

RESOLVING FLAGGED TRANSACTIONS

A Manager or Accounting may “Flag” transactions to ask the Cardholder for additional information. For example, clarification on the charge may be needed, a receipt wasn’t submitted, or there is some other question related to the transaction. You must resolve the flagged transaction in order for it to be processed.

1

Click either:

- Home Page: Action Required “Resolve” for Cardholder.
- Left Navigation Bar: Flagged Transactions

2

Click on transaction.

Read Comments.

Click Remove Flag.

3

Resolve Flagged Payable

Remove flag on the selected payable CRD00001135?
Comments:

The construction outside dirtied our windows and we needed to have the windows washed.

Enter in message and Click OK.

An email will be sent back to the person who flagged the transaction.

OK Cancel

After removing the flag, the Flagged Transaction will be removed from your Home Page.

END