# PNC - ACTIVEPAY CARDHOLDER TRAINING MANUAL

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ACCESSING THE PNC ACTIVEPAY WEB APPLICATION:

Open your web browser and enter the following web address to access the application:
https://www.pncactivepay.com

On the Log In page shown above enter your login credentials provided by your program administrator and/or
sent to you in two emails from activepay.notices@pnc.com.

*If you are a cardholder and have not received login credentials you can click on the “Register” button to self register. See Section 1 on Next Page.

To login:
1. Type your user name in the USERNAME field. (Emailed to you from activepay.notices@pnc.com.)
2. Type your initial password in the PASSWORD field. (Notice that the password is case sensitive.) (Emailed to you from activepay.notices@pnc.com.)
3. Type your organization id in the ORGANIZATION ID field. (Provided to you by your Program Admin.)
4. Click the “Log In” button.
This will take you to the home page.

**If you are a card holder and you have forgotten your username or password click the “Forgot Username or Password” link at the bottom of the page. See Section 2 on Next Page.

Dependant on your organization’s agreement with PNC you may or may not experience the Terms and Conditions of Use click-thru (Appendix A) upon accessing the application for the first time. If you see this agreement please read through the agreement. If you agree click the “I Agree” button to gain access to the application. You should only see this agreement the first time you access the application.
ACCESSING THE PNC ACTIVEPAY WEB APPLICATION (Cont.):

Self Registration for Card Holders

Enter all required fields denoted by an asterisk. (Note that you will need to contact your program administrator to get your Organization ID and Unique Identifier. Unique Identifier may be something other than Employee ID or SSN#).

Once all required fields are populated click the “Validate Account” button.

Again enter all required fields denoted by an asterisk, and click on the “Register” button.
Forgot Username or Password

Enter all required fields denoted by an asterisk. (Note that you will need to contact your program administrator to get your Organization ID and Unique Identifier. The Unique Identifier may be something other than Employee ID or SSN#). Once all required fields are populated click the “Validate Account” button. You may now choose your new password.
1. Links: Home - Will bring you back to this page from anywhere in the application. 
   Log Out – Logs you out of the application. 
   Contact Us – Displays a message to contact your Program Administrator.

2. Modules: Hovering your mouse over any of the items in the Module Bar will display a drop down of available options.

3. Welcome: Displays your user information.

4. Announcements: This section will display announcements either from your organization or from PNC.

5. Cardholder Information: This section displays the last 4 digits of your card account # as well as the name on the card, the credit limit, current balance, transactions over the last 30 days will display in a graph to show what types of merchants you have made purchases with (See example next page), and lastly the recent activity. Clicking on the (show) link next to “Recent Activity” will show the most recent activity on your account.

6. Quick Links: You can access some of the most commonly used sections of the application by clicking the appropriate link.

7. Inbox: If your organization is using the Transaction Envelope feature you can see if items require your attention and access them by clicking the link.

8. Reports: These are quick links to some of the most commonly used reports.
HOME PAGE (Cont.):
Example of Graph showing types of merchants you have made purchases with over last 30 days.
SECURITY MANAGER MODULE: INBOX
The inbox can be accessed using the dropdown menu or by clicking on the Inbox hyperlink in the widget.

BELOW IS WHAT THE INBOX LOOKS LIKE WHEN THERE ARE ITEMS REQUIRING ATTENTION.

Clicking on the hyperlink under Name will show the detail for the item and give you the opportunity to take action on the item.

USER ACCOUNT

Account Update Screen – Allows user to update their information. *Changing the unique Identifier may eliminate the cardholder’s ability to see their transactions.*

Change Account Password – Allows the user to change their password on their own.
CARD MANAGEMENT MODULE:

Account Management/Account Maintenance/Recent Activity:

Account Management:

1. Report lost/stolen card – Clicking on this hyperlink displays the phone number to call to report a card lost/stolen. Clicking on the link DOES NOT flag the card Lost/Stolen.

2. Card holder information action icons:
   - This is the view details icon. By clicking this icon you can view the card details.
   - This is the card history icon. By clicking this icon you can search the history of changes to the card.

Account Maintenance: Can also be used to search for changes to the account.
CARD MANAGEMENT MODULE (Cont.):

**Recent Activity:** You can view the most recent authorizations/declines on the card account as well as the real time available balance. If there are declines you can check for the reason for the decline.

By clicking the action icon next to the card account you can view the most recent activity on the card.

The drop down box for Recent Authorizations allows you to select the most recent 5, 10, 15 or 20 authorizations or you may select Today's or the Last 7 Days worth of authorizations.

If a transaction shows as a decline clicking the magnifying glass icon on the left of that transaction will display the decline reason code as shown below.
TRANSACTION MAINT MODULE:

Statement: This is where you can access a PDF version of the statement which is available the day after your account cycles. You can also set notification to be emailed to you when the statement is available. (This notification can include a PDF attachment of the transaction details or a PDF of the actual statement. If you are responsible for making payment on this account please write the complete 16 digit card account number on the portion of the statement that you return with your payment.)

Select the date from the drop down for the statement date you would like to view. Click Search.

Select the appropriate action button for what you want to accomplish.

- 🔄 Displays Recent Activity, as described above. Note that there are multiple places within the website that allow you to view Recent Activity.
- 📄 Displays the PDF Statement.
- 🛍️ Displays Payments.
- ✉️ Displays Transaction Details.
- ✉️ Clicking this button displays the screen below. (Enter the email address where you would like the statement emailed to then click Add. You can enter multiple email addresses by repeating this process. Once the account cycles, depending on your permissions, the statement, transaction details, or a notification that the statement is available will be automatically emailed.)
Edit Account Email List

Add New Email Address: [ ] Add

My list:
your.email@address.com

Save Cancel
TRANSACTION MAINT MODULE (Cont.):

Transaction Management: This is where you can review and allocate your transactions.

Select a date range for the transactions you would like to view from the drop down. Click Search. (You can add additional search criteria to narrow your search.)

Individual transactions are listed as seen below. There is also a summary of the information at the top.

1. Choose to view or hide Financial Codes by selecting the appropriate radio button.
2. Enter the appropriate Financial Codes by typing the code into the appropriate box or by clicking on the magnifying glass next to the code field and picking from a list. The Copy To All button allocates all transactions in the list to the same Financial Codes.
3. Mark the transaction reviewed by checking the box in the Rev column. Please note that this is the equivalent of “signing off” on a transaction.
4. You can see whether a transaction has been included in a Transaction Envelope, Split, or Disputed.
5. Add a note to the transaction. This may be required.
6. Select an action button to see specific information about the transaction or to perform a specific action.
   - View & Edit Transaction Details. This icon also displays the information for the other action icons.
   - Split Transaction.
   - View Merchant Details.
   - View Billing Details.
* See next section for more on Transaction Details.
7. Click Save to save information or Cancel to clear the information. (If something has been entered incorrectly the application will not allow you to save that information and you will receive an error message.)
TRANSACTION MAINT MODULE (Cont.):

Transaction Details: This screen allows you to view transaction details and edit the allocation details. The page is broken down into different sections as seen below.

Select the information you would like to see by either clicking the arrow to the right of the section, clicking the link to the section, or clicking the Expand All link.

You can page through the transactions by clicking the Next or Previous link in the upper right hand corner. The Dispute button brings up a PDF version of the PNC Billing Inquiry form. This form must be filled out and returned to PNC in order to dispute a charge.

Merchant Information: Provides the merchant information associated with the transaction.

Billing Information: Provides the billing information associated with the transaction.

Flags & Notes: Displays any flags or notes associated with the transaction. These can also be added here.

Comments: This section allows the addition of comments. Comments unlike notes are not reportable.
**Splits:** This section allows you to split the transaction and allocate it to different Financial Codes.

You can add multiple splits at once by clicking the “Split” button, or you can add splits one at a time by clicking the “Add Split” button.

To add multiple splits at one time. Click the “Split” button, enter the number of splits, then click Continue. The screen will now show the transaction split into 3.

You can enter the percentage that is to be allocated to each split or you can enter the dollar amount. If entering the percentage the application will automatically calculate the dollar amount. The total must equal 100% or the total dollar amount or the transaction cannot be saved.

You can enter the Financial Codes and Notes and save the transaction.

If you want to add more splits you can click the Add Split button.

You can undo the split by clicking the Undo Split button.
TRANSACTION MAINT MODULE (Cont.):

**Transaction Envelope:** This functionality allows you to bundle your transactions and submit them into an electronic workflow for approval routing or print a summary page to sign off on and submit. The use of this functionality will be determined at the organizational level.

Click on Add New link to create a new transaction envelope.

If your organization allows out of pocket expenses you can choose either Out Of Pocket Only or your card account. Choosing your card account will allow you to submit both Out Of Pocket and card transactions in the same envelope.

The Employee Name will be automatically populated. Enter an Envelope Name and select the date range. Click Save.

Card transactions that posted during the specified date range appear on the screen and can be added to the envelope by marking the check box in the “In Envelope” column and clicking Save.
**Out of Pocket Expenses:** If your organization allows out of pocket expenses to be included you can click Out Of Pocket to include these expenses in the envelope.

For Out Of Pocket select the radio button for Out Of Pocket and enter the merchant name, amount, and the date of the transaction and click Save.

For Mileage select the radio button for Mileage, enter a date, and click Next.

Enter the Miles driven and click Save.

Below is the Envelope Summary Page. It shows both the Card transactions and the Out Of Pocket Expenses.
Depending on how your organization is using the Transaction Envelope functionality you will complete one of the following:

You can print the envelope by clicking the “Print Envelope” button. This brings up a PDF form showing the transactions included in the envelope with signature lines for submission and approval.

OR

You can submit the Transaction Envelope into the electronic workflow approval process as follows:
1. Click the “Close” button. This returns you to a page that lists your existing transaction envelopes.

2. Select the action you would like to take.
   - Submit the Envelope for Approval. See below.
   - View the Envelope.
   - Print the Envelope.
   - Delete the Envelope.

3. Once you have submitted the envelope you will see the following screen. Notice the Status is “In Progress”

4. If your approver rejects the envelope you will receive an email notifying you that your envelope has been rejected. When you log into ActivePay there will be an item that requires your attention in your Inbox. Notice the status is Rejected. Click on the action icon to view the history.

5. You can see the note that gives the reason for rejection. Click the Open Transaction Envelope link to edit the details then re-submit.

6. If the envelope is approved you can view it under Transaction Maint > Transaction Envelope. Notice the status is Completed.
REPORT STUDIO MODULE:

Report Wizard: This is the Ad-Hoc report building component of the application. It can be used to build custom reports that can be saved to the My Reports or Company Reports Folders. The reports can be generated immediately and also scheduled to run on a recurring basis.

Report Wizard, Selecting a Report Focus:
The first step in building a report in the Report Wizard is to select a report focus from the list by selecting the radio button to the right. To advance through the steps in Report Wizard you can click on the number associated with the step or click the “Next” button.

Report Wizard, Selecting Fields:
Each report focus has different Field Categories, within each Field Category there is a list of Available Fields to choose from. Select the Field Category by clicking on it, then select the fields to include in your report from the Available Fields list by clicking the field name, then clicking the Right arrow button. This will move the field into the Selected Fields list. To remove a field highlight it and click the Left arrow button.
REPORT STUDIO MODULE (cont.):

Report Wizard, Grouping Data:
You can group data by highlighting the field names you would like to group and clicking the right arrow. You can also get statistical data on numerical fields by marking the check box for the appropriate data.

Report Wizard, Applying Metrics:
Apply a Default Date Range for the report by selecting from the drop down boxes. Apply filter criteria by selecting a condition from the drop down and then entering a value for that condition. The check box to the right, if marked, allows changes to be made to the criteria when the report is executed.

Report Wizard, Design Layout:
Change the order the fields will appear on the report by dragging and dropping the fields in the proper order. Apply a new name to the field by clicking the Rename link and entering the new name. Data can be sorted by selecting a field from the drop down and selecting ascending or descending.
REPORT WIZARD MODULE (cont.):

Report Wizard, Executing a Report:
Select a date range if other than the default.
Display Options:
Report Label – This can be modified to label the report differently.
Include or Exclude the time the report was run by marking the radio button.
Select the number of records to display per page.
Save Options: (If you want to generate the report without saving skip the following).
Mark the check box for Save Report
Enter a Report Name and Report Description, then select the folder where you want to save the report.
Click the “Execute” button.

Report Wizard, Viewing/Printing/Exporting the Report:
The report is now open on the screen for viewing.
Click the “Print” button to print. This opens the report as a printable PDF document.
To export select the Export type from the drop down. Select the # of records to export. Click Export. This will bring up the file in the format you chose and the report can now be saved in that format.
REPORT STUDIO MODULE (cont.):

**Company and Standard Reports Folders:** There are 2 places other than the My Reports folder where you may obtain reports to run. The Company Reports folder contains reports created by someone in your organization. The Standard Reports folder contains reports created by PNC.

Select the folder where the report is stored from the menu bar. Open a sub-folder by clicking the Open link or by clicking the Name of the folder, or the folder itself. Select whether you want to Execute the report or Schedule the report by clicking the link. Execute generates the report immediately, Schedule is used to set the report to run at a later date or at regularly scheduled intervals.
REPORT STUDIO MODULE (cont.):

Scheduling Reports:
Give the report schedule a Nickname and a Description.
Select the Frequency from the drop down then select the date to first run the report.
Select the Output Type.
Select Delivery Options. You can check all boxes or any combination of the 3.
DELIVERY OPTIONS:
Download- This makes the report available under Report Studio Download Reports.
Email – This option allows you to have the report emailed to you or others as a password protected attachment.
** If you are having this report emailed to someone other than yourself you will need to provide them with the password to open the report.
Only Create If Records Found – This will prevent the application from generating a report if there is no information to include in the report.
To send the report via email to multiple recipients, enter their email addresses separated by a semicolon, then enter a custom Password and share that password with the recipients.
To specify custom report conditions click on the Specify Custom Report Conditions tab and enter the conditions.
Click the “Schedule Report” Button.

![Report Studio Module Scheduling Screen](image-url)
REPORT STUDIO MODULE (cont.):

Scheduled Report Confirmation:

Review the details of the Report Schedule for accuracy. If this looks correct click the Close link. If there are errors click the Edit link.

Viewing Scheduled Reports:
From the menu bar select Scheduled Reports. This will list the report schedules you have set up. From here you can edit the schedule, delete the schedule, or execute the report by selecting the appropriate action icon.

Download Reports:
From the menu bar select Download Reports. Enter the search criteria you would like to use to narrow your list of downloadable reports and click the “Search” button. This will list out all reports that are available for download. You will have the option of downloading the report or deleting the report by selecting the appropriate action icon.
HELP MODULE:

The Help Module has 2 options, Dynamic Help and Current Page Help.

Dynamic Help: This option allows you to view Frequently Asked Questions, as well as search for help topics from a Table of Contents, Index, or Free Text Search.

Current Page Help: This option shows Help topics specific to the page you are currently on.
APPENDIX A: Click Through Agreement

TERMS AND CONDITIONS OF USE

1. Eligibility and Termination
2. Ownership
3. Information Assessment, Access, and Privacy
4. Representations and Warranties
5. Indemnity; Limited Liability
6. Status of Parties

There are the terms and conditions ("Terms") governing use of this website to provide you with transaction processing, reporting, and/or payment processing capabilities (the "AOC Services") between you as the System User and us, AOC as the systems provider. System User(s), their employees, agents, contractors or otherwise designated entities or representatives that may use AOC Services provided on this website are collectively called a "System User."

PLEASE READ THIS AGREEMENT AND DISCLAIMERS CAREFULLY.

By virtue of a System User's use or continued use of the AOC Services, each System User agrees to and becomes subject to these Terms.

1. Eligibility and Termination

1.1 Generally.

The AOC Services and related services are available only to registered System Users of the AOC Services. AOC shall have the right to disapprove any System User whose business activity or reasonable use of the software prevents a legal or business end, as AOC's reasonable opinion, of any of the following practices:

These Terms will be interpreted and governed by the laws of the Commonwealth of Virginia, without reference to conflict of laws principles.

☐ Accept  ☐ Do Not Accept

If you do not accept the Terms of Use, you will be logged out of the system.