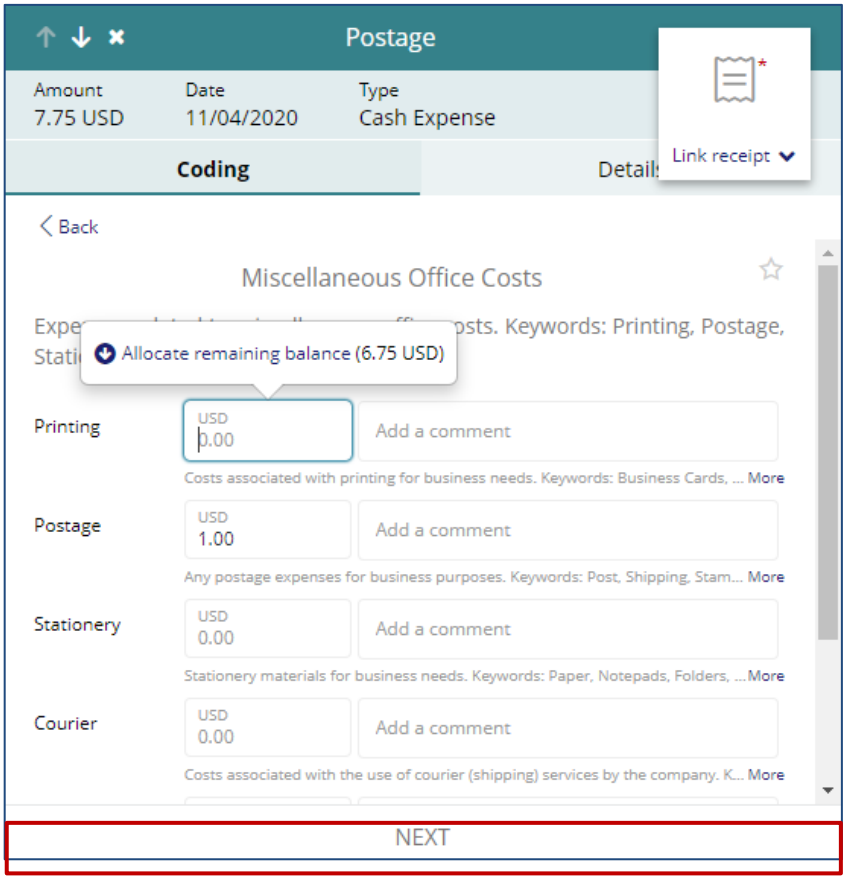


Note: The cash expense categories you see may be different, depending on company setup.

4. You can enter **keywords** to search for the appropriate category.



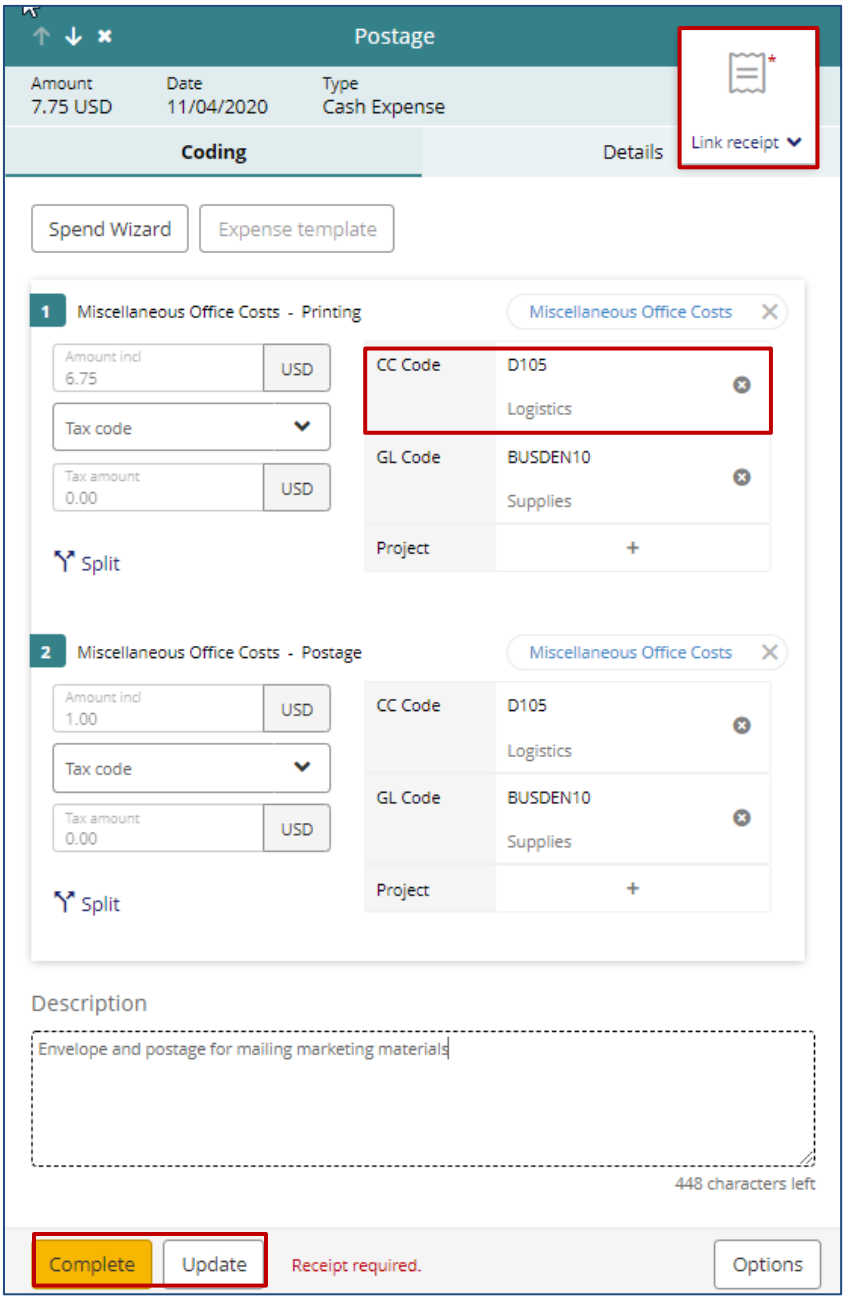
5. Allocate the balance of the expense to the appropriate sub-categories, add comments as necessary, then click **Next**.



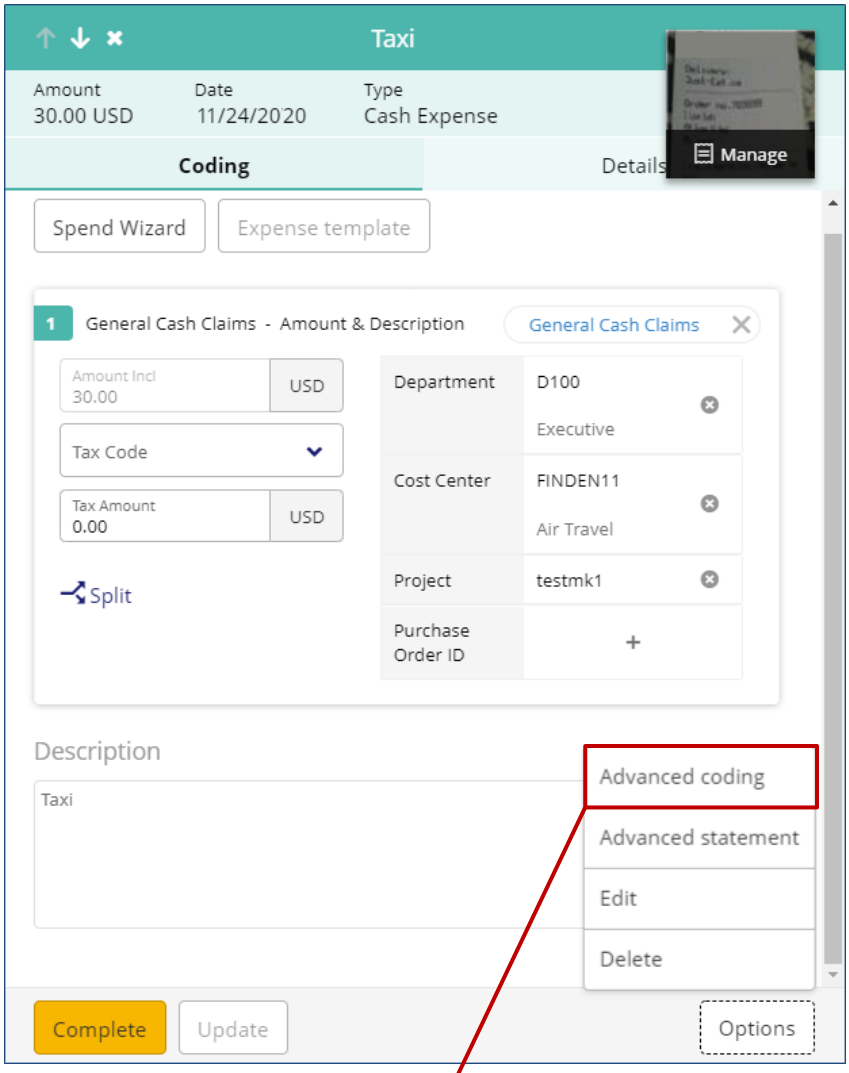
6. Some or all cost allocation codes may be automatically added. If necessary, click on a code or the ⊗ button to add or edit.

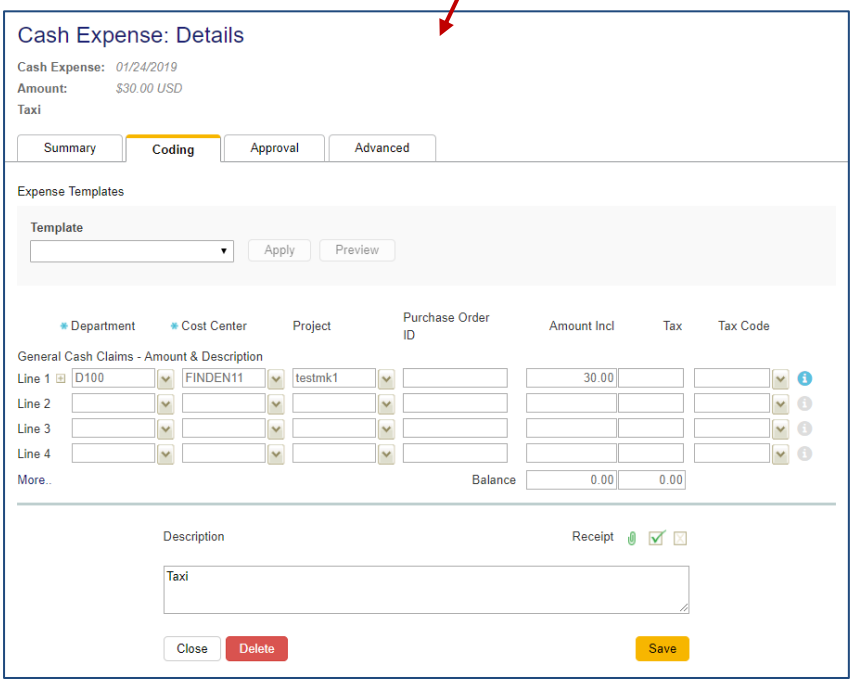
7. Complete all **required fields**, and link a receipt, if necessary.

8. Click **Complete** when you are done, or **Update** to finalize the expense later.

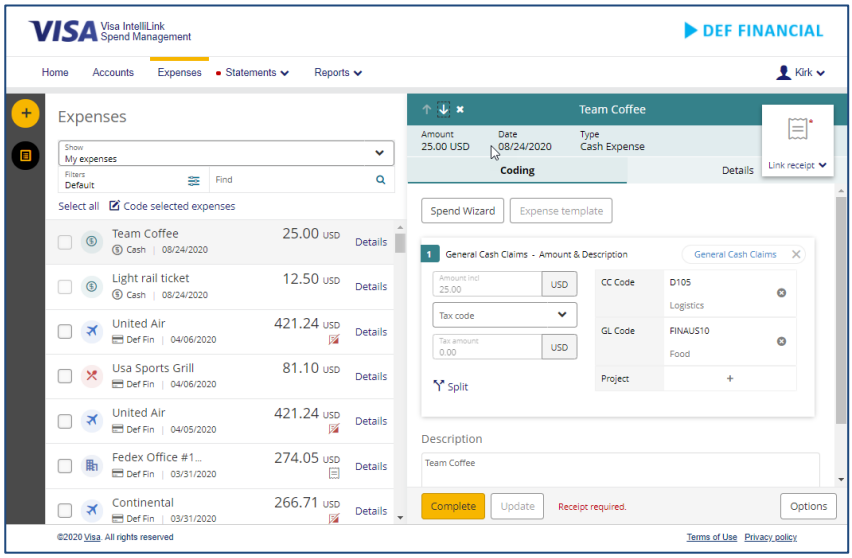


9. **Note:** If you prefer to code using the traditional coding screens, you may click the **Options** button and select **Advanced Coding**.
This will launch the classic coding window.

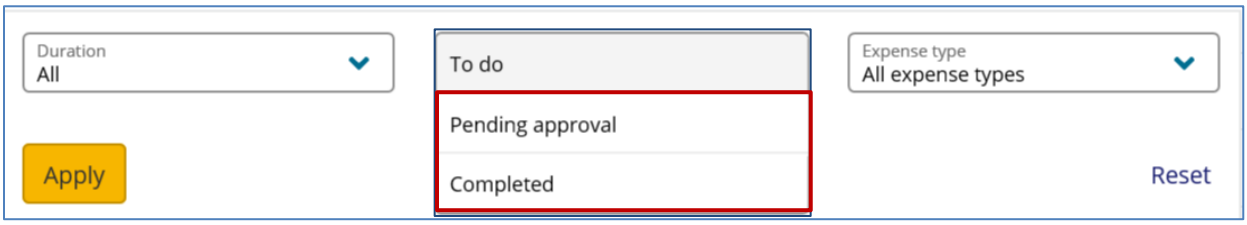




10. The cash expense is **automatically submitted** to your approver, and the next expense in your *Expenses* list displays in the panel.



11. You can check the status of submitted cash expenses from the *Pending Approval* or *Completed* pages by using the filter on the main *Expenses* page.



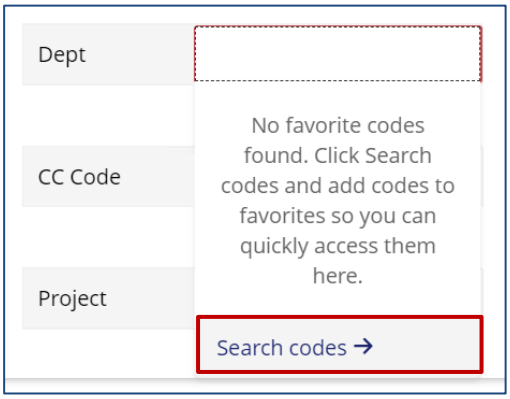
Note: If a cash expense is related to an expense report you plan to submit, we suggest that you create the cash expense as part of the Expense Report process. Doing so allows you to manage both cash and card expenses in the same location. For more information, see the *Expense Report Based Workflow* section of this guide.

Find and save your favorite codes

It is possible to save your most frequently used codes as *Favorite* codes. This saves you time by making them immediately accessible from any code type dropdown. Here's how:

1. Click **+** to begin coding. If you have not yet selected your favorite codes for a code type (such as *Dept* at the right)...

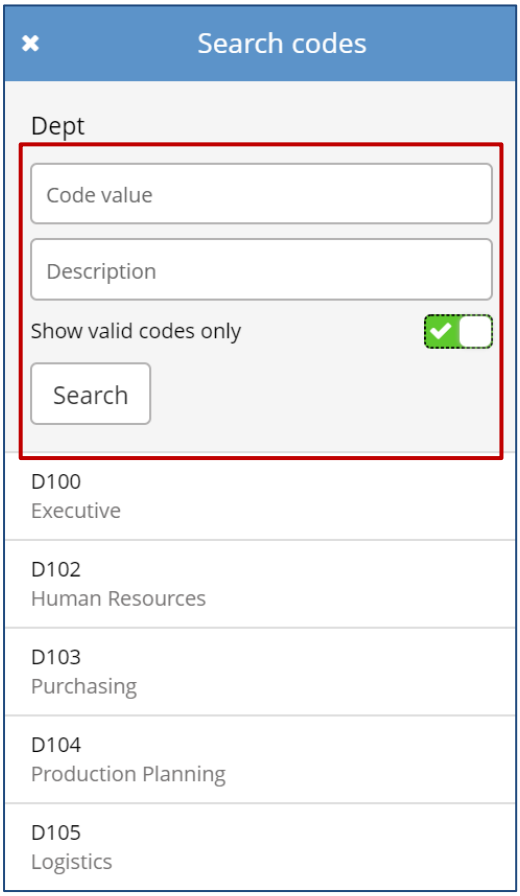
...you will see a **message** informing you that there are *No favorite codes found*.



2. Click **Search codes** at the bottom of the message.

3. The *Search codes* window displays. If the code you want to save as a favorite is not in the list...

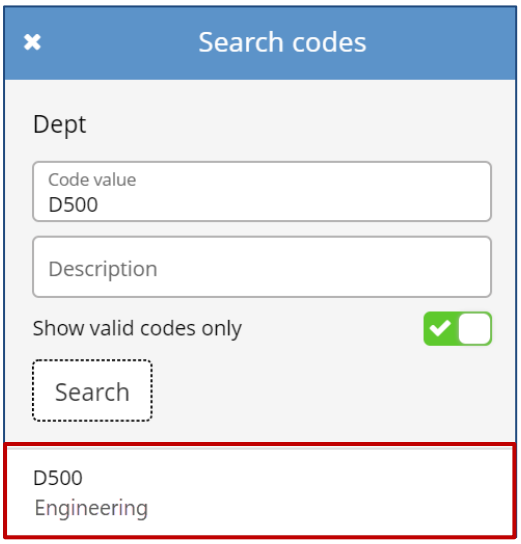
...enter all or part of the **code** in the *Code value* field. If you do not know the code, but know all or part of its **name/description**, enter it in the *Description* field.



4. Click **Search**.

Note: To help, you can search using the wildcard character "%" anywhere in your search text. For example "ABC%1" finds any code starting with "ABC" and with the number "1" located anywhere within it, for example "ABC00100".

5. The code(s) that meet your search criteria are listed (up to the first 60 codes). If the particular code you are looking for is not in the list, refine your search.

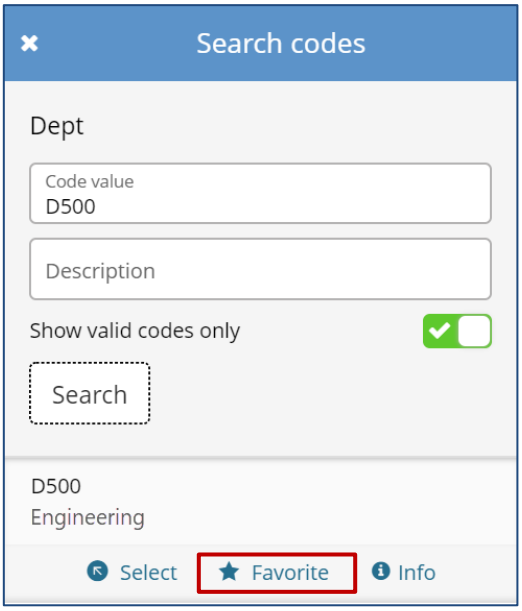


6. Click the **code name**. In the example at the right, click *D500 Engineering*.

Note: If you are unable to find a code you should have access to, contact your administrator.

7. Click **Favorite** to save the code as a favorite.

   You may also click **Select** if you want to use the code without saving it as a favorite, or click **Info** to learn more about the code.



8. The next time you code, the favorite displays in the code type dropdown, marked with a star ★. Simply **click the code** to apply it to the transaction.

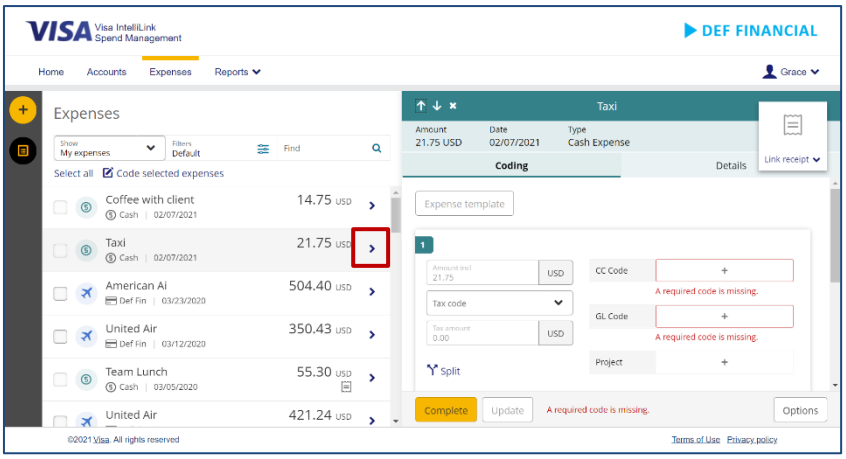
Note: A maximum of 15 codes may be added as favorites to *each* code type.

Edit or delete transactions

Edit or delete transactions prior to submittal

If, during the coding of an expense, you clicked **Update** to complete it later, you can easily edit it prior to submittal. Also, you may delete cash transactions, but card transactions may not be deleted.

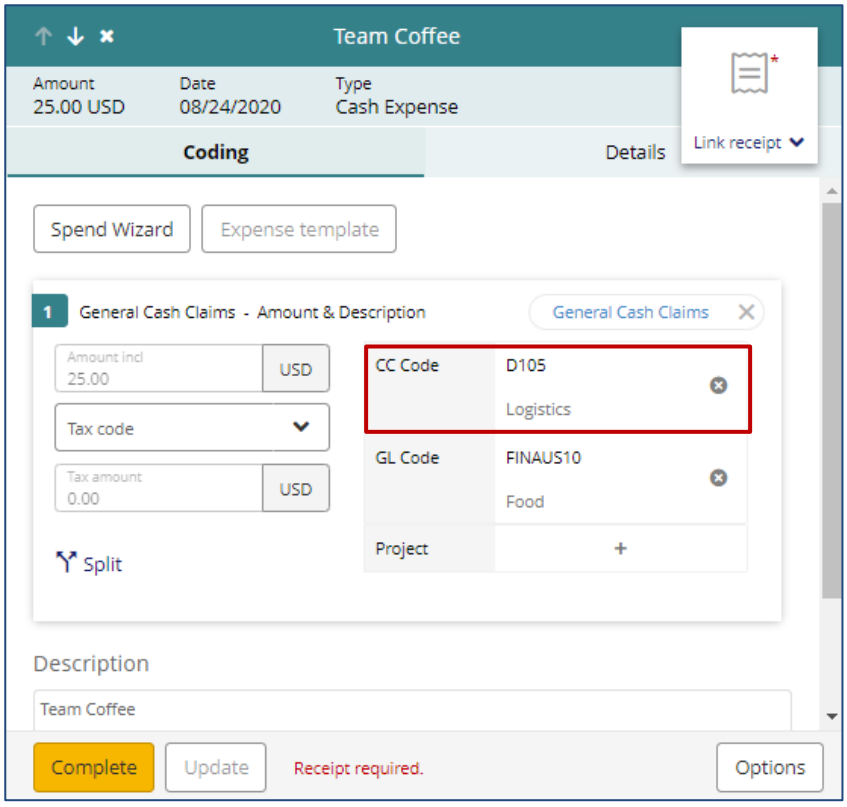
1. Return to the *Expenses* list and click the right arrow icon **>** at the right of the expense you want to edit.



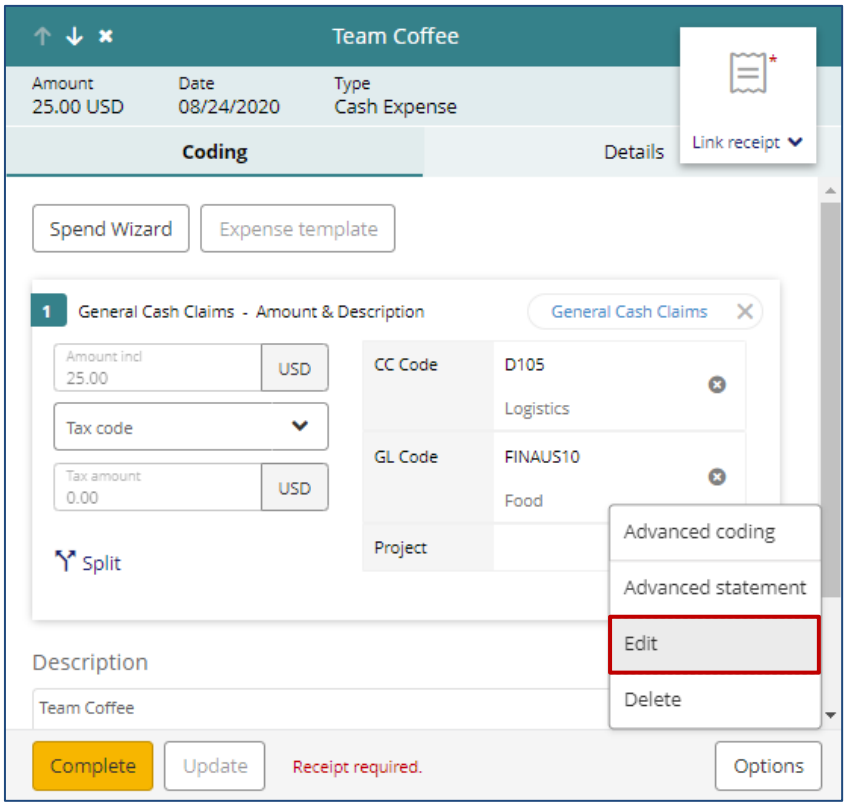
2. To edit the coding of the expense, simply **click on a code or the ⊗ button**.

3. Complete all **required fields**, and link a receipt, if necessary.

4. Click **Complete** when you are done, or **Update** to finalize the expense later.

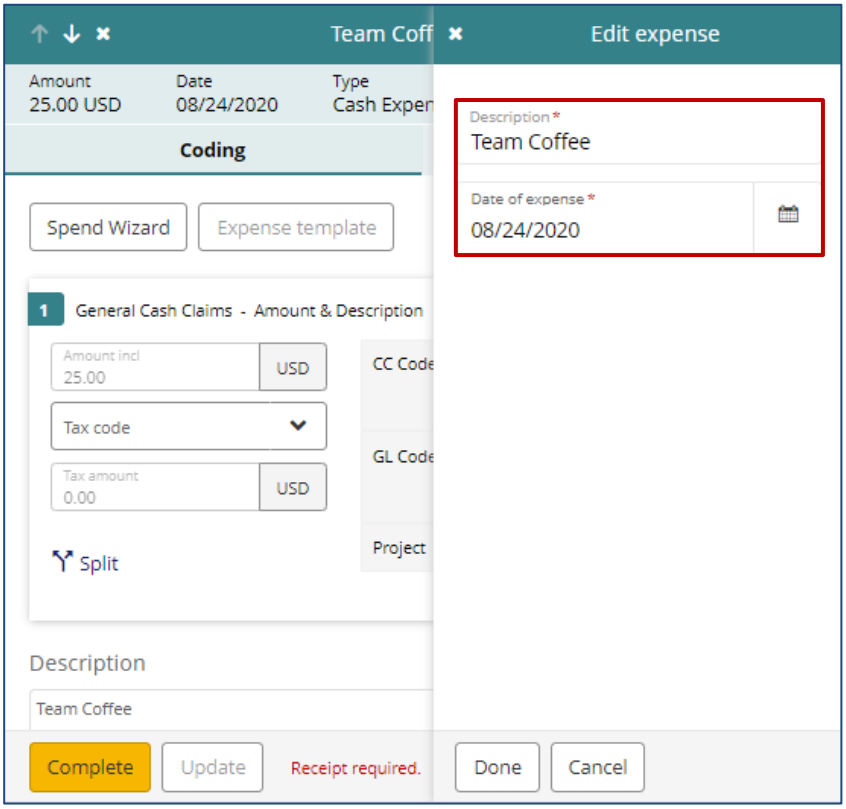


5. To edit the name or date of a cash expense, click the **Options** button, then select **Edit**.

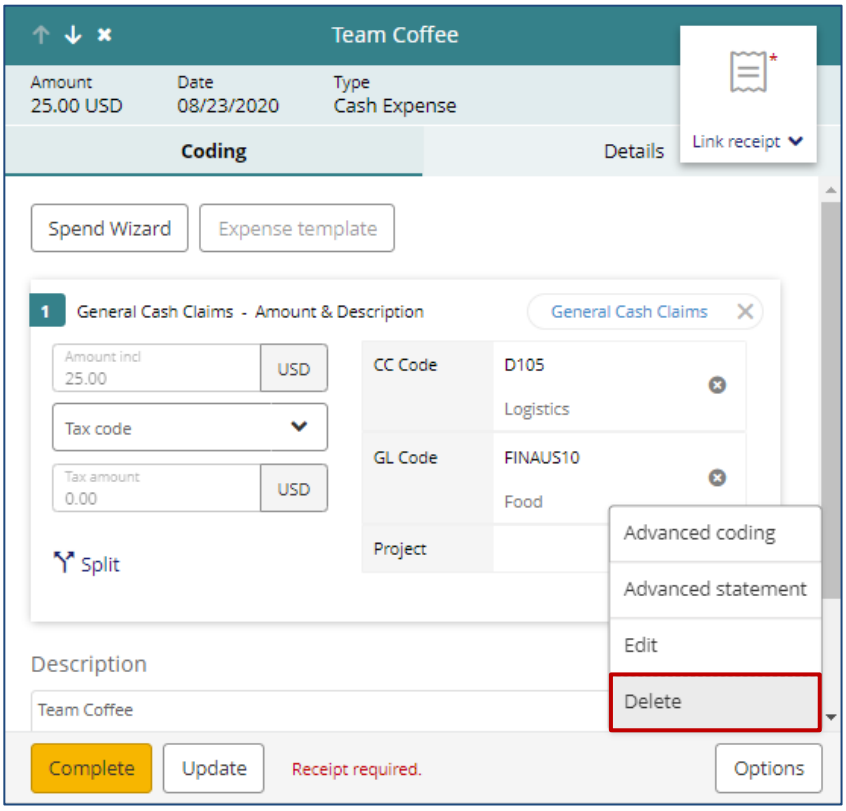


6. A panel will slide in from the right. Update the *Description* and/or *Date of Expense* as necessary, and click **Done**.

7. If no other edits are necessary click **Complete** to submit for approval, or click **Update** to complete at a later date.



8. If you want to delete a cash expense, click the **Options** button, then select **Delete**. You will be prompted to confirm your action. Select **Ok**.



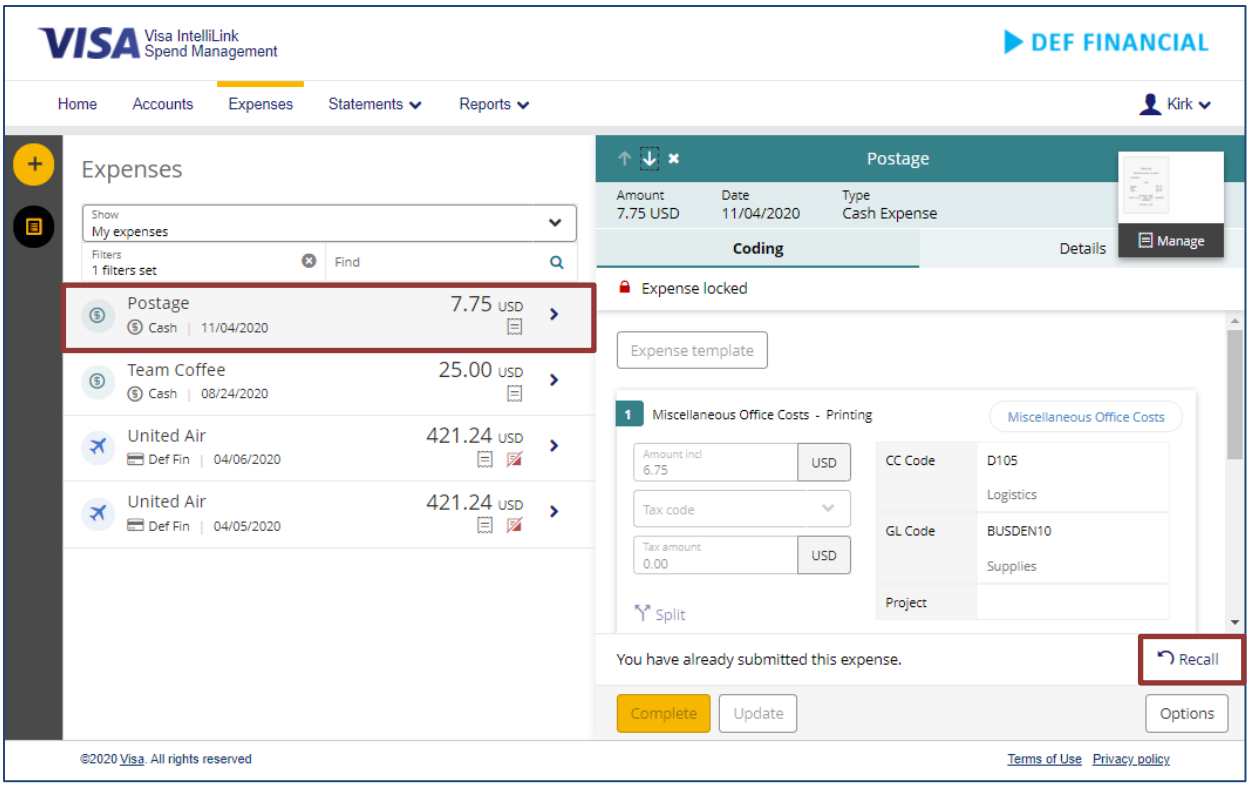
Recall and edit transactions after approval

It is possible to recall previously submitted expenses that are in *Pending approval* or *Completed* status, allowing you to correct mistakes or make other changes.

The ability to recall and edit transactions after approval is dependent on company-level technical options. If you are unable to complete the steps below, check with your company administrator to verify that you have access to the functionality.

1. Change the *Status* filter to display transactions that are **Pending approval** or **Completed**.

2. Select a **transaction** from the list at the left.



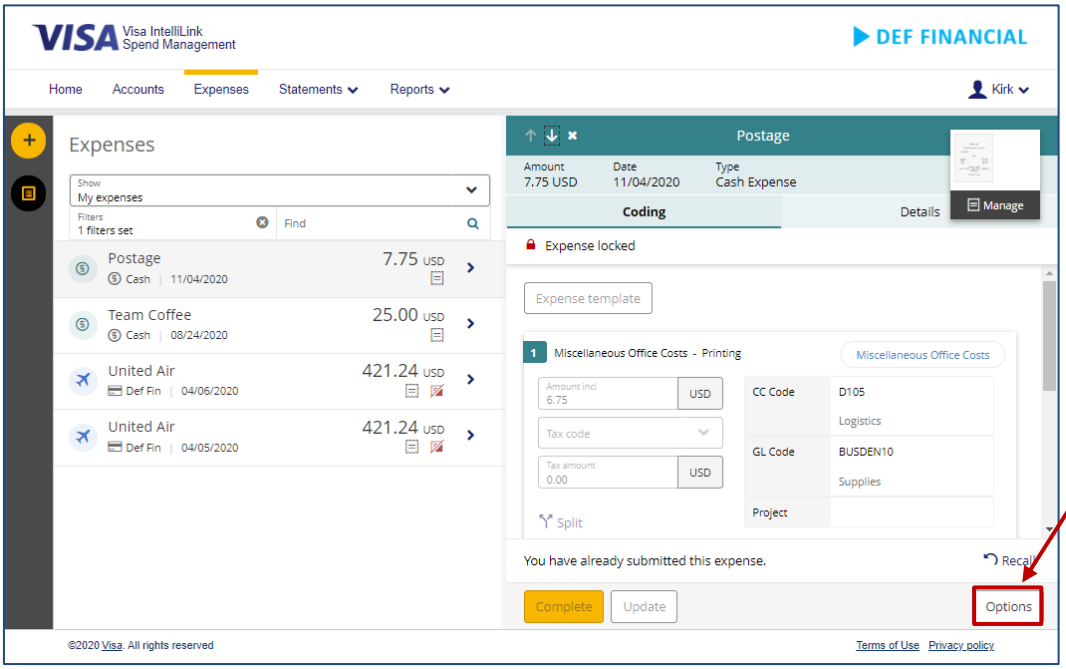
3. Click **Recall**. The transaction is returned to the *To do* list.

4. From the *To do* list, make changes to the transaction, as necessary.

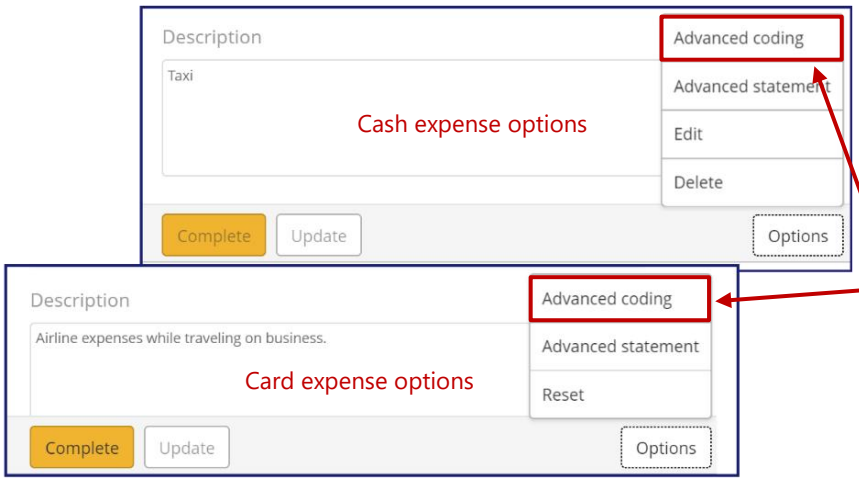
Note: If you change the coding of an expense after it has been approved, the transaction may be returned to the approver for re-approval, depending on your company settings. If an expense is locked (approved and/or extracted from the system) it cannot be edited or deleted.

Advanced coding features

The *Expense Details* > *Options* menu provides access to the traditional coding and account statement features available in previous *Visa IntelliLink Spend Management* releases. It also provides a quick way to delete cash transactions and reset any transaction to its default values.



The **Options** menu appears at the bottom of *Expense Details* pane.



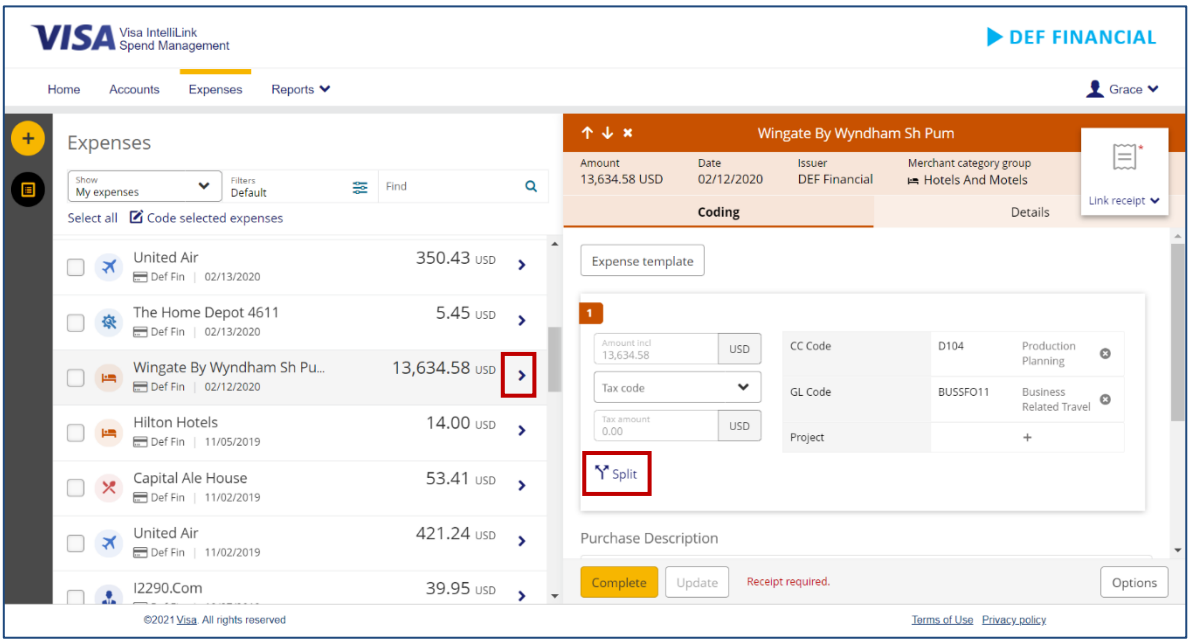
Click **Advanced coding** to display the coding interface used in previous releases.

Option…	Click to…
Advanced coding	Jump to the coding user interface used in previous releases.
Advanced statement	Opens the traditional account statement containing the current expense.
Edit	Change the *Description* and *Date* fields of a cash expense.
Delete	Delete a cash expense.
Reset	Restore a card expense to its original, unedited state.

Split card transactions

Sometimes you need to *split* a card transaction. For example, to distribute an expense across multiple departments, or if more line item detail is required. Here's how:

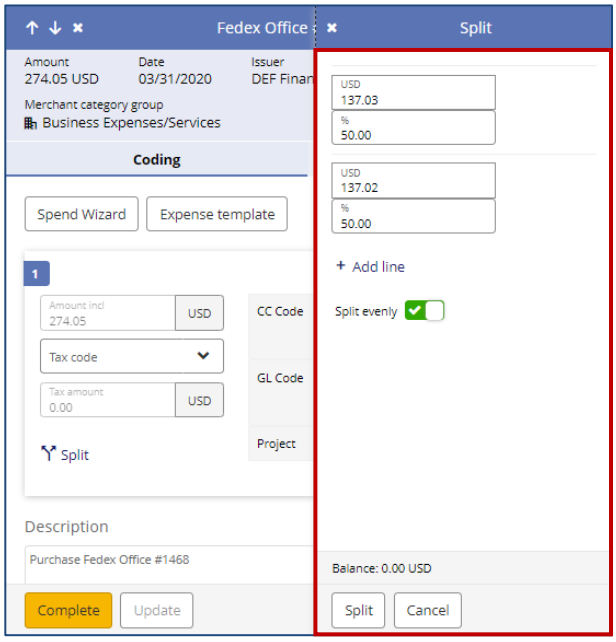
1. Click the right arrow icon **>** at the right of the expense you want to split, then click the Split icon in the middle of the window.



2. The *Split* pane displays. The transaction is split into two lines, each with a 50% allocation of the expense total.

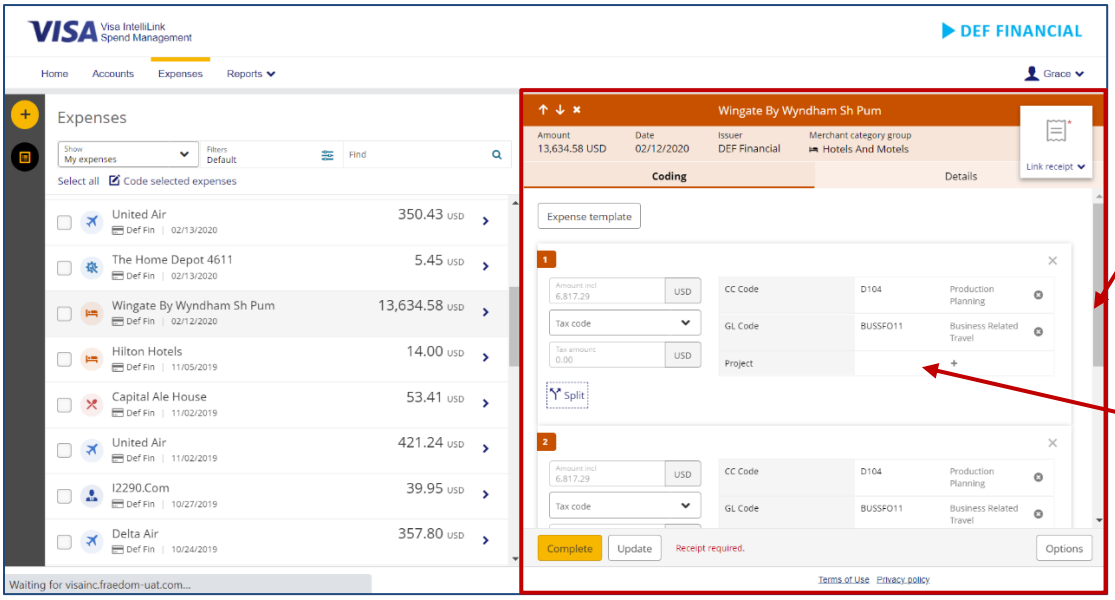
3. If necessary, click **+ Add line** to split the transaction into additional equal parts. You may add up to 50 split lines. If you do not want to split the transaction into equal parts, deselect the **Split evenly** toggle.

4. If necessary, edit the line **Amounts** or **Percentages**. The amounts do not need to be the same for each split, but the total needs to match the transaction total. The *Balance* field at the bottom helps with this.



5. When the *Balance* field equals **0.00**, click **Split** to save the split lines and return to the *Expense Details* pane.

6. On *Coding* tab, each split is identified by number and assigned its own *code panel*. Scroll the *Coding* tab and **complete the required coding** for each split.



7. Click **Complete** when you are done, or **Update** to save and complete at a later date.

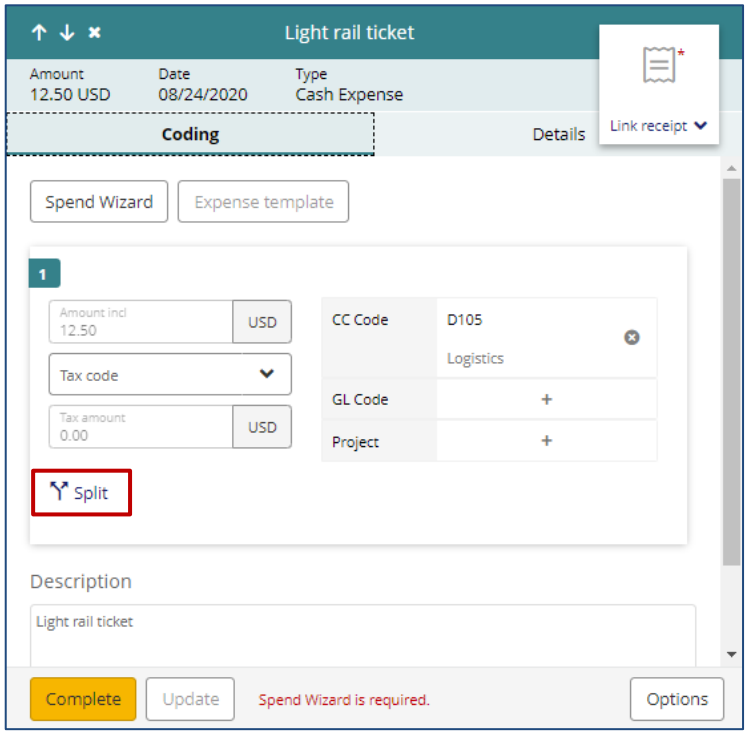
Note:

- If a *Spend Wizard* is applied to a transaction before splitting, code panels remain grouped together to easily identify which *Spend Wizard* they belong to.
- Deleting the *Spend Wizard* deletes all associated coding lines for that *Spend Wizard*.
- In the *Split* pane, you cannot split a single coding line into more than 50 coding lines. If you need more than 50 coding lines, click *Options* > *Advanced Coding* to jump to the previous coding interface where you can enter as many as 200 coding lines.
- A coding line created as a result of splitting a line can also be split. Overall, line splitting cannot be used to split a transaction into more than 100 coding lines.

Split cash transactions

Sometimes you need to split a cash transaction. For example, to distribute an expense across multiple departments, or if more line item detail is required. Here's how:

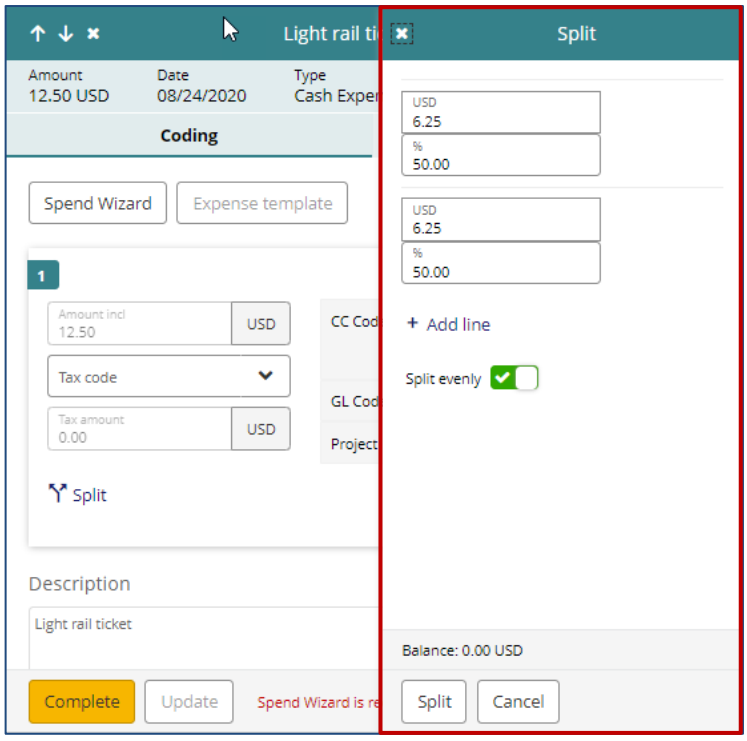
1. On the *Coding* tab, click the Split icon at the left of the panel.



2. The *Split* panel slides in from the right. The split is defaulted to two lines, split evenly. To add line(s), click the + Add line icon. Additional lines will default to an even split.

   To manually enter the amount or percentage of each split line, toggle the *Split evenly* switch off (Split evenly), then edit the line amounts.

   Note: Any new lines are coded identically to the line that was split.

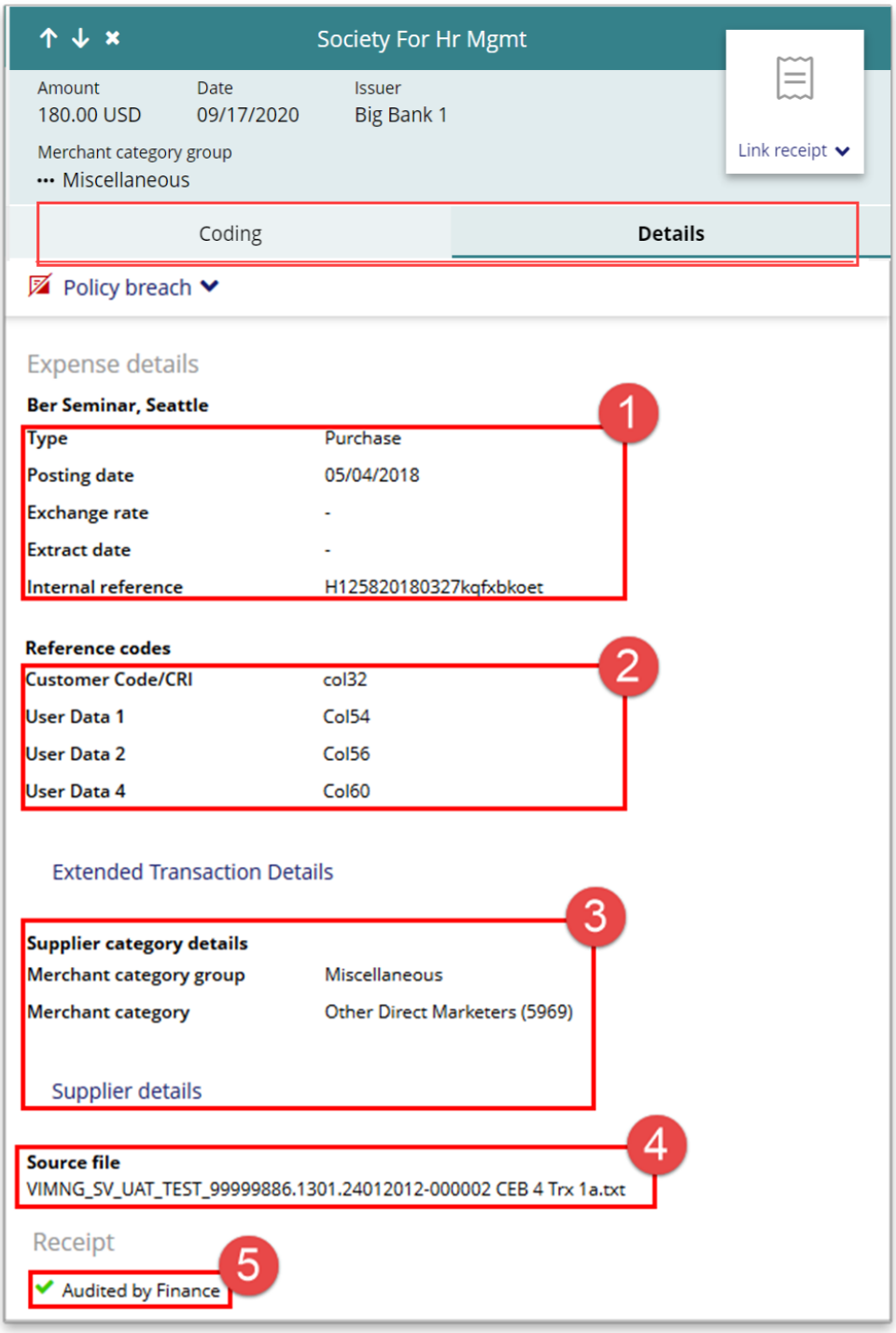


3. When you finish adding lines and editing line amounts, click the **Split** button.

4. Click **Complete** to submit the expense for approval, or **Update** to complete it later.

View expense details

To separate coding tasks and summary information, a **Details** tab has been added to the *Expense Details* pane. The *Details* tab displays extended expense details including an audit history, reference codes, and supplier details. These same details were previously available on the *Summary* tab in the *Advanced Coding* window.



	Description
1	**Basic expense details**. *Posting date, Exchange rate, Exchange date,* and *Internal Reference*. **Note**: The internal reference is used to identify the transaction. This field may not display, depending on your company's configuration.
2	**Reference codes.** Data loaded from the transaction file.
3	**Supplier category details**. The type of services provided by the supplier, where applicable.
4	**Source file.** The name of the file used to load the expense details. **Note**: You may not see this information, depending on your company's configuration and your role and permissions.
5	Depending on your company's configuration, a **Receipt** section may be displayed. A green check mark (✔) with a status of Audited by Finance indicates the receipt has been audited and marked as received by an administrator. A grey check mark (✔) with a status of Not yet audited by Finance indicates the receipt is not yet audited.

Expense Report Based Workflow

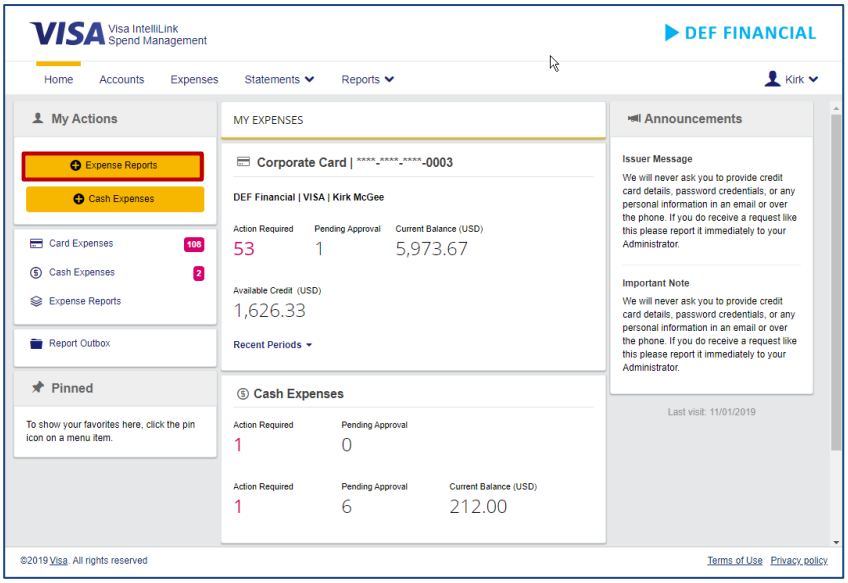
Expense reports are a common way for companies to track and manage employee expenses, and completing them is often the only way to request payment and get reimbursed for your business-related expenses, such as the transactions related to a business trip, a project, or for a specific time period.

If your company has set up **expense report based workflow** (rather than transaction based), simply create an expense report, and then link your card and/or out-of-pocket expenses to it. A single click then submits the expense report to your manager for approval. The entire process is described below.

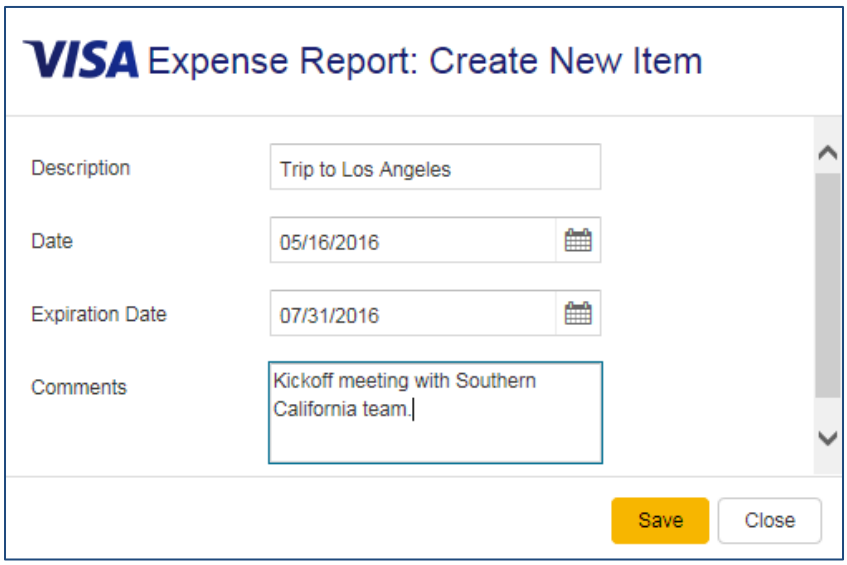
If your company instead uses a **transaction based workflow**, jump to *the* *Transaction Based Workflow* section to learn how to code and submit your expenses. You may skip all sections related to the expense report based workflow.

Create a new expense report

1. On the *Home* screen, click **Expense Reports**.



2. The *Expense Report: Create New Item* window displays. Complete the required fields, then click **Save**.



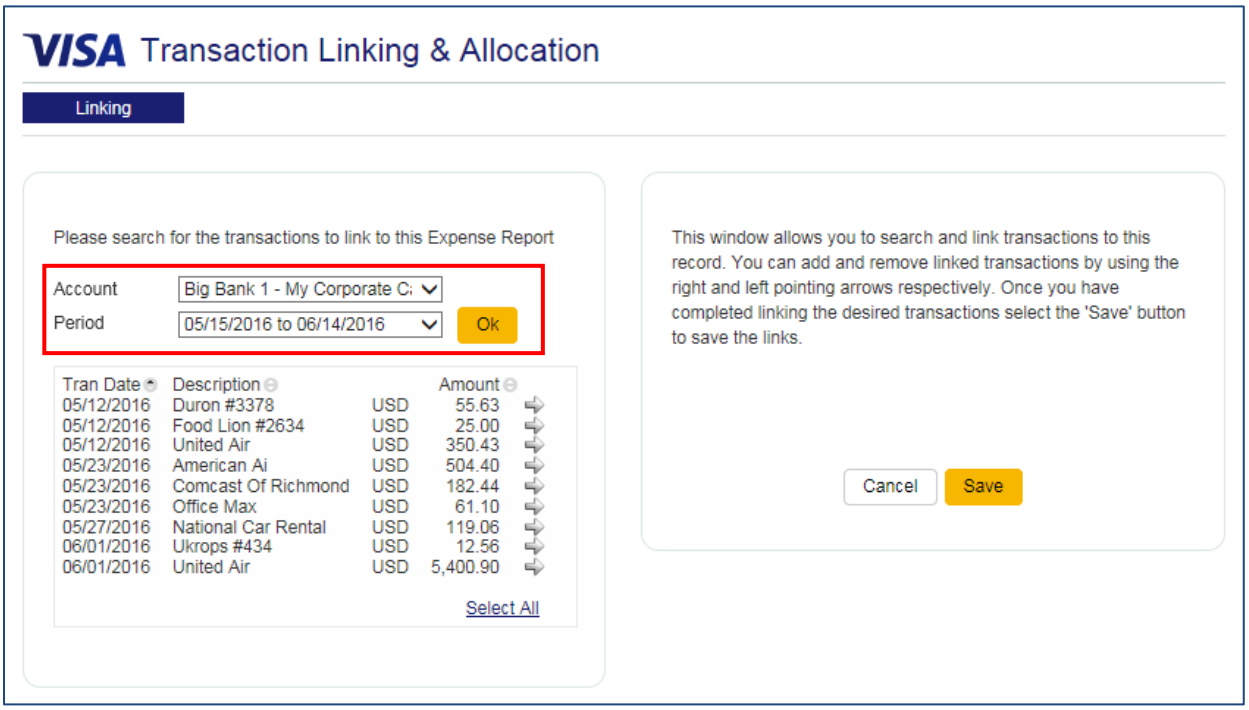
Field	What to enter
Description	The name you want to give the expense report.
Transaction Date	The start date for the expense report. For example, the first day of a trip.
Expiry Date	The date the expense report will move from Open to Closed status, and no longer appear in the Expense Report Summary list of your account statement.
Comments	Any additional details relevant to the expense report.

3. The *Transaction Linking & Allocation* window displays. See the next page.

Link transactions to an expense report

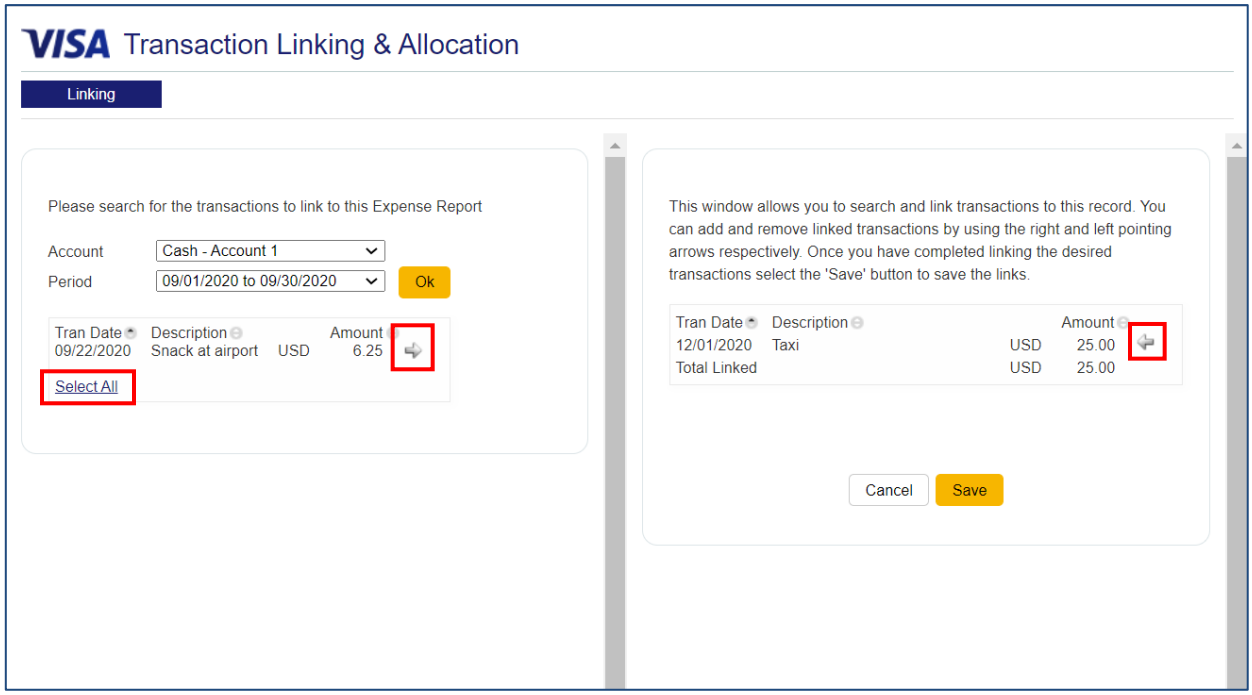
The *Transaction Linking & Allocation* window displays automatically after you create a new expense report.

1. Select the **Account** and statement **Period** containing the card transactions you want to add to the expense report. Click **OK** to display the transactions.



2. Click the right arrow (➡) next to the transaction you want to add (one transaction at a time) or click **Select All** to add all the transactions. If you want to unlink a transaction, click the left arrow (⬅) next to it.

   If your company is using the *Cash Expense* module, you can link cash expenses by choosing the **Cash Account** option from the *Account* drop-down and selecting the relevant transactions



3. If necessary, repeat Steps 1 & 2 to add transactions from other accounts and statements—including cash accounts.

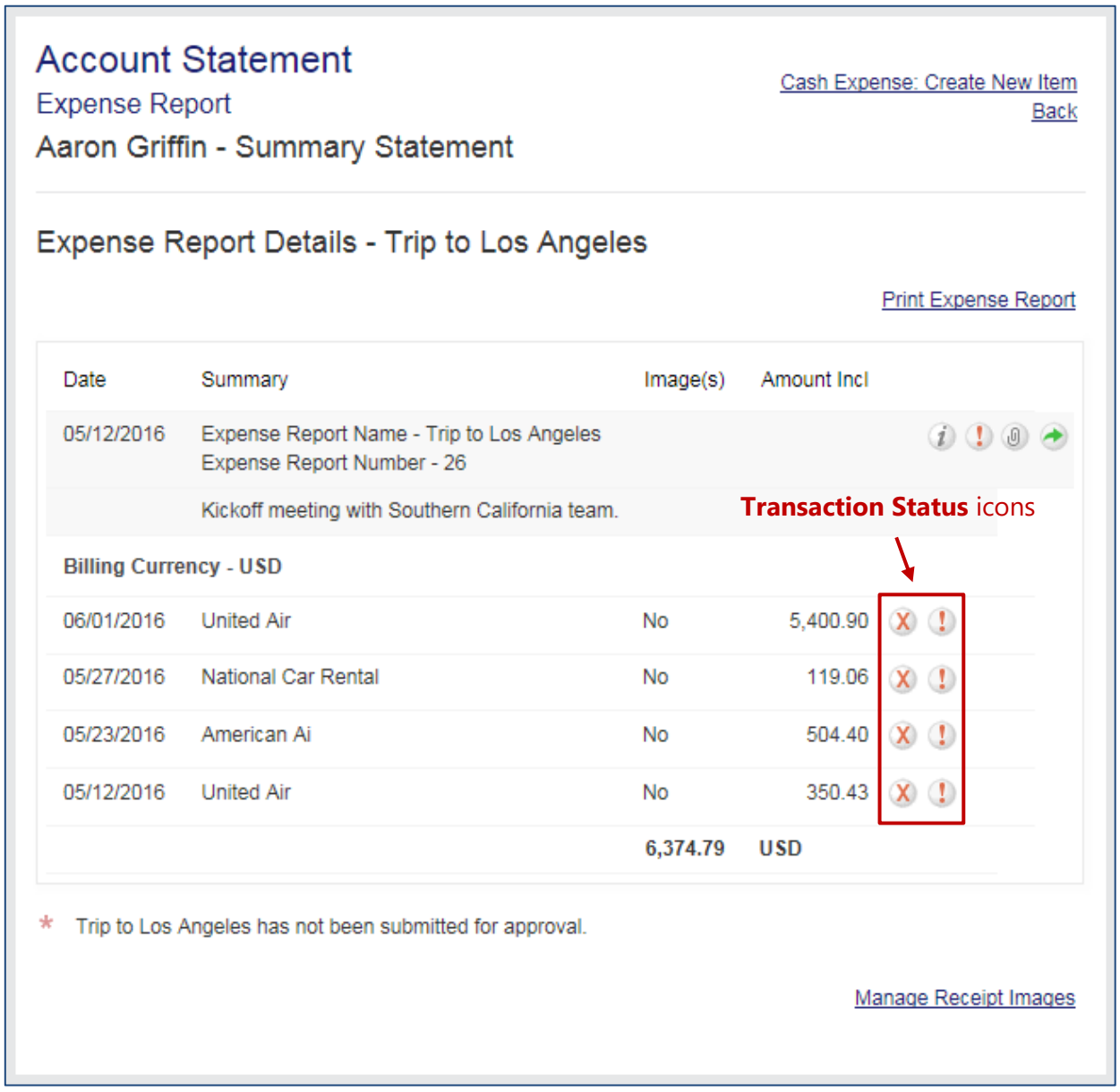
4. Click **Save** when you are done.

Note: After a transaction is linked to an expense report and that expense report is approved, the transaction is no longer available to be added to another expense report.

Code transactions on an expense report

1. The *Expense Report—Summary Statement* window displays automatically after you link your transactions. Otherwise, from the main menu, choose *Statements menu* > *Expense Reports* > *Statement—Your Name*, and then click the expense report you want to work on.

2. The window lists the transactions that are linked to the expense report. Select a transaction to code by clicking a **Transaction Status** icon, located to the right of the transaction details.



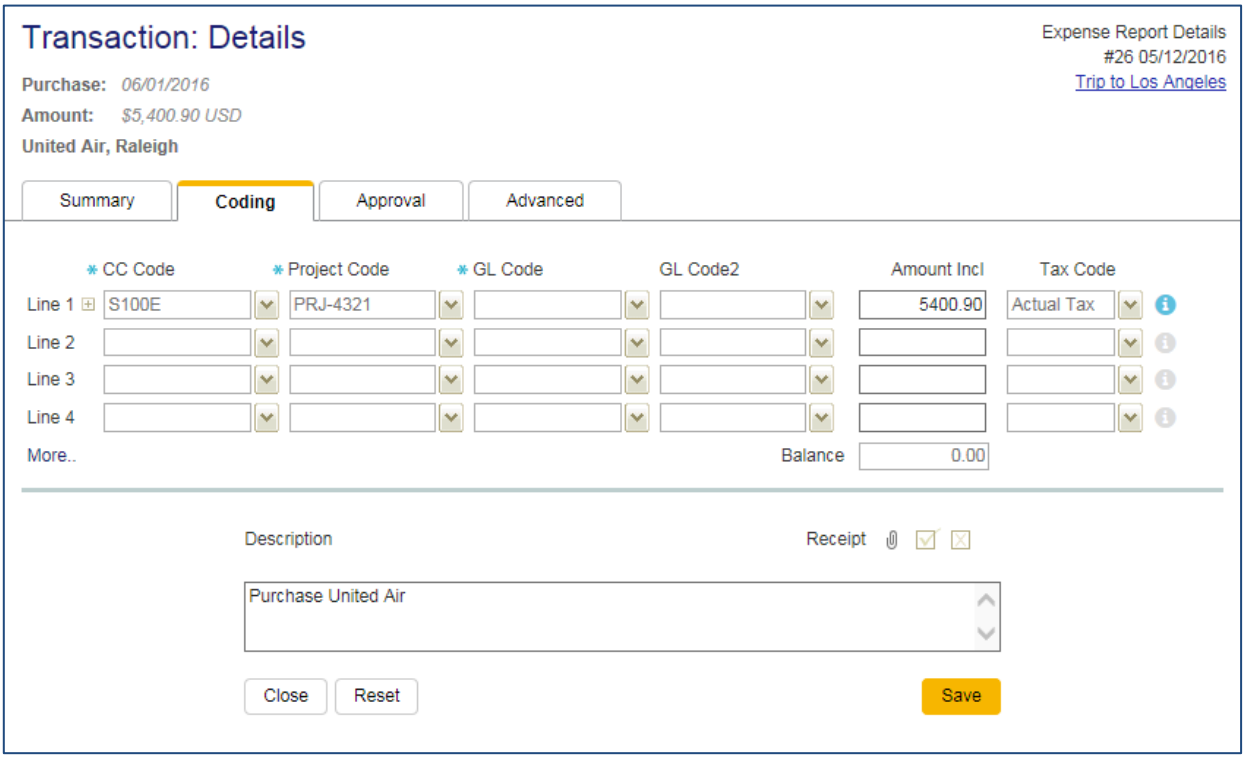
Transaction Status icons

The following icons may appear next to the transactions on an expense report.

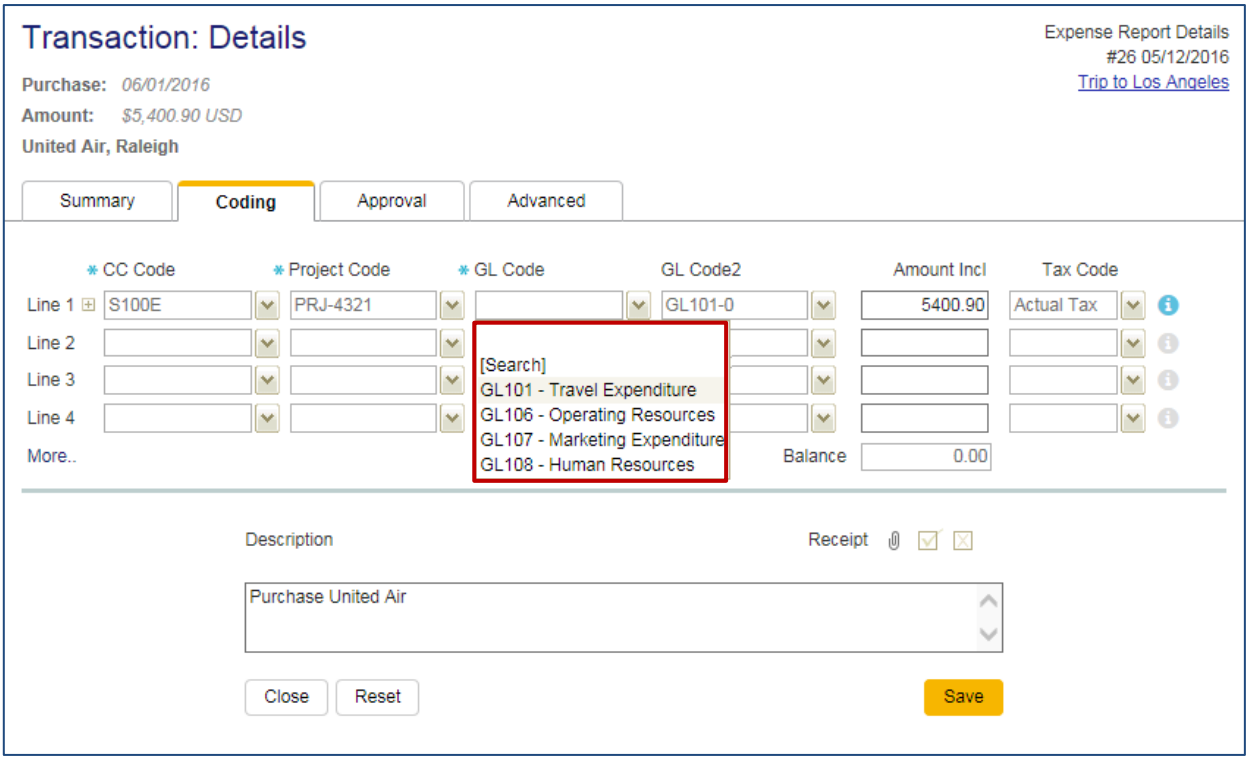
Icon	Meaning
	Submission Status (the left column)
	The transaction is incomplete. Hover over the icon to see what needs to be done.
	The transaction is fully coded. Congratulations!
	The transaction was automatically coded by the system. However, it still requires your review and submission. Click the icon to do so.
	Approval Status (the right column)
	The transaction has not yet been approved.
	The transaction has been fully approved.
	The approver has requested more details about the transaction.

3. After clicking a Transaction Status icon, the *Transaction: Details* window opens.

The *Coding* tab displays fields specific to your company's Chart of Accounts. Some fields may be mandatory, and some may need to be used in combination with others. If your organization has configured default coding, some of the codes will be prepopulated.



4. On the *Coding* tab, review and select the appropriate **charge codes** for the transaction. If you can't find a code you want, see the *Search for a charge code* section for more information.



You are required to select a charge code for mandatory code types. These are defined by your organization and marked with a blue asterisk icon. If your company has set up parent/child coding relationships, charge codes display in red if they are invalid based on the other codes selected.

5. Click the **Receipt** ☑ **(Yes)** or **Receipt** ☒ **(No)** to indicate if you have a receipt for the transaction.

6. If your company requires a receipt image, click the **gray paperclip** icon and link a receipt to the transaction. (See the *Receipt Imaging* section for more information.)

7. In the *Description* field, complete a description of the expense, as necessary.

8. If you would like to split the transaction into multiple lines, see the *Split Transactions* section.

9. Click **Save**.

   When a transaction is fully coded, the *Transaction Status* icon changes from ✗ to ✓.
   If you hover over the ✓ icon you will see the words *Viewed & Completed*. This means that you have looked at, and successfully coded or verified the transaction. Congratulations!

   When a transaction is incomplete, the ✗ icon remains displayed. Hover over the ✗ icon to see what needs to be done.

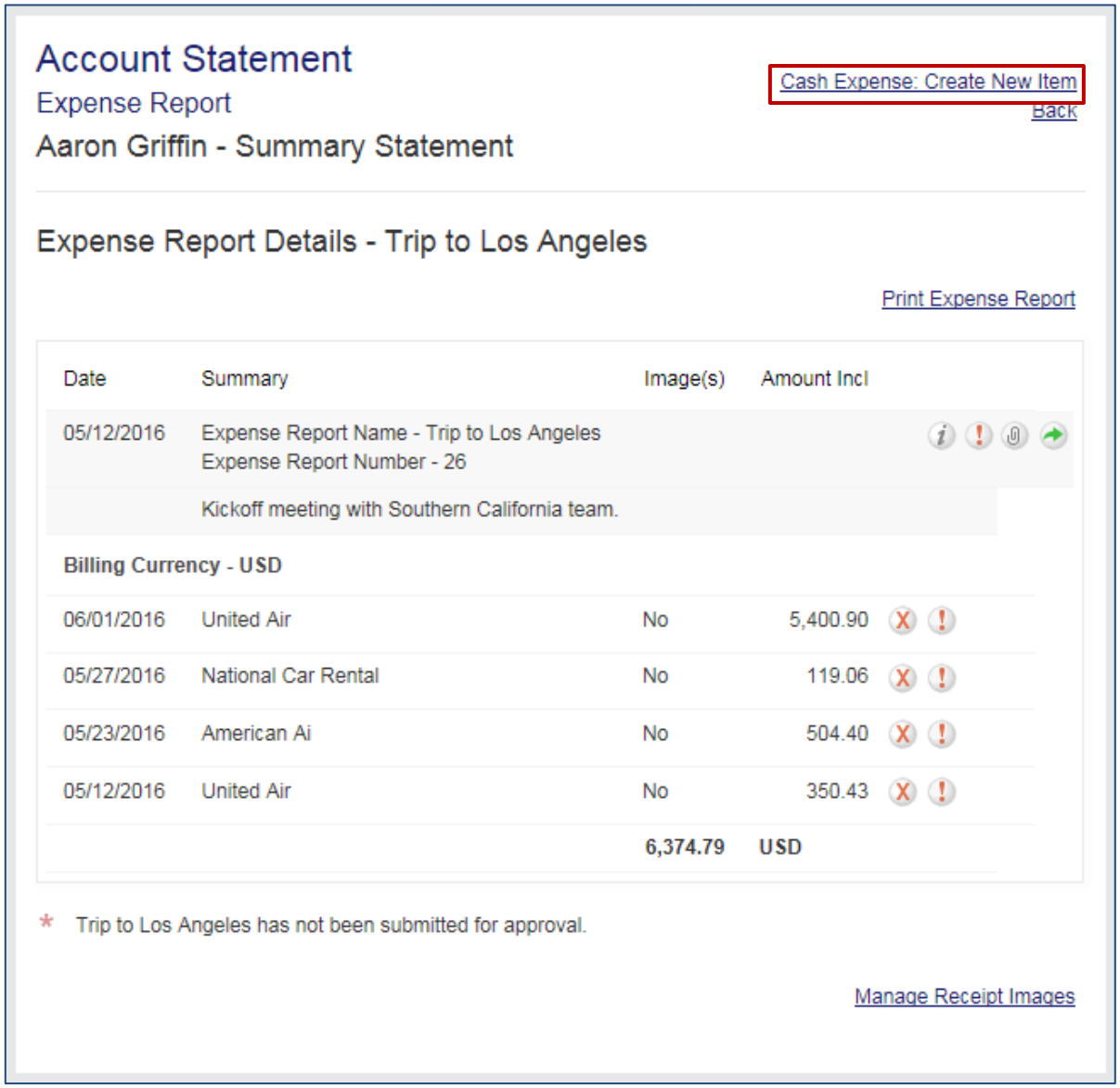
10. Continue this process until all transactions in the expense report are fully coded.

Code cash transactions on an expense report

Sometimes it is necessary to pay for business expenses out of your own pocket. This section shows you how to create and submit a cash expense using **Visa IntelliLink Spend Management**.

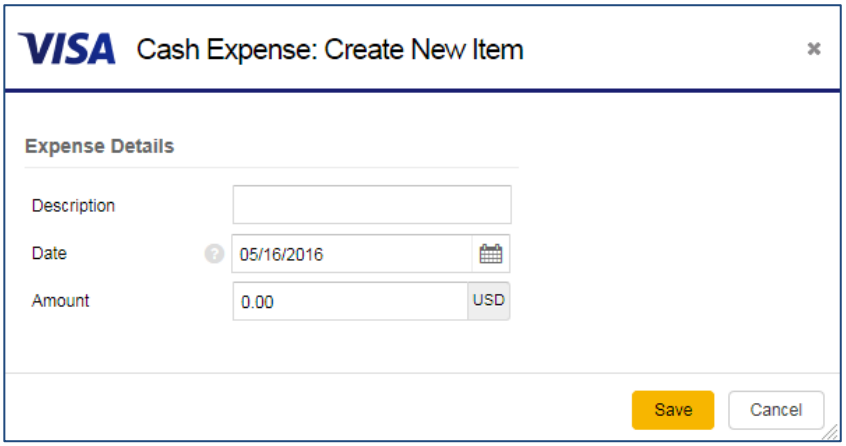
1. The *Expense Report—Summary Statement* window displays automatically after you link your transactions. Otherwise, from the main menu, choose *Statements menu* > *Expense Reports* > *Statement—Your Name*, and then click the expense report you want to work on.

2. The window lists the transactions that are currently linked to the selected expense report. At the top of the window, click **Cash Expense: Create New Item**.



Note: The *Cash Expenses* module must be enabled by your company before you can submit out-of-pocket expenses. If you are unable to complete the steps below, check with your company administrator to verify that you have access to the *Cash Expenses* module.

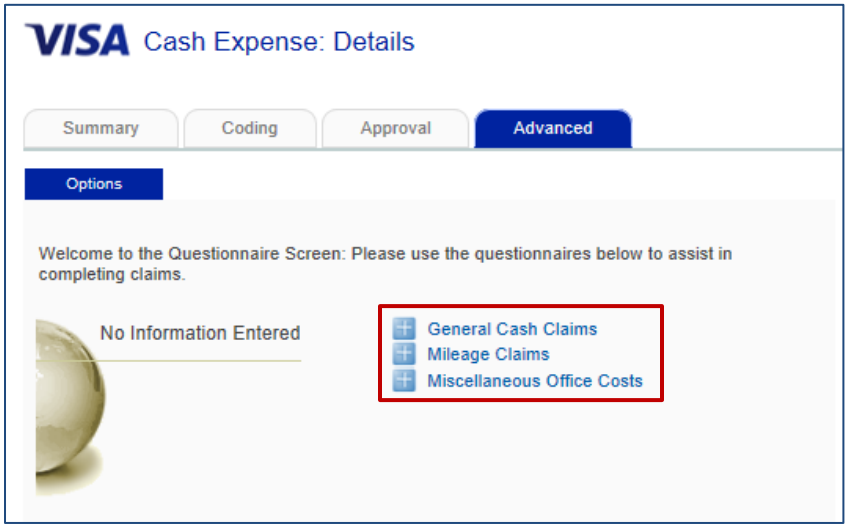
3. The *Cash Expense: Create New Item* window displays. Complete the required fields, then click **Save**.



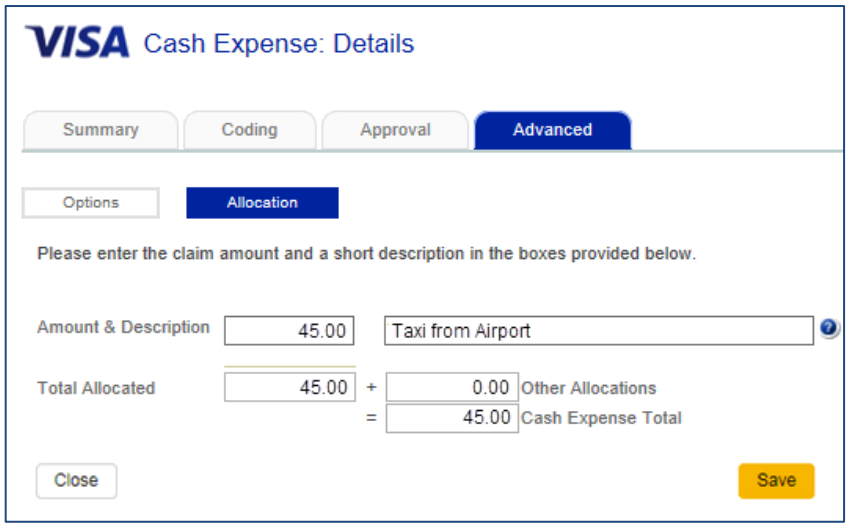
Field	What to enter
Description	The name you want to give the cash expense.
Date	The date the expense was incurred.
Amount	The amount of the expense. Note: An abbreviation of the billing currency automatically displays.

4. The *Advanced* tab of the *Cash Expense: Details* window displays. Click a **cash expense category**.

Note:
- If a company hasn't set up cash expense categories, the *Coding* tab displays instead. Skip to Step 5.
- The cash expense categories you see may be different, depending on company setup.

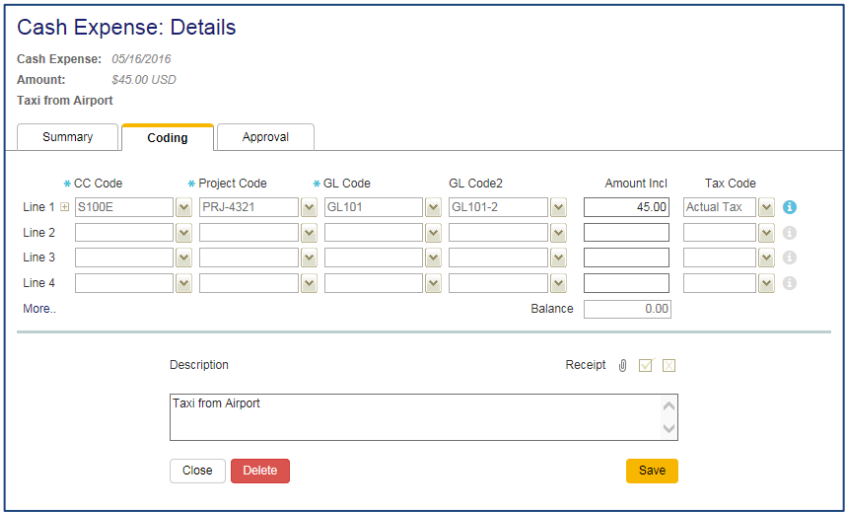


5. Complete the information requested by the cash expense category, then click **Save**.

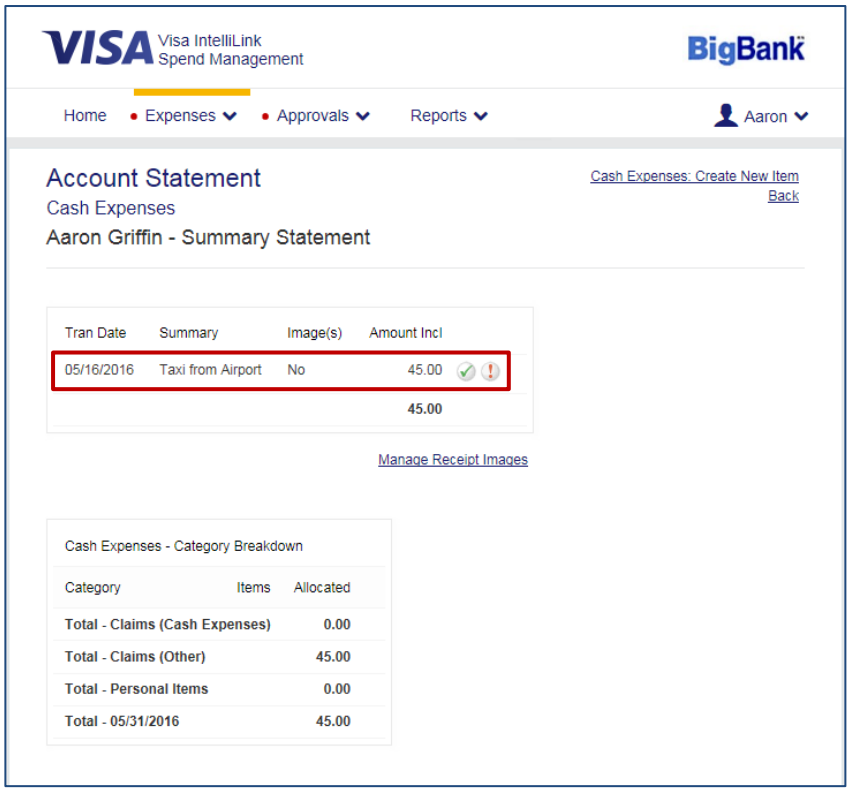


6. The *Coding* tab of the *Cash Expense: Details* window displays. Select the applicable codes, link a receipt, and add narrative details, as necessary.

7. Click **Save** when you are done.



8. The cash expense is **automatically submitted** to your approver, and the *Summary Statement* window displays.



Expense reports and cash transactions

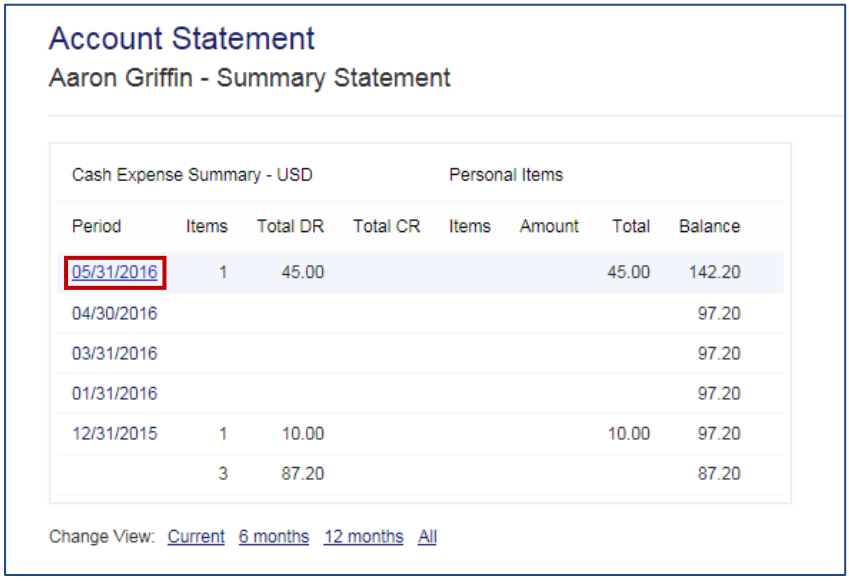
If a cash expense is related to an expense report you plan to submit, we suggest that you create the cash expense as part of the Expense Report process (*Statements menu* > *Expense Reports*). Doing so allows you to manage both cash and card expenses in the same location. For more information, see the *Expense Report Based Workflow* section of this document.

Edit or delete cash transactions

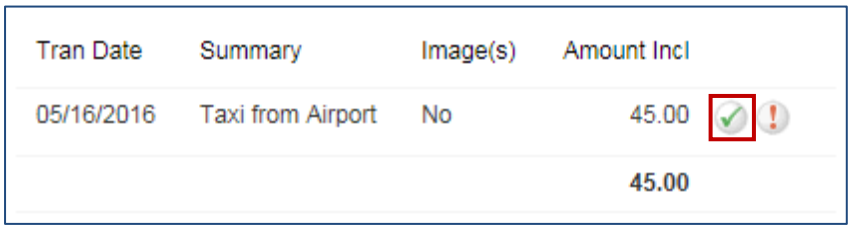
Cash expenses you have created can be edited or deleted *prior* to approval. If you change the coding of a cash expense after it has been approved, the transaction may be returned to the approver for re-approval, depending on your company settings. If a cash expense is locked (approved and/or extracted from the system) it cannot be edited or deleted.

1. Click the **Statements menu > Expense Reports > Statement – *Your Name*.**

2. In the *Summary Statement* window, click the **statement period** you want to work on.

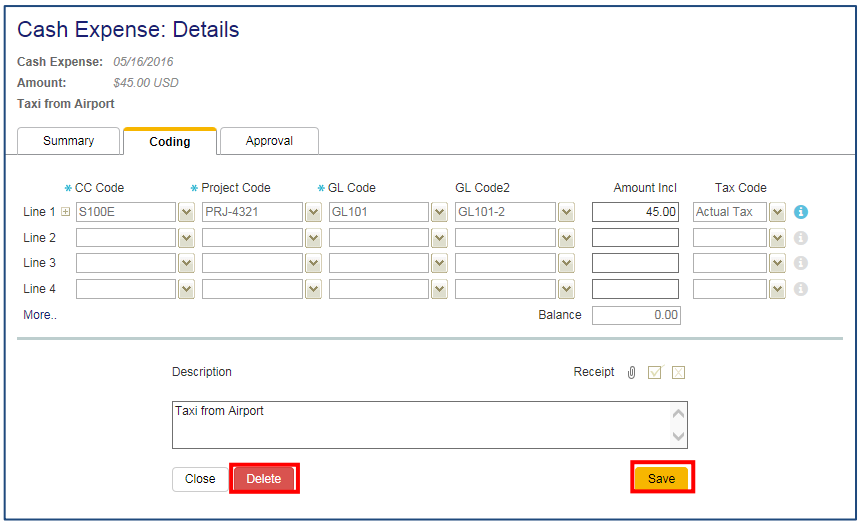


3. Click the **Transaction Status** icon next to the transaction you want to edit or delete.



4. Update the Codes, Narrative Details, Receipt Status or Approval comments (on Approval tab) as needed.

5. **Save**, or to permanently remove the cash expense, click **Delete**.

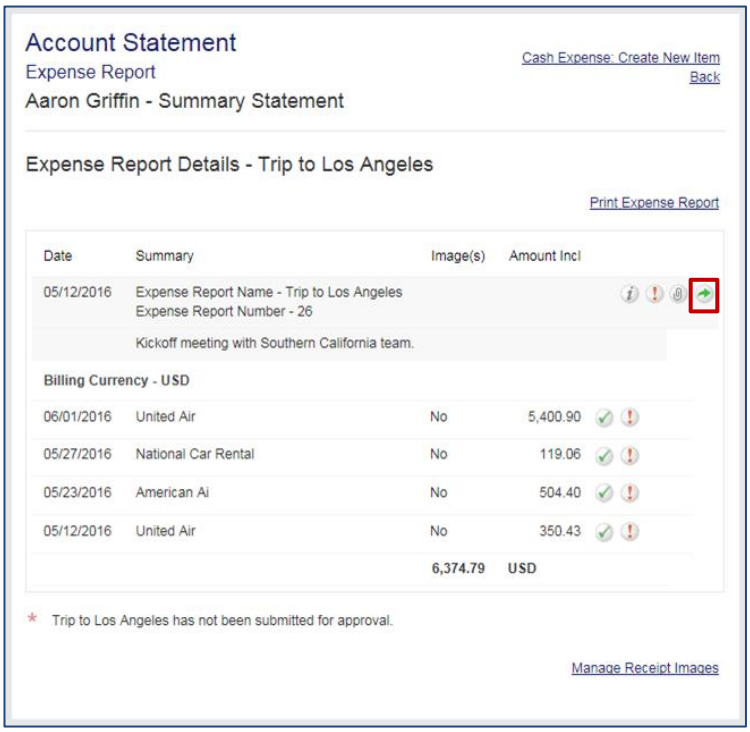


Submit an expense report for approval

You can submit an expense report for approval immediately after coding its transactions; or, you can wait and submit one or more expense reports whenever it is convenient. Here's how:

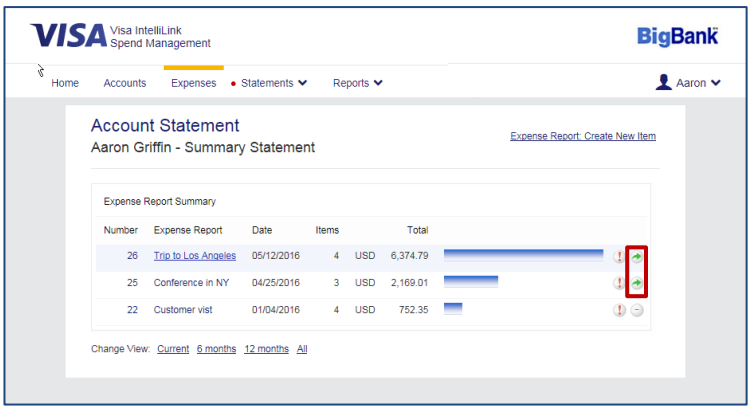
Submit immediately after coding

- On the *Expense Report Details* window, click the **Arrow** **icon**.



Submit later

1. Click the **Statements menu > Expense Reports > Statement – *Your Name*.**
2. The *Summary Statement* window displays a list of your existing expense reports.
3. Click the **Arrow** **icon** beside the expense reports you want to submit for approval.

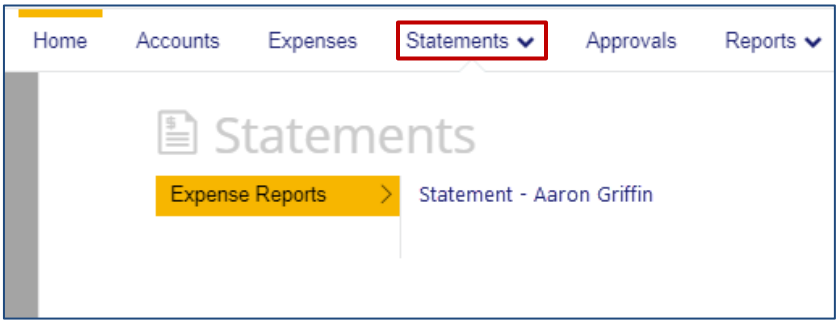


Tip: If needed, click the **Minus** **icon** to recall a previously submitted expense report. You can unsubmit an expense report before approval, however once it is approved an expense report cannot be recalled or deleted.

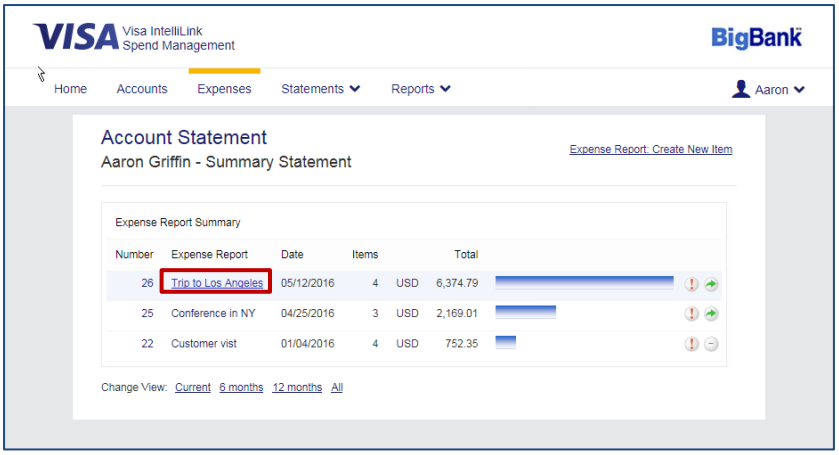
Edit an expense report

If you would like to add or change transactions, you can edit an expense report before it is approved and extracted.

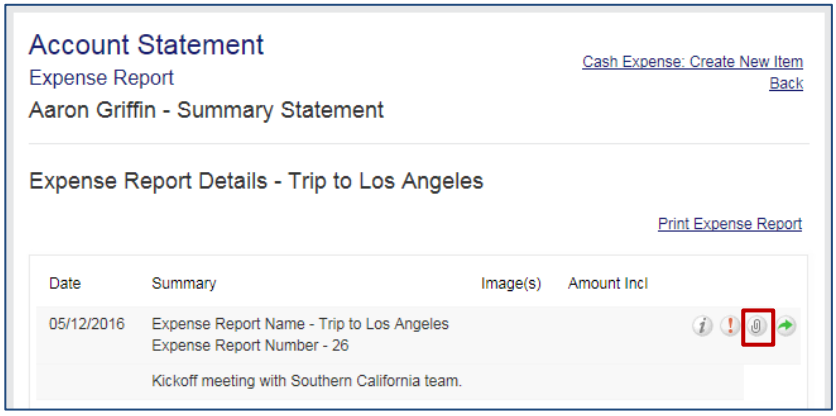
1. From the main menu, choose **Statements menu > Expense Reports > Statement—Your Name**.



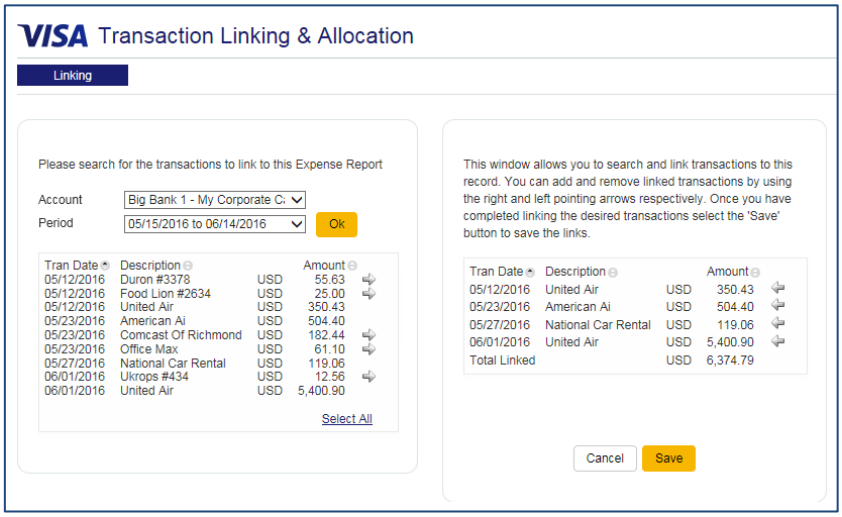
2. The *Summary Statement* window displays a list of your existing expense reports. Click the **name** of the expense report that you would like to edit.



3. The *Expense Report Details* window displays. To link additional transactions, click the **paperclip** icon.



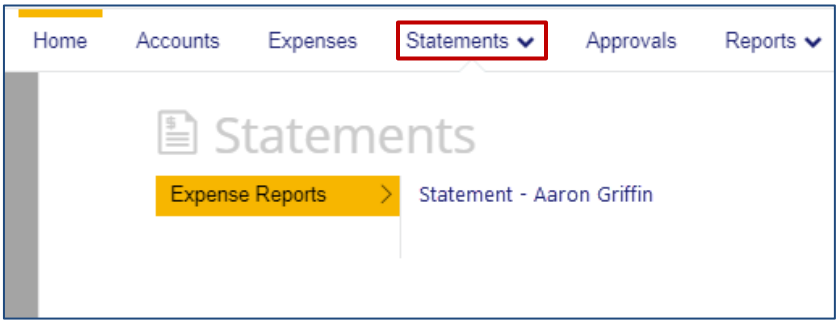
4. The *Transaction Linking & Allocation* window displays. To continue, see the *Link transactions to an expense report* section.



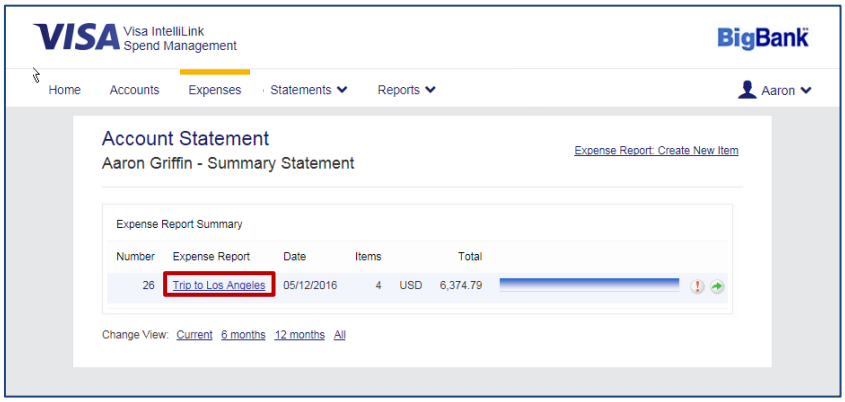
Delete an expense report

You can unsubmit an expense report before approval, however once it is approved an expense report cannot be recalled or deleted.

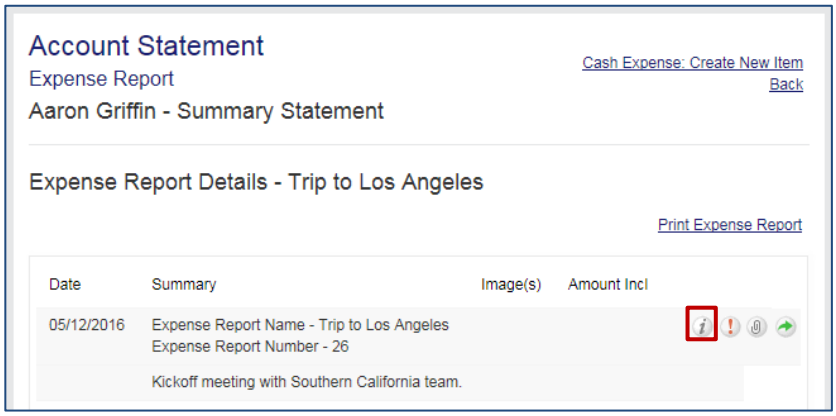
1. From the main menu, choose **Statements menu > Expense Reports > Statement—Your Name**.



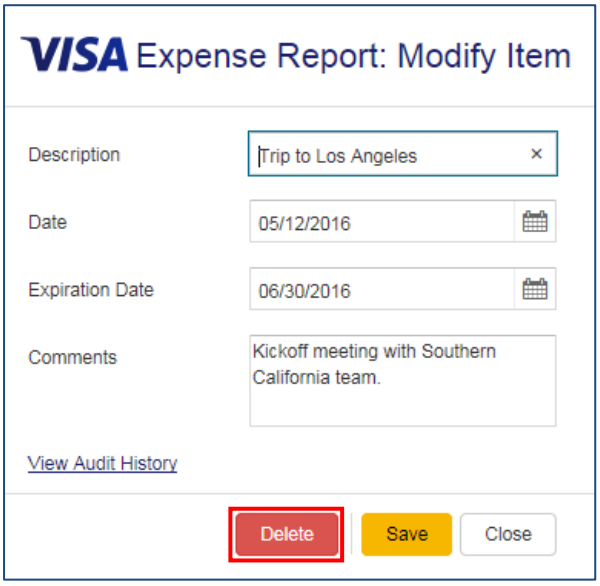
2. The *Summary Statement* window displays a list of your existing expense reports. Click the **name** of the expense report that you would like to delete.



3. The *Expense Report Details* window displays. Click the **Info** icon.



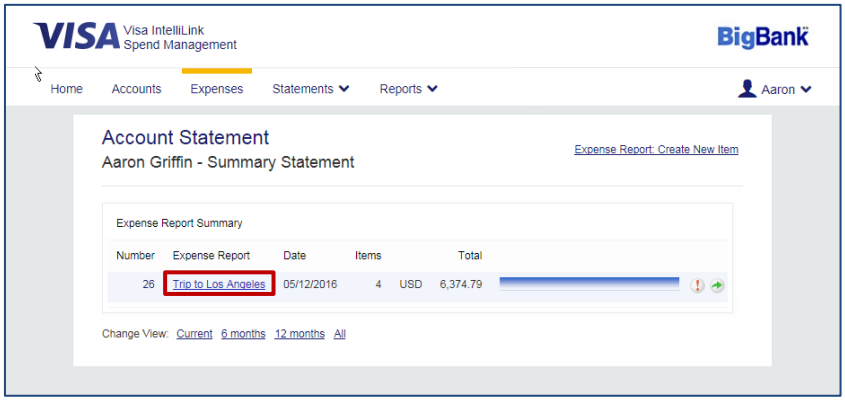
4. The *Expense Report: Modify Item* window displays. Click **Delete**.



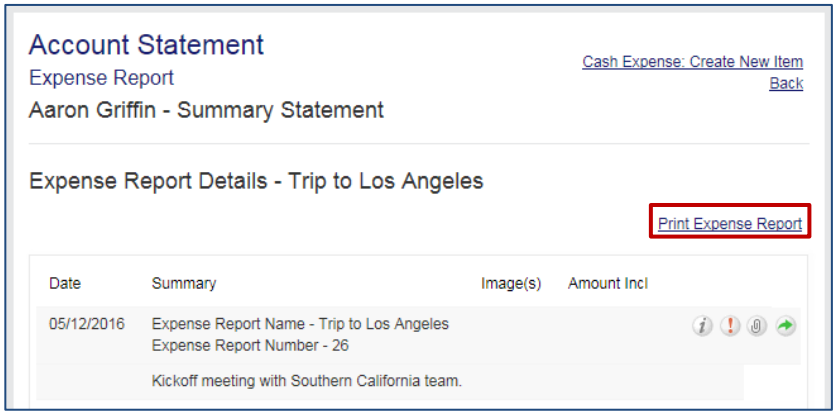
Print an expense report

1. Click the **Statements menu > Expense Reports > Statement – *Your Name*.**

2. The *Summary Statement* window displays a list of your existing expense reports. Click the **name** of the expense report that you would like to print.



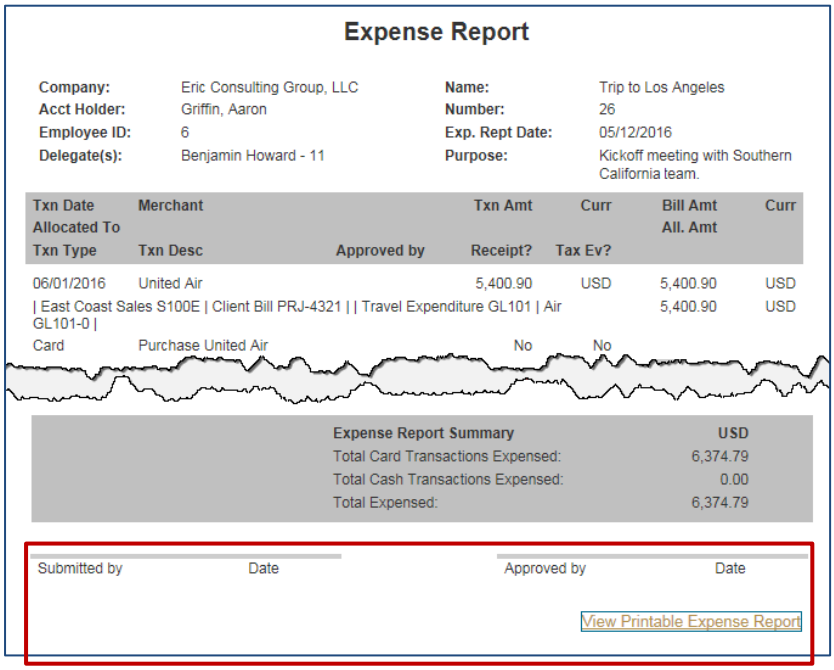
3. The *Expense Report Details* window displays. Click **Print Expense Report**.



4. A window opens to display an onscreen version of the printable expense report.

5. Click **View Printable Expense Report** to print a copy of the expense report. The expense report can be saved or printed as a PDF document.

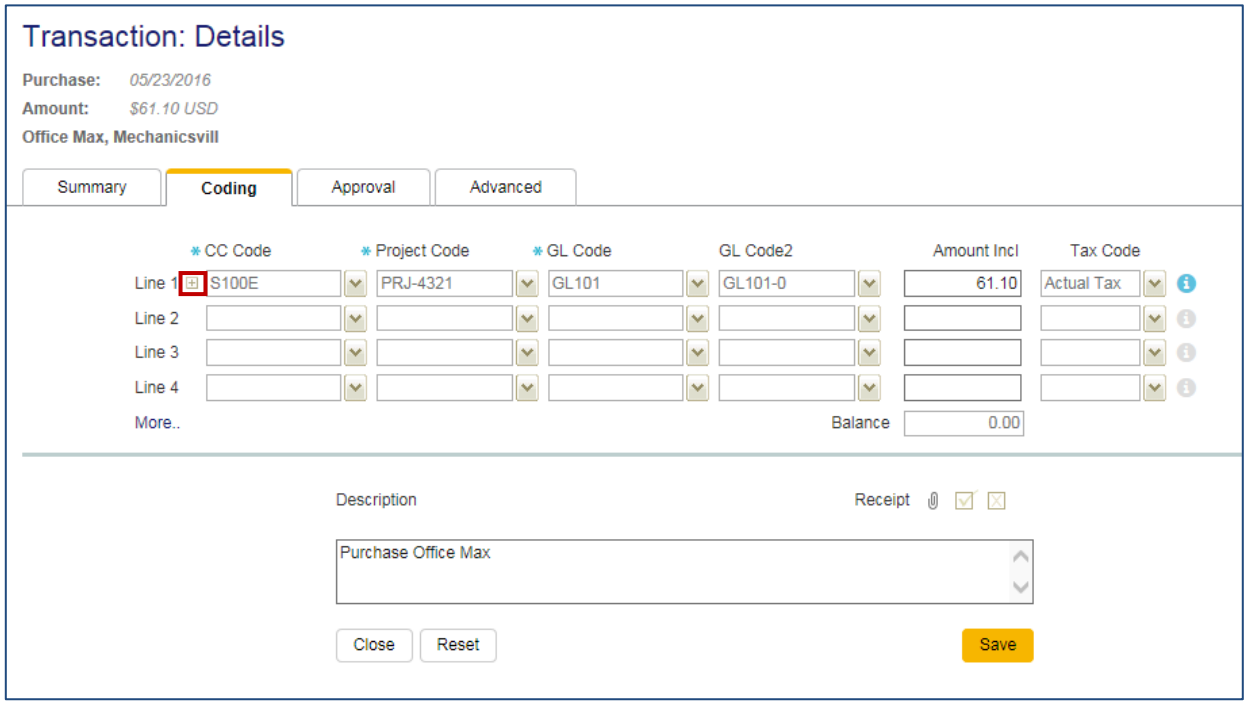
   The last page includes *Submitted By* and *Approved By* signature lines should you need to submit the printed statement for approval.



Split transactions

Sometimes you need to *split* a transaction. For example, to distribute an expense across multiple departments, or if more line item detail is required. Here's how:

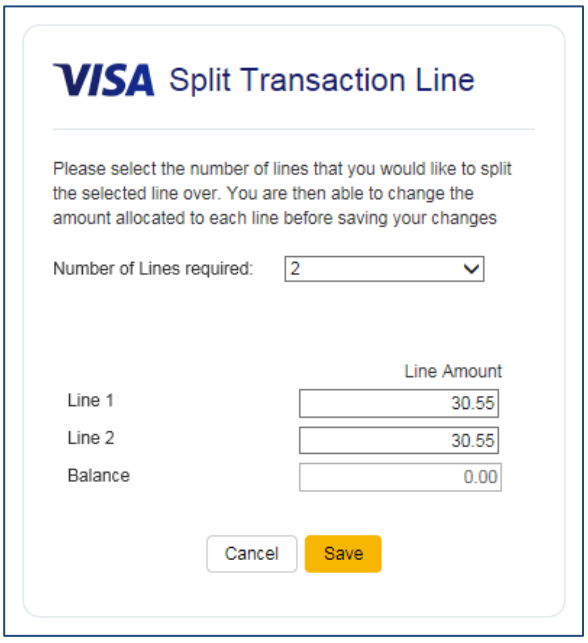
1. On the *Transaction Details: Coding* tab, click the **Expand** ⊞ **icon** at the left of the coding line.



2. The *Split Transaction Line* window displays.

3. Select the **Number of Lines required** for the split.

Note:
- By default, each line has the same value, based on the original line and taxation amounts.
- Any new lines are coded identically to the line that was split.



4. Edit the **Line Amounts**, if necessary.

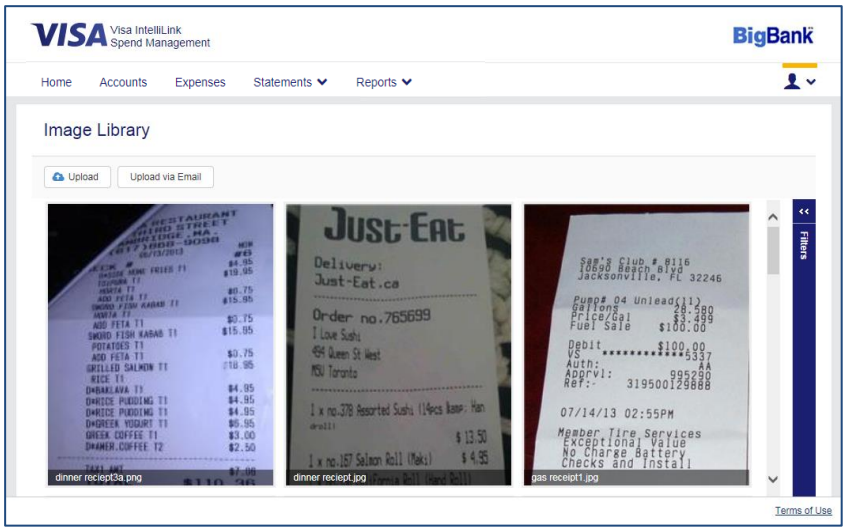
5. Click **Save**.

6. Code each split line, as necessary.

Receipt Imaging

The *Image Library* is your personal storage space for receipt images in **Visa IntelliLink Spend Management**. You can view your receipt images, upload new receipt images, and see which images have already been linked to your transactions. It also lets you upload images without needing to link them to anything, just in case you want to get them ready before their associated transactions are available in the system.

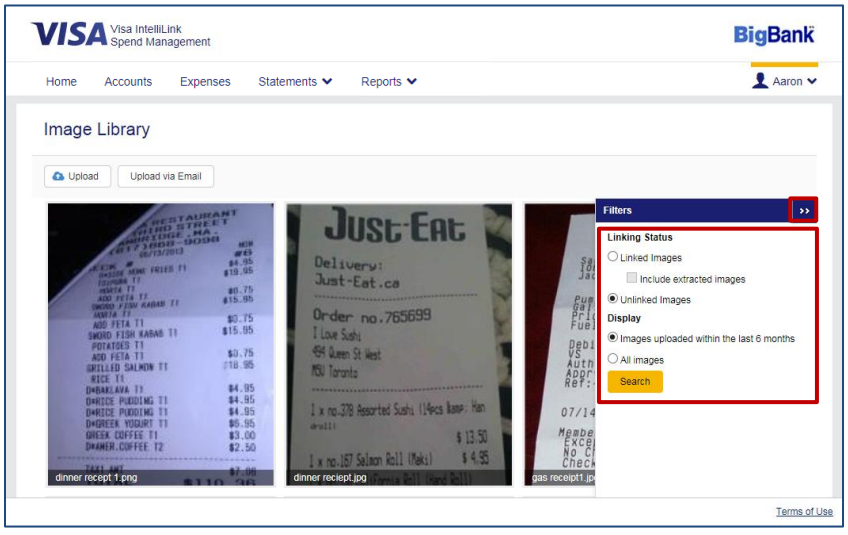
- Choose **Profile menu** > **Image Library**.



Filter images

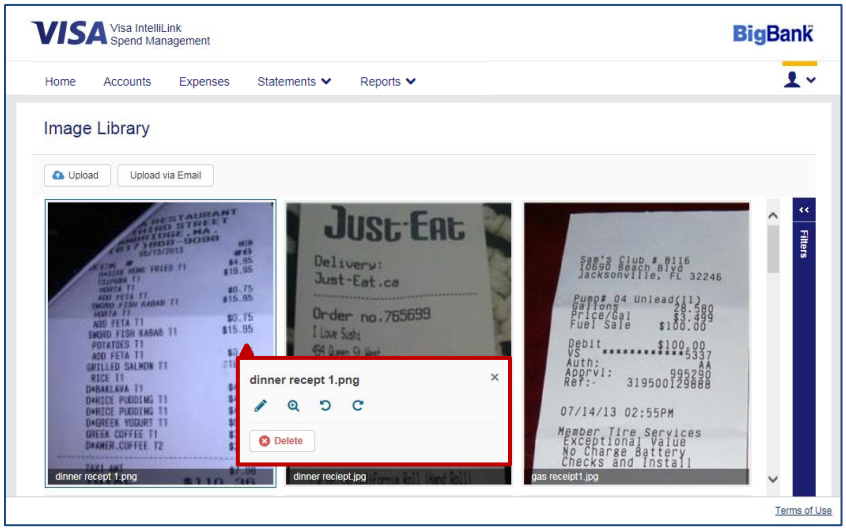
By default, when you first start the *Image Library* it displays your unlinked images from the past 6 months. However, you have the option to apply filters to the *Image Library* so that it displays other types of images. Here's how:

1. Click the **expand** **icon** to display the *Filters* menu.
2. Select Linked Images or Unlinked Images.
3. Select Images uploaded within the last 6 months or All images (within the last 25 months).
4. Click **Search**. The *Image Library* displays only the images you want to see.



Work with unlinked images

- Click anywhere on an **unlinked image** to display the *Details Panel*, then:
  - Click the **icon** to give the image a custom label.
  - Click the **icon** to magnify the image.
  - Click the **icons** to rotate the image counter-clockwise or clockwise.
  - Click **Delete** to permanently remove the image from the *Image Library*.

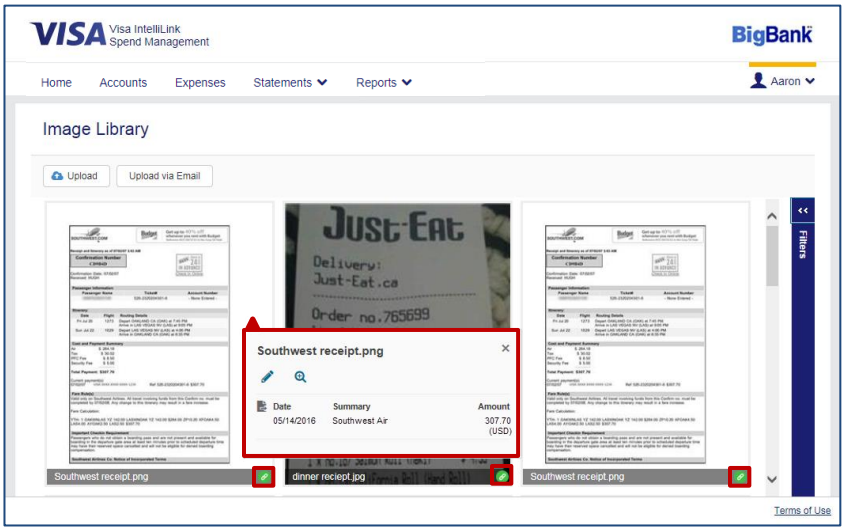


Note: You can only delete images that do not have links to transactions. Once an image is deleted, it is permanently deleted.

Work with linked images

Linked images are identified by a green link icon in the lower right corner of the image.

- Click anywhere on a **linked image** to display the *Details Panel*, then:
  - View a list of which transactions the image is linked to.
  - Click the **icon** to give the image a custom label.
  - Click the icon to magnify the image.



Note: If the source currency is different from the billing currency, both will display.

Upload receipt images from a phone or tablet

A great feature of **Visa IntelliLink Spend Management** is the ability to take a picture of a receipt with your mobile device, upload the image to your *Image Library*, and then attach it to a transaction. You can do so immediately after receiving a receipt, or you can wait until a transaction appears on your statement and then take the picture.

The exact method of uploading images to the *Image Library* will vary depending on the mobile device used, but generally, here are the steps:

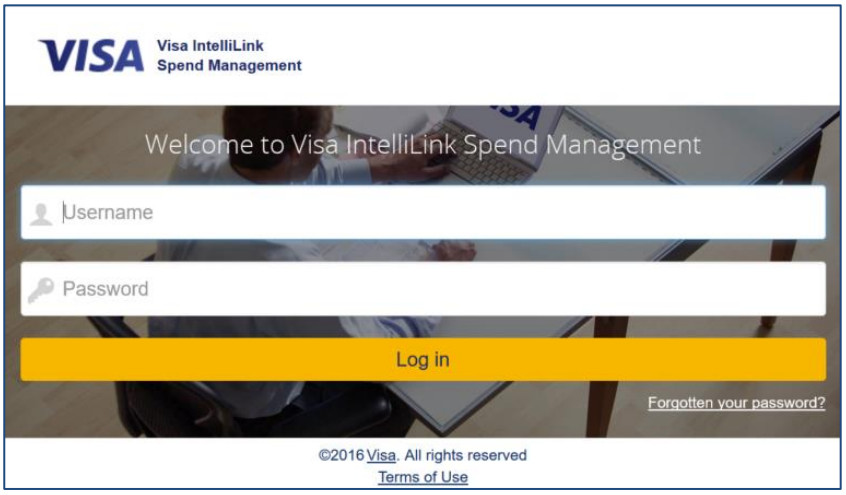
Note: For more detail regarding mobile receipt images, please see the *Visa IntelliLink Spend Management Moble App Guide*, available from your Financial Institution.

1. **Take a photo of the receipt** you want to upload with your mobile device.

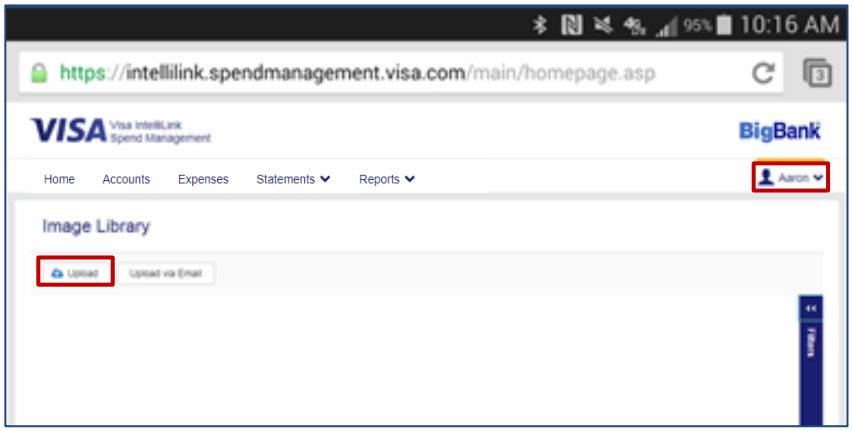
   Tips:

   - In good lighting, flatten the receipt on a contrasting background.
   - Capture all four corners from directly overhead (not angled).

2. Open a browser on your mobile device and sign in to **Visa IntelliLink Spend Management**.

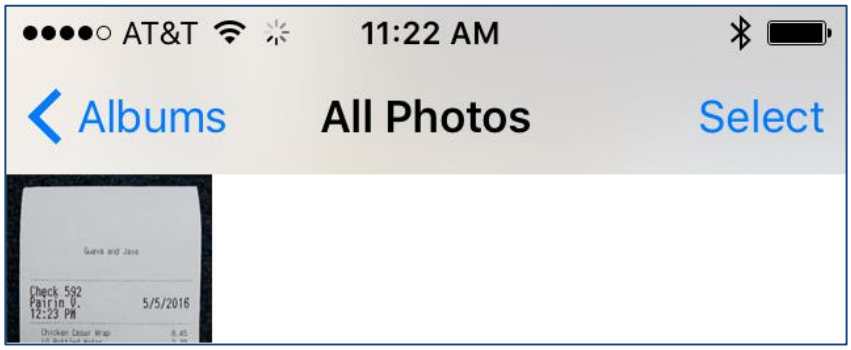


3. Choose **Profile menu** > **Image Library**, then click the **Upload** button.



4. Go to the *Photos* area on your mobile device and choose the **receipt image** you want to upload.

5. The image will upload to the *Image Library*, where you can easily access it and attach it to your transactions.

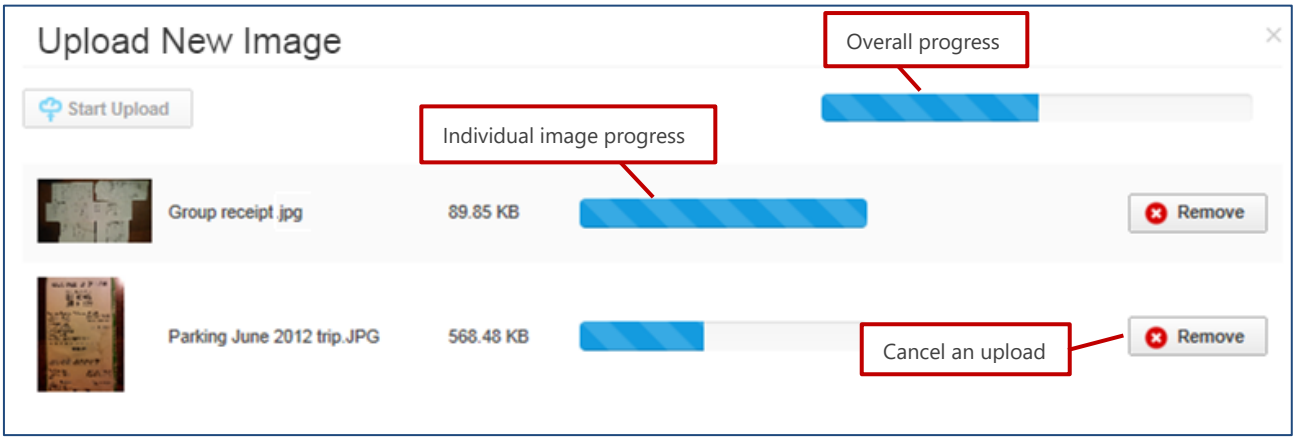


Upload receipt images from a computer

Uploading a file on your computer to the *Image Library* is easy. Just click the **Upload** button in the *Image Library* and select an image.

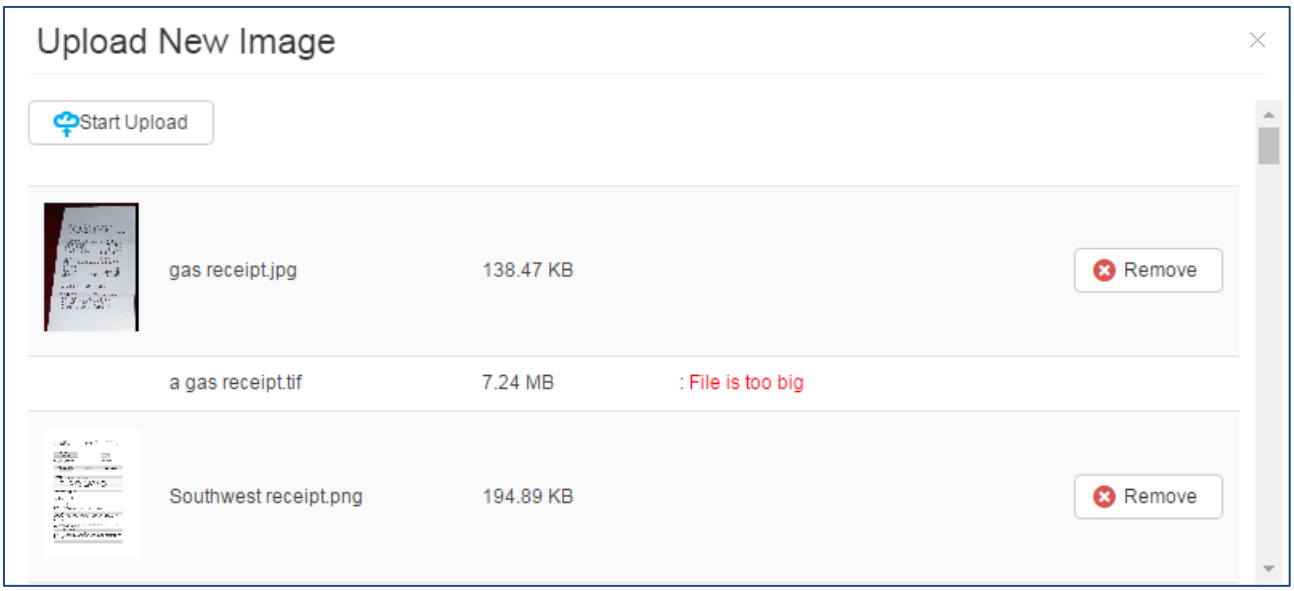
Upload Panel overview

After a file is selected, the upload process begins. Depending on the file size and number of images, you may see the *Upload Panel*, which displays the images currently being uploaded, the overall progress, and the progress of each image.



Upload Panel features

If there is a problem with one of the files selected for upload, the *Upload Panel* displays a notification. At this point, you may cancel the entire upload, remove files to be uploaded, or manually restart the upload by clicking **Start Upload**. The upload excludes the file with the problem.



Email receipt images

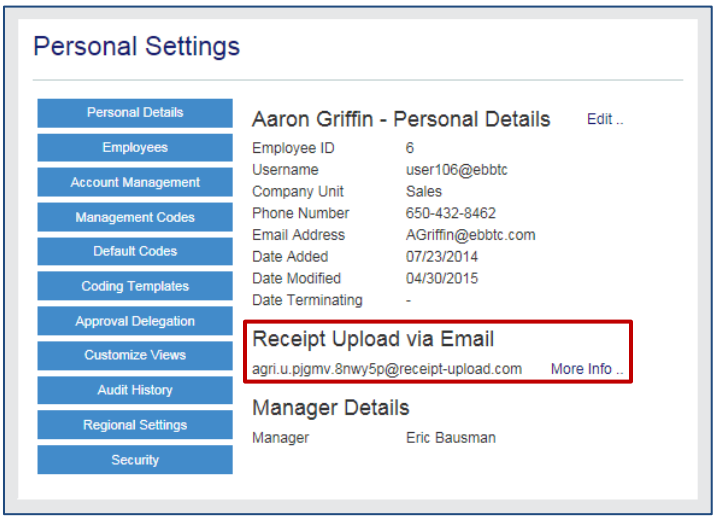
In addition to uploading receipt images, you can also email receipt images to the *Image Library* using a personalized, system-generated email address. This approach caters to shared scanners and account delegation scenarios because the email is routed to an employee's *Image Library* based on the email address it is sent *to*, rather than being tied to a specific account or source email address. Here's how:

First, discover and save your personal email address

You can find your personal **Visa IntelliLink Spend Management** receipt imaging email address in either of two locations:

- In the **Profile menu > Personal Settings** window, shown at the right.
- **Or**, from within the *Image Library* by clicking the **Upload via Email** button.

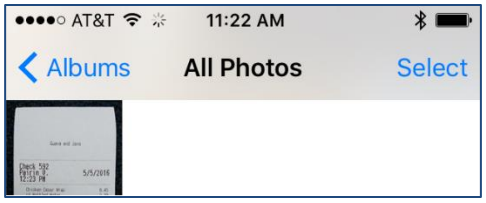
Tip: After you find your email address, save it in your contacts. This will make it easier to email your receipts to the *Image Library*.



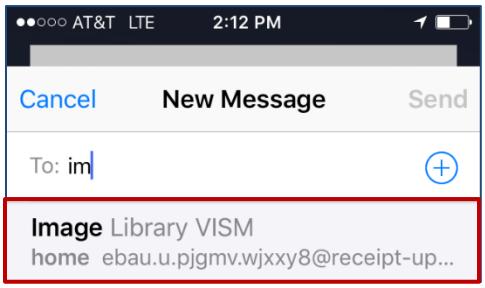
Next, attach and email your receipt images

You can use any device to attach and email your receipts – a phone, tablet, laptop, or desktop computer. The important thing to remember is to send the receipt images **TO** your personal receipt imaging email address. Here's how to attach and email an image using an iPhone:

1. **Take a photo** of a receipt and access it from the *Photos* area on your phone.



2. **Enter your receipt imaging email address** as the recipient of the email (in the TO field).
3. **Send the email**. The receipt image will appear in your *Image Library* within a few minutes, where you can attach it to your transactions.



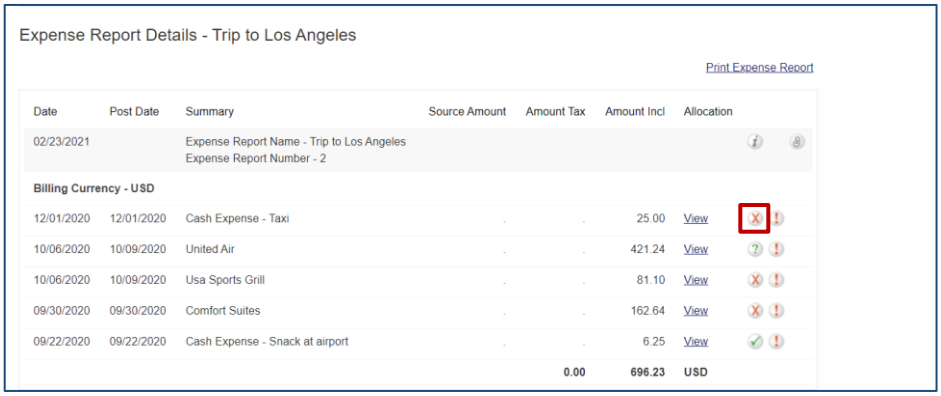
Link receipt images to transactions

The *Image Library* is where you work with receipt images. It is the destination of your image uploads, and the repository of the images you attach to transactions.

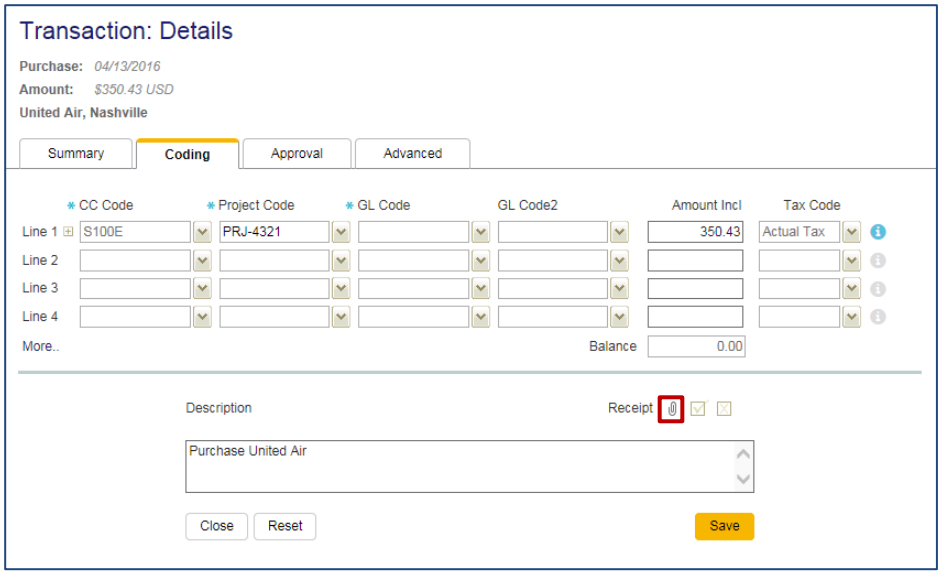
Link a receipt image that is already uploaded

1. From the **Statements menu**, click the Expense Report Summary Statement you would like to view.

2. In the *Expense Report Details* window, click the **Transaction Status icon** of the transaction to add a receipt image to.



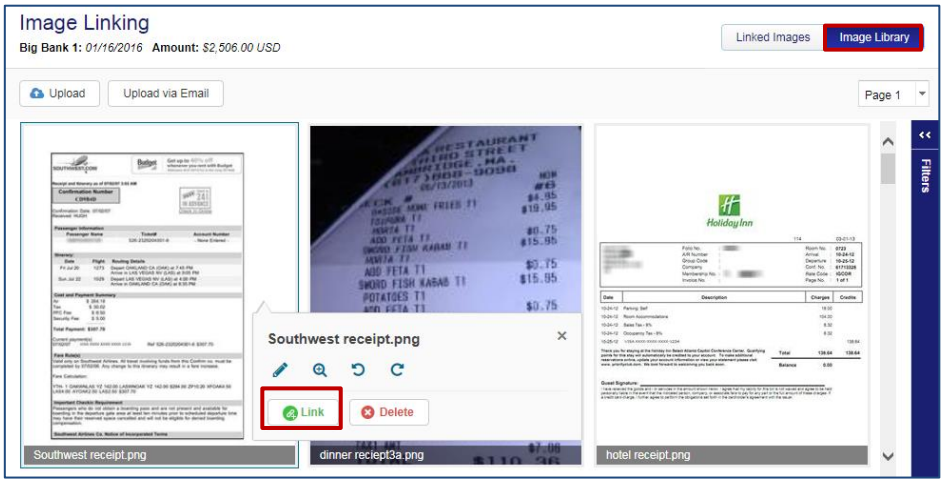
3. On the *Coding* tab of the transaction, click the **gray paperclip icon**.



4. Click the **receipt image** you want to link to the transaction.

5. The *Details Panel* displays *after* the image is selected.

6. Click **Link**.



A few things happen simultaneously:

- The *Image Library* refreshes to display all of the images linked to the transaction.
- A green link icon is added to the bottom of the linked image.
- A message appears indicating that the linking was successful.

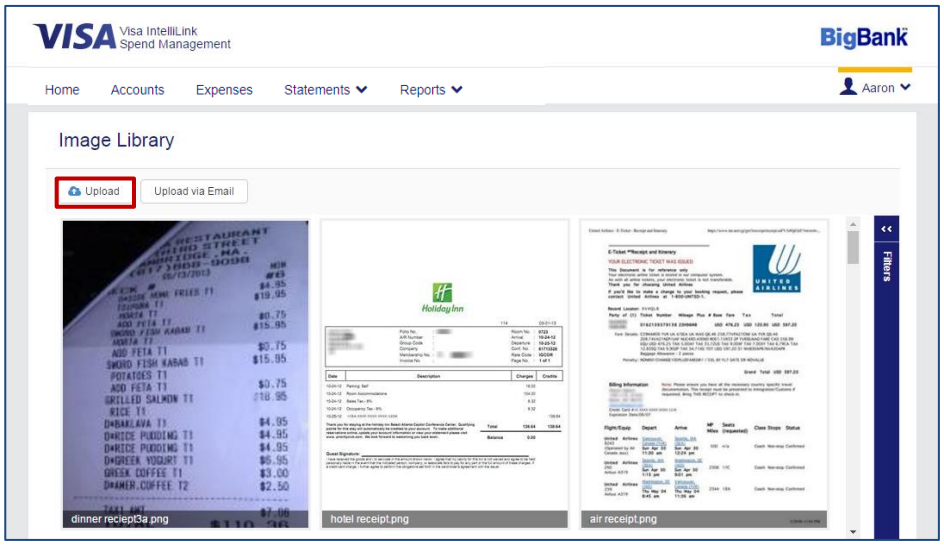
Link a receipt image not yet uploaded

There may be times when you want to link a transaction to an image that has not yet been uploaded. To do this, follow the procedure above and click the **gray paperclip icon**.

1. When the *Image Library* opens, click **Upload**.

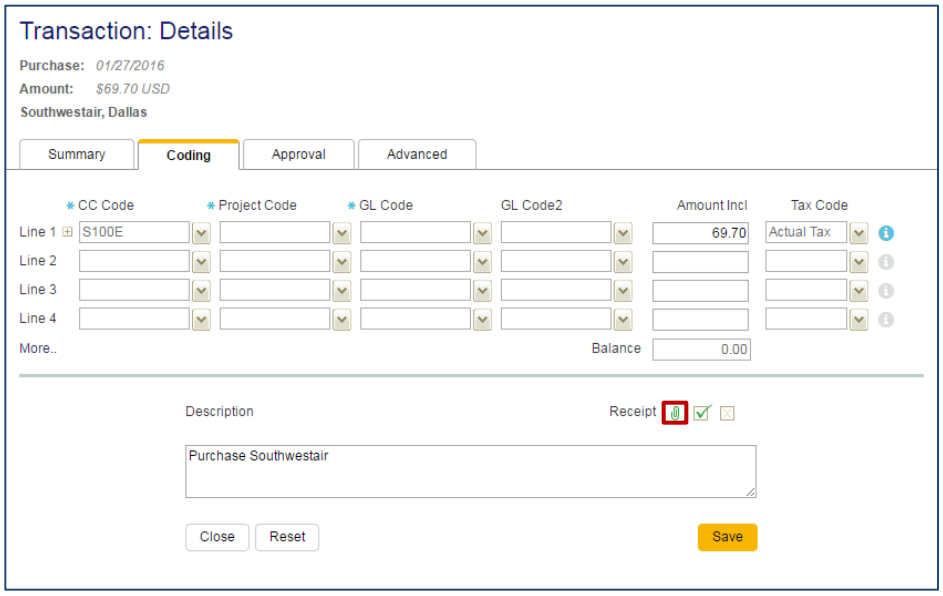
2. Locate the image, then click **Start Upload**.

3. The uploaded image is automatically linked to the transaction.



Unlink receipt images from transactions

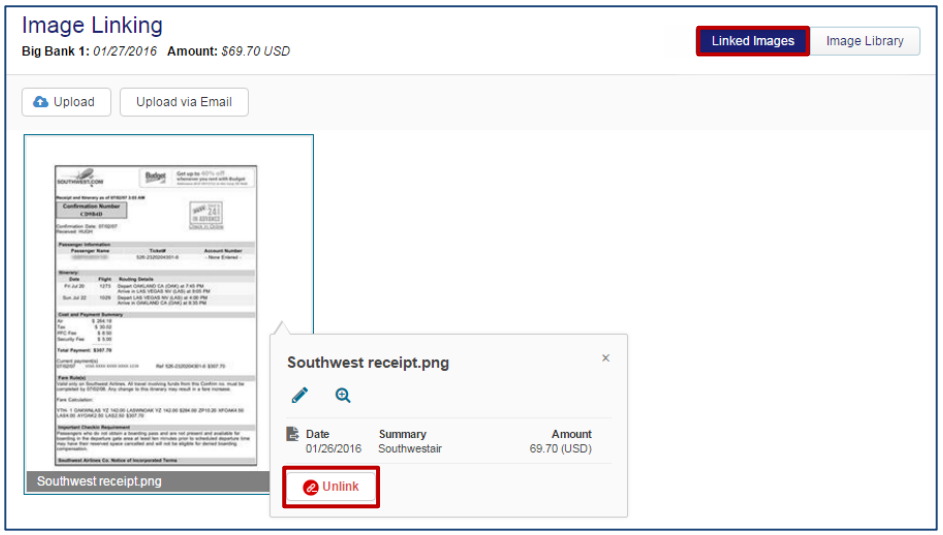
1. On the *Coding* tab of a transaction that has a linked image, click the **green paperclip** **icon**.



2. Click the **receipt image** you want to unlink from the transaction.

3. The *Details Panel* displays *after* the image is selected.

4. Click **Unlink**.

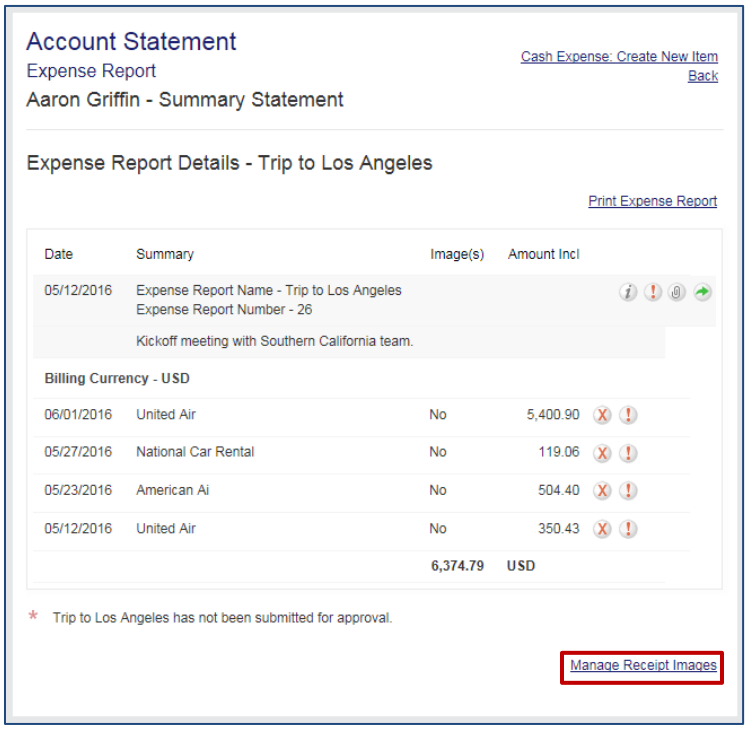


Multiple-transaction linking

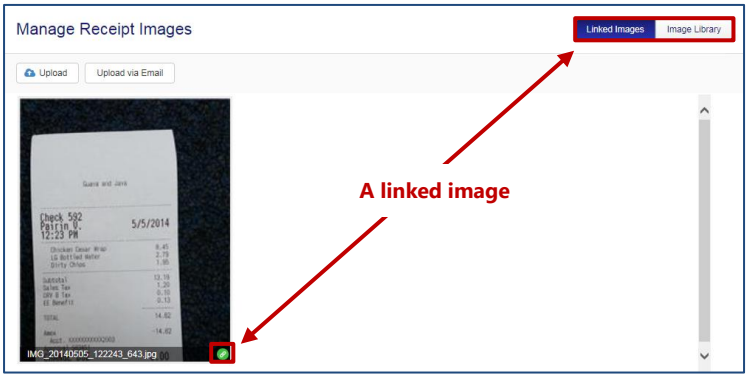
If permitted by your company, **Visa IntelliLink Spend Management** makes it easy to link a single receipt image to multiple transactions on an expense report. This can be useful if you if you work on a statement or expense report basis.

1. Click **Statements menu > Expense Reports > Statement – *Your Name***, then click the **statement period** you want to work on.

2. In the *Summary Statement* window, click **Manage Receipt Images** at the bottom of the window.

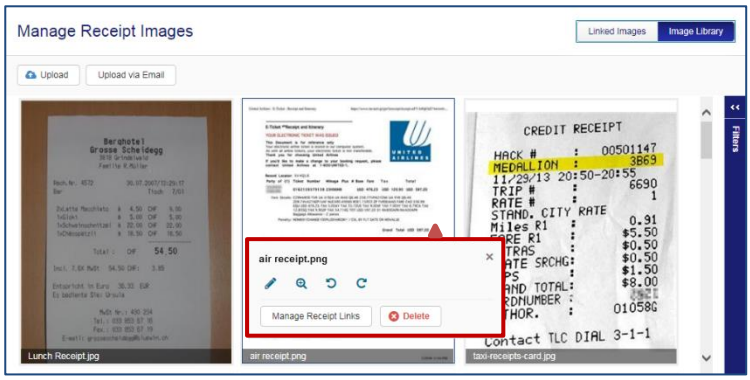


3. The *Manage Receipt Images* window displays.
   - If there are images already linked, they are shown in the *Linked Images* tab of the *Image library*. Click the **Image Library** tab.
   - If there are no linked images, the *Image Library* tab displays unlinked images uploaded within the last six months.



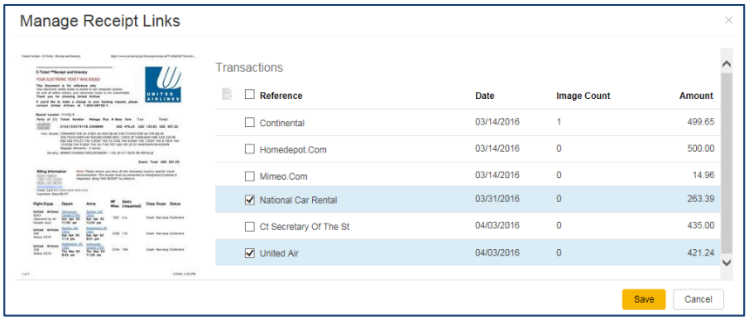
4. The *Details Panel* displays after the image is selected. To rename, enlarge, or rotate the image, click the appropriate icon.

5. Click Manage Receipt Links.



6. In the *Manage Receipt Links* window, select the **transaction(s)** to link to the image.

7. Click **Save**.



Note:

- If certain implementation options have been enabled for your company, you may be prevented from linking images to extracted transactions (indicated by the extracted icon) or locked transactions (indicated by the locked icon).
- If you selected a locked transaction (the option to link images to a locked transaction is enabled for your company), you will be prompted to confirm the action, as the image can no longer be unlinked or deleted after linking it to a locked transaction.
- The newly linked receipt appears in the *Linked Images* tab, marked with a green link icon. If you click a linked image, the *Details Pane* displays the transactions linked to the image. If the transactions are from multiple issuers, the issuer name displays. If the source currency is different from the billing currency, both currencies display.

Optical Character Recognition

Optical Character Recognition (OCR) scans the images you upload and automatically links them to transactions that match the date *and* transaction amounts. If a receipt partially matches those data elements, such as the *date* but not the *amount*, the receipt is prioritized as a likely match above other images in the Image Library when you link receipt images to your expenses.

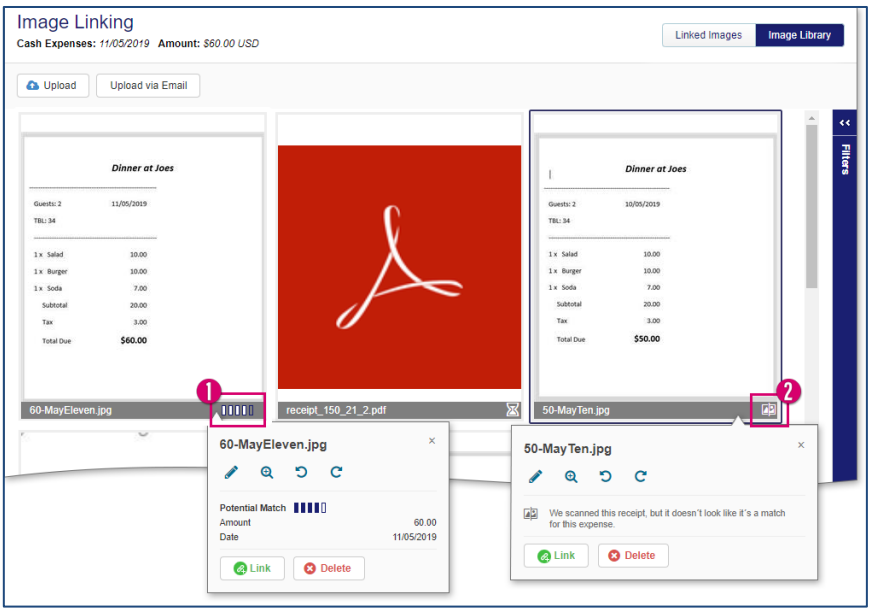
Best Practice: To take full advantage of the OCR feature, **upload your receipts shortly after incurring expenses**. This gives the OCR system time to process the images *prior* to when the transactions post, then either link them automatically or suggest likely matches immediately after they post.

OCR Confidence Indicator

After processing, a **confidence indicator** is displayed in the *Image Linking* window for each receipt image, based on its potential match for the expense from which the user opened the window.

When there is a receipt image with a matching amount or date for an expense, the user sees the following in the Image Linking window:

1. A green highlight line around the image
2. A potential match indicator in the lower right corner of the image (a group of 5 bars)
3. When the user clicks the image, they see a tooltip with information about the image. The tooltip shows the level of the potential match indicator:
   - 4 solid bars when the amount and date match the expense
   - 3 solid bars when only the amount matches



Note:

- If you upload a receipt image *after* its matching transaction has posted, processing and automatic linking will not happen until the next day. If you don't want to wait, you can manually link the receipt image to the transaction.
- Optical Character Recognition (OCR) also works with receipt images uploaded via email. To use this feature, see the *View your receipt upload email address* section in this document.

Image size and compression requirements

Uploaded images

- Maximum individual image size is approximately 5 MB.
- No maximum limit to multiple image load (e.g. drag and drop for a folder).
- Image files: GIF, JPG, JPEG, TIF and PNG (BMP is not supported).
- Non-image files: DOC, DOCX, XLS, XLSX, and PDF.

Emailed images

- Maximum individual image size is approximately 5 MB.
- Maximum overall size of attachments to a single email is approximately 20 MB.
- Minimum file size for an image to be considered for loading is 2 KB, except for TIF, PDF, DOC, DOCX, XLS, XLSX (no minimum size).

Image compression

- When possible, **Visa IntelliLink Spend Management** compresses image files on loading. No compression is possible for some file types, including PDF.

Image Preview

- You can preview PDF and image file formats. Other formats (XLS, XLXS, DOC, and DOCX) are displayed with placeholder icons.

Tips

- If you email an image from a phone or tablet, you may be given the option to resize the image before sending it. Because **Visa IntelliLink Spend Management** applies its own compression to images, there is no need to select the *smallest* file size. Instead, depending on the quality of the image, it is best to select either the Large or the Medium option.
- If your device stores orientation information in the metadata of the image, then the image auto-rotates in the Image Library to match the rotation of the device during picture taking. This ensures the image is the right way up when emailed and uploaded into the *Image Library*.
- If you send an image from your email client on your computer, and your email signature contains a logo larger than 2 KB, the logo may also be added to the Image Library. A simple way around this is to initiate the email directly from a file folder (Right-click > Send to). This eliminates the email signature. Alternatively, you can create a new email and delete the email signature logo before you send it.

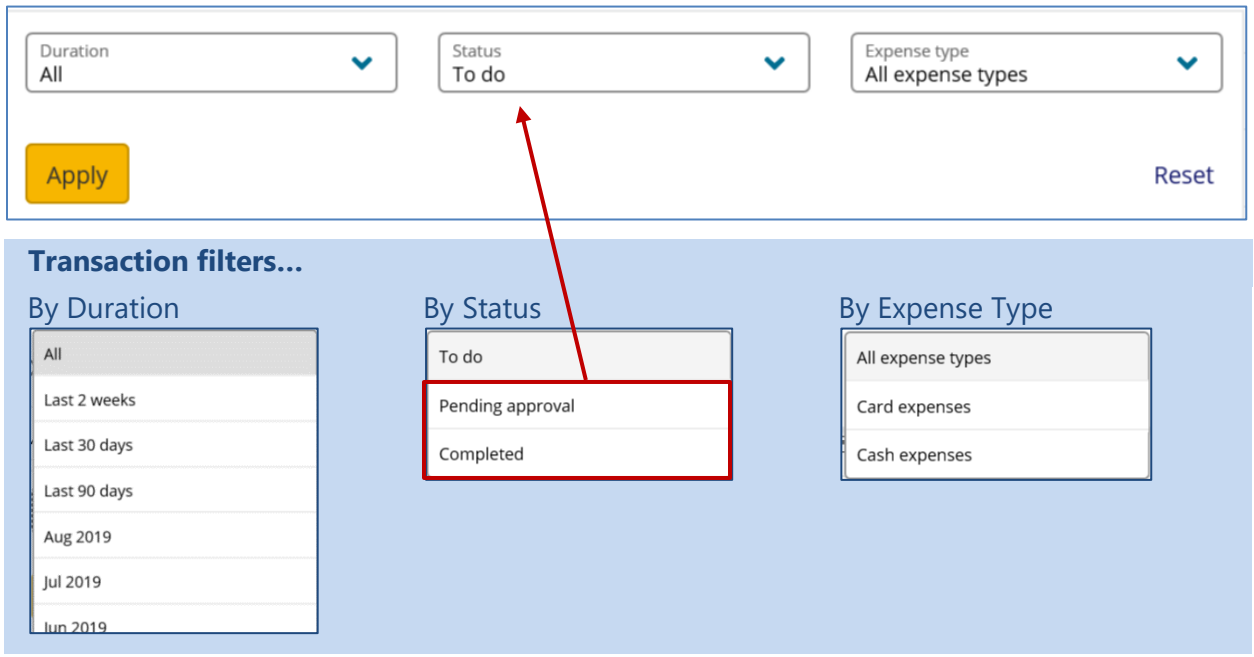
Approvals

Approvals are governed by your company's approval rules. At each change of transaction status, the cardholder and/or approver may be notified of the change and requested to take necessary action to complete the process. For example, when you finish coding a transaction, it is automatically sent to your manager for approval. Most companies are configured so that a transaction is locked after it has been approved and extracted.

View approval status in transaction based workflow

To view approval status if your company is using transaction based workflow, use the Status filters in the *Expenses Screen* to find **Pending Approval** or **Completed** transactions.

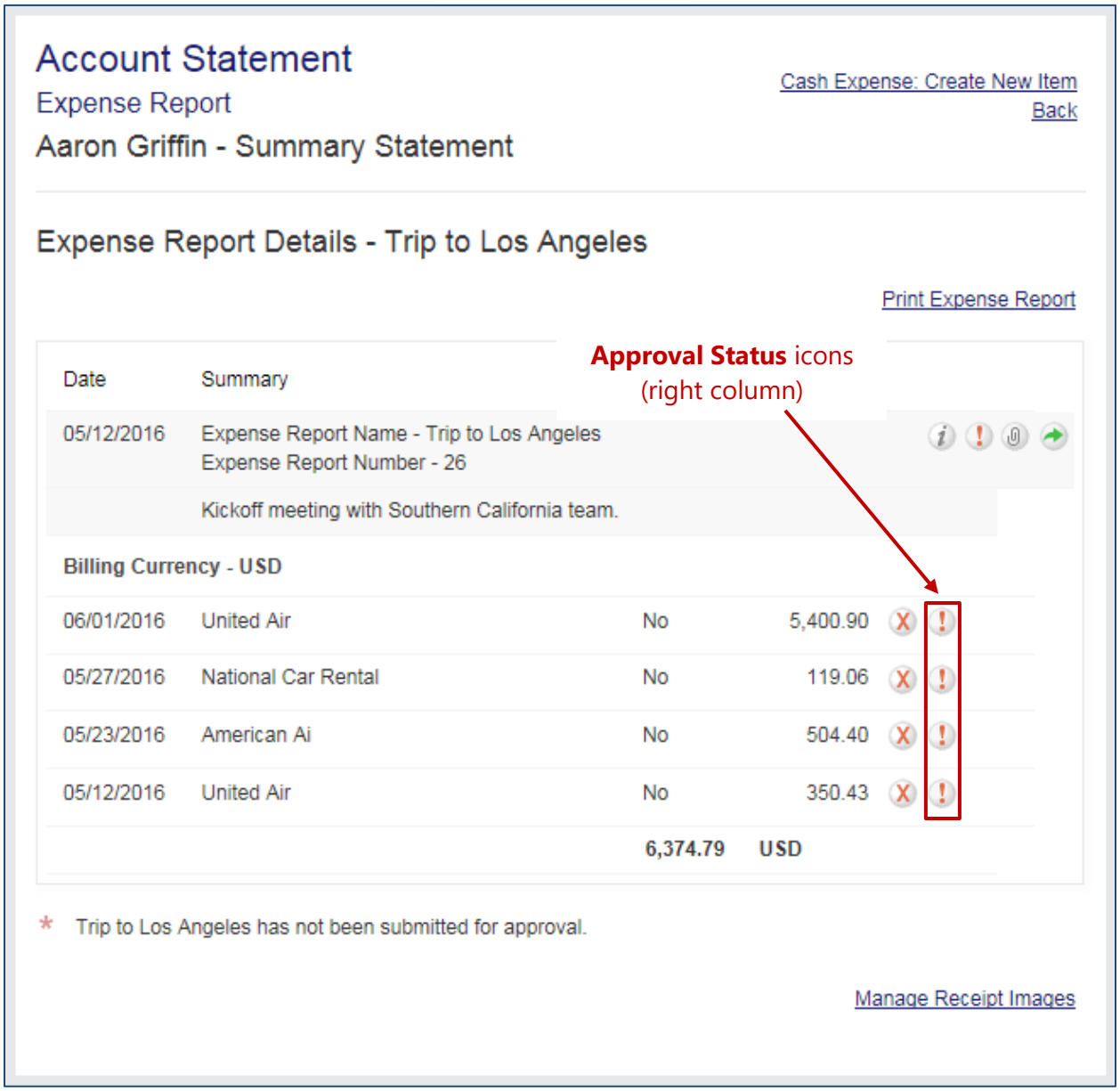
To further refine your view, you can apply specific filters.



View approval status in expense report based workflow

1. Click **Statements menu > Expense Reports > Statement – *Your Name***, then click the **statement period** you want to work on.

2. In the *Summary Statement* window, hover over an **Approval Status** icon for more information, as described in the table below.

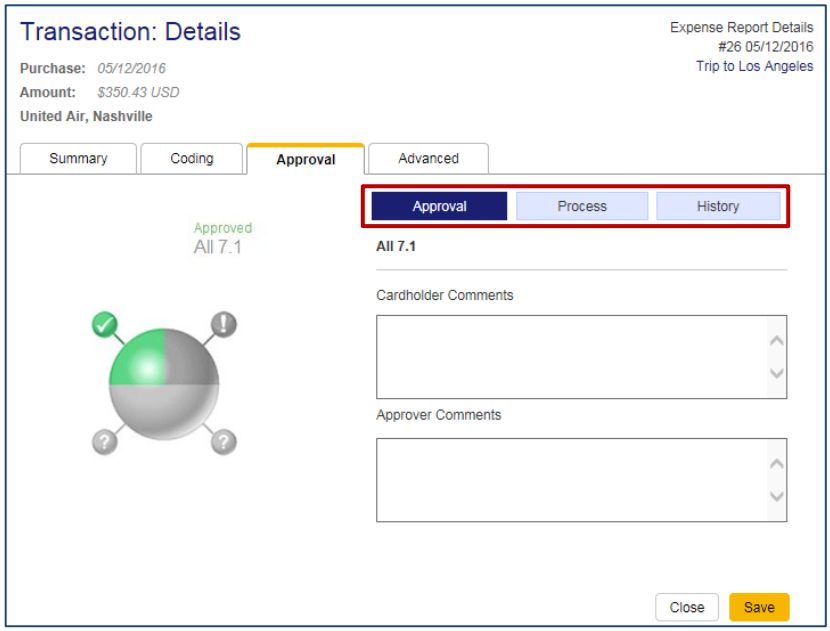


Icon	Meaning
	The transaction has not yet been approved.
	The transaction has been fully approved.
	The approver has requested more details about the transaction. It can remain in this state if you have not responded yet, or if the approver has not reviewed the cardholder response.

3. Click an **Approval Status** icon (, , or).

4. In the *Approval* window:

   - Click **Approval** to display comments provided by the cardholder and approver(s).
   - Click **Process** to display the names of approvers, as well as the approval rules that govern the process.
   - Click **History** to display an audit trail of approvers and what actions were performed to approve the transaction.



5. Review the *Approval* window to see if there is any action required by you.

Approved

If you see a green check mark and the top-left quadrant of the sphere is green, no action is required by you. The transaction has been approved!

Note: If you change the coding of an expense after it has been approved, the transaction may be returned to the approver for re-approval, depending on company settings. In addition, if a transaction is locked (approved and/or extracted from the system) it cannot be edited or deleted.

Information Required

If you see a question mark and the bottom-right quadrant of the sphere is yellow-orange, you need to provide additional information before the transaction can be approved.

Make any necessary changes, enter a text response in the Cardholder Comment field, and then click Save.

Your transaction is submitted for re-approval, and the bottom left quadrant changes to yellow until it is either approved or sent back to you for more information.

Awaiting Approver Response

If you see an exclamation mark and the top-right quadrant of the sphere is red, the transaction is awaiting approver response.

Reports

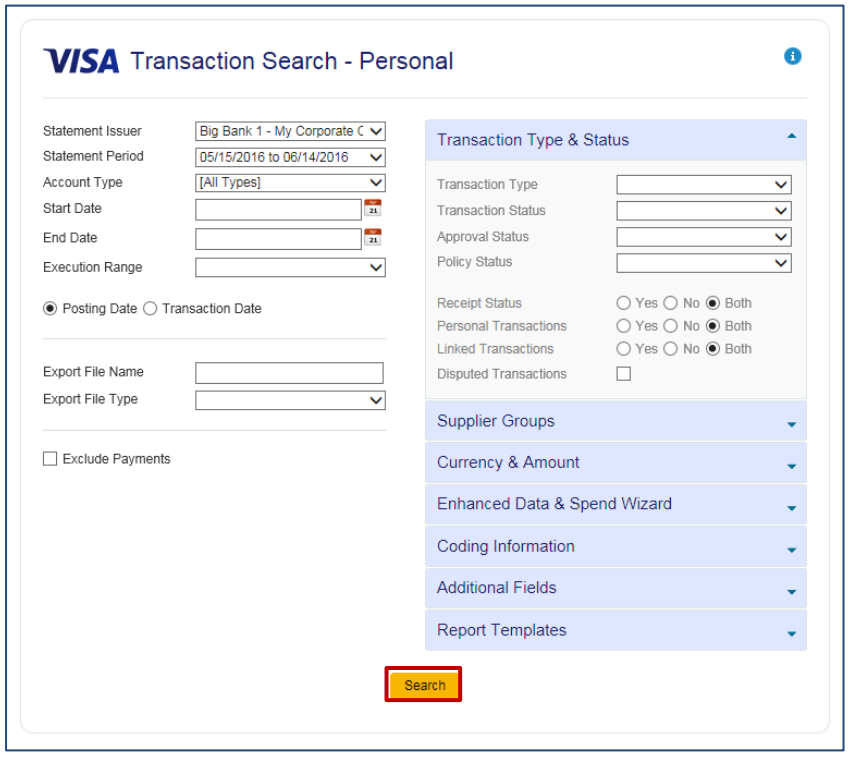
1. From the top-level menu, click **Reports**. The reports you have access to are determined by your company and your role.

> **Tip**: You can *pin* the reports you use most often for easy access. For more info, see the *Pinned Items* section.

2. Select a report to run. In this example, the **Transaction Search – Personal** report:

3. In the Report Filters window, select your report settings.

4. Click **Search**. The report is displayed.



Common Cardholder Reports

- **Account Details** report. Allows you to view your account details, as supplied by the card issuer. By default, this report is available to all cardholders in a company.
- **Personal Details** report. Allows you to view the details in your personal profile.
- **Transaction Search – Personal** report. Gives you a comprehensive view of your own spending.

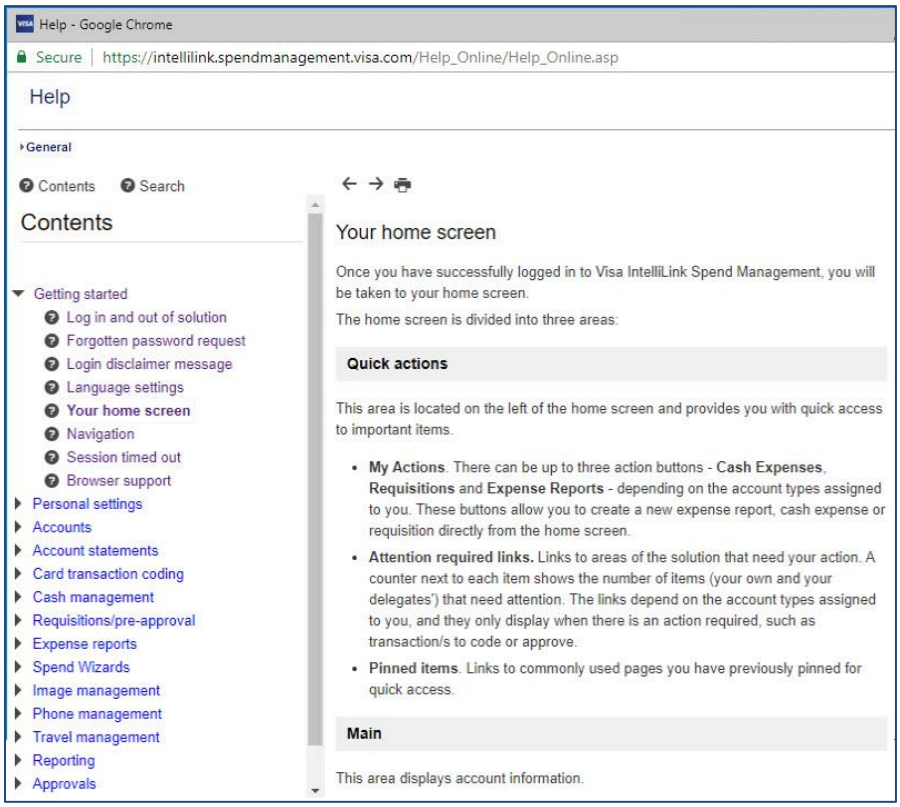
Get Help

1. Choose Profile menu > Help.

2. Search:

   – Click **Search** and enter a keyword. A list of relevant topics is displayed.

3. **Or**, Browse:

   – Click **Contents** and navigate your way to the relevant topic.

Tip: For further support, contact your company administrator.