In Command from UMB™

Card Management | Department Administrator Guide

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Accessing In Command

To access In Command do the following:

1. Open browser.
2. In the address field type www.incommand.umb.com. The In Command Login screen is displayed.
3. Click the **Start Login Process** button displayed on the screen. The User Login Step 1 screen is displayed.
4. Enter the username provided to you in the Username field.
5. Click the **Next** button. The User Login Step 2 screen is displayed.
6. Enter the password provided to you in the Password field.

Note: The first time a user accesses In Command they will be asked to change the password and validate it. The new password entered by the user must be a combination of upper and lower case, alpha and numeric characters and must be a minimum of 8 characters in length and no more than two letters or numbers (which are the same) can follow consecutively.

7. Example, Samp1e01 (This is a sample password only.)
8. Click the **Next** button.
9. Enter the last 4 digit of the user's phone number.
10. Click the **Submit** button.

Forgotten Usernames and Passwords

If a user forgets his/her password when they are logging on they should click on **Start Login Process**; the next screen displays 2 links.

Forgot your username?
Forgot your password?

If you have forgotten your username click on the *Forgot your username?* link. Enter your password, card number (if you have a card) and e-mail address. A new username will be e-mailed to you. If you do not have a card, you should leave this field blank.

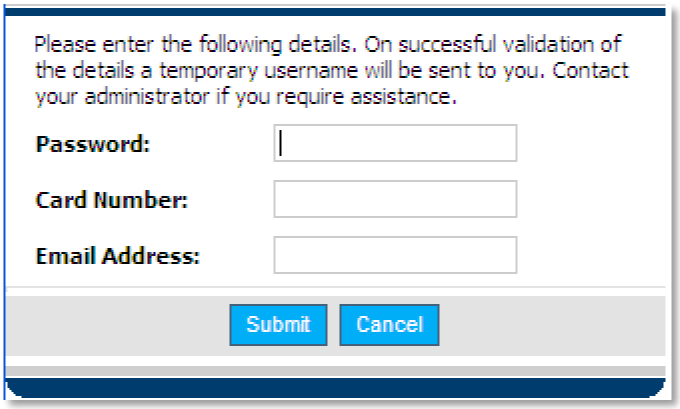

Figure 1 – Forgotten username

If you have forgotten your password click on *the Forgot your password?* link. Enter your username, card number (if you have a card) and e-mail address. A new password will be e-mailed to you. If you do not have a card, you should leave this field blank.

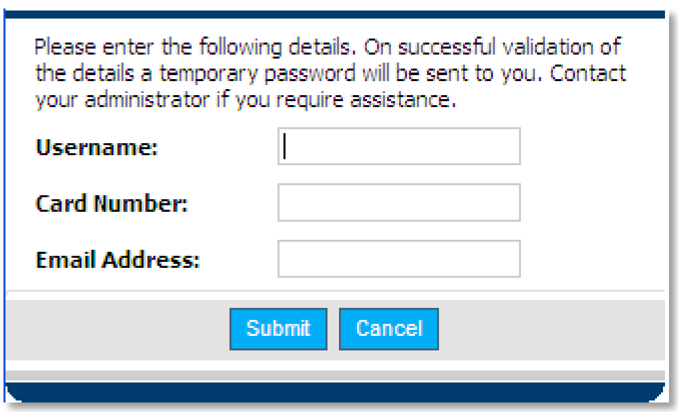

Figure 2 – Forgotten password

Navigation Elements

The navigation elements available to a user are determined by the In Command administrator. The basic navigation elements are as follows.

- **Administrative Menu:** Use this toolbar when managing your program through the In Command application
- **Quick Links:** Use this set of links to access the most common day-to-day functions.
- **Location Indicator:** Text indicating your position within the In Command application.
- **Filter Panel:** Use this toolbar to narrow the list of results appearing on a screen or dialog box. The filtering criteria are specific to the screen on which it appears.
- **Function Panel:** Use this toolbar at the bottom of each screen to view context sensitive functions for each screen.
- **Home and Logout Buttons:** Use Home to return to the home screen and Logout to securely leave the In Command application.

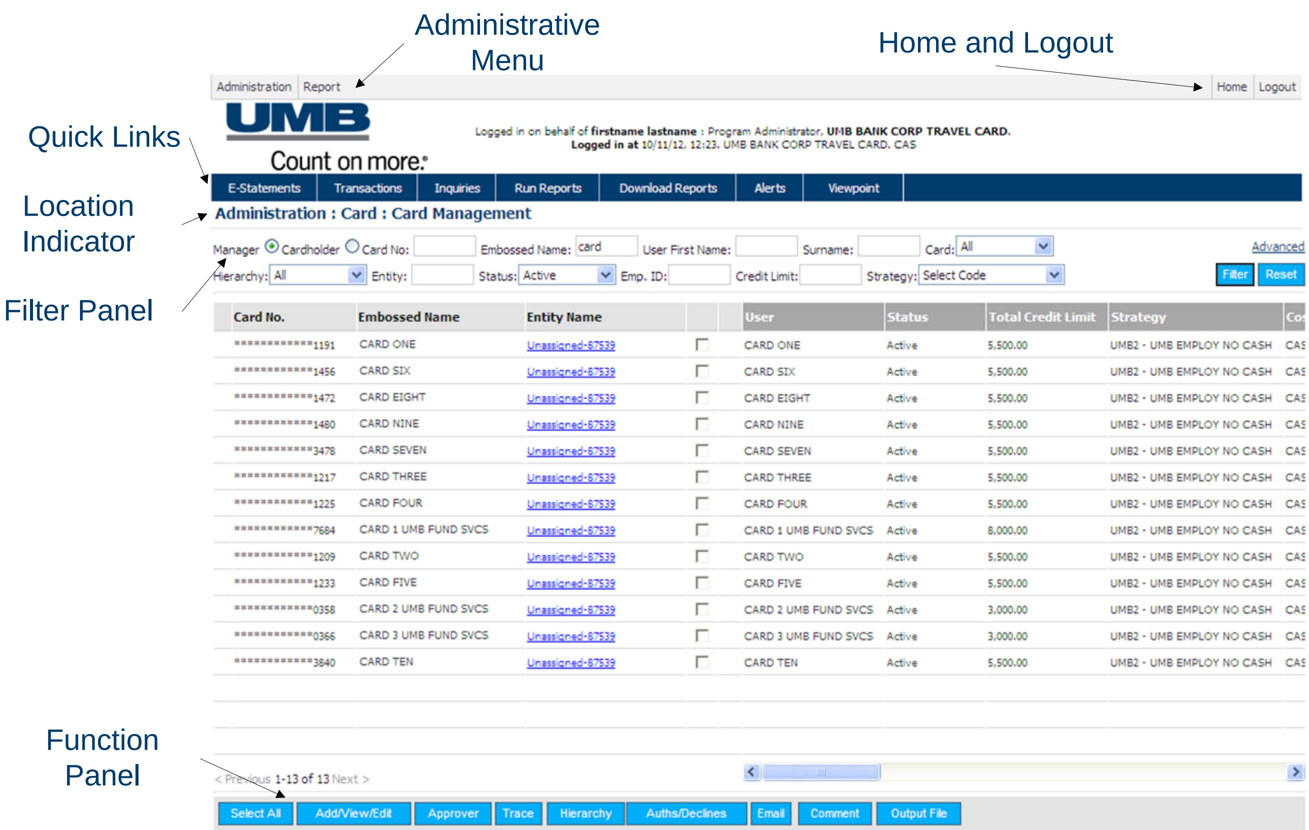

Figure 3 In Command Navigation Elements

E-Statements

The E-Statements screen provides PDF statements for the previous 12 months. Administrators are able to access E-Statements for any user receiving electronic statements using the **Select User** button at the bottom of the E-Statement screen. A manager who is responsible for other cardholders can view their current or historical statements.

In Command provides a **Manage Card Account** button on the E-Statement screen. Depending on the cardholder service profile, the screen can allow a cardholder to do the following:

- View Authorizations and Declines
- View Current Balance and Available Credit
- Submit changes to their own Contact Details (change name, address etc)
- Order new card
- Submit an Online Payment
- Set up scheduled auto-payments
- View their payment delinquency status

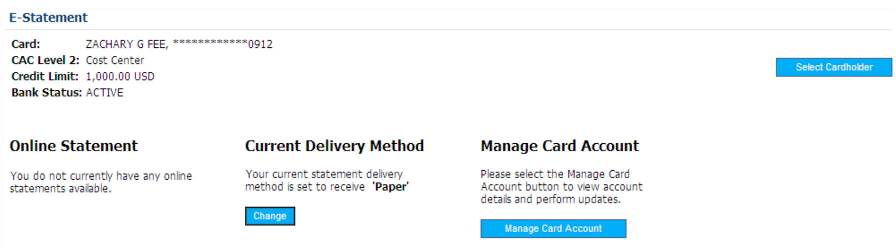

Figure 27 – E-Statement screen

Transactions Screen

The transaction screen displays all transaction activity within the user's Viewpoint. By default, transactions from the current billing period are displayed.

Viewing Transaction Details

The View Details panel is designed to show all details for the selected top line, line item or split line transactions in a simple, printable format.

Details panel for top line transactions shows details for the top line transaction and specific cost details.

The View Details panel for line item transactions shows details for the top line transaction and specific details for the line item.

To view the Details, select the transaction and click on the **Details** button at the bottom of the screen.

If a transaction contains enhanced data, for example airline transactions, the data will be shown in the Details panel. Transactions with enhanced data can be identified by these symbols in the Status column on the Transactions screen:

 Enhanced Airline data

 Enhanced Rental Car data

 Enhanced Accommodation data

Output File

This functionality allows the user to save the result of selected transactions in the Transactions screen in .xls or .csv format. Users have the option to open the file immediately or to save it. Once in this format, the data can be ordered and filtered as required.

On-line Reports

On-line Reports allow the department administrator to access information on transactions, by Merchant Category Group (MCG), Merchant Category Code (MCC), Merchant and Cardholder.

The information returned to the user will depend on their viewpoint on the organization hierarchy. A user at the top of the organization hierarchy will have access to transaction spend for all cardholders in the company.

There are 6 Inquiry screens:

- **MCG Inquiry** which shows spend by MCG Code
- **MCC/ Merchant Inquiry** which shows spend by MCC and Merchant
- **Transaction Lifecycle Inquiry** which shows transaction statuses and quantity
- **Merchant Spend Inquiry** which shows total spend by merchant

- **Merchant Group Spend Inquiry** which shows total spend for any merchants that have been grouped together
- **Inactive Cards Inquiry** which shows cards that have not been active since a selected date, last login date of the cardholder and number of days inactive

The MCG, MCC and merchant inquiries display in the order of highest spend first.

1. Select **Inquiries** from the Quick Links Menu.
2. The user is defaulted to the MCG Inquiry screen. The screen automatically displays data for the current cycle (first day of cycle to current date). Edit the dates, as required, by editing the *From* and *To* calendar filters.
3. Filter by Merchant Name by typing the Merchant's name into the Merchant field. This will return transaction spend for that specific merchant for the period selected.
4. Click on the **Reset** button to return to default settings.
5. Click on the **Output File** button to extract the result set to Excel for further analysis or reporting.

Reports

There are three different types of Reports available from In Command. These reports can be tailored to extract the data required, and are available in a number of different formats (pdf, rtf, xls, csv). The reports can be run from the top of the corporate structure, or from a specific structure point. The reports available are:

- Cardholder Activity Report
- Cardholder Transaction Report
- Merchant Spend Report

Cardholder Activity Report

The Cardholder Activity Report is run in .csv or .pdf. The report lists all cardholders for the chosen structure point, their total number of transactions, total spend, and average transaction value for the calendar period selected.

Cardholder Transaction Report

The Cardholder Transaction Report can be run in .htm, .pdf or .rtf. This report may be set as a 'Public Report'. This means that all users within the company, who have an entitlement to run this report, may run the report themselves. Only data relevant to their structure point will be shown.

Merchant Spend Report

The Merchant Spend Report can be run as .htm, .pdf, .rtf or .xls. This report can be run in a number of different ways; For a particular MCG, for all MCGs, or for one or many MCCs. It can also be broken down by the merchant's VAT capability (All Merchants, Tax-Accredited or Non-Tax-Accredited). There is also an option to include payments on this report.

Run Reports

Select Run Reports from the Quick Links menu. A list of available Report Sets is displayed in the Run Reports screen.

1. Select the Report Set you wish to run by enabling the radio button beside it.
2. If you click directly on the **Run Report** button, it will default to the current billing period.
3. Click the **View Details** button to confirm/change report run dates or the report output type. Report output type will default to whatever output type was chosen during Report Set creation.
4. The report is scheduled and when it is ready will be displayed in the Download Reports screen with a status of 'Ready'.

Download Reports

1. Select **Download Reports** from the Quick Links menu.
2. Reports that have been created and are available for download are displayed in the Download Reports screen with a status of 'Ready'.
3. A report that has not completed will have a status of 'Scheduled' or 'In Progress'. Reports that have failed will have a status 'Failed Errors' or 'Failed No Data'. Reports that have already been downloaded or viewed have a status 'Downloaded/viewed'.
4. Select the report you wish to download or view by enabling the radio button beside the report name.
5. Click the **View .htm Reports** button to view the selected report on screen in HTML format only. Click the **Download .pdf, .rtf, .xls Reports** button to download a copy of the report to a specified network location in these formats only.
6. A message is displayed asking you if you wish to open the file or save it to a location on your computer.
7. Click the **Save** button.
8. Specify a location to save the file and click the **Save** button.