Corpay Complete Migration FAQ

Overview

The **Corpay Complete Migration FAQ** is a resource to help Administrators navigate the transition to Corpay Complete. It covers how to access the platform, what to expect during the card transition, and recommendations for managing administrative tasks.

Access and User Setup

How do I access Corpay Complete?

Administrators will receive a Corpay Complete welcome email with access instructions. If you do not see it, please check your spam folder and add **noreply@corpaycomplete.com** to your safe senders list.

If you are unable to locate the welcome email, please contact **onboardingsupport@corpay.com** for assistance.

What access will my cardholder's have?

As part of setup, Administrators can send cardholders a **welcome email** that allows them to sign in, activate their Corpay Complete account, and set up a password. Cardholders can then view their card information in the web application and mobile app.

For account setup instructions, refer to the **Corpay Complete Migration User Guide**.

Card Transition

Will my cardholders receive a new card and card number?

Yes & No. Cardholder's will receive a new card, but the **card number will remain the same**. The new card number will have a **new expiration date and a new CVC**, so the cardholder will be required to make that update for their recurring charges and any locations where their existing card number is saved.

Can my cardholders continue using their Center card during the transition?

Yes. Cardholders can continue using their Center cards until their new Corpay cards are distributed. Once received, the new Corpay card will be ready to use and should become the cardholder's primary card going forward. The previous Center card can then be securely destroyed.

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Can my cardholders continue using their Center card after December 31, 2026?

No. Center cards are scheduled to terminate on December 31, 2026. Spending after that date will require a new Corpay card.

Will the new Corpay card program connect to Center?

No. New Corpay card activity will operate independently of Center. Center will continue to support the closeout of applicable pre-year-end activity, including settlement, statements, reconciliation, disputes, and refunds.

Historical Data and Records

Will transaction history carry over to Corpay Complete?

- **Card and transaction data** is expected to be **available in Corpay Complete**.
- **Completed Center expense reports, coding, and approval history may not transfer** with transaction data.

Will Center receipt images automatically transfer?

No. Center receipt images do not automatically transfer to Corpay Complete. Export and retain any receipts or Center records needed for reporting, reconciliation, or audit purposes.

Can I retrieve historical Center records after year-end?

Eligible Financial Managers will have limited historical Center access through March 31, 2027, to export records, complete final reporting, and reconcile prior activity.

Expenses and Accounting Setup

Will I need to redo expenses already completed in Center?

No. Expenses already submitted or processed in Center should not be duplicated in Corpay Complete. Card transactions may be visible in Corpay Complete even when related receipts, coding, and approval history remain in Center.

When will card transactions begin appearing as expense items?

Your implementation team will confirm the expense go-live date. The start date should be coordinated to prevent transactions already processed in Center from being recreated as expense items in Corpay Complete.

Who is responsible for setting up accounting categories and the chart of accounts?

Your organization provides the preferred categories, coding structure, and general ledger accounts. The implementation team can assist with the initial import, or an Administrator can complete the setup directly.

The Corpay Complete Migration User Guide walks Administrators through the standard setup process, including required configuration, data uploads, user setup, and approval team assignments.

What information is needed for the initial accounting import?

The import may include general ledger accounts, categories, departments, locations, projects, business units, and employee managers, as applicable. At minimum, provide general ledger accounts using the Account Upload Template.

Support

Which support email should I use for migration and setup questions?

Use onboardingsupport@corpay.com for migration and setup questions. Your implementation team will confirm the appropriate ongoing support route at handoff.

For more help, click here to view the **Migration Resources** in the **Corpay Complete Knowledge Base**.