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1. LOGIN

SNAP is accessed via the following URL:
https://snap.conferma.com/

NB. The URL must begin https:// as SNAP is hosted on a secure server.

Enter your User Name and Password and select Login.

Enter two characters from your Memorable Word.

Your Memorable Word was established in conjunction with your administrator when your SNAP and/or WebPay™ account was first setup.

Select Login.

You will then be directed to the Home screen.
Please note that if your Administrator has given you access to SNAP on the same login as your WebPay™ account, the same password will be valid for both applications. Similarly, any Password or Memorable Word changes will be valid for both applications.

1.1 FIRST TIME LOGIN
Once you have received notification from your administrator that your SNAP account has been set up, go to https://snap.conferma.com

The URL must begin https:// as SNAP is hosted on a secure server.

Before logging in for the first time, you should have been provided with your User Name, Memorable Word and Security Question and Security Answer.

Select Forgotten Password? enter your User Name provided by your administrator and select Next.

Enter the answer to the Security Question and select Next.
Once the Security Question has been answered correctly, you will receive an email containing a link that will enable you to reset your password.

This link is only valid for two hours and can only be accessed once. Once the link has expired, in order to reset your password the forgotten password process should be started again from the beginning.

Complete the Security Details, including your Security Answer and the two characters requested from your Memorable Word.

Select Next.

Enter your New Password and Confirm it in the field below.

Select Reset.
1.1.1 PASSWORD COMPLEXITY

Please note that all passwords must conform to the minimum password complexity requirements for SNAP:

- Must be at least eight characters in length
- Must contain at least one upper case letter
- Must contain at least one lower case letter
- Must contain at least one number
- Must contain at least one special (non-alphanumeric) character (i.e.: "£ $ % etc.)
- Must not be the same as any of your last 12 passwords
- Must not contain the answer to your security question

1.2 FORGOTTEN PASSWORD

If you forget your password and are unable to log in to SNAP, you can reset your password by following the Forgotten Password? link. You will be prompted to enter the answer to your security question. If you answer the security question correctly you will receive an email to the email that is registered to your user account.

Open the email and click on the link to reset your password. You will then be prompted to enter the characters from your memorable word. Providing that these characters are entered correctly, you are then able to create a new password for your account.

Note: The link in the email can only be accessed once and should be accessed within a 2 hour period and should only be accessed once with a single click.

1.3 FORGOTTEN MEMORABLE WORD

If you forget your memorable word you will need to contact your administrator to have your memorable word reset. Your memorable word needs to be a minimum of 8 characters in length.

1.4 CHANGING SECURITY DETAILS

To change your password after you have logged into SNAP, select the account drop down from the top left corner of the SNAP Home page. This will be displayed as Logged In: User’s Name, as displayed opposite and select Change Password.
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Enter your **Existing Password** before choosing and confirming a **New Password**.

SNAP also allows you to **Reset Memorable Word**.

Select **Update** for any changes made to take effect.

1.5 CHANGING PASSWORD EVERY 30 DAYS

SNAP’s security requirements dictate that all users must change their password every 30 days. After 30 days have elapsed, users will automatically be asked to change their password after logging into SNAP. Simply follow the process outlined previously in this document when you are prompted to change your password.

Please remember that all new passwords must conform to SNAP’s minimum password complexity requirements outlined in Section 1.1.1 of this document.

1.6 LOCKED ACCOUNTS

Please note that if you cannot log in to your SNAP account, it may be because you are locked out of the portal.

Users are automatically locked out after three consecutive unsuccessful login attempts or during the forgotten password process when the incorrect response is entered for the security question. The SNAP interface will not inform you that you are locked out, however you will receive an email advising you if you are locked out.

You are able to unlock your account by following the **Forgotten Password?** process in Section 1.1.

1.7 SINGLE SIGN ON

If you are successfully logged into SNAP and your user account has access to WebPay, you will have the ability to open up WebPay in a new tab and be automatically authenticated and logged into the website.

Just click the **WebPay** from the drop down list.
2. SNAP NAVIGATION

Within SNAP you can use different search filters and views.

2.1 LANGUAGE SELECTION

The default language is English, however, SNAP is also available to view in French, Spanish and Portuguese. To select your preferred language in SNAP on the log in page select Language from the top right of the screen and click on the preferred language selection.

2.2 MENUS AND CONTROLS

You can use the menu panel on the left of the screen to easily navigate around the tool. Each view has a different icon to assist you.
Here is a list of the search menu options available to you:

- Reporting
- Transactions
- Deployments
- Invoices
- Invoice / Documents Upload
- Documents
- Invoice Reminders

Each option on the menu enables you to filter search results to control what is visible in the main SNAP display work area.
SNAP USER GUIDE

Once you have conducted a search you can hide the search panel by clicking on the minimising icon here.

Selecting this option will hide the search panel giving you a larger workspace area within SNAP.

Click the icon again if you wish to expand the search panel.

You can navigate through the search results by using the arrows at the bottom of the screen.
3. OVERVIEW & ANALYTICS

3.1 OVERVIEW

Upon logging in, SNAP directs you to the **Overview** page. This page can be accessed at any time by selecting the **Home** tab in the top left corner of the screen.

**Overview** provides a summary of your active card pools.

<table>
<thead>
<tr>
<th>Card Pool</th>
<th>Name of the card account.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use Type</td>
<td>Spend type of card pool.</td>
</tr>
<tr>
<td>Last Statement Date</td>
<td>The date that the last statement was imported into SNAP by your banking partner.</td>
</tr>
<tr>
<td>Transactions</td>
<td>Number of matched transactions within the current period show in green and the number of transactions that still need to be matched to deployments show in red.</td>
</tr>
<tr>
<td>Total Transaction Cost</td>
<td>Total value of all transactions in the current period. (This is a preview of the current spend that will show on your next statement).</td>
</tr>
</tbody>
</table>
3.2 ANALYTICS

Selecting the icon provides analytics of all transactions processed per card pool. This data serves as a comprehensive overview of a company’s expenditure, which can be used as powerful management information to enforce adherence to spend policies and drive corporate governance.

You will first need to select a Card Pool from your list of available card accounts.

OVERVIEW

Once selected you will see an overview of expenditure as well as some more detailed statistics as shown below.
SNAP USER GUIDE

Clicking on Advanced enables you to filter this display. You can choose to filter on the below options:

CDF Name: The name of a specific Custom Data Field for example Department or Cost Centre.

CDF Value: This is the specific entry for a custom data field, for example, if a client has a custom field called 'department' where values captured include HR, Accounts, Marketing, entering a specific department here will only display results for deployments containing this particular value within the custom data field.

PNR Locator: Here you can track spend and usage for a single PNR.

Traveller Email: You can use this field to track the expenditure and usage of a particular traveller. This field relies upon the travellers email address being present within the deployment.

Convert to Currency: Here you can view the analytical data, converted into a chosen currency.

Advanced Options

CDF Name: 

CDF Value: 
Use a Customer Data Field name & value such as 'Cost Center' and 'London' to see usage associated to a CDF

PNR Locator: 
Enter a PNR Locator to see spend and usage for a single PNR

Traveller Email: 
Use a single email address track a particular traveller

Convert To Currency: GBP
Amounts calculated across multiple card pools will be converted to this currency
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The page consists of the below sets of data:

VCN Usage

The graph displays an overview of deployments and transaction on the card account, for two weeks prior and two weeks ahead of “today”. The graph will remain static to these dates whilst the rest of the data on the overview page changes if you configure the dates at the top of the page.

Deployments by Platform

To the right of the graph, a list of any booking platforms that have been used for the card pools selected in the specified date range will display. An auto calculation of the total number and percentage of deployments created via each of the platforms used to update a deployment is shown.

The values displayed below the graph give you a high-level view of
- Number of deployments within the specified date range
- Total deployment value for the specified date range
- Number of transactions within the specified date range
- Total transaction value for the specified date range
- Documents received within the specified dates
- Invoices received within the specified dates

These tabs are interactive, so you can click on them to see the details.
You are given a visual display of the specific breakdown by Carrier for Air deployments along with the **Top Routes** to give you an intelligent view of current trends.

### SPEND BY CARRIER

<table>
<thead>
<tr>
<th>Carrier</th>
<th>Deployments</th>
<th>GBP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aer Lingus</td>
<td>11</td>
<td>2,247.84</td>
</tr>
<tr>
<td>Blue Air</td>
<td>1</td>
<td>241.95</td>
</tr>
<tr>
<td>Blue Islands</td>
<td>2</td>
<td>210.97</td>
</tr>
<tr>
<td>CityJet</td>
<td>1</td>
<td>55.12</td>
</tr>
<tr>
<td>Danish Air</td>
<td>1</td>
<td>251.62</td>
</tr>
</tbody>
</table>

### TOP ROUTES

<table>
<thead>
<tr>
<th>Route Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>London Gatwick Airport (LGW) - Aberdeen International Airport (ABZ)</td>
<td>30</td>
</tr>
<tr>
<td>Aberdeen International Airport (ABZ) - Manchester Airport (MAN)</td>
<td>23</td>
</tr>
<tr>
<td>Manchester Airport (MAN) - Aberdeen International Airport (ABZ)</td>
<td>18</td>
</tr>
<tr>
<td>Norwich International Airport (NWI) - Aberdeen International Airport (ABZ)</td>
<td>13</td>
</tr>
<tr>
<td>Durham Tees Valley Airport (mme) - Aberdeen International Airport (abz)</td>
<td>12</td>
</tr>
</tbody>
</table>
TripPay

This useful tool, shows you the number of travellers that have upcoming trips within the specified date range and gives you visibility of whether the users have accessed or viewed the trip within the TripPay app. You can also see here whether or not travellers are registered to use TripPay.

Activity Feed

This feature gives you visibility of new and updated deployment data for individuals. Again this is an interactive feature, enabling you to click on each value which will take you to the relevant deployment detail.
SNAP can be used to generate a range of reports as outlined below.

4.1 TRANSACTION REPORTS

Contain transactional data provided by your card provider (bank) alongside the deployment data that was captured on creation of the virtual card. When the transactions are received by Conferma we auto match the transactions to the deployments giving you a detailed breakdown of the transactional spend along with any custom data fields.

4.2 DEPLOYMENT REPORTS

Contain the detailed information captured on creation of the virtual card including any custom data fields.

4.3 TRIPPAY REPORTS

There are three types of Trip Pay reports to select from:

- **All User Report** – Details all TripPay users that have downloaded, registered and have deployments linked to the user for specific card pools.
- **Trips Commencing Today** – Details all TripPay users with linked deployments that have a check in date of today.
- **Trips Ending Today** - Details all TripPay users with linked deployments that have a check out date of today.

4.4 RUNNING REPORTS

To run a report, select the Reporting icon from the sidebar.

Choose the Card Pool, Report Type, a Statement Reference and the type of report you wish to generate.

The statement dates in SNAP match the statements issued by the card provider.

The current period covers: Transactions imported into the SNAP since the last statement was received from your banking provider.

The Statement Transaction report includes all Transactions included in the statement alongside the matched deployment details.
The Statement Invoice report includes all transactions where the invoice breakdown has been manually added, including deployment data.

SNAP will then display the selected report in tabular format containing comprehensive data to provide a detailed overview of your company’s expenditure.

To download the data to an Excel spreadsheet, select the Download Report link in the bottom left corner of the screen.

4.5 CUSTOMISE REPORTS

Report Customisation can be accessed by the link at the bottom of the Reporting sidebar.

There are 2 default reports highlighted in blue which can be customised by the user, these are Standard Transaction Report and Standard Deployment Report.

Select Create Custom Report. Name the report. Move the columns to be included across from the list provided, (you can click fast-forward to move everything across and remove the ones you don’t want to appear, or move the columns individually).

To reorder the columns, use the arrows to move them up or down.

When you’re happy, click Customise
You will see a display of the columns that you have created in 'edit' mode where you are able to make amendments.

You will also be presented with a preview of the customised report.

To add a new column to your report simply select **Options**, in the top right, and **Add Column**.

To add an additional default column to your existing report, select **Default** as the type and then choose from the predefined list of existing **Column Names**. Then **Save**.
4.6 ADD CUSTOM DATA COLUMNS TO CUSTOM REPORT

To add Custom Data Values to your customised report select Custom Data Value as the Type, give the column a name and add the Custom Data Key. The Custom Data Key refers to the name of the custom data field that you wish to add to the report. It is very important that this Custom Data Key matches your custom data field name exactly. For example, if you have a custom data field label as ‘COST CENTRE’ then Custom Data Key should also be named ‘COST CENTRE’ in the exact same format. There should be no spaces before or after. This Key is used as the identifier to extract the data from your deployments and for this to work it needs to be input in the correct format. Click Save.

The column type Static Value allows you to add a column with a fixed value for all lines in the report. For example if you always required a Company ID that will be the same for all transactions / deployments you simply need to add the Column Name and the Company ID that is required into the Value field.

4.7 SMART DESCRIPTION

The Smart Description column is a composite field showing key transaction data in one column. It is similar to a transaction narrative, but contains more detail. The use of this field would allow you to create a report containing only this field and your custom data fields. Which would be a good summary report for you to provide to a client. Example : 08/02/2018-160.00-GBP-Test Hotel - 65126781

The field contains:
- Start Date
- Deployment Amount
- Name of Supplier
- Supplier Reference
4.8 DELETE CUSTOM REPORT

A user can delete their own custom report at any time by selecting the **Options** list in the custom report and selecting **Delete Report**.

Users need to be aware that once the custom report is deleted all configurations settings will be removed and will not be retrievable.

Reports can only be amended or deleted by the user that created the report.

4.9 SHARE CUSTOM REPORT

Snap administrators have the ability to share their custom reports with users that belong to the same card pool group. To do this select **Share Report** from the **Options** list within the custom report.

The report can be unshared at any time by selecting **Unshare Report** from within the custom report.

Once the report has been shared by an admin it will be available to all other users and will appear in the **Report** list to select.
5. TRANSACTIONS

TRANSACTIONS OVERVIEW

A record of an actual charge to the virtual card that has been received by the bank. The transaction value represents a charge on your virtual card account processed by a supplier.

5.1 SEARCHING FOR A TRANSACTION

From the transactions tab, you can search for individual transactions, groups of transactions, or transactions over a specific date range.

Select a Spend Type, or leave blank to view all spend types. If a Card Pool is selected you can also select a Statement Reference from the dropdown list.

If known, users can search for a transaction using the unique Transaction Id or Deployment Id.

- **Transaction ID** is the unique number assigned by Conferma to the transaction when it is loaded into our system.
- **Deployment ID** is assigned when the Virtual Card Number is generated.

The Narrative enables users to search for a transaction using the merchant name. The Narrative refers to the text that is provided by the merchant when the transaction is processed – this is the same narrative that appears on the statement you receive from the bank.

If none of the information is populated a Date Range confines a search to transactions processed within that period. Dates can be selected from the pop-out calendar or entered manually into the field. Date range is restricted to a 3 month period.
Adding the Last 4 Digits of the Virtual Card Number or the Authorisation Code used by the hotel will retrieve all transactions charged to that VCN.

Searches can also be narrowed down using the additional filters to transactions that have already been matched to a deployment, an Invoice/Folio has been manually added into SNAP or Reconciled where a transaction has been matched to a deployment and an invoice added or marked as “not required”.

The default search option is Both for all three criteria, as displayed opposite.

This search criteria will be retained for future searches until amended.

Search Results contain:

- **Id** - the unique identifier that Conferma assigns to each transaction when uploaded into the system.
- **Date** - the date on which the Virtual Card Number was charged by the merchant.
- **Narrative** - this is usually the name of the merchant and refers to the text that is provided by the merchant when the transaction is processed.
- **Card** – the last four digits of the Virtual Card Number used to settle the transaction.
- **Full Amount** – The amount that has been charged to the card and currency.
- **Matched** – The ✓ icon indicates that the transaction has been successfully matched to a deployment.
- **Unreconciled Amount** - The ✓ icon and the unreconciled amount showing in green indicates that the Transaction has been fully reconciled (i.e. matched to a
**SNAP USER GUIDE**

Deployment and an invoice/folio added or manually marked as invoice not required). Any **Unreconciled Amounts** indicate the difference between the **Transaction Amount** and the total value of the Invoice created.

To view the search results in an Excel spreadsheet, select the **Download** link in the bottom left corner of the results table.

Select the transaction to view further details.

**TRANSACTIONS - 19482901**

<table>
<thead>
<tr>
<th>Transaction Details</th>
<th>(Vendor ID</th>
<th>Description)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Narrative:</strong></td>
<td>PREMIER INN 44034105 RICHMOND</td>
<td>28MAR15 Confera Staff Travel 27/02/2010 AutoRef</td>
</tr>
<tr>
<td><strong>Last 4 Digits:</strong></td>
<td>3360</td>
<td>05.55 GBP</td>
</tr>
<tr>
<td><strong>Transaction Amount:</strong></td>
<td>05.55 GBP</td>
<td>Statement Amount: 0.99 GBP</td>
</tr>
<tr>
<td><strong>Unreconciled Amount:</strong></td>
<td>0.99 GBP</td>
<td>Statement Amount: 0.99 GBP</td>
</tr>
<tr>
<td><strong>Authorization Code:</strong></td>
<td>05566</td>
<td>05566</td>
</tr>
</tbody>
</table>

When viewing a transaction in SNAP you are provided with a little more information below.

- **Transaction Amount** is in local currency, the **Statement Amount** in the currency the account was set up in.
- **Statement Ref** specifies which statement the transaction can be found in. If it is ‘not set’ the transaction is in the current period and has not yet been allocated to a statement.
- **Matching State** will show one of the following status
  - **Automatic** – This will be the majority of your transactions and means that the transaction has auto matched to the deployment without any manual intervention.
  - **Manual** – This means that the transaction has been manually linked to a deployment by a SNAP user. Clicking here will provide detail of the user and the date and time that the match took place.

**TRANSACTIONS - 19482901**

In this example you can see that the transaction has been matched to a deployment, the details of this are shown in the bottom pane.

- The deployment ID
- Type of spend – which is a hotel in this case
- The Date the booking was made
SNAP USER GUIDE

- The Name of the hotel as it is displayed in the booking platform
- The Detail show the dates of travel
- The last 4 digits of the credit card number
- Under this icon , the amount of transactions matched to the deployment
- The total amount deployed at time of booking.

The top pane is the viewing pane. To see more detail of the deployment select View Deployment, the details will then show in the viewing pane.

Refer to the Deployments section for more information Section 6

5.2 MATCHING TRANSACTIONS MANUALLY

99% of transactions settled using Conferma Virtual Card Number (VCN) technology are automatically matched to the associated deployments. However in the unlikely event that a transaction has not be automatically matched to a deployment, SNAP allows the user to manually match the two sets of data.

It is recommended that the list of unmatched deployments is cleared at daily or at least weekly before any reports are run. This ensures that the information contained in reports is as complete as possible.

To locate any transactions that are not matched to deployments, adjust the search settings to No for Deployments Matched? select Search.

To narrow the search results down to a specific Card Pool, Statement Reference or Date Period, set the search criteria accordingly, as displayed in Section 5.1.

<table>
<thead>
<tr>
<th>Search Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID</td>
</tr>
<tr>
<td>2046630</td>
</tr>
</tbody>
</table>

As shown above, the transaction in the search result has not been automatically matched to a deployment.
Firstly, select the transaction from the list to view the details.
To search for a deployment to match to the transaction, select **Find Deployments**.

You will be presented with a pop up **Deployment Search** box.

The most efficient way to find the corresponding deployment is by clicking **Find Deployments With Same Card**. This link will provide you with a list of all deployments made using the same VCN.

**Find Possible Deployments** provides a list of possible deployments where the system locates potential matches using the date.

You are also able to search using
- **Deployment ID**
- **Date Range** – when the card was issued
- **Reference** – booking platform unique reference
- **Supplier Name**

For hotel deployments, selecting **Advanced Options** will offer you additional filters.

Here you can search on
- **Hotel Name**
- **Address**
- **Check Out Date Range**
- **Traveller Name**

The text that you enter into these fields should match the text in the deployment details exactly. Enter part of the hotel name and/or address will give you more options.
Click **Search** and a list of applicable deployments will be displayed.

**TRANSACTIONS - 19368662**

<table>
<thead>
<tr>
<th>Transaction Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Narrative:</strong></td>
<td>HILTON HOTELS LONDON W11</td>
</tr>
<tr>
<td><strong>Statement Ref:</strong></td>
<td>25/FEB/18</td>
</tr>
<tr>
<td><strong>Customer:</strong></td>
<td>Conferma Staff Travel</td>
</tr>
<tr>
<td><strong>Transaction Date:</strong></td>
<td>22/02/2018</td>
</tr>
<tr>
<td><strong>Matching State:</strong></td>
<td>Automatic</td>
</tr>
<tr>
<td><strong>Last 4 Digits:</strong></td>
<td>**** **** 7308</td>
</tr>
<tr>
<td><strong>Transaction Amount:</strong></td>
<td>236.30 GBP</td>
</tr>
<tr>
<td><strong>Unreconciled Amount:</strong></td>
<td>236.30 GBP</td>
</tr>
<tr>
<td><strong>Statement Amount:</strong></td>
<td>236.30</td>
</tr>
<tr>
<td><strong>Authorisation Code:</strong></td>
<td>650346</td>
</tr>
</tbody>
</table>

After checking that the details are correct, simply click the **Link To:** option and the transaction and deployment will be matched.
6. DEPLOYMENTS

DEPLOYMENTS OVERVIEW
A deployment contains all of the details that were submitted at the time the virtual card was created, including any custom data field information. Deployments are available to view in SNAP immediately after card creation.

6.1 SEARCHING FOR DEPLOYMENTS

From the deployments tab, you can search for individual deployments, groups of deployments, or deployments over a specific date range.

You are able to narrow this down to the Spend Type and Card Pool or leave blank to view all. You can also search using Deployment ID (which is the number we give when we allocate a card), the Supplier Name as it shows in the booking tool, Reference - the booking reference at the hotel, PNR Locator and the Last 4 Digits of the card.

If you don’t use any of these fields you need to add a date range, which we default to 1 month back from today. Use the calendar to change the search dates, these are the booked between dates and are limited to 3 month search periods.

Searches can also be narrowed down, using the filters, to deployments that have already been matched to a transaction, an invoice/folio has been manually added into SNAP, Reconciled where a deployment has been matched to a transaction and an invoice added or marked as “not required” and if a document has been matched.

Upon selecting the Spend Type - Hotel, Air or Rail there will display further search criteria under Advanced Options. Here you can search for a deployment using:
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For **Hotel** - part of the **Hotel Name**, part of the **Address** and by the **Check-Out Date Range** rather than the booked date range at the top of the screen. You can also use the **Traveller** name to search for bookings.

For **Air** – **Departure Airport Code**, **Departure Date** and/or **Traveller** name

For **Rail** – **Departure Station**, **Departure Date** and/or **Traveller** name

Select **Search** and the system will return a list of all deployments within the selected criteria.

The results of a deployment search will display the below

- Deployment ID
- Card Pool Spend Type icon
- Date the deployment was created
- Name of supplier
- Supplier reference
- PNR locator
- Detail the date of travel
- Total deployed Amount

The number under the ✂️ Icon indicates how many transactions have been matched to the deployment
You will also see the last 4 digits of the **Card number**.
Select the deployment to view further details.

The detail shown is all the same information as are included in the reports but at an individual level.
In this example you can see that the deployment has been matched to the transaction, the details of which are shown in the bottom pane.

To view the associated transaction click View Transaction

Any Invoices that have been manually added, Documents linked to the deployment or Notes added are easily identified in the tabs.

To see further deployment details click on the + to open up the travel information and any Custom Data Fields that have been populated during the deployment process.
7. INVOICES

INVOICE OVERVIEW
If you would like to store the breakdown of your invoices in SNAP, this section details how you would achieve this. The benefit of adding the invoice breakdown is SNAP provides detailed invoice reports. They can complement the standard transaction report, that includes the individual spend items and any associated taxes.
If this level of data isn’t important to you the following process is not necessary.

7.1 ADD AN INVOICE
When you receive a copy of the invoice/folio from the supplier, use the information it contains to find the deployment or transaction using the steps detailed in the previous sections. This could be the traveller name, the hotel name, dates of stay, or the last 4 digits of the card charged. Once you’ve found this, check that the traveller name, dates and transaction amount match the invoice.

However you have searched for transaction or deployment will dictate what is shown in the viewing pane. It is always easier to add the invoice breakdown with the transaction being in the top pane.

Select Options, in the top right, Create New Invoice.

SNAP will present a basic template, it takes what it can from the deployment details – the Check In and Check Out dates and adds the Invoice Date (being today’s date). Add in an Invoice Reference (mandatory) which can be the reference on the hotels invoice or your own internal reference. Add the breakdown into the appropriate Category and when you’ve added each line item to the total value into the template, Save Invoice.
You will be informed that **The new invoice has been added successfully!**

**INVOICES - 4868424**

The new invoice has been added successfully!

Now when you view the transaction, you will see it has been marked as reconciled – The **Unreconciled Amount** is showing as zero and in green.

### 7.2 INVOICE NOT REQUIRED

If you do not require the line item data to be added into SNAP but do wish to use the **Invoice Reminders** function, explained in Section 8, you are able to mark a transaction as **Invoice Not Required**, which will remove it from the reminders list.

Once you have received a copy of the invoice/folio you can find the deployment or transaction as previously outlined, and mark it as **Invoice Not Required**.

The transaction amount will then show in green as reconciled (but the amount is not set to zero).
7.3 SEARCHING FOR AN INVOICE

To search for an Invoice you can use any of the following options:

- Spend Type
- Card Pool name
- Deployment ID
- Invoice Reference
- Date Type (Invoiced Date or Created Date)
- Date Range
- and/or Gross Total

You can also filter your search by whether or not a Transaction is matched to the Invoice.

Choosing Advanced Options allows you to search by Invoice ID. The Invoice ID is the unique identifier allocated to each invoice during invoice creation in SNAP.

An invoice can also be retrieved from the deployment or transaction it is linked to.

Click into the Invoice tab and select View Invoice.
7.4 BLOCKING INVOICES

To prevent the adding of duplicate invoices users can block the adding of the invoice breakdown for specified transactions and deployments.

In the top right hand corner of a transaction or deployment profile, select the Options dropdown.

To switch off the ability to add an invoice for the transaction in question, simply select Block Invoices from the dropdown.

To reverse this action simply select Unblock Invoices.

EDIT AN INVOICE

To edit an invoice, first retrieve the invoice as described above. Select Options, from the top right, and choose Edit Invoice or Add Invoice Line if you just need to add an additional line item.

Update any of the fields within the Invoice. Once changes are made you will need to select Save Invoice from the bottom right of the screen.
7.5 DELETE AN INVOICE

To delete an Invoice, first retrieve the invoice as described above. Select Options from the top right and choose Delete Invoice and Confirm.

8. INVOICE REMINDERS

OVERVIEW

Invoice Reminders is an optional feature that enables you to send reminders to hotels when they have not yet provided an invoice/folio and are not marked as reconciled within the SNAP tool.

Use of the Invoice Reminders Functionality is dependent upon transactions being reconciled in SNAP. See 6.Invoices for more information.

8.1 THE INVOICE REMINDERS DISPLAY

When you conduct an Invoice Reminders search, you can refine your results by the following criteria:

- Card Pool
- Statement Reference
- Supplier Name
- Date Range
- Minimum no. of reminders sent
- Maximum no. of reminders sent
Hit **Search** and this will bring you a list of transactions that are matched to deployments, but where the invoice breakdown has not been manually added, or the transaction has not been marked as invoice not required. Because of this, the system presumes that you need to chase for copies of the invoice/folio.

Click on any of the transactions listen to view further details. These include the date the reminder was last sent and how many reminders have been sent.

### INVOICE REMINDERS

<table>
<thead>
<tr>
<th>Deployment Id</th>
<th>Hotel Name</th>
<th>Card Pool</th>
<th>Supplier Reference</th>
<th>Traveller</th>
<th>Check Out</th>
<th>Transaction</th>
<th>Communication Method</th>
<th>Send</th>
</tr>
</thead>
<tbody>
<tr>
<td>20964324</td>
<td>Strathcona Hotel</td>
<td>Confirmra Travel</td>
<td>2701992710</td>
<td>Mr Nick Reid</td>
<td>19/04/2010</td>
<td>1</td>
<td>0814163634670</td>
<td></td>
</tr>
<tr>
<td>20583600</td>
<td>DoubleTree London Docklands</td>
<td>Confirmra Travel</td>
<td>3415332968</td>
<td>Mr Greg Thompson</td>
<td>08/03/2018</td>
<td>2</td>
<td>0207 929397</td>
<td></td>
</tr>
<tr>
<td>21061905</td>
<td>Village Manchester Cades</td>
<td>Confirmra Travel</td>
<td>VCH19579091577</td>
<td>Mr Kai-Yung Chang</td>
<td>08/03/2018</td>
<td>1</td>
<td>wroclaw@camca</td>
<td></td>
</tr>
<tr>
<td>21206074</td>
<td>Hilton London Kensington</td>
<td>Confirmra Travel</td>
<td>341116797</td>
<td>Mr Paul Raymond</td>
<td>22/03/2018</td>
<td>1</td>
<td>wroclaw@camca</td>
<td></td>
</tr>
</tbody>
</table>

The communication method where the original confirmation was sent is auto-populated. Tick any record that you wish to request the invoice for.

By clicking **Send** at the bottom of the screen, each hotel will receive an Urgent Invoice request via fax or email. You can change the communication method and manually add in an alternative email address.
8.2 AUTOMATIC INVOICE REMINDERS

It is possible to configure your account to send Automatic Invoice Reminders. This enables you to send Invoice reminder notifications to suppliers automatically once a transaction has been received but not reconciled. This is an optional setting that needs to be activated by Conferma. You are able to specify a set number of days for the system to wait for a transaction to be reconciled before auto sending a reminder to the supplier.

For more information about this please visit the Conferma Helpdesk.

9. DOCUMENTS

OVERVIEW

The Documents section is primarily used to capture e-invoices submitted by suppliers. Conferma uses specially designed technology whereby a document can be sent by suppliers to a unique email address enabling the system to automatically attach the document to the corresponding deployment within the SNAP tool. Once enabled, the documents functionality works alongside the communication to the hotels to add a specific email address for the supplier to send a copy of the invoice. There are two options for this:

- The communication will include specific email address generated by Conferma (for example testcompany@cspinvoice.com) which is the same for all deployments for that card pool. The benefit of this option is that Conferma can also include a forwarding address where you will also receive a copy of any documents or emails that are sent to this address.
- Conferma can generate a unique email address for each individual deployment. The benefit of this option is that the automatic percentage match rate is much higher as we know exactly which email relates to which deployment due to the designated mail address that it is sent to.

The Documents functionality can be configured in the Conferma Setup Portal. Please contact your Setup Portal administrator to have this functionality enabled for your company in the first instance.
9.1 UPLOADING A DOCUMENT

To upload a document in SNAP, select Upload Invoice from the toolbar on the left. Choose the format of your document from the format dropdown selection. Here you can select either Comma Delimited or Image or PDF. Select Choose File to select the relevant document from your PC’s files. Once selected click on Upload to upload your document into SNAP.

Once loaded, you will be able to search for this in the document search section as explained in Section 9.5 Searching for Documents.

9.2 AUTO MATCHING A DOCUMENT TO A DEPLOYMENT

Conferma uses two different methods to auto match documents to deployments depending on the configuration of your virtual card account. To check which method of auto matching your account is configured with please visit the Conferma Setup Portal.

- **Optical Character Recognition software**  Documents submitted to SNAP can be subjected to Optical Character Recognition (OCR) software to automatically match the document to the relevant deployment based on the data contained in the document such as Invoice References, Check-In and Check-Out Dates etc.
- **Unique Email**  Because a unique email address is generated for each deployment. The system auto matches any documents received at each unique email to the corresponding deployments.
9.3 SEARCHING FOR DOCUMENTS

All of the documents that are received or uploaded into SNAP can be located using the document search function.

To search for a document, follow the steps below:

Within the Documents section use the search parameters to filter your search to specific detail including:
- Spend Type
- Card Pool
- Deployment ID
- Date Range
- File Name

Use the additional filter options to narrow your search results to whether deployments or invoices are matched, or both.

Select Search to display the results.

9.4 MANUALLY MATCHING A DOCUMENT TO A DEPLOYMENT

Where Conferma Software has not automatically matched a document to a deployment, SNAP allows users to match them manually.

It’s possible this situation would occur if a document was sent in an unexpected format or is missing information that our OCR technology would usually pick up. You can easily match a document to a deployment by following the steps below.

- Search for the document as instructed in Section 9.3.
- Click on a document and view the information within it
- Select Options in the top corner and Link to a Deployment

The deployment search bar will open in the left tab. Use the information from the document, to find your deployment. Do this in the same way as the Deployment Search, explained in Section 6.1.
When you have found the matching deployment, click on it, then select **Link to Deployment**.

**9.6 REJECTING A DOCUMENT**

If any detail in the document submitted by the supplier is incorrect (for instance if the invoice line items exceed the payment restrictions), users have the option to reject the document. Locate the document in question. The **Payment Restrictions** for that deployment are displayed, allowing users to verify that they match the line items in the document. Selecting the **Linked Deployment** also provides a preview of the deployment.

Select the **Reject Document** link from the **Options** dropdown in the top right of the screen.
SNAP USER GUIDE

Only documents that have been matched to deployments can be rejected. If the document has not already been matched to a deployment, the document can only be deleted rather than rejected. This ensures that users can always provide context to the supplier on why the document has been rejected.

Select a Rejection Reason from the dropdown list that will be communicated to the supplier. Rejection Reasons can be configured for your agency by Conferma. Any text entered in the description field is also displayed on the communication to the supplier.

Alternatively manually add in the Rejection Reason.

Select whether to send the communication via fax or via email.
The Fax Number and/or the Email Address will automatically be populated with the details of the supplier when they submitted the original Document.

Select Confirm to send the invoice rejection notification to the supplier. The communication contains instructions to the supplier on how to resubmit a satisfactory invoice document.

9.6 CREATING AN INVOICE FROM A DOCUMENT
Adding invoices in SNAP enables you to run reports showing the invoice breakdown, this can be useful for tax purposes. The creation of invoices also ensures that transactions are marked 'reconciled' and therefore removes them from your Invoice Reminder chase lists.

To create an invoice directly from the document screen follow the steps below:

When viewing the document in SNAP select Options and then Create New Invoice.

You will now be presented with a template for creating your invoice. You will see that some of the information has been prepopulated into the template from the document. Complete the mandatory fields plus any other detail required for your invoice.

To add the invoice breakdown, simply select + Add Line Items to expand the template.

You can now add the line item/s by selecting from the drop down and adding a description and quantity if required.
SNAP USER GUIDE

Entering a value into the gross field will calculate the Net and Tax breakdown for you. Once you are happy with this detail select Add Line.

If you make a mistake you can remove the line item by clicking on the symbol.

Once all the line items are added – select Create to create the Invoice.

The invoice will auto link to any associated Transactions/Deployments.

10. NOTES

OVERVIEW
The Notes functionality in SNAP is a useful feature should you need to retain specific details about the deployment, transaction or invoice. The Notes feature is also useful as a communication tool to or add information. This allows users to communicate notes about a Deployment, Transaction or Invoice to other users within the same organisation. An example scenario, where notes could be useful, would be to add details about missing invoices.
10.1 ADDING NOTES

When viewing a Deployment, Transaction or Invoice you add a Notes by selecting the tab. Free type the notes into the text box and Add Note.
Here you can see that the Notes have been added to the deployment. The details of the author and a time and date stamp is recorded:

Should you wish to add another Note simply follow the same steps again. There are no limits to the number of notes that can be added. Notes can also be added against a transaction or invoice in exactly the same way.

Notes added to a specific item (deployment/transaction or invoice) will be visible for any associated items. For example, when viewing a deployment all notes are visible in the notes tab whether they were added to the deployment transaction or invoice.
11. CONFERMA SUPPORT

HELPDESK

WELCOME TO THE HELP DESK THAT DOESN’T SLEEP! YOUR ONLINE DESTINATION FOR 24/7 SUPPORT, WHEREVER YOU ARE.

If you have any queries or encounter any issues when using SNAP, please use the following URL to access our 24 Hour Online Helpdesk

http://help.conferma.com
12. GLOSSARY

CARD POOL NAME
The name of the virtual card account

CSP
Conferma Settlement Plan – The name given to the process of card deployments. CSP deploys virtual card accounts that settle procurement orders in a simple, secure and controlled process

USE TYPE
Use type refers to the expenditure type available on the deployment. This is determined by the type of card account. Available Use Types include: Hotel, Generic, Air, Rail and MultiType

CONFERMA CONNECT
This is Conferma’s solution to be able to communicate the virtual card bill back payment instruction to Hotels via a secure email process. More information can be found at https://www.confermaconnect.com/

CURRENT PERIOD
The Current Period refers to the period of time since the last statement cut date but before the next statement period. This shows a preview of transactions that will be contained within the next statement period. The current period is updated daily as Conferma receive transactional data from the card provider on a daily basis.

CUSTOM DATA
A data field captured during deployment creation. This can be customised to the client needs and is usually used to capture unique customer data such as cost centres, departments or account numbers.

DEPLOYMENT
A Deployment ID is generated for each virtual card that is created. All deployments are visible in SNAP regardless of whether the virtual card is charged.

DEPLOYMENT STATUS

DOCUMENT
A document is a file or image of the invoice/folio that has been provided by a supplier. Documents should be considered to be separate to Invoices. Attaching a document to a transaction will not reconcile the transaction
SNAP USER GUIDE

INVOICE
The Invoice in SNAP refers to the manual breakdown of charges that has been input by a SNAP user within the tool.

INVOICE REMINDER
This is a fax or email that can be sent to a hotel supplier in the event that a transaction is not marked as reconciled.

NARRATIVE
The Narrative is supplied by the merchant when the virtual card is charged. This is usually the supplier name and will match the narrative on your paper statements from your banking partner.

OCR
Optical Character Recognition

PNR LOCATOR
In the airline and travel industries, a passenger name record (PNR) is a record in the database of a computer reservation system (CRS) that contains the itinerary for a passenger, or a group of passengers travelling together.

RECONCILED
A Reconciled transaction either
1. A transaction that is linked to a deployment and has a linked invoice breakdown that matches the transaction value exactly.
2. A transaction marked as 'invoice not required.'

STATEMENT
When transactions in the current period are cut then the transactions are moved from the current period into a statement. The statement in SNAP should match the statement with your banking provider.

SUPPLIER NAME
The Supplier Name is the name of the supplier that the virtual card has been provided to. This is taken from the deployment details

TRANSACTION
A record of an actual charge to the virtual card that has been received by the bank. The transaction value represents a charge on your virtual card account processed by a supplier.
SNAP USER GUIDE

TRIPPAY
TripPay is a mobile application that allows travelers to access their virtual credit card number (VCN) which has been allocated by Conferma to pay for corporate travel accommodation.

USE TYPE
Use type refers to the expenditure type available on the deployment. This is determined by the type of card account. Available use types include: Hotel, Generic, Air, MultiType

VCN
Virtual Card Number

WEBSAY
WEB PAY IS CONFERMA’S WEB-BASED VIRTUAL CARD GENERATING APP
https://www.conferma.com/products/webpay