

# Key2Purchase.com Program Administrators Quick Start Guide

## About this guide

This guide is for new program administrators of Key2Purchase.com. It includes an overview of how this guide is organized, and instructions on how to set up and manage your organization in Key2Purchase.com.

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## How this guide is organized

When setting up Key2Purchase.com, KeyBank worked with your management team to outline the structure of your organization. This process consisted of:

1. Adding roles.
2. Adding users.
3. Adding hierarchies.
4. Adding financial codes.
5. Mapping financial codes.
6. Prioritizing code allocation.

The Organization Setup section of this guide describes how to modify these elements as your organization grows and changes. The Card Account Management, Organization Management, and User Management sections describe how to manage and maintain card accounts, organization-level settings, and users, respectively.

## Organization Setup

### Create a role

1. Navigate to the **Security > Security Policy** page.
2. Click **User Roles** then **Create**.
3. Enter a name for the role in the **Role** field.
4. If desired, enter a description of the role in the **Description** field.
5. If desired, select a role from the **Role to Model** dropdown to copy privileges from an existing role to use as a starting point.
6. Select the desired privileges to add to the role.
7. Click **Save**.

**NOTE:** For complete descriptions of all privileges, refer to the **Help > Dynamic Help** window, and click **Key2Purchase.com Privileges** in the left-hand pane.

### Create a user

#### Manually

1. Navigate to the **Security > Security Policy** page.
2. In the Users grid, click **Create** to open the **Create User Account** page.
3. Enter a name for the role in the **Role** field.
4. Select the **Email user system generated temporary password** checkbox to send the user a system-generated password that must be changed upon the first login attempt.

**NOTE:** Alternatively, you may manually enter a password for the user in the **Password** and **Confirm Password** fields. However, this method requires you to manually send the password to the user.

5. Enter the user's first name in the **First Name** field.
  6. Enter the user's last name in the **Last Name** field.
  7. Enter the user's email address in the **Email Address** field.
  8. Select a role for the user in the **Role** dropdown.
  9. If desired, enter other applicable information for the user.
- NOTE:** It is recommended to add a user to a hierarchy if that user is assigned the **Manager Option** privilege.
10. Click **Save**.

For information on adding a card account to a user, please refer to the **Assign Card Account to a User** tutorial in the Card Management section of this guide.

### Create a hierarchy

A hierarchy is a structure within an organization to which card accounts are assigned. A hierarchy allows organizations to segment card accounts for visibility on the site, as well as for reporting purposes. Follow these steps to create a hierarchy:

1. Navigate to the **Admin > Card Hierarchy** page.
2. Select the **Create New Hierarchies** radio button.
3. Click on the **magnifying glass icon** to select the appropriate hierarchy. A hierarchy modal will appear.
4. Select the **hierarchy one level** above the hierarchy you wish to create.  
For example, if you want to create a hierarchy level at the same level as “13579 - Level 3-1” in the example below, select the “24680 - Level 2-1” hierarchy level.

#### Hierarchy modal

Select Your Hierarchies

**Test Organization**

Select this level ▶  
to create a hierarchy level here ▶

- 12345 - Test Organization
  - 24680 - Level 2-1
    - 13579 - Level 3-1
    - 67890 - Level 2-2

Finish Selection Cancel

5. Click **Finish Selection**.
6. Enter a 7-digit hierarchy number in the **Hierarchy Number** field.
7. Enter a descriptive name in the **Hierarchy Name** field.
8. Click **Save**.

### Create a financial code

Financial codes relate directly to an organization's general ledger or internal accounting system. They are designed to provide a standardized set of financial codes for specific functions, projects, or departments. Follow these steps to create a financial code manually or via upload:

#### Manually

1. Navigate to the **Transactions > Financial Codes** page.
2. In the Financial Codes grid, click **Create** to open the **Add Financial Code** page.
3. Select a group from the **Financial Code Group** dropdown.
4. Enter a value in the **Financial Code Value** field. This code will be available for selection on the **Transaction Management** page.
5. Enter a descriptive name in the **Description** field.
6. Select the **Enabled** checkbox.
7. Click **Save**.

#### Via upload

1. Navigate to the **Help > Docs > File Uploads > Financial Code Values** page.
2. Click the download icon to download the **Financial Code Values** file.
3. Open the file, enter required fields, and save.
4. Navigate to the **Administration > File Uploads > Financial Codes** page.
5. Click **Choose File** and then navigate to and select the desired file.
6. Click **Upload File**. A message will appear confirming the upload is successful.

### Map financial codes

1. Navigate to the **Transactions > Financial Codes > Map Codes** page.
2. Use the **Map Financial Codes by** dropdown to select the method to map financial codes to transactions.
3. If desired, use the search criteria dropdowns and fields to filter the search, and click **Search**.  
Depending on the method selected in step 2, the page will display the applicable code mappings grid.
4. Use the **magnifying glass icon** to view financial codes, or enter a financial code value in the applicable financial code fields.
5. Click **Save**.

### Prioritize code allocation

1. Navigate to the **Transactions > Financial Codes > Prioritize** page.
2. Use the **up arrow** button to move the element within the list.

**NOTE:** When card transactions are imported from the processor, they will be allocated in order of the elements on the **Prioritize Allocation** page. Key2Purchase.com will search for the top element first, then move down the list.

3. Click **Save Priorities**.

### Card Account Management

#### Create a card account

##### Manually

1. Navigate to the **Cards > Card Maintenance** page.
2. In the Cards grid, click **Create** to open the **Add Single Account** page.
3. Select a card product type from the **Product Type** dropdown.
4. Complete the required fields and, if desired, the optional fields.
5. Click **Save**. A confirmation message will appear at the top of the screen.
6. Select the **Enabled** checkbox.
7. Click **Confirm**.

##### Via upload

1. Navigate to the **Help > Docs > File Uploads > New Card Upload** page.
2. Click the download icon to download the **New Card Account** file.
3. Open the file, enter required fields, and save.
4. Navigate to the **Administration > File Uploads > New Card Account File** page.
5. Click **Choose File** and then navigate to and select the desired file.
6. Click **Upload File**. A message will appear confirming the upload is successful.

### Edit a card account

#### Manually

1. Navigate to the **Cards > Card Maintenance** page.
2. Click on the **magnifying glass icon** to select the appropriate hierarchy. A hierarchy modal will appear. Select the desired hierarch(ies), and click **Finish Selection**.
3. If desired, use the search criteria dropdowns and fields to select appropriate values, and click **Add**.
4. Repeat the previous step as many times as necessary.
5. Click **Search**.
6. Select the **card account** you wish to edit, and click **Edit** to open the **Card Account Update** page.
7. Make desired changes to the card account.
8. Click **Save**. The Real-Time Changes grid will appear and display the modifications made to the account.
9. Click **Confirm**.

#### Via upload

1. Navigate to the **Help > Docs > File Uploads > Card Update Upload** page.
2. Click the **download icon** to download the **Card Account Update** file.
3. Open the file, enter required fields, and save.
4. Navigate to the **Administration > File Uploads > Card Account Update** page.
5. Click **Choose File** and then navigate to and select the desired file.
6. Click **Upload File**. A message will appear confirming the upload is successful.

### Assign a card account to a user

1. Navigate to the **Security > Users** page.
2. Select the user you wish to assign the account to and click **Edit** to open the **Edit Account** page.
3. At the bottom of the screen, click **Assign Cards** to expand the New Cards Assignment section.
4. Use the **Select Card Category** radio buttons to select the card accounts to be included in your search.
5. Alternatively, click on the **magnifying glass icon** to select the appropriate hierarchy. A hierarchy modal will appear. Select the desired **hierarch(ies)**, and click **Finish Selection**.
6. If desired, use the search criteria dropdowns and fields to select appropriate values, and click **Add**.
7. Repeat the previous step as many times as necessary.
8. Click **Search**. The results will appear in the **Cards to Assign** grid.
9. Select the **Assign** checkbox next to the card account.
10. Click **Save**.

## Organization Management

### Enable notifications

#### Update Alert Settings

1. Navigate to the **Security > Alerts and Notifications** page. The Alert Settings page opens.
2. In the Alert an administrator when... section, use the checkboxes and text fields to select and specify the administrator alerts that you wish to enable.

**NOTE:** The Program alerts functionality is only available for organizations that are configured for either U.S. Dollars (USD) or a single currency per corporate credit limit.

3. Click **Save**.

### Enable notifications for a single card

1. Navigate to the **Security > Alerts and Notification** page.
2. Select **Card Notifications** from the left sidebar menu.
3. To view cards assigned to you and cards you proxy, select the **My Cards** checkbox. The Hierarchy field will disappear.
4. Alternatively, to view cards by hierarchy, select **Find** (beneath Hierarchy), select the appropriate hierarchy from the Hierarchy Explorer modal, and choose **Finish Selection**. Alternatively, you can enter the hierarchy level directly into the Hierarchy field and choose **Select**.

**NOTE:** The name of the selected hierarchy will appear below the Hierarchy field.

5. If desired, use the search criteria dropdowns and fields to select appropriate additional search values, and choose **Add**. Repeat as many times as necessary to enter all of the desired search criteria.
6. Select **Search**.
7. In the Cards grid, select a card so that it is highlighted on the screen.
8. Choose **Enable Card Notifications**. The Notifications for Card \*[Card Last 4] page opens.
9. Navigate through the **Review, Approval, Envelope, and Statement** tabs to find the notification(s) you wish to enable.

**NOTE:** Depending on your organization's configuration, you may have the option to complete the next steps for both first and second approval notifications under the Approval tab.

► **TIP:** For additional information about the various available notifications, see Alerts and Notifications.

10. Select the **checkbox** of the appropriate notification to enable it.
11. Enter the Recipient email address(es) and if applicable, the Cc email addresses.
12. If applicable, use the **Email frequency** dropdown to select the frequency of the notification.
13. If you selected the **Notify me until resolved frequency** in step 12, select the appropriate **Email interval** from the dropdown.
14. If desired, choose the **Attach report to email** checkbox to include a PDF attachment in the email. The PDF will list all transactions requiring action.

**NOTE:** Statement notifications are sent according to the cycle selected by your organization.



### Enable notifications for multiple cards

1. Navigate to the **Security > Alerts and Notification** page.
2. Select **Card Notifications** from the left sidebar menu.
3. To view cards assigned to you and cards you proxy, select the **My Cards** checkbox. The Hierarchy field will disappear.
4. Alternatively, to view cards by hierarchy, select **Find** (beneath Hierarchy), select the appropriate hierarchy from the Hierarchy Explorer modal, and choose **Finish Selection**. Alternatively, you can enter the hierarchy level directly into the Hierarchy field and choose **Select**.

**NOTE:** The name of the selected hierarchy will appear below the Hierarchy field.

5. If desired, use the search criteria dropdowns and fields to select appropriate additional search values, and choose **Add**. Repeat as many times as necessary to enter all of the desired search criteria.
6. Select **Search**.
7. Select the **Apply Settings** checkbox(es) next to the desired card(s), or select the **Apply Settings** checkbox in the header of the Cards grid to select all cards.
8. In the Multiple Card Notification Settings section, navigate through the **Review, Approval, Envelope, and Statement** tabs to find the notification(s) you wish to enable.
9. Select the **checkbox** of the appropriate notification to enable it.
10. Enter the Recipient email address(es) and if applicable, the Cc email addresses.
11. If applicable, use the Email frequency dropdown to select the frequency of the notification.
12. If you selected the **Notify me until resolved frequency** in step 12, select the appropriate **Email interval** from the dropdown.
13. If desired, choose the **Attach report to email** checkbox to include a PDF attachment in the email. The PDF will list all transactions requiring action.

**NOTE:** Statement notifications are sent according to the cycle selected by your organization.

14. Click **Save**.

### Update notification settings

1. Navigate to the **Security > Notifications** page.
2. Select **Notification Settings** in the left navigation menu.
3. Use the slider to select the maximum file size for email attachments.

**NOTE:** Alternatively, you can select the Toggle link to change the slider into a text field and then enter the desired value as a number between 5 and 20.

4. Click **Save**.

### Via upload

1. Navigate to the **Help > Dynamic Help > File Uploads > Notifications Upload** page.
2. Click the download icon to download the **Notifications** file.
3. Open the file, enter required fields, and save.
4. Navigate to the **Administration > File Uploads > Notifications** page.
5. Click **Choose File** and then navigate to and select the desired file.
6. Click **Upload File**. A message will appear confirming the upload is successful.

### Edit a role

1. Navigate to the **Security > Security Policy > User Roles** page.
2. Select the role you wish to edit, and click **View** to open the **Edit System Role** page.
3. Make desired changes to the role.
4. Click **Save**.

### Edit a hierarchy

1. Navigate to the **Administration > Card Hierarchy** page.
2. Select the **Edit Existing Hierarchies** radio button.
3. Click on the **magnifying glass icon** to select the appropriate hierarchy. A hierarchy modal will appear.
4. Select the hierarchy you wish to edit.
5. Click **Finish Selection**.
6. Modify the name in the **Hierarchy Name** field.
7. Click **Save**.

**NOTE:** Contact your financial institution to delete a hierarchy.

### Edit a financial code

1. Navigate to the **Transactions > Financial Codes** page.
2. Select the financial code you wish to edit, and click **Edit Financial Code** to open the **Edit Financial Code** page.
3. Make desired changes to the financial code.
4. If desired, deselect **Enabled** to disable the financial code.
5. Click **Save**.



### User Management

#### Edit a user

##### Manually

1. Navigate to the **Security > Users** page.
2. Select the **user** you wish to edit, and click **Edit** to open the **Edit Account** page.
3. Make desired changes to the user's account.
4. Click **Save**.

##### Via upload

1. Navigate to the **Help > Docs > File Uploads > Card Update Upload** page.
2. Click the download icon to download the **User Update** file.
3. Open the file, enter required fields, and save.
4. Navigate to the **Administration > File Uploads > User Update** page.
5. Click **Choose File** and then navigate to and select the desired file.
6. Click **Upload File**. A message will appear confirming the upload is successful.

#### Deactivate a user

1. Navigate to the **Security > Users** page.
2. Select the user to deactivate, and click **Edit** to open the **Edit Account** page.
3. Select **Disabled** from the **Status** dropdown.
4. Click **Save**.

#### Reset a locked user's password

1. Navigate to the **Security > Users** page.
2. Select the **locked user**, and click **Email user system-generated temporary password**.  
A confirmation modal will appear.
3. Click **OK** to confirm. The user will receive a notification email with steps to log in and reset his/her password.

### Workflow Management

#### Enable a workflow

##### Create or modify a workflow

1. Navigate to the **Security > Workflow Hierarchy** page.
2. Select a value from the Type dropdown. The options below vary depending on your organization.
  - AP Payment File
  - AP Online
  - Transaction
  - Transaction Envelope
3. Choose either Yes or No from the Base this on an existing workflow hierarchy dropdown.

**NOTE:** If you select No, continue to Step 6.

4. If you selected Yes, you will be presented with the Base workflow hierarchy dropdown. Select the desired **workflow type**.
5. Select the **Copy method**. You have two options:
  - **Copy:** Any future changes to the new hierarchy will not be reflected in the base hierarchy.
  - **Mirror:** Any changes made to the new hierarchy will be reflected in the base hierarchy.
6. Click **Save**. The hierarchy is created.
7. If you selected No in Step 3, you still need to assign hierarchy levels to the workflow. See the Edit a Workflow section below for further instructions.

##### Edit a workflow

1. Navigate to the **Security > Workflow Hierarchy** page. The **Create** page will open.
2. Choose **Edit** from the left sidebar menu. The **Edit** page will open.
3. Select the desired **Workflow hierarchy** from the dropdown.
4. Enter a **Name** for your top level hierarchy.
5. Use the **Add** button to add a child to the level you just created.
6. Repeat Step 4 and Step 5 as many times as necessary.
7. Click **Save**.

**NOTE:** You can view the full hierarchy number of every level by selecting the hierarchy icon.

### Assign users to workflow

#### Create or modify a workflow

1. Navigate to the **Security > Workflow Hierarchy** page. The **Create** page will open.
2. Choose **Assign Users** from the left sidebar menu. The **Assign Users** page will open.
3. Select the desired **Workflow hierarchy** from the dropdown.
4. Select a level that you wish to assign the user to. The page will dynamically update to display a list of applicable users.
5. Use the radio buttons to select **the Role** within the workflow that you wish to assign to the user. The grid below will dynamically update depending on this selection.

**NOTE:** A submitter can submit data into the workflow. An approver can complete, advance, or reject data entered by a submitter.

6. Choose the **Select** checkbox next to the corresponding user(s).
7. If you selected **Submitter** in step 5, you have the option to assign a Threshold in dollar amounts.
8. If you selected **Approver** in step 5, you have the option to assign a Threshold in dollar amounts, and choose the Email frequency in which they will receive notifications when an item is ready for approval.
9. Click **Save**.

#### View workflow history

1. Navigate to the **Security > Workflow Hierarchy** page. The **Create** page will open.
2. Choose **History** in the left sidebar menu. The **History** page will open.
3. In the dropdown, select the **Workflow hierarchy** you wish to view. The options below will vary depending your organization.
  - AP Payment File
  - AP Online
  - Transaction
  - Transaction Envelope
4. Use the **Hierarchy** and **User** tabs to navigate to the respective change grids.

**NOTE:** To download a copy of the grid, select the desired download format and select **Export**. Only the first 10,000 rows are available for export.