ADMIN GUIDE

Basic Maintenance of the SpendBridge Application

Version 2.3

June 7, 2019

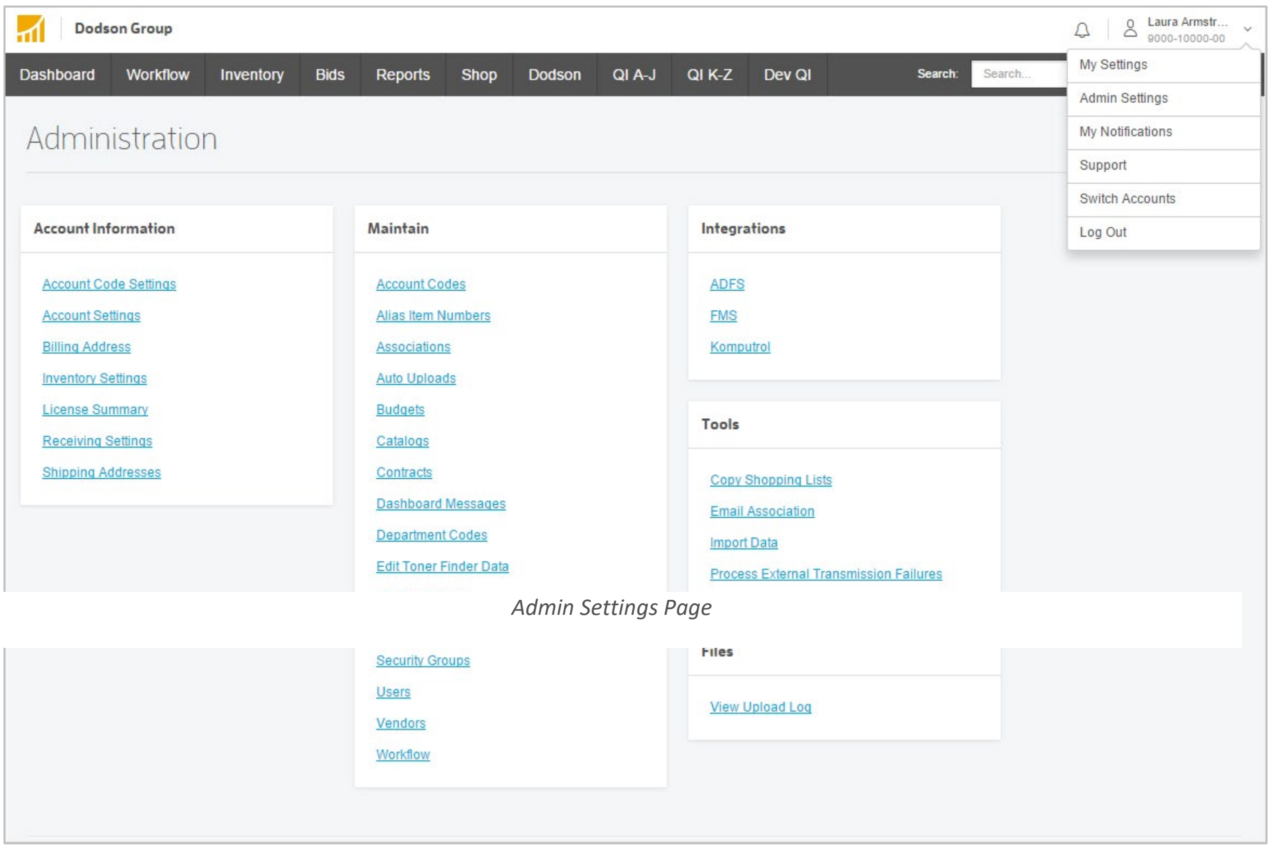
Contents

1 SpendBridge Administration

SpendBridge allows clients to maintain their users, vendors, catalogs, account codes, shipping and billing information, approval workflow and more in the application entirely independently as a self-service option.

You must be a SpendBridge "policy manager" or a user with similar policies in the application in order to do such maintenance. To get started, navigate to "Admin Settings" under your user menu.

On this page, you'll find several areas of the application that you can change and manage. What you have access to on this page depends on your policies. If you don't see something you'd like to access, contact SpendBridge and we'll decide how to best help you.

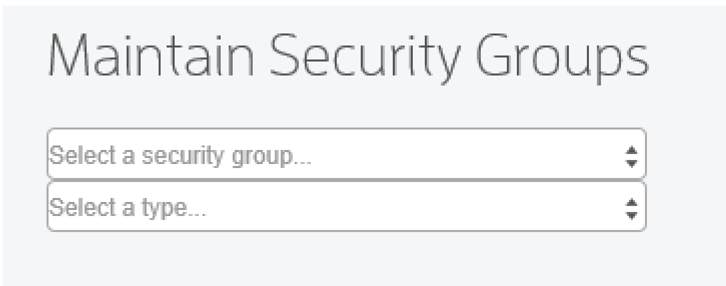


Admin Settings Page

2 Security Groups

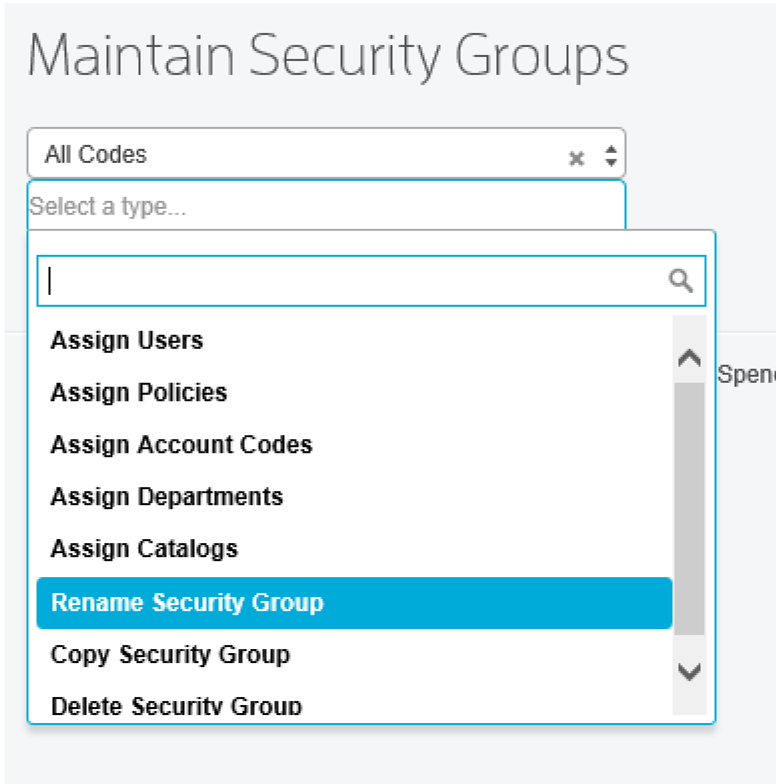
It is important to understand how SpendBridge is structured before making administrative changes. SpendBridge security groups are a framework on which the rest of your SpendBridge account is built. Security groups allow clients to manage their SpendBridge users in versatile ways. By creating security groups, you can

- Give a group of users access to a set of policies
- Give a group of users access to a set of account codes
- Give a group of users access to a set of departments
- Create approval rules that apply to or exempt specific security groups
- Create approval rules that use a security group as an approver
- Create catalogs that are visible or not visible to specific security groups



To manage your security groups, navigate to ***Admin Settings->Maintain->Security Groups***.

- Select a security group from the first drop-down.
- From the second, you have many options
    - **Assign Users** to add or remove users from your selected group.
    - **Assign Policies** to give a security group permission to do certain things in the application.
    - **Assign Account Codes** to give a security group access to code line items to certain account codes on requests and invoices.
    - **Assign Departments** to give a security group access to code line items to certain departments on requests and invoices.
    - **Assign Catalogs** to distribute catalogs by group. Left alone, all users get all catalogs.
    - **Rename Security Group** to correct the name if you've spelled it wrong or give it a more descriptive title.
    - **Copy Security Group** to make a duplicate of the selected group.
    - **Delete Security Group** to remove it from the system.



A Special Note on Security Group Assignments

Users may be assigned to multiple security groups. The policies, account codes, and departments for those security groups are "additive." This means:

- If a user is in a group that does not have a specific policy but the user is in another group that has that policy, the user will get the policy.
- The same logic applies to department and account codes.
- Therefore, it is important to consider which policies and codes you assign to the All Users group.

Using Security Groups Effectively

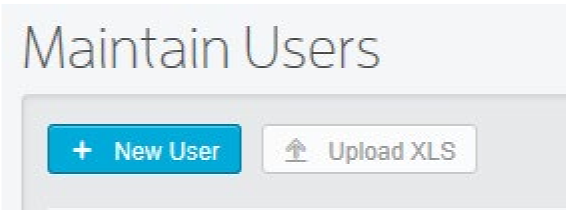
SpendBridge may have configured your account with a few or many security groups, organized by department, role, location, cost center, or other formats. We do our best to organize your groups in a way that makes your application versatile and scalable to all your administrative needs.

One effective way to use security groups is to create security groups for specific "roles" in your organization, such as "IT DIRECTOR". Using this method, when a staff member leaves that roll, you can simply replace that user in the security group. Polices, account codes, departments, catalogs, and approval settings for the new user will stem from the security group the new user has been placed in.

3 Users

When creating new users in SpendBridge, examine how many you have to create. If it's more than five, you may want to upload the users in a batch using our Excel template. If you only have one or a few users to add, add them individually.

3.1 Adding a New User Individually



1. Navigate to ***Admin Settings*** under your user menu (in the top right-hand corner).
2. Select "Users" under the "Maintain" menu.
3. At the top of the Maintain Users page, select "+ New User" from the grey action bar.
4. Complete the first field that asks for the user's email address. Then, click "Continue."
5. Fill in the remainder of the form.

3.1.1 Tips for Inputting User Information

Adding users is a simple process, and the information you load on this page can be edited at any time. You can also save your work while adding a user and return to finish their set-up later. As soon as you save the information on this page, that user will be activated and ready to use SpendBridge. Below are tips on setting up user information:

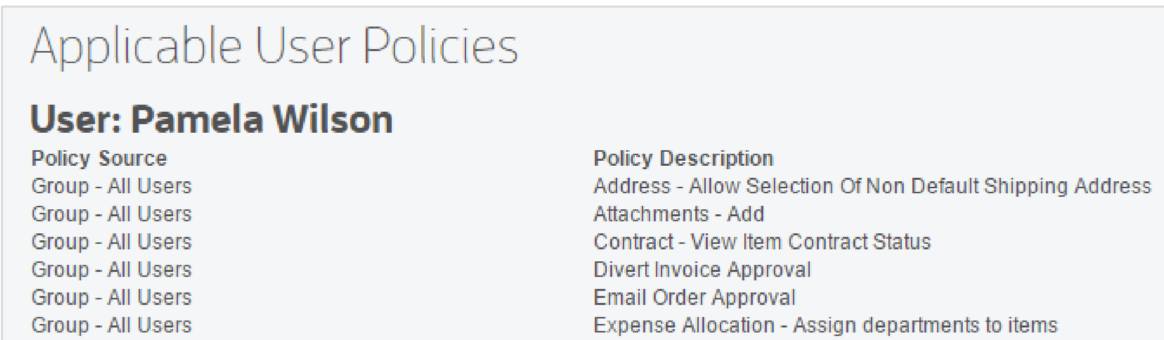
User Details	Description
User Name	This field will auto-populate to use the user's email address. However, you may override that username and create any username you would like here. This is a required field.
Department	If you've already loaded Departments in SpendBridge, then use the drop down to select a department for this user. This department will be the default department the user sees when they check-out. If you do not see a department here that you'd like to use, add it to SpendBridge, and then return to this user and edit their account.
Email Address	This is a required field. Please note that users will receive SpendBridge request and invoice email notifications at this email address. Ensure it's an active address that they check frequently.
Default Shipping Address	If you've already loaded shipping addresses in SpendBridge, then use the drop down menu to select a shipping address for this user. This address will be the default shipping address the user sees when they check-out. Depending on the users' policies, they may select a non-default address at check-out, or they may be locked to this address. If you do not see an address here that you'd like to use, add it to SpendBridge, then return to this user and edit.
Default Reference Code	If you've already loaded account codes in SpendBridge, then use the drop down menu to select a default account code for this user. This code will be assigned to items the user purchases by default. If your account code has several segments, you can default all or a few segments. If you do not see a code here that you'd like to use, check to make sure that it's a) been added to SpendBridge and b) the user is in a security group that has access to that code.
Password	Create a password for this user. You may use any combination of letters and/or numbers and/or special characters.
User Must Change Password	If this box is selected, the user must change their password the first time they log-in. This is recommended. Then, the user may create a secure password that only they know.
Security Group Memberships	Select the security groups that you would like this user to be a part of. You may select multiple groups. Security groups determine the user's access to various features and modules in the site. Security groups may also determine the user's approval rules, depending on how your account is set up. Check with SpendBridge support if you have additional questions around which security groups to select.

3.1.2 Checking Users' Policies and Approval Rules

Before you allow the user to access SpendBridge, review the following questions and confirm that the user is enabled with the correct controls and content in place:

Which security group is the user in? Does this give them access to the correct security policies?

- Navigate to ***Admin Settings->Maintain->Users.***
- Next to the user's name click "Effective Policies" to view the policies that the user has access to, and which security group is providing them.
- Are there policies which that group has that the user should not have access to?


Applicable User Policies

User: Pamela Wilson

Policy Source	Policy Description
Group - All Users	Address - Allow Selection Of Non Default Shipping Address
Group - All Users	Attachments - Add
Group - All Users	Contract - View Item Contract Status
Group - All Users	Divert Invoice Approval
Group - All Users	Email Order Approval
Group - All Users	Expense Allocation - Assign departments to items

When the user checks out, will someone be required to approve his or her request?

- If so, are there workflow approval rules that apply to that user, or their group, location, or account codes?
- To check workflow rules, navigate to ***Admin Settings->Maintain->Workflow.*** Look for the rules that pertain to the user, or their security group, location, or account codes and check the set-up on the rule to make sure their requests are covered.

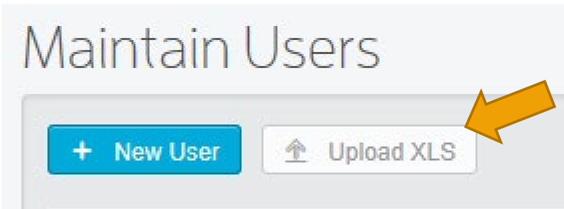
Is the user a manager or approver?

- If so, are they in the correct security groups?
- If so, have they been incorporated into the correct workflow rules so that they may approve requests or invoices as necessary?
- Do they have the correct policies via a security group or their individual policies?

3.2 Adding Users in Bulk

If you have several users to create, you may upload them in bulk. To do so:

1. Navigate to ***Admin Settings*** under your user menu (in the top right-hand corner).
2. Select "Users" under the "Maintain" menu.
3. At the top of the Maintain Users page, select "Upload Users" from the grey action bar.



4. On the User Upload page, you'll be provided a link to download our user upload template (.xlsx format). Simply complete the template with the below fields and upload into SpendBridge.

Field Name	Example Contents	Notes	Required
First Name	Joe		Y
Last Name	Doe		Y
Title	Site Manager		N
Phone	555-555-2525		N
Email	doe@nell.net		Y
Username	doe@nell.net	Must be unique	Y
Initial Password	jmarsh8291		N
Security Group(s)	Store Manager		Y
Default Account Code (Store, Department, and Account)	8770-1-6450	Must be a valid account code (or code combination) already loaded in SpendBridge	Y
Default Shipping Address	Admin Office	Must be a valid address name already loaded in SpendBridge	Y
Is Active	TRUE or FALSE		Y

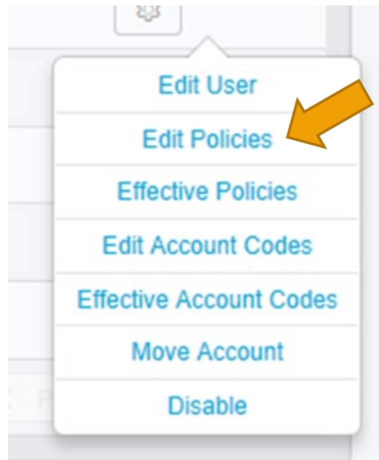
If you'd like to set a multi-segment default account code on upload, simply separate the segments with a dash or whatever segment separator you have enabled in your SpendBridge Account Code settings.

4 Policies

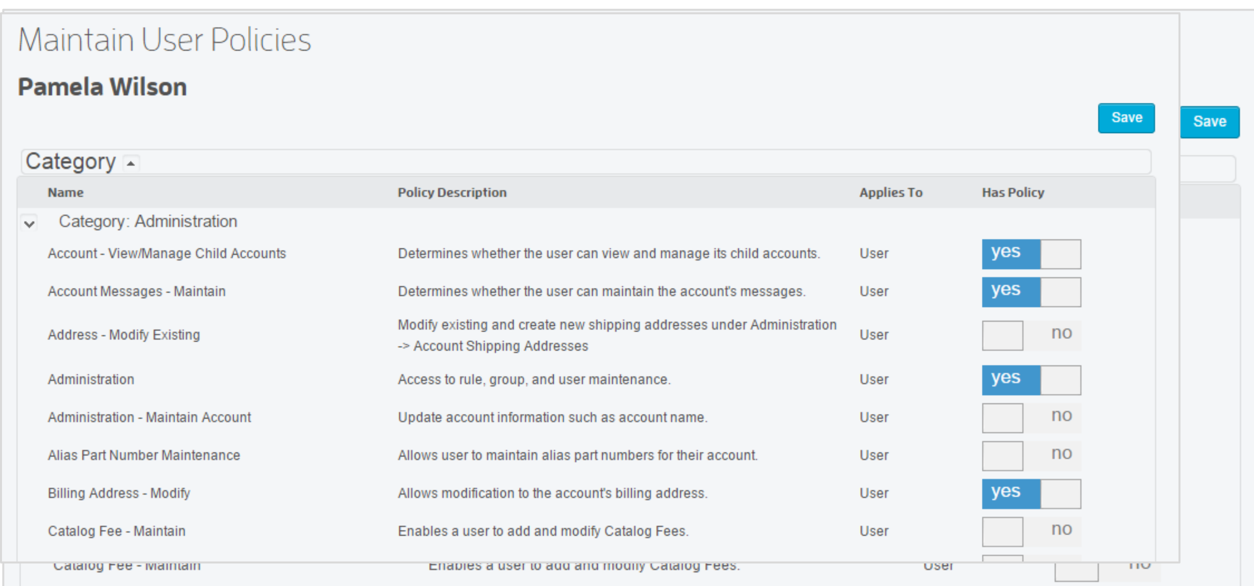
SpendBridge policies determine what users are allowed to do in the system. Policies can be assigned to individual users or to security groups.

4.1 Assigning Policies to an Individual

1. Navigate to ***Admin Settings*** under your user menu (in the top right-hand corner).
2. Select "Users" under the "Maintain" menu.
3. Next to the user's name, click "Edit Policies"



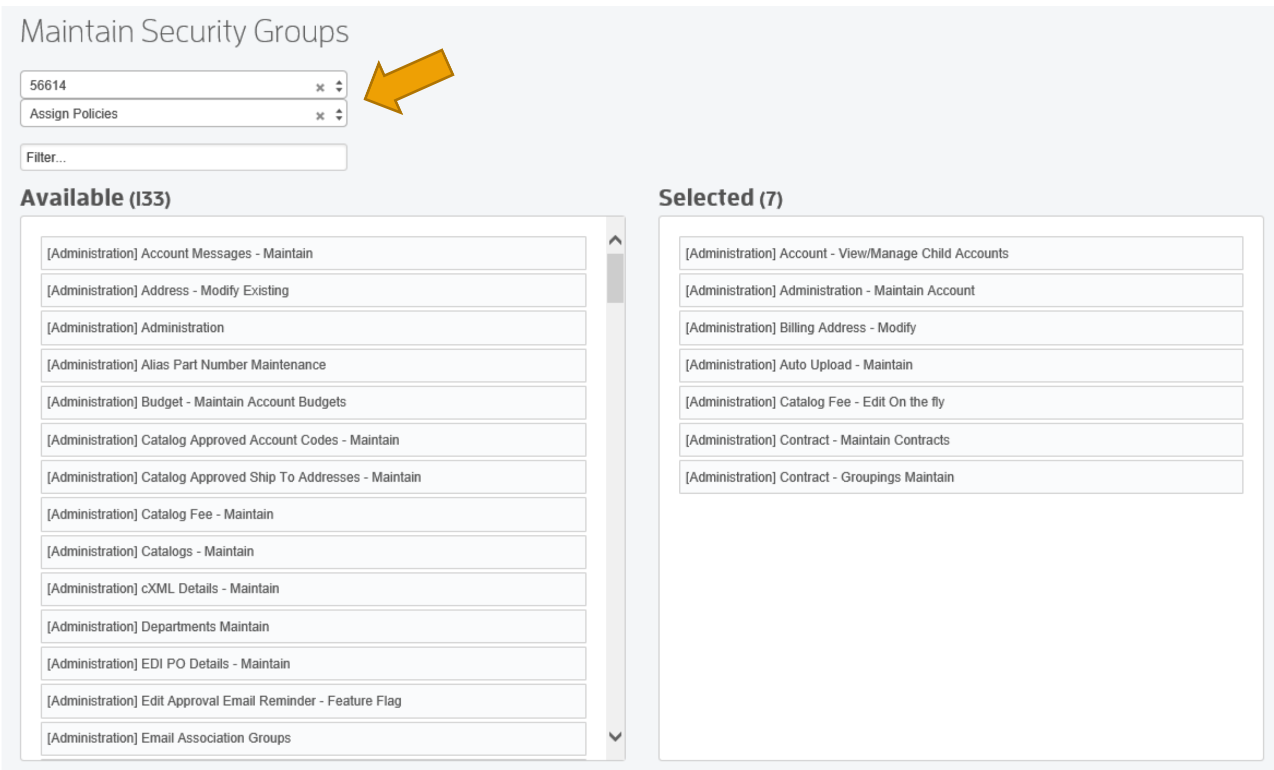
To turn on specific policies, simply mark them "Yes" and click "Save."



SpendBridge recommends assigning policies to security groups rather than individual users where possible. This creates a more scalable account structure. As new users are created, their policies do not have to be set individually, but can be determined by their security group assignments.

4.2 Assigning Policies to a Group

To set policies for a group, go to ***Admin Settings->Maintain-> Security Groups***. Select your group and then select Assign Policies



A Special Note on Policy Assignments: Policy assignments are “additive.” This means:

- If a user has a policy set to “NO” on their individual policy page (for example “Bill to Credit Card” = NO) but the user is in security group that has that policy set to “YES” the user gets the policy.
- If a user is in a group that has a specific policy set to “NO” but the user is in another group that has that policy set to “YES” the user will get the policy.

You can use the “Effective Policies” link on the Maintain Users page to view what policies a user has and the policy source.

5 Account Codes

SpendBridge account codes allows users to allocate spend to specific parts of their organization or accounts. Users can assign account codes to line items on requests and invoices.

Account codes may be one segment or multi-segment. SpendBridge will work with you early in your implementation to understand how best to structure your account codes.

5.1 Maintaining Account Codes

SpendBridge will load all your account codes at the outset of an implementation. To add, edit, or remove account codes, navigate to ***Admin Settings->Maintain->Account Codes***, where you can see existing codes.

5.1.1 Deleting Account Codes

On the Maintain Account Codes page, you may delete account codes by simply clicking “Delete.”

5.1.2 Editing and Adding Account Codes

On the Maintain Account Codes page, you may edit or add a code if your account uses single-segment codes. If you use multi-segment codes, you should delete the code needing edits, and upload the new using our upload tool. To add a code, you should use the upload tool as well.

5.1.3 Uploading Codes

To upload codes:

1. Navigate to ***Admin Settings-> Maintain -> Reference Codes***
2. Select “Upload Account Codes” from the grey action bar at the top.
3. On the “Upload Account Codes” page download the Excel upload template.
4. Once the template has downloaded, complete the spreadsheet by entering a code, description, and security group that the code should be shared with on each line. If your account uses multi-segment codes, you must create one-line per every possible code combination that your users will need (see example). You should have a “Code [#]” and “Description [#]” column for each segment.

5. In the security group column, you must enter the name of a security group that's already loaded into SpendBridge. You must enter the security group name exactly as it appears in SpendBridge. You may enter multiple groups, separated with commas. If no security group is entered, the code will be shared with the "All Users" group on your account.
6. Once completed, save the file and return to the SpendBridge "Upload Account Codes" page to upload.

A Special Note on Creating Account Codes

- For organizations with multiple SpendBridge accounts, note that account codes live exclusively on each individual SpendBridge account.
- You may need to upload codes that apply to multiple locations or branches of your organization on multiple SpendBridge accounts.
- You should always check a few users or security groups' code assignments to ensure your upload assigned things as desired. See our next section for more.

5.2 Account Code Assignment

Account code assignments determine which accounts users have access to allocate spend to on requests and invoices. Some clients prefer to allow all users access to all codes. Some client prefer to limit users to coding to their specific cost centers or purposes. SpendBridge will work with you early in your implementation to understand how best to assign account codes to your users and groups.

5.2.1 Assigning Codes to a Group

SpendBridge recommends assigning account codes to security groups rather than individual users where possible. This creates a more scalable account structure. To assign codes to a group,

1. Go to ***Admin Settings->Maintain-> Security Groups***. Click "Assign Reference Codes."
2. Once there, simply drag relevant account codes into the "Selected Account Codes" area. You can use filters to narrow down to a specific set of codes and use "Select Filtered Values" to add them.

5.2.2 Assigning Code to an Individual

1. Navigate to ***Admin Settings*** under your user menu (in the top right-hand corner).
2. Select "Users" under the "Maintain" menu.
3. Next to the user's name, click "Manage Reference Codes."
4. Drag desired codes into the selected codes column and save.

A Special Note on Account Code Assignments: Code assignments are “additive.” This means:

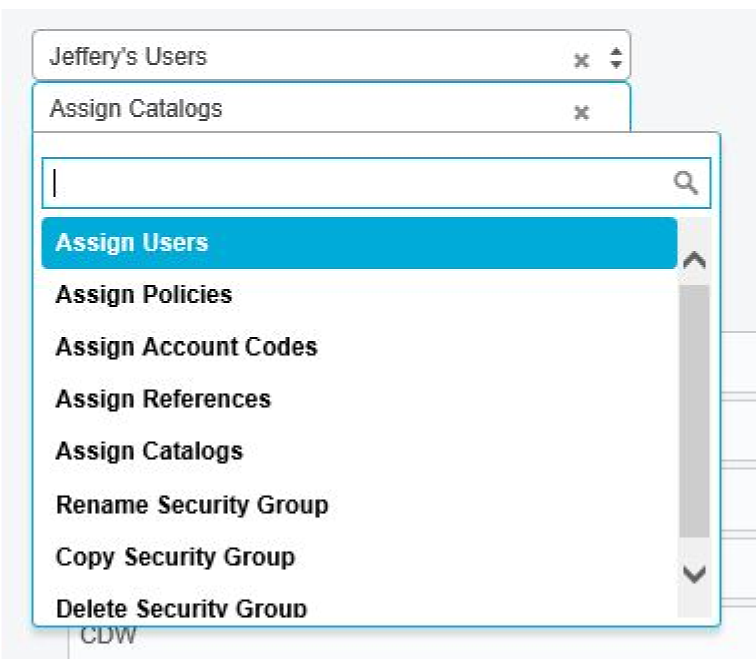
- If a user does not have access to a certain code on their individual “Manage Reference Codes” page, but is in a security group that DOES have access to that code, the user gets the account code.
- If a user is in a group that has does not have access to a certain account code, but is in another security group that DOES have access to that account code, the user gets the account code.
- Therefore, it is important to consider which codes you assign to the All Users group.

Use the “Effective Reference Codes” link on the Maintain Users page to see which codes a user has.

6 Security Group Maintenance

We have a page for maintaining Security Groups.

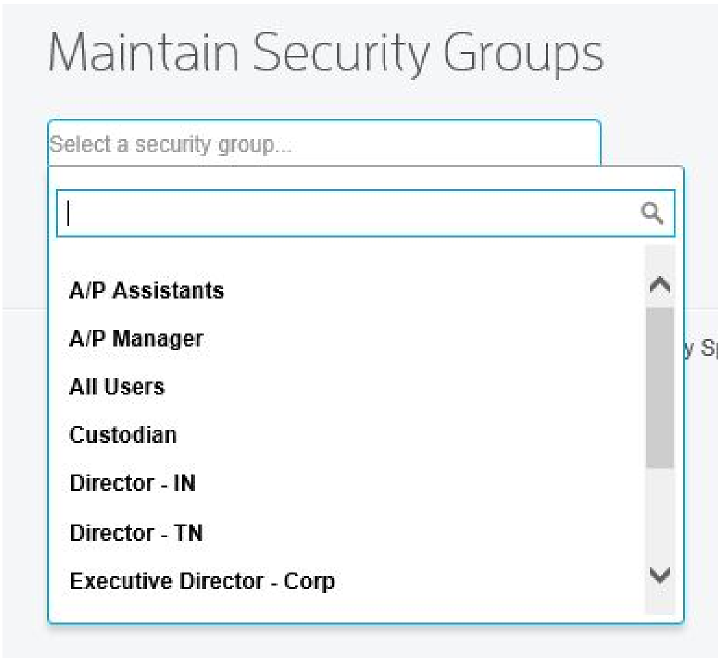
You can click through Admin Settings and Security Groups to see the new Security Groups Control. When you do so, you’ll be looking at two drop-downs. One for the Security Group Name, and another for types of actions you can take with your Groups.



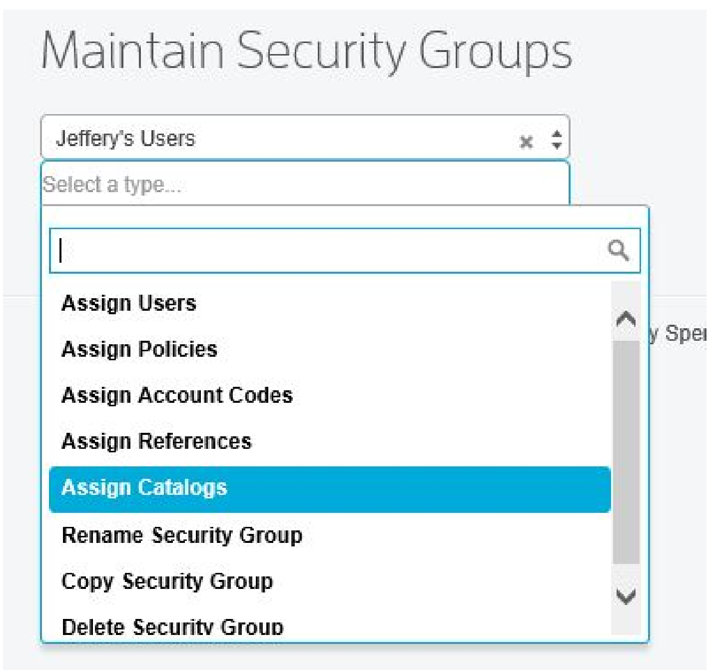
This control allows you to select a group, and then choose an action to execute. Your choices are: Assign Users, Assign Policies, Assign Departments [*or Objects, References or whatever label your organization applies to them*], or Assign Catalogs.

Alternatively, you can choose to Rename, Copy or Delete a group.

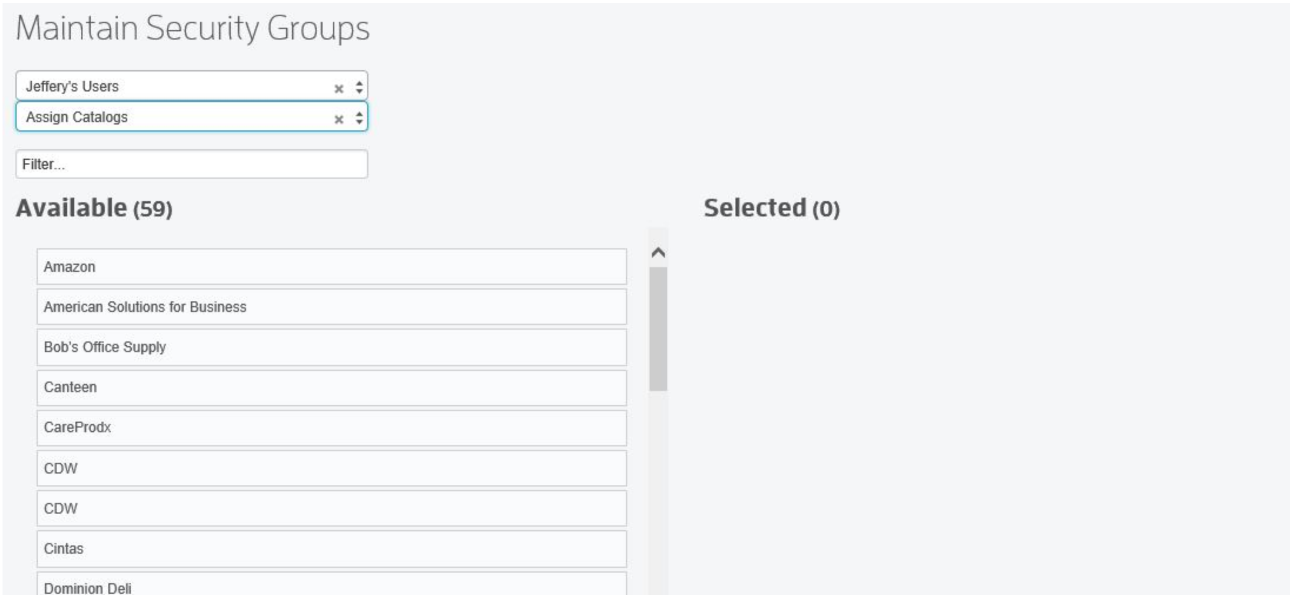
To add a new Group, just start typing a name, and you’ll be given a link to add the new Group.



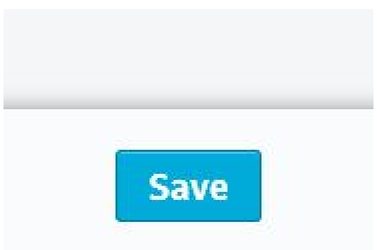
If you have many groups, you can filter to isolate one.



You then select your action. A new feature here is to ***assign catalogs to a group***. Previously, you had to assign groups to catalogs. You can still do that, but this is much faster if you have a lot of catalogs.



To assign items to your groups, just click and drag them from Available to Selected. When you are done, just hit Save at the bottom right. You'll be taken back to the Admin Settings page.



7 Shipping Locations

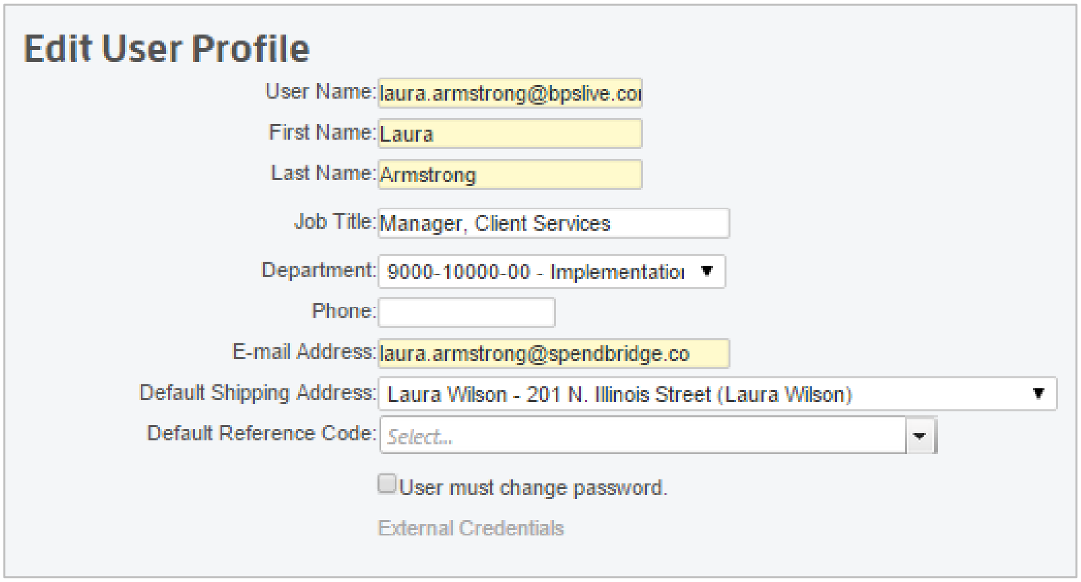
Users in SpendBridge may have the ability to ship to only one shipping location (their default shipping address) or ship to any location. The ability to ship to any location is a special policy called "Select Non-Default Shipping address" that can be given to users or security groups.

SpendBridge will work with you early in your implementation to assign users' default addresses and give the correct shipping policies to your users.

7.1 Editing Default Shipping Addresses

To assign or edit a default shipping address,

1. Navigate to ***Admin Settings->Maintain->Users.***
2. Click “Edit User” next to the user’s name.
3. On the “Edit User Profile” page, select the default shipping address.

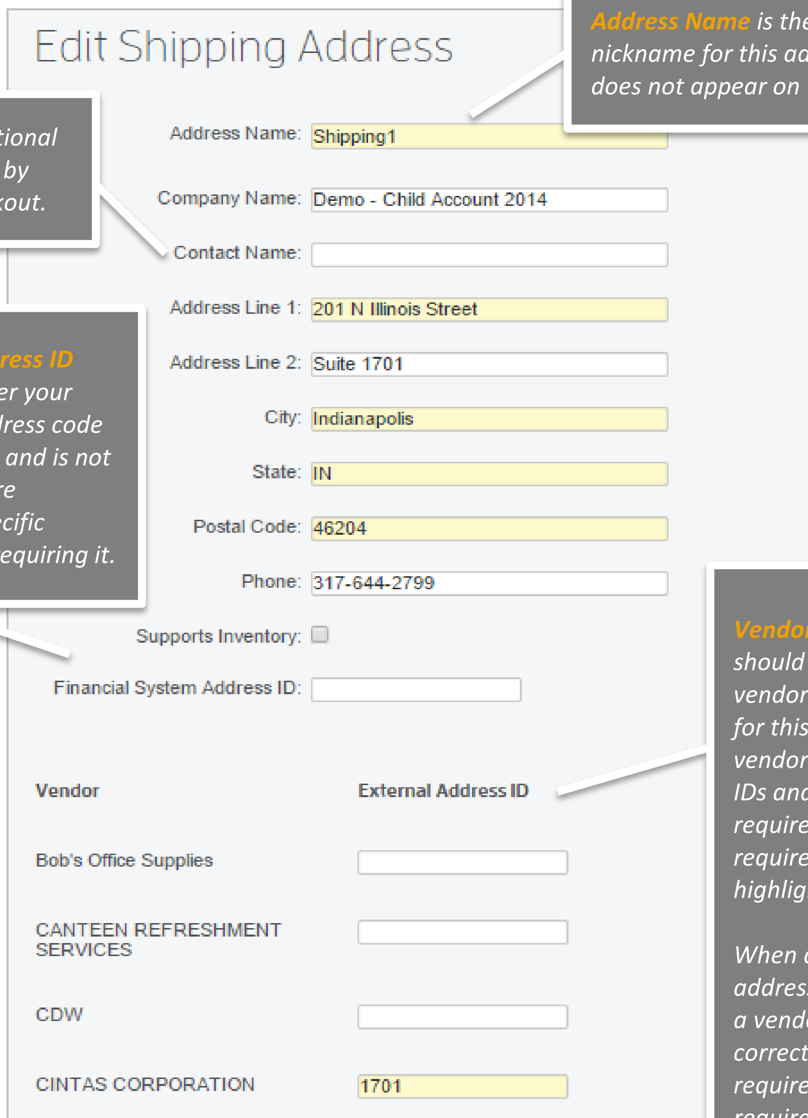


Users may also change their own default shipping address (if they are allowed to ship to any location) on their **My Settings** page.

7.2 Adding or Editing an Address

To add or edit a shipping address on your SpendBridge account,

1. Navigate to ***Admin Settings->Account Information->Shipping Addresses.***
2. Click “Add a new address” from the grey action bar at the top, or click on the “edit” pencil next to an address to edit.



Address Name *is the system's nickname for this address and does not appear on the PO.*

Contact Name *is an optional field that can be edited by users later during checkout.*

Financial System Address ID *should be used to enter your financial system's address code or ID for this location, and is not required unless you are integrating with a specific financial application requiring it.*

Vendor External Address ID *should be used to enter the vendor's address code or ID for this location. Not all vendors use the same address IDs and not all vendors require them. Vendors that require address IDs are highlighted.*

When adding a new shipping address, be sure to check with a vendor and obtain the correct address ID if they require them. Missing required vendor address IDs could cause POs to fail.

8 Workflow

SpendBridge workflow rules dictate who should review and approve requests and invoices in the system. Workflow rules can be created to accommodate a variety of approval hierarchies or approval conditions.

8.1 Reading Existing Workflow Rules

The first step to learning how to maintain your account's workflow is understanding how to read the existing workflow on your account.

1. Navigate to ***Admin Settings->Maintain->Workflow***.
2. On this page, you will see the workflow rules that already exist on your account.
3. Review your workflow rules. Take a moment to review the example below:

The above example shows a basic invoice workflow set-up. By reading this screen, I can glean some basic information about the way workflow is set-up on this account.

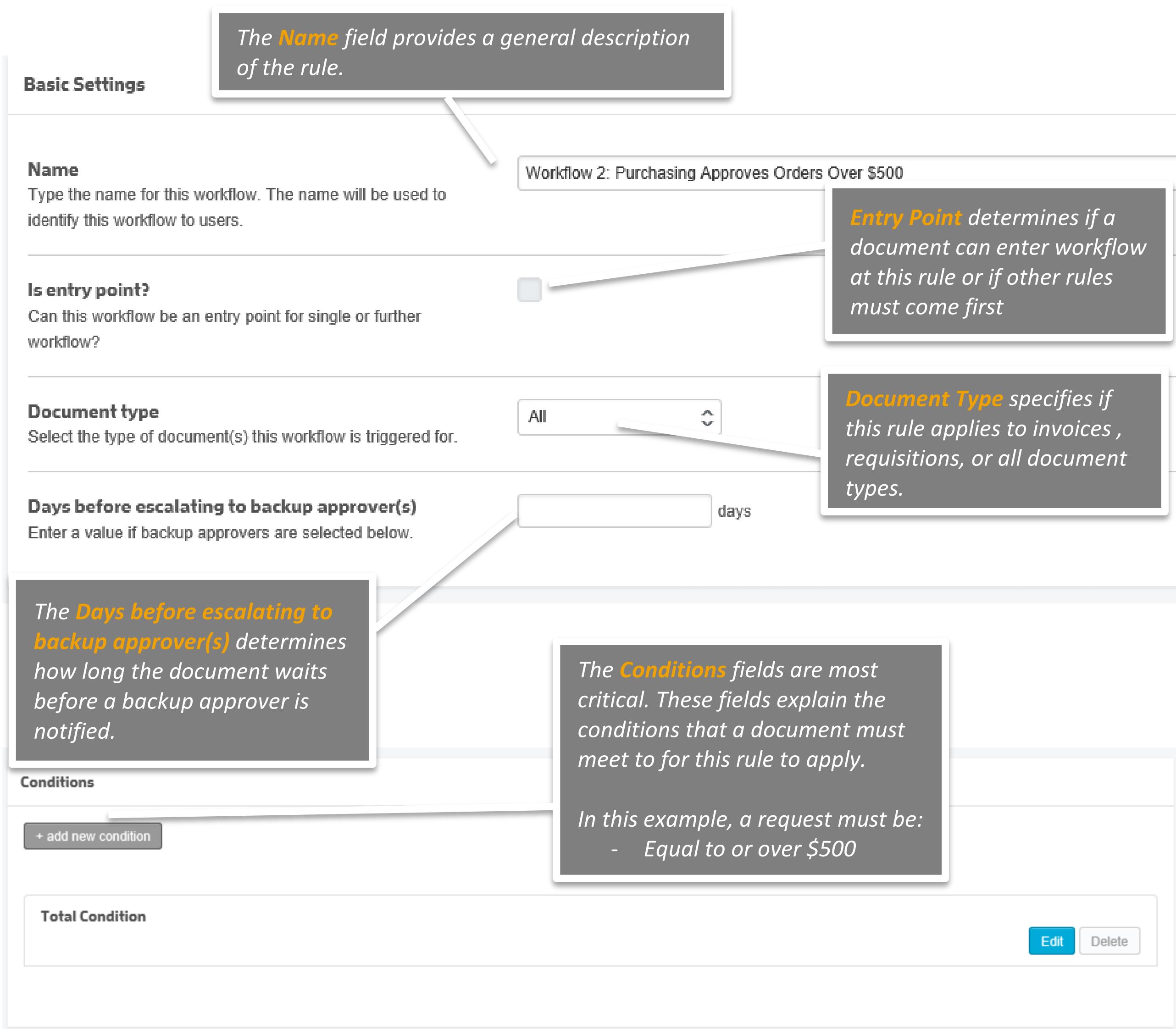
4. Some notes about reading workflow rules:

- The "Name" column gives a general description of the workflow rule.
- The "Approver" column tells who approves requests or invoices that violate that rule.
- The "Entry Point" column tells me if a request or invoice can enter workflow at that rule, or if other rules must come first.
- The "Next Workflow" tells me which workflow rules come next in the sequence.

In the example above, I can glean that requests must first be approved by Laura Armstrong because that is the only entry point in this workflow. After Laura approves the request, SpendBridge evaluates if the order is over $500. If it is, Jeffery Keown must approve. After Jeffery approves the request, SpendBridge evaluates if it is over $1000. If it is, Tom Jackson must approve.

8.2 Reading Workflow Rule Details

You can glean some information about workflow rules by looking at them on the Maintain Workflow page. However, for even more detail about the way workflow rules are set-up, drill down into the details of each rule by clicking "Edit." Let's drill down to details of example Workflow 2 in the previous example.



*The **Applies To** field will tell you which SpendBridge accounts this workflow rule applies to.*

Applies To

Select the location(s) that this workflow should be applied to.

Select all	Account	Account Name
☑	9000-34850-02	Demo Account 2015 - IN
☑	9000-34850-02	Demo Account 2015 - IN
☐	9000-34850-00	Demo 2016
☐	9000-34850-01	Demo 2014 - Child Account TN

1 | 20 items per page | 1 - 4 of 4 items

Primary Approvers

Select the requestor, security groups, or users that can approve this workflow.

*The **Approvers** section determines who must approve documents that violate this rule. You may choose a security group and/or a specific user as an approver.*

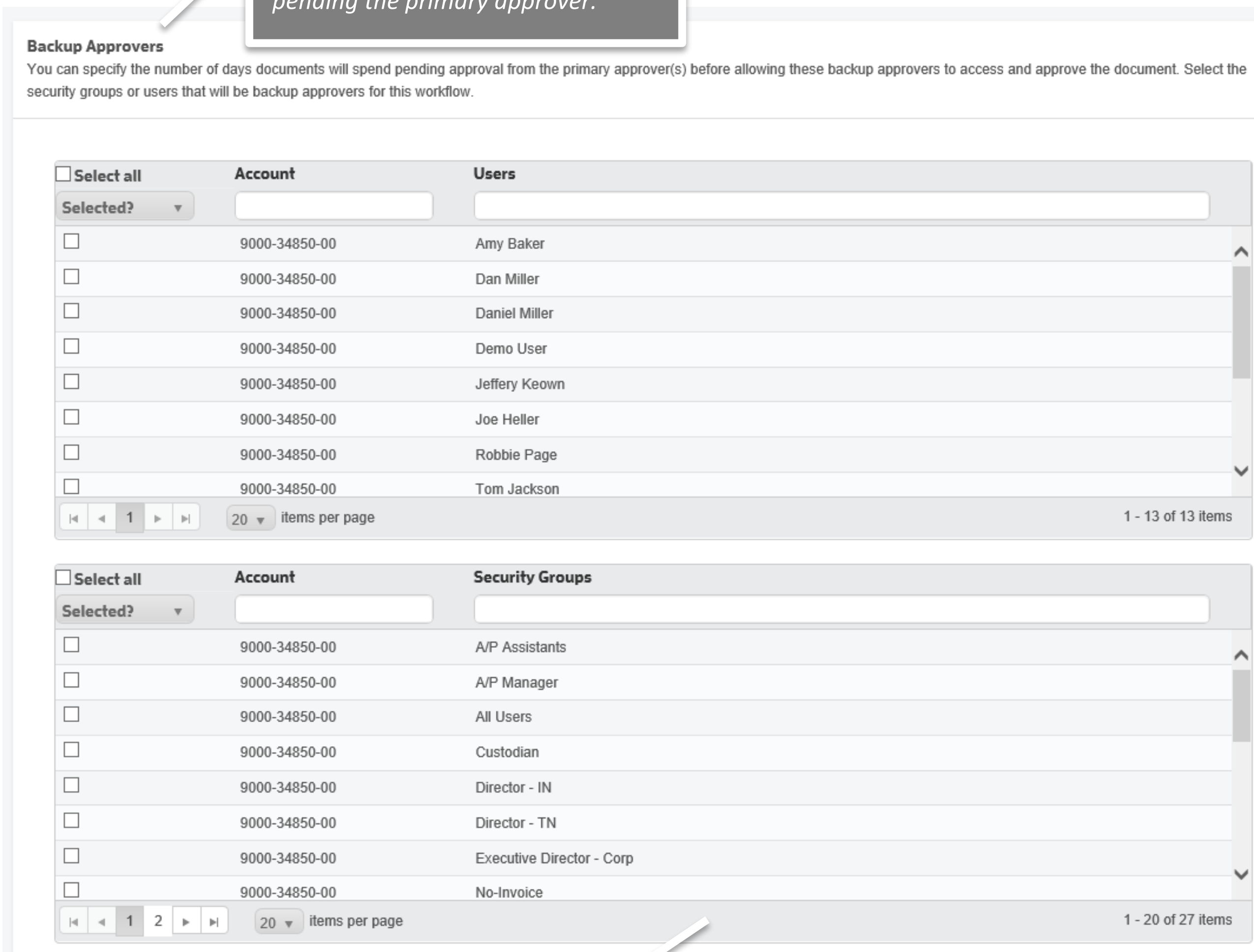
Select all	Account	Users
☑	9000-34850-00	Jeffery Keown
☐	9000-34850-00	Amy Baker
☐	9000-34850-00	Dan Miller
☐	9000-34850-00	Daniel Miller
☐	9000-34850-00	Demo User
☐	9000-34850-00	Joe Heller
☐	9000-34850-00	Robbie Page
☐	9000-34850-00	Tom Jackson

1 | 20 items per page | 1 - 13 of 13 items

Select all	Account	Security Groups
☐	9000-34850-00	A/P Assistants
☐	9000-34850-00	A/P Manager
☐	9000-34850-00	All Users
☐	9000-34850-00	Custodian
☐	9000-34850-00	Director - IN
☐	9000-34850-00	Director - TN
☐	9000-34850-00	Executive Director - Corp
☐	9000-34850-00	No-Invoice

1 2 | 20 items per page | 1 - 20 of 27 items

*The **Backup Approver** section is optional, and determines who can approve a document violating this rule after a set number of days pending the primary approver.*



If you select more than one user or a security group on this page, then the first person to approve the document will satisfy the rule and no other approvers listed on this rule are required to approve.

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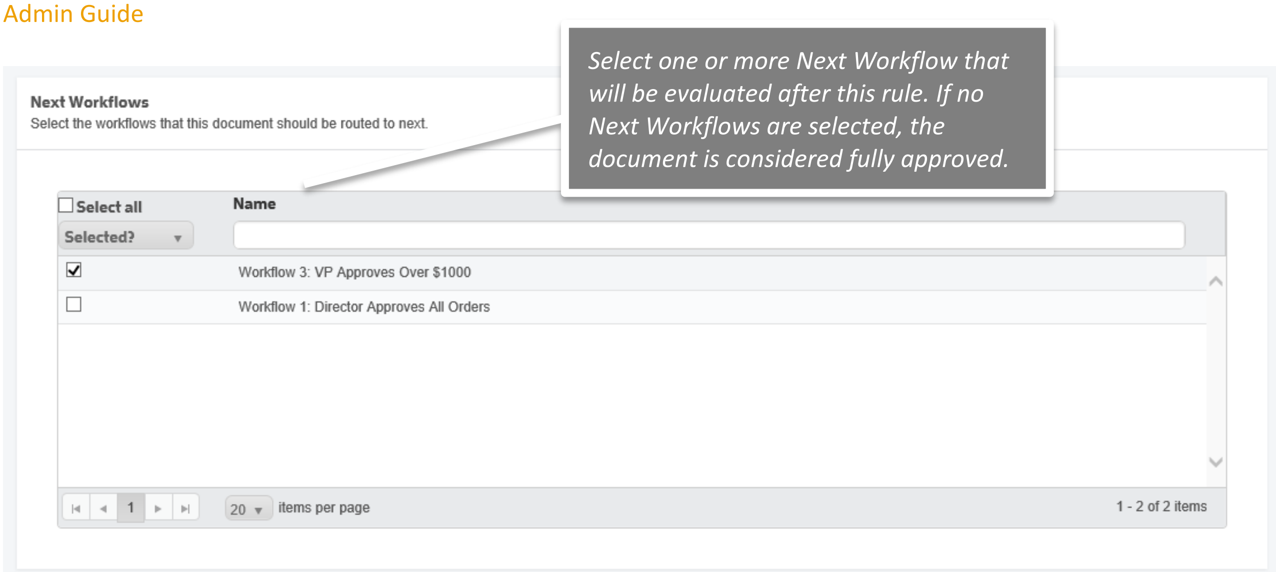

9 Going Further

SpendBridge also provides tools for clients to manage budgets, track inventory, and integrate with various financial and ERP systems. SpendBridge can provide support with additional features as needed.

9.1 Notifications

Site administrators can post notifications on users' SpendBridge dashboards to communicate important announcements and information. SpendBridge will also post updates and links to informational videos and PDFs when appropriate, such as when new tools or features are released.

9.2 Customer Support

For more help, check out our Help Center at http://support.spendbridge.com. There users can view additional training material (more coming soon!) and create support tickets which are submitted to our support team at support@spendbridge.com. Users can also request support by simply emailing or calling us. Our support team is available Monday to Friday, 8 a.m. to 5 p.m. EST. Support can be reached at 1.877.208.4817

