



# Syssero<sup>®</sup> Solution Packet

Create Alert for Outstanding CC Transactions



## Solution Overview

During periods of high employee travel, AP departments deal with a high volume of outstanding Travel and Expense (T&E) credit card transactions. In order to aid in this, one can create a report to notify the respective card holders based on certain criteria. In turn, this will decrease emails, accruals and other conversations around outstanding credit card transactions.

## Impacted Functional Areas

- **Expenses** - Corporate Credit Cards

### Step 1: Create custom report

Depending on your needs, the first step is to create a custom report with transactions that are X days old.

For example, if you would like your employees to submit CC transactions that are 14+ days old from the transaction date, your report data needs to be:

- Data Source:** Credit Card Transactions
- Data Source Filter:** Credit Card Transactions for Company
- PBO:** Credit Card Transaction

The columns in the report can be what you'd like, but you at a minimum need to include A and F:

- Credit Card Transaction
- Credit Card for Credit Card Transaction
- Expense Payee
- Status
- Credit Card Charge Date
- CF DD CC Transaction Date

*(Note: This is a calculated field using data difference)*

**Calculated Field - Date Difference** \* CF DD CC Transaction Date

Report Name: Unsubmitted CC Transactions 14+Day  
Field Name: CF DD CC Transaction Date  
Business Object: Credit Card Transaction

Calculation	Additional Info	Where Used
Date Difference		
Start Date Field	<input checked="" type="checkbox"/> Credit Card Charge Date	
End Date Field	<input checked="" type="checkbox"/> Today	
Value Returned	(empty)	
	<input type="radio"/> In Years	
	<input type="radio"/> In Months	
	<input checked="" type="radio"/> In Days	
	<input type="radio"/> In Hours	
	<input type="radio"/> In Minutes	
	<input type="radio"/> In Seconds	
Return Zero on Error	<input checked="" type="checkbox"/> Yes	



In this example, we've included the below fields for the report filter:

- a. Usage Indicator
- b. Status
- c. CF DD CC Transaction Date (*This is a calculated field to filter only on CC transactions that are 14 days or older*)

Columns Sort Filter Prompts Output Share Advanced

**Filter on Instances**

Filter conditions for filtering on instances 3 items

And/Or	(	Field	Operator	Comparison Type	Comparison Value	)	Indexed
And		<input checked="" type="checkbox"/> Usage Indicator	in the selection list	Value specified in this filter	<input type="text" value="14"/>		Yes
And		<input checked="" type="checkbox"/> Status	in the selection list	Value specified in this filter	<input type="text" value=""/>		Yes
And		<input checked="" type="checkbox"/> CF DD CC Transaction Date	greater than or equal to	Value specified in this filter	<input type="text" value=""/>		

Ensure that the prompt tab includes the Company field. In this example, we have included all companies. You will need to ensure you have the proper company(s). In addition, the “do not prompt at runtime” choice is selected in order for the scheduled process to run automatically.

Prompt Defaults 1 item

Order	*Field	Prompt Qualifier	Label for Prompt	*Default Type	Default Value	Required	Do Not Prompt at Runtime	Do Not Include in Subtitle
	<input type="text" value="Company"/>			<input type="text" value="Specify default value"/>	<ul style="list-style-type: none"><li>× 1111 Terra</li><li>× 2222 Terro</li><li>× AIM Global company</li><li>× Alma Mater School of Medicine</li><li>× Alma Mater University (Australia)</li></ul> <a href="#">MORE (37)</a>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Step 2: Configure your alert

After the report is created. Select the “OK” button so your report is saved. Next, select the “related actions” field to the right of the report name, hover over “Custom Report” and then select “Configure Alert”.



At this point you will be prompted to select a run frequency. For this example, “Daily Recurrence” is chosen, but it’s best to select an option that makes sense for you.

Before saving your alert, be sure to go through and complete the following:

- a. **Include Task:** Select “Create Expense Report”
- b. **Recipients:** Select “Employee”. If you select the related action of this field, the field description should say, “Employee for Expense Credit Card Transaction”
- c. **Subject Section:** Enter a pertinent subject
- d. **Introductory Comments:** Enter a pertinent comment
- e. **Details:** Choose “Field” and then select “Credit Card Transaction”
- f. **Concluding Comments:** Enter a pertinent comment

**Included Task**  
The Related Task is the task you expect the recipient of the Alert to do in response to the Alert.

Task  Create Expense Report

**Recipients**

Recipients  Employee

**Reply To**

Email Address (empty)

**Subject**

Notification Subject  Unsubmitted CC Transactions 14+Days

**Body**

Introductory Comments  The below CC transactions need to be added to and submitted in an expense report.

**Details** 1 item

Text / Field

Text

Field  Credit Card Transaction

Date for Effective Dated Fields (empty)

Concluding Comments  Please use the task 'Create Expense Report' to create an expense report and add the outstanding credit card transactions.



### Step 3: Schedule notifications

This is the cadence/schedule of when the employees will be notified. In this example, we chose the recurring option of every 3 days. Make sure that you:

- Please select the options that make sense for your policies
- Select your start time. This is the time the notification will be sent to the employees.
- Select your "Range of Recurrence". (*Note: Workday requires an end date to be selected.*)

The screenshot displays the 'Alert Configuration' interface with the 'Schedule' tab selected. The 'Time Based Trigger' is 'Scheduled / Unsubmitted CC Transactions 14+Days / mfong / Matthew Fong / Next Fire Time: 11/01/2023, 6:00:00.000 AM EDT'. The 'Scheduled Future Process' is 'Unsubmitted CC Transactions 14+Days'. The 'Priority' is 'Normal' and 'Schedule Overrides' is '0'. Under 'Daily Recurrence Criteria', 'Recurs Every x Day(s)' is selected with a value of '3'. The 'Start Time' is '6:00 AM' and the 'Time Zone' is 'GMT-05:00 Eastern Time (New York)'. The 'Catch Up Behavior' is 'Run Once'. The 'Range of Recurrence' section shows a 'Start Date' of '11/01/2023' and an 'End Date' of '12/31/2024'. A dropdown menu is open over the 'Schedule Future Process' button, listing actions such as 'View Details', 'Edit', 'Edit Environment Restrictions', 'Change Schedule', 'Copy Scheduled Alert', 'Edit Scheduled Occurrence', 'Run Now', 'Suspend', 'Transfer Ownership', 'View All Occurrences', and 'Delete'. The 'Run Now' option is highlighted in green.

Once built, be sure to test in your sandbox tenant. After you've run the notification in your sandbox tenant, you can proxy in as an individual listed in the report and view the notification to ensure the verbiage aligns to your needs and policies.

*(Note: The notification contains the task the employee needs to create an expense report. The transactions and respective amounts are reflected in the notification for easy verification and drillable actions)*



## Alert Notification Details

48 minute(s) ago

**Alert Notification** [Notify Matthew Fong of Unsubmitted CC Transactions 14+Days](#)

**Creation Time** 10/31/2023 06:28:29.116 PM

**Recipient** [Matthew Fong](#)

**Subject** Unsubmitted CC Transactions 14+Days

**Body** The below CC transactions need to be added to and submitted in an expense report.  
09/06/2023 Marriott Dallas 780.00 USD  
09/03/2023 Delta Flight BOS-DFW 367.00 USD  
Please use the task "Create Expense Report" to create an expense report and add the outstanding credit card transactions.

**Notification Topic** [09/03/2023 Delta Flight BOS-DFW 367.00 USD](#)  
[09/06/2023 Marriott Dallas 780.00 USD](#)

[Create Expense Report](#)

And that's it! You've now created automated notifications for outstanding Credit Card transactions.

For help or more info, reach out to [info@syssero.com](mailto:info@syssero.com)