# Z BUSINESS ONLINE QUICK REFERENCE GUIDE

***If you have any questions please give us a call on 0800 Z ENERGY (0800 936 374) or email us on zbusiness@z.co.nz***

Customer service team hours are
7:00am – 9:00pm Monday to Friday
and 8:00am – 1:00pm Saturday

IS FOR BUSINESS

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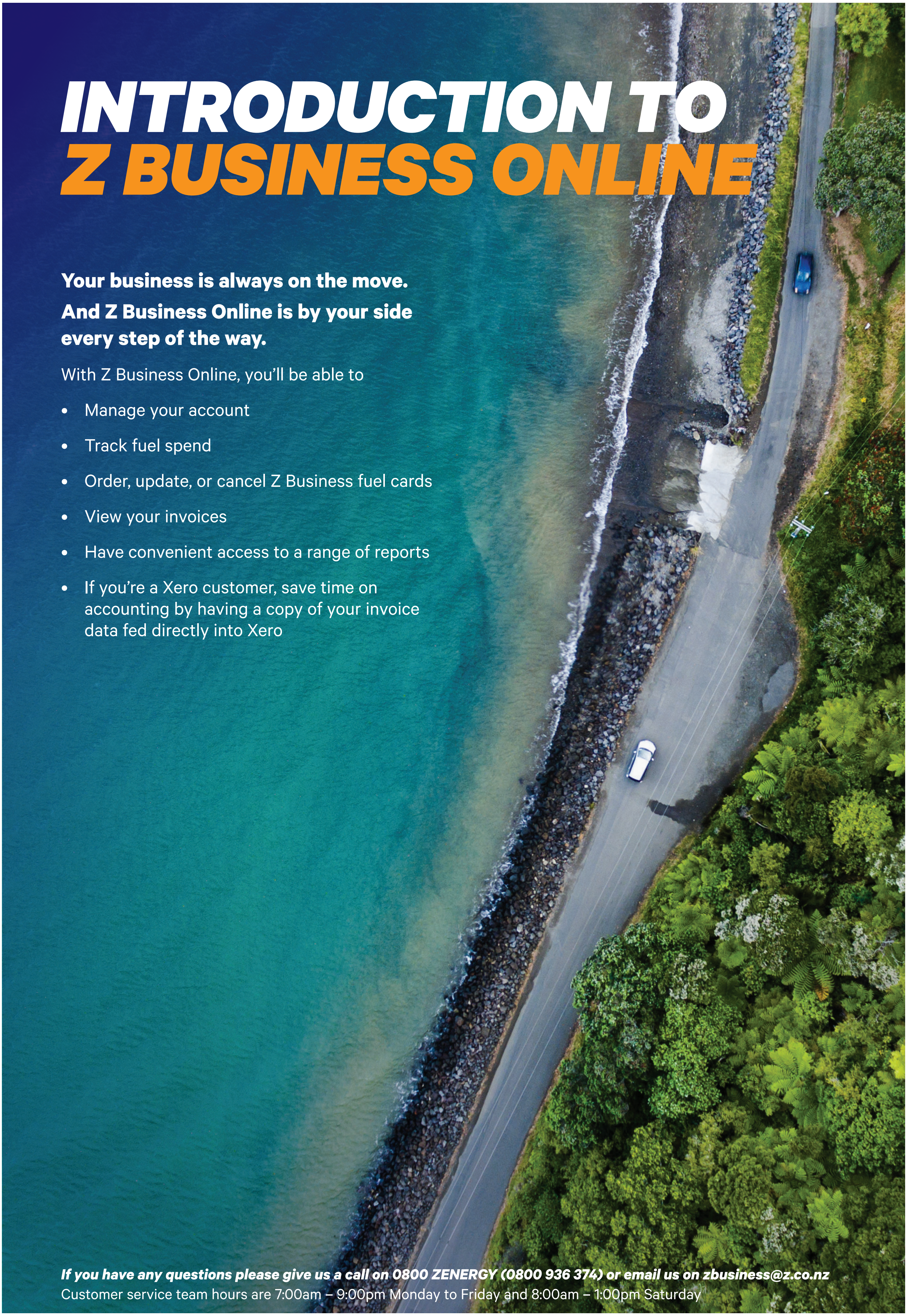

# INTRODUCTION TO Z BUSINESS ONLINE

**Your business is always on the move.**
**And Z Business Online is by your side every step of the way.**

With Z Business Online, you'll be able to

- Manage your account
- Track fuel spend
- Order, update, or cancel Z Business fuel cards
- View your invoices
- Have convenient access to a range of reports
- If you're a Xero customer, save time on accounting by having a copy of your invoice data fed directly into Xero

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# GLOSSARY

Before you get started, here's a useful list of commonly used terms and descriptions to help you understand and get the most out of Z Business Online.

| Term | Description |
|---|---|
| Cost centre | Set up by you optionally to group your Z Business cards. In an invoice, cards are reported on by Cost Centre and Fleet ID |
| Credit limit | The total credit available for your account |
| AdBlue | AdBlue diesel exhaust fluid. Available at selected Z and Caltex truck stops. |
| Driver card | Card for individual driver – embossed with driver's name |
| Fleet ID | An optional way of grouping your cards if you're managing them by one of more Fleets (similar to Cost Centre). In an invoice, cards are reported on by Cost Centre and Fleet ID |
| Loyalty | Earn Airpoints Dollars™ on fuel purchased at Z and Caltex service stations if eligible |
| POS | Point of Sale device where the card is swiped when making a purchase |
| Vehicle card | Card for individual vehicle – embossed with vehicle rego number |

## What do the card statuses mean

| Card Status | Description |
|---|---|
| Active | Live card and ready for use |
| Card cancelled | Inactive |
| Card damaged | Damaged and not fit for use |
| Card expired | Inactive due to expiration. New replacement should automatically be sent. |
| Card lost/stolen | Inactive and reported as lost/stolen |
| Card on hold | Temporarily blocked for use when you've requested your account to be put on hold or closed, or if your account has reached its credit limit. |
| Card on hold – customer request | Temporarily blocked for use at your request. Useful for if you go on holiday or misplace your card. |
| Card order cancelled | Order request cancelled prior to processing |
| Card requested | Ordered and pending processing |
| PIN pending | No PIN loaded. Card will be ready for use once card PIN has been set for the first time. |

# HOW TO

## Log in and create a password

When we set you up with access to Z Business Online, you'll receive two emails. One contains your **case-sensitive User ID** and the other contains a **secure password link.**

### To access Z Business Online (first-time or when password is reset)

1. Use the secure password link from your email. You'll be prompted to create a new password.
2. Enter a new password and click "Save".
3. Enter your User ID (from your username email) and your newly created password to login to Z Business Online.
4. Where applicable, review and agree to the Terms and Conditions for accessing Z Business Online. You'll be directed to the Z Business Online homepage and you're good to go.

### Z Business Online password rules

- Must be a minimum of 8 characters containing at least 3 of the following categories: uppercase A-Z lowercase a-z numeric 0-9 special characters
- Cannot match any of your 5 previous passwords.
- Cannot have 3 or more consecutive characters from your User ID or your first and last names.

### Troubleshooting your login or password

- **If your password link has expired** (it's only valid for 48 hours): use the "Forgotten your Password?" link on the Z Business Online login page. You'll be prompted to enter your User ID and click "Submit". Wait until you get a password reset email then use the password link to create new password.
- **If you get an error when creating a password:** make sure the password you're entering complies with the Z Business Online password rules.
- **If you get an error when logging in:** make sure you're using the correct User ID and password combination (remember they're case-sensitive).
  ***Tip – Use the "Forgotten your Password?" link on the login page after two incorrect attempts (before you are locked out after three incorrect attempts).***
- **If your User ID is temporarily locked out due to three incorrect attempts:** give our customer service team a call to unlock your access.

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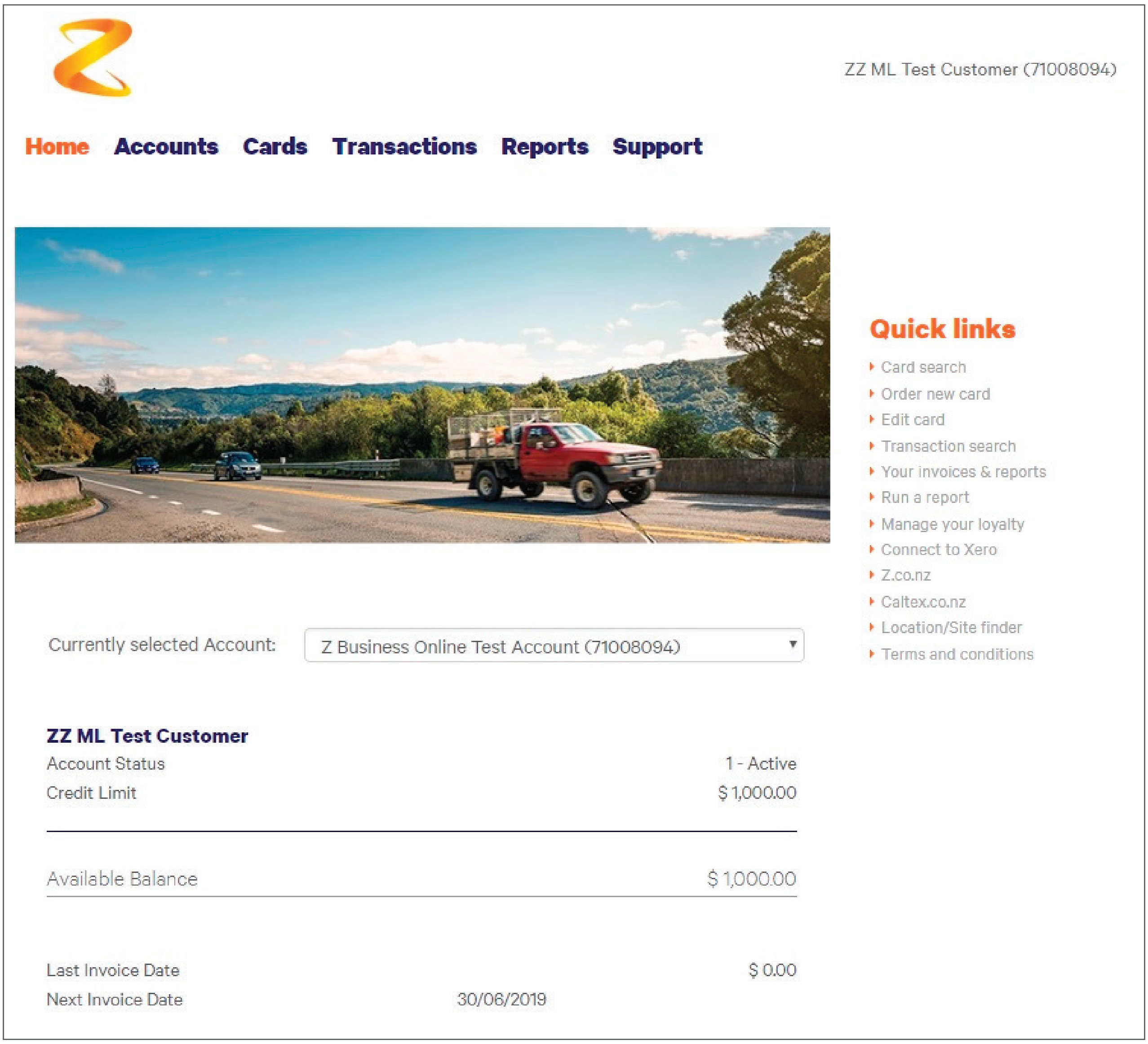
## Navigate between accounts

If you are set up to manage multiple Z Business accounts using Z Business Online, you can navigate between accounts from the home page using the **Currently selected Account** drop down box. You can also see what account you're working on in the top right-hand side of the screen.



## Create/update cost centres

A cost centre is something you can create to group certain fuel cards together and to track card costs and expenditure. Cost centres can be useful if you have multiple locations or branches. Your account can have many cost centres that can be managed with Z Business Online.

***Tips***

***- Use a unique code for each cost centre that will help you best manage your fuel spend.***

***- Cost centres need to be created before they can be applied to a card.***

***- A cost centre cannot be deleted once it has been linked to a card, although it can be renamed.***

***- Use asterisks (*) to do a wildcard search in the Cost Centre Code field eg. *south* searches for cost centres with south in their name.***

**To create a cost centre**

1. Open the Cost Centres screen from the Accounts tab.
2. Click "Add a Cost Centre".
3. Use a unique code of your choice for your cost centre (up to 12 characters), a description and short description which suits your business.
4. Click "Save". You'll have to wait overnight before you can use a new cost centre otherwise you will receive an error message if you try to add a card to one immediately.

**To update a cost centre you've already created**

1. Open the Cost Centres screen from the Accounts tab.
2. Find and select the existing cost centre to be updated. The Update Cost Centre screen will be displayed.
3. Amend your cost centre details to suit your business.
4. Click "Save". This cost centre will now be updated.

## Card ordering and management

When ordering a new card, you have the choice between two types of cards

- Driver cards – must have a driver's name.
- Vehicle cards – must have a vehicle registration number.

Simply complete the required fields, click Order Card, then scroll down and select Confirm. You'll see a message confirming your card has been ordered.

***Tips***

***- If you have a large number of cards to order, follow the steps for Bulk Card Orders on page 10.***

***- Cards will be delivered to the address on your account. If you require an alternative delivery address, ensure the format is correct and that NZ Post delivers to it. You can check this here: https://www.nzpost.co.nz/tools/address-postcode-finder***

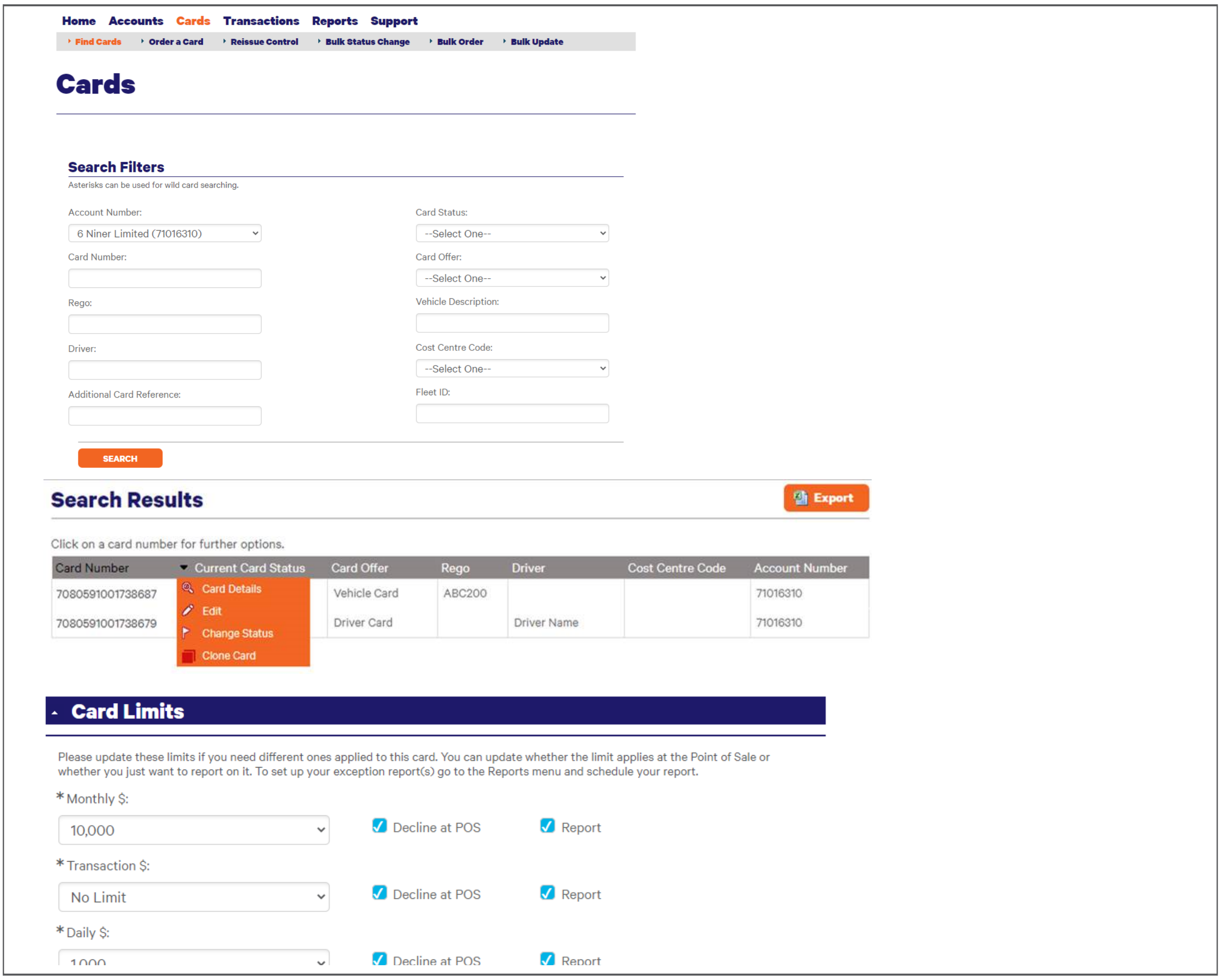
# Managing card limits

Card limits provide customers with the ability to better control fuel card spend. It's important that limits are regularly reviewed by customers to ensure that they remain fit-for-purpose. Fuel consumption and fuel price changes can affect when limits are reached. Z Business Online has two useful reports to help you better manage your card limits: the Card Export List and the 80% of Card Limits report (for more details on reports see page 11). These can be run on-demand or scheduled. Simply go to the **Reports** tab on the main navigation bar.

## To set a card limit

1. Within the Cards screen, go to **Find Cards** page and select "Search".
2. From the cards listed, select the card you want to **Edit**.
3. Under the Card Limits section, choose the appropriate card limits.

For urgent card limit updates – including outside of our standard customer service team hours - call us on 0800 ZENERGY (0800 936 374)

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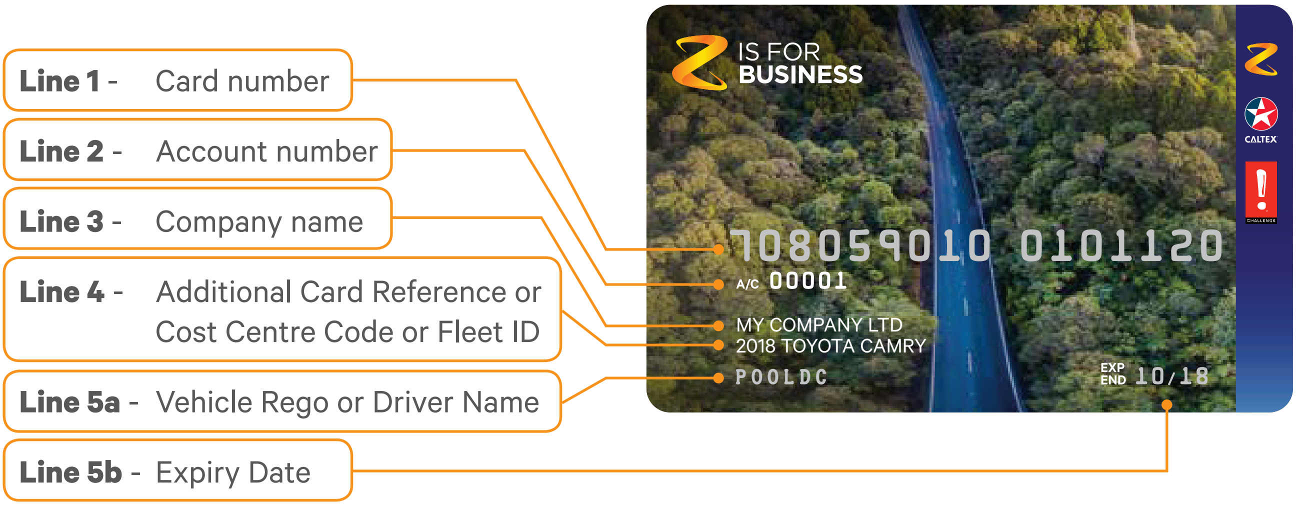
# Z Business Card Layout

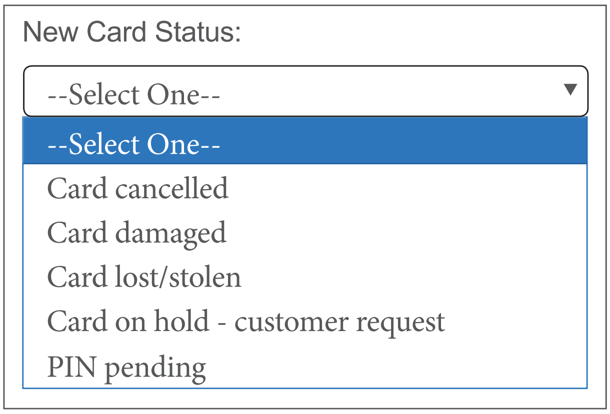



| Line | Field | Example | Maximum Character Length |
|---|---|---|---|
| 1 | Card number | 0000 0000 0000 0000 | 16 |
| 2 | Account Number | 12345678 | 8 |
| 3 | Company Name | MY COMPANY LTD | 28 |
| 4 (optional)* | Additional Card Reference or Cost Centre Code or Fleet ID | 2018 TOYOTA CAMRY | 28 |
| 5a | Vehicle Rego or Driver Name | POOLDC | 21 |
| 5b | Expiry Date | 07/23 | 5 |

* For Line 4, order of precedence rules will be applied, where Additional Card Reference takes precedence over Cost Centre Code which in turn takes precedence over Fleet ID.

# Card Status

To change the status of your card, this can be done through the **Find Cards** page. Once you have found the card you wish to change the status for, click the card number and select **Edit**. You will have the following options to choose from:

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## Resetting card PINs

If you need to reset your card's PIN, select the **PIN pending** option.
Once processed, the next time you use your card, the POS will prompt you to enter a new mandatory PIN. Please note, resets done through Z Business Online can take a few hours and won't be reset until processed.

For urgent PIN resets – including outside of our standard customer service team hours - call us on 0800 ZENERGY (0800 936 374)

## Bulk card orders

We've made it simple for you to easily and efficiently order cards in bulk.

To bulk order cards:

1. Navigate to the Bulk Order screen from the Cards tab.
2. Download the Bulk Card Order template
3. Open the downloaded spreadsheet and enter all details per row for every card ordered. Please note, some cells require selections from the drop-down options only. For more information on how to complete each field, hover over the column headings.
4. Save the file in .xls format (save in same format as downloaded).
5. Upload the spreadsheet when ready to order.
6. You'll get an email notifying you of successful upload or if there are any errors that need to be resolved.

***Tip - correct the errors in the emailed spreadsheet and upload this once you've made the changes. Do not upload the original file as this may cause duplicate cards to be created.***

## Card about to expire?

Don't worry - if your card is due to expire soon, we will automatically send you a new one.

To see a list of all cards which are about to expire or manage reissuing, you can navigate to **Reissue Control** from the **Cards** tab and follow the steps.

Please note, all reissued cards will default to the standard 4-year expiry period unless managed prior.

# REPORTING AND MANAGEMENT INFORMATION

To help you manage your fleet in your own time you can now access a range of account management reports from the **Reports** tab on the main navigation bar.

It's easy to run your report at any time. Once you have clicked on the report you'd like to run, select your data ranges or other parameters depending on what you need.

If you need a report on a regular basis, you can also setup and manage automatic scheduled reports based on your business needs. Reports only reflect information from the point of being scheduled.

## Types of reports

| Report Name | Useful for |
|---|---|
| **80% of Card Limits** | A list of cards that have exceeded 80% of their monthly limits ***(available in pdf)***. |
| **Card Expiry** | A list of cards coming up for expiry that will be automatically reissued. Includes instructions for how to exclude cards from being reissued ***(available in csv or pdf)***. |
| **Card Export List** | A card listing for your account, including card status, expiry date, last transaction date and cost centre ***(available in csv)***. |
| **Card Management** | Shows all card purchases for a period and separated into fuel and non-fuel transactions. The report also includes totals for the period and year-to-date, and odometer readings where applicable ***(available in pdf)***. Use this report if you want to monitor or review odometer readings. |
| **Cost Centre List** | Shows the number of active cards by cost centre and cost centre description ***(available in pdf)***. |
| **Cost Centre Summary** | Summarises card purchases (product, volume and value) by cost centre for a period ***(available in pdf)***. |
| **Customer Exception** | A scheduled report which notifies you when a card or cards have been used outside of the parameters (Card Limits) you have set ***(available in csv or pdf)***. |
| **DTE-B** | Data Transaction Extract with detailed pricing information ***(available in csv)***. Use this report if you want to monitor or review odometer readings. |
| **Proof of Purchase** | Returns a schedule of purchases that can be used to support an application to the NZTA for the refund of fuel excise duty ***(available in pdf)***. |
| **Vehicle Fleet Analysis** | Provides information on fuel costs and distances travelled for each vehicle based on fuel purchases and odometer values entered at the time of purchase. This report only returns information for "Vehicle" cards ***(available in xls)*** |

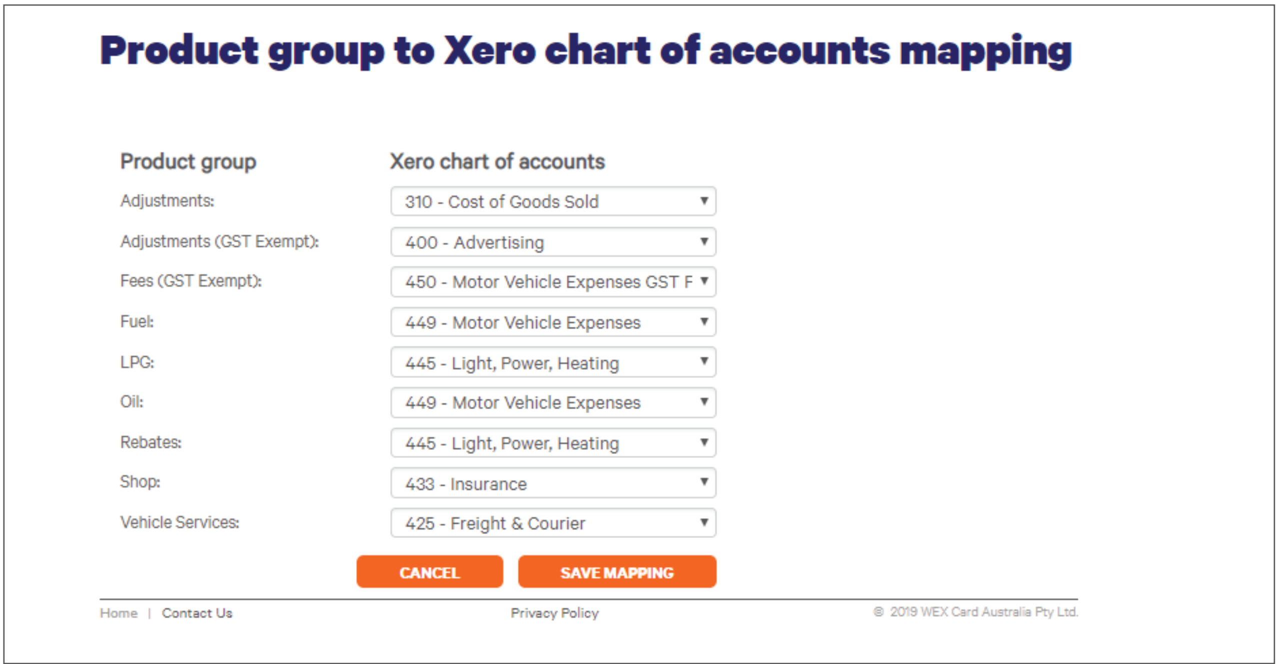
*Tip - you can also view your invoices online. Go to the Invoices screen under the Report tab and click Search to see the full list. To download a copy, just click on the document you want.*

# Set up a Xero feed

We've teamed up with Xero - another great Kiwi company – to help you save time by getting your Z Business invoice data fed directly into Xero, making it easy to keep your accounts up-to-date, so you have more time for the things that matter.

### To set up your Xero feed:

1. Navigate to the Connect to Xero screen from the Accounts tab or by using the Quick links.
2. A list of how your Z Business data can be shown in Xero will be displayed.
3. Select your preferred option of how you would like to view your data.
4. Once saved, you will be redirected to the Welcome to Xero login page.
5. Enter your Xero login credentials to login.
6. Finish setting up your invoice feed by selecting the organisation in Xero you want to link your feed to, along with setting how the transactions map to your Chart of Accounts. This mapping will typically be a one time activity when you first set up your link.



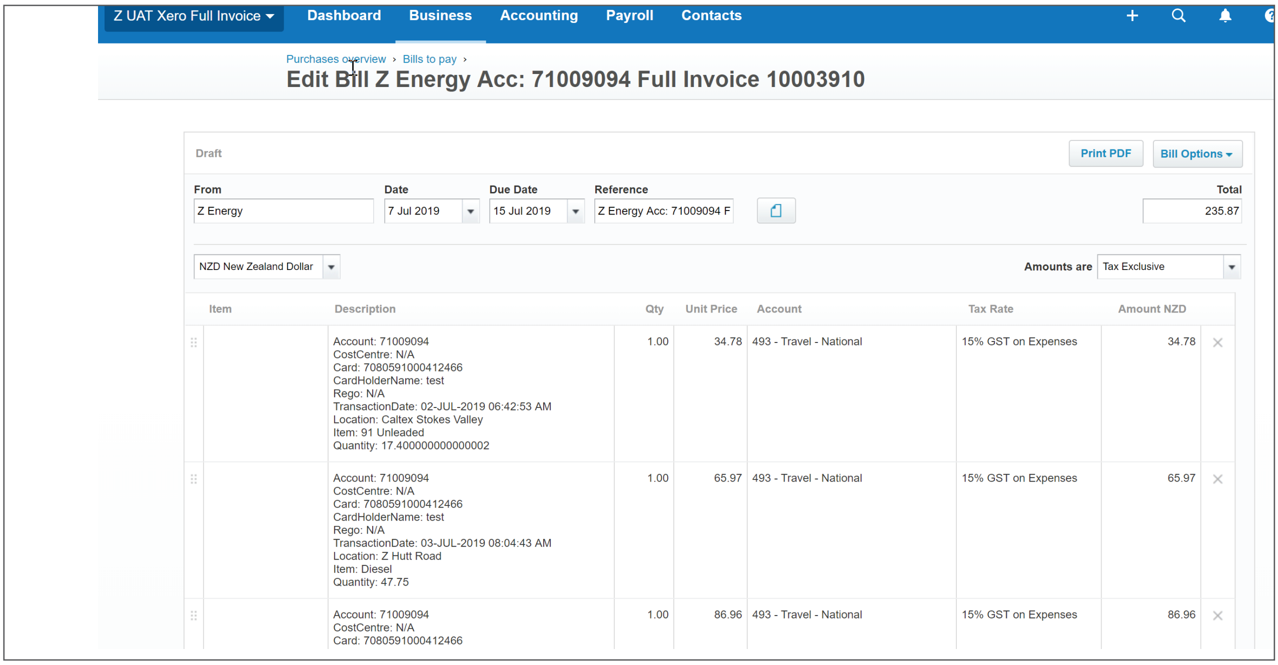

Once you've done this, you're good to go – your Z Business account will now be linked to your Xero account.

***Please note that if you have more than one Z Business account to feed into Xero, please contact our customer service team for assistance.***

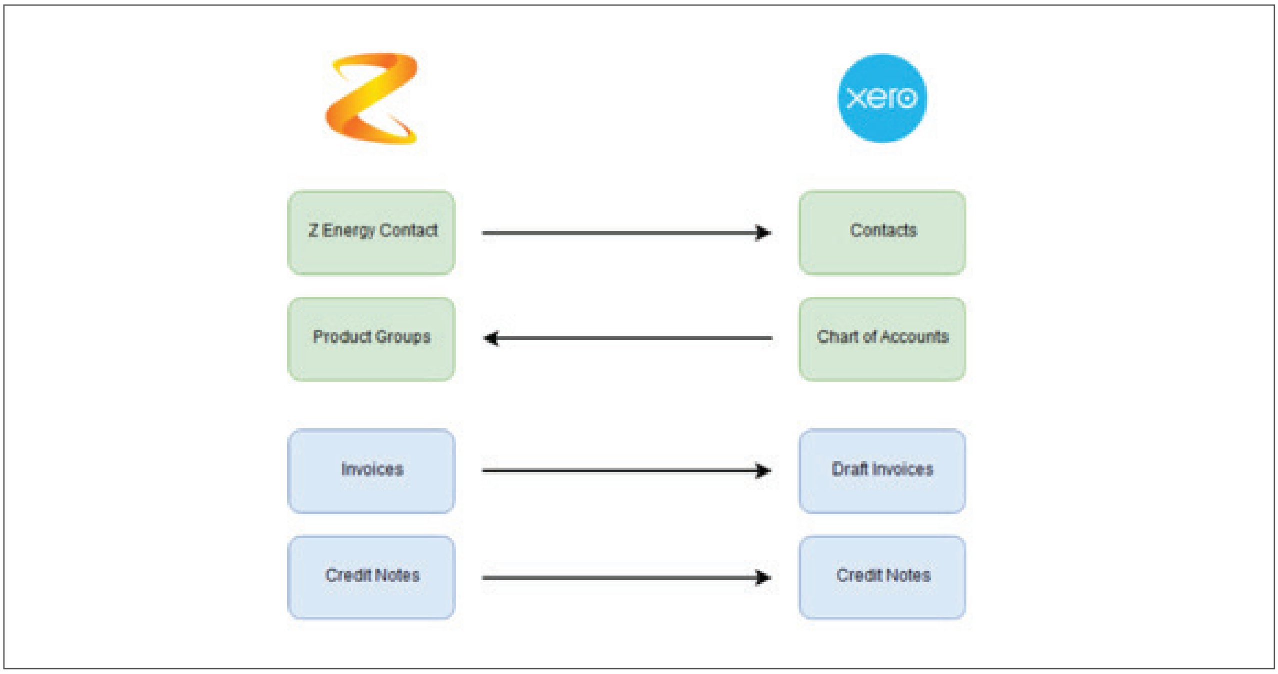
Once you've set up your Xero feed, each time we send you an invoice, a copy of your Z Business invoice data is fed directly into Xero. You can choose how your invoice displays in Xero, with all transactions fed through or just a summary.

**Here's an example of how your Z Business invoice will look in Xero.**

Your Z Business feed will appear in the "Bill to Pay" section with a description and an amount, ready for you to code and approve. The feed won't cost you a cent and there's no change to how you currently pay your Z Business invoice – you just don't have to manually enter your transactions into Xero yourself.




# Data mapping between your Z Business Invoice and Xero




The data sync between Z Business and Xero occurs automatically when your invoice is produced.

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# FAQs

### How do I view and approve invoices?

- Draft invoices can be found in the 'Bills to pay' section of the 'Business' tab in Xero, and there you will see draft invoices that are awaiting approval
- These will follow the style you selected when you connected to Xero

### How are credit notes/refunds/negative invoices handled?

- If the balance of an invoice is negative, a credit note will be generated and viewable in Xero alongside the invoice

### How do I disconnect from Xero?

- It's a two step process which has to be done in the following order.
- Log into Z Business Online and click on 'Connect to Xero'
- Select 'Do not Feed' from the menu
- Click 'Disconnect from Xero'
- Log onto your Xero account
- Select Settings, then click Connected Apps
- Remove the Z Business app

# DO YOU NEED EXTRA HELP?

If you're having trouble with Z Business Online and this quick reference guide isn't answering your questions, don't hesitate to get in touch with us by calling 0800 ZENERGY (0800 936 374) or dropping us an email at zbusiness@z.co.nz.

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