

Frequently asked questions

Expense Management for Financial Administrators



Frequently Asked Questions



How do I login?

Go to <https://secure.inlogik.com/endeavour> and it will ask you for your username and password

Help, I've forgotten my username!

Your username is the person we support with capitals and no spaces. For example: JohnSmith

Help, I've forgotten my password!

No problem, click forgot password on the log in screen.

The system will send you an email with a temporary password and then prompt you to reset.

Will I still get a statement?

Absolutely, we will still continue to send out your Endeavour statement each month as per normal.

Do I pay what is in ProMaster?

No, please continue to pay according to your Monthly Endeavour statement. ProMaster is just a way to view the transactions in more detail.

How often is ProMaster updated?

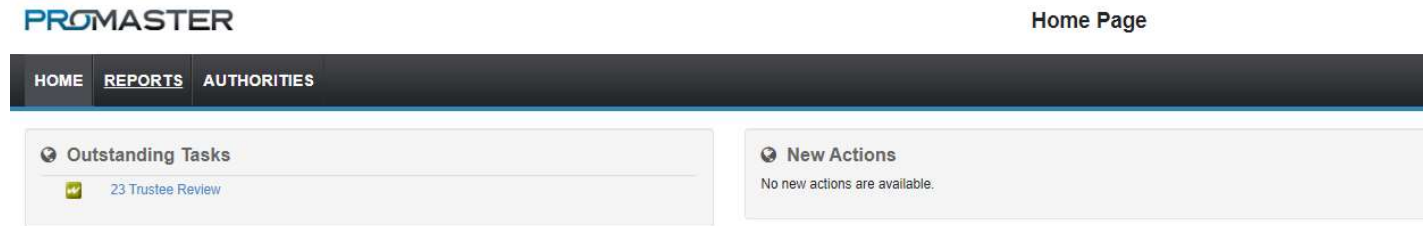
ProMaster is updated with customer transactions each week. At the end of the month, the usual statement is generated with the months transactions.

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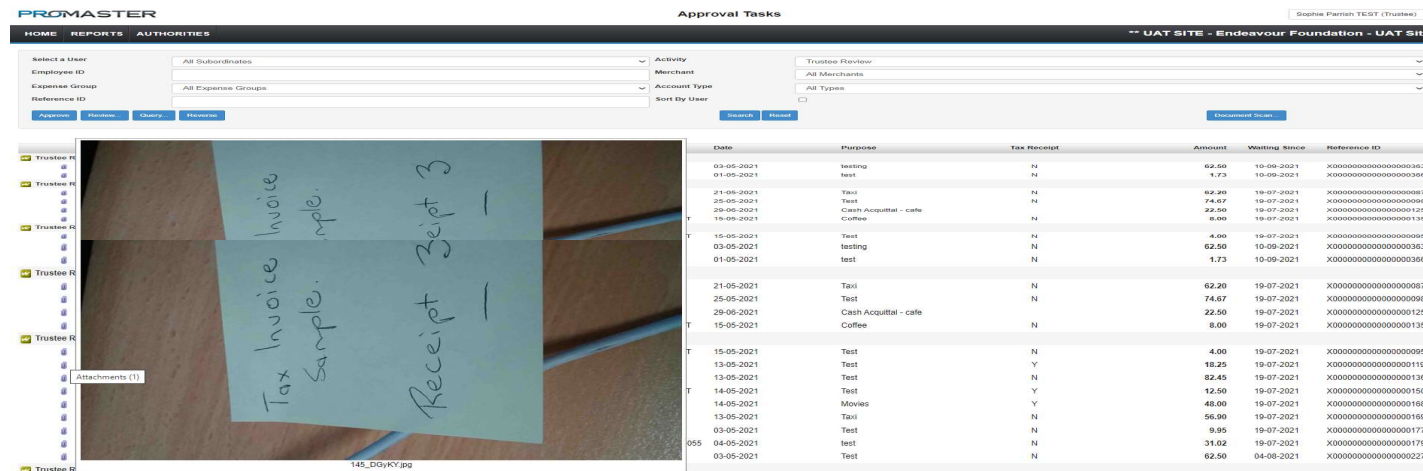
I've logged in – now what?

From the home screen, click 'Trustee Review' to review your transactions in more detail.



I can't see the receipts?

Hover your mouse over the paperclip to see a quick view of the receipt. To download a copy of the receipt, just click the paperclip and save wherever you like on your computer.



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How do I reconcile to my statement?

You will find the same Reference ID in ProMaster and on your Endeavour statement, allowing you to check each transaction on your statement is in ProMaster available for further review.

How do I look at historical transactions?

You can look through older transactions by running a report. Go to Reports → 'Approval Routing Summary Report'
Set the date range you'd like to look at and click 'View Report'

You also have the ability to search by Reference ID, Merchant, cash vs card transactions or by individual cardholders.

Who do I contact for information on how to use ProMaster?

Our EMS team are ready to assist by calling (07) 3900 5455 or emailing EMS@endeavour.com.au

Who can I query transactions with?

Our credit team are available to assist with any transaction related queries. You can contact them by calling 1800 112 112 or via email on creditman@endeavour.com.au