Corpay

Corpay Complete Migration

User Guide

Version 1.0

© 2026

© 2026 Corpay. All Rights Reserved.

This document is the proprietary and confidential information of Corpay and may not be disclosed, duplicated, or distributed without the prior written consent of Corpay.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means—electronic, mechanical, photocopying, recording, or otherwise—without the express written permission of Corpay.

All product names, trademarks, and registered trademarks are the property of their respective owners and are used for identification purposes only. Use of these names, trademarks, and brands does not imply endorsement.

Version	Date	Description of Changes
1.0	11/19/2026	Initial Release

Table of Contents

Overview/Purpose 1
Support 1
Cardholder Verification 1
Log into Corpay Complete 2
Log out of Corpay Complete 3
Add GL Codes 4
Verify the Upload 8
Map Categories 10
Non-Transactional Data Upload 13
Configure the Expense Item Settings 16
Contacts/Users Manager Upload 18
Verify the Upload 25
Add Users to the AP Approval Team 27
Resources 28

Overview/Purpose

Corpay Complete is a comprehensive spend management platform that integrates multiple financial processes into a single, easy-to-use system.

The **Corpay Complete Migration User Guide** is a resource designed to walk through the process of configuring a Corpay Complete account to meet organizational needs.

This guide outlines a **standard default setup**. **Please complete the required tasks in the order presented**. Some tasks may be optional, depending on your company's configuration.

Support

If you **need assistance** with your Corpay Complete setup, have questions during this process, or encounter errors when bulk uploading information, please send an email to onboardingsupport@corpay.com.

Cardholder Verification

When a cardholder calls the number on the back of their card, they will reach Corpay Client Support. To help protect account security, the cardholder must provide their name, company name, and one of the following:

- **Contact ID**, also known as the **Employee ID**, which is available in the mobile app; or
- The month and day of their date of birth in **MMDD** format.
    - The DOB information is **available only after** an administrator **completes this setup guide**, including the **Contacts/Users Manager Upload** section.

If a cardholder needs help locating their Contact ID in the mobile app, click here to refer to the **View Card Details on the Corpay Complete Mobile Application** article.

Log into Corpay Complete

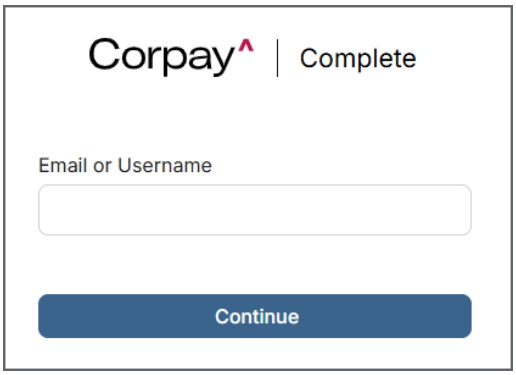
Access Corpay Complete for the First Time

Administrators receive a **welcome email** with instructions to activate their Corpay Complete account and set up a password. Complete these steps **before attempting to sign in** or use the **Forgot Password** option.

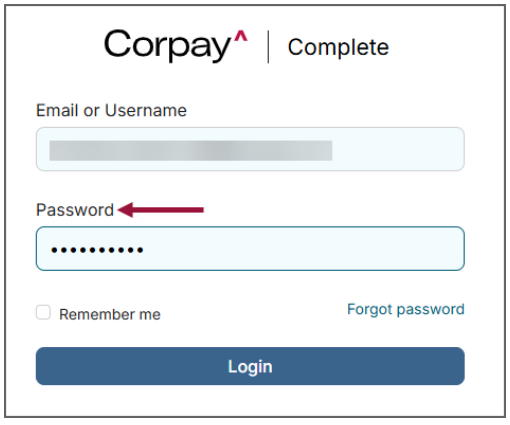
- If you do not see the welcome email, check your spam folder and add noreply@corpaycomplete.com to your safe senders list.
- If you cannot locate the welcome email, contact onboardingsupport@corpay.com for assistance.

1. Click here to navigate to the login screen for Corpay Complete.

2. Key in your **email address** and click **Continue**.

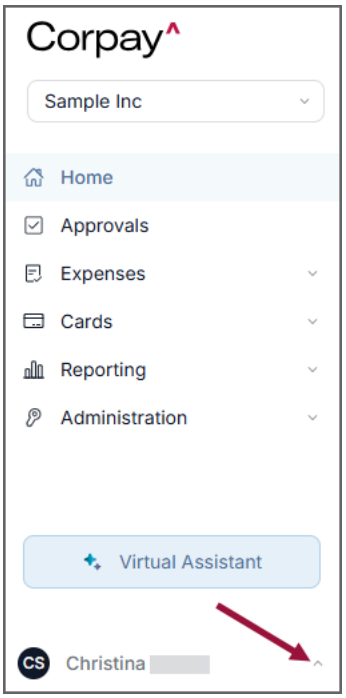


3. Key in your **Corpay Complete Password** and click **Login**.

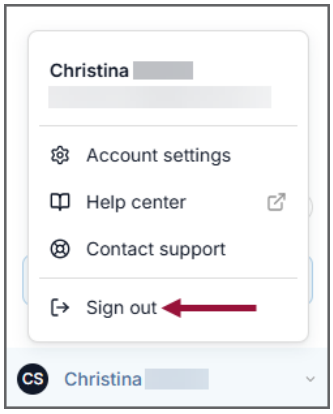


Log out of Corpay Complete

1. In the lower-left corner of the page, click the **arrow next to your name,** also known as the **User Menu arrow**, to expand the menu.



2. Click **Sign Out**.



Add GL Codes

Corpay Complete designates five coding types as standard: GL (**G**eneral **L**edger) Accounts, Business Units, Departments, Locations, and Projects.

Please be advised that **GL accounts are REQUIRED for all Corpay Expense account setups**. Therefore, this task **should be completed first**, prior to initiating any other bulk uploads.

Use the **Account Upload Template** to bulk upload your organization's data into Corpay Complete. The template includes worksheets for GL Accounts, Categories, Departments, Locations, Projects, Business Units, and Employee Managers.

Click here to access the **Account Upload Template**.

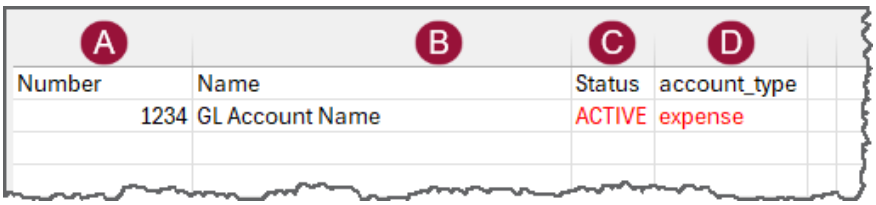
In this section, you will use the **GL Accounts** worksheet.



IMPORTANT
Do not change or delete any column headers in the template. Changes to the headers will cause the upload to fail.

1. Download a copy of the **Account Upload Template**.

2. Navigate to the **GL Accounts** tab and complete the following fields.



A. **Number** – Key in the **GL Account code/number**.

B. **Name** – Key in the **name/description** of the GL Account, for example 'Meals and Entertainment.'

C. **Status** – Key in **ACTIVE** using all capital letters, with no spaces before or after the word. (Otherwise, your upload will error)

D. **Account_Type** – Key in **expense** (in all lowercase letters).

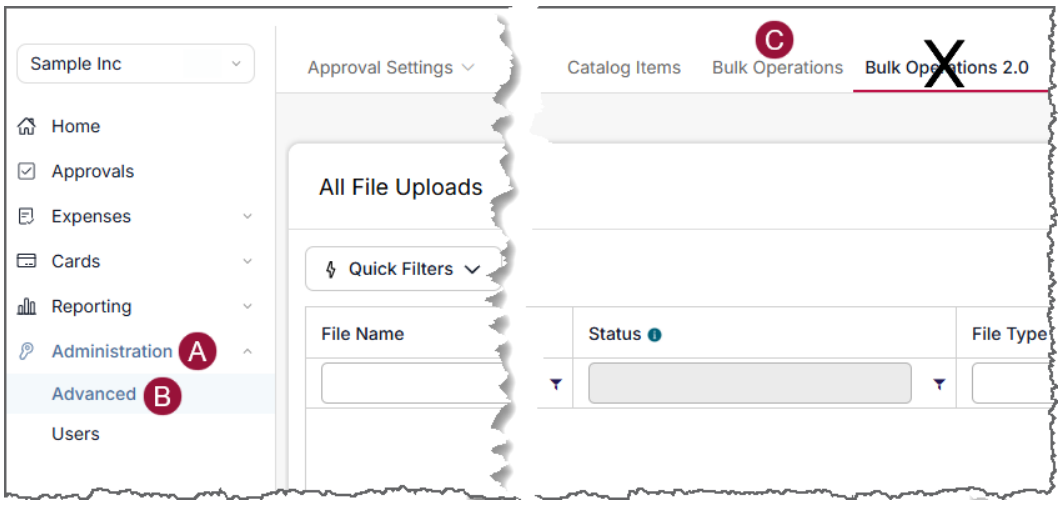
3. If applicable, identify the clearing account by marking its name in red font in the **Name** column.
    - A clearing account temporarily holds transactions until they are allocated to the appropriate accounts.



4. After verifying that all information is accurate, **move** (click and drag) the **GL Accounts** worksheet to the first position, if it is not already there. Click **Save**.
    - The upload reads only the **first worksheet** in the Excel file. Be sure to move the worksheet you are uploading to the first position.



5. Navigate to Corpay Complete and complete the following:

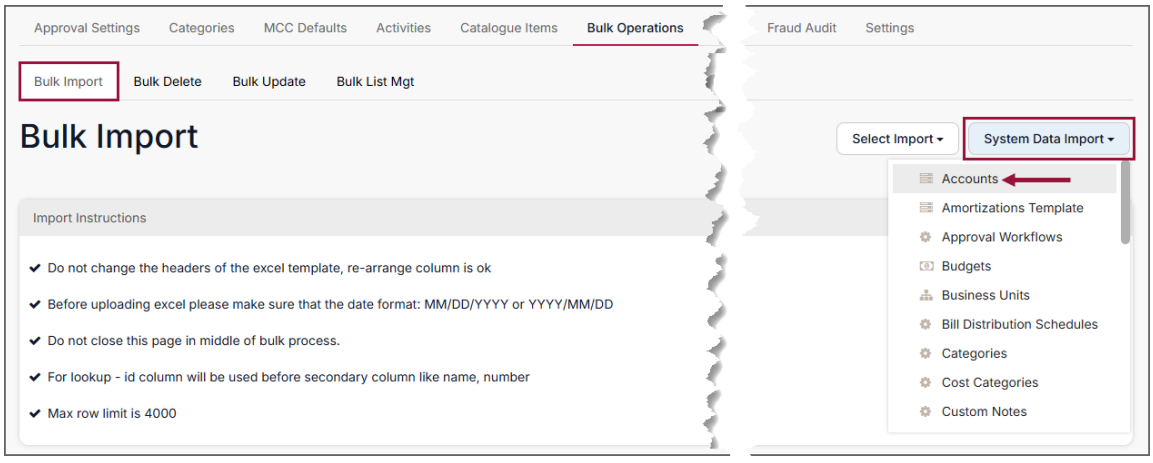


A. Expand the **Administration** menu.

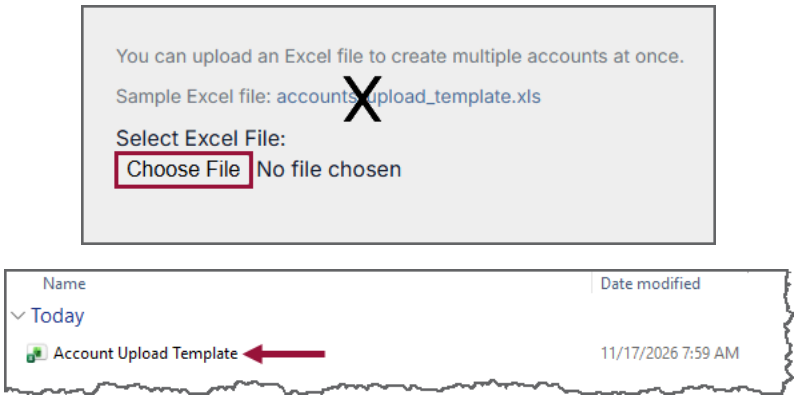
B. Select **Advanced**.

C. Click the **Bulk Operations** tab. (Do not click the Bulk Operations 2.0 tab.)

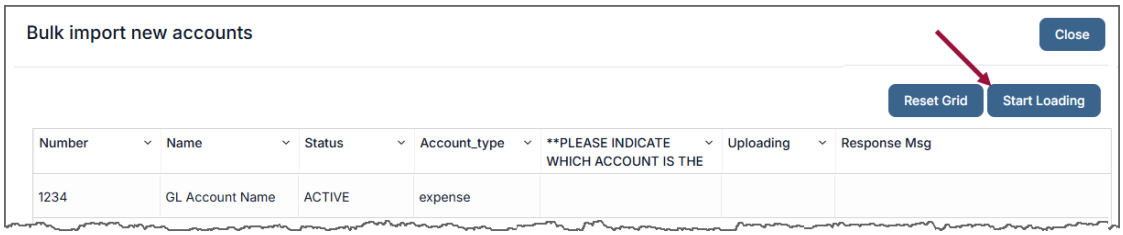
6. Under the **Bulk Import** tab, click the **System Data Import** drop-down menu and select **Accounts**.



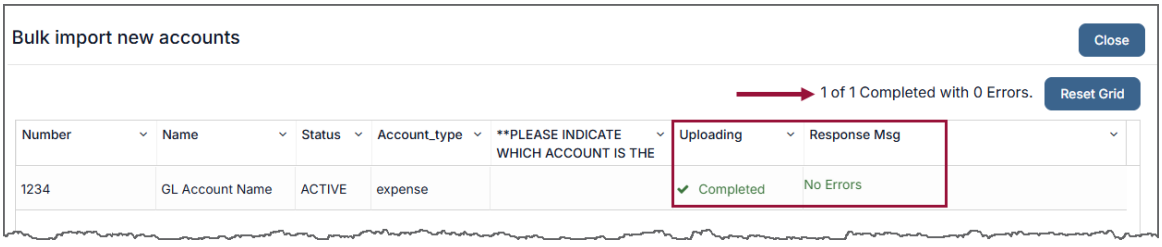
7. Click **Choose File**. Then, select the **Account Upload Template** you saved in the previous step.
    - Do NOT use the template provided on this window.
    - You may need to close the **Account Upload Template** doc on your computer before uploading, to avoid errors.



8. Review the information and click **Start Loading**.

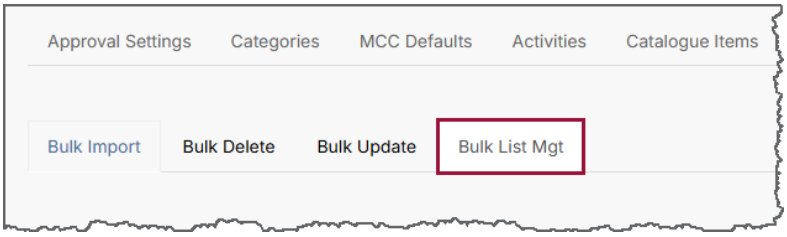


9. Once the file has **completed** uploading with **no** errors, click **Close**. Continue to the next section of this guide, Verify the Upload.
    - If you encounter errors while bulk uploading information, please email onboardingsupport@corpay.com for assistance.

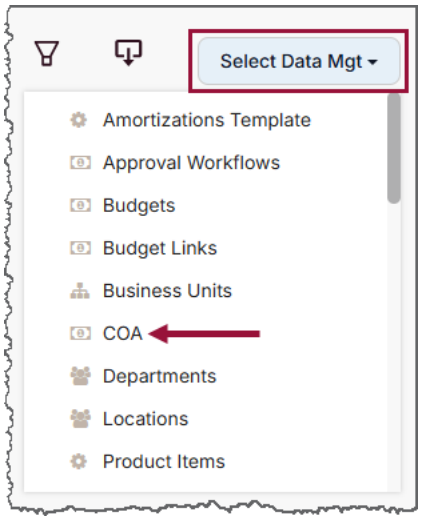


Verify the Upload

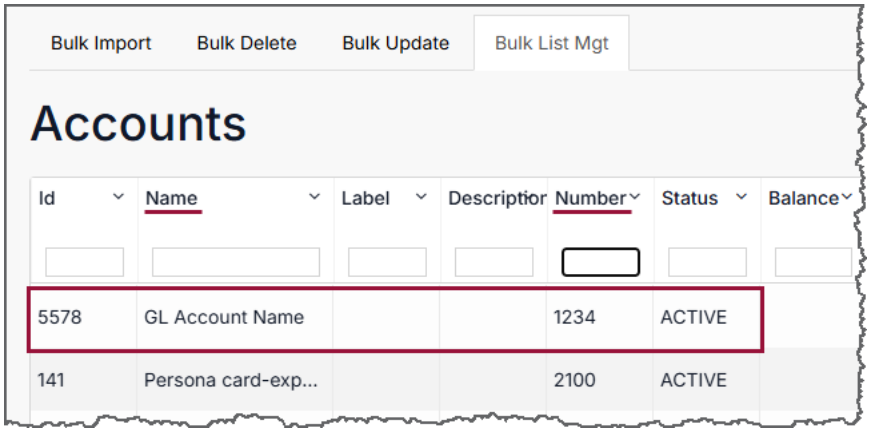
1. Staying on the **Bulk Operations** tab, click on the **Blk List Mgt** subtab.



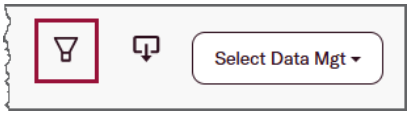
2. Click the **Select Data Mgt** drop-down menu and select **COA** (chart of accounts).



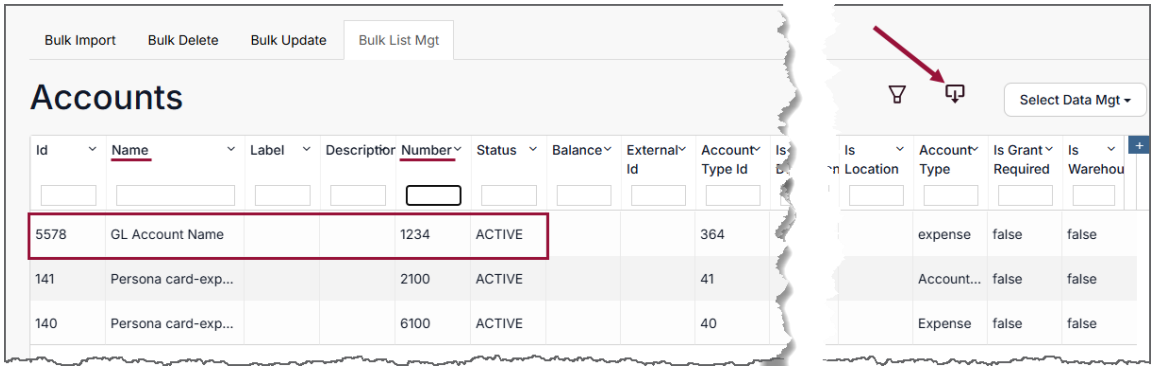
3. If needed, use the **Name** or **Number** column filter to locate the **GL account**(s) created in the previous section. Make sure the **Status** is **ACTIVE**.

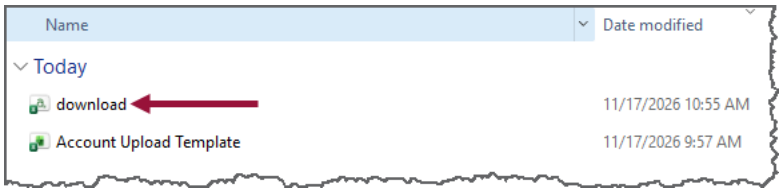


- If the **filter fields are not shown** in your view, click the **funnel icon** on the right side of the screen.



4. Click **Export** in the upper-right corner of the page. Then **open** the exported file.
    - You will use information from the exported file when mapping Categories in the next section.

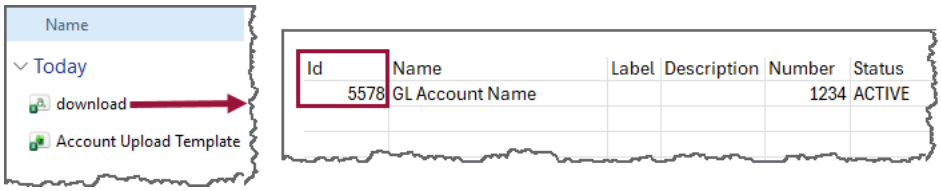




5. Continue to the next section, Map Categories.

Map Categories

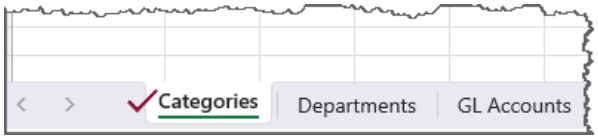
1. **Open** the file exported in the previous section. You will use the information in **the ID column** to map Categories.



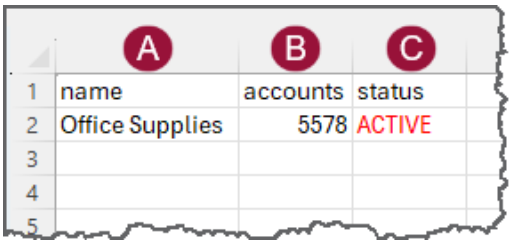
2. Open the **Account Upload Template** and click on the **Categories** tab.



3. Click and drag the **Categories** tab to the **first position** of the document.



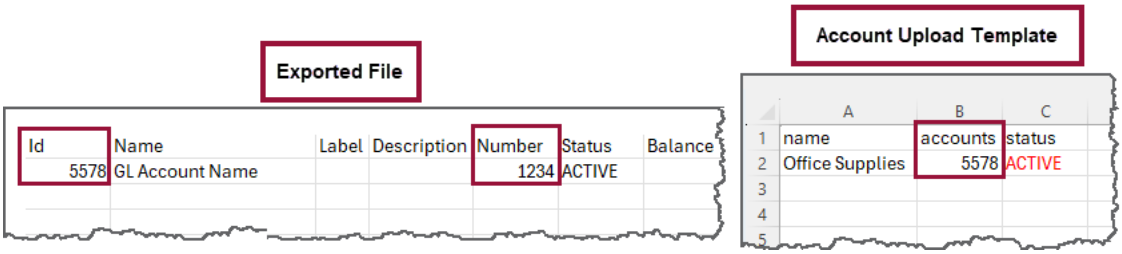
4. Complete the following fields on the **Categories** tab.



   A. **Name** – Key in the name of the category.

B. **Accounts** – Complete the following:

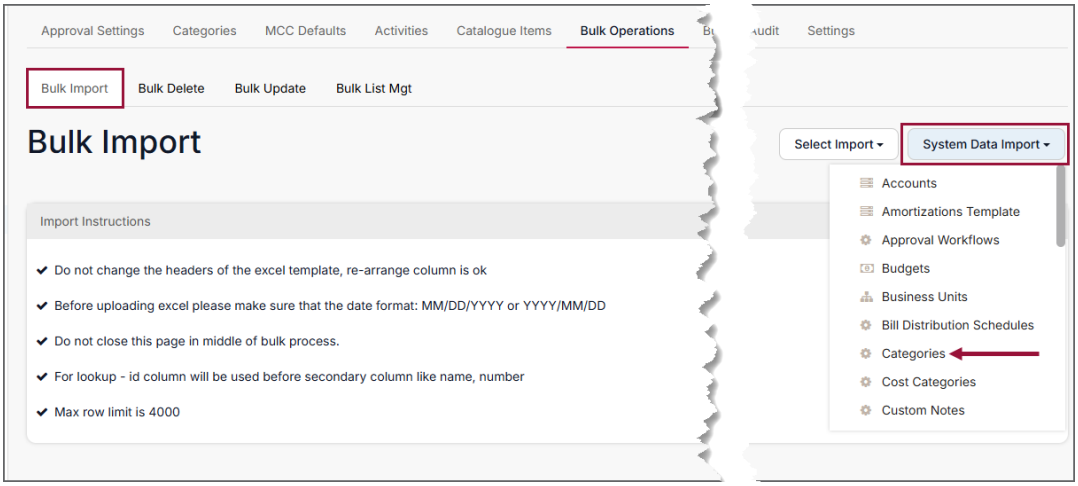
- Open the **exported file** and use the **Number** column to locate the GL account you want to use. Then, copy the corresponding value from the **ID column**.
- Navigate to the **Account Upload Template** and paste the number into the **Accounts** column for the applicable Category.



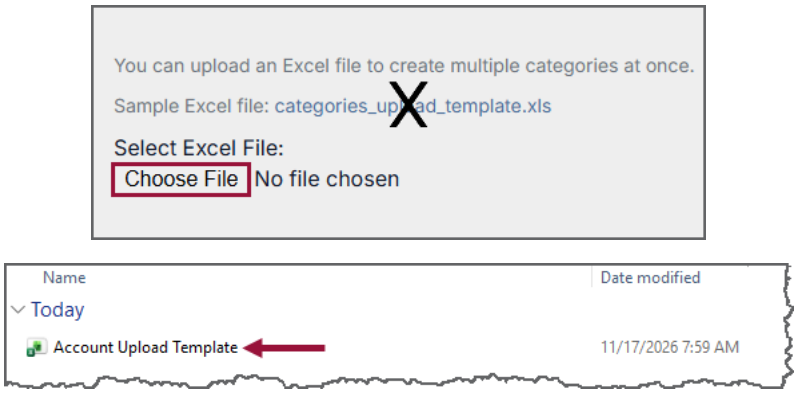
C. **Status** – Key in **ACTIVE** using all capital letters, with no spaces before or after the word. (Otherwise, your upload will error)

5. Click **Save** on the **Account Upload Template**.

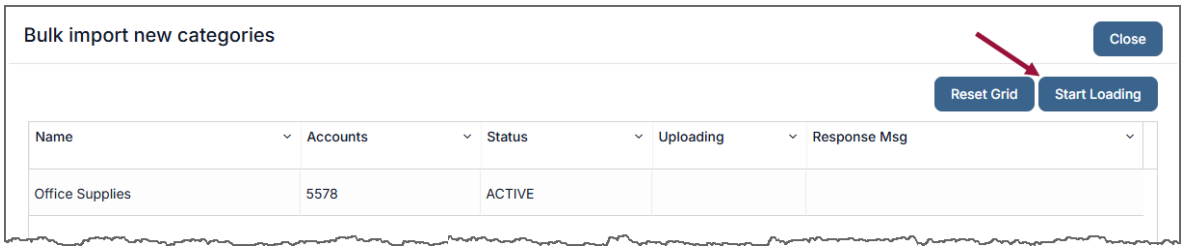
6. Navigate on Corpay Complete, to the **Bulk Operations** > **Bulk Import** tab. Expand the **System Data Import** menu and select **Categories**.



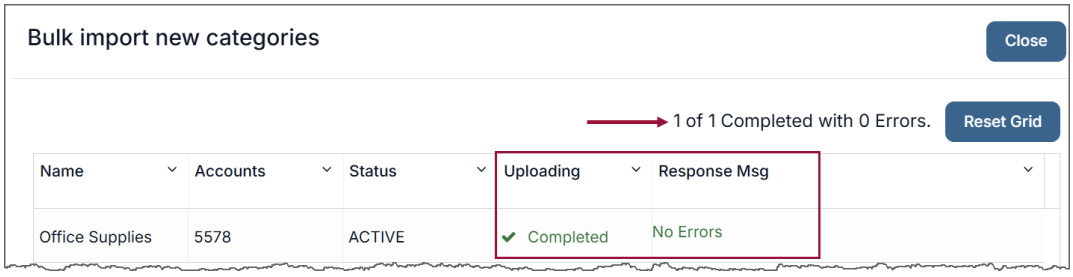
7. Click **Choose File**. Then, select the **Account Upload Template** you saved in a previous step.
    - Do NOT use the template provided on this window.
    - You may need to close the **Account Upload Template** doc on your computer before uploading, to avoid errors.



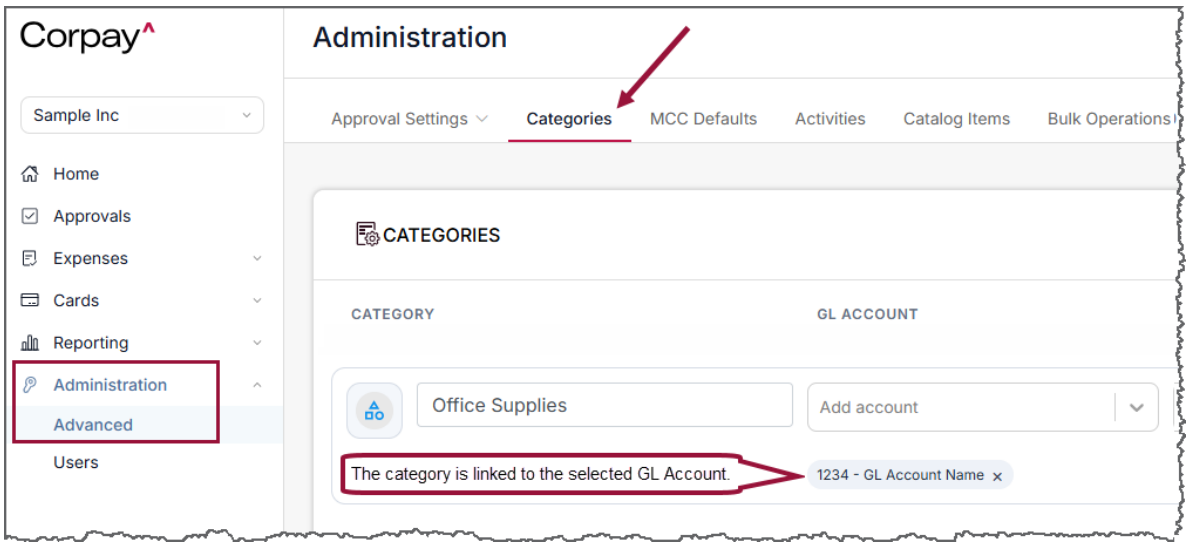
8. Review the information and click **Start Loading**.



9. Once the file has **completed** uploading with **no** errors, click **Close**. Continue to the next step.
    - If you encounter errors while bulk uploading information, please email onboardingsupport@corpay.com for assistance.



10. To **verify the upload**, navigate to the **Administration** > **Advanced** > **Categories** tab and confirm that the uploaded Categories appear on the Categories tab.



11. Continue to the next section, Non-Transactional Data Upload.

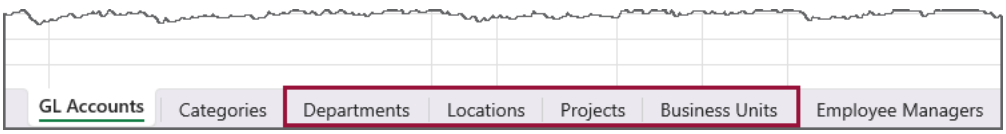
Non-Transactional Data Upload

GL Accounts must be uploaded **before proceeding with any other non-transactional data uploads**. If you have **not uploaded your GL accounts** yet, click here.

Non-transactional data helps structure and guide how transactions are processed and organized in a company's ERP. It includes configuration data such as **Business Units**, **Departments**, **Locations**, and/or **Projects**; company-specific data that are essential for ensuring financial activities are recorded accurately and consistently.

Please note that **non-transactional data is NOT required**; only upload the data points your company needs.

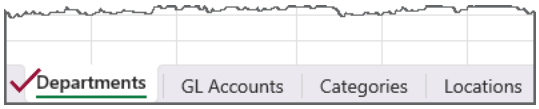
This section provides **detailed instructions for uploading non-transactional Department data**. The **same process also applies** when uploading Locations, Projects, and Business Units.



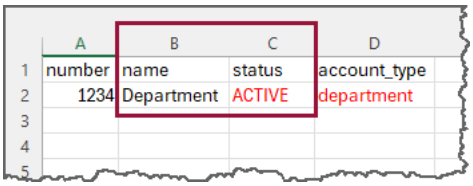
1. Open the **Account Upload Template**. Select the worksheet for the non-transactional data you want to upload. In this example, we will select the **Departments** tab.



2. **Click and drag** the worksheet you are using, in this case the **Departments** tab, to the first position in the workbook.



3. Complete the following fields:

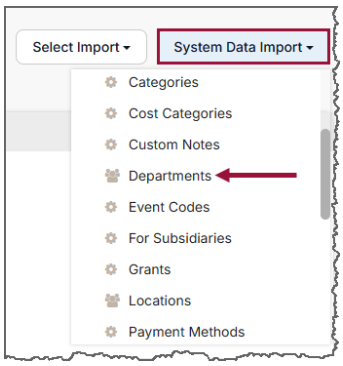


	A	B	C	D
1	number	name	status	account_type
2	1234	Department	ACTIVE	department
3				
4				
5				

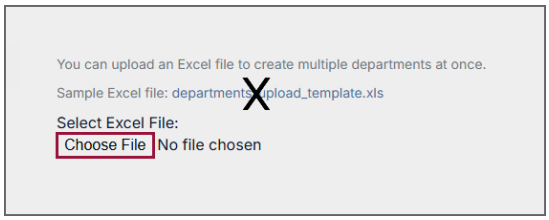
- **Name** (Column B) **–** Key in the **name/description** of the department.
- **Status** (Column C) – Key in **ACTIVE** using all capital letters, with no spaces before or after the word. (Otherwise, your upload will error)

4. Click **Save**.

5. In Corpay Complete, navigate to **Bulk Operations** > **Bulk Import**. Expand the **System Data Import** menu, then select the type of data you are uploading. In this example, select **Departments**.



6. Click **Choose File**. Then, select the **Account Upload Template** you saved in a previous step.
   - Do NOT use the template provided on this window.
   - You may need to close the **Account Upload Template** doc on your computer before uploading, to avoid errors.





7. Review the information and click **Start Loading**.

8. Once the file has **completed** uploading with **no** errors, click **Close**.
   - If you encounter errors while bulk uploading information, please email onboardingsupport@corpay.com for assistance.

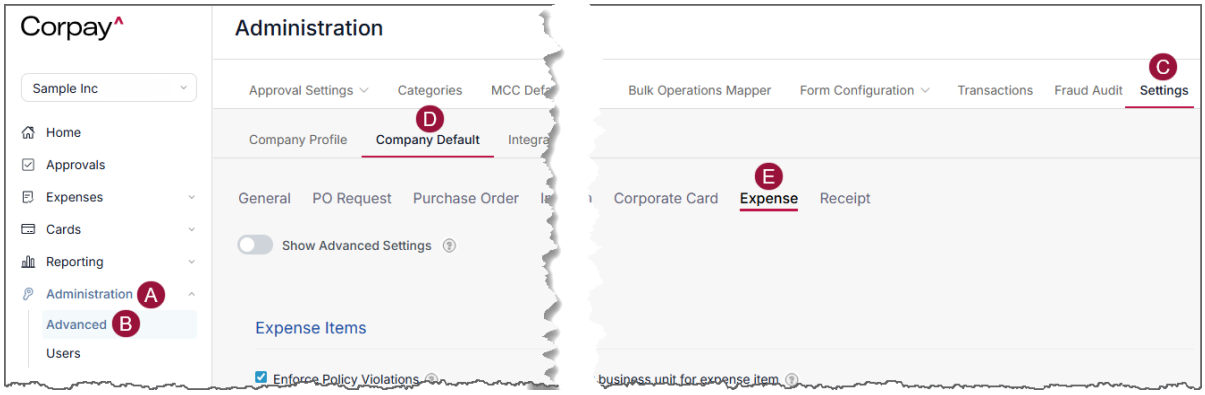
9. Continue to the next section, Configure the Expense Item Settings. or repeat this process to upload additional non-transactional data, such as Locations, Projects, or Business Units.

Configure the Expense Item Settings

Configuring **Expense Item Settings** is a critical step in completing a basic, non-integrated Expense Module setup.

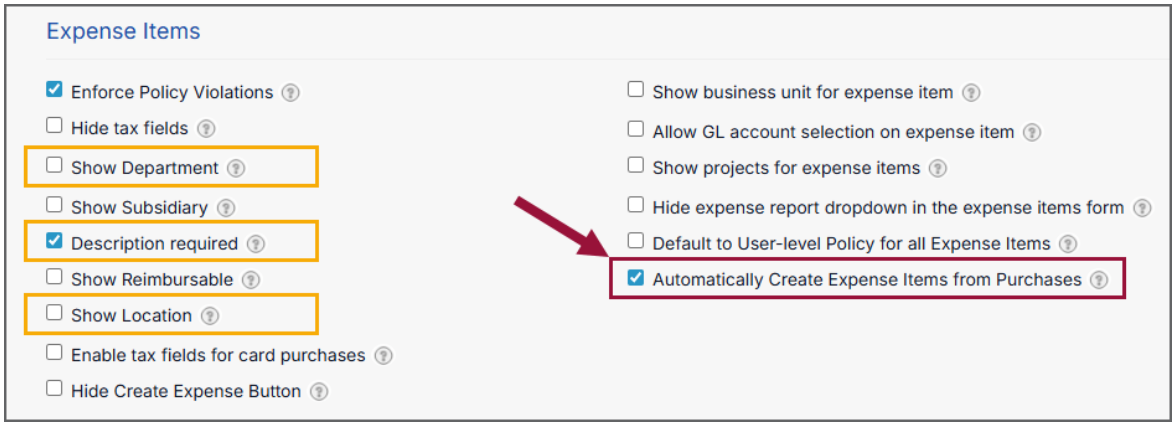
These **settings enforce the Expense Policy** and **create Expense Items from posted transactions** in the appropriate Card Program with the correct coding dimensions.

1. Complete the following in Corpay Complete:

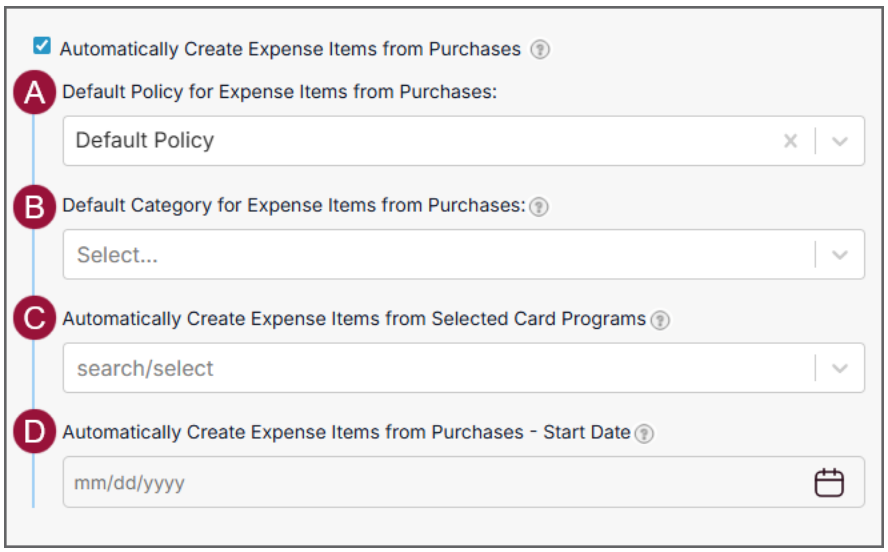


   A. Click **Administration**.
   B. Select **Advanced**.
   C. Click **Settings**.
   D. Click **Company Default**.
   E. Click **Expense**.

2. Select the **checkbox** for the item marked in **red**, **Automatically Create Expense Items from Purchases**.
   - **Uncheck the box** for any items in **yellow** that your organization does not use.



3. After selecting **Automatically Create Expense Items from Purchases**, complete the following fields:



   A. **Default Policy for Expense Items from Purchases –** Select the **Default Policy.**

   B. **Default Category for Expense Items from Purchases** – Leave this field **blank**.

   C. **Automatically Create Expense Items from Selected Card Programs** – Select each **Card Program name or Customer ID** for which you want Expense Items created automatically. Do not select Card Programs or Customer IDs for which you do not want Expense Items created.

   D. **Automatically Create Expense Items from Purchases-Start Date** – When this field does **not have a start date**, posted transactions will begin flowing into the Expense Module **immediately**.
      - If you are not yet ready to code and submit Expenses, select a future date in this field.

4. Once you have **verified all fields**, click **Submit** in the bottom right corner of the screen.

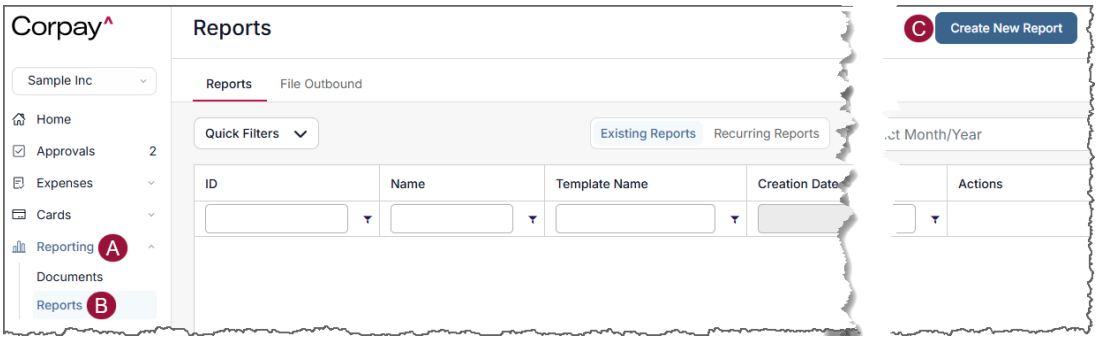
5. Continue to the next section, Contacts/Users Manager Upload.

Contacts/Users Manager Upload

This section explains how to **bulk upload cardholder details** into Corpay Complete, including each cardholder's **manager**, **date of birth**, and **phone number**.

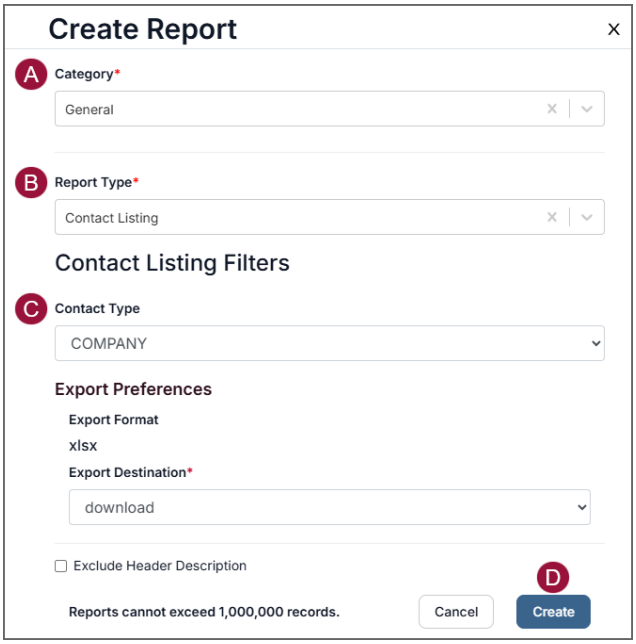
This information supports other parts of your setup. Manager details are used to route expenses for approval, and dates of birth allow Corpay Client Support to verify cardholders when they call for help.

1. Complete the following in Corpay Complete:



   A. Click **Reporting**.
   B. Select **Reports**.
   C. Click **Create New Report**.

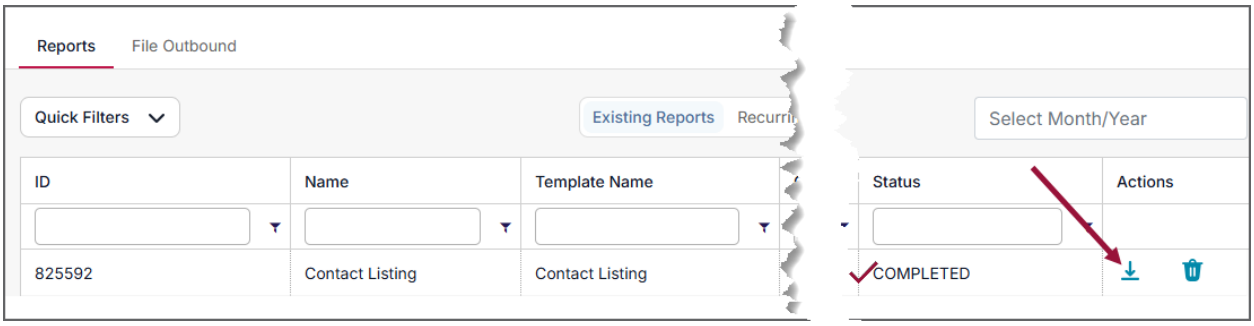
2. Use the drop-down menus to complete the following fields:



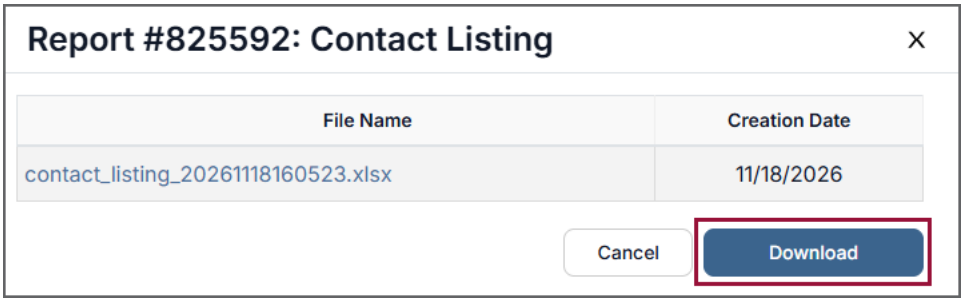
Field descriptions on next page.

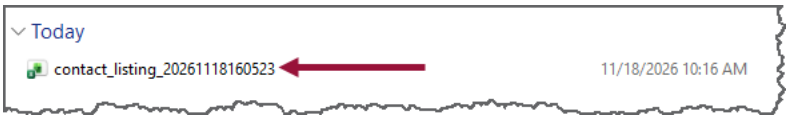
A. **Category** – Select **General**.
B. **Report Type** – Select **Contact Listing**.
C. **Contact Type** – Select **COMPANY**.
D. Click **Create**.

3. Once the report status is **Completed**, click the **download arrow** in the **Actions** column of the **Reports** grid. You may need to refresh the page for the download button to become available.



4. Click **Download**. Then, **open** the **Contact Listing Report** from your **Downloads** folder.





5. Complete the following steps to obtain the template needed to upload cardholder managers and dates of birth.



A. Expand the **Administration** menu.

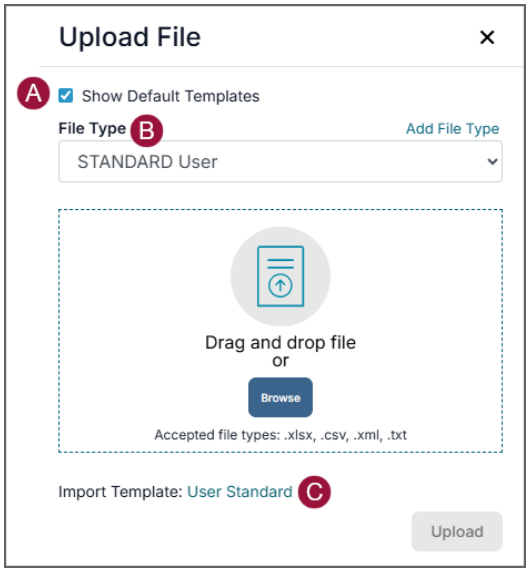
B. Select **Advanced**.

C. Click the **Bulk Operations 2.0** tab

   - **Important:** Do **NOT click** the **Bulk Operations** tab. This **process differs** from bulk uploading GL codes and non-transactional data.

D. Click **Upload File**.

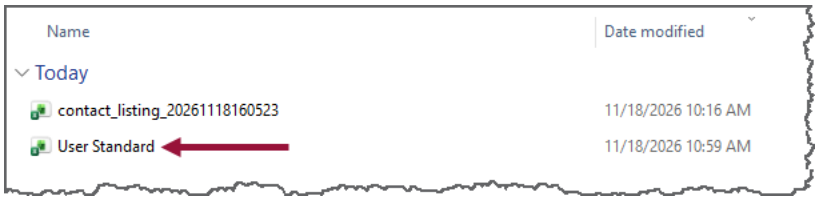
6. In the **Upload File** window, complete the following fields:



A. **Show Default Templates** – Make sure this box is checked.

B. **File Type** – Use the drop-down menu to select **STANDARD User**.

C. **Import Template** – Click the **User Standard** blue hyperlink to upload the template. Retrieve the template from your Downloads folder.



7. You should have **two Excel docs** open: the **User Standard template** and the **Contact Listing Report**. The next steps explain how to complete the **User Standard template** to bulk upload cardholder managers and dates of birth into Corpay Complete.

   - Use the **Contact Listing Report** to complete the **User Standard Template**. Reference Columns **B**, **C**, and **I** when entering information into the template. For easier viewing, you may hide unused columns in the Contact Listing Report.

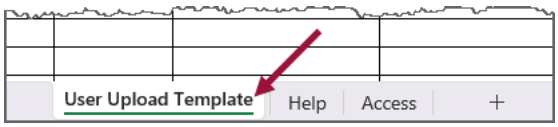
User Standard Template

A	B	C	D	E	F
First Name	Last Name	Email	Access	Phone Number	Send Welcome Email
John	Smith	john.smith@test.com	staff_read_vcard, staff_request_vcard	5551234567	Yes

Contact Listing Report

A	B	C	I
Contact Listings			
Vendor Name	First Name	Last Name	Email
	User	Test	user@test123.com
	Michelle	Testing	ming+usertesting2023@accrualify.com
	Sydney	Test	sydney+test@test.com

8. Before you begin, confirm that you are on the **User Upload Template** worksheet of the **User Standard template**.



9. The first row of the **User Standard Template** contains an example. Replace the example with the information for your first entry.

	A	B	C	D
1	First Name	Last Name	Email	Access
2	John	Smith	john.smith@test.com	staff_read_vcard, staff_request_vcard
3				
4				

10. Locate the cardholder in the **Contact Listing Report**. Copy and paste the cardholder's **first name, last name, and email address** into the **User Standard Template**.

Contact Listings

Vendor Name	First Name	Last Name	Email
	User	Test	user@test123.com



	A	B	C
1	First Name	Last Name	Email
2	User	Test	user@test123.com
3			

11. Comple the following columns on the **User Standard Template**:

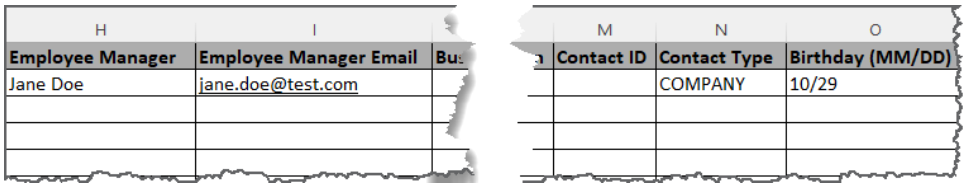
D	E	F
Access	**Phone Number**	**Send Welcome Email**
staff_read_vcard,staff_read_expense_report,staff_submit_expense_report	615-370-7000	Yes

- **Access** (column D) – Assign each cardholder the following access. Do not include spaces and **separate each role with a comma**.
    - staff_read_vcard
    - staff_read_expense_report
    - staff_submit_expense_report

- **Phone Number** (column E) – Key in the cardholder's 10 digit phone number from your records, including dashes. This phone number can be used for Alerts and Notifications.

- **Send Welcome Email** (column F) – Chose one of the following options:
  - **Yes** – **Sends** a **welcome email** to the cardholder, allowing them to log in, activate their Corpay Complete account, and set up a password.
  - **No** – Does **not send** a **welcome email** to the cardholder. Select this option if you plan to send the welcome email later. Click here for instructions on manually sending a welcome email.

12. Continue completing the following columns on the **User Standard Template**:

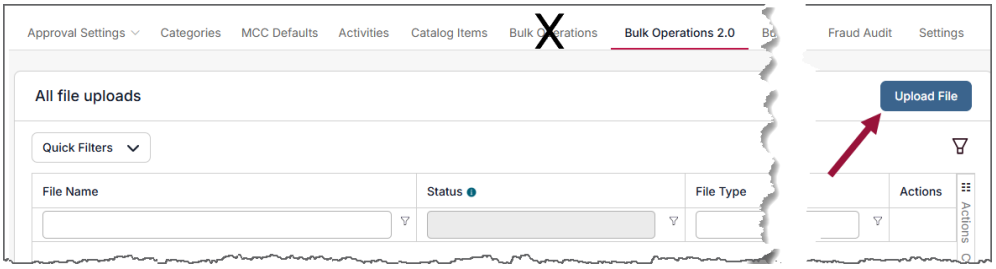


H	I	M	N	O
Employee Manager	**Employee Manager Email**	**Contact ID**	**Contact Type**	**Birthday (MM/DD)**
Jane Doe	jane.doe@test.com		COMPANY	10/29

- **Employee Manager** (column H) – Key in the first and last name of the **cardholder's manager**.
- **Employee Manager Email** (column I) – Key in the **manager's email address**.
- **Contact ID** (column M) – This **optional** field allows you to assign **employee numbers** to cardholders. The **standard setup** uses a **system-generated number**.
  - If you would like to **use employee numbers instead**, key it in now.
- **Contact Type** (column N) – Key in **COMPANY** using all capital letters, with no spaces before or after the word. (Otherwise, your upload will error). This field is **required and cannot be left blank**.
- **Birthday (MM/DD)** (column O) –Key in the cardholder's two-digit birth month and two-digit birthday in MM/DD format.

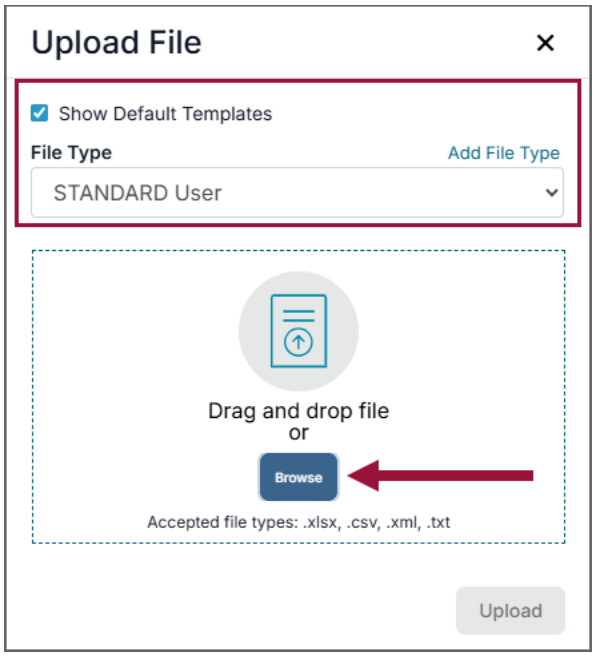
13. Click **Save**.

14. Return to **Bulk Operations 2.0** and click **Upload File**. If you are already on the **Upload File** window, you may need to refresh.

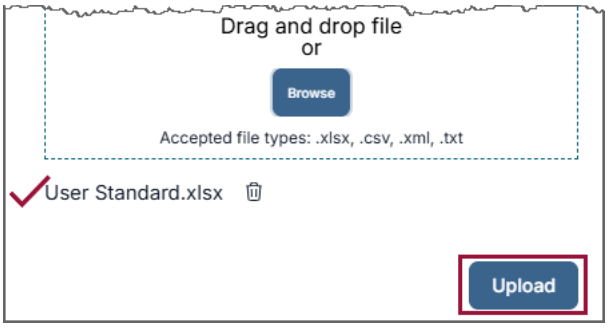


15. Click **Browse**. Locate the newly saved **User Standard Template**.

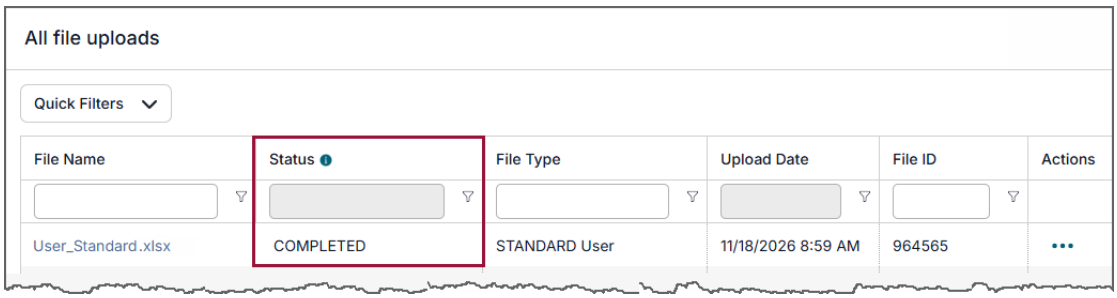
- If you refreshed the **Upload File** window, confirm that the **Show Default Templates checkbox** is selected and **Standard User** is selected in the **File Type** field.



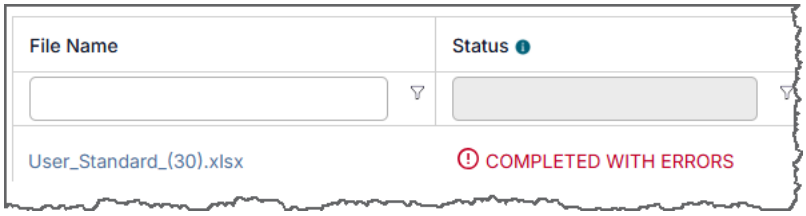
16. After adding the file, click **Upload.**



17. The upload may take a few minutes to complete. Confirm that the **Status** column displays **Completed**. Continue to the next section to Verify the Upload.

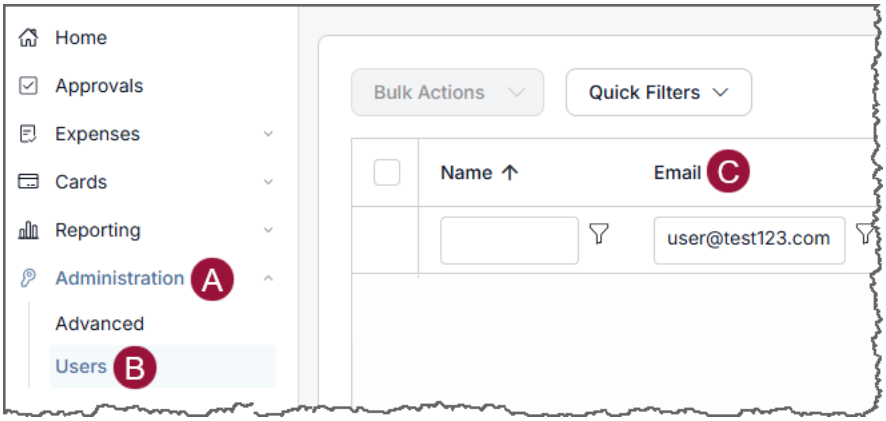


- If the **Status** column displays **Completed with Errors**, email onboardingsupport@corpay.com for troubleshooting assistance.



Verify the Upload

1. Complete the following:

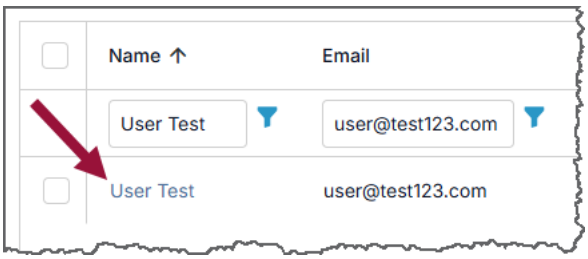


A. Click **Administration**.

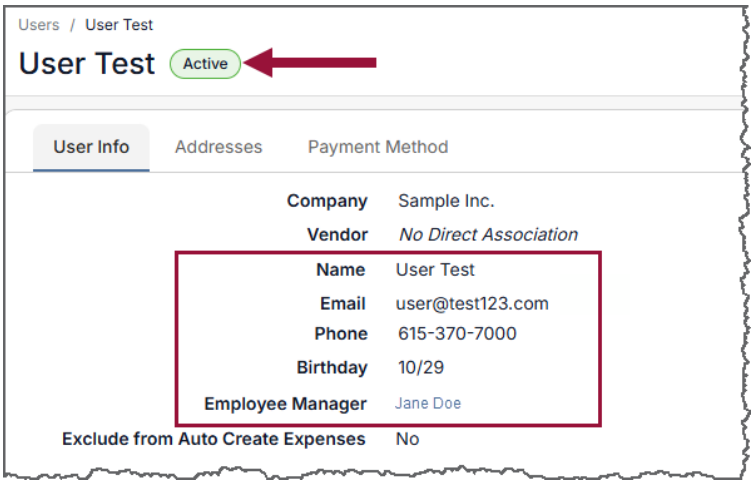
B. Select **Users**.

C. In the **Email** filter, paste the cardholder's email address. You can also search using the **Name** filter, but this may return multiple results if more than one associate has the same name.

2. Click the **hyperlinked name** in the **Name** column. This will take you to the **User Profile** page.



3. If the file uploads successfully without errors, the **User** will be added to Corpay Complete as **Active**. You can view the information added through the bulk upload on the **User Profile** page: email address, phone number, DOB, and Manager.



4. Staying on the **User Profile** page, scroll down to the **System Roles** section to view the roles added from the **Access** column of the **User Standard Template**.



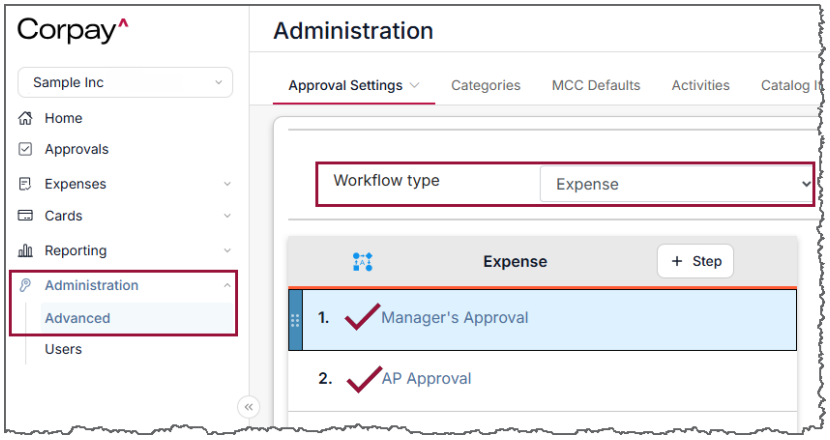
5. Continue to the next section, Add Users to the AP Approval Team.

Add Users to the AP Approval Team

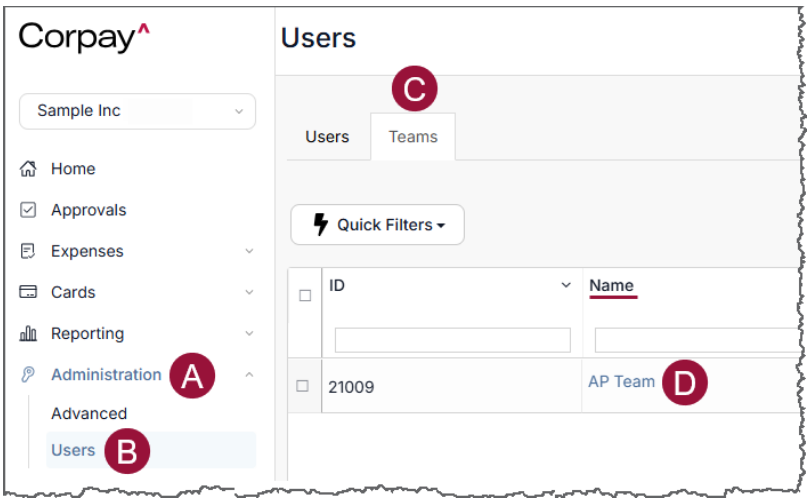
As part of the **standard setup**, your account is **configured** with a **Manager Approval Workflow** and an **AP Approval Workflow**.

To allow AP team members to approve expense items, use the **instructions in this section** to **add the appropriate Users to the AP approval team** in Corpay Complete.

- This **process works only after you have completed** the Contacts/Users Manager Upload section.
- If you need help with this set up, please reach out to onboardingsuport@corpay.com.



1. Complete the following in Corpay Complete:



   A. Click **Administration**.

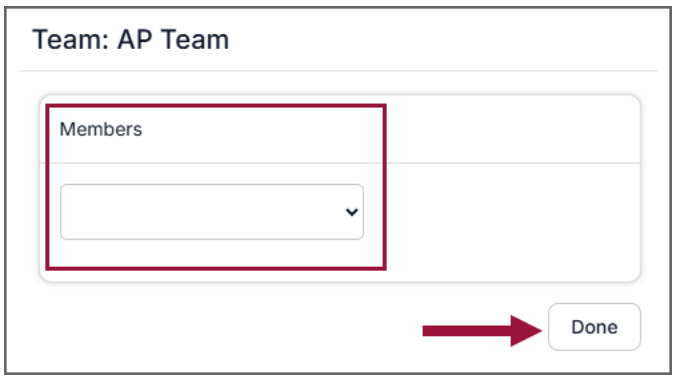
B. Select **Users**.

C. Select the **Teams t**ab.

D. Click on the **AP Team** link in the **Name** column of the grid.

2. Use the drop-down menu to **assign users** to the AP approval team. Click **Done**.

   - Assigning Users here allows any one Team member selected from the list to approve expense items.



Resources

You have access to **helpful resources designed to support you** as you get started with Corpay Complete and continue using the platform.

Visit **Migration Resources** in the **Corpay Complete Knowledge Base** for step-by-step guidance, helpful articles, and additional tools.

If you need help during setup or at any point while using Corpay Complete, please email **onboardingsupport@corpay.com**.