

# Aged Transactions

We encourage all cardholders and supervisors to submit transactions as quickly as possible. This is important for multiple reasons:

- Transactions need to flow through to client statements in the correct month
- Allows management to report accurately on budgets and spending
- The finance team to capture the expenses in our financial system
- Prevents fraudulent transactions being missed and unable to be resolved quickly



## Weekly

A weekly generic ProMaster notification to advise there are new transactions ready to code or approve

## 14 Days

ProMaster notification asking you to take action to clear transactions

## 21 Days Suspension

EMS Team notification advising your card has been suspended for security and audit purposes until transactions are up to date.

## 30 Days

ProMaster notification asking you to take immediate action to clear overdue transactions. The account holders line manager will be cc'd into this email.

## We are here to help!

If you are experiencing an issue that is preventing you from submitting transactions please reach out to the EMS team or check out our intranet page for more information

