

Elizabethtown College  
**ActivePay User Guide**

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# ACTIVEPAY BASICS

## USER NAME AND PASSWORD

Cardholders will receive a system generated Welcome email from [activepay.notices@pnc.com](mailto:activepay.notices@pnc.com). The email contains the cardholder's username and password required to access the site. To prevent this email from dumping into your JUNK or deleted folders, please add the address to your safe senders list.

Upon receipt of the Welcome email, visit the ActivePay Allocation website <https://www.pncactivepay.com/>.

## LOG IN

1. Enter your Username, Password and the organization ID Elizabethtown College.  
*These fields are case-sensitive.*
2. Select the check box "Remember My Username" to save the Username and Organization ID field data for future log ons.



### HAVING PROBLEMS LOGGING IN?

**CASE SENSITIVE** Make sure your CAPS LOCK key is set correctly. Passwords are case sensitive. For example, the passwords "password" and "PASSWORD" are not equivalent. Usernames are not case sensitive.

**BROWSER COOKIES** If cookies are not being accepted correctly by your computer, you will be logged out of your account as soon as you move to a different page. This may be blocking your current ability to log in. Make sure your computer accepts cookies.

**SYSTEM REQUIREMENTS** This system requires Microsoft Internet Explorer version 6.0+ (or higher). In addition, your browser must be capable of Secure Socket Layer (128-bit encryption) and have JavaScript enabled.

### USER LOG IN

USERNAME JSMITH  
PASSWORD .....  
ORGANIZATION ID Elizabethtown College  
 Remember my Username  
Log In

Click [Register](#) for card holder registration

[Forgot Username or Password](#) (Only for card holders)

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## FORGET YOUR PASSWORD OR USERNAME?

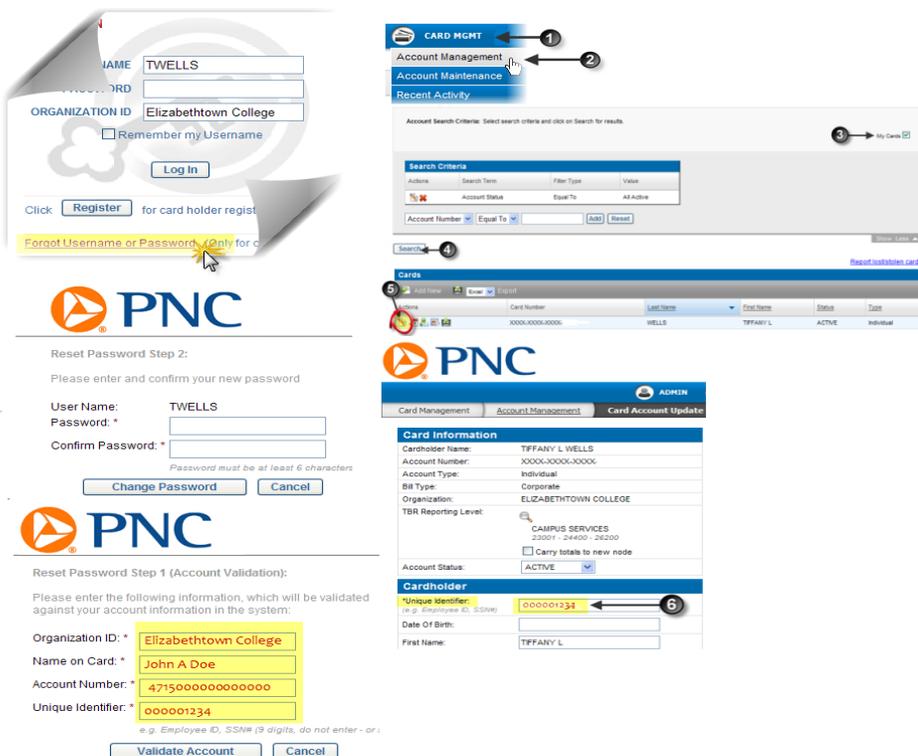
Users can reset their passwords. It is a good idea for users to locate and make note of the card unique identifier #. This will be needed if a password or username is forgotten.

1. From the ActivePay Log On Screen, Click **“Forget Username or Password”**
2. Type and confirm a NEW password, Click **“Change Password”**
3. Enter the following:
  - a. Organization ID = *Elizabethtown College*
  - b. Name on Card = *Type the name as it appears on the card, include spaces*
  - c. Account Number = *Enter the credit card #, exclude spaces*
  - d. Unique Identifier = Locate your *Unique Identifier*

### Follow Steps 1 through 6 on the diagram

1. Card Management
2. Account Management
3. Check the **“My Cards”** box
4. Click **“Search”**
5. Click the Action Icon, **“Edit”** 

## FIND THE CARD UNIQUE IDENTIFIER



The diagram illustrates the process of finding a card's unique identifier through several steps:

- Step 1:** On the login screen, click the **“Forgot Username or Password”** link.
- Step 2:** Complete the password reset form by entering a new password and confirming it.
- Step 3:** In the ActivePay interface, navigate to **CARD MGMT** and then to **Account Management**.
- Step 4:** Check the **“My Cards”** box and click the **“Search”** button.
- Step 5:** A table of cards is displayed. The card for Tiffany L. Wells is shown with details like Card Number (XXXX-XXXX-XXXX) and Status (ACTIVE).
- Step 6:** Click the **“Edit”** icon for the card to view **Card Information**. The **Unique Identifier** (000001234) is highlighted.

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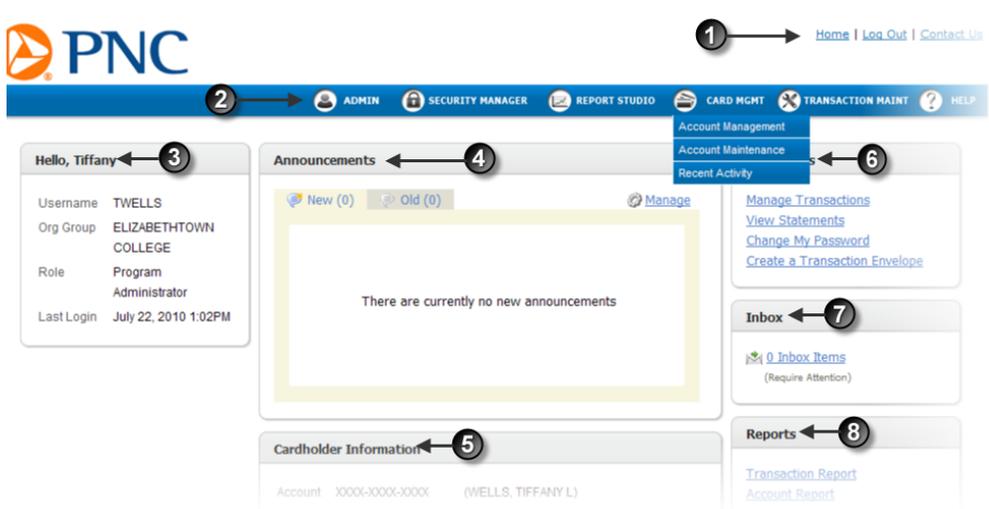
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### DASHBOARD

The Dashboard is a combination of card modules, menu options and Quick “clicks” that give users access to Transaction Management and Report functions.

There are multiple ways to navigate to a module from the home screen. For your convenience links have been created to give users access to frequently accessed functions such as Manage Transactions, View Statements, Create a Transaction Envelope and the Inbox.

Use the diagram and reference number to identify different areas of the Dashboard.



1. Links:
  - a. Home – Will bring you back to this page from anywhere in the application.
  - b. Log Out – Logs you out of the application.
  - c. Contact Us – Displays a message to contact your Program Administrator.
2. Modules: Hover your mouse over any of the items in the Module Bar to display drop down menus.
3. Welcome: Displays your user information.
4. Announcements: This section will display announcements from Elizabethtown College.
5. Cardholder Information:

This section displays the last four digits of your card account, credit limit, current balance, transactions over the last 30 days, and recent activity.
6. Quick Links: Access to the most commonly used sections of the applications.
7. Inbox: This refers to the Transaction Envelope (Not used/or required at Elizabethtown College).
8. Reports: These are quick links to some of the most commonly used reports.

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## USER ROLES AND PERMISSIONS

ActivePay users are assigned roles that drive what they will see and be able to do on the ActivePay website. All roles are driven by permissions created by Elizabethtown College's Program Administrators.

User roles can be identified on the ActivePay Dashboard.

The screenshot shows the ActivePay dashboard for a user named 'etownmanager'. The user's role is 'Manager'. A callout bubble labeled 'User Role' points to the 'Role' field in the user information section. The dashboard includes sections for 'Hello, Etown', 'Announcements', 'Quick Links', 'Inbox', and 'My Links'. The 'Quick Links' section contains links for 'Manage Transactions', 'View Statements', 'Change My Password', and 'Create a Transaction Envelope'. The 'Inbox' section shows '0 Inbox Items (Require Attention)'. The 'Reports' section contains links for 'Transaction Report' and 'Account Report'. The 'My Links' section contains links for 'View Report Folder - STANDARD (25)', 'Report Wizard (16)', 'View Report Folder - 20 (7)', 'Transactions Management (6)', and 'View Report Folder - 22 (4)'. The 'Announcements' section shows 'New (0)' and 'Old (0)' with a note 'no new announcements'.

To see a list of roles and permissions click the Excel File below.

<..\..\..\Public\Elizabethtown College Purchasing Card\ActivePay\Elizabethtown College ActivePay Roles and Permissions.xlsx>

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### UPDATE USER INFORMATION

The User Account allows users to make changes to their own website user accounts. This module does not affect the credit card account. Users can update their information such as email, password and or profile (default Report formats) information.

\*Changing the Unique identifier may eliminate the cardholder's ability to see their transactions!

1. Go to the *Security Management Module*
2. Select *User Account*
3. Proceed to make the necessary change(s)
  - Update Account Information
  - Change Account Password
  - Change Profile Options
4. Save

The screenshot displays the PNC Security Manager interface. On the left is a navigation menu with options: Inbox, User Account (highlighted), Account Management, Security Policy, Event Viewer, and WorkFlow. The main content area is titled 'Account Update' and contains the following form fields:

- User Name: JSMITH
- First Name: JOHN
- Last Name: SMITH
- Middle Name: (empty)
- Unique Identifier: Not available
- Change Unique Identifier: (empty)
- Confirm Unique Identifier: (empty)
- Email: JSMITH@ETOWN.EDU

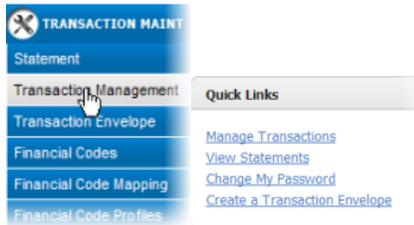
At the bottom of the form are buttons for 'Save', 'Reset', and 'Close'. A small note below the email field reads 'e.g. myname@example.com'.

# TRANSACTION MAINTENANCE MODULE

## TRANSACTION MANAGEMENT

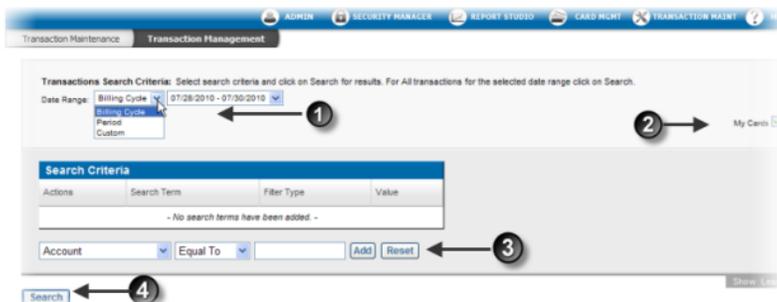
The Transaction Maintenance Module gives users access to the Transaction Management function to display and edit PCard transactions.

Go to *Transaction Maintenance Module* and select *Transaction Management*



Or select *Manage Transactions* under the QUICK links

1. Select a *Date Range* (Billing Cycle, Period, Custom)
2. Check the “*My Cards*” box if you have access to more than one card
3. Enter *Search Criteria*
4. Search



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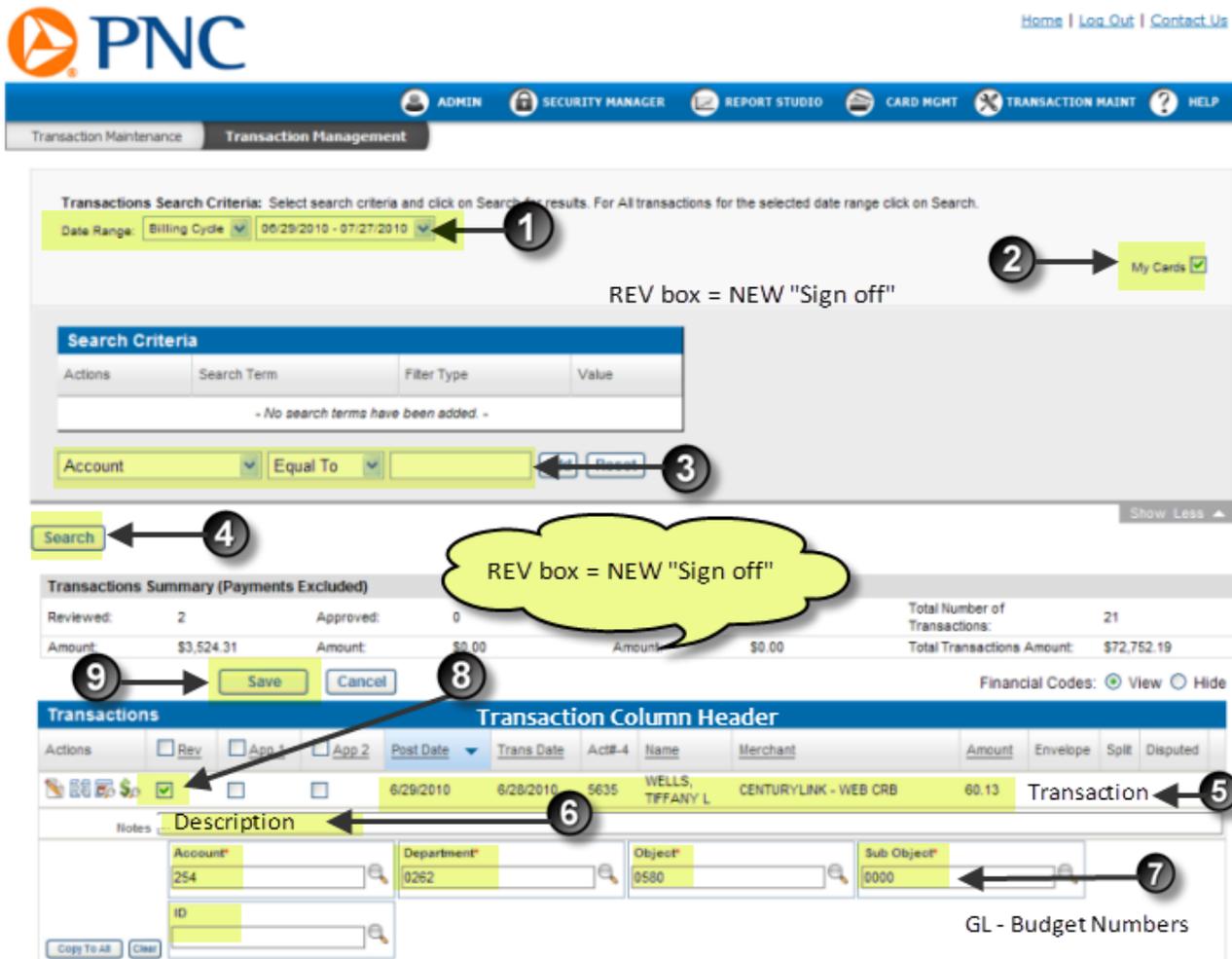
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### TRANSACTION MANAGEMENT ACTION ICONS

-  Split Transactions
-  View & Edit Transaction
-  View Merchant Information
-  View Billing Details

### TRANSACTION ALLOCATION

Cardholders should visit ActivePay on a weekly basis to ensure a card hasn't been used fraudulently or charged in error. However, allocation can be done as-needed but before the allocation dates specified under Allocation Deadlines. *Allocate transactions with your receipts to catch duplicate charges.*



The screenshot shows the PNC ActivePay Transaction Management interface. It includes a navigation bar with 'Transaction Maintenance' and 'Transaction Management' tabs. The main area contains search criteria for transactions, a summary table, and a list of transactions with a detailed view for a selected transaction.

**Callouts and Annotations:**

- 1:** Points to the 'Date Range' dropdown menu.
- 2:** Points to the 'My Cards' checkbox.
- 3:** Points to the 'Account' dropdown menu.
- 4:** Points to the 'Search' button.
- 5:** Points to the 'Transaction' column header in the table.
- 6:** Points to the 'Description' field in the transaction details.
- 7:** Points to the 'Sub Object' field in the transaction details.
- 8:** Points to the 'Save' button.
- 9:** Points to the 'Save' button.

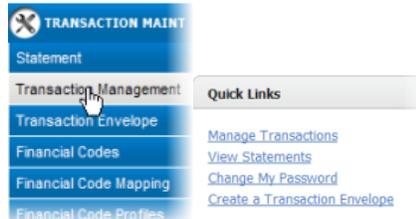
**Text Annotations:**

- Two yellow callouts state: "REV box = NEW 'Sign off'" (one pointing to the REV checkbox in the search criteria, the other to the REV checkbox in the transaction list).
- Text at the bottom right: "GL - Budget Numbers" (pointing to the Object and Sub Object fields).

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## TRANSACTION ALLOCATION

Go to *Transaction Maintenance* Module and select *Transaction Management*



Or select *Manage Transactions* under the QUICK links

1. Select a *Date Range* (Billing Cycle, Period, Custom)
2. Check the *“My Cards”* box if you have access to more than one card  
**\*Note: Steps 1 through 4 will appear differently depending on your ROLE (see the screenshots)**
3. Enter *Search Criteria*
  - To view transactions not “REVIEWED”, select *Review Type = Not Reviewed*
4. Search
  - Transactions can be sorted in Ascending or Descending order according to Column Headings, such as Merchant or Date Posted
5. Select a transaction
6. Enter a description in the *Notes* field
7. Change the *GL Budget Number fields* if necessary
  - Invalid GL’s will Error and changes cannot be saved
  - Default GL’s appear in the fields until changed
8. Check the *REV* box
  - Previously referred to as **SIGN OFF**
  - Transactions will not become read-only when checked; they can be changed until they cycle out of the system on the 15<sup>th</sup> of each month
  - Transactions previously marked REV will be visible unless you change the Search Criteria in steps 1 through 4 above
9. Save

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ALLOCATION SCREENSHOTS

Transaction Maintenance Transaction Management

Transactions Search Criteria: Select search criteria and click on Search for results. For All transactions for the selected date range click on Search.

Date Range: Billing Cycle 09/28/2010 - 10/06/2010  
Card Number: XXXXX-XXXX-XXXX-5635 (TIFFANY L WELLS)

Cardholders with Assigned Cards

Actions	Search Term	Filter Type	Value
- No search terms have been added. -			

Account Equal To Add Reset

Search

Transaction Maintenance Transaction Management

Transactions Search Criteria: Select search criteria and click on Search for results. For All transactions for the selected date range click on Search.

Date Range: Billing Cycle 09/28/2010 - 10/06/2010  
Hierarchy: within level CAMPUS SERVICES 23001 - 24400 - 26200

Users with the Manager Role

Actions	Search Term	Filter Type	Value
- No search terms have been added. -			

Account Equal To Add Reset

Search

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## SPLITTING TRANSACTIONS

Follow steps 1 through 4 above.

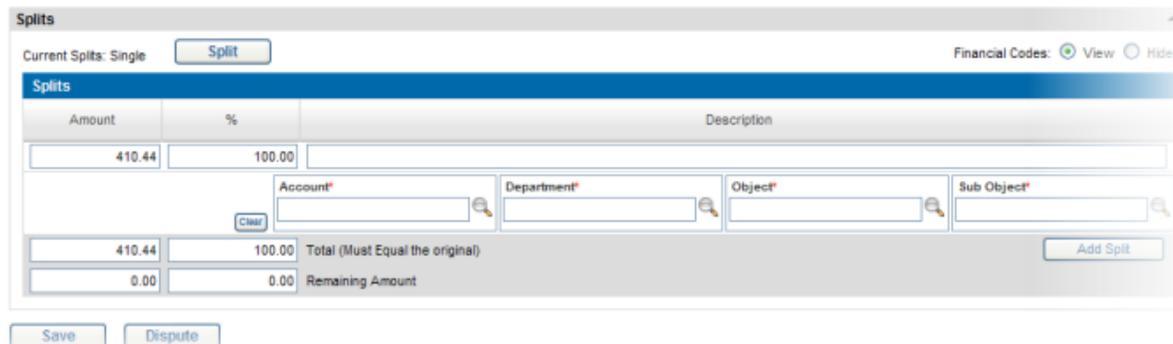
1. Select the transaction
2. Select the Actions icon, *Split Transactions*
3. Enter the *Dollar Amount* or %
4. Enter a *Description*
5. Enter the *GL 's*
6. Check the *REV* box
7. Save

## Enter Multiple Splits

1. Select *Split*
2. Enter the number of splits
3. Continue
4. Follow steps 3 through 7 above to complete and save the split changes

## Enter Single Splits (In the Split Screen)

1. Select *Add Split*
2. Follow steps 3 through 7 above to complete and save the split changes



Splits

Current Splits: Single  Financial Codes:  View  Hide

Amount	%	Description
410.44	100.00	
		Account* <input type="text"/> <input type="button" value="Clear"/> <input type="button" value="Search"/>
		Department* <input type="text"/> <input type="button" value="Search"/>
		Object* <input type="text"/> <input type="button" value="Search"/>
		Sub Object* <input type="text"/> <input type="button" value="Search"/>
410.44	100.00	Total (Must Equal the original)
0.00	0.00	Remaining Amount

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## ALLOCATION DEADLINES

- Transactions must be allocated by the 10<sup>th</sup> of each month
- All transactions become read-only and cycle out of ActivePay on the 10<sup>th</sup> day of each month

*Transactions not allocated by the 10th will be unavailable for allocation changes via the website or by request of a journal entry.*

## ALLOCATION AND CREDIT LIMITS

If you are close to your credit limit at the end of the PCard cycle (27<sup>th</sup> of the month) and have not “Signed Off” on any or some of your transactions, credit funds will not be restored and available until transactions from the previous cycle have been allocated and check **REV**.

Example 1:

Credit limit: \$10,000

Transactions to be marked REVIEW: \$8,000

Credit Limit: \$2,000

Example 2:

Credit limit: \$10,000

Transactions to be marked REVIEW: \$0

Credit Limit: \$10,000

## DISPUTE TRANSACTIONS

Go to **Transaction Maintenance** Module and select **Transaction Management**  
Or select **Manage Transactions** under the QUICK links

1. Select a **Date Range** (Billing Cycle, Period, Custom)
2. Check the **“My Cards”** box if you have access to more than one card
3. Enter **Search Criteria**
4. Search
5. Select a transaction (Beside the desired transaction)
6. Select the **View & Edit Transaction** Actions Icon 
7. Click **Dispute**
8. Complete the form and send a printed or scanned copy to Tiffany Wells.

## TRANSACTION ENVELOPE

Function currently not used or required at Elizabethtown College.

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# PCARD STATEMENTS

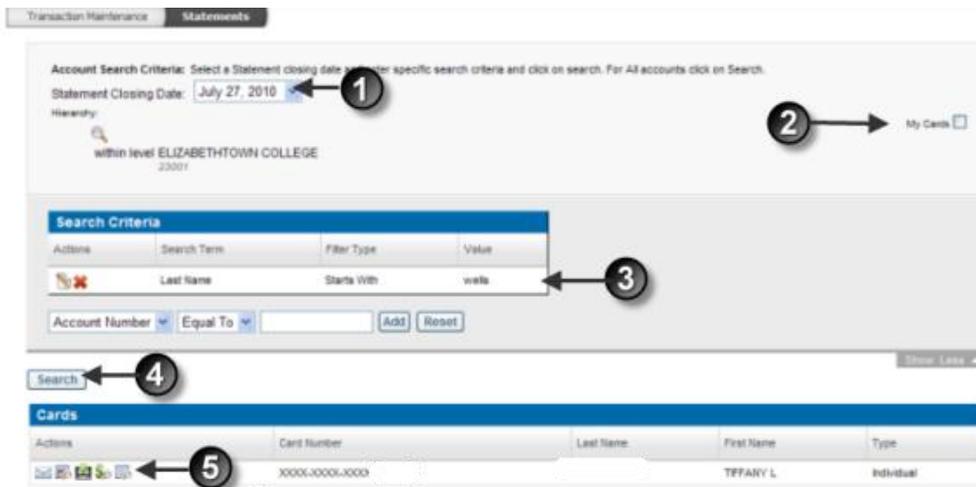
## ACCESSING STATEMENTS

Hardcopy Statements **will not** be mailed to cardholders. Cardholders can access a PDF version of a Statement anytime after the account cycles, typically the 28<sup>th</sup> of each month.

Access statements using the *Transaction Maintenance* Module or from the *Quick Links* option *View Statement*.



1. Select the *Statement Closing Date*
2. Check the *“My Cards”* box if you have access to more than one card
3. Enter *Search Criteria*
4. Search
5. Select an *Actions* icon to activate a request



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### STATEMENT ACTION ICONS

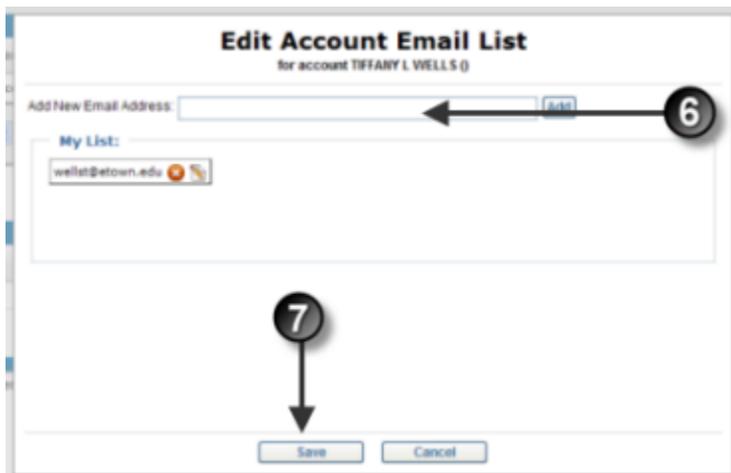
-  Email
-  View Recent Authorizations
-  Download Statement
-  View Payments
-  View Transactions

### STATEMENT NOTIFICATIONS

Follow steps 1 through 4 above and steps 5 - 7 below to request a notification email be sent to you when statements are available.



5. Under the **Actions** Icon, click the envelope 
6. Enter the email address or addresses
7. Save



# CARD MANAGEMENT

## VIEW RECENT CARD ACTIVITY

View recent account authorizations and declines as well as card balances.

1. Go to the [Home Screen](#)
2. Under [Cardholder Information](#); [Recent Activity](#), click [show](#)

The screenshot displays the 'Cardholder Information' page. At the top, there is a back arrow and the title 'Cardholder Information'. Below this, the account number 'XXXX-XXXX-XXXX' is shown. The 'Account Information' section lists a Credit Limit of \$250,000.00 and a Current Balance of \$27,351.02. A 'MCC Summary (last 30 days)' is presented as a 3D pie chart with a legend: Wholesale Distributors and... (22%), Utilities (22%), Miscellaneous Stores (45%), Mail Order/Telephone Order... (4%), and Hotels and Motels (5%). A 'Recent Activity (show)' link is at the bottom left, with an arrow pointing to it labeled 'Click "Show"'. To the right, the 'Recent Activity (hide)' section shows an Available Balance of \$192,508.05 and a table of transactions.

Transaction Date	Merchant	Amount	Status
7/14/2010	Ris Paper Co	\$483.66	Approved
7/14/2010		\$1,120.80	Approved
7/14/2010		\$1,820.80	Approved
7/13/2010	Ris Paper Co	\$1,132.15	Approved
7/13/2010	Ris Paper Co	\$1,310.40	Approved

## REPORT A LOST OR STOLEN CARD

- PCards cannot be reported lost or stolen on the website
- Call PNC at 800-685-4039 and the Program Administrator

## REPORT STUDIO

Report Studio contains a list of folders as well as Report Wizard, the ad hoc report tool for ACTIVEPAY. Access to folders is based on permissions.

### My Reports

This module is where users may store *Personal Reports*. The reports stored here are only visible to the user that created/saved them. It may be helpful to think of this area as the C drive in a personal computer. It is a personal folder. Users may also access Report Wizard directly from this module.

### Company Reports

Custom *Company Reports* created by the bank and/or client for company use are saved to this folder. When authorized cardholders execute a Company Report only transactions for cards assigned to them are available for view.

### Standard Reports

*Standard Reports* is a suite of folders containing reports that are standard for bank clients. Every organization has access to these reports which are not available for edit. AOC Solutions and Bank Super Users only may edit these reports. When authorized cardholders execute a Standard Report only transactions for cards assigned to them are available for view.

### Scheduled Reports

*Scheduled Reports* may be selected to be sent via email or to be downloaded.

### Downloaded Reports

In the case of a downloaded report the user receives an email notification that the report is ready for viewing on the website.

### Report Wizard

*Report Wizard* is a user-friendly interface to build an ad-hoc report. There are over 800 reportable items that come across the data exchange file. In six well-defined steps the user may create a one-time report or choose to save the report to run again and again. The user may also decide where to keep a saved report.

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## CREATING A REPORT

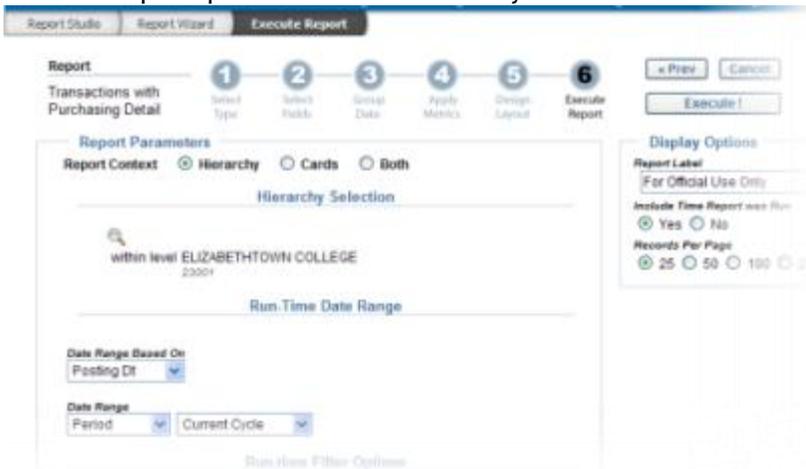
Go to *Report Studio* Module



Select the *Report Type*

- My Reports
- Company Reports
- Standard Reports
- Scheduled Reports
- Download Reports
- Report Wizard

Follow the prompts to select fields and layouts



Field categories determine **Available Fields**.

Group Data: Data is grouped together based on the selected criteria.

Apply Metrics: Determine any applicable filters.

Design Layout: Change field order and column headers. Choose sort criteria.

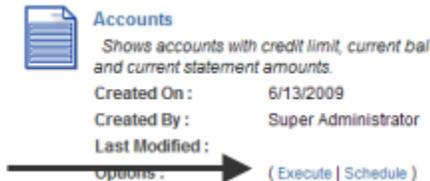
**Note:** You can reorder the Display Order by clicking and holding on the up/down arrows in the applicable fields. Rename the field by clicking Rename.

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## SCHEDULE A REPORT

Go to *Report Studio* Module

1. Select the *Report Type*
2. Click *Schedule* beside the report



3. Determine report options
4. Select *Delivery Options*

Report Delivery Options:

Download     Email     Only Create If Records Found

Send To This Email Address  
(For Multiple Addresses Use a Semicolon — ; — to Separate Them)

\* Leave this field blank to have your report be sent to your email address as entered in your user information pages.

Encryption Password    Confirm Password

\* This password is used to encrypt your data. You will need it to be able to read the output file. If you leave this field blank, your password from the logon page will be used.

- **Download:** Saves the report in the download folder on website
  - **Email:**
    - ✓ Sends the report as an attachment in the email, user must enter password to extract the report
    - ✓ If no email is entered, it will default to the user's email address. If no password is entered it will default to the user's log in password.
  - **Only Create if Records Found**
5. Click *Save Schedule*

## VIEW A DOWNLOADED REPORT

Go to *Report Studio* Module

1. Select *Download Reports*
2. Complete search criteria as necessary
3. Search