

Ramp Virtual Card Guide



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1.1. Corporate Card Policy

Prior to receiving any corporate card, you must acknowledge and sign the applicable Corporate Card Policy. Once this is signed, you will then be able to receive a virtual corporate card.

1.2 Virtual Card

The virtual card can be used for purchases made online and can be added to your mobile wallet.

All users can view their virtual cards within their dashboard by going to the **Home** section and selecting **Funds** in the left hand corner. From here, it should show the virtual card details. If you need to view the card numbers, they can click on the card to reveal the card information.

[Virtual Card Best Practices](#)

Here are the instructions for adding a card to your mobile wallet:

- Google Pay on Android (<https://support.google.com/wallet/answer/12058983?hl=en>)
- Apple Pay on iPhone (<https://www.apple.com/apple-pay/>)

1. Check that your mobile phone number is correctly listed in your Ramp account.
2. Follow the instructions provided for your mobile wallet of choice.

1.3 Expense Coding

Ramp Coding Guidelines

Billable = Yes

NS Customer Name = name of client from dropdown

Project Code = Ramp

Include attachment for Invoice = Yes if the receipt is required on an invoice

NS Category = Travel

Ramp Item Code = PT_Travel

NS Classification = the only selection from dropdown

NS Service = the only selection from dropdown

NS Department = select the item from the dropdown that corresponds to you

<input type="checkbox"/> Billable*	Yes ▾
<input type="checkbox"/> Netsuite Customer Name*	Ramp ▾
<input type="checkbox"/> Project Code*	505 - RAMP ▾
<input type="checkbox"/> Include Attachment for Invoice*	No ▾
<input type="checkbox"/> Ramp Item Code*	18 - RAMP ▾
<input type="checkbox"/> NetSuite Category*	512110 - Pass Through Billing ▾
<input type="checkbox"/> NetSuite Department*	Clinical Monitoring ▾
<input type="checkbox"/> NetSuite Classification*	Advanced Clinical (AC) ▾
<input type="checkbox"/> NetSuite Service*	6 - SOL-Outsourcing ▾

1.4 Receipts

Receipts are required for all expenses incurred as stated within your applicable policy.

- For in-person transactions, the users can text a photo of the itemized receipt to Ramp at HIRAMP. The service will automatically associate it with the corresponding transaction.
- For online transactions made with a Ramp corporate card, the user should forward an itemized receipt to receipts@ramp.com.
- The user can also upload the receipt directly to the Ramp dashboard.

[Auto Generated Receipts](#)

1.5 Add A Trip

Creating Trips:

- Trips are automatically generated as users spend on their Ramp cards and forward their receipts. This confirms their itinerary.
- **Note:** For these scenarios where Ramp automatically creates a trip, please know that you can edit your "Trip Name" field.
- Alternatively, cardholders can manually create a trip by clicking into a transaction from the trip and clicking "**Add to Trip**" at the bottom of the drawer. The next panel will allow them to create a new trip and showcase all the transactions between those dates that can be selected and added to an existing trip.
- Managers, Admins, and Owners may also create trips for others.

Viewing Trips:

- To view a trip, cardholders can click on a transaction tied to a trip and click "**View Trip**" in the banner.
- Within a single Trip, cardholders can see a full set of expenses automatically categorized for convenience:

1. Total cost of the trip
2. Dates of the beginning and end of the trip
3. Source and destination of the trip
4. Airline transactions (and links to flight itinerary)

5. Lodging transactions (and links to lodging details)
6. Ground transportation (e.g. Uber / Lyft)
7. Per Diem (any spend on restaurants/grocery/alcohol/entertainment during the trip)
8. Miscellaneous (any misc. spend that falls outside of the above categories, etc.

Adding Transactions to Trips:

- To add a transaction to a trip, cardholders can click "**Add to Trip**".

Grouped Expenses:

- There are several fields in priority of: Expenses associated with a Trip, Spend Limit, Cardholder. All expenses within a group can be approved at once.
- When an expense is tied to a **Trip**, all expenses will be tied to it under a section named "[Cardholder's Name] Trip to [Location and date]"
- If an expense is not tied to a trip group, Ramp will group expenses by card under a section named "[Cardholder's Name] "[Card Name]"
- When an expense is not tied to a card or a trip, all pending expenses will be grouped by cardholder and under a section named "[Cardholder's Name]"

Modifying Trips:

- Managers, Admins, and Owners can make changes to a trip by going to the Insights tab, selecting Travel, clicking on the relevant user to whom the trip is assigned, and utilizing options to Delete Trip or Add Expenses/Submit Reimbursements.

1.6 Ramp Currency

You may see a conversion rate in Ramp that differs from your currency. Ramp cannot control merchant credit card machine configuration. Some merchant machines detect that the card is issued by an US entity and even though the user's configuration in Ramp is set to EUR and some machines will still open up the selection of USD or EUR to users. All international users should be selecting their home currency.

1.7 Card Locking

Your card will automatically lock after 60 calendar days if you still have missing policy items on your expenses. To unlock a card, the cardholder simply must submit the necessary information. If the necessary information is a receipt and the cardholder has lost the receipt, the cardholder can request an exception which will also unlock the card. Admins can also require exceptions.

****If you have an expense that will go beyond 60 days to submit OR an immediate situation that requires your card to be unlocked, please contact the consultant email mailbox as soon as possible: consultants@advancedclinical.com.**

There are several ways that cardholders will be notified and have ample opportunity to submit the required items:

- **When a policy is set.** When the policy is changed, users will see it in an email stating that their card will lock after X days.
- **Before locking.** 24 hours before the card is locked, the user will receive an email warning them and showing their missing items. From the Ramp dashboard, users will see a warning icon on cards that will be locked, along with the date the lock will occur.
- **At lock.** At the time the card is locked, the cardholder will receive an email stating the card is locked and showing their missing items. The cardholder's manager (or admin if user has no manager) will receive a notification that the card was locked.

- **At declined swipe.** If a cardholder tries to make a transaction with a locked card, they will get an SMS informing them that they need to submit missing items.
- **At unlock.** When the card is unlocked, the cardholder receives an email notifying them.

If a transaction is disputed, the missing items will be dismissed. When the locking deadline passes, nothing will happen. However, if the dispute is canceled and the deadline has passed, the card-locking timeline will be reinstated, and the card will lock the same day or the next day, depending on when the dispute is canceled.

1.8 Card Limit Increases

Please reach out to Ops team: consultants@advancedclinical.com to increase your card limit if necessary.

1.9 Personal Charge in Error

If you have made a personal charge in error on your corporate card, you will be required to reimburse the company back. Please see below the outline for how to submit this charge within Ramp.

Step 1: Make a note in the memo section that it is a personal charge in error, and you need to pay the company back. Make sure that the expense is marked as nonbillable.

What is it for?

I made a personal charge in error and will need to reimburse the company. |

Step 2: Make sure to reach out to consultants@advancedclinical.com to inform of your personal charge in error and the amount to pay back. You will be advised on next steps to reimburse the company.

1.10 Fraudulent Charges/Disputed Charges

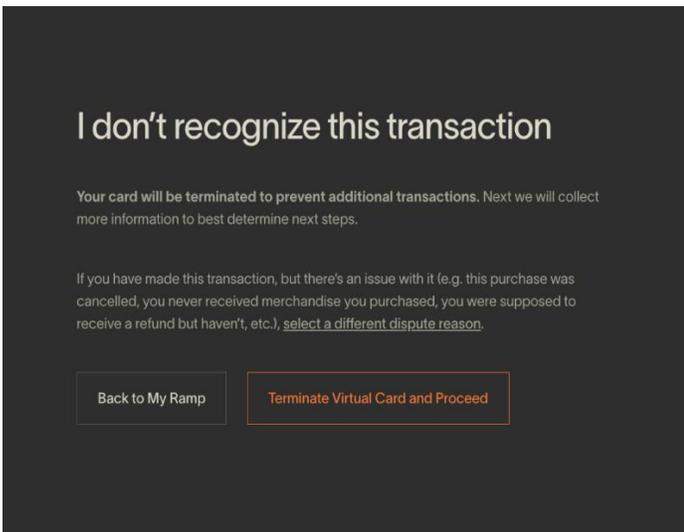
If you notice a charge, you did not incur, please reach out to consultants@advancedclinical.com as soon as you notice. You will need to report or dispute a charge to Ramp Support.

Cardholders can submit a dispute as an Unrecognized Charge if they suspect the transaction is fraudulent. Reasons may include, but are not limited to:

- Your card details were stolen and used fraudulently
- Your card was not in your possession and was wrongly used

You'll be asked to describe what happened and why you believe the transaction was fraudulent. Please be as accurate and descriptive as possible—the more information you provide, the greater the likelihood we can win the dispute on your behalf.

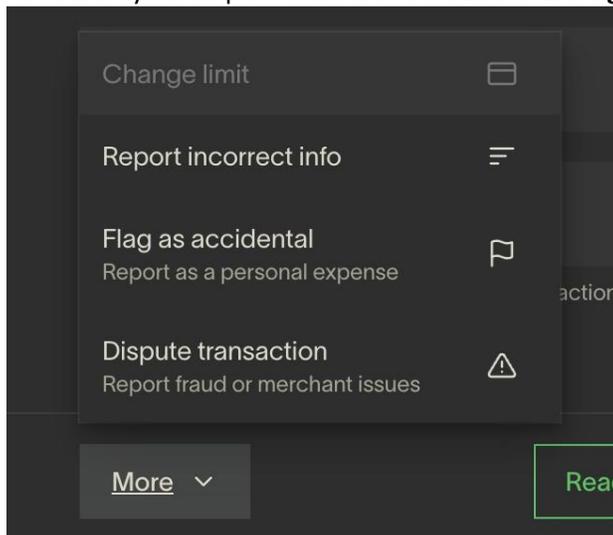
Note: we highly recommend you lock, terminate, and reissue the compromised card to prevent further fraud when you file a dispute. You may do so from your My Ramp dashboard by clicking on the compromised card.



Please note that after filing a dispute as a fraudulent transaction, Ramp Customer Support **must terminate your card to prevent future fraudulent activity if our team considers the transaction fraudulent.**

If you need to cancel a transaction, you can follow the steps outlined below:

1. You can find the transaction by navigating to your **My Ramp** or **Expenses** tab. You can use the filters to find the specific transaction(s) you want.
2. Click on the transaction and review the transaction details. You can also review past transactions with the merchant, visit the merchant's website, and search for the transaction in Gmail to confirm whether it is legitimate, fraudulent, or a merchant issue.
3. When you're sure you want to dispute the transaction, click the '**More**' dropdown at the bottom of the page and select 'Dispute Transaction.' **Note:** You cannot dispute a pending transaction or a transaction after 60 days from when it was listed on the card statement. Many merchants (usually gas stations and hotels) place a high-dollar authorization hold on your card that is removed once the final transaction amount is authorized.
4. Select your dispute reason under **What's Wrong?** as "I cancelled this purchase".



Note: you will not be able to submit a dispute without showing evidence that you've attempted to resolve the dispute directly with the merchant before filing the dispute. Contacting the merchant directly with your claim will always be the fastest way to resolve your dispute.

You'll be required to answer a series of questions about your reason for filing a dispute. The more accurate and descriptive information you provide, the stronger our case is for the network to win the dispute for you.

Disputes can take up to 90 days to resolve. If the dispute is resolved in your favor, we'll issue you a credit for the amount disputed to offset the original charge. This will appear as a *negative transaction* in your dashboard and shouldn't be disputed. You will need to submit the credit for this resolved dispute.

Ramp does not remove the original, disputed transaction, so you have full visibility of all transactions on your card.

[Disputes at Ramp](#)

1.11 Card Declines: [Why did my card decline?](#)

1.12 Pending Charges: [What are pending charges?](#)