



## Spending Reports: Frequently Asked Questions

### **Do I need to sign up for Spending Reports?**

You must be enrolled in online banking to have access to Spending Reports. Once you are enrolled and logged into online banking, you can access Spending Reports by clicking on the Spending tab.

### **My loan doesn't show up on my accounts list.**

Only deposit accounts such as savings, checking, clubs, money markets, certificates can be activated for Spending Reports.

### **Some of my transactions are not categorized.**

If Spending Reports cannot determine what category to put the transaction from the description, it will leave it uncategorized. You can choose a category by clicking on the dollar amount in the uncategorized row and selecting the appropriate category from the drop-down list. Then check the box to apply to all matching transactions, if desired.

### **I checked the box to apply to all matching transactions but it didn't change the other matching transactions.**

Some descriptions that appear to be a match actually have unique characteristics such as transaction ID or confirmation numbers. Note: Date and time in a description are ignored for the purpose of categorization.

### **The balance says \$0.00 but I have money in my account.**

If there have been no transactions in an account in the past 12 months, the balance will show as \$0.00. Once a transaction is posted to this account the balance will display correctly.

### **I cannot edit my savings goal.**

Existing savings goals cannot be edited. To change an existing savings goal, delete the goal and create a new goal.

### **Some of my accounts are not showing.**

To add an account, click "Edit List" in the right-hand corner of the Accounts section. Then check the box next to the account you would like to add. Loan accounts are not available in Spending Reports.

### **I am saving for two things in the same account. Can I have a savings goal for each one?**

Spending Reports only allows one savings goal per account. Up to 10 savings goals may be shown on the Spending Overview.

### **Can I print my monthly income and expense totals?**

Yes, you can print your totals by going to the My Budget page and clicking "Print" located in the upper right corner above the 12-month average for income. You can also export the totals to a spreadsheet by clicking "Export."

### **When I go back to a previous time period my Top Balances chart doesn't change.**

The Top Balances chart always displays your current balances. The Top Expense chart WILL change to show top expenses from previous time periods.