Corpay

Corpay Complete Mobile Application

User Guide

Version 1.2

Version	Date	Description of Changes
1.0	10/17/2025	Initial Release
1.1	11/14/2025	Updates based on November sprint releases
1.2	12/30/2025	Updates to the Approvals Module section

Table of Contents

Overview

Corpay Complete is the name for the software / platform / apps (similar to AP Gateway, ExpenseTrack, iConnectData) for comprehensive spend management. The Corpay Complete mobile application offers users of Corpay Complete full visibility on spend activity. The Application allows users to see transactions in real time, stay ahead of any fraudulent activity, and check card balance at any time. It also allows users to create and view expense reports, capture receipt images, and track trips. Users with admin credentials can manage approvals all on the go using the Corpay Complete mobile application.

Use this guide to learn about the Corpay Complete mobile app whether you are a new or returning user.

IMPORTANT
Note that the visibility of some features in the Corpay Complete mobile app depends on your company configuration.

Access the Mobile App

Access the Mobile App as a New User

If this is your first time using the Corpay Complete mobile app, follow the steps below.

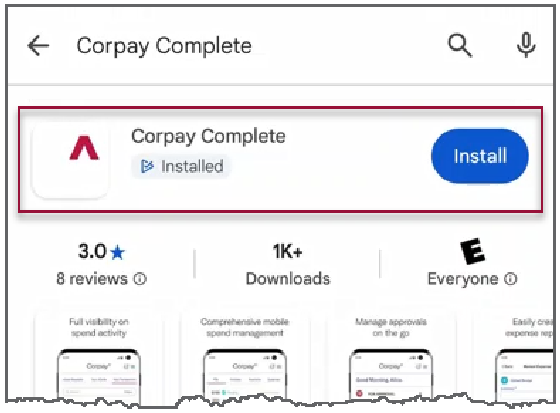
Download

Follow the steps below to download the Corpay Complete mobile app on your mobile device (phone, tablet, etc.):

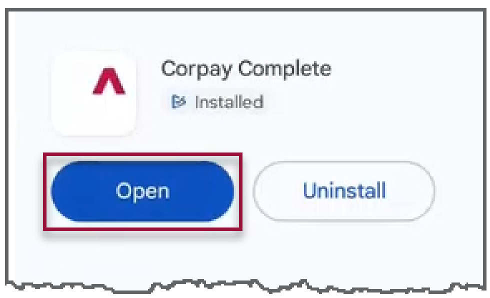
1. Open your App Store (Apple App Store for Apple devices, Google Play Store for Android devices).

2. Once in the App Store, search for **Corpay Complete**.

3. Locate and tap the Corpay Complete app icon and tap **Install**.



4. Once the download is complete on your device, tap Open.

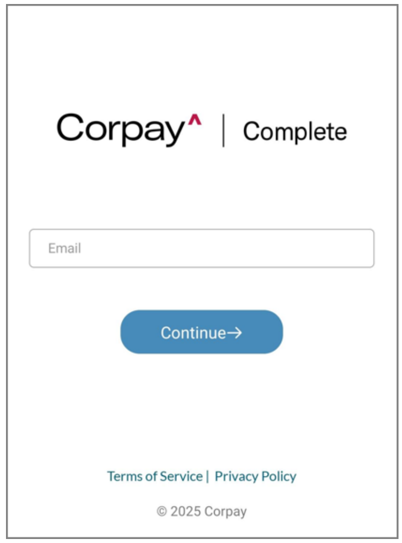


Log In

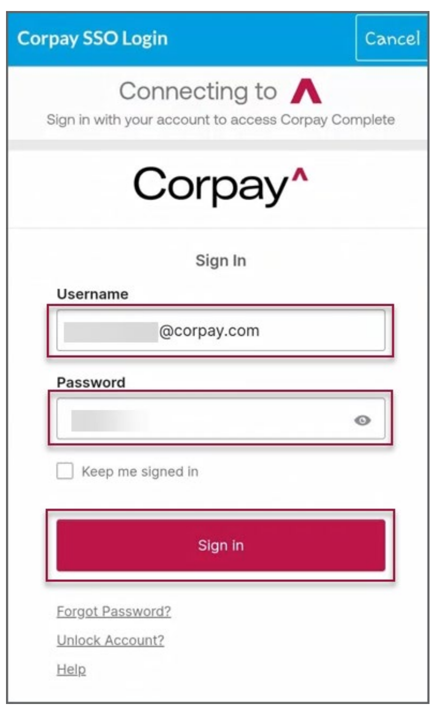
Follow the steps below to log in to the Corpay Complete mobile app for the first time.

1. Once installed, tap the **Corpay icon** on your home screen.

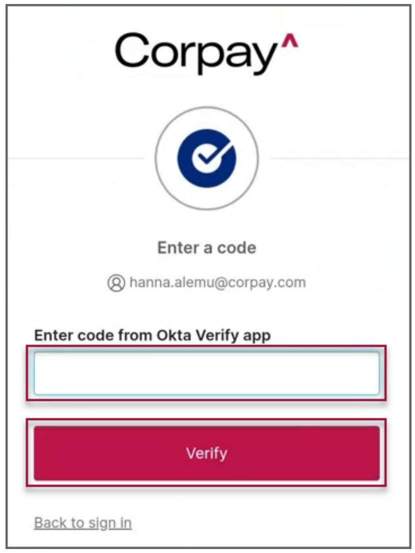
2. When you first open the mobile app, a window opens requesting your email address. **Log In** screen opens. Key in your Corpay Complete email address and tap **Continue**.



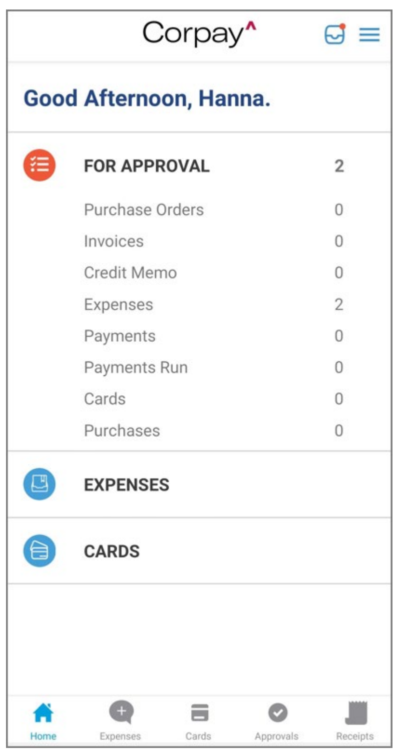
3. You'll be redirected to the **Corpay SSO Login page**. Key in your username and password associated with your Corpay Complete account and tap **Sign In**.



4. After entering your credentials, you'll be prompted for multi–factor authentication. Open the **Okta Verify app** and enter the **verification code** shown there. Then, tap **Verify**.



5. You can now access the **Home** screen of the Corpay Complete mobile application.



Access the Mobile App as a Returning User

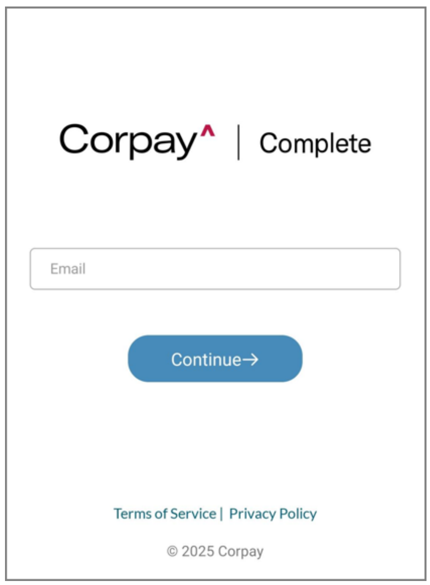
If you previously used the Corpay Complete mobile app, follow these steps to log in or update the app and access the updated version.

Log In

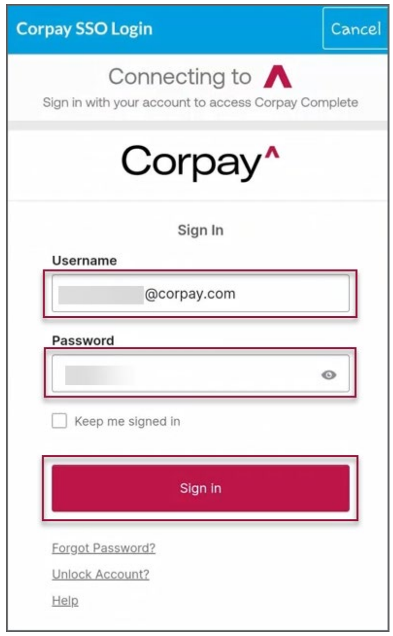
Follow the steps below to log in to the Corpay Complete mobile app for the first time.

1. Open the mobile app.

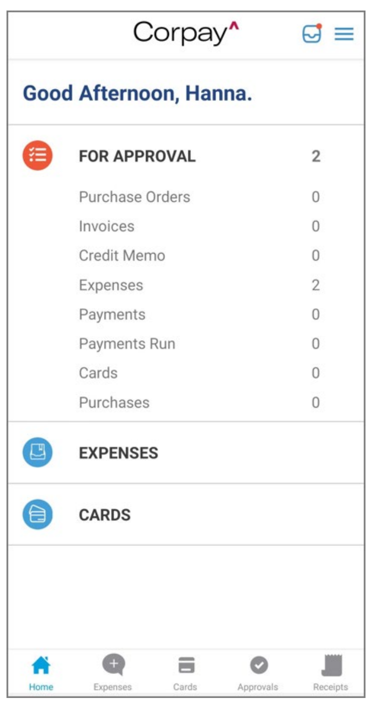
2. On the Log In screen, key in your Corpay Complete email address and tap **Continue**.



3. You'll be redirected to the **Corpay SSO Login page**. Key in your username and password associated with your Corpay Complete account and tap **Sign In**.



6. You can now access the **Home** screen of the Corpay Complete mobile application.



Update

If you have the auto–update apps feature enabled on your mobile device, there is no action required on your end. The new version will display the next time you open the mobile app.

If you do not have the auto–update apps feature enabled on your device, follow these steps to manually update the Corpay Complete mobile app.

1. Open your phone’s app store (Apple App Store for Apple devices, Google Play Store for Android devices).

2. Search for Corpay Complete.

3. Locate and tap the Corpay Complete app icon.

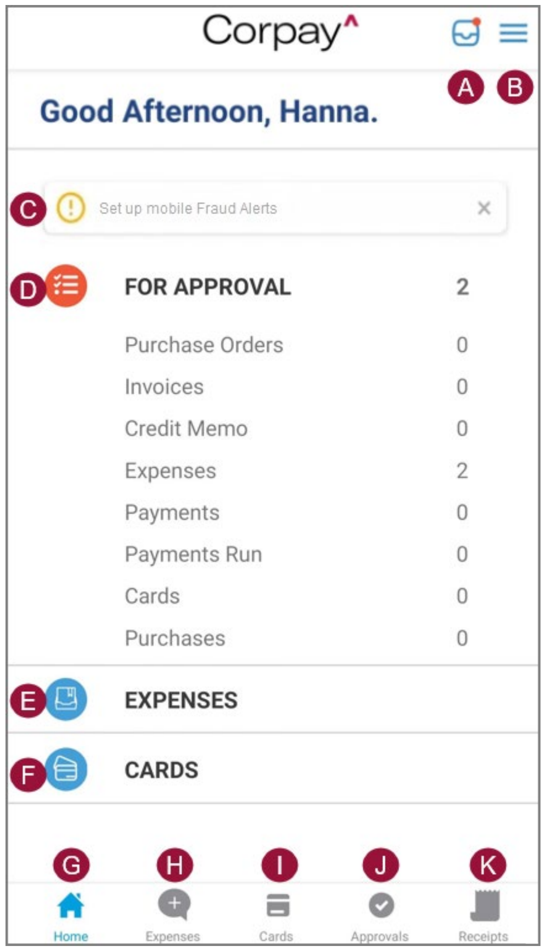
4. Locate and tap the **Update** button.

5. When the update is complete, open the Corpay Complete mobile app. You will be presented with the new version. Enter your existing username and password and tap **Sign In**.

Navigate Corpay Complete Mobile App

Home Screen

Upon logging in, you are presented with the **Home** screen. Depending on your user role's access permissions, you may see different options. For example, if you have approval privileges, the total number of expenses requiring your approval will display.



A. **Notification Icon –** Tap to view alerts and updates related to your account, such as approvals, expense report statuses, or system messages.

B. **Menu Icon –** Opens the main menu for accessing additional settings, preferences, and account options.

C. **Fraud Alert Setup Banner –** A prompt encouraging users to set up mobile fraud alerts for enhanced account security. Tap to configure fraud alert preferences.

D. **For Approval –** Displays the number of items awaiting your approval. Tap to review and take action on pending approvals for Purchase Orders, Invoices, Expenses, Payments, Payment Run, Cards, and Purchases.

E. **Expenses –** Provides access to Expenses details such as the number of **Unsubmitted Expense Items**, the number of **Expense Items with Violations**, and **Unsubmitted Expense Reports**. You can also **Create a New Expense Item** from this section.

F. **Cards –** Provides access to card management features such as viewing card details, transactions, and card–related actions.

G. **Home Icon –** Returns you to the main dashboard screen from any section of the app.

H. **Expenses Icon –** Navigate directly to the Expenses section to create, edit, or submit expense items and reports.

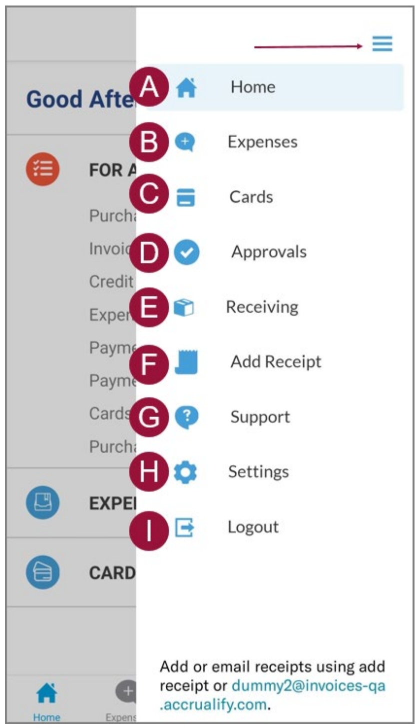
I. **Cards Icon –** Access card–related features including viewing balances, transactions, and card settings.

J. **Approvals Icon –** View and manage items that require your approval, such as expense reports or card requests.

K. **Receipts Icon –** Opens the receipt management area where you can upload, view, and attach receipts to expense items.

Menu Navigation Features

The menu provides quick access to key sections of the app. It can be opened by tapping the **Menu icon (three horizontal lines)** in the top–right corner of the home screen. Depending on your user role's permissions, you can view all functions available to you in the mobile app. This section will cover each function.



A. **Home –** Returns the user to the main dashboard, where key account summaries and alerts are displayed.

B. **Expenses –** Navigates to the Expenses section, where users can create, edit, and submit expense items and reports.

C. **Cards –** Opens the Cards section for managing corporate cards, viewing transactions, and checking balances.

D. **Approvals –** Displays all items pending the user's approval, such as expense reports or card requests.

E. **Receiving –** Used to confirm the receipt of items or services, typically linked to purchase orders or card transactions.

F. **Add Receipt –** Allows users to upload receipts directly from their device's camera or photo gallery for expense tracking.

G. **Support –** Provides access to help resources or contact options for technical or account–related support.

H. **Settings –** Opens the settings menu where users can manage preferences, notifications, and app configurations.

I. **Logout –** Logs the user out of the Corpay Complete app securely.

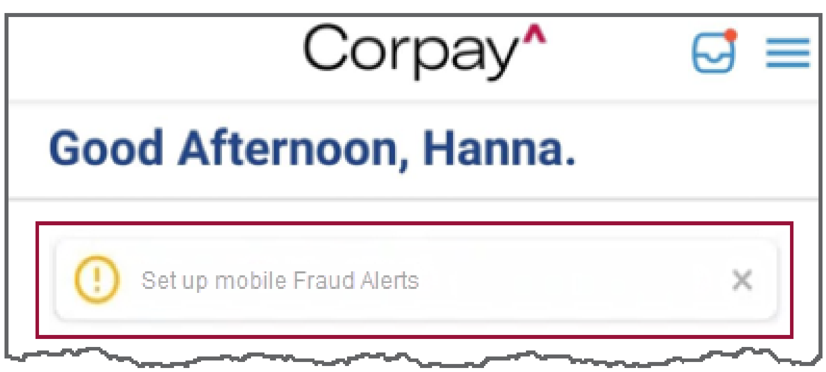
Setting Up Alerts and Notifications

To help protect your account and stay informed about important activity, the Corpay Complete mobile app offers customizable **fraud alerts** and **push notifications**. These alerts notify you in real time about suspicious transactions, card activity, and other critical updates, helping you take immediate action if needed. Setting up these alerts ensures:

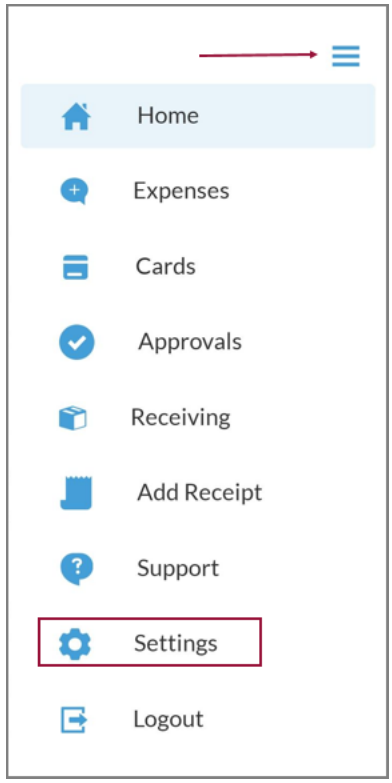
- **Enhanced security** for your corporate card and expense activity.
- **Timely updates** on approvals, expenses, and card usage.

Follow the steps in this section to enable and customize fraud alerts and notifications from your mobile device.

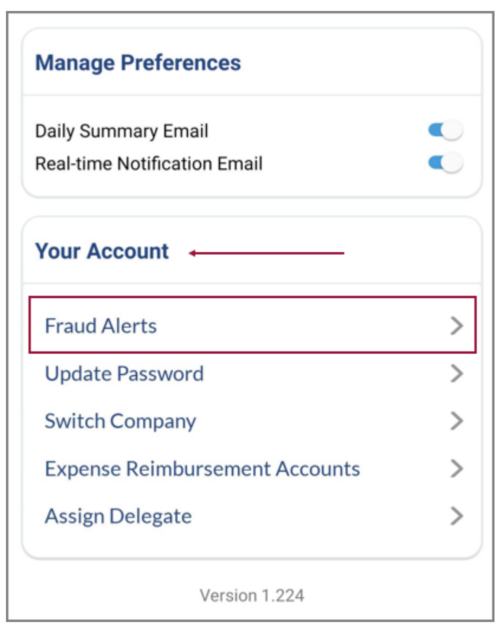
1. Tap the **Fraud Alert Setup** banner to set up mobile fraud alerts.



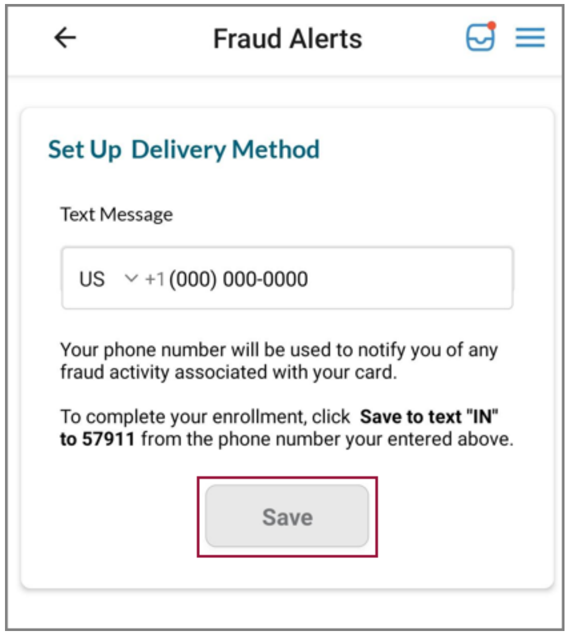
- You can also take this action tapping the **Menu** icon on the top right corner of the screen, followed by **Settings**.



- From the Settings window, under **Your Account**, tap **Fraud Alerts**.

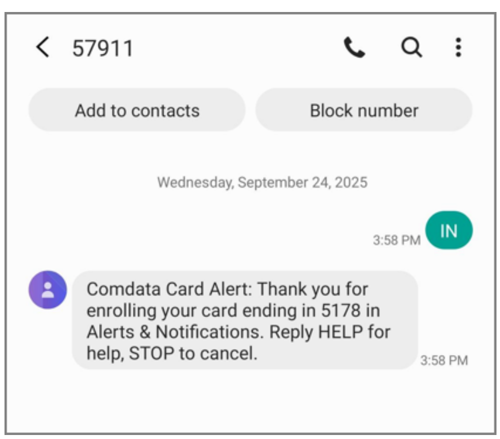


2. Enter your mobile number and tap **Save**.



3. Text "**IN**" to **57911** to activate alerts. You will receive a confirmation text notifying you that your card has been enrolled in Alerts and Notifications.

IMPORTANT
Canadian Cardholders should text **IN to 14445** from the mobile phone associated with their corporate Card.



Expenses Module in the Mobile Application

The Corpay Complete mobile app allows users of the Corpay Complete platform to manage expenses. This section describes the steps in the Corpay Complete mobile app to access the Expenses Module, create and edit reimbursable expense items, create and submit expense reports for approval, and other expense management functions that can be performed within the mobile application.

Please note that the Expenses Module is available only to customers who have signed up for this option. While it may appear in the app interface, it will not display any information unless the feature has been enabled for the user.

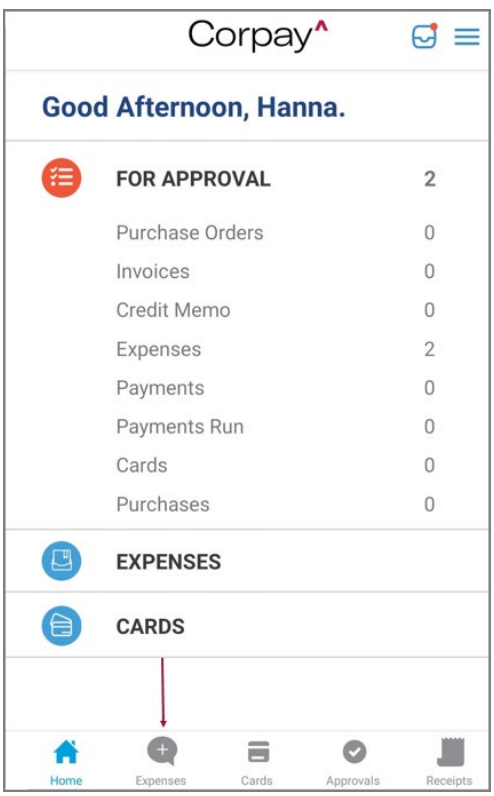
How to Access Expenses module

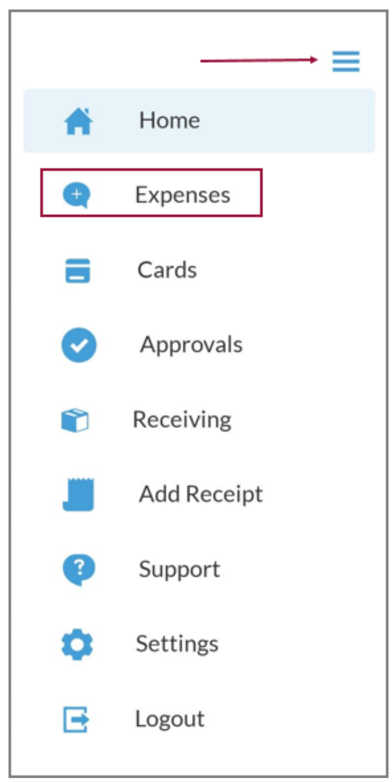
To access Expenses module in Corpay Complete,

1. Log in to the **Corpay Complete** mobile app.

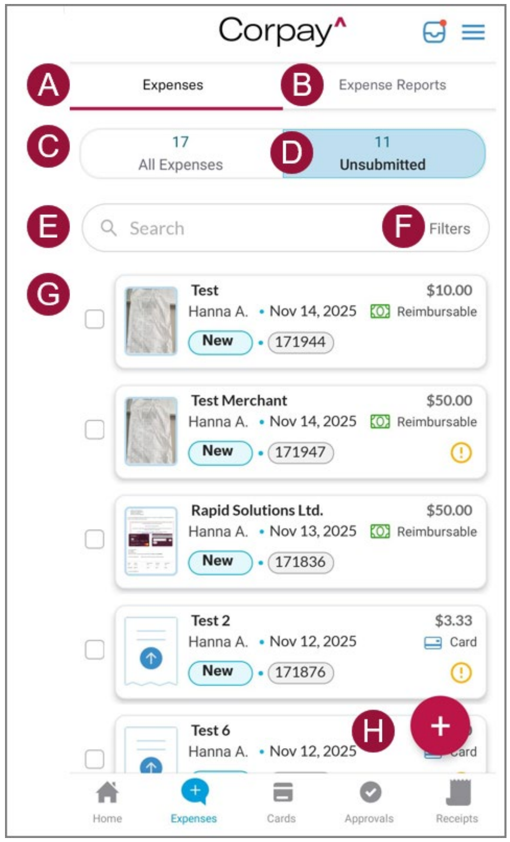
2. Tap on the **Expenses** icon from the main navigation at the bottom of the screen.

    - Alternatively, you can also access the Expenses function from the **Menu** icon on the top right corner of the screen, by tapping **Expenses** from the list of functions.





3. The above action opens the **Expenses** dashboard on the Corpay Complete mobile app.



A. **Expenses –** Displays Expense items in two categories - **All Expenses** and **Unsubmitted Expenses**. Based on the selected category, individual expense items are listed under this tab.

B. **Expense Reports** – Tap to access Expense Reports in Draft, New, Pending Approval, Approved, and Closed statuses.

C. **All Expenses** – Displays the total number of expense items across all statuses.

D. **Unsubmitted Expenses** – Highlights the number of expense items that have not yet been submitted.

E. **Search** – Use the Search Bar to find specific expense items or Expense Reports by keyword.

F. **Filters** – Tap to narrow down your search results by applying filter criteria such as Policy, Expense Number, Submit Date Range, Status, Receipt Attached status, and Expense Amount Range.

G. **Individual Expense Item** – Displays key details of an expense item.

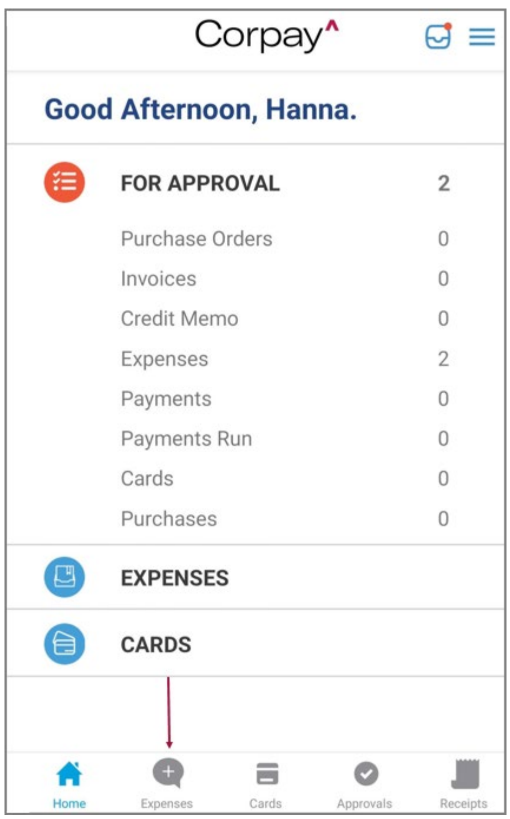
H. **Plus Icon** – Tap to create an Expense Report or Add an Expense Item to an already existing Expense Report.

How to Create an Expense Item

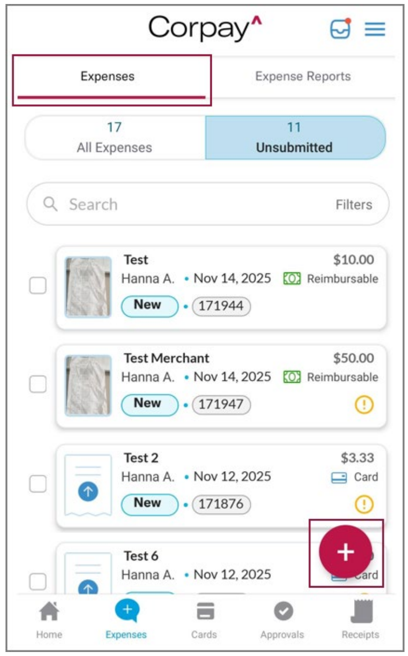
Follow the steps below to create an expense item for reimbursable expenses.

1. Log in to the **Corpay Complete** mobile app.

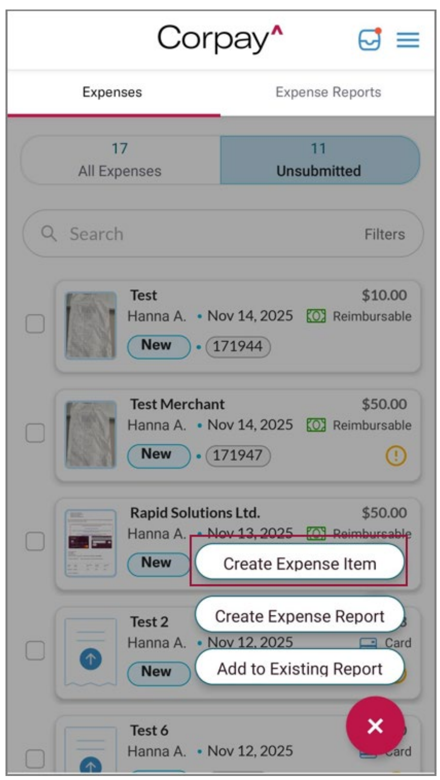
2. Tap on the **Expense** icon from the main navigation at the bottom of the screen.



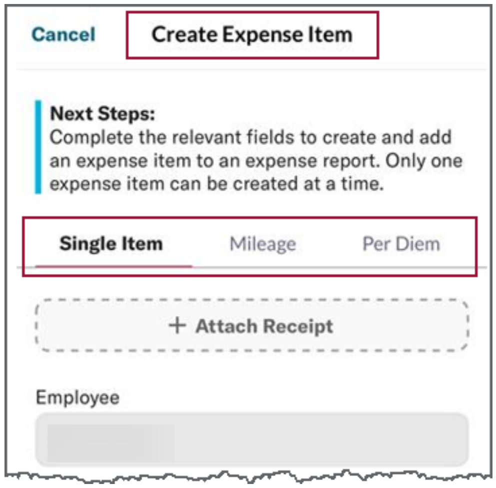
3. From the **Expenses** tab, tap the Plus icon at the bottom right corner of the screen.



4. The above action displays the options to **Create Expense Item**, **Create Expense Report,** and **Add to Existing Report**. Select **Create Expense Item**.



5. On the **Create Expense Item** screen, you now have the option to create a **Single Expense Item**, a **Mileage Expense Item**, and a Per Diem Expense Item.

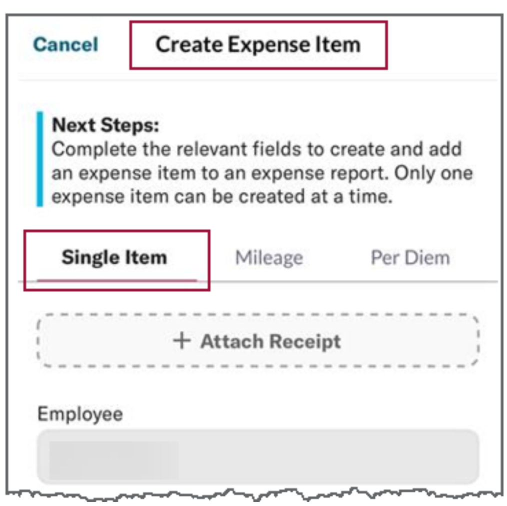


6. Follow the steps below to create an expense item for each.

Creating a Single Expense Item

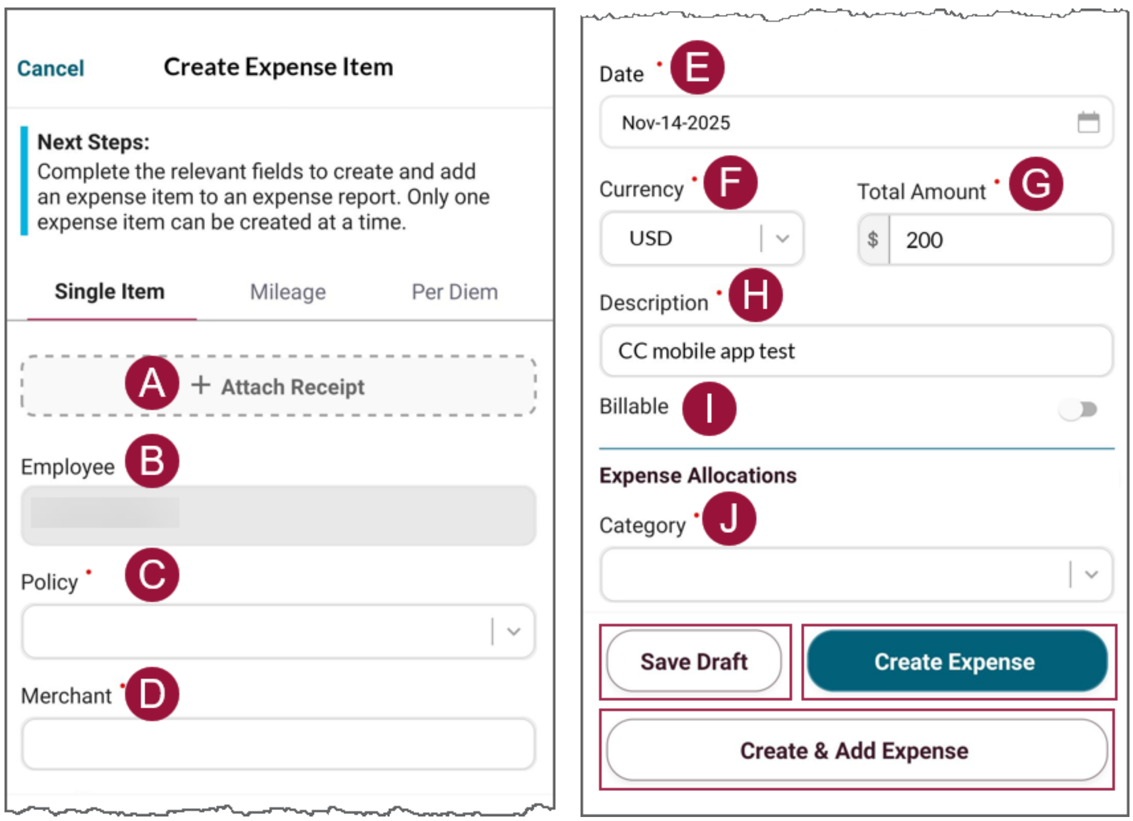
Just like the Corpay Complete web application, you can create and submit reimbursable, out–of–pocket expense reports within the mobile app. Follow the steps under How to Create an Expense Item section to access the Expenses Module in the mobile application and proceed with the steps below to **Create a Single Expense Item** for reimbursable expenses.

1. From the **Create Expense Item** screen, tap the **Single Item** tab.



2. On the **Single Item** screen, complete all the required fields and upload a receipt as applicable. When done, tap the **Create Expense** button to create the expense item.

    - Tap **Save Draft** to save the Expense Item entry without submitting if you need to complete or review the Expense Item later. You may also tap the Create & Add Expense button if you wish to add the expense item to an Expense Report.



A. **Attach Receipt** – Tap the Upload Receipt button to attach a photo or file of the receipt. You can take a picture or select one from your device's gallery.

B. **Employee** – Automatically displays the name of the employee.

C. **Policy** – Use the Policy dropdown to choose the applicable expense policy. This ensures the expense complies with company guidelines.

D. **Merchant** – In the Merchant field, key in the name of the vendor or service provider where the expense occurred.

E. **Date** – Tap the Date field to open the date picker and select the date the expense was incurred.

F. **Currency** – Select the currency in which the reimbursement will be processed.

G. **Total Amount** – This field auto–calculates based on distance and rate but can be manually adjusted if needed.

H. **Description** – Provide a brief explanation of the expense in the Description field

I. **Billable** – Use the Billable Toggle (switch) to indicate whether the transaction is reimbursable to the cardholder or not.

J. **Category** – Choose the appropriate Category from the dropdown (e.g., Travel, Meals, Office Supplies).

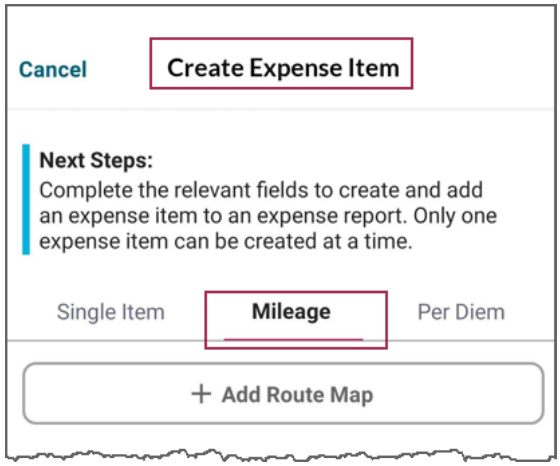
3. You will receive a success message confirming that a new Expense Item has been created.

IMPORTANT
Please note that Expense Reports need to be created for Expense Items.

Creating a Mileage Expense Item

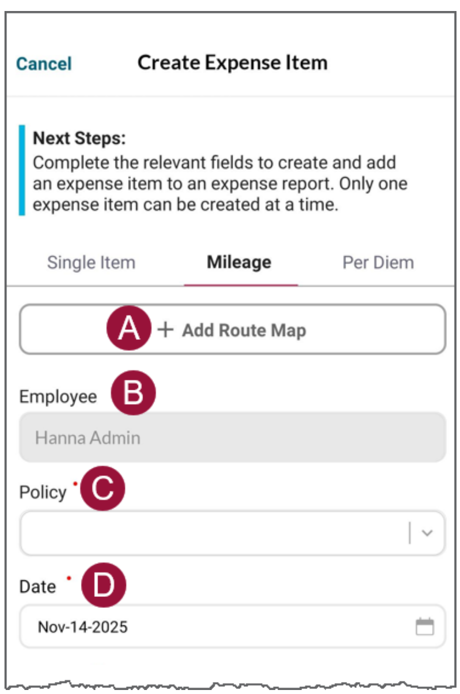
Follow the steps under How to Create an Expense Item section to access the Expenses Module in the mobile application and proceed with the steps below to create a **Mileage** Expense Item for reimbursable expenses.

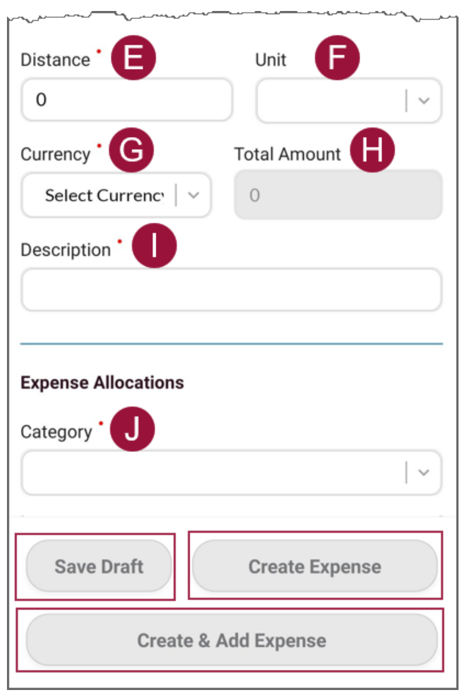
1. From the **Create Expense Item** screen, tap the **Mileage** tab.



2. On the **Mileage** screen, complete all the required fields (see field descriptions on next page)as applicable and tap the **Create Expense** button to submit the mileage entry for approval and reimbursement.

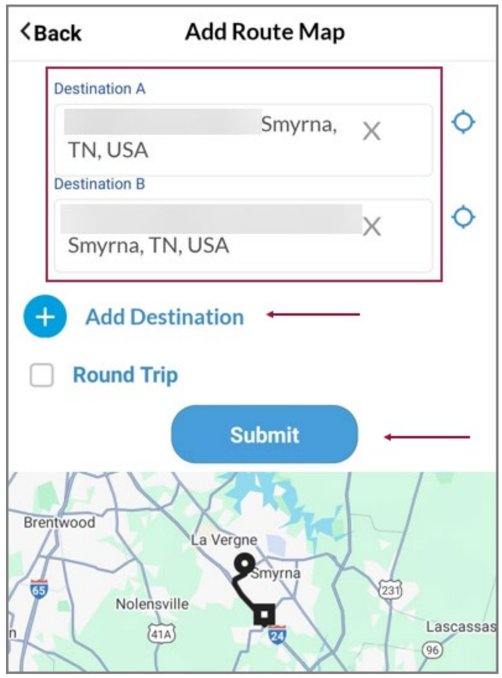
   - Tap **Save Draft** to save the mileage entry without submitting if you need to complete or review the Expense Item later. You may also tap the **Create & Add Expense** button if you wish to add the expense item to an Expense Report.





A. **Add Route Map –** Tap to add a visual map of your travel route. This helps verify the mileage claimed.

- Add the travel origin and destination on the **Add Route Map** window and tap **Submit**. You can add multiple destinations as applicable. Based on your entry, the distance will be automatically calculated to complete the **Distance** and **Total Amount** fields in the **Mileage** window.



B. **Employee** – Automatically displays the name of the employee.

C. **Policy** – Use the Policy dropdown to choose the applicable expense policy. This ensures the expense complies with company guidelines.

D. **Date** – Tap to select the date the travel occurred using the date picker.

E. **Distance** – Enter the total distance traveled. This value is used to calculate reimbursement.

F. **Unit** – Choose the unit of measurement for the distance (e.g., Miles or Kilometers).

G. **Currency** – Select the currency in which the reimbursement will be processed.

H. **Total Amount** – This field auto–calculates based on distance and rate but can be manually adjusted if needed.

I. **Description** – Provide a brief explanation of the expense in the Description field.

J. **Category** – Choose the appropriate Category from the dropdown.

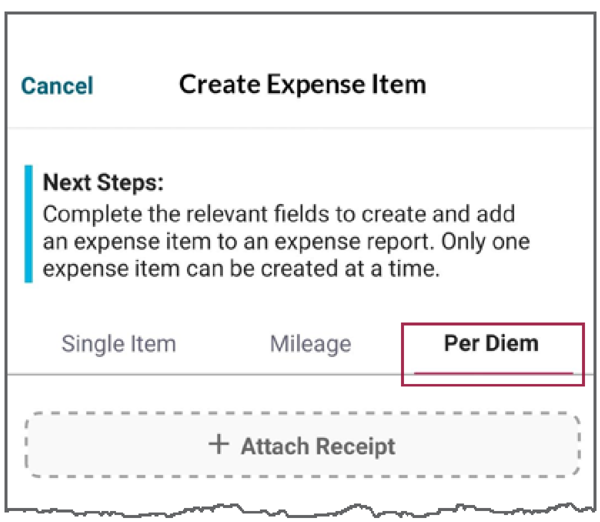
3. You will receive a success message confirming that a new Mileage Expense Item has been created.

IMPORTANT
Please note that Expense Reports need to be created for Expense Items.

Creating a Per Diem Expense Item

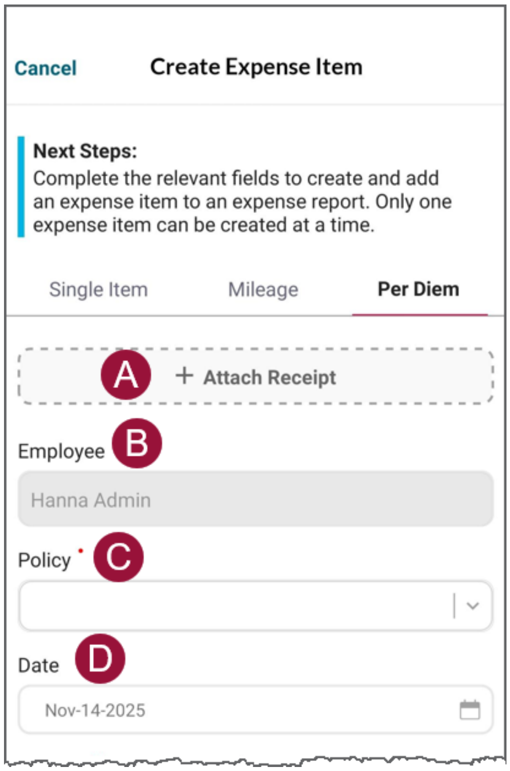
Follow the steps under How to Create an Expense Item section to access the Expenses Module in the mobile application and proceed with the steps below to create a **Per Diem** Expense Item for reimbursable expenses.

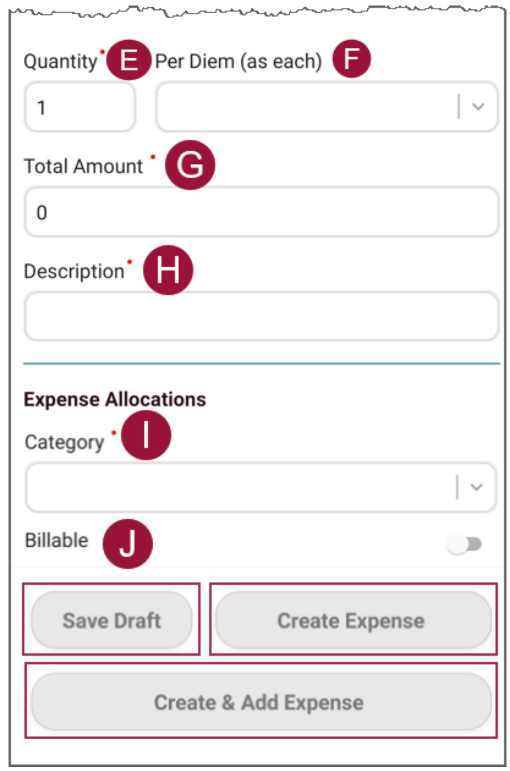
1. From the **Create Expense Item** screen, tap the **Per Diem** tab.



2. On the **Per Diem** screen, complete all the required fields as applicable and tap the **Create Expense** button to submit the mileage entry for approval and reimbursement.

    - Tap **Save Draft** to save the mileage entry without submitting if you need to complete or review the Expense Item later. You may also tap the **Create & Add Expense** button if you wish to add the expense item to an Expense Report.





A. **Attach Receipt –** Tap to upload a receipt image from your device or camera. This helps validate the per diem claim when required.

B. **Employee** – Automatically displays the name of the employee.

C. **Policy –** Select the applicable expense policy from the dropdown. This ensures the per diem entry complies with company guidelines.

D. **Date –** Tap the calendar icon to select the date the per diem applies to (default is the current date).

E. **Quantity –** Enter the number of days or units applicable to the per diem.

F. **Per Diem –** Choose the appropriate per diem rate from the dropdown menu. Rates may vary based on location or role.

G. **Total Amount –** Enter the total amount to be reimbursed. This may auto–calculate based on rate and quantity, or be manually entered.

H. **Description –** Provide a brief explanation of the per diem (e.g., “Travel to client site – meals”).

I. **Category –** Select the appropriate category for the expense (e.g., Meals, Lodging, Travel).

J. **Billable** – Use the Billable Toggle (switch) to indicate whether the transaction is reimbursable to the cardholder or not.

3. You will receive a success message confirming that a new Per Diem Expense Item has been created.

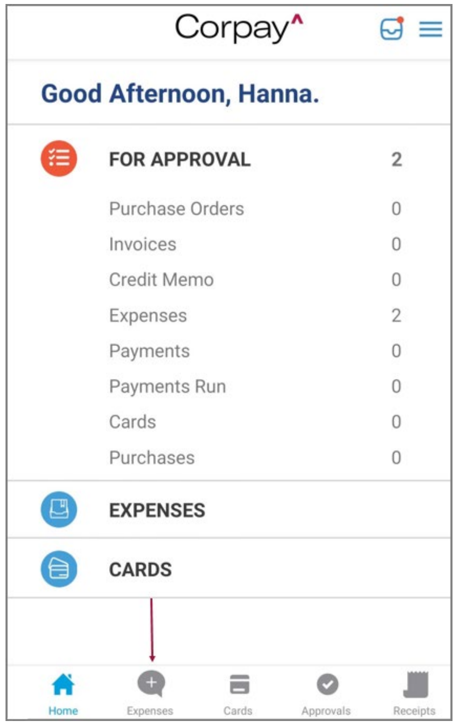
IMPORTANT
Please note that Expense Reports need to be created for Expense Items.

Editing an Expense Item

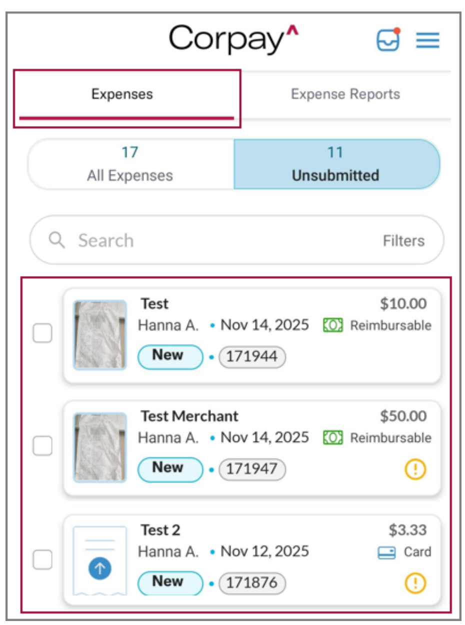
Follow the steps below to edit an Expense Item for reimbursable expenses.

1. Log in to the **Corpay Complete** mobile app.

2. Tap on the **Expense** icon from the main navigation at the bottom of the screen.

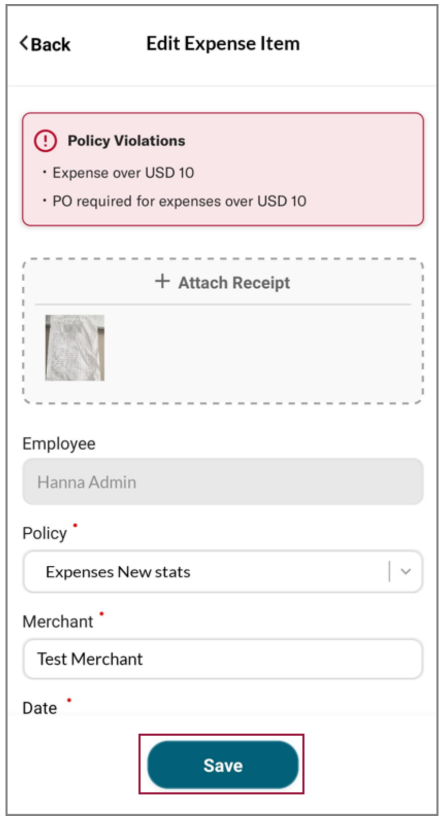


3. From the **Expenses** tab, tap the Expense Item you wish to edit.



4. On the **Edit Expense Item** screen, complete all applicable edits you wish to make and tap **Save**.

IMPORTANT
Please note that Policy Violations will display at the top of the Edit Expense Item screen.



5. You will receive a success message confirming that the Expense Item has been updated.

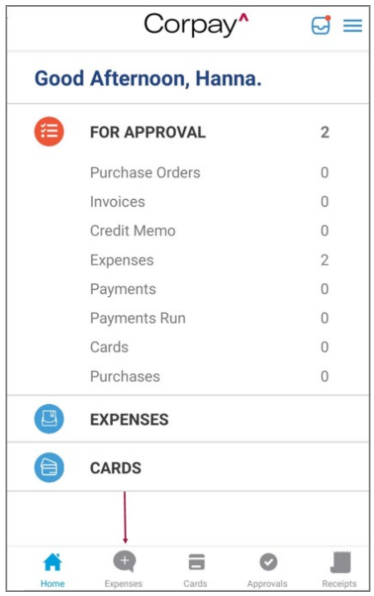
How to Create an Expense Report

Create a New Expense Report

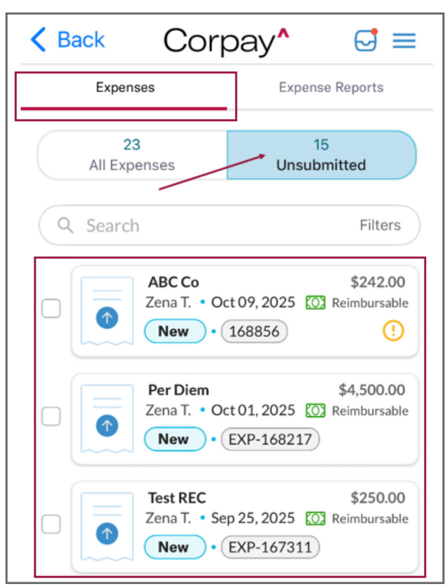
To create a new Expense Report in the Corpay Complete mobile app:

1. Log in to the **Corpay Complete** mobile app.

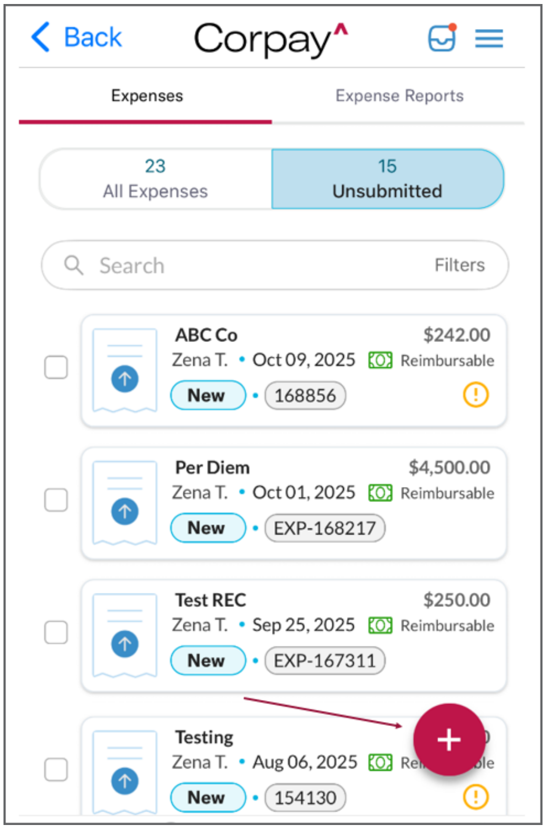
2. Tap on the **Expense** icon from the main navigation at the bottom of the screen.

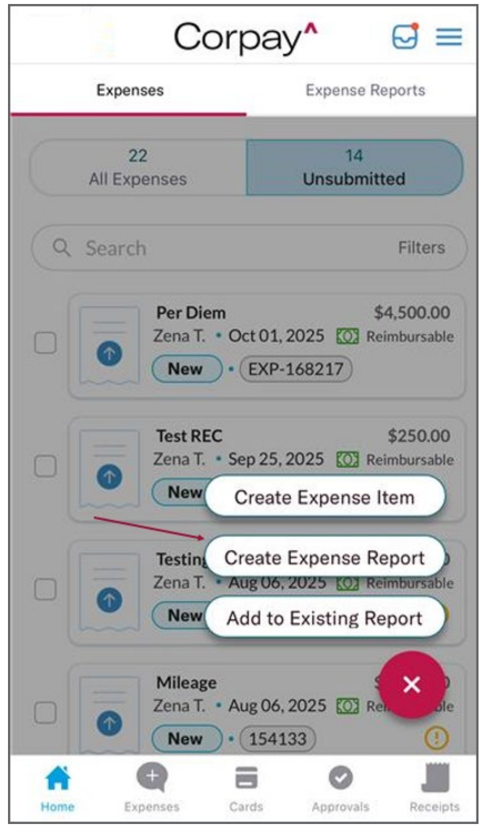


3. From the **Expenses** tab, tap the **Unsubmitted** section to view all unsubmitted Expenses. Then, select the Expense Item you wish to create an Expense Report for.



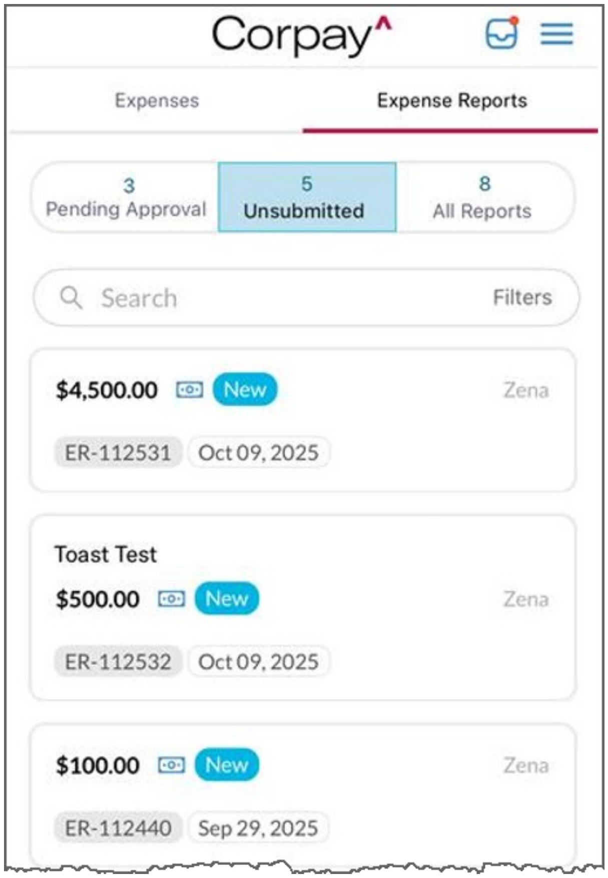
4. Tap on the maroon **Plus** icon at the bottom right of the screen, and select **Create Expense Report** to create a new Expense Report





5. You will receive a popup message confirming that a draft Expense Report has been created.

- The Expense Report will now show under the **Expense Reports** tab with the status **New**.



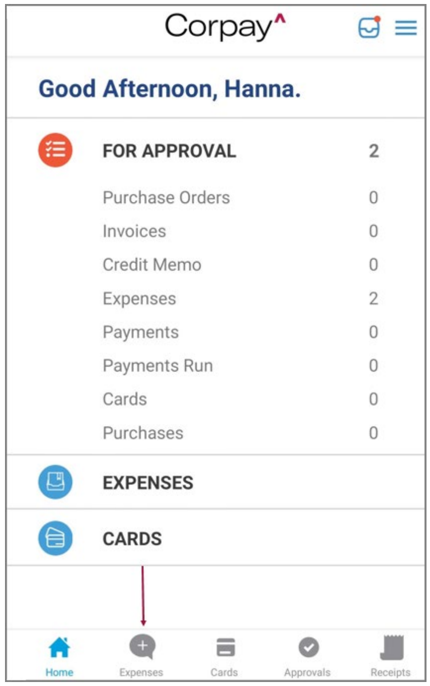
This completes the workflow for creating a New Expense Report and you may proceed to Submit the Expense Report you created. See the Submitting Expense Reports section for a step–by–step guide on how to submit an Expense Report for approval.

Adding Expense Items to an Existing Expense Report

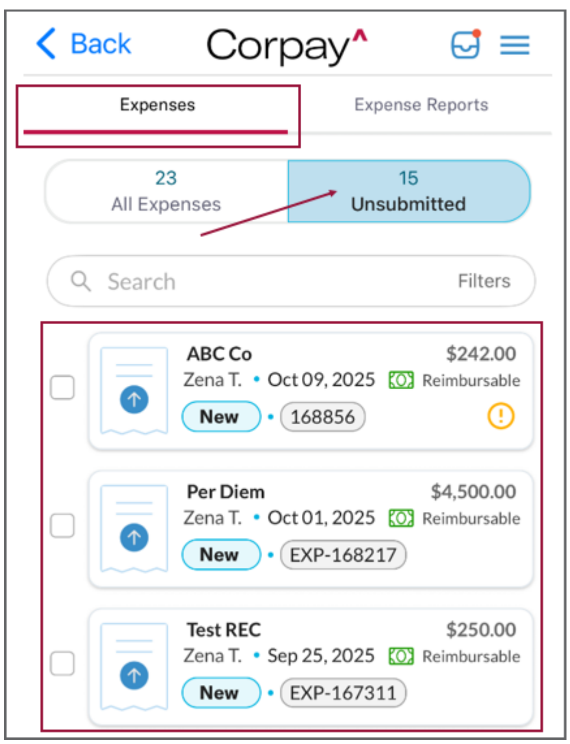
Follow the steps below to add an Expense Item to an already Existing Expense Report.

1. Log in to the **Corpay Complete** mobile app.

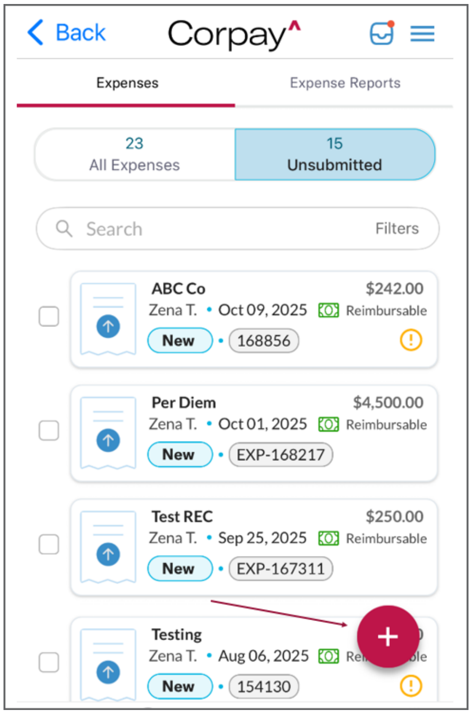
2. Tap on the **Expense** icon from the main navigation at the bottom of the screen.

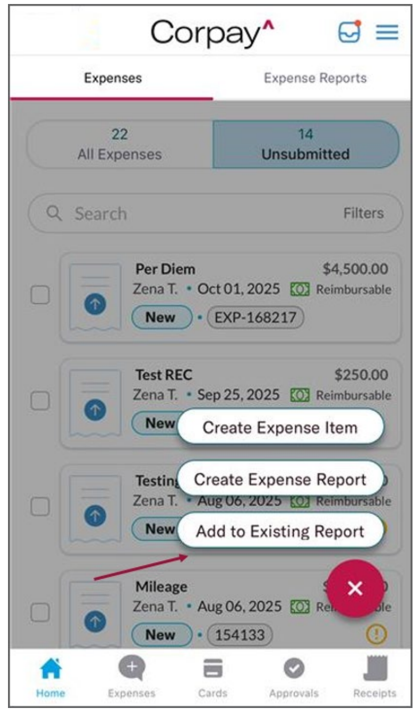


3. From the **Expenses** tab, tap the **Unsubmitted** section to view all unsubmitted Expenses. Then, select the Expense Item you wish to create an Expense Report for.



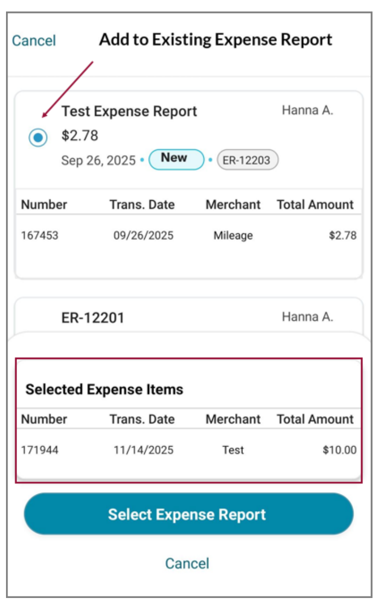
4. Tap on the maroon **Plus** icon at the bottom right of the screen, and Select **Add to Existing Report** to add the expense item to an existing Expense Report.



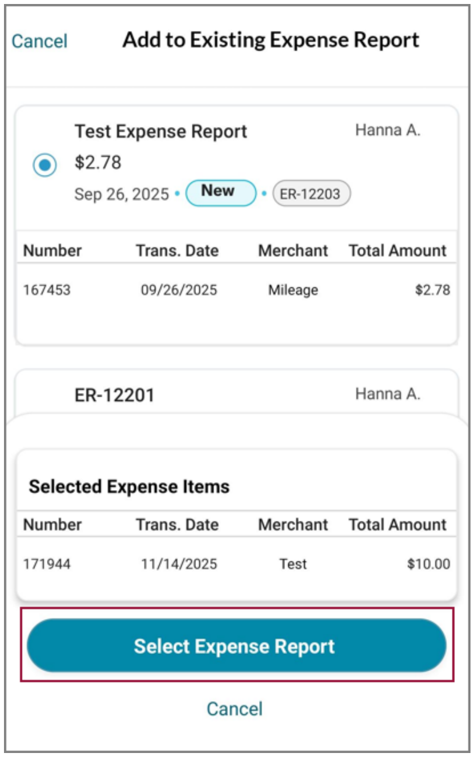


5. On the **Add to Existing Expense Report** screen, select the Expense Report to which you want to add the selected Expense Item(s).

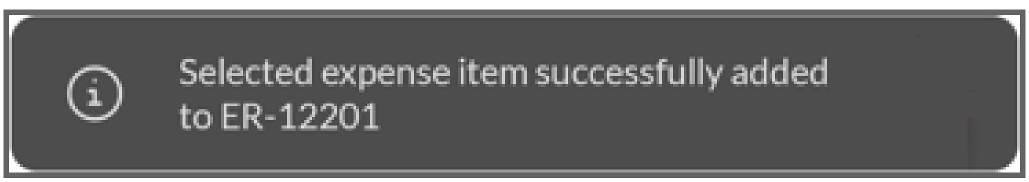
   - Tapping an Expense Report from the list will expand the selection to show an overview of the Expense Items already linked to that Expense Report.



6. Tap **Select Expense Report** to add the selected Expense Item(s) to the report.



7. A success message will appear confirming the successful addition of the Expense Item(s) to the existing Expense Report.



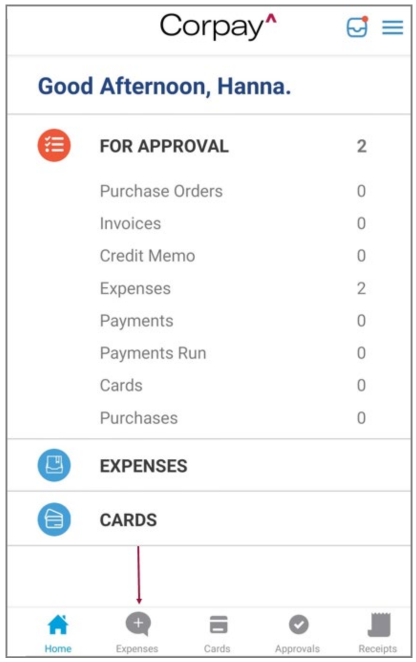
IMPORTANT
Please note that the Expense Report to which you added an Expense Item needs to be submitted for approval. Follow the steps below to submit the updated Expense Report for Approval.

Submitting Expense Reports

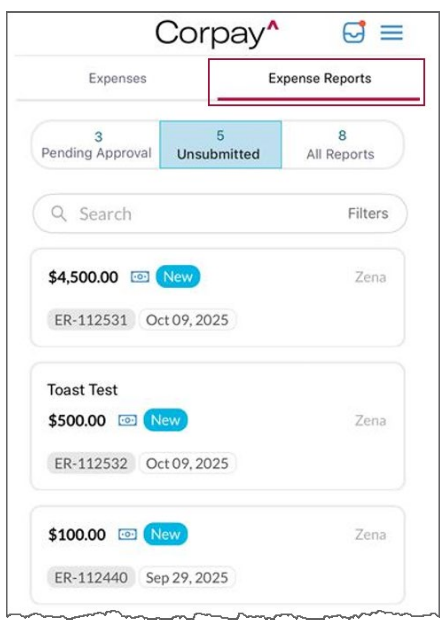
Follow the steps below to submit an Expense Report for approval,

1. Log in to the **Corpay Complete** mobile app.

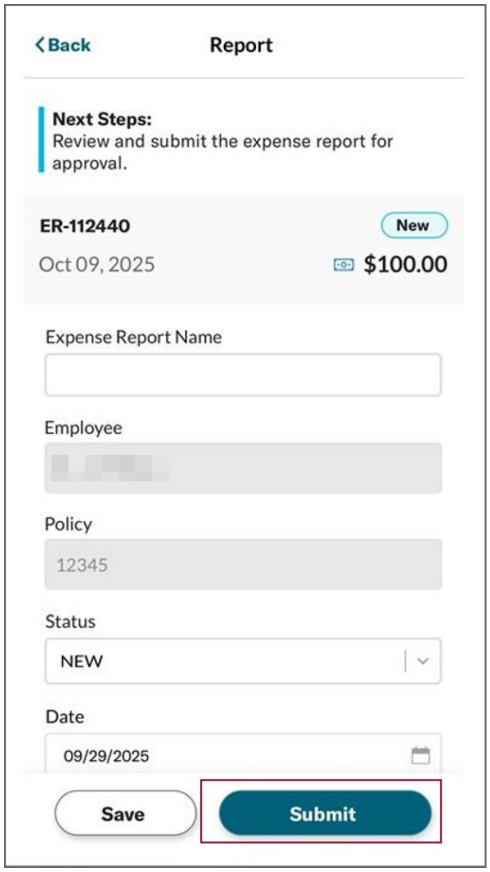
2. Tap on the **Expense** icon from the main navigation at the bottom of the screen.



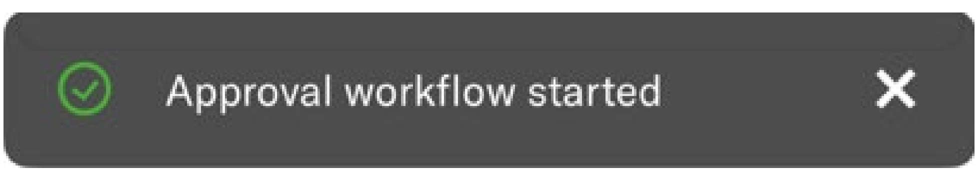
3. Select the **Expense Reports** tab. From the list of unsubmitted expense reports under the **Unsubmitted** section, tap on the Expense Report you wish to submit for approval.



4. From the Expense Report details screen, review the Expense Report and tap **Submit**.



5. A success message will appear confirming that the Expense Report was submitted for approval.



Splitting Expenses

The Split Expense feature in Corpay Complete helps users to allocate/split expenses between expense categories, departments, locations, business units, or projects.

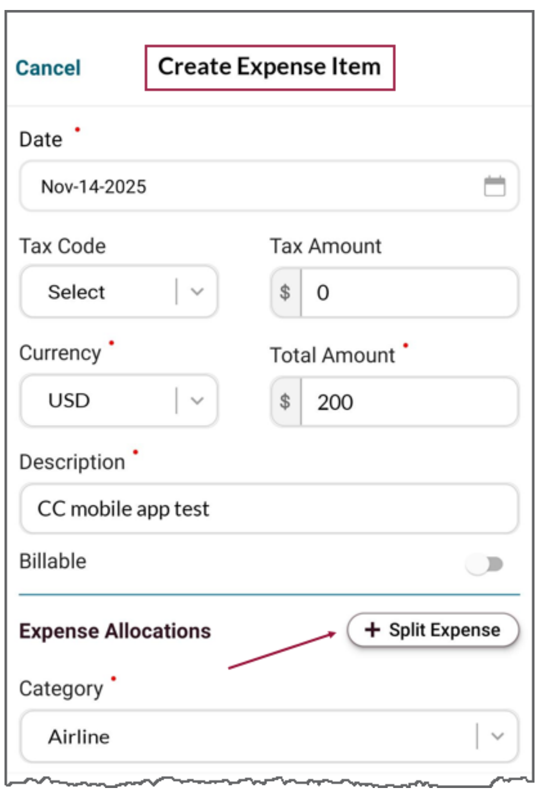
IMPORTANT
Please note that the company setting needs to be turned on for Split Expense features to be active.

Follow the steps below to allocate your expenses when creating a new Expense Item via the Corpay Complete Mobile App.

1. Log in to the **Corpay Complete** mobile app.

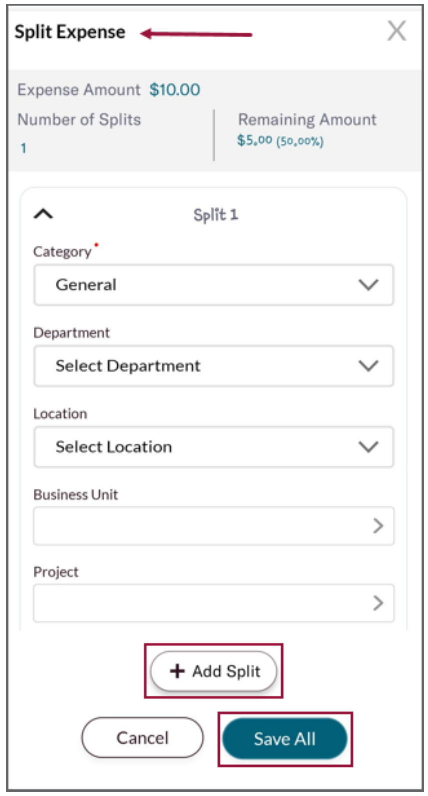
2. Follow the steps in the How to Create an Expense Item section to create an expense item.

3. On the **Create Expense Item** screen, complete all the required fields and upload a receipt as applicable. Then, on the bottom section of the screen, tap the **+ Add Split** button–if the expense needs to be divided across multiple categories, departments, or projects.

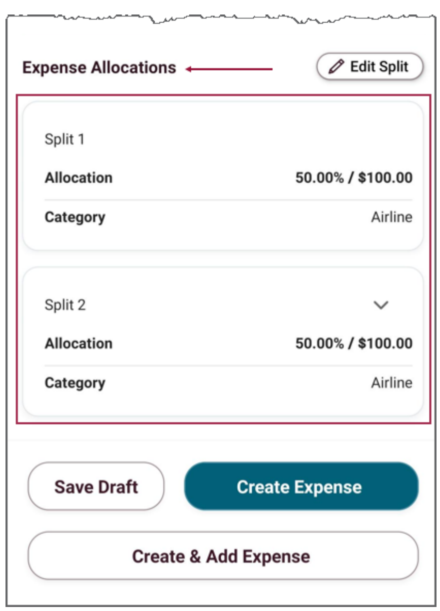


4. On the **Split Expense** screen, complete all applicable fields and tap the **Save All** button.

    - As applicable, add more allocation items by selecting the **+ Add Split** button.



5. The above action will take you back to the **Create Expense Item** screen. The allocated expenses will be displayed under the **Expense Allocation** section.



6. When done, tap the **Create Expense Item** button to create the expense item. You will receive a success message confirming that a new Expense Item has been created.

IMPORTANT
You may edit the split expenses by following the steps to edit an expense item.

Expense Report Status Description

Expense Report Status	Expense Report Status Description
New	The Expense Report is newly created and needs to be reviewed and submitted for approval.
Pending Approval	The Expense Report is submitted for and awaiting approval.
Approved	All approvals are completed for the Expense Report, and it is awaiting payment and reconciliation.
Rejected	The Expense Report has been rejected by the approver.
Paid	The Expense Report has been fully processed, and expense reimbursement is paid to the requestor.
Closed	The Expense Report has been fully processed, expense reimbursement is paid and reconciled.

Cards Module in the Mobile Application

If your company issues cards through the Corpay Complete web platform, you will see the **Cards Module** available to you in the mobile application. This section covers information on how to access the **Cards** module using the mobile application, review card balance details, as well as transactions that come in against your Corpay Complete cards.

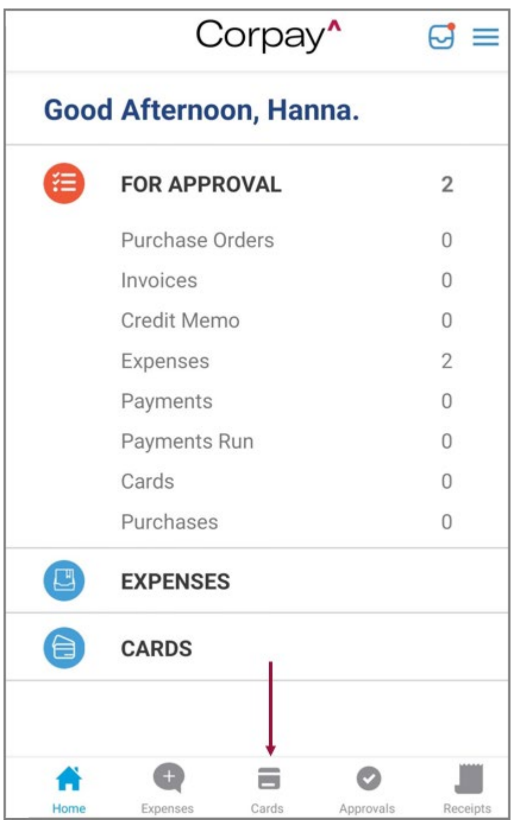
How to Access Cards Module

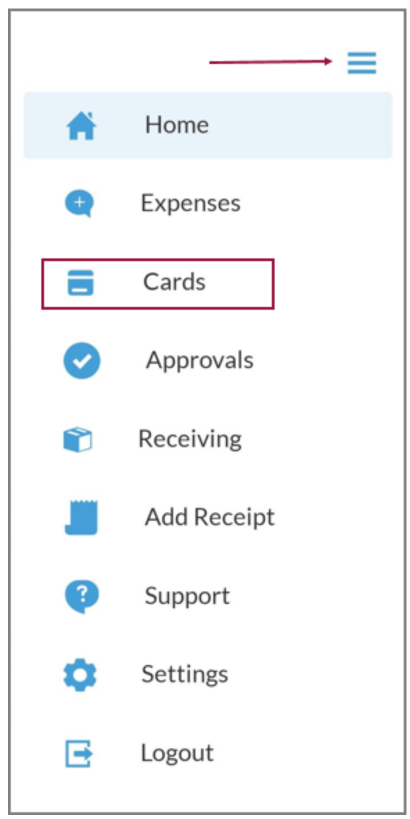
To access Cards module in Corpay Complete,

1. Log in to the **Corpay Complete** mobile app.

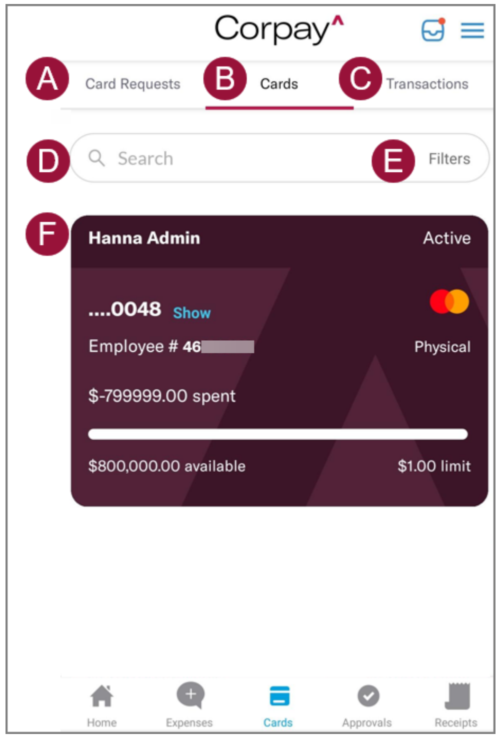
2. Tap on the **Cards** icon from the main navigation at the bottom of the screen.

   - Alternatively, you can also access the Cards function from the **Menu** icon on the top right corner of the screen, by tapping **Cards** from the list of functions.





3. The above action opens the **Cards** dashboard on the Corpay Complete mobile app.



A. **Card Requests Tab** – Tap this tab to initiate a request for a new corporate card.

B. **Cards Tab** – This is the currently active tab. It displays all cards assigned to the user, including status, type, and spending details.

C. **Transactions Tab** – Tap to view transaction history for your assigned cards. This includes purchases, refunds, and other card activity.

D. **Search Bar** – Use the search bar to quickly locate specific cards, transactions, or employee records by name, number, or keyword.

E. **Filters Button** – Tap to apply filters to the card or transaction list. You can filter by card status, type, spending limits, or employee details.

F. **Card Details Section** – This section displays detailed information about an individual card:

- **Status**: Indicates whether the card is active or inactive.
- **Card Type**: Shows if the card is physical, ghost, or virtual.
- **Card Number**: Displays the last four digits for identification.

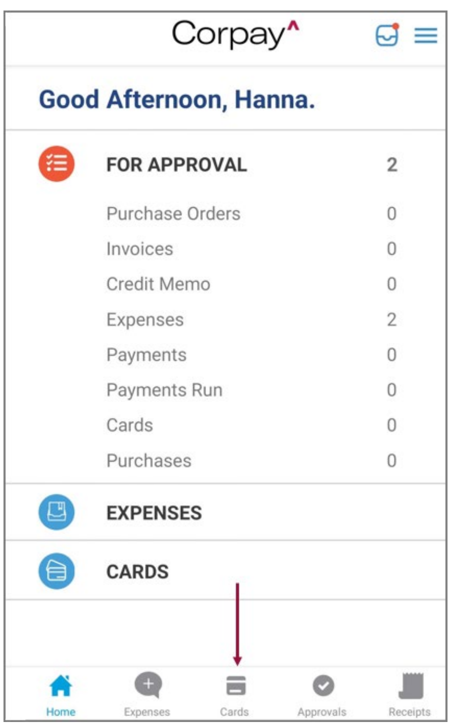
- **Employee Number**: Unique identifier for the cardholder.
- **Amount Spent**: Shows current spending on the card.
- **Available Balance and Limit**: Visual bar and numeric values showing:
    - Available balance
    - Total card limit

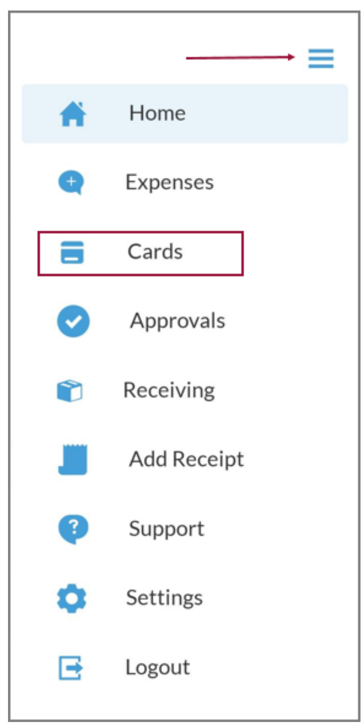
Review the following sections to learn more about requesting a card, accessing card details, and viewing transactions related to your Corpay Complete card.

Requesting a Card

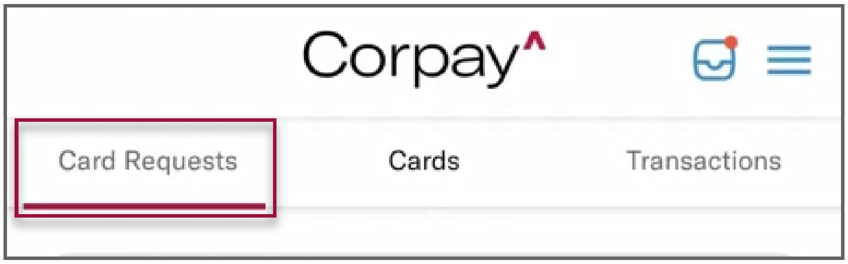
Follow the steps below to request a card using the Corpay Complete mobile application,

1. Log in to the **Corpay Complete** mobile App.
2. Click on the **Cards** icon at the bottom of the screen in the main navigation bar.
    - Alternatively, the **Cards** feature can be accessed from the **Menu** on the top right corner of the app.

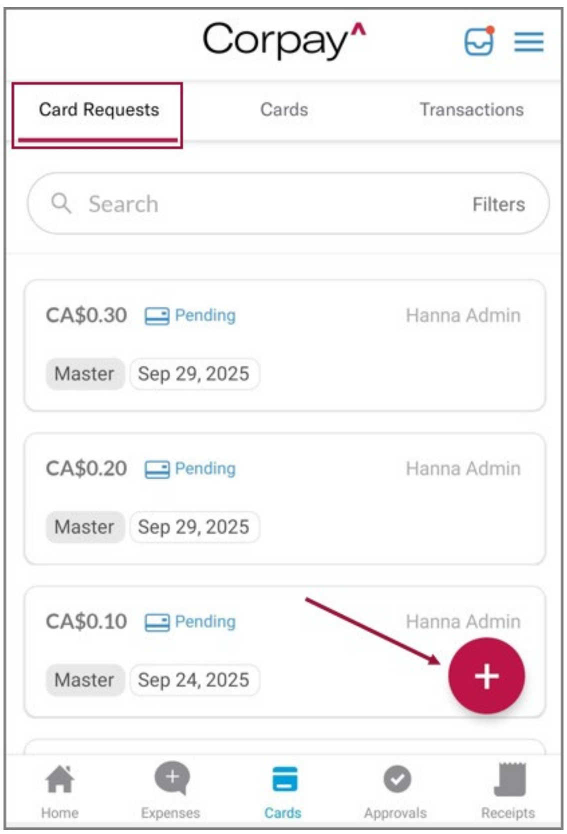


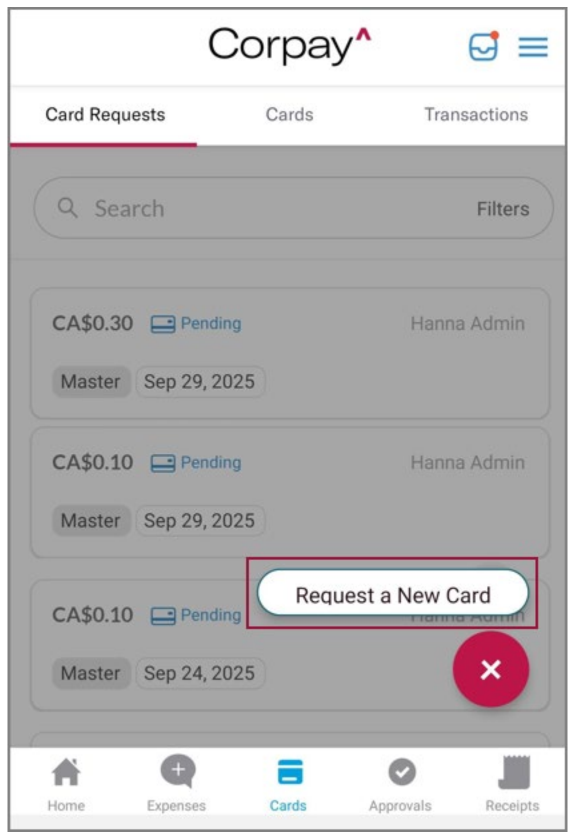


3. Clicking the **Cards** feature displays the screen with **Card Requests**, **View Cards**, and **Your Transactions** options on the header. Tap the **Card Requests** tab at the top of the screen

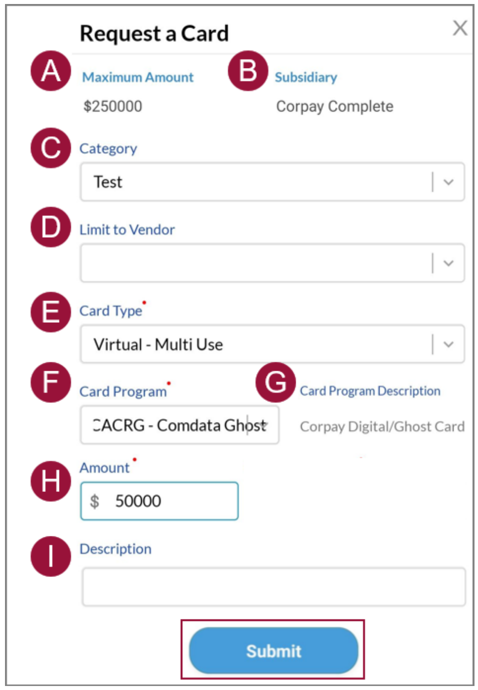


4. Tap the **Plus** icon on the bottom right corner of the screen and select the **Request a New Card** button.





5. Complete all the required fields and tap **Submit**.



A. **Maximum Amount –** Displays the maximum allowable card request amount This is typically set by company policy and cannot be modified by the user.

B. **Subsidiary –** Select the business entity under which the card will be issued.

C. **Category –** Choose the category that best describes the purpose of the card.

D. **Limit to Vendor –** Optionally enter a specific vendor name to restrict card usage to that vendor only. Leave blank if the card should be usable with multiple vendors.

E. **Card Type –** Select the type of card being requested.

- **Physical Card** – A traditional, plastic card issued to an employee for in–person or recurring business purchases. It can be used at physical locations or online, depending on company policy.

- **Virtual** – **Single Use** – A digital card generated for a one–time transaction. Ideal for secure, limited–use purchases such as vendor payments or one–off expenses.

- **Virtual Multi Use –** A reusable digital card that can be used for multiple transactions. Suitable for ongoing vendor relationships or recurring online payments.

F. **Card Program –** Choose the card program under which the card will be issued This determines the issuing bank and card rules.

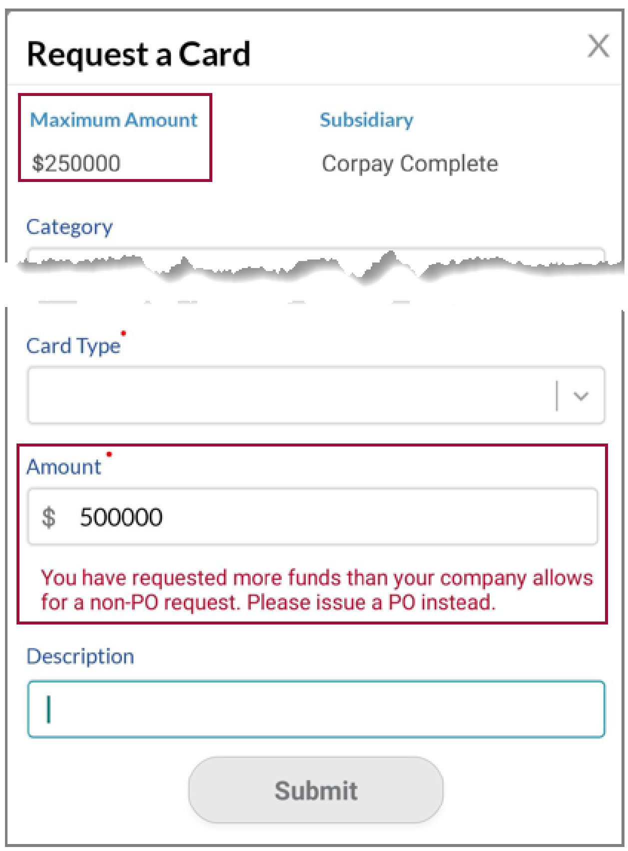
G. **Card Program Description –** Displays a description of the selected card program (e.g., Corpay Digital/Ghost Card). This is informational and cannot be edited.

H. **Amount –** Enter the requested amount for the card. This must be within the allowable maximum.

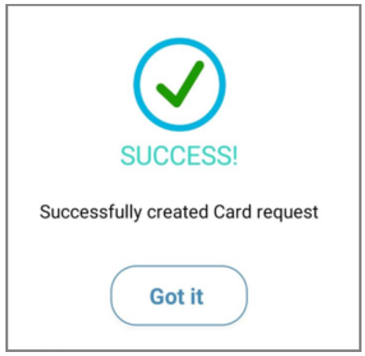
I. **Description –** Provide a brief explanation of the card's intended use.

IMPORTANT

Please note that adding any amount more than what is allowed by the company policy will not be accepted by the system. The prompt shown below will display requesting the user to add the correct amount applicable for the company.



6. You will receive a confirmation message that a card request has successfully been created.



Card Management

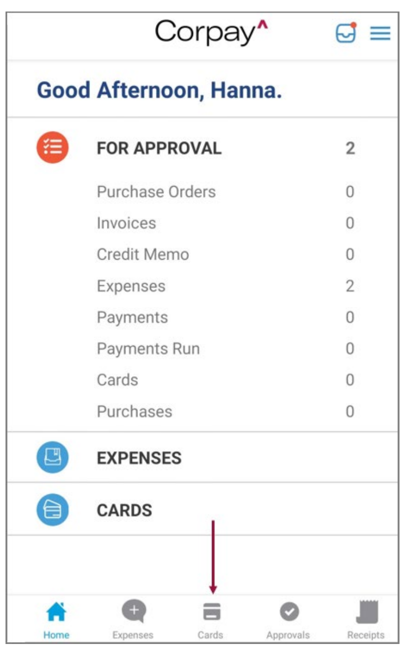
This section provides an overview of the key functionalities and tasks related to managing Cards within the Corpay Complete mobile application.

Viewing Card Details

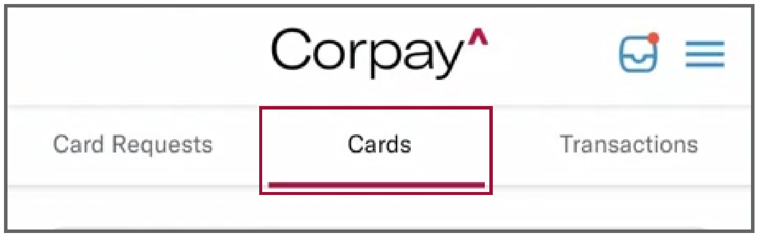
Follow the steps below to view card details.

1. Log in to the **Corpay Complete** Mobile App.

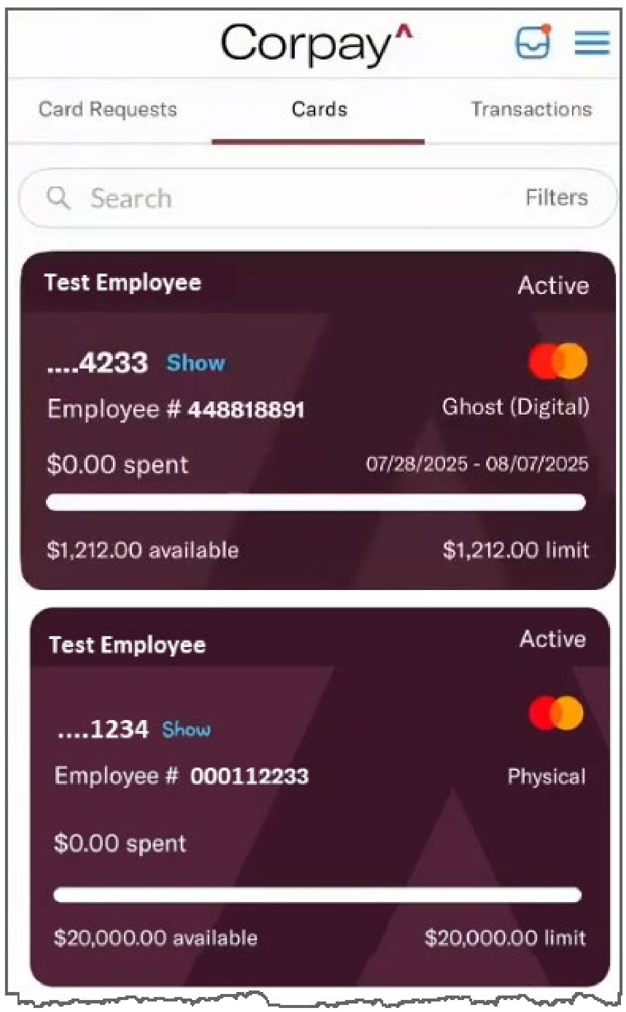
2. Click on the **Cards** icon at the bottom of the screen in the main navigation bar.



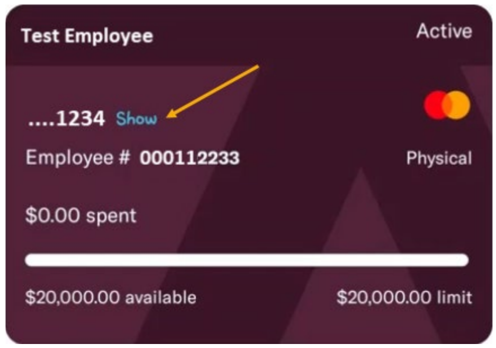
3. Clicking the **Cards** feature displays the screen with **Card Requests**, **Cards**, and **Transactions** tabs on the header. Tap the **Cards** tab.



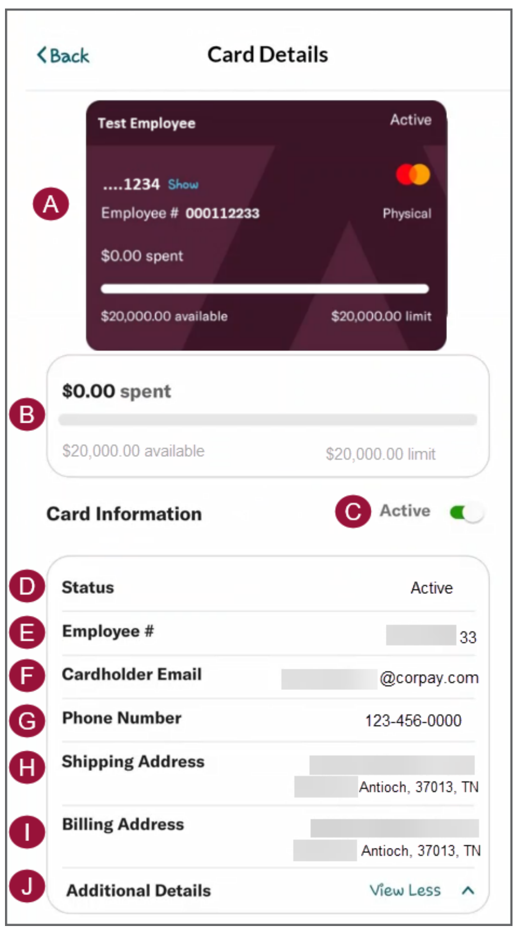
4. You'll be brought to the cards listing page with card information. From the list of available cards, tap the card you wish to view the details for.



IMPORTANT
If you want to view the full card number, click on **Show** next to the card number.



5. The **Card Details** screen appears with the following card details (see field descriptions of the next page).



A. **Card Summary –** Displays key information about the card assigned to the employee:

- **Cardholder**: Name of the employee
- **Card Number**: Last four digits
- **Employee Number**: Unique identifier
- **Status:** Indicates if the card is Active or Inactive
- **Type**: Physical, Ghost, or Virtual card
- **Amount Spent**: Shows current spending
- **Available Balance**: Displays remaining funds

B. **Spending Summary –** Reiterates the **Amount Spent** and **Available Balance** for quick reference.

C. **Card Status Toggle –** Shows the current status of the card (e.g., Active). May include a toggle switch to deactivate or reactivate the card if permissions allow.

D. **Status –** Displays the card’s operational status (e.g., Active). This is typically managed by administrators.

E. **Employee Number –** Shows the unique employee ID associated with the card. Used for internal tracking.

F. **Cardholder Email –** Displays the email address linked to the cardholder (partially obscured for privacy).

G. **Phone Number –** Shows the cardholder’s contact number.

H. **Shipping Address –** Indicates where the physical card was shipped. Includes city, state, and ZIP code.

I. **Billing Address –** Displays the billing address associated with the card. Often matches the shipping address.

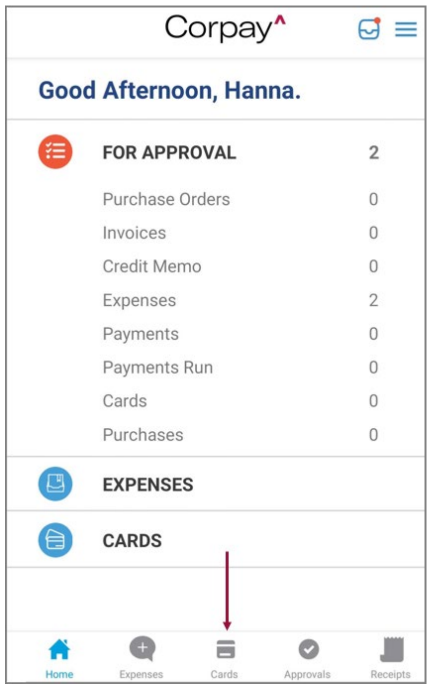
J. **Additional Details –** Tap **View Less** to collapse extended cardholder information for a cleaner view.

Viewing Transactions

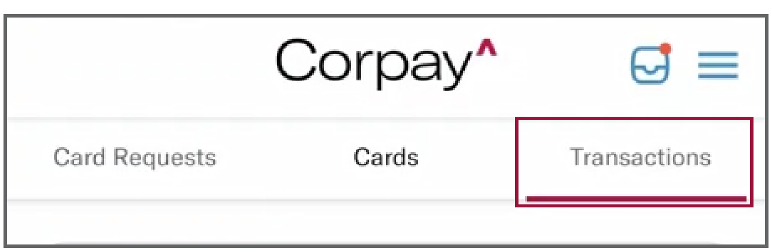
Follow the steps below to view your card transactions in the Corpay Complete mobile app.

1. Log in to the **Corpay Complete** Mobile App.

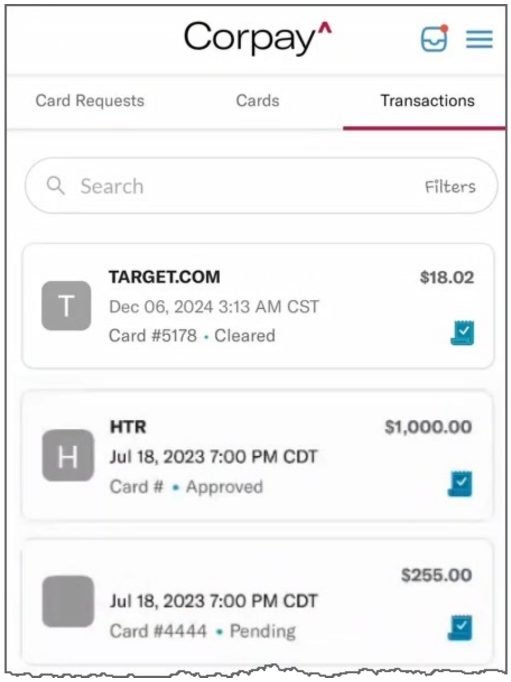
2. Click on the **Cards** icon at the bottom of the screen in the main navigation bar.



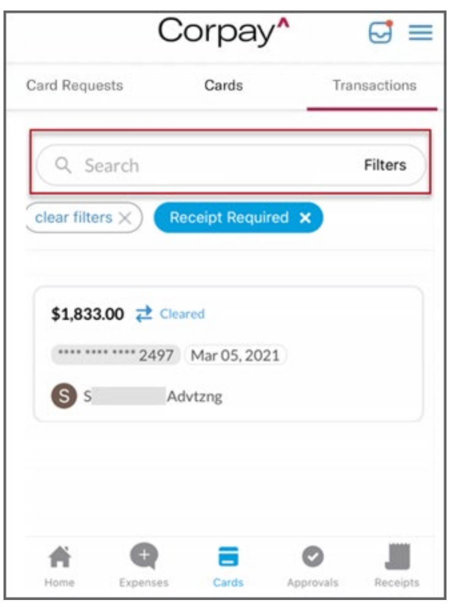
3. Clicking the **Cards** feature displays the screen with **Card Requests**, **Cards**, and Transactions tabs on the header. Tap the **Transactions** tab.

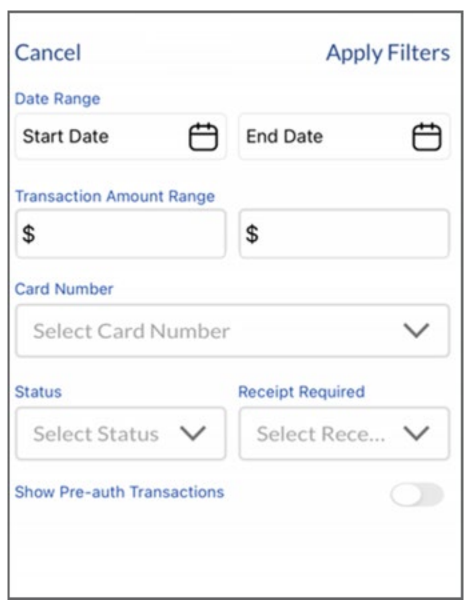


4. You'll be brought to the transactions listing screen. From the list of available transactions, tap the transaction you wish to view the details for.

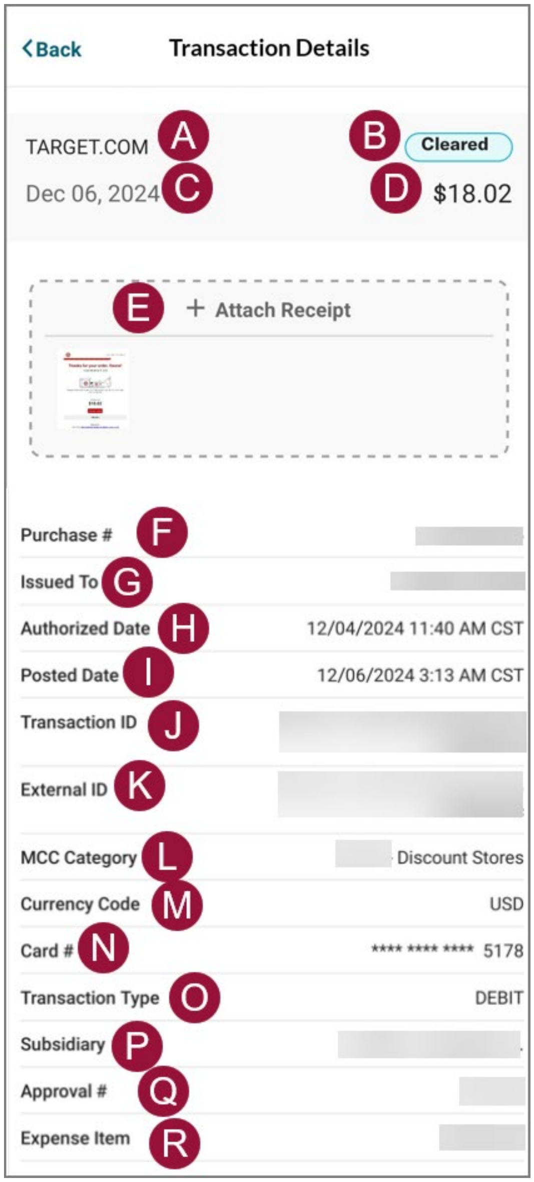


- Click on the **Filters** feature if you wish to apply specific filters to narrow your search results.





5. The **Transaction Details** screen displays information for the selected card transaction.



A. **Merchant Name –** Displays the name of the vendor where the purchase was made.

B. **Transaction Status –** Indicates whether the transaction has cleared or is still pending.

C. **Transaction Date –** Shows the date the transaction was posted).

D. **Transaction Amount –** Displays the total amount of the transaction.

E. **Attach Receipt –** Tap to upload or view a receipt image associated with the transaction. This helps validate the expense.

F. **Purchase # –** Internal reference number for the purchase, used for tracking and reconciliation.

G. **Issued To –** Displays the name of the cardholder or employee to whom the card was issued.

H. **Authorized Date –** Shows the date and time the transaction was authorized.

I. **Posted Date –** Displays when the transaction was officially posted to the account.

J. **Transaction ID –** Unique identifier for the transaction within the system (partially obscured).

K. **External ID –** External reference ID used for integration or reconciliation with other systems (partially obscured).

L. **MCC Category –** Merchant Category Code (MCC) that classifies the type of business.

M. **Currency Code –** Indicates the currency used for the transaction.

N. **Card # –** Displays the last few digits of the card used (partially obscured for security).

O. **Transaction Type –** Indicates whether the transaction was a debit or credit.

P. **Subsidiary –** Shows the business entity under which the transaction was processed.

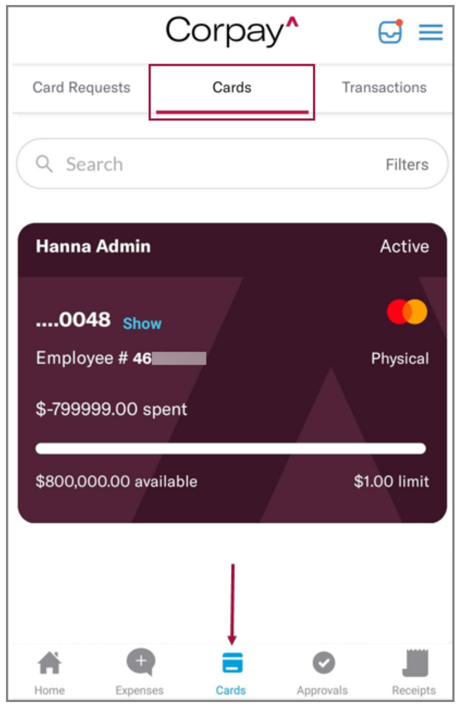
Q. **Approval # –** Internal approval number for the transaction.

R. **Expense Item # –** Reference number for the expense item linked to this transaction.

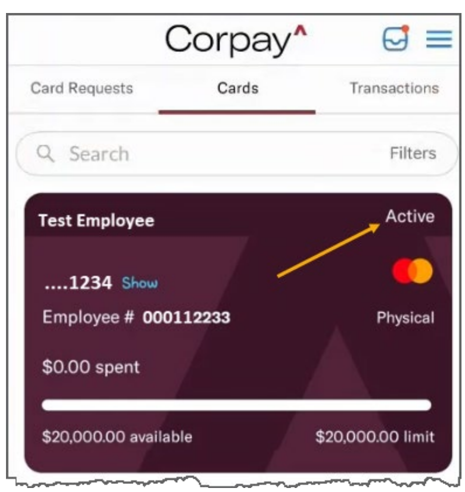
Check a Card's Status

To check a Card's status:

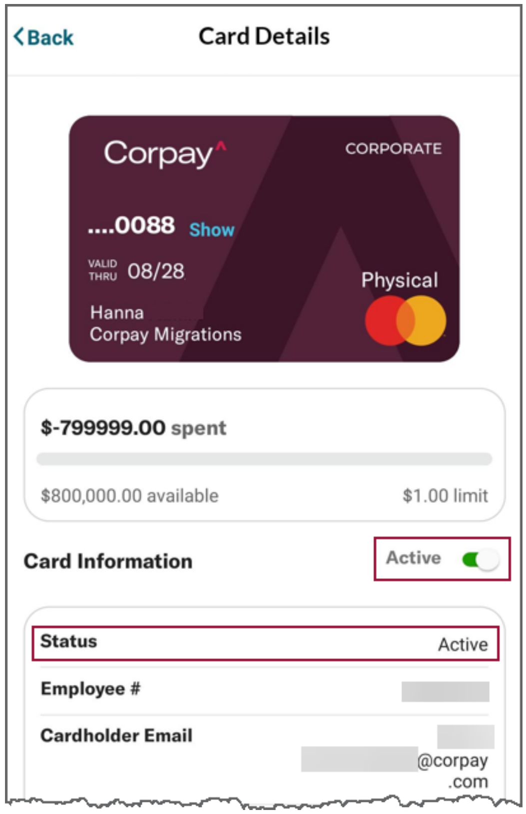
1. Navigate to the **Cards** module and tap the **Cards** tab.



2. The Card Status can be viewed at the top right corner of the card image.



- Alternatively, you can also tap the card image if you wish to view the card status from the **Card Details** page.



- Card statuses include **Active, Blocked,** and **Inactive.**

IMPORTANT
Cardholders may block their card from the **Card Details** screen by switching the card status toggle. To unblock, they nned to go through their administrator.

Card Decline Reasons

Review the table below for **Common Decline Reasons** and additional notes and explanations:

Decline Reason	Notes
54: Card is not active. Verify Card status and activate Card.	The Card is **not active**. (This can occur for several reasons.) Contact the System Administrator to activate the Card.
784: Expiration date error. Verify expiration date or use new Card.	The Card's expiration date was entered **incorrectly**, ***or*** the Card has **expired,** and a new Card is needed.
785: Transaction amount limit exceeded. Verify amount and adjust limit.	The **transaction amount** available on the Card is lower than the amount the Card is being run for.
786: Daily amount limit exceeded. Verity the amount and adjust limit.	The **daily amount** available on the Card is lower than the amount the Card is being run for.
787: Cycle amount limit exceeded. Verify amount and adjust limit.	The **amount** available on the Card's **cycle limit** is lower than the amount the Card is being run for
788: Daily transaction count exceeded. Adjust daily transaction count.	The number of **daily transactions** (Card swipes) on the Card has been exceeded.
789: Cycle transaction count exceeded. Adjust cycle transaction count.	The number of **transactions** (Card swipes) on the Card's **cycle limit** has been exceeded.
939: MCC is not available for use. Verify usage limits and adjust Card profile.	The **MCC** being used for the transaction is **not available** on the Card.
1097: International Purchases Not Allowed	This Card profile **does not allow international purchases**.
1098: Internet Purchases Not Allowed	This Card profile **does not allow internet purchases**.
1100: Enhanced Risk Monitoring Decline	The Card has been flagged for **potential risk or fraud** and will decline all future transactions until further action is taken. Customers should contact their Account Manager or Relationship Manager at accountmanagement@corpay.com for next steps.

Card Status Descriptions

The following table details the **card statuses** in Corpay Complete.

Status	Definition
Pending	The card is awaiting approval.
Active	The card has been fully activated and ready to use.
Inactive	The card is permanently inactive and cannot be used for purchases.
Approved	The Card has been approved.
Rejected	The card has been rejected.
Blocked	The card is blocked and cannot be used for purchases. The card can be re–activated.
Tmp–Blocked	The card is temporarily blocked for a specified timeframe and cannot be used for purchases.

Approvals in the Mobile Application

The **Approvals** feature in the Corpay Complete mobile app allows Admin users to review and take action on pending items that require their attention—anytime, anywhere. Whether you're approving payments, invoices, or other financial transactions, this feature streamlines the process and helps keep workflows moving efficiently.

With the Approvals feature, users can:

- **View pending approval requests** in real time
- **Review transaction details** before making decisions
- **Approve or reject items** with a single tap
- **Add comments or notes** when needed for context

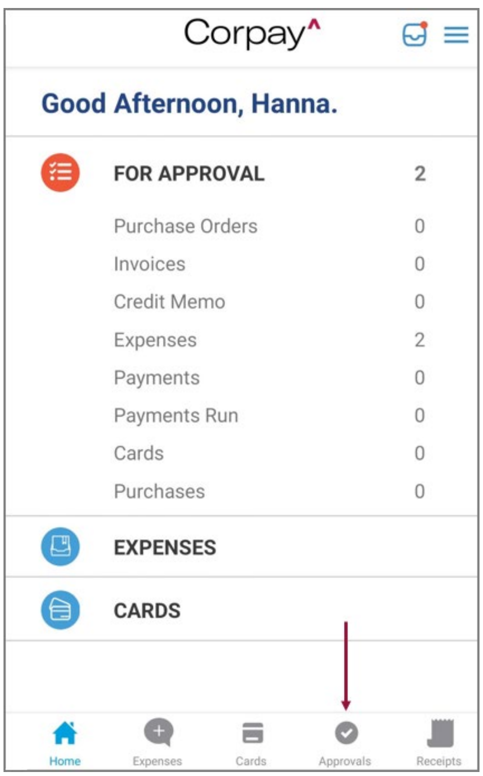
The approval capabilities of the Corpay Complete mobile app are discussed in this section.

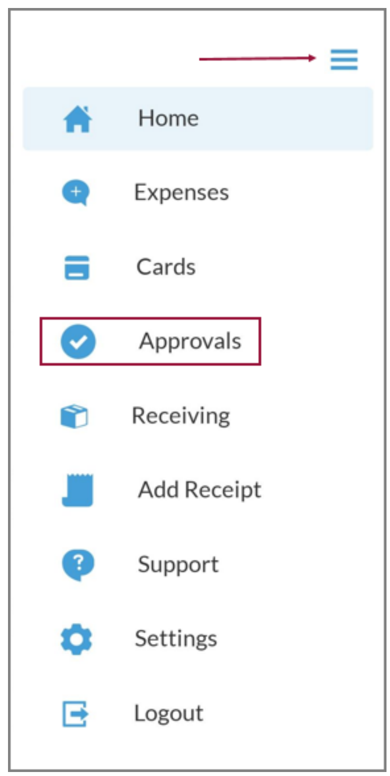
Approving Pending Items

Corpay Complete Admin users with the applicable approver role can approve pending expenses, card requests, POs, Invoices, and Payments using the Approvals Module. Follow the steps below to approve pending approval items.

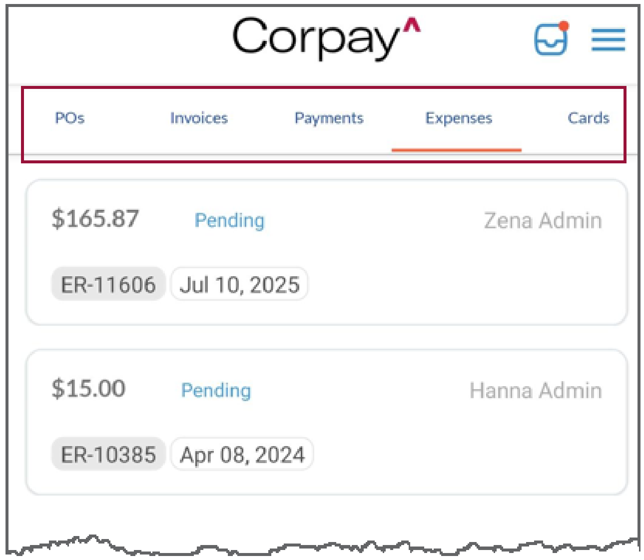
To access **Approvals** module in the Corpay Complete mobile application,

1. Log in to the **Corpay Complete** mobile app.
2. Tap on the **Approvals** icon from the main navigation at the bottom of the screen.
    - Alternatively, you can also access the **Approvals** function from the **Menu** icon on the top right corner of the screen, by tapping **Approvals** from the list of functions.

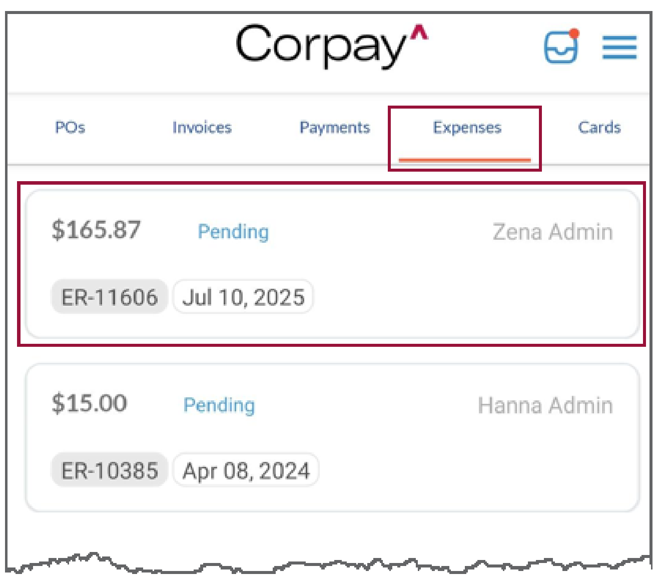




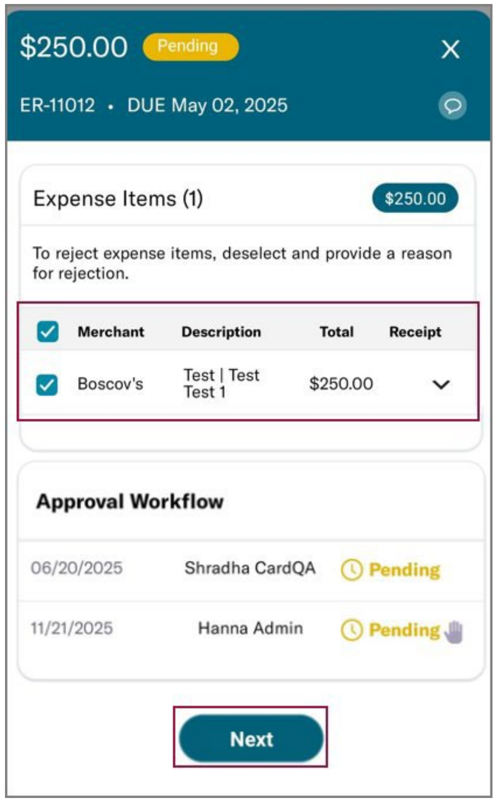
3. The above action opens the **Approvals** dashboard on the Corpay Complete mobile app. Under each tab, items that need your approval will be listed.



4. Tap the applicable approval category you wish to apply the approval for. Then, from the list, tap the pending item you wish to approve.
   - The Expense Approval workflow is used as an example for this section.

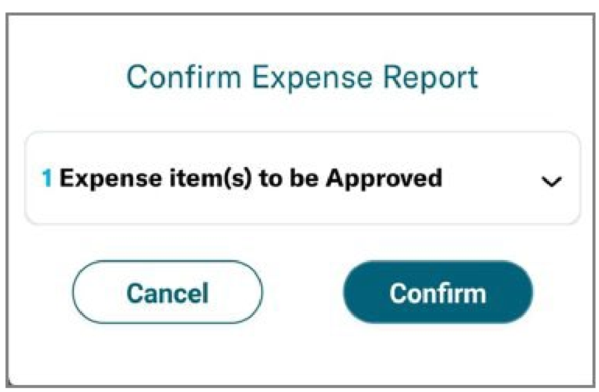


5. Review the approval item to verify the information is correct, and tap the **Next** button.



6. A confirmation notification will display. Tap **Confirm** to finalize the approval.

    - Tap **Cancel** to go back to the previous screen.



7. You will receive a success message indicating that your approval has been successful.

IMPORTANT
You will receive a success message confirming that the Expense Report was submitted, and the Expense Report will show under the **Expense Reports** tab with the status **Pending**.

Rejecting Pending Items

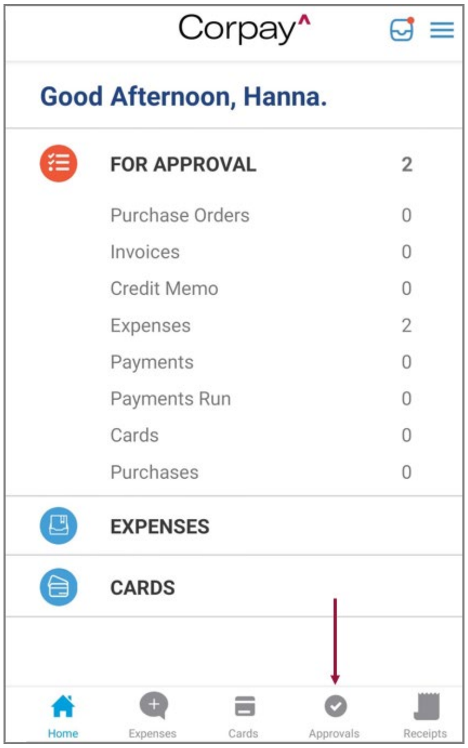
Corpay Complete Admin users with the applicable approver role can reject pending expenses, card requests, POs, Invoices, and Payments using the Approvals Module. Follow the steps below to review pending approval items.

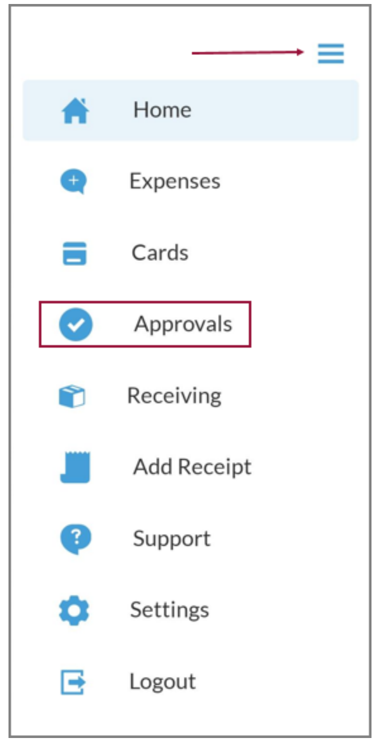
To access **Approvals** module in the Corpay Complete mobile application,

1. Log in to the **Corpay Complete** mobile app.

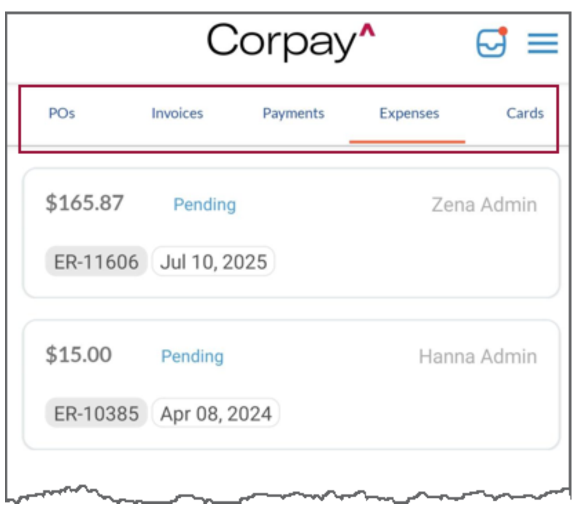
2. Tap on the **Approvals** icon from the main navigation at the bottom of the screen.

   - Alternatively, you can also access the **Approvals** function from the **Menu** icon on the top right corner of the screen, by tapping **Approvals** from the list of functions.

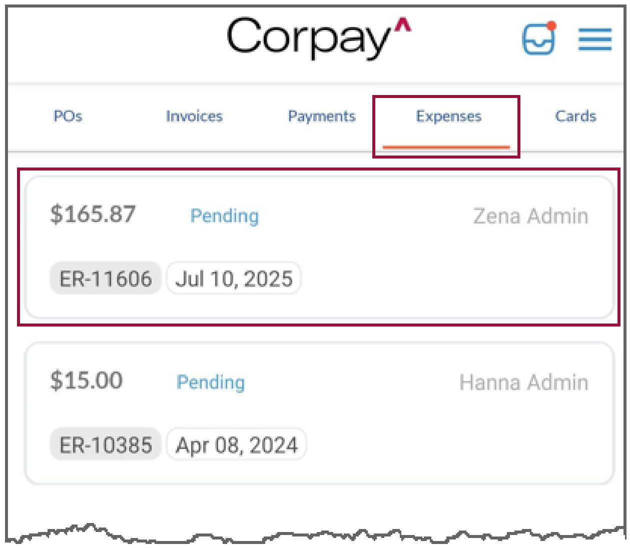




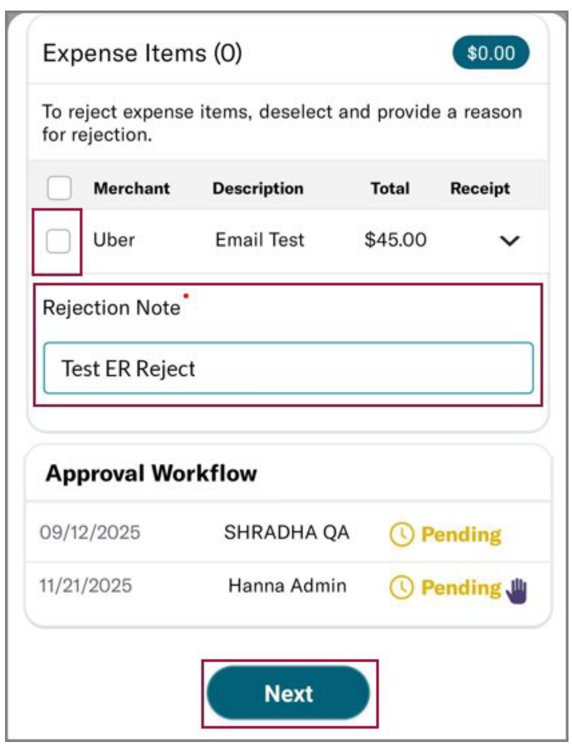
3. The above action opens the **Approvals** dashboard on the Corpay Complete mobile app. Under each tab, items that need your approval will be listed.



4. Tap the applicable approval category for the item you wish to review. Then, from the list, tap the applicable pending item.
    - The Expense Approval workflow is used as an example for this section.

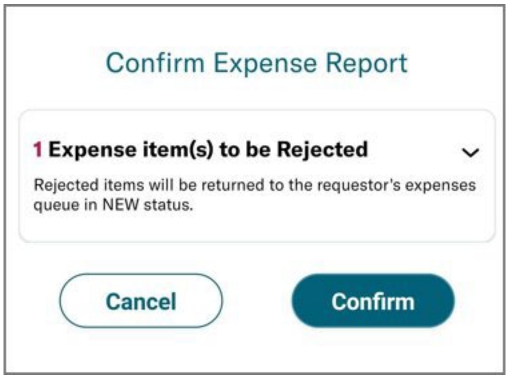


5. Review the approval item to verify the information is correct. If you determine that it needs to be rejected, deselect the checkbox next to the expense item, and add a rejection reason. Then, tap the **Next** button.



6. A confirmation notification will display. Tap **Confirm** to finalize the rejection.

    - Tap **Cancel** to go back.



7. You will receive a success message indicating that you successfully rejected the pending item.

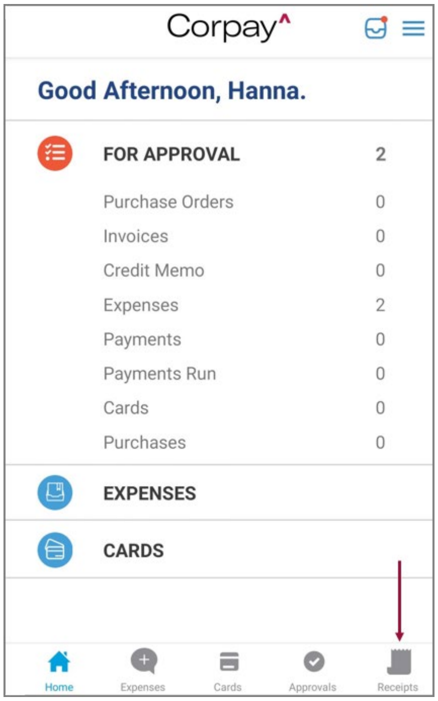
Receipts in the Mobile Application

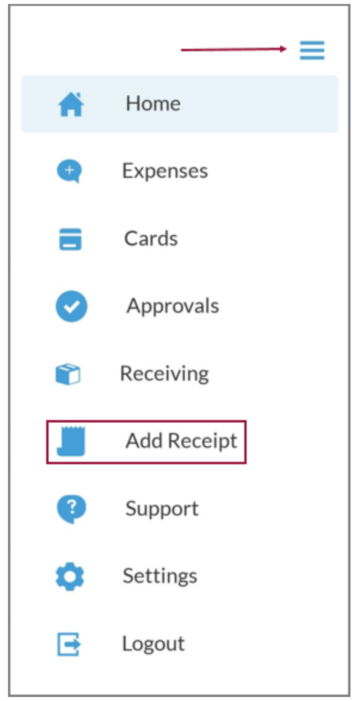
A key feature of the Corpay Complete mobile app allows you to capture receipt images and upload them to your transactions. Follow the steps below to access the Receipts feature in the Corpay Complete mobile application and capture or upload receipts images.

1. Log in to the **Corpay Complete** mobile app.

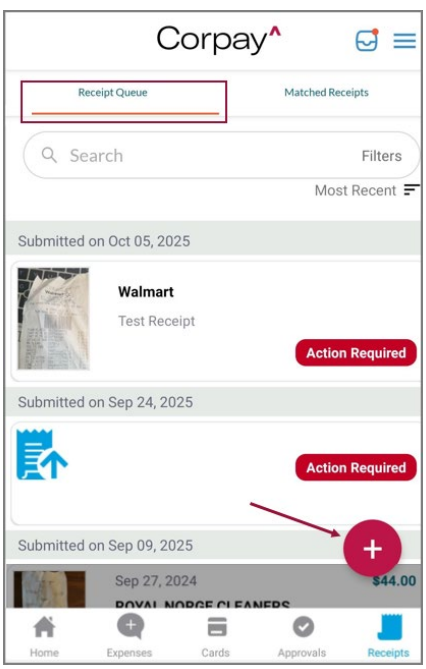
2. Tap on the **Receipts** icon from the main navigation at the bottom of the screen.

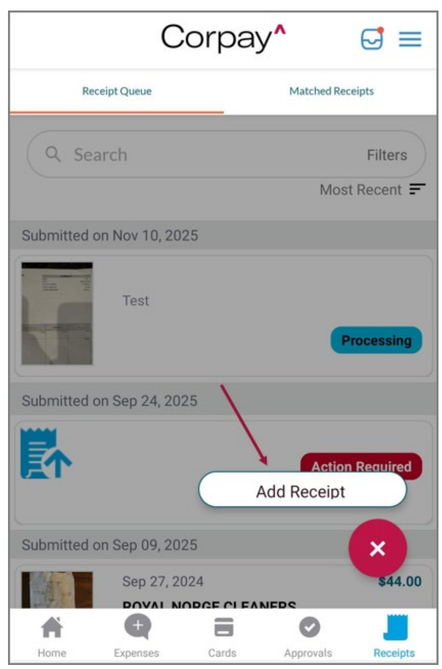
   - Alternatively, tap on the **Menu** icon on the top right corner of the screen, then select **Add Receipt**.



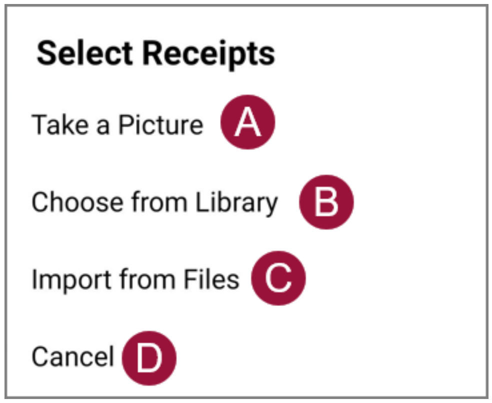


3. Select the **Receipt Queue** tab and tap the **Plus** icon to add a receipt. Then tap **Add Receipt**.





4. From the list of options to attach a receipt image, select the applicable option.



A. **Take a Picture –** Use your device's camera to capture a photo of a physical receipt instantly. This is ideal for paper receipts you have on hand and want to upload directly.

B. **Choose from Library –** Select an existing image from your device's photo gallery. This option is useful if you've already taken a picture of your receipt and saved it to your camera roll.

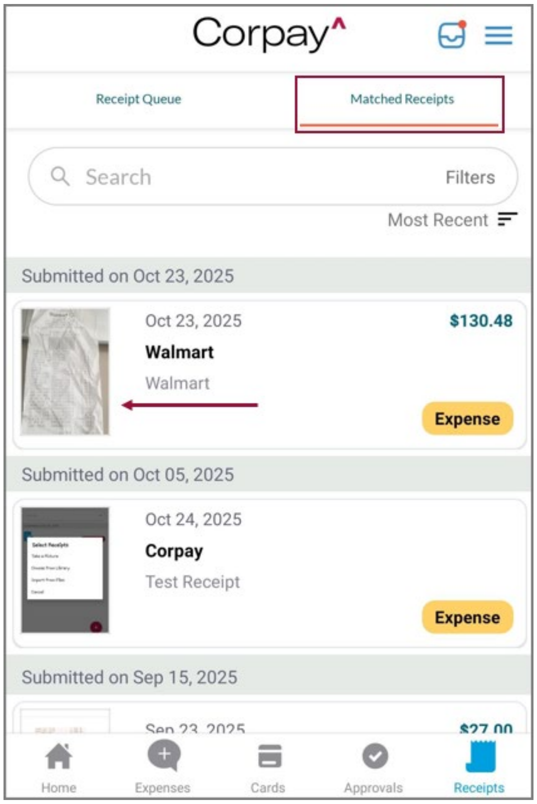
C. **Import from Files –** Upload a receipt from your device's file storage (e.g., PDF or image files stored in cloud services or local folders). This is helpful for digital receipts received via email or downloaded from websites.

D. **Cancel –** Exit the receipt upload screen without making a selection. Use this if you decide not to upload a receipt at this time.

5. Once the receipt is uploaded, you will receive a confirmation message that the upload was successful.
   - Note that the status will show as Match in Progress.

IMPORTANT

The **Matched Receipts** tab provides users with a centralized view of receipts that are matched to transactions within the Corpay system. Tap the receipt image if you wish to view details of the receipt.



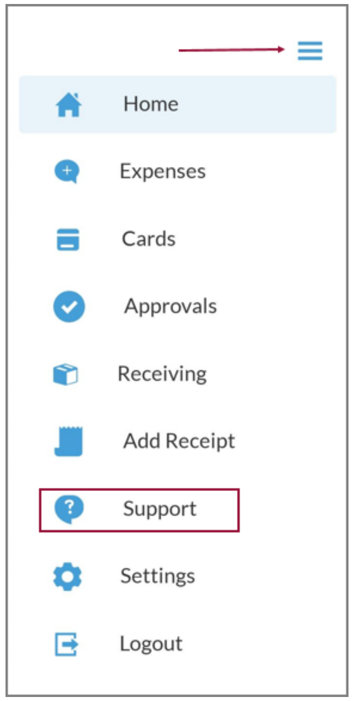
Support

The **Support** feature in the Corpay Complete mobile app is designed to help users quickly access assistance whenever they need it. Whether you're experiencing a technical issue or have questions about your account, use the Support feature in the mobile application to submit a ticket.

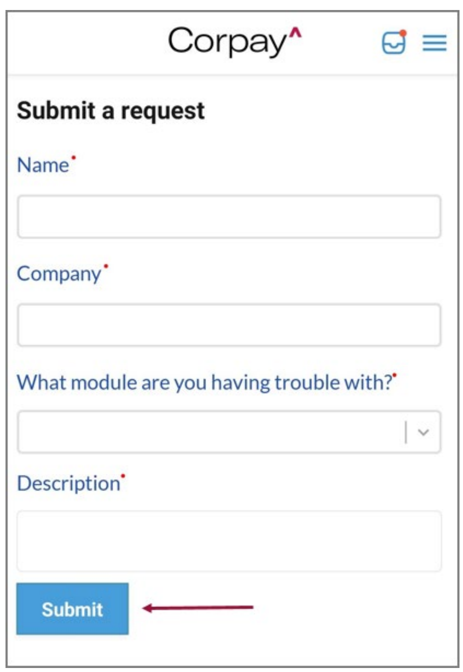
Follow the steps below to access the Support feature in the Corpay Complete mobile application.

1. Log in to the **Corpay Complete** mobile app.

2. Tap on the **Menu** icon on the top right corner of the screen, then select **Support**.



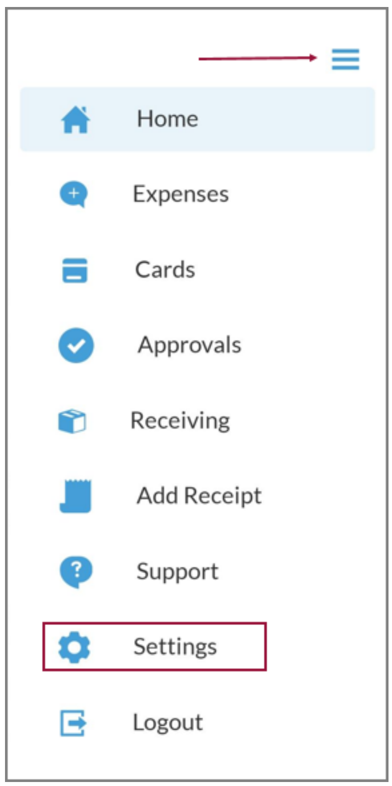
3. Complete all fields in the **Submit a Request** form and tap **Submit**.



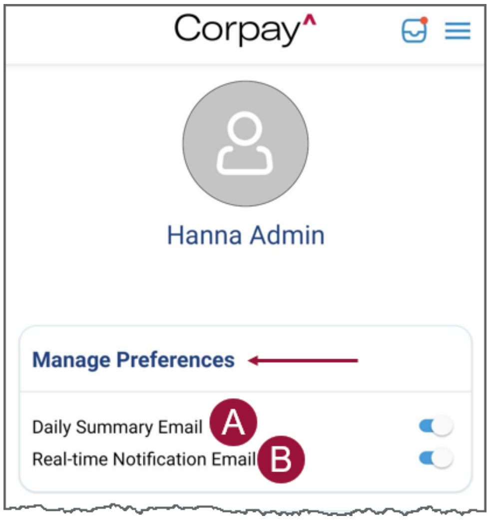
4. You will receive a confirmation message that your support ticket has been successfully submitted.

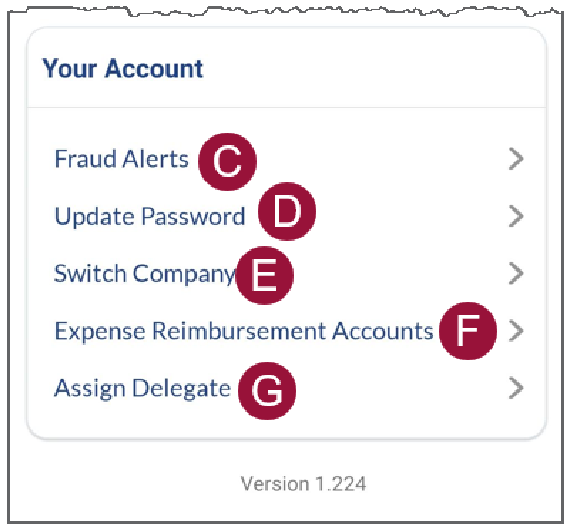
Settings

The **Settings** feature in the Corpay Complete mobile app allows users to customize their experience and manage key account preferences. This section is designed to give users control over notifications, security, company access, and more—all in one convenient location.
The Settings feature can be accessed from the **Menu** icon on the top right corner of the screen



The Settings screen is organized into two main sections: **Manage Preferences** and **Your Account**.





Manage Preferences

A. **Daily Summary Email –** Toggle this option to receive a daily email summarizing your account activity, helping you stay informed about your transactions and approvals.

B. **Real–time Notification Email –** Enable this setting to get instant email alerts for important account updates, such as new approvals or changes to your transactions.

Your Account

C. **Fraud Alerts –** Access and manage fraud alert settings to enhance the security of your account and receive notifications about suspicious activity. Review the Setting up Alerts and Notifications section for more information.

D. **Update Password –** Change your account password to maintain security and ensure your credentials remain protected.

E. **Switch Company –** If you're associated with multiple companies, use this option to switch between them seamlessly within the app.

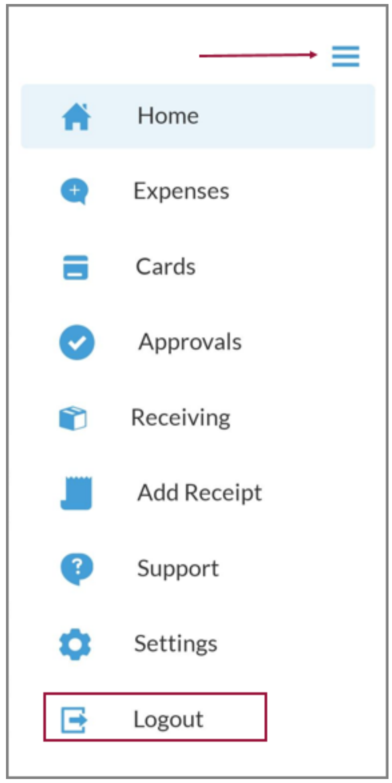
F. **Expense Reimbursement Accounts –** View and manage the bank accounts linked for expense reimbursements, ensuring your funds are directed to the correct destination.

G. **Assign Delegate –** Designate another user to act on your behalf for approvals or other account activities, useful during absences or transitions.

At the bottom of the screen, you'll find the app version number (e.g., Version 1.174), which can be helpful when troubleshooting or contacting support.

Logging Out

The **Log Out** feature in the Corpay Complete mobile app allows users to securely end their session when they're finished using the application. To log out of the mobile app, tap on the **Menu** icon on the top right corner of the screen, then select **Logout**.



The above action successfully ends your session.