

eZ | BUSINESS
CARD MANAGEMENT

Company Administration User Guide

Contents

eZBusiness Card Management Overview	7
Get Started	7
Password and Security Account	7
Login Authentication (RSA).....	9
Out-of-Band-Authentication	9
Email and Text Option	9
Phone Option	10
Log In	11
Forgot Password and Not Enrolled in a Security Account	12
Manage Password	12
Forgot Password	12
eZBusiness Home Page	13
Alerts/Important Information, Messages, and To-Do Lists	14
Important Information	15
New Messages	15
To-Do List.....	16
Site Help.....	16
My Links	16
Section Headers	17
Search Filters	17
Download Lists.....	17
Configure Columns and Column Displays	18
View Company Information	19
Company Hierarchies.....	20
Account Lists within a Hierarchy	21
Company Level Details	21
View Cardholder Information	25
Cardholder Profile	27
Hierarchy	27
Online Request Activity	28
Expense Management Allocations	28
Company Account Lists	29
Account Credit Limits	30
Account Details	32

Important Information	32
Balances and Statements	33
Manage Transactions.....	35
Declined Transactions	40
Dispute a Transaction.....	41
Status of a Dispute Claim	43
View Authorizations	44
Authorizations from the Company Account List.....	44
Authorizations from the Account Detail Page.....	45
Manage Company Inbox.....	46
View Company Inbox	46
Send Messages	47
Reply to Messages.....	48
View Sent Messages	49
Search for Messages	50
Archive Company Messages	51
View Archived Messages	52
Obtain Company Reports.....	53
Transaction Reports.....	54
View Company Spend Restrictions.....	55
View Merchant Group Codes.....	57
Credit Lines	58
Manage Online Service Requests	61
Access Online Service Requests	63
Search for an Account from the Online Service Request Page	64
Tracking Online Service Requests.....	65
Complete Online Requests	66
Bulk Shipment Request.....	66
New Cardholder Request	69
Add or Remove PIN Request	75
Add PIN Request.....	75
Remove PIN Request.....	75
Address and Phone Change Request.....	76
Card Activation Request.....	77
Card Replacement Request	78
Change Cardholder Authorization Block Request.....	79

Change Credit Limit Request	80
Change Credit Limit Restrictions	83
Current Temporary Credit Limit Option	83
Active Temporary Credit Limit Indicator	84
Add Cash Access Request.....	84
Close Account Request.....	84
Manage Employee ID Request	85
Order New PIN Request.....	85
View Full Account Number Request.....	86
Virtual Card Account Type Request	86
Change Virtual Card Account Type.....	86
View Virtual Account Security Data Request	87
Manage Online Message Types	88
Report a Website Issue.....	89
Transaction Inquiry.....	89
Account Inquiry	90
Commercial Card Program Inquiry.....	90
Other Inquiry	91
Online Support Question (How do I?)	91
Implement Spend Restrictions	92
Spend Restrictions Online Requests	93
Merchant Restrictions Overview	94
Merchant Group Codes (MGC).....	95
Manage Merchant Group Codes	95
Add a Merchant Group.....	96
Merchant Category Code (MCC) List	97
Changing Merchant Groups	99
Manage Spending Limits	99
Adding a Spending Limit.....	100
Changing a Spending Limit	104
Delete Spend Restrictions	104
Delete all Spend Limits.....	105
Manage Payments.....	106
Search for a Payment	106
Download Payment Search Results	107
View Payment Details	108

View Payment History	109
Viewing Account Level Payment Accounts	111
Viewing Company Payment Accounts	111
Add Payment Accounts	112
Change Payment Account Information	114
Delete a Payment Account	114
ACH Payment Returns/Locked Accounts	115
Disabled Payment Accounts	115
Making a One-Time Payment	115
Update a Payment	118
Cancel a Payment.....	118
Create a Recurring Payment.....	119
View Existing Recurring Payments	120
Update/Change a Recurring Payment	120
Delete a Recurring Payment.....	121
Data Analytics	121
Create Reports.....	121
Run and Download a Report.....	123
Edit Reports.....	123
Delete a Report	124
List of Reports	124
Manage Company Alerts	128
Company Alert Navigation	129
Create Company Alerts.....	131
Create Account Alerts	133
Modify Existing Alerts.....	135
Disable Alerts	135
Enable Alerts.....	136
Delete Alerts.....	136
Specialty Alerts	136
Activate Child Alerts for Specialty Alerts	136
Featured Specialty Alerts	138
Create Specialty Alerts	141
Messages	142
Create a Message.....	143
Search Messages	145

Incoming Messages	146
View Incoming Message Details	148
Reply to an Incoming Message	149
Accept an Incoming Message	150
My Messages	150
Deleting My Messages	151
Releasing a Message Back to Incoming Message.....	151
Sent Messages	151
Modify a Sent Message.....	152
Administration Management.....	152
User Enrollment Details.....	152
Administration Management.....	154
What is a Security Profile?	154
What is a Security Role?.....	154
Search for an Administration User	155
Download the Administration User List.....	156
Download the Administration Login Report	156
Manage Administration User Account Information and Lock an Account	157
Update Administration User Personal Information	159
Update Account Restrictions.....	160
Update Administration User Security Roles	160
Emulate Administration User.....	160
Add Administration User	161
Delete an Administration User	163
Change an Administration User Password	163
Lock an Administration User Account	164
Inactive Administration User Lock/Unlock.....	165
Unlock/Lock an Administration Security Account.....	165
Delete an Administration Security Account.....	166
View Administration Security Account History	166
Administration User Activity Summary	167
Download Administration User Security Account History.....	168
Search Security Roles.....	168
Download Security Roles List.....	169
View Administration Users Assigned to a Role	170
Download the Administration Users Assigned to a Role List.....	170

eZBusiness Card Management Overview

eZBusiness Card Management is a powerful credit card administration tool, which allows companies and program administrators of commercial and business card accounts to manage their cardholder accounts. It allows company administrators to:

- Search and view the company hierarchy and detailed information about each level of the hierarchy, including administrative information, balances, and processing options.
- Search and view the accounts that are related to each level of a company hierarchy, and view detailed information about the accounts such as, balances, transactions, and statements.
- Search for transaction activity within a company hierarchy and view the details of those transactions.
- Submit service requests to request updates of a company or cardholder level option.
- Send online messages to other administrators and cardholders.
- Make payments to the central billing account or individual cardholder accounts.

Get Started

To get started using **eZBusiness**, you must first be setup with a Username and Temporary Password. Either your company program administrator or your financial institution administrator can set these up for you.

Password and Security Account

Upon your first login to the **eZBusiness** site, you are prompted to change your password and create a **Security Account**

To set up your password and security account:

1. From the **eZBusiness** landing page, enter assigned name in the **Username** field.



- When the **Password** field displays, enter your temporary password, and then click **Login**.

Note: The Additional Security window displays, if it is determined that the risk score is high or the computer from which the site is being accessed is not pre-selected as a private computer.

- When the **Change Password** window displays, enter the temporary password in **Current Password**, enter a new password in **New Password**, and then click **Submit**.

- When the **RSA Enrollment** page displays for security questions, answer the questions accordingly, and then click **Submit**.

If you are using a personal device, select **Personal Device** box and then click **Submit**.

- When the confirmation message displays confirming a successfully enrollment in RSA change, click **OK** and return to the landing page.

Important: If an administration user registers a computer/device, the system recognizes that administration user and are less likely to be challenged during future logins. It is important that public devices are not registered. If someone tries to use that device to log into the account of the administration user, the system challenges them by going through the Out of Band authentication process. Refer to the topic Out of Band Authentication in this chapter for more information.

Login Authentication (RSA)

Each time a user logs into eZBusiness, login authentication is performed. If the system detects a difference, the user is challenged using Out of Band authentication. The following are examples of when the user is challenged:

- The user logs in to eZBusiness from a device other than the one where security questions were originally setup and answered (for example, the user logs in from a laptop but originally set up their account from a desktop).
- The user did not register their computer or other device when they previously logged in from it.
- The user logs in from an IP address that has had known fraud occur.
- The geographic locations of consecutive logins are different (for example, the user logged in from Florida and then logged in from California five minutes later).
- The login was not consistent with the login behavior of the user.

Out-of-Band-Authentication

Out of Band Authentication is a form of authentication that sends a one-time security code to the user by way of a phone call, text, or email. Out of band authentication is required when the user fails login authentication.

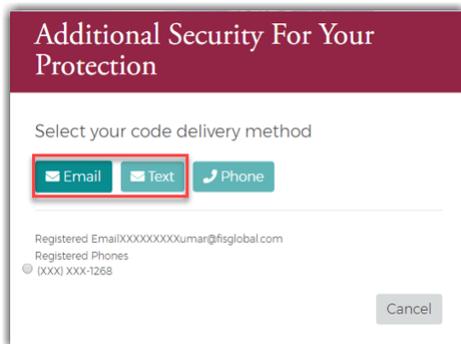


You can obtain a security code by indicating one of these methods:

- **Email** – The security code is sent to your registered email address.
- **Text** – The security code is sent via a text message to your registered mobile number.
- **Phone** – The security code is delivered via a phone call to your registered phone number.

Email and Text Option

1. Click **Email** or **Text** to indicate how you would like to receive your security code.



- After receiving your security code via email or text, enter the code.

If you are on a private computer, select **This is a private computer. Please register it.** and then click **Continue**.

Phone Option

Important: Registered phone numbers with extensions or where an IVR must be navigated cannot use this option.

- Click the **Phone** option to obtain security code and generate an automated call to the telephone number registered for your account in **eZBusiness**.

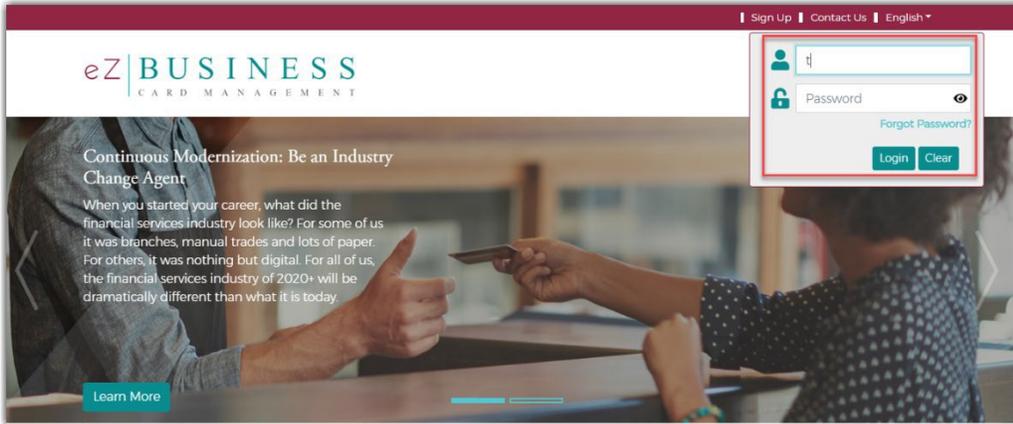
The security code displays, and an automated call is generated to the phone number registered for your account in **eZBusiness**.

- During the call, press the hash/pound key (#) followed by the security code displayed on the application window to verify the code.
- If you are on a private computer, select **This a private computer. Please register it.** and then click **Continue**.

Log In

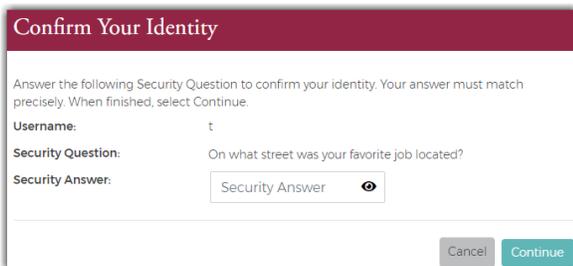
To log in to **eZBusiness Card Management**:

1. From the **eZBusiness** landing page, enter your username and password and then click **Login**.



Note: The Additional Security window displays, if it is determined that the risk score is high or the computer from which the site is being accessed is not pre-selected as a private computer.

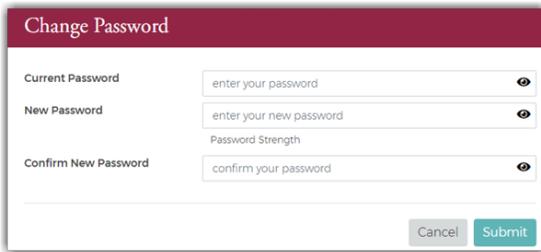
1. When the **Confirm Your Identity** window displays, answer the **Security Answer** listed, and then click **Continue**. A temporary password is sent to the email address registered to the account in **eZBusiness**.



2. After receiving the email with your temporary password, return to the login window, and enter your username and the temporary password, and then click **Login**.



- When the **Change Password** window displays, enter the temporary password in **Current Password**, enter a new password in **New Password** and then click **Submit**.



Forgot Password and Not Enrolled in a Security Account

If you attempt to use the Forgot Password feature, but have not established a security account, a notification displays on the **Enter Your Password** window. Contact your security administrator for assistance.

Manage Password

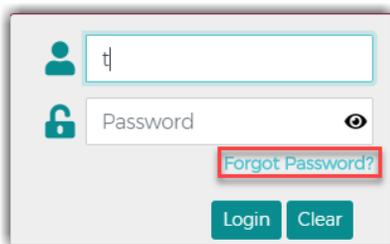
If you forget your password and the **Forgot Password?** option is not available, contact your system administrator to issue you a temporary password.

If you want to change your password, log into **eZBusiness** and select **Change Password**.



Forgot Password

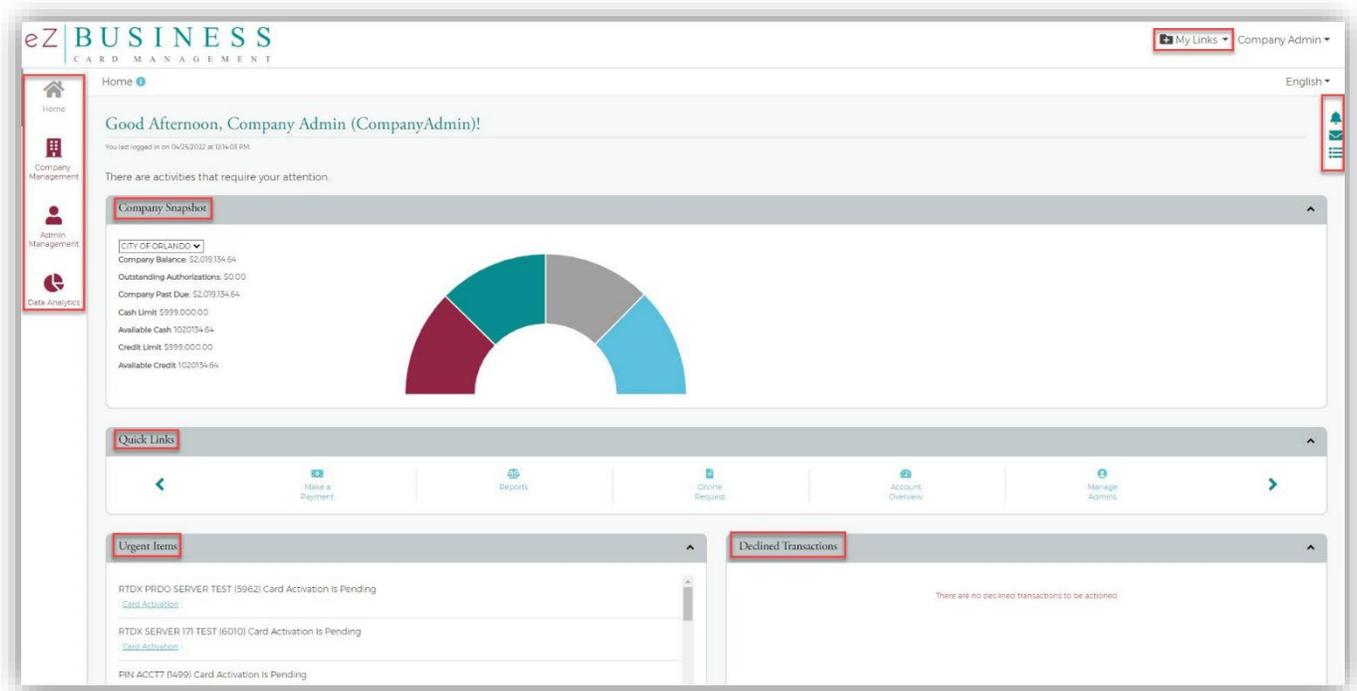
To reset a forgotten password, on the login window, click **Forgot Password?**



eZBusiness Home Page

The home page of eZBusiness Card Management enables you to:

- Navigate through eZBusiness to move to areas in the interface to set up a company profile, user access and define access permission levels, define alerts for transactions that may require immediate attention, manage credit cardholder accounts, and create reports.
- Obtain a high-level snapshot view of financial information, such as credit balances and limits, and quickly review urgent items and transaction status information.
- Complete company administration actions, such as defining the information your company may need at a glance, and monitor expense activities.

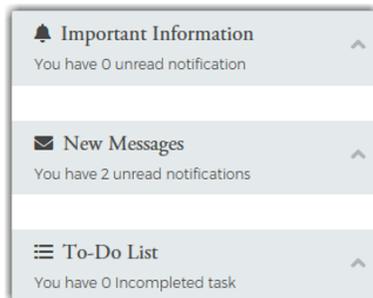


The following table describes the elements of the Home page:

Element	Description
Side Navigation Bar	Link to the modules within eZBusiness that you have access to.
My Links	Allows you to save your favorite links within eZBusiness.
Company Snapshot	Provides a snapshot of company's financial status.
Quick Links	There are two quick link options on the home page: <ul style="list-style-type: none"> • A field list at the top of the page • A Quick Links section in the middle of the page to navigate to commonly access areas in the interface.
Urgent Items	Provides information related to items that require immediate attention
Declined Transactions	Provides information related to Declined Transactions related to the company.
Information icons	Displays a series of icons to access Alerts/Important Information, Messages, and To-Do Lists.

Alerts/Important Information, Messages, and To-Do Lists

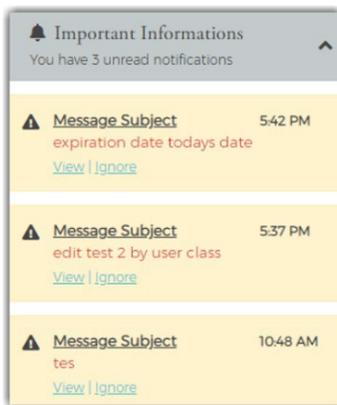
Use these icons to review notifications that may require attention.



Element	Description
Alerts / Important Information	The Alert icon on the right side of the home page displays important information that requires action.
Messages	The Message icon on the right side of the home page displays if you have any unread messages.
To-Do List	Provides you with the ability to create a list of tasks to complete.

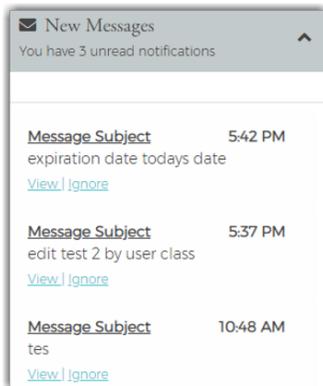
Important Information

Provides a snapshot of important items.



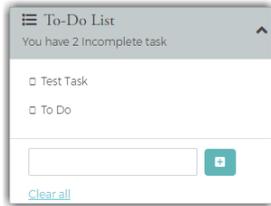
New Messages

Shows new messages.



To-Do List

The To-Do List provides users with the ability to prioritize a list of tasks that needs to be completed. The Administration user can define the list of items in this section.

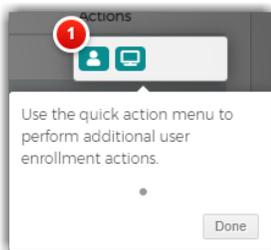


Site Help

Help is available within the site. When you see the information icon in a section header, click the icon and the help content displays.

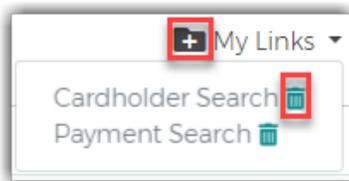


Example



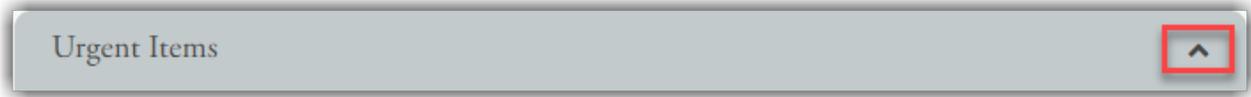
My Links

The **My Links** link located at the top of each page allows you to add a link to the pages that you use most. Go to the page to add and then click the + icon next to **My Links**. Click delete icon next to that page in the list to delete a page.



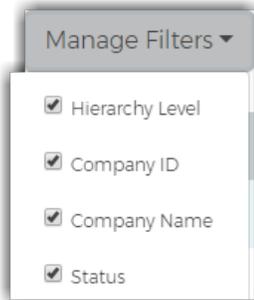
Section Headers

Click the up icon on the right side in a header field to minimize that list of items.



Search Filters

On each of the search pages, use **Manage Filters** to define fields and search preferences.



Download Lists

You can download search results lists in the following formats:

- Excel/Spreadsheet (.csv) format
- Excel
- Text (tab spacing) format

To download list:

1. Click the **export** icon.



2. After the export options display, click format option that you want and save the file to a specified location on your computer.



Note: Select **all columns** download to download information in all the columns listed. Select **configured columns** to download only the columns you selected in the view.

Configure Columns and Column Displays

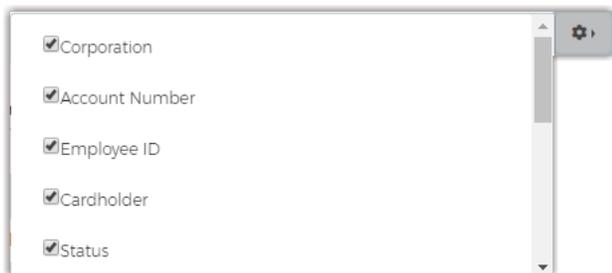
You can configure some columns for search result lists to show the information you prefer for that search page.

To change the columns that display:

1. Click the configure columns icon.



2. Select the columns to display by checking the box next to the item.

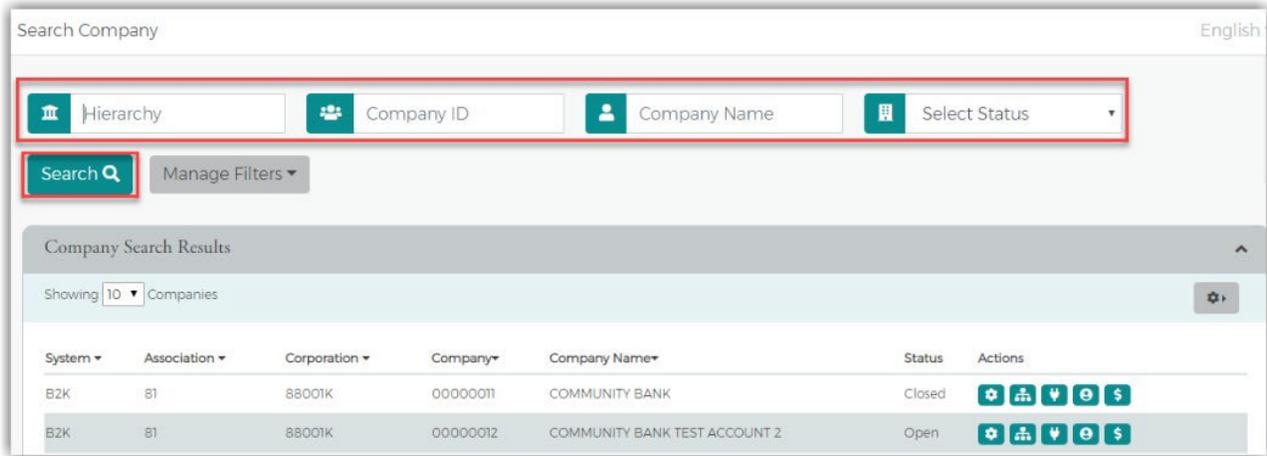


Note: The maximum number of columns that can be displayed is eight.

3. To edit information in a column, click the update icon .

View Company Information

1. From the navigation menu, select **Company Management > Search Company**.
2. When the **Company Search** page displays, enter the applicable criteria in the search fields, and then click **Search**.



Note: All the companies that you have access display in the **Company Search Results** section. You need only to search for the company if you want to limit the number of companies displayed in the results.

The following table describes the elements of the **Company Search** page:

Element	Description
Hierarchy	Company hierarchy level
CompanyID	Company's Company ID
Company Name	Company's Name
Status	Status field: Open, Closed, or Inactive

The following table describes the icons available in the **Company Search Results** section:

Icon	Description
	Configure company
	View hierarchy
	Online request
	Account list
	Payments

Company Hierarchies

To view the company hierarchy, from the **Company Search Results** page, click the **hierarchy** icon.

Company Search Results

Showing 10 Companies ⚙️

System	Association	Corporation	Company	Company Name	Status	Actions
B2K	85	880001	0000066	THE FLOWER SHOP	Open	    

Example: View Hierarchy Page

 Hierarchy Id
 Hierarchy Name
 Select Status

Search

System	Association	Corporation	Company	Company Name	Status	Actions
B2K	85	880001	0000066	THE FLOWER SHOP	Open	   

View Hierarchy (THE FLOWER SHOP)

Showing 10 Sublevel

Hierarchy	Hierarchy Name	Status	Actions
2 - 20000001	LAWN AND MORE	Open	
3 - 30000003	LAWN AND MORE	Open	

Note: If your security access profile gives you access to more than one company, click the company name to display the company hierarchy. If you have access to only one company, only that company hierarchy displays.

The following table describes the icons available on the **View Hierarchy** page:

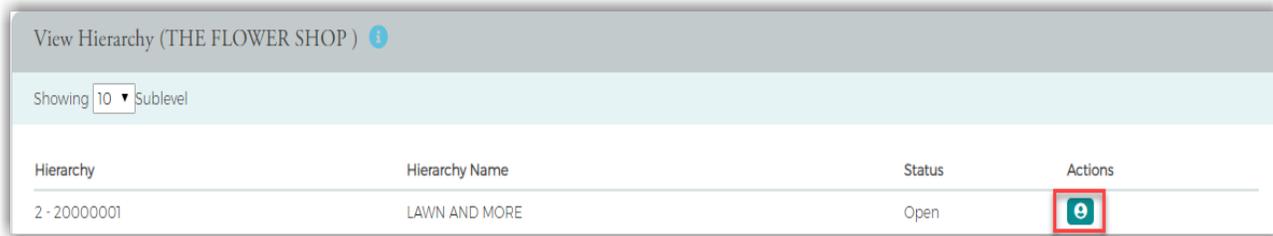
Icon	Description
	View account list for that hierarchy level

The following table describes the elements on the **View Hierarchy** page:

Element	Description
Hierarchy ID	A unique ID number assigned to each hierarchy.
Hierarchy Name	The company name used in the hierarchy.
Status	The status of the company's account—Open, Closed, Inactive.

Account Lists within a Hierarchy

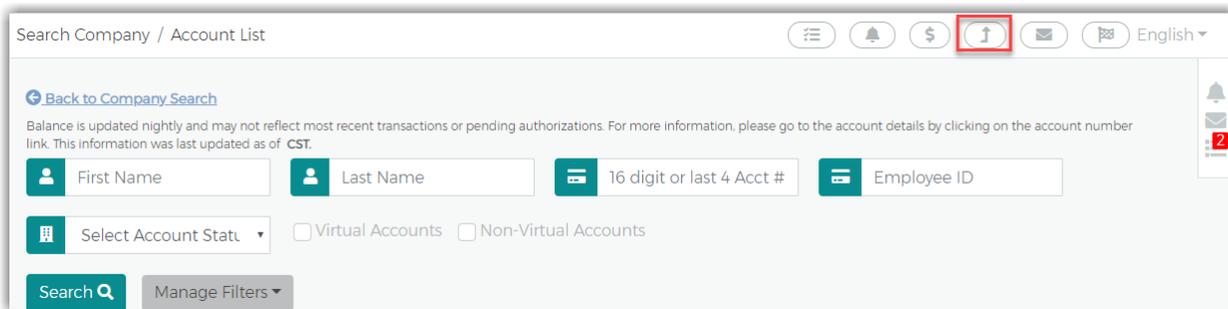
Click the **account list** icon next the hierarchy level on the **View Hierarchy** page.



Company Level Details

The **Level Details** page allows you to view company information, including balances and credit limit data, for a specific company or sublevel.

From the **Company Accounts**, click the **level details** icon:



Example: Level Details Page

Search Company / Level Details

THE FLOWER SHOP
0000066



Member Since	07/23/2010
Total Balance	\$ 16940.01
Cash Limit	\$ 0.00
Credit Limit	\$ 100000.00
Available Credit	\$ 83059.99
Available Cash	\$ 0.00
Past Due Amount	\$ 2764.27
Overlimit Amount	\$ 176,427.00

Primary Address
MAIN ST.,
TAMPA, FL 33716

Statement Mailing Address
11601 N ROOSEVELT BLVD.,
ST PETERSBURG, FL 337162202

[View Hierarchy](#)

Financial Details

Current Balances

Total Balance	\$ 16940.01	Last Payment Date	10/02/2017
Cash Balance	\$ 885.31	Last Statement Date	06/02/2019
Credit Limit	\$ 100000.00	Current Cycle Date	06/02/2019
Cash Limit	\$ 0.00	Cardholder Statements	Y
Available Credit	\$ 83059.99	Bill Day	02
Available Cash	\$ 0.00	Financial Year End Month	01
Outstanding Authorizations	\$ 0.00	Currency Code	840
Past Due Amount	\$ 2764.27	Emboss Company Name	THE FLOWER SHOP COMPANY
Overlimit Amount	\$ 176,427.00		

Limit Allocation

Limit Allocated	\$ 12499.00	Limit Available	\$ 87501.00
Aggregate Percent	999		

Product Information Details

Product:	CCD002	FLT002	
Product Type:	C	F	
Active Accounts All Levels:	0000002	0000006	0000000
Active Accounts Current Level:	0000001	0000003	0000000
Total Balances:	\$16940.01	\$0.00	\$0.00
Outstanding Authorizations:	\$0.00	\$0.00	\$0.00
Pin Suppression:	N	N	N
Billing Account Option:	Y	A	N

Contact Information

First Contact:

Business contact Name -
SALLY ROSE

Phone - 5555555555

FAX -

The following table describes the information shown on the **Level Details** page.

Element	Description
Company Profile	
Total Balance	The current amount owed on your account, including purchases and credits to the account since your last statement and any purchases from previous statements that you have not yet paid.
Cash Limit	The total amount, set by your Financial Institution, which can be used as a cash advance.
Credit Limit	The total amount, set by the Financial Institution, which can be charged to the account.
Available Credit	The credit limit minus the account balance.
Available Cash	The amount of available cash that can be drawn from the account. This value is determined by the cash limit minus the cash balance minus the cash transaction authorizations.
Past Due Amount	The amount owed on the account immediately if a payment was not received by the due date.
Overlimit Amount	The amount an account exceeds the credit limit, if applicable.
Primary Address	Primary address of the company.
Statement Mailing Address	Address where the statement is mailed to the company.
View Hierarchy	Hierarchy Information: <ul style="list-style-type: none"> ▪ Level – displays the company or sublevel ▪ ID – displays the company ID ▪ Name – displays the company ID and name ▪ Enroll Date – displays the eZBusiness enrollment date for the applicable company.
Financial Details	
Current Balances	
Total Balance	The current amount owed on your account, including purchases and credits to the account since your last statement and any purchases from previous statements not yet paid.
Cash Balance	The balance of all cash advances or other cash transactions posted to the account
Credit Limit	The total amount, set by the Financial Institution, which can be charged to the account.
Cash Limit	The balance of all cash advances or other cash transactions that have posted to the account.
Available Credit	The credit limit minus the account balance.

Element	Description
Available Cash	The amount of available cash that can be drawn from the account. This value is determined by the cash limit minus the cash balance minus the cash transaction authorizations.
Outstanding Authorizations	Pending transactions on the account
Past Due Amount	The amount owed on the account immediately if a payment was not received by the due date
Overlimit Amount	The amount an account exceeds the credit limit, if applicable.
Last Statement Date	The date of the last account statement
Current Cycle Date	The monthly billing date
Cardholder Statements	Show if individual monthly statements are sent to the cardholders.
Bill Day	Date of the month that the company is billed.
Financial Year End Month	Financial year end date for the company.
Currency Code	Currency code
Emboss Company Name	Name embossed on the credit cards of the company
Limit Allocation	<ul style="list-style-type: none"> ▪ Limit Allocated ▪ Limit Available ▪ Aggregate Percent
Product Information	
Product	Product Code
Product Type	Product Type
Active Accounts All Levels	Number of active accounts for all levels
Active Accounts Current Levels	Number of active accounts for the current level
Total Balances	Total balance per product
Outstanding Authorizations	Total amount of outstanding authorizations per product
PIN Suppression	PIN suppression available by product
Billing Account Option	Billing account option selected by product

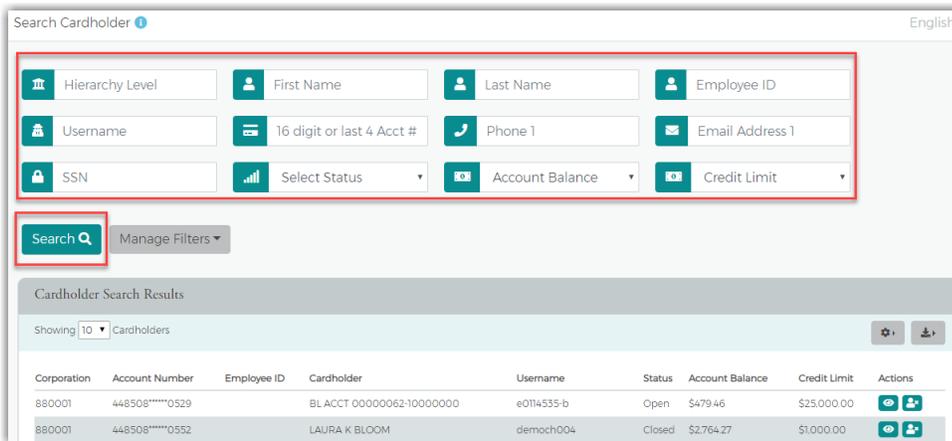
Element	Description
Payable Provider	Indicates if the product is a Payables participant. Blank – Product does not participate
Contact Information	
Contact	Contact name and information for the company

The following table describes the icons on the **Level Details** page:

Icon	Description
	Make a payment

View Cardholder Information

- From the navigation menu, select **Company Management > Search Cardholder**.
- When the **Search Cardholder** page displays, enter one or any combination of search options and click **Search**.



The screenshot shows the 'Search Cardholder' interface. At the top, there are several search filters: Hierarchy Level, First Name, Last Name, Employee ID, Username, 16 digit or last 4 Acct #, Phone 1, Email Address 1, SSN, Select Status, Account Balance, and Credit Limit. Below these filters is a 'Search' button and a 'Manage Filters' dropdown. The results section is titled 'Cardholder Search Results' and shows a table with columns: Corporation, Account Number, Employee ID, Cardholder, Username, Status, Account Balance, Credit Limit, and Actions. The table contains two rows of data.

Corporation	Account Number	Employee ID	Cardholder	Username	Status	Account Balance	Credit Limit	Actions
880001	448508****0529		BL ACCT 00000062-10000000	e0114535-b	Open	\$479.46	\$25,000.00	 
880001	448508****0552		LAURA K BLOOM	democh004	Closed	\$2,764.27	\$1,000.00	 

Note: All accounts that you have access to displays in the Cardholder Search Results before you enter the search criteria. Search criteria only needs to be entered if you want to filter down the list.

The following table describes the search elements on the **Search Cardholder** page.

Element	Description
Hierarchy	Company hierarchy level
First Name	First name of the cardholder
Last Name	Last name of the cardholder
Employee ID	Employee ID
Username	Cardholder account user-defined name
Account #	When searching by account number, you must enter the full 16-digit credit card number or the last four-digits of the account number.
Phone Number 1	Phone number 1 of the cardholder
Email Address 1	Email address 1 of the cardholder
SSN	Social security number of the cardholder
Status	Select the status from the field list: All, Open, Closed, Blocked
Account Balance	Select an option from the field list: Equal To, Between, More Than or Less Than. Once you select an option, additional field(s) displays to enter the dollar amount.
Credit Limit	Select an option from the field list: Equal To, Between, More Than or Less Than. Once you select an option, additional field(s) displays to enter the dollar amount.

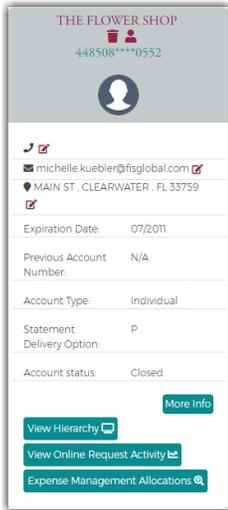
The following table describes the icons available in the **Cardholder Search Results** section:

Icon	Description
	Emulate the cardholder
	Account Details
	Download the Cardholder Search Results

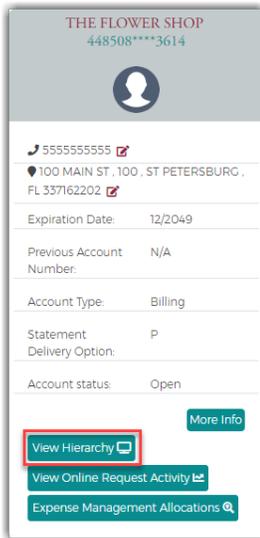
Cardholder Profile

You can view the contact information for the cardholder and link to the following additional information in the **Cardholder Profile** section:

- View Hierarchy
- View Online Request Activity
- Expense Management Allocations—The cardholder account must be set up with allocations to view this.



Hierarchy



Online Request Activity

View Online Request Activity

Showing 10 Online Requests

Request ID	Request Type	Request Date	Request Status	Application	Actions
561943	Account Inquiry	07/01/2019 05:33 AM	Migrated	e2Card Info	
577862	Account Inquiry	07/01/2019 05:30 AM	Migrated	AdminWeb-e2Business	
268741	Account Inquiry	07/01/2019 05:28 AM	Migrated	e2Card Info	

Expense Management Allocations

Expense Management Allocations

Showing 10 Expense Management Allocations

Cost Center Name	1st Level Reviewer	2nd Level Reviewer
Accounting Jim	(CostCenter)	(CostCenter)
Amy Testing	(CostCenter)	
Billing	Select	Select (CostCenter)

Save

Company Account Lists

The Accounts page provides a list of cardholder accounts that belong to a specific company.

From the **Company Search Results** page, click the **view accounts** icon next to the specific company.

Company Search Results						
Showing 10 Companies						
System	Association	Corporation	Company	Company Name	Status	Actions
B2K	85	880001	00000066	THE FLOWER SHOP	Open	    

The **Search Company / Account List** page displays.

Search Company / Account List

[Back to Company Search](#)

Balance is updated nightly and may not reflect most recent transactions or pending authorizations. For more information, please go to the account details by clicking on the account number link. This information was last updated as of CST.

Virtual Accounts
 Non-Virtual Accounts

Accounts

Showing 10 Accounts

Cardholder Name	Account Number	Status	Balance	Credit Limit	Available Credit	Account Type	Username	Actions
LAURA K BLOOM	448508****0552	Closed	\$2,764.27	\$1,000.00	\$0.00	Individual	democh004	   
LARRY K LAWN	448508****0560	Open	\$0.00	\$20,000.00	\$20,000.00	Individual	larryuser	   

Note: All the accounts associated with that company displays. You can filter the list by using the search fields. Accounts can also be accessed from the Cardholder Search page. For more information, see the **Cardholder Search** section in **Account Management** or the **Account Search** section in **Company Management**.

The following table describes the search elements on the **Accounts** page:

Element	Description
First Name	First name of the cardholder
Last Name	Last name of the cardholder
Account Number	Full 16-digit account number or the last 4 digits
Employee ID	Employee ID
Account Type	Select from the account type from the field list.
Account Status	Select from the account status from the field list – Open, Closed, Blocked
Virtual Accounts	Displays only virtual accounts
Non-Virtual Accounts	Displays only non-virtual accounts

The following table describes the icons on the **Accounts** page:

Icon	Description
	Emulate
	Make a payment
	Authorization
	View Statement
	Edit

Account Credit Limits

The Accounts page displays the credit limits for each account under that company.

To view cardholder credit line information, from the **Company Search Results** page, click the **account list** icon.



The **Accounts** page displays showing the Credit Limit for each account.

Cardholder Name	Account Number	Status	Balance	Credit Limit	Available Credit	Account Type	Username	Actions
LAURA K BLOOM	448508****0552	Closed	\$2,764.27	\$1,000.00	\$0.00	Individual	democh004	[Icons]
LARRY K LAWN	448508****0560	Open	\$0.00	\$20,000.00	\$20,000.00	Individual	larryuser	[Icons]
DV ACCT 00000066-20000001	448508****0750	Closed	\$75.56	\$0.00	\$0.00	Diversion		[Icons]
CHRISTY 46 TEST 46 HILL 4	448508****1279	Open	\$0.00	\$3,500.00	\$3,500.00	Individual	Lena10	[Icons]

The following table shows the elements of the **Accounts** page:

Element	Description
Cardholder Details	First and last name of the cardholder
Account #	The first four and the last six numbers of the account number. The icon next to the account number indicates if the account is locked or unlocked.
Status	Status of the account. The edit icon allows you to change the status from the Accounts page.
Balance	Balance of the cardholder's account
Credit Limit	Cardholder credit limit. The edit icon allows you to change the credit limit from the Accounts page.
Available Credit	Available credit of the cardholder.
Account Type	Type of account for that cardholder.
Username	Cardholder's username.

Account Details

The Account Detail page displays account and cardholder information. It also provides links for viewing account transactions and the details of outstanding transactions.

To view the details of a specific account, from the **Cardholder Search Results** or the **Company Account List**, click the **account details** icon to view the details for that account.

Cardholder Search Results								
Showing 10 Cardholders								
Corporation	Account Number	Employee ID	Cardholder	Username	Status	Account Balance	Credit Limit	Actions
880001	448508****0552		LAURA K BLOOM	democh004	Closed	\$2,764.27	\$1,000.00	

The **Account Detail** page displays.

THE FLOWER SHOP
448508****0552



✉ michelle.kuebler@figlobal.com
📍 MAIN ST., CLEARWATER, FL 33759
Expiration Date: 07/2011
Previous Account Number: N/A
Account Type: Individual
Statement Delivery Option: P
Account status: Closed

[View Hierarchy](#)
[View Online Request Activity](#)
[Expense Management Allocations](#)

[More Info](#)

Important Information

No Record Exists

[More](#)

Account Balance Information

Account Balance:	\$2,764.27
Cash Balance:	\$879.75
Pending Balance:	\$0.00

[More](#)

User Enrollment Details

User Enrollment Status / User Activity:	Enrolled
User Account Status(Locked / Unlocked):	Unlocked
User Profile Status(Locked / Unlocked):	Unlocked

[More](#)

Important Information

The **Important Information** section displays important information about the account (past due details, declined transaction details, etc.).

Important Information	
The declined Transaction of \$50.70 has occurred.	
Past due on 10/25/2018 with due Amount \$117.00	
More	

Click **More** to see additional information, if needed.

Balances and Statements

- To view balance and statements, from the **Account Detail** page, click **More** in the **Account Balance Information** section to see all the account balance details.



- Click **More** in the **Account Balance Information** section to display additional account details
- Select **View Statements** in the **Statement & Payment Information** section.

The screenshot shows the expanded "Account Balance Information" window. It is divided into three sections:

- Account Balance Summary:**

Account Balance:	\$0.00	View Details	Credit Limit:	\$20,000.00
Cash Balance:	\$0.00		Cash Limit:	\$0.00
Pending Balance:	\$0.00	View Pending Balance Decline Transaction	Past Due Amount:	\$0.00
Available Credit:	\$20,000.00		Overlimit Amount:	\$0.00
Available Cash:	\$0.00		Disputed Amount:	\$0.00
- Statement & Payment Information:**

Last Statement Amount:	\$0.00	View Statements	Last Payment Date:	N/A
Last Statement Date:	01/02/2018		Account open date:	07/23/2010
Minimum Payment Due:	\$0.00		Expiration Date:	07/2011
Payment Due Date:	N/A		Last Activity Date:	01/02/2018
Last Payment Amount:	\$0.00			
- Temporary Credit Limit Increase:**

Temporary Credit Limit:	N/A	Last Temporary Change Date:	N/A
Current Temporary Expiration Date:	N/A	Last Temporary Change Requestor:	N/A
Last Temporary Limit:	N/A	Temporary Credit Change Source:	N/A
Last Temporary Expiration Date:	N/A		

At the bottom of the window, a note states: "Balance is updated nightly and may not reflect most recent transactions or pending authorizations. For more information, please go to the account details by clicking on the account number link. This information was last updated as of **Thursday, Jan 4, 2018, 4:26:22 AM CST.**"

3. When the **Statement Details** section displays, click the row for the statement to view.

Statement Details ⓘ

Showing 10 Statements

Account Number	Cardholder Name	Statement Date ▼	Balance ▼	Min Due ▼
448508****0560	LARRY K LAWN	12/03/2017	\$0.00	\$0.00
448508****0560	LARRY K LAWN	11/02/2017	\$0.00	\$0.00
448508****0560	LARRY K LAWN	10/02/2017	\$0.00	\$0.00
448508****0560	LARRY K LAWN	09/03/2017	\$0.00	\$0.00
448508****0560	LARRY K LAWN	08/02/2017	\$0.00	\$0.00
448508****0560	LARRY K LAWN	07/02/2017	\$0.00	\$0.00
448508****0560	LARRY K LAWN	06/02/2017	\$0.00	\$0.00
448508****0560	LARRY K LAWN	05/02/2017	\$0.00	\$0.00

The **Statement and Payment Information** page displays.

Statement and Payment Information ⓘ

From statement dated 12/03/2017

Cycle To Date Activity					
Current Purchases:	\$0.00	Current Payments:	\$0.00	Current Credits:	\$0.00
Current Cash Advances:	\$0.00				

Statement Balances					
Previous Balance:	\$0.00	Special:	\$0.00	Other Charges:	\$0.00
Purchases:	\$0.00	Credits:	\$0.00	Finance Charges:	\$0.00
Cash:	\$0.00	Payments:	\$0.00	New Balance:	\$0.00

Payment Information		
Minimum Payment Due:	\$0.00	Payment Due Date: 01/30/2018

Note: To view other statements, click in the field and select a different statement date.

Manage Transactions

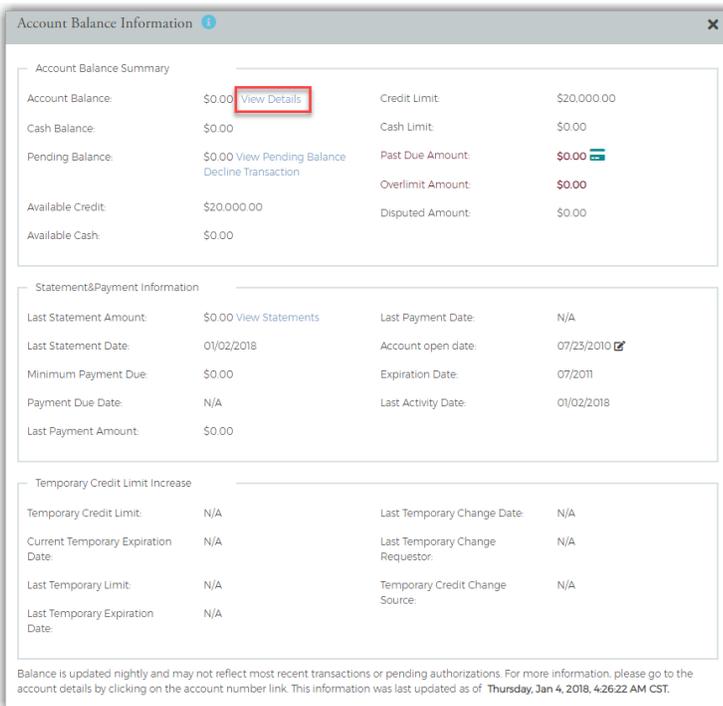
Important: Depending on your security rights, you may or may not see all the options shown in this guide.

The **Transaction Details** page displays the cardholder transactions for a selected company or company sublevel. Transactions for the last 45 days are listed for both billing and individual accounts. Transaction details can be viewed by searching for a cardholder in Company Management or by searching for a company and selecting a cardholder from the Account List.

1. From the **Account Detail** page, click the **More** button in the **Account Balance Information** section to see all the account balance details.



2. In the **Account Balance Summary** section, select **View Details** next to the **Account Balance** amount.



The **Transaction Details** section displays. You can search for transactions to limit the number appearing in the grid.

Search Company / Account Detail ⓘ

[Back To Account Details](#)

Statement and Payment Information ⓘ

Since from my last statement ⓘ

Cycle To Date Activity

Current Purchases:	\$0.00	Current Payments:	\$0.00	Current Credits:	\$0.00
Current Cash Advances:	\$0.00				

Statement Balances

Previous Balance:	\$0.00	Special:	\$0.00	Other Charges:	\$0.00
Purchases:	\$0.00	Credits:	\$0.00	Finance Charges:	\$0.00
Cash:	\$0.00	Payments:	\$0.00	New Balance:	\$0.00

Payment Information

Minimum Payment Due:	\$0.00	Payment Due Date:	N/A
----------------------	--------	-------------------	-----

Transaction Details ⓘ

Description Reference Categories

Post Date ▾

Trans Date ▾

Amount ▾

Search 🔍 Manage Filters ▾

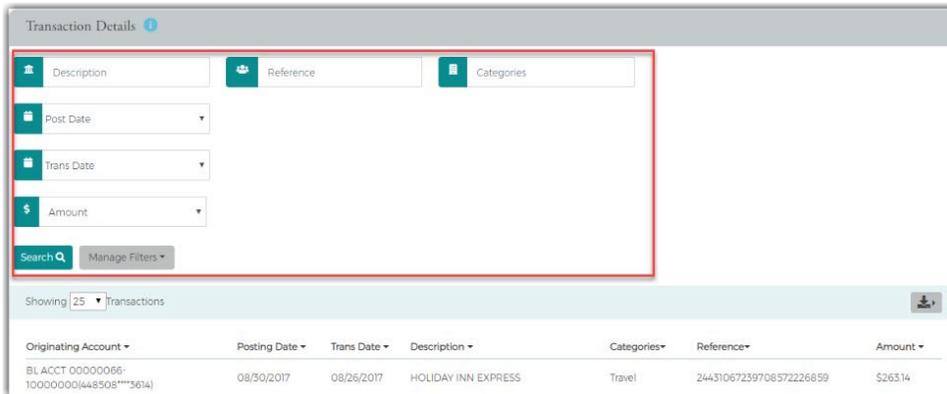
Showing 25 Transactions

Originating Account ▾	Posting Date ▾	Trans Date ▾	Description ▾	Categories ▾	Reference ▾	Amount ▾
BL ACCT 00000066-0000000(448508****3614)	08/30/2017	08/26/2017	HOLIDAY INN EXPRESS	Travel	24431067239708572226859	\$263.14
BL ACCT 00000066-0000000(448508****3614)	08/09/2017	08/05/2017	HILTON HOTELS	Travel	24755427218732183450731	\$299.00
BL ACCT 00000066-0000000(448508****3614)	10/13/2017	10/06/2017	HYATT HOTELS MCCORMICK PL	Travel	24610437281072005109934	\$600.88

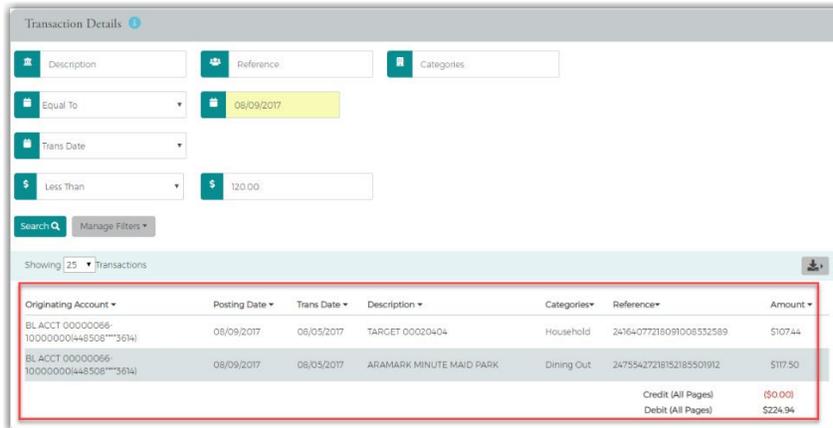
The following table describes the information shown on the **Transaction Details** page:

Service Request Type	Description
Originating Account	The account that the transaction was made on.
Posting Date	The date the transaction posted to the account.
Trans Date	The date of the transaction.
Description	A description of the transaction.
Categories	The category of the transaction.
Reference	A unique ID number for the transaction.
Amount	The amount of the transaction.

- To search for transaction information, in the **Transaction Details** section, enter the search criteria, and then click **Search**.



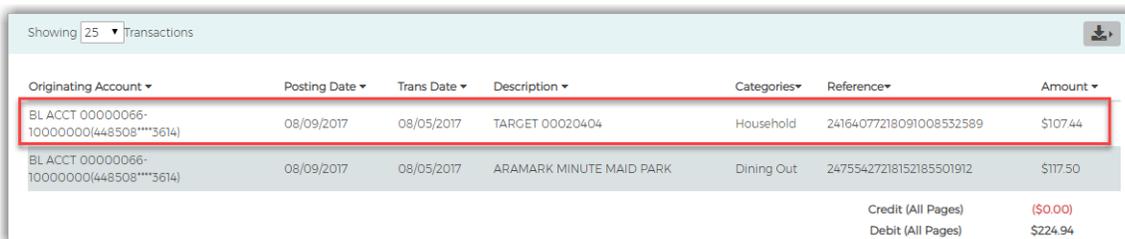
All transactions matching your search criteria displays in the transaction list.



The following table describes the search elements on the **Transaction** page.

Element	Description
Description	Transaction description
Reference	Transaction reference
Categories	Transaction category
Post Date	Select Equal To, Between, After or Before from the field list. Once you select an option, additional field displays to enter the date.
Transaction Date	Select Equal To, Between, After or Before from the field list. Once you select an option, additional field displays to enter the date.
Amount	Select Equal To, Between, More Than or Less Than from the field list. Once you select an option, additional field(s) displays to enter the dollar amount.

- To view the details of a transaction, from the **Transaction Details** page, click a transaction row to view the details of that transaction.



The page displays with the detailed information of the transaction.

Transaction Details ^

[← Back to Transaction details](#)

Detail Information

Post Date:	08/09/2017	Merchant Country Code:	US	Merchant Group:	N/A
Transaction Date:	08/05/2017	Sales Tax:	N/A	Merchant ID:	009100000002040
Merchant Name	TARGET 00020404	Reference Number:	241640772180910085 32589	Transaction Code:	05
Transaction Amount:	\$107.44	Merchant City:	TAMPA	Reason Code:	00
Currency Code:	USD	Past Due Amount:	N/A	Transaction Type:	Purchase
Original Amount:	\$107.44	Merchant State:	FL	Original Account Number:	448508****3769
Original Currency:	USD	Merchant Zip:	33607	Diverted From Account:	N/A
MCC / SIC :	5310	MCC Description:	Discount Stores		
Dispute Status:	click here to dispute				

Addendum Data

No Record Exists

The following table describes the elements on the **Transaction Details** page:

Element	Description
Post Date	The date the transaction posted
Transaction Date	The date the transaction occurred
Merchant Name	The name of the merchant or business where the transaction occurred
Transaction Amount	The amount of the transaction
Currency Code	The currency code where the transaction occurred
Original Amount	The original amount of the transaction
Original Currency	The currency where the transaction occurred
MCC/SIC	Merchant Category Code. A four-digit code that classifies suppliers into market segments. This code is assigned by Visa or MasterCard.
Reference Number	The transaction reference number
Merchant City	The city where the merchant is located
Past Due Amount	The past due amount on the account, if any
Merchant State	The state where the merchant is located
Merchant Zip	The merchant's zip code
MCC Description	The English-equivalent of the numeric Merchant Category Code.

Element	Description
Merchant Group	The merchant group name.
Merchant ID	The merchant's ID
Merchant Country Code	The country where the merchant is located
Sales Tax	The transaction sales tax
Transaction Code	The 2-digit transaction code
Reason Code	The 2-digit reason code
Transaction Type	The 2-digit transaction type
Original Account Number	Displays the original account number if there is a change in the account number.
Diverted to Account	Displays if the transaction is diverted to any account.

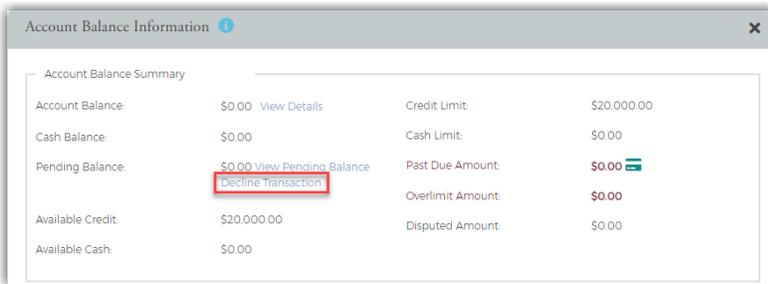
Declined Transactions

To view declined transactions:

1. From the home page, in the **Declined Transactions** section, click the **More** button to view the declined transactions for all accounts that you have access to.
2. From the **Account Detail** page, click the **More** icon in the **Account Balance Information** section.



3. When the detailed **Account Balance Information** page displays, select **Decline Transaction** next to the amount for **Pending Balance**.



The **Declined Transactions** page displays.



Dispute a Transaction

If a cardholder does not recognize a transaction, did not receive the item, or believes that a transaction does not belong to their account, the transaction may be disputed by filing a transaction dispute claim. When filing a dispute claim, consider:

- All dispute claims must be received within 60 days of the statement closing date.
- Transactions that can be disputed are:
 - Sales draft reversal
 - Purchase
 - Credit voucher
 - Credit voucher reversal
 - Cash Advance
- Transactions that CANNOT be disputed are:
 - Payments
 - Miscellaneous debits
 - Miscellaneous credits
 - Finance charges
 - Fees

To dispute a transaction:

1. From the **Transaction Details** page, select **Dispute Form Details**.

Transaction Details

[Back to Transaction details](#)

Detail Information

Post Date:	05/05/2019	Merchant Country Code:	US	Merchant Group:	N/A
Transaction Date:	05/02/2019	Sales Tax:	N/A	Merchant ID:	431162962887
Merchant Name:	PIZZA	Reference Number:		Transaction Code:	05
Transaction Amount:	\$42.11	Merchant City:	LYNCHBURG	Reason Code:	00
Currency Code:	USD	Past Due Amount:	N/A	Transaction Type:	Purchase
Original Amount:	\$42.11	Merchant State:	VA	Original Account Number:	N/A
Original Currency:	USD	Merchant Zip:	24504	Diverted To Account:	N/A
MCC / SIC:	5812	MCC Description:	Eating Places Restaurants		
Dispute Status:	click here to dispute				

Addendum Data

No Record Exists

2. When the **Dispute a New Charge** page displays, complete the form with the required information, click **Print** and print the form, and then click **Dispute Submit Ticket**.

Dispute a New Charge

Please fill the below form to dispute a transaction.

Customer Name:	Account Number:	Merchant:
Reference Number:	Transaction Date:	Posted Date:
Transaction Amount:	Dispute Amount:	

To start the dispute process please answer the below question. Your answer is important as it will allow us to process your dispute as effectively as possible.

Card Provided Yes No

[Print Friendly](#) [Dispute Submit Ticket](#) [Print](#) [Cancel](#)

Note: A reference number is generated when the claim gets submitted.

After disputing a transaction, you cannot be disputed again in **eZBusiness**. A disputed transaction displays in the **Transaction Details** list with an icon next to the amount.

Showing 10 transactions.

Originating Account	Posting Date	Trans Date	Description	Categories	Reference	Amount
JONESI ****311032	02/10/2019	02/08/2019	AMZN Mktp US*MITR8L90	Entertainment	5543	\$32.17
JONESI ****311032	02/11/2019	02/11/2019	VEHICLE MAINTENANCE MA	Charitable Giving	55425	\$595.00
JONESI ****311032	02/21/2019	02/19/2019	SAFEWAY #0342	Groceries	553102	\$20.00

Status of a Dispute Claim

If a transaction has been disputed, the dispute status displays *In Progress* or *Closed*.

To view the status of a dispute, from the **Transaction Details** page, select the disputed claim.

Showing 10 transactions

Originating Account	Posting Date	Trans Date	Description	Categories	Reference	Amount
JONES(****311052)	02/10/2019	02/08/2019	AMZN Mktp US*MIITR8L90	Entertainment	554321 233	\$32.17
JONES(****311052)	02/11/2019	02/11/2019	VEHICLE MAINTENANCE MA	Charitable Giving	554295 35	\$595.00
JONES(****311052)	02/21/2019	02/19/2019	SAFEWAY #0342	Groceries	55510 0312	\$20.00

The details of the transaction display along with the dispute reference number and the status of the dispute.

Detail Information

Post Date: 02/21/2019 Merchant Country Code: N/A Merchant Group:

MCC / SIC:

Dispute Reference Number: EZB03152019140800000 In Progress

Note: From the **Transaction Detail Information** section, click the arrow icon next to the dispute reference number to view the disputed transaction details.

The following table describes the field descriptions within the **Dispute History Title** page.

Element	Description
Customer Name	Name of the customer who performed the transaction.
Reference Number	Transaction Reference Number.
Transaction Amount	Total Transaction amount.
Dispute Info	Any information related to the dispute.
Card provided	Enter the card number provided for the transaction (if any).
Account Number	Cardholder's account number.
Transaction Date	Date on which the transaction occurred.
Dispute Amount	The disputed amount.
Merchant	Name of the Merchant.
Posted Date	Transaction posted date.

View Authorizations

Important: Depending on your security rights, you may or may not see all the options shown in this guide.

Authorizations from the Company Account List

To view the list, from the **Search Company / Account List** page, click the **authorization** icon for the account view.

Search Company / Account List

[Back to Company Search](#)

Balance is updated nightly and may not reflect most recent transactions or pending authorizations. For more information, please go to the account details by clicking on the account number link. This information was last updated as of CST.

First Name Last Name 16 digit or last 4 Acct # Employee ID

Select Account Stat Virtual Accounts Non-Virtual Accounts

Search Manage Filters

Accounts

Showing 10 Accounts

Cardholder Name	Account Number	Status	Balance	Credit Limit	Available Credit	Account Type	Username	Actions
LARRY K LAWN	448508****0560	Open	\$0.00	\$20,000.00	\$20,000.00	Individual	larryuser	

The **Authorization Details** page displays.

Authorization Details

Showing 10 Pending Transactions

Date	Amount	MCC	MCC Description	Merchant Name	Status
06/02/2019 20:43	\$682.20	5045	Computers Computer Peripheral Equipme	MSFT * E05008FWM	Approved
06/04/2019 13:04	\$2170	9402	Postage Stamps	USPS PO 54557202	Approved

Authorizations from the Account Detail Page

- From the navigation menu, select **Company Management** and then select either **Search Company** or **Search Cardholder**.
- Select the link for the cardholder.

Cardholder Name	Account Number	Status	Balance	Credit Limit	Available Credit	Account Type	Username	Actions
LARRY K LAWN	448508****0560	Open	\$0.00	\$20,000.00	\$20,000.00	Individual	larryuser	

- When the **Account Detail** page display, click the **More** button in the **Account Balance Information** section.

- In the Account Balance Information section, click **View Pending Balance** next to the amount for Pending Balance.

Account Balance Summary				
Account Balance:	\$0.00	View Details	Credit Limit:	\$20,000.00
Cash Balance:	\$0.00		Cash Limit:	\$0.00
Pending Balance:	\$0.00	View Pending Balance	Past Due Amount:	\$0.00
		Decline Transaction	Overlimit Amount:	\$0.00
Available Credit:	\$20,000.00		Disputed Amount:	\$0.00
Available Cash:	\$0.00			

The following table describes the information shown on the **Authorization Details** page.

Element	Description
Date	Authorization date
Time	Authorization time
Amount	The pending authorization amount
MCC	Merchant Category Code. A four-digit code that classifies suppliers into market segments. This code is assigned by Visa or MasterCard.

Element	Description
MCC Description	The English-equivalent of the numeric Merchant Category Code.
Merchant Name	The name of the merchant or business where the authorization occurred.
Status	Authorization status.

Manage Company Inbox

View Company Inbox

Important: Depending on your security rights, you may or may not see all the options shown in this guide.

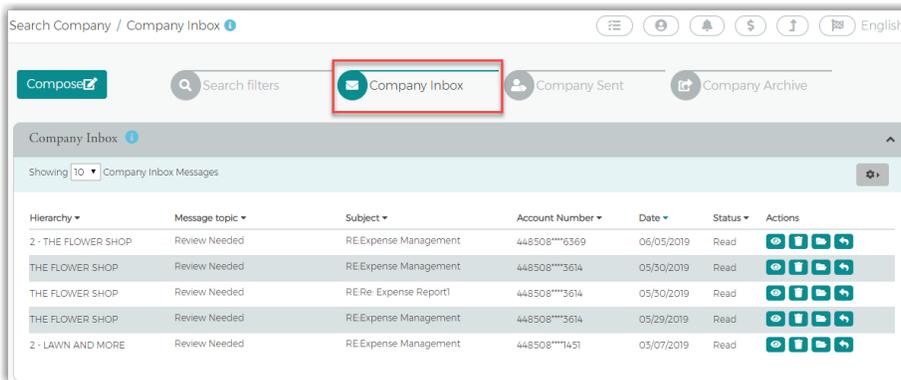
- To view the company inbox, from the **Company Search Results** page, click the **online request** or **account list** icon.



- Click the **message** icon.



The **Search Company / Company Inbox** page displays.



The following table describes the icons available in the **Company Inbox** section:

Icon	Description
	View detailed message
	Delete the message
	Archive the message
	Reply to the message

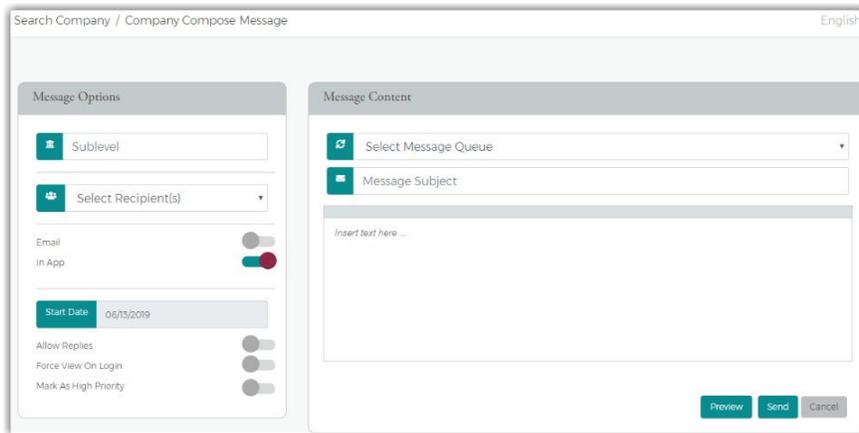
Send Messages

To send a message:

1. From the **Company Inbox** page, click **Compose**.



2. Enter a subject (less than 128 characters).
3. Enter the body of the message (less than 4500 characters).
4. Click **Send**.



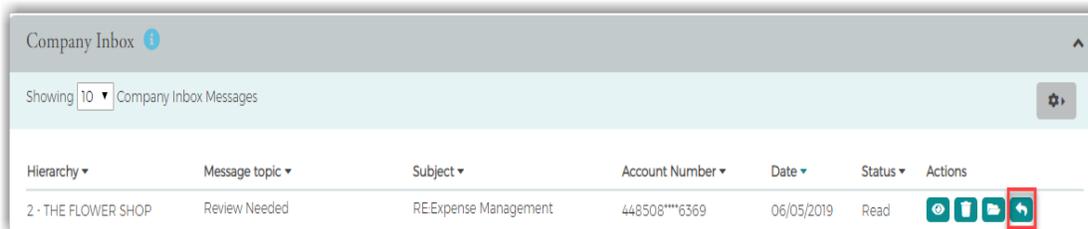
The following table describes the elements on the **Company Compose Message** page.

Element	Description
Sublevel	This is an optional field.
Recipient(s)	Select the recipient(s) from the field list.
Email	Select to send the message as an email.
In App	Select to send the message within eZBusiness.
Start Date	Select the start date.
Allow Replies	Select to allow the recipient to respond.
Force View on Login	Select to force the message to be viewed upon login.
High Priority	Select to mark the message as high priority.
Message Queue	Select the required message queue from the drop down.

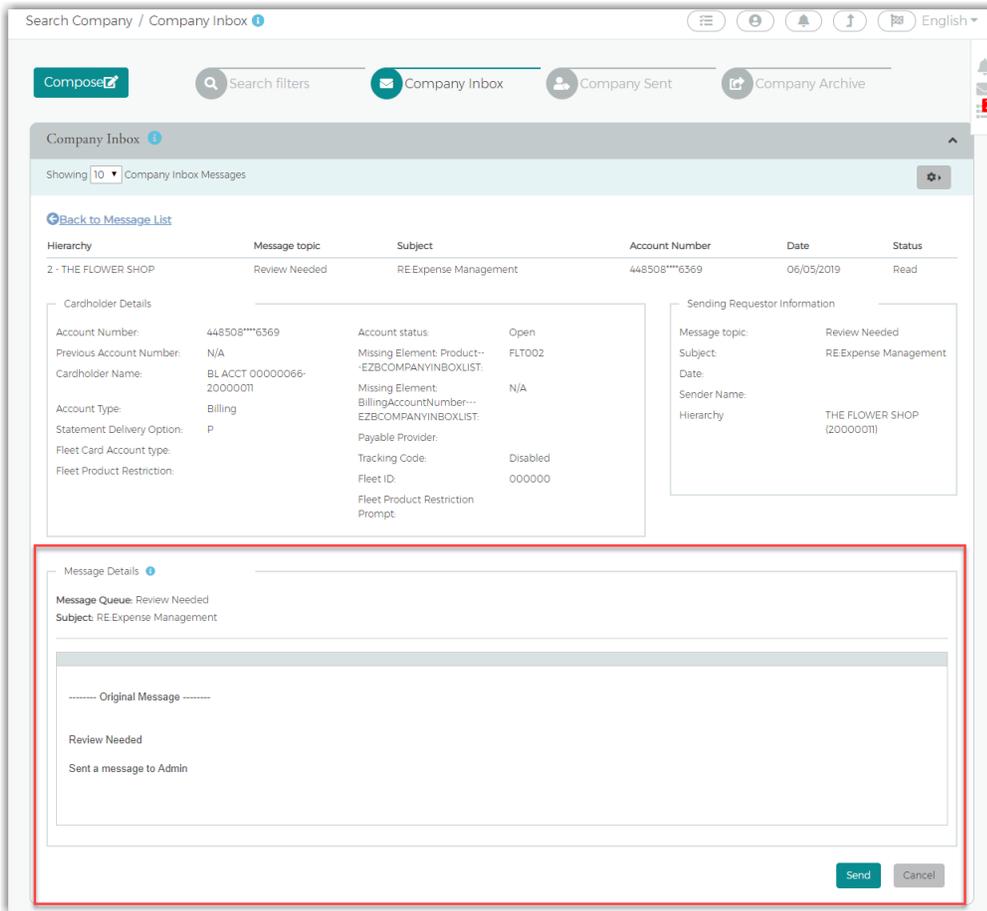
Element	Description
Subject	Complete with the subject of the message.
Text	Message body.

Reply to Messages

- To reply to a message, from the **Company Inbox** page, click the **reply** icon.

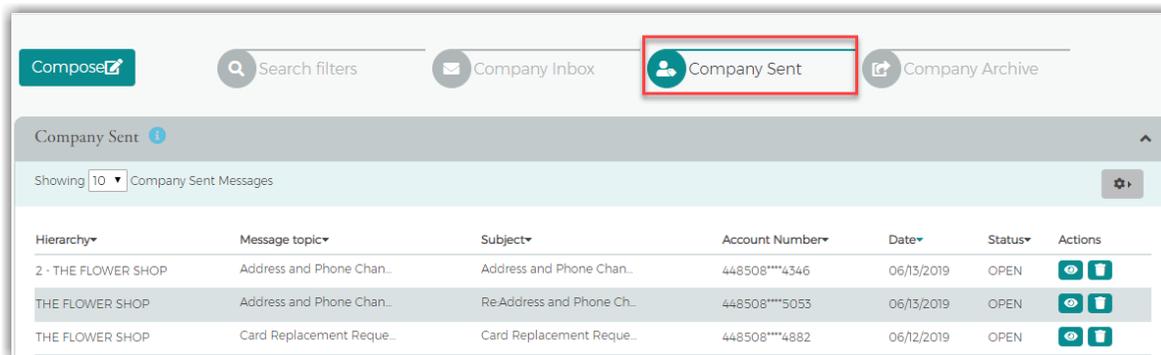


2. Enter the message and click **Send**.



View Sent Messages

To view sent message, from the **Company Message** page, click **Company Sent**.



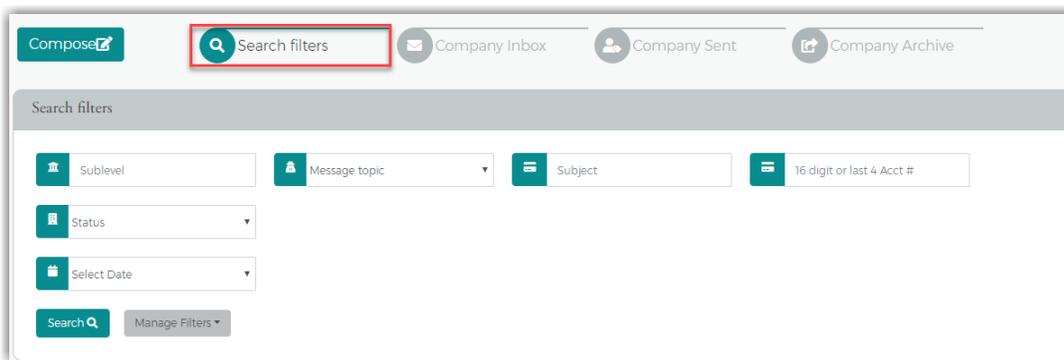
The following table describes the icons available in the **Company Sent** section:

Icon	Description
	View detailed sent message
	Delete the sent message

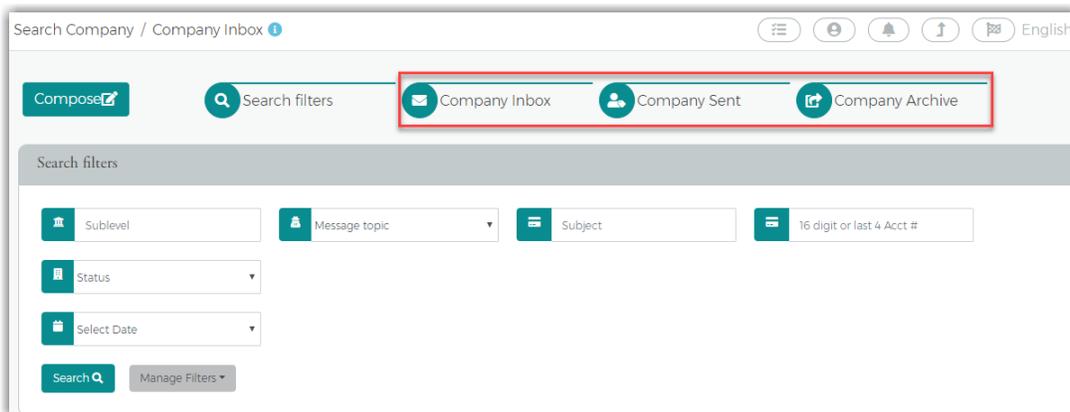
Search for Messages

To search for a message:

1. From the Company Message page, click Search Filters.



2. When the search filters display, click the Company box to search – Company Inbox, Company Sent, Company Archive. Complete the search fields and click **Search**.



Note: You can select one or all the Company message boxes when searching.

The messages display.

Hierarchy	Message topic	Subject	Account Number	Date	Status	Actions
2 - THE FLOWER SHOP	Address and Phone Chan...	Address and Phone Chan...	448508****4346	06/13/2019	OPEN	
THE FLOWER SHOP	Address and Phone Chan...	ReAddress and Phone Ch...	448508****5053	06/13/2019	OPEN	

Note: Company messages display based on the searched criteria specified.

The following table describes the search elements for the **Company Messages** page:

Element	Description
Sublevel	Enter the sublevel
Message Topic	Select the message topic from the field list
Subject	Search by the subject line
Account Number	Search by the account number
Status	Search by the status of the message – Open, Closed, Deleted, Read, Unread
Date	Search by the date – Equal to, Between, After, Before

Archive Company Messages

To archive messages:

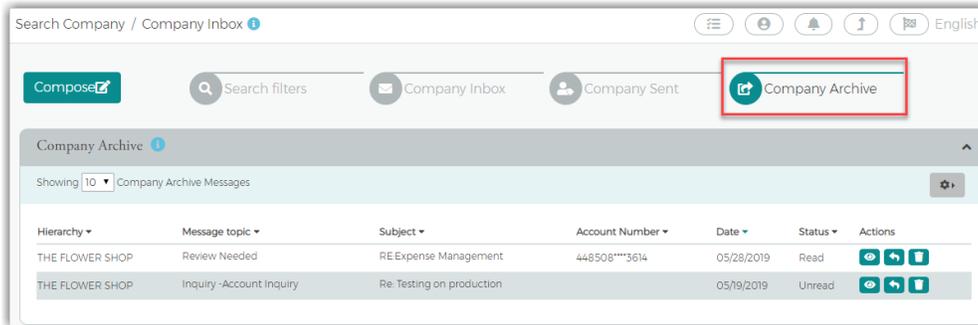
1. From the Company Inbox page, select Company Inbox.
2. Click the **Archive** icon in the company Inbox grid.

Hierarchy	Message topic	Subject	Account Number	Date	Status	Actions
2 - THE FLOWER SHOP	Review Needed	RE:Expense Management	448508****6369	06/05/2019	Read	

Note: Messages from the inbox is archived and moved to Company Archive grid.

View Archived Messages

To view archived messages, from the Company Inbox, click **Company Archive**. The Company Archive grid displays.



The following table describes icons on the Company Archive grid:

Icon	Description
	View the message details.
	Reply to the message.
	Delete the message.

Obtain Company Reports

Important: Depending on your security rights, you may or may not see all the options shown in this guide.

The Company Report page allows you to view and download the following information for a company, cardholder or a group of accounts:

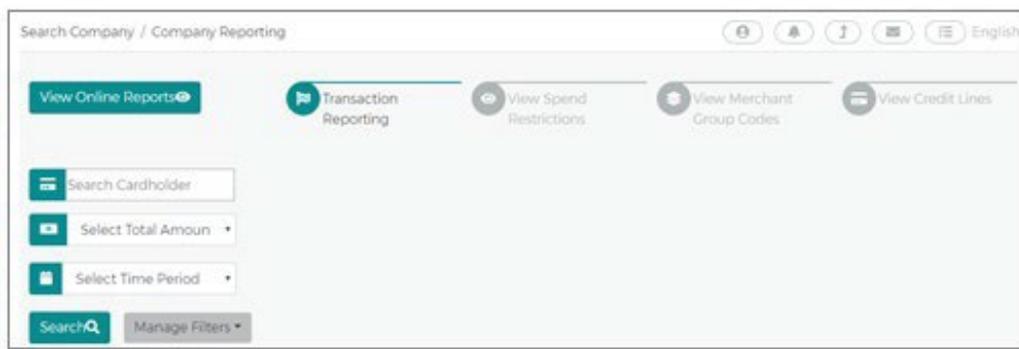
- Transaction Reporting
- View Spend Restrictions
- View Merchant Group Codes
- View Credit Lines

The **Company Report** page can be accessed from the **Hierarchy**, **Online Request**, and **Account List** pages.

To access Company Reports from the Hierarchy, Online Request and Account List pages, click the **company reporting** icon at the top of the page.



The Company Reporting page displays.

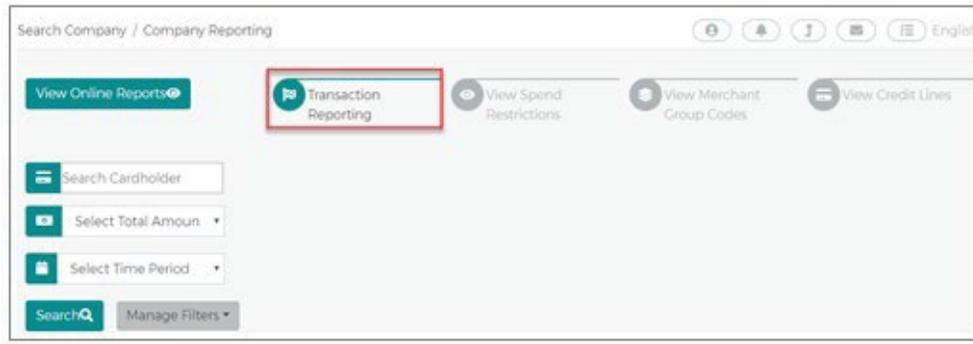


Transaction Reports

This feature allows you to browse, view, and download a transaction report for a company or a specific account.

To view a transaction report.

1. From the Company Reporting page, click Transaction Reporting.



2. When the **Transaction Report** section displays with all accounts that you have access to, use the search fields to filter the data.

The screenshot displays a 'Transactions Report' table. It includes a 'Showing 10 Transactions' indicator and a download icon. The table has the following columns: Cardholder Name, Account, Posting Date, Transaction Date, Reference Number, and Total Amount. The data rows show various transactions, including 'BILL BSB TEST', 'VIRTUAL ACCT JOHN JR', 'VIRTUAL ACCT TEST', 'BL ACCT 00000066-20000020', 'BL ACCT 00000066-30000003', 'DV ACCT 00000066-20000001', 'TEST HYPEN NAME', 'VIRTUAL ACCT RAMESH', 'DV ACCT 00000066-20000001', and 'BL ACCT 00000066-20000020'. At the bottom right, there are summary rows for 'Subtotal: \$100.00' and 'Total: (\$51,951.98)'.

The following table describes the search elements available on the **Transaction Report** page:

Element	Description
Account	Enter the full 16-digits or the last 4
Statement Date	Select the statement date from the field list
Record Source	Select the source from the field list: eZCard / Online / Other
Total Amount	Select the total amount option from the field list: Equal to / Between / Higher than / Lower than Once an option is selected, amount field(s) display.
Time Period	Select the time period for the transactions to view. The options available in the field list are: Equal To / Between / After / Before

The following table describes the columns available on the **Transaction Report** page:

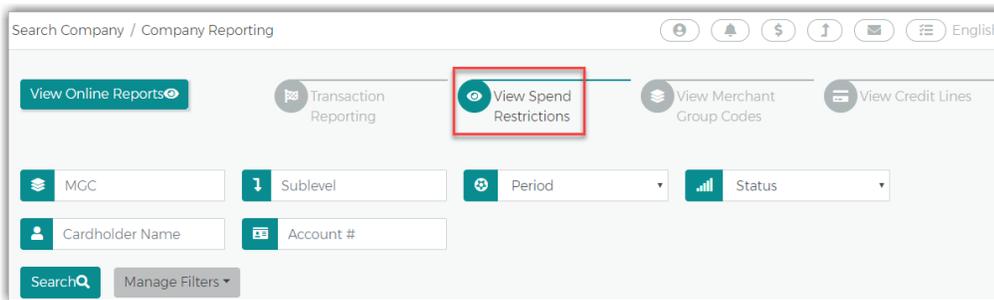
Element	Description
Name of the cardholder	Displays the name of the cardholder.
Account #	The first 6 digits and the last 4 digits of the account number.
Posting Date	The posting date of the transaction.
Transaction Date	The transaction date.
Reference Number	The transaction reference number.
Total Amount	Total amount of the transaction.

View Company Spend Restrictions

This feature allows you to browse, view, and download the spend restrictions.

To view a spend restrictions:

1. From the Company Reporting page, click **View Spend Restrictions**.



2. When the **View Spend Restrictions** page displays with all accounts that you have access to displays, use the search fields to filter the data.

The screenshot shows the 'View Spending Restrictions' page. At the top, it says 'Showing 10 Spending Restrictions'. Below this is a table with the following columns: Company, Sublevel, Account, Cardholder Name, Status, MGC, and Period.

Company	Sublevel	Account	Cardholder Name	Status	MGC	Period
THE FLOWER SHOP	10000000				AL DL	D C
THE FLOWER SHOP		448508*****6104	DAS TESTFLEET	Open	DL CA AL	C
LAWN AND MORE (20000001)	20000001				DL	
LAWN AND MORE (20000001)		448508*****1451	CHRISTY 64 TEST 64 HILL 6	Closed	ET	D

Note: The links in the MGC and Period columns redirect you to the **Online Request** page.

The following table describes the search elements available on the **Merchant Group Codes** page:

Element	Description
MGC	Select the MGC from the field list
Hierarchy	The level in the company hierarchy.
Sublevel	Search by the sublevel in a company hierarchy.
Period	This is the time period to apply to a Merchant Group Code definition. Select a time period from the dropdown list: All / Cycle / Daily / Monthly / Other / Quarterly / Transaction (single purchase) / Weekly / Yearly
Status	Select the status from the field list: Blocked / Closed / Open
Name of the cardholder	The name of the cardholder.
Account #	Type the account number.

The following table describes the columns available in the **Merchant Group Codes** section:

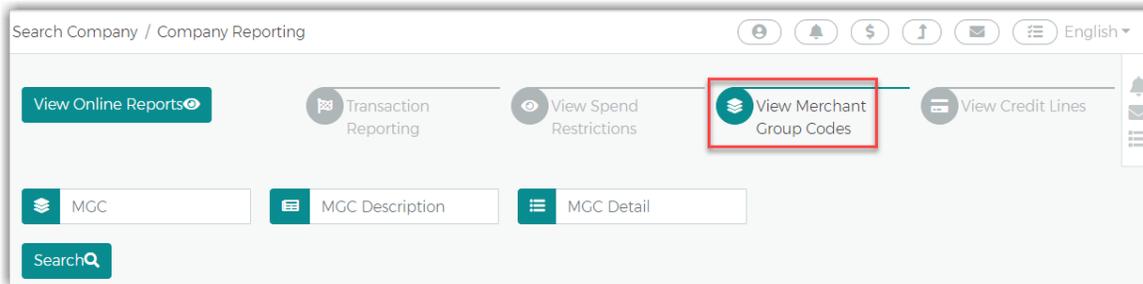
Element	Description
Company	Displays the name and level in the company hierarchy.
Sublevel	Displays the sublevel number.
Account #	Displays the cardholder account number
Name of the cardholder	Displays the name of the cardholder.
Status	Displays the account status: Blocked / Closed / Open
MGC	Displays the two-digit MGC for which spending limits are set on an account, sublevel, or company. If you select an MGC hyperlink in this column, the Manage Merchant Group Codes Online Request page appears.
Period	The following time periods display: C – Cycle / D – Daily / M – Monthly / O – Other / Q – Quarterly / T - Transaction (Single Purchase) / W – Weekly / Y – Yearly If you select a period hyperlink from this column, the Manage Spending Limits Online Request page appears.

View Merchant Group Codes

This feature allows you to browse, view, and download Merchant Group Codes (MGC).

To view Merchant Group Codes:

1. From the **Company Reporting** page, click the view merchant group codes icon.



2. When the Merchant Group Codes page displays with all the accounts that you have access to, use the search fields to filter the data.

The screenshot shows the 'Merchant Group Codes' page. It features a table with the following data:

MGC	No of Accounts with MGC	MGC Description	MGC Detail	Company Level	Sublevel
AA	00000	DESCRIPTION	1234,7238	N	N
AF	00000	ALL FUEL	5542	N	N
AL	00001	AIRLINES	3000-4599	Y	Y
CA	00001	CASH	6000-6099	N	N
DL	00001	DAILY LIMIT	5542	Y	Y
DM	00000	TEST	5960,5969	N	N
ET	00001	ETHICAL	5813,5912,5921,5933	N	N
GA	00000	GAS	5500-5599	N	N
GS	00000	GAS STATION	5540-5550	N	N

The following table describes the search elements available on the Merchant Group Codes page:

Element	Description
MGC	This is the two-character code assigned to a Merchant Group Code (MGC). To browse, select a two-digit MGC. Only merchant groups established for your company are available.
MGC Description	This is an entry field to search on an MGC description. Entering text in this field selects all entries that contain the entered value.
MGC Detail	This is an entry field to search on an MGC detail. Entering text in this field selects all entries that contain the entered value.

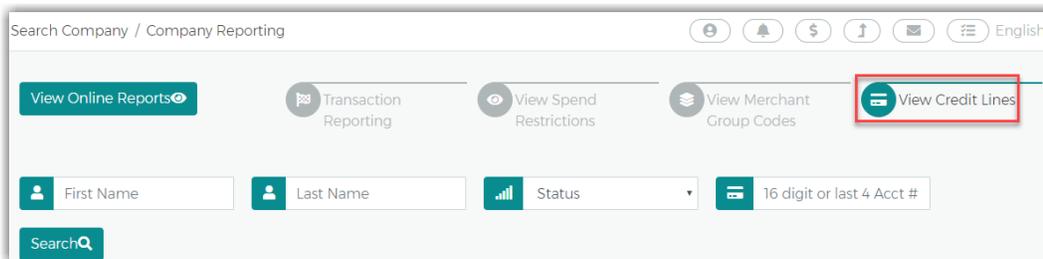
The following table describes the columns available in the **Merchant Group Codes** section:

Element	Description
MGC	The column contains hyperlinks to the Manage Merchant Group Code Online Request page displaying all the MCC codes contained in the selected two-digit MGC.
No of Accounts with MGC	This column displays the number of accounts within the specified company that have account level restrictions for this MGC.
MGC Description	This column displays the description assigned to the established Merchant Group Code (MGC).
MGC Detail	This column displays the MCCs belonging to a Merchant Group Code (MGC). An asterisk (*) indicates that a partial list of MCCs displays in the column. In this case, select the two-digit code from the MGC column for a complete list of MCCs available for the definition.
Company Level	The values in this column show if the MGC is applied at the company level in the hierarchy: Y = Yes N = No
Sublevel	The values in this column show if the MGC is applied at a company sublevel in the hierarchy: Y = Yes N = No

Credit Lines

The **View Credit Line** page displays the details related to temporary and permanent credit lines.

- From the Company Reporting page, click **View Credit Lines**.



- When the **View Credit Lines** section displays with all accounts that you have access, use the search fields to filter the data.

Company Hierarchy	Current Account Status	Account Type	Account #	Cardholder Name	Permanent Credit Limit	Cash Limit	Current Account Balance
	Closed	Individual	448508****4346	BILL BSB TEST	\$100	\$0	\$70
THE FLOWER SHOP	Open	Billing	448508****3614	BL ACCT 00000066-10000000	\$0	\$0	\$13340.18
THE FLOWER SHOP	Open	Billing	448508****6351	BL ACCT 00000066-20000001	\$0	\$0	\$0
THE FLOWER SHOP	Open	Billing	448508****6369	BL ACCT 00000066-20000001	\$0	\$0	\$0
THE FLOWER SHOP	Open	Billing	448508****6385	BL ACCT 00000066-20000020	\$0	\$0	\$70
THE FLOWER SHOP	Open	Billing	448508****6534	BL ACCT 00000066-30000003	\$0	\$0	\$70
THE FLOWER SHOP	Open	Individual	448508****5046	CARD OUTAGAIN TEST	\$100	\$0	\$0
	Open	Individual	448508****5053	CARD OUTAGAINII TEST	\$100	\$0	\$0
	Open	Individual	448508****5038	CARDOUT TEST	\$100	\$0	\$0
THE FLOWER SHOP	Closed	Individual	448508****1451	CHRISTY 64 TEST 64 HILL 6	\$3500	\$0	\$270

Note: Use the Configure Columns icon to select the columns to see. There is a maximum of eight columns when viewing in **eZBusiness** but can download the list and see all available columns.

The following table describes the search elements available on the **View Credit Lines** page:

Element	Description
First Name	Type the first name of the cardholder to display the cardholder’s information.
Last Name	Type the last name of the cardholder to display the cardholder’s information.
Account Status	Select the status of the account(s) from the field list: All / Blocked / Closed / Open
Card Number	Type the 16-digit account number or the last 4 digits to display the cardholder’s information.

The following table describes the columns available in the View Credit Line section:

Element	Description
Company Hierarchy	Displays the name of the level in the company hierarchy.
Current Account Status	Displays the current status of the account: Blocked / Closed / Open
Account Type	Displays the type of account.
Card Number	Displays the masked 16-digit account number.
Name of the cardholder	Displays the name of the cardholder.
Permanent Credit Limit	Displays the current permanent credit limit for the account(s).
Cash Limit	Displays the cash limit for an account(s).
Current Account Balance	Displays the outstanding balance on account(s).
Active Temporary Credit Limit	Displays the non-expired temporary amount by which the credit limit was increased or decreased.
Active Temporary Credit Limit Increase Exp Date	Displays the expiration date of the active temporary credit limit.
Active Temporary Credit Limit Requestor	Displays the User ID that requested the current temporary credit limit.
Temporary Adjusted Credit Limit	Displays the temporarily adjusted credit limit. Cardholders are assigned a permanent credit limit and can receive a temporary credit limit increase. The account's permanent credit limit plus the amount of an active temporary credit limit increase = a temporary adjusted credit limit.
Last Temporary Increase Amount	Displays the amount of the last temporary increase.
Last Temporary Increase Exp Date	Displays the expiration date of the last temporary increase amount.
Last Temporary Increase Requestor	Displays the User ID who requested the previous temporary credit limit increase.
Last Temporary Increase Maintain Date and Time	Displays the date and time the last temporary credit increase was modified.
Last Permanent Credit Limit Change Date	Displays the last date the permanent credit limit was changed.
Last Permanent Credit Limit Change Amount	Displays the change in the amount of the permanent credit limit.

Manage Online Service Requests

Important: Depending on your security rights, you may or may not see all the options shown in this guide.

Service Requests are requests made by Company Administration Users to FI Administration Users to take specific action on a cardholder's account. Service requests may be queued or real-time. Real-time requests are processed by the system immediately, and queued requests are directed to the FI's Incoming Messages queue for further action.

Updates or change requests can be sent by an administrator using the Online Request feature. There are several types of service requests, as described in the following table.

Service Request Type	Description	Allowed on Multiple Accounts	
Add Cash Access	Allows a cardholder cash access up to a specified percent of their credit limit.	Queued	Yes
Add New Cardholder Request	Creates a new cardholder account.	Real-time / Queued	No
Add PIN Access	Add or remove PIN access on an account. A PIN mailer is sent to the cardholder's address.	Queued	Yes
Address and Phone Change	Submit an address and/or phone number change.	Real-time / Queued	Yes
Card Activation Request	Activate a card.	Real-time / Queued	Yes
Card Replacement Request	Orders a replacement credit card for a commercial/business cardholder.	Real-time / Queued	Yes
Change Cardholder Authorization Block	Submit a temporary authorization block.	Real-time	Yes
Change Credit Limit	Changes the permanent or temporary credit limit on a commercial cardholder account.	Real-time / Queued	Yes
Close Account Request	Closes the card account and prevents authorizations and account reissue.	Real-time / Queued	Yes
Manage Employee ID	Change an employee ID.	Real-time / Queued	Yes
Order New PIN	Request a new PIN for an account.	Real-time / Queued	Yes
View Full Account Number	Request a new PIN for an account.	Real-time / Queued	Yes

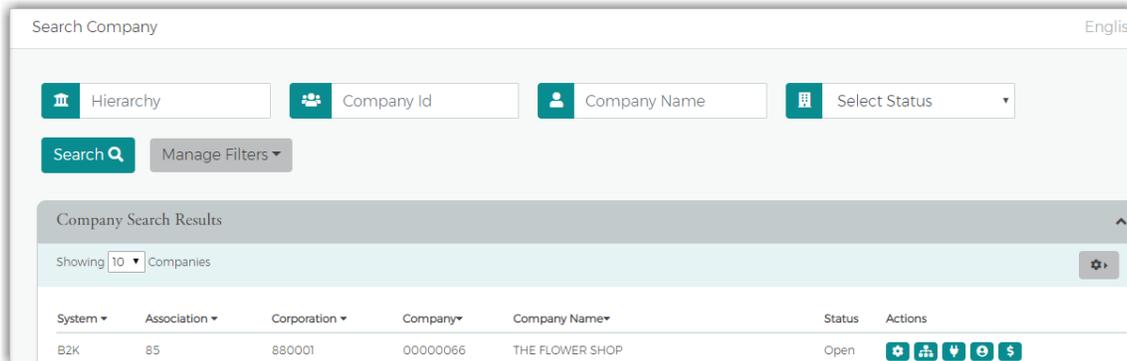
Virtual Account Online Requests			
Change Virtual Account Type	Change the virtual account type.	Real-time	No
View Virtual Account Security Data	Allows Administration User the ability to use Virtual accounts to make online or mail order transactions.	Real-time	No
Fleet Only Online Requests			
Add/Modify Driver	Create or modify a new fleet card driver record, which can be connected to a cardholder account.	Real-time / Queued	No
Add/Modify Group	Create or modify a new fleet card group.	Real-time / Queued	No
Add/Modify Vehicle	Create or modify a new fleet card vehicle record, which can be connected to a cardholder account.	Real-time / Queued	No

Note: If you have submitted a service request or online message for an account, you can view the response in your message inbox. If you have more than one account linked to your username, you see incoming messages for all your accounts.

Access Online Service Requests

To access the **Online Request** page:

1. From the navigation menu, select **Company Management > Search Company**.
2. When the **Company Search** page displays, enter the search criteria, and then click **Search**. The **Company Search Results** page displays.

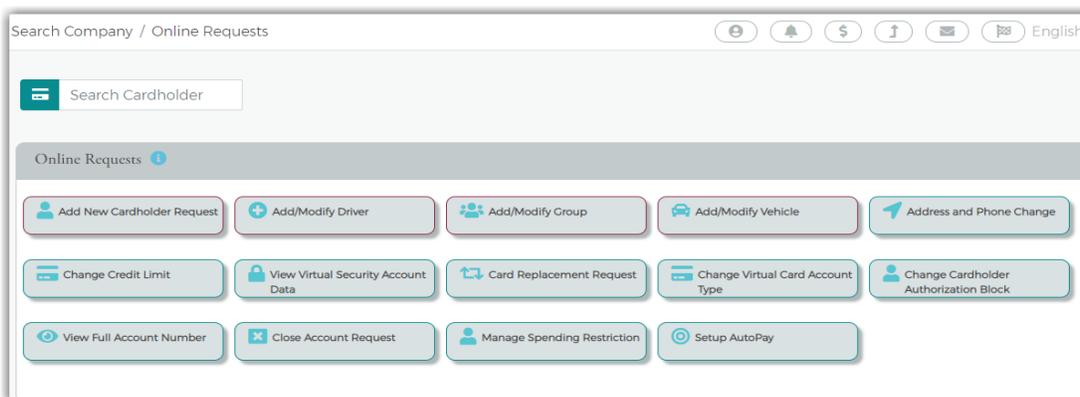


3. Click the **online request** icon for the company to submit an online request for.



Note: All the companies that you have access display in the **Company Search Results** section. Only search for the company if you want to limit the number of companies displayed in the results.

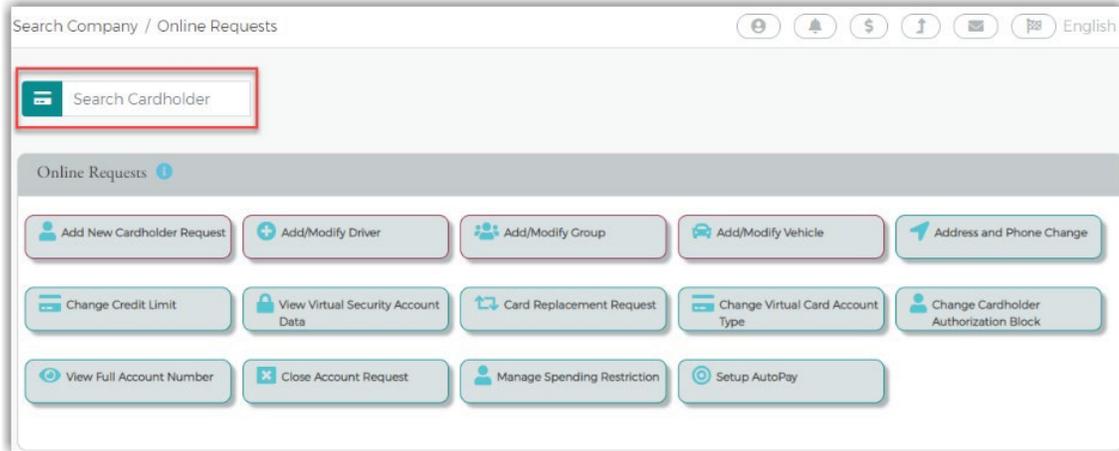
The **Online Request** page displays.



Note: If you do not have access to the **Online Request** feature, contact your Financial Institution Administrator. Depending on your security rights, you may or may not see all the Online Request types shown here.

Search for an Account from the Online Service Request Page

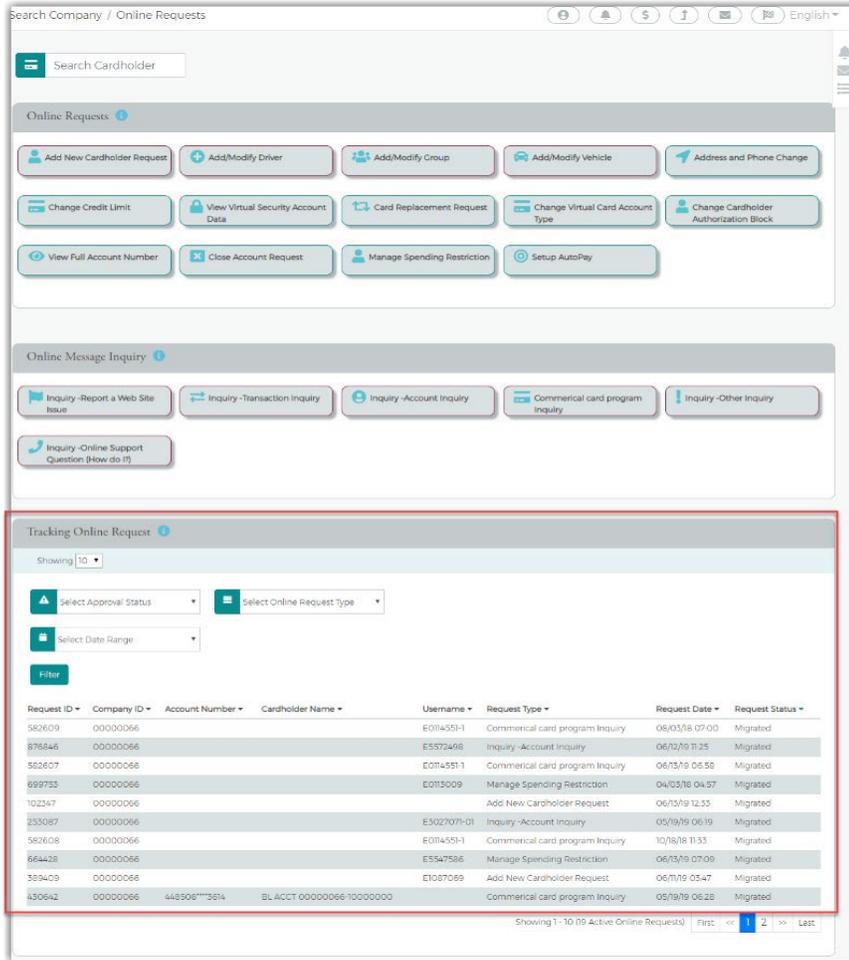
To search for an account before making any online requests or online message, enter the name of the cardholder in the **search** field on the **Online Requests** page, and then select the online request to complete.



Note: After entering the name of the cardholder in the search field, a field menu displays with names that match the typed in criteria. To do a wildcard search, enter %% in the Search Cardholder field and a list of accounts display in the field.

Tracking Online Service Requests

To view submitted online requests, on the **Online Requests** page, move to the bottom of the page.



The following table describes the filter elements for Tracking Online Requests:

Element	Description
Select Online Request Type	Select the online request type from the field list. The online requests that you have access to will appear in the field.
Select Date Range	Select a date option from the field list: All, Equal to, Between, After, Before. Once you select an option, other field(s) will appear to enter the date(s).

Complete Online Requests

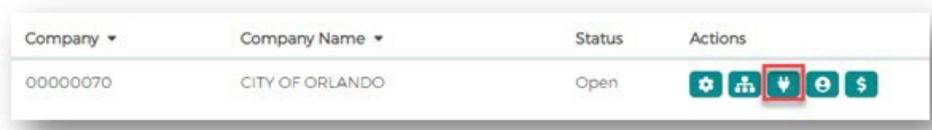
When performing an online request, keep in mind:

- If your card program has multiple hierarchy levels, be sure to select the correct hierarchy level when performing an online request.
- The **Add More** button on the **Online Service Requests** page allows you to add additional cardholders to that request.

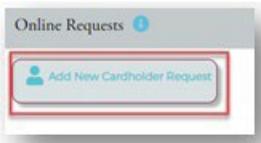
Bulk Shipment Request

Before users can select Bulk Shipment options, you must create a Bulk Ship Profile:

1. Search for your company (using your company ID or name).
2. Click the **Online Request** icon  under **Actions**.



3. Click **Add New Cardholder Request**.



4. On the **Add New Cardholder** page, select **Bulk Ship Profiles**.

Add New Cardholder

Bulk Ship Profiles

Bulk Ship Profile

Bulk Ship Profile:

Mailing Options: Signature Required: Shipping Instructions:

Special Instructions: Contact Phone: Contact Phone Extension:

Card Mailing Address:

5. In the **Bulk Ship Profile** section, complete the following fields:

Field	Description
Bulk Ship Profile (required)	Enter a name that identifies this type of bulk shipment.
Mailing Options (required)	Options include: <ul style="list-style-type: none"> • UP – USPS Priority • UX – USPS Priority Express • FX – Courier Express
Special instructions (optional)	Enter any instructions to note or address during shipment.
Shipping Instructions (required)	This displays only when Courier Express is selected as the mailing option. Options include: <ul style="list-style-type: none"> • ND – Next Day • SD – Saturday Delivery
Card Mailing Address	Options include: <ul style="list-style-type: none"> • C – Cardholder Address • K – Company Main Address • O – Other Address • P – Company Plastics Address
Contact phone (required)	Enter the telephone number of the contact.
Contact Phone Extension (optional)	Enter the telephone number extension

6. After completing the fields, click **Submit**.

The screenshot shows the 'Bulk Ship Profile' form with the following fields highlighted by a red box:

- Bulk Ship Profile:** Text input field containing 'Sample Bulk Ship'.
- Mailing Options:** Dropdown menu set to 'FX - Courier Express'.
- Special Instructions:** Text input field containing '1st floor'.
- Card Mailing Address:** Dropdown menu set to 'K - Company Main Address'.
- Signature Required:** Toggle switch turned on.
- Contact Phone:** Text input field containing '(777) 856-9944'.
- Shipping Instructions:** Dropdown menu set to 'ND - Next Day'.
- Contact Phone Extension:** Text input field containing '12'.

Below the highlighted section, the 'Card Mailing Address' section is visible with the following fields:

- Address Line 1:** Text input field containing '123 MAIN ST'.
- City:** Text input field containing 'ORLANDO'.
- State:** Dropdown menu set to 'FLORIDA'.
- Zip Code:** Text input field containing '32706'.
- Foreign Address:** Toggle switch turned off.

At the bottom left, there are 'Submit' and 'Cancel' buttons. The 'Submit' button is highlighted with a red box.

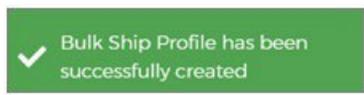
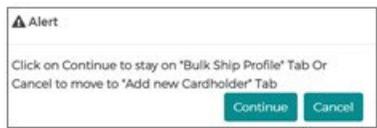
7. Click **Confirm**.

The screenshot shows the 'Bulk Ship Profile' form with the following fields and values:

- Bulk Ship Profile:** Sample Bulk Ship
- Mailing Options:** FX - Courier Express
- Special Instructions:** 1st floor
- Card Mailing Address:** K - Company Main Address
- Signature Required:**
- Contact Phone:** (777) 856-9944
- Shipping Instructions:** ND - Next Day
- Contact Phone Extension:** 12
- Card Mailing Address:**
 - Address Line 1:** 123 MAIN ST
 - Address Line 2:** (empty)
 - Address Line 3:** (empty)
 - City:** ORLANDO
 - State:** FLORIDA
 - Zip Code:** 33706
 - Foreign Address:**

At the bottom left, the **Confirm** button is highlighted with a red box, and the **Cancel** button is visible next to it.

The following confirmation messages display to confirm you successfully created the Bulk Ship Profile:



8. Choose one of the following next steps:

- Click **Continue** and create another Bulk Ship Profile.
- Click **Cancel** and move to the **Add New Cardholder** page to create an account using your newly created Bulk Ship Profile.

New Cardholder Request

Use the **Add New Cardholder Request** page to create a new cardholder for your commercial or business card program. When performing a request, consider the following:

- Validate the hierarchy level selected if your commercial card program has multiple hierarchy levels.
- Select the correct product for the new account if there are multiple commercial card products in the program.

When using this page, consider:

- Some toggle buttons open additional fields once selected.
- The Home Phone field should contain the phone number to best contact the cardholder.

To create a New Cardholder request:

1. From the **Online Requests** page, select **Add New Cardholder Account**.
2. When the **Add New Cardholder** page displays, complete all the necessary fields (either by entering data or sliding the toggle button to set a feature) on the page.

Note: For field information, see the table below.

The screenshot displays the 'Add New Cardholder' form. At the top, there are two tabs: 'Add New Cardholder' (selected) and 'Bulk Ship Profiles'. Below the tabs, there are two dropdown menus: 'Sublevel ID/Name' with '1 CITY OF ORLANDO- Default' selected, and 'Product' with 'COMMERCIAL CARD TEST' selected. The 'Company Details' section includes a 'Pin Access' toggle, a 'Credit Limit' field with a 'Credit Limit' label, an 'Allow Cash Advance Access' toggle, an 'Order Plastic Now' toggle, and a 'Number Of Plastics' input field with '1' entered. There is also an 'Alternate Company Name to be printed in place of Company Name' field with a note: '(Note: Company Name will default if left blank)'. The 'Cardholder Details' section is divided into 'Details', 'Primary Address', 'Statement Address', and 'Phone'. The 'Details' section includes fields for Prefix, First Name, Middle Name, Last Name, Suffix, Employee ID, SSN or Tax ID, Date of Birth, Email, and Branch Number. The 'Primary Address' section includes fields for Address Line 1, Address Line 2, Address Line 3, City, State, and Zip Code, along with a 'Foreign Address' toggle. The 'Statement Address' section has similar fields. The 'Phone' section includes fields for Mobile Phone, Business Phone, Home Phone, and Other Phone, along with an 'Other Phone Type' dropdown.

Rush Card Delivery ⓘ

Rush Card Details Bulk Ship Indicator

Rush Card requests must be submitted by 1:00 pm EST to be processed on the same day.

Bulk Ship Profile:

Rush Card Delivery ⓘ

Rush Card Details Bulk Ship Indicator

Rush Card requests must be submitted by 1:00 pm EST to be processed on the same day.

Bulk Ship Profile:

Mailing Options: Signature Required:

Contact Phone: Contact Phone Extension: Special Instructions:

Card Mailing Address:

Card Mailing Address

Rush cards request must be sent to a Physical Address (NO PO Box)

Address Line 1: Address Line 2: Address Line 3:

City: State: Zip Code:

Foreign Address:

Auto Enrollment ⓘ

Auto Enrollment Details

Email: Username: Password:

Verify Password: Password Strength:

Memo ⓘ

3. Type in the **Memo** field to post questions or comments about the request and click **Submit**.

Note: The information entered in the **Memo** field, if configured for real time processing, will not be reviewed by the Financial Institution.

4. When the review page displays, review the information, and then click **Confirm**.

Note: Click **Edit** to return to the **Add New Cardholder** page and enter the new information.

The following table describes the elements of the **Add New Cardholder** page:

Element	Description
Sublevel ID/Name	Displays the unique number and name assigned to sublevels set up for the company. Select a company sublevel ID/name from the field list where the cardholder is located.
Product	Select the product/sub-product from the field list.
Product Details Section	
PIN Access	Click to issue a PIN for the account. Note: This field does not display if the company is not set up for cash access.
Credit Limit	Type the total amount of approved credit for the cardholder account.
Allow Cash Advance Access	Click to allow cash advances based on the Cash Limit. Once you click Allow Cash Advance Access , an additional field appears: <ul style="list-style-type: none"> ▪ Cash Limit - Type the total cash limit approved for the account. The dollar amount entered in this field must not exceed the percentage allowed that is defined for your company. Note: This field does not display if the company is not set up for cash access.
Order Plastic Now	Click to order a plastic for the account. Once you click Order Plastic Now , an additional field appears: <ul style="list-style-type: none"> ▪ No of Plastics - Type the number of plastics to order for the cardholder. Important: If the Order Plastics Now option is unchecked, the Number of Plastics is set to 0 and a card is not issued.
Alternate Company Name to be printed in place of Company Name	Enter a different name to print on the card other than your company name. Note: If you do not enter an alternate company name, your company name is printed on the card.
Cardholder Details Section	
Prefix	Type any optional prefix used at the beginning of a name of the cardholder. The values entered in the Prefix, First Name, Middle Name, Last Name and Suffix fields cannot exceed a total of 25 characters.
First Name	Type the cardholder's first name. The values entered in the Prefix, First Name, Middle Name, Last Name and Suffix fields cannot exceed a total of 25 characters. Note: Virtual defaults as the first name if the Virtual Account box is checked.
Middle Name	Type the cardholder's middle name, if applicable. The values entered in the Prefix, First Name, Middle Name, Last Name and Suffix fields cannot exceed a total of 25 characters. Note: Account defaults as the middle name if the Virtual Account box is checked.

Element	Description
Last Name	Type the cardholder's last name. The values entered in the Prefix, First Name, Middle Name, Last Name and Suffix fields cannot exceed a total of 25 characters. Note: Type a company or account specific last name for a Virtual Account.
Suffix	Type any optional suffix used at the end of a name of the cardholder. The values entered in the Prefix, First Name, Middle Name, Last Name and Suffix fields cannot exceed a total of 25 characters.
Employee ID	Type the optional employee's identification number.
SSN or Tax ID	Type either the cardholder's Social Security Number or Tax ID number. This number is often used to activate the new card. If your company is set up on the card processing system with a default Cardholder SSN/Tax ID, the field defaults to that value.
Mother's Maiden Name	Type information used for cardholder verification.
Date of Birth	Type the selected cardholder's birthdate in MM/DD/YYYY format. Note: This can be an optional or required field, depending on your Financial Institution's implementation.
Email Address	Enter the email address of the cardholder.
Primary Address	
Address Line 1	Type the address for all plastics, correspondence, and statement if Statement Address is not indicated. If your company is set up on the card processing system with the option to use the Company's Primary Address as the Cardholder's Primary Mailing Address, the address fields default and the Company Administration User will not be able to update the Primary Address fields.
Address Line 2	Type any additional address information in this optional field.
Address Line 3	Type any additional address information in this optional field.
City	Type the cardholder's city of residence.
State	Select the cardholder's state of residence from the field list. If entering a Canadian address, select the province from this list. This is a required field for U.S. or Canadian addresses
Zip Code	Type the cardholder's ZIP Code. This is a required field for U.S. or Canadian addresses.
Foreign Address	Click to indicate a foreign address. Select the country from the field list. Important: Requests that involve foreign addresses may be processed as a queued request depending on the option chosen by your Financial Institution. Canadian addresses are not foreign addresses. Enter the Canadian address the same as a U.S. address.
Statement Address same as Primary Address	Select to indicate that the statement address is the same as the primary address. The Statement Address section appears if this toggle button is not turned on.

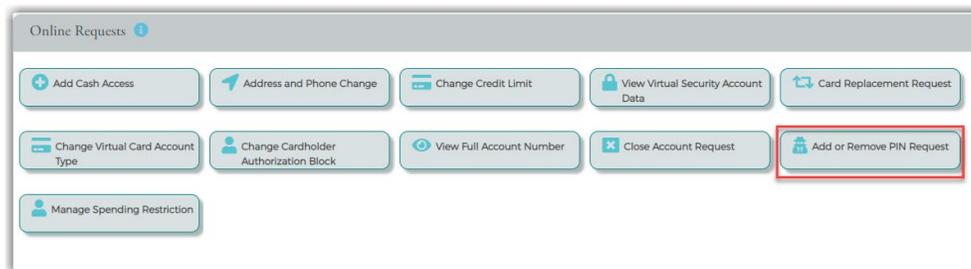
Element	Description
Statement Address	
Address Line 1	Type the address for mailing statements to a different address.
Address Line 2	Type any additional statement address information in this optional field.
Address Line 3	Type any additional statement address information in this optional field.
City	Type the city for the statement address.
State	Select the state for the statement address from the field list. If entering a Canadian address, select the province from this list. <i>This is a required field for U.S. or Canadian addresses.</i>
Zip Code	Type the statement address Zip Code. This is a required field for U.S. or Canadian addresses.
Foreign Address	Click to indicate a foreign address. Select the country from the field list. Important: Requests that involve foreign addresses may be processed as a queued request depending on the option chosen by your Financial Institution. Canadian addresses are not foreign addresses. Enter the Canadian address the same as a U.S. address.
Phone	
Mobile Phone	Type the cardholder's mobile phone, if applicable.
Business Phone	Type the cardholder's business phone number. Note: This can be an optional or required field, depending on your Financial Institution's implementation.
Home Phone	Type the cardholder's home phone number or the best number to reach the cardholder. This could be a cell phone.
Other Phone	Type the cardholder's alternate phone number, if applicable. If your company is set up on the card processing system with a default work phone, the Other Phone field populates with that default value. The default value may be updated.
Other Phone Type	Select the type of phone number being entered in the Other Phone Type from the field list. If your company is set up on the card processing system with a default work phone, the Other Phone Type field populates with a value of B-Business. The default value may be updated.
Rush Card Delivery	
Rush Card Details	Click to indicate rush delivery of the plastic. This section only appears for the Financial Institution.
Bulk Ship Profile	See the <i>Bulk Ship Request</i> section.
Mailing Options	See the <i>Bulk Shipment Request</i> section.
Signature Required	Click if a signature is required for delivery. Your Financial Institution may have this option set so that it is automatically enabled, and the user is unable to update it.

Element	Description
Special Instructions	Add additional information regarding the delivery instructions for the rush card.
Contact Phone	Type a contact phone number.
Contact Phone Extension	The phone extension is optional.
Card Mailing Address	Select from the field list where the rush card is mailed. This is only required when Rush Card Delivery is requested.
Card Mailing Address	
Address Line 1	If Other Address is selected, type an alternate address to send the rush card.
Address Line 2	If Other Address is selected, type any additional alternate address information in this optional field.
Address Line 3	If Other Address is selected, type any additional alternate address information in this optional field.
City	If Other Address is selected, type the city for the alternate address.
State	If Other Address is selected, select the state for the alternate address from the field list.
Zip Code	If Other Address is selected, type the alternate address Zip Code.
Foreign Address	If Other Address is selected, click to indicate a foreign address. Select the country from the field list. Important: Requests that involve foreign addresses may be processed as a queued request depending on the options enabled by your Financial Institution.
Auto Enrollment	
Auto Enrollment Details	Slide toggle button to set auto enrollment.
Email	Type the email address to use when sending statements.
Username	Type in the username.
Password	Type a temporary password for this account's access statements
Verify Password	Re-type the temporary password for this account's access to statements.
Memo	The information entered here by the user is posted to the card processing system as a memo. Only the Financial Institution can view it in the card processing system.

Add or Remove PIN Request

The Add or Remove PIN Request Service Request allows the company to request that a commercial cardholder can access their account through a PIN number or remove this access.

Note: The request is transmitted immediately to the institution's Incoming Messages for the institution to complete the request in BASE2000. Once processed, the new PIN is sent to the default mailing address of the commercial card account.



Add PIN Request

To add PIN access:

1. From the **Online Requests** page, select **Add or Remove PIN Request**, enter the name of the cardholder, and click **Submit**.
2. Select **Add** from the **PIN Access** field menu, add a note to the **Memo** field, and then click **Submit**.
3. Review the information and click **Confirm**.

The Successfully Submitted page displays if the request was successfully submitted. The request is transmitted immediately to the institution's Incoming Messages for the institution to complete the request in BASE2000. Once processed, the new PIN is sent to the default mailing address of the commercial card account.

Note: It may take up to 48 hours for the request to take effect. If you have any questions, contact your Financial Institution's Administrator.

Remove PIN Request

To remove PIN access:

1. From the **Online Requests** page, select **Add or Remove PIN Request**, enter the name of the cardholder, and click **Submit**.
2. Select **Remove** from the **PIN Access** field menu, add a note to the **Memo** field, and then click **Submit**.
3. Review the information and click **Confirm**.

When removing a PIN, consider:

- It may take up to 48 hours for the request to take effect. If you have any questions, contact your Financial Institution's Administrator.
- Changing the Cash Access to \$0

Address and Phone Change Request

To complete an address and/or phone number online request:

1. From the **Online Requests** page, select **Address and Phone Change**.
2. Enter the name of the cardholder, and then click **Submit**.
3. Select the request type from the field menu and add a note to the **Memo** field. The request type field options are:
 - Address Change – When selected, the primary and statement address fields display.
 - Phone Change – When selected, the phone number fields display.
 - Address and Phone Change – When selected, the phone number, primary address and statement address fields display.
 - Phone Change Request – Change or add the phone number in the appropriate field and click Submit.

The screenshot shows the 'Address And Phone Change' form. At the top, the cardholder name is 'LAURA K BLOOM (0552)'. The 'Request Type' dropdown is set to 'Phone Change'. The 'Memo' field contains the text 'Memo' and is highlighted with a red box. Below this, the 'Phone Number' section is highlighted with a red box, containing fields for 'Mobile Phone', 'Business Phone', and 'Home Phone'. At the bottom, the 'Submit' button is highlighted with a red box, next to a 'Cancel' button.

- Address Change Request – Update or add the address in the appropriate Primary Address and/or Statement Address fields and click Submit.

The screenshot shows the 'Address And Phone Change' form. At the top, the cardholder name is 'LAURA K BLOOM (0552)'. The 'Request Type' dropdown is set to 'Address Change'. The 'Memo' field contains the text 'Memo' and is highlighted with a red box. Below this, the 'Primary Address' section is highlighted with a red box, containing fields for 'Address Line 1', 'Address Line 2', 'Address Line 3', 'City', 'State Province', and 'Postal Code'. There is also a 'Statement Address' section with similar fields. At the bottom, the 'Submit' button is highlighted with a red box, next to a 'Cancel' button.

- Address and Phone Change Request – Update and/or add the new phone number and address. Click Submit.

- Review the information and click **Confirm**.

This request transmits in real-time and the **Memo** field serves as a notation. However, while the request transmits immediately, it can take up to 48 hours to take effect.

Card Activation Request

To complete the Card Activation online request:

- From the **Online Requests** page, select **Card Activation Request**.
- Click the icon next the name in the **Cards Pending for Activation** list or enter the name of the cardholder.
- Select **Activate** from the **Select Card Activation** field.
- Add a note to the **Memo** field and click **Submit**.

Account Number	Cardholder Name
448508****7521	REBATE 11 TEST
448508****7794	SHE HM TESTING
448508****7802	SHE HM TESTING
448508****9543	SHEHM TEST

If you enter a name of a cardholder and their card is active or the card is not eligible, a new section displays showing the Ineligible Accounts.

Ineligible Accounts		
Cardholder Name	Account Number	Reason
BL ACCT 00000225-10000000	7174	The selected account is not eligible to process this request.

5. Review the information and click **Confirm**.

Card Replacement Request

The Card Replacement Request allows you to request replacement credit cards for existing commercial cardholders. This feature is not intended for lost or stolen accounts.

Important: Depending on your security rights, you may or may not see all the options shown in this guide.

To complete the Request Replacement Card online request:

1. From the **Online Requests** page, select **Request Replacement Card**.
2. Enter then name of the cardholder.

Search Company / Request CardReplacement English

This process should not be used to report a card Lost or Stolen. If you feel that this account has been Lost, Stolen, or Compromised, please contact your Financial Institution immediately to have the account blocked and a new card issued.

Card Replacement/ Services Request ⓘ

Cardholder Name	Account Number	Reason	Memo	Actions
<input type="text" value="Search Cardholder"/>		<input type="text" value="Reason"/>	<input type="text" value="Memo"/>	

3. Enter or type the reason for this request in the **Reason** field, enter or type a note in the **Memo** field, and then click **Submit**.

Card Replacement/ Services Request ⓘ

Cardholder Name	Account Number	Reason	Memo	Actions
CARD OUTAGAIN TEST	5046	<input type="text" value="Reason"/>	<input type="text" value="Memo"/>	

4. Review the information and click **Confirm**.

This request transmits in real-time and the **Memo** field serves as a notation. However, while the request transmits immediately, it can take up to 48 hours to take effect.

Change Cardholder Authorization Block Request

Change Cardholder Authorization Block Online Request allows the administrator to impose or remove a real-time cardholder authorization block at the account level. This block prevents additional approved authorizations on the account until an Administrator removes the block.

To complete the Change Cardholder Authorization Block online request:

1. Search for your company (using your company ID or name).
2. From the **Online Requests** page, select **Change Cardholder Authorization**.
3. Enter the name of the cardholder and click **Submit**.

The screenshot shows the 'Change Cardholder Authorization Block' form. It has a header with a title and a help icon. Below the header is a table with columns: Cardholder Name, Account Number, Current Status, Authorization Block, Memo, and Actions. The 'Search Cardholder' input field under 'Cardholder Name' is highlighted with a red box. Below the table is a 'Cancel' button.

4. In the **Authorization Block** field, select whether you are adding or removing a block from the field, enter or type of note in the **Memo** field, and then click **Submit**.

The screenshot shows the 'Change Cardholder Authorization Block' form with data populated. The table has columns: Cardholder Name, Account Number, Current Status, Authorization Block, Memo, and Actions. The 'Cardholder Name' is 'BILL BSB TEST', 'Account Number' is '4346', and 'Current Status' is 'Not Blocked'. The 'Authorization Block' dropdown is set to 'Select Authorization E' and the 'Memo' field is highlighted with a red box. Below the table are 'Submit' and 'Cancel' buttons, with the 'Submit' button highlighted with a red box.

Note: Selecting **Add a Block** prevents authorizations on the account selected.

5. Review the information and click **Confirm**.

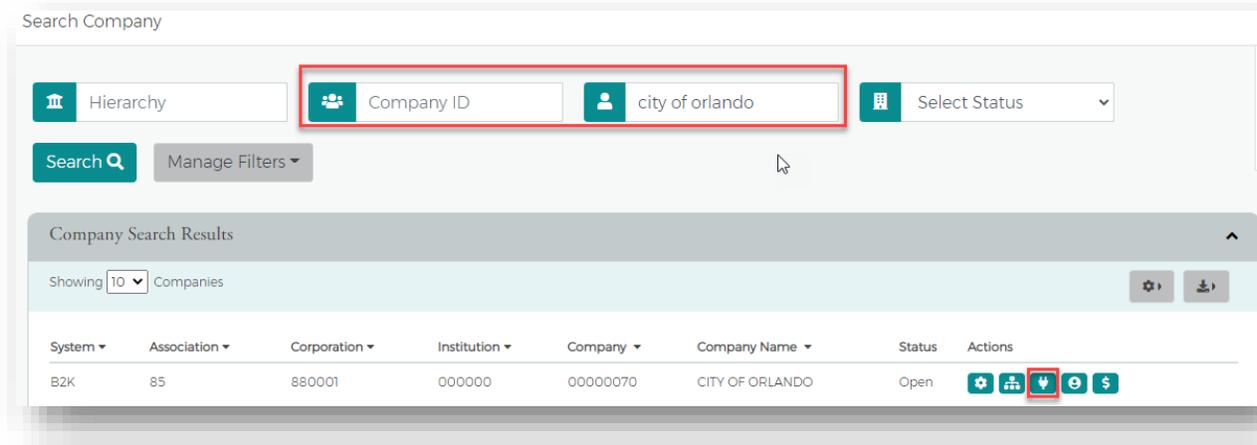
This request transmits in real-time, and the **Memo** field serves as a notation. However, while the request transmits immediately, it can take up to 48 hours to take effect.

Change Credit Limit Request

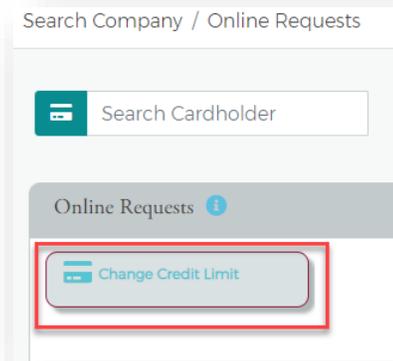
The Change Credit Limit online request allows you to complete a permanent or temporary credit limit change on an account. Depending on how your Financial Institution is setup, this request will either process in real-time or moved to a queue for your FI to complete on your behalf.

To complete change a credit limit:

1. Search for your company (using a company ID and name).
2. Click on the **Online Request** icon  under the **Actions** column.



3. From the **Online Requests** page, select **Change Credit Limit**.



3. Enter the name of the cardholder or last four digits of the account number in the field to display the cardholder account.
4. After the account displays, select the account.

Change Credit Limit

Cardholder Name (Account#)

8297

CODY FLEET TEST 2(8297)

4. If you selected **Permanent Credit Limit**, the current credit limit displays and the required field to **Enter the New Credit Limit** appears. Enter the new credit limit and then click **Submit**.

Limit available to be allocated out \$ (1,020,134.64)

Change Credit Limit

Cardholder Name (Account#)	Request Type	New Credit Limit	Expiration Date	Memo	Actions
CODY FLEET TEST 2 (8297)	Permanent Credit Limit	Enter the new Credit Lim	N/A	Memo	N/A
Account Status: Closed	Current Credit Limit:	Last Permanent Credit Limit:		Updated On: N/A	
	\$600.00	\$100.00			

Submit Cancel Add More

- If you selected **Temporary Credit Limit**, the current credit limit displays along with any last temporary increase that were completed. When the required field for the **Increase Amount** the **Expiration Date** fields display, complete these fields, and then click **Submit**.

Limit available to be allocated out \$ (1,020,134.64)

Change Credit Limit

Cardholder Name (Account#)	Request Type	New Credit Limit	Expiration Date	Memo	Actions
CODY FLEET TEST 2 (8297)	Temporary Increase Crec	Increase Amount	mm/dd/yyyy	Memo	N/A
Account Status: Closed	Current Credit Limit: \$600.00	Last Temporary Credit Limit: \$0.00	Last Temporary Expiration Date: N/A	Temporary Adjusted Credit Limit: \$0.00	

Submit Cancel Add More

Note: The increase amount is the dollar amount you are increasing the accounts current credit by.

After entering the dollar amount in the **Increase Amount** field, the amount adds to the current limit and displays under **Temporary Credit Limit**.

Limit available to be allocated out \$ (1,020,134.64)

Change Credit Limit

Cardholder Name (Account#)	Request Type	New Credit Limit	Expiration Date	Memo	Actions
CODY FLEET TEST 2 (8297)	Temporary Increase Crec	50	mm/dd/yyyy	Memo	N/A
Account Status: Closed	Current Credit Limit: \$600.00	Last Temporary Credit Limit: \$0.00	Last Temporary Expiration Date: N/A	Temporary Adjusted Credit Limit: \$650.00	

Submit Cancel Add More

- Review the information and click **Confirm**.

Confirm Cancel

The following table describes the fields.

Element	Description
Memo	Insert a Note regarding the request
Request Type	Select the request type from the field list.
New Credit Limit	Type the new credit limit in whole dollar amounts only.
Expiration Date	This field appears when Temporary Credit Limit Increase is selected. Type the date the temporary credit limit should expire. Format is MM/DD/YYYY
Updated By	Displays the Administrator's User ID who requested the change.
Updated On	Displays the date the permanent or temporary credit limit was last changed.
Current Credit Limit	Displays the current credit limit.
Last Permanent Credit Limit	Displays the previous permanent credit limit amount when permanent credit limit Increase is selected
Temp Adj Credit Limit	Displays the cardholders assigned (permanent) credit limit plus the (increased by) temporary credit limit amount.
Last Temporary Credit Limit	Displays the previous temporary credit limit amount.
Last Temporary Expiration Date	Displays the previous temporary credit limit expiration date.

Change Credit Limit Restrictions

Important: Depending on your security rights, you may or may not see all the options shown in this guide.

These restrictions prevent the change credit limit service request from being submitted under any of the following conditions:

- Requested credit limit change cannot exceed the company limit.
- Requested credit limit change must be different than the cardholder's current credit limit.
- If the request is unable to complete in a real time manner, the request is routed to the Financial Institutions Incoming Messages queue to be worked.

Current Temporary Credit Limit Option

If an account selected has an active (not expired or deleted) temporary credit limit, the active temporary limit displays in the Current Temp Limit field on the Change Credit Limit online requests page. The Current Temp Limit field allows the Administration User the ability to change the amount, but this does not require entry of a new expiration date. The Current Temporary Expiration Date field allows the Administration User the ability to change the date but does not require entry of a new limit.

Active Temporary Credit Limit Indicator

An active temporary credit limit indicator **T** displays next to the credit limit any time the account has an active temporary credit limit. If you place the cursor over the indicator, a message displays stating there is an active temporary credit limit increase on this account.

Add Cash Access Request

The Add Cash Access Service request allows the company to request access to a percentage of an individual cardholder's credit limit for use as a cash advance.

To complete the Add Cash Access online request:

1. From the **Online Requests** page, select **Add Cash Access**.
2. Enter the name of the cardholder and then click **Submit**.
3. Complete the **Cash Access** and **Memo** fields and then click **Submit**.

Note: Complete the **Cash Access** field with the percentage of the credit limit that should be available for cash access.

4. When the review page displays, review the information, and then click **Confirm**.

Close Account Request

The Close Account online request allows you to request to close a commercial card account in real time. This prevents future authorizations and account reissue.

Important: Depending on your security rights, you may or may not see all the options shown in this guide.

To complete the Close Account online request:

1. From the **Online Requests** page, select **Close Account Request**.
2. Enter the name of the cardholder and click **Submit**.

Search Company / Close Account Request English

This process should not be used to report a card Lost or Stolen. If you feel that this account has been Lost, Stolen, or Compromised, please contact your Financial Institution immediately to have the account blocked and a new card issued.

Request To Close Accounts ⓘ

Cardholder Name	Account Number	Reason	Memo	Actions
<input type="text" value="Search Cardholder"/>		<input type="text" value="Reason"/>	<input type="text" value="Memo"/>	

3. Enter or type the reason for this request in the **Reason** field, type a note in the **Memo** field, and then click **Submit**.

Request To Close Accounts ⓘ

Cardholder Name	Account Number	Reason	Memo	Actions
CARD OUTAGAIN TEST	5046	<input type="text" value="Reason"/>	<input type="text" value="Memo"/>	

4. Review the information and click **Confirm**.

This request transmits in real-time and the **Memo** field serves as a notation. However, while the request transmits immediately, it can take up to 48 hours to take effect.

To reopen a closed account, contact the Financial Institution.

Manage Employee ID Request

The Manage Employee ID online request allows you to edit and/or delete an existing employee ID number.

To complete the Manage Employee ID online request:

1. From the **Online Requests** page, select **Manage Employee ID**.
2. Enter the name of the cardholder and click **Submit**.
3. Enter the ID of the new employee in the **Employee ID** field.
4. Type a note about the request in the **Memo** field and click **Submit**.

Cardholder Name	Account Number	Employee ID	Memo	Actions
SHE HM TESTING	7794	Employee ID	Memo	

Submit Cancel Add More

5. Review the information and click **Confirm**.

This request transmits in real-time and the **Memo** field serves as a notation. However, while the request transmits immediately, it can take up to 48 hours to take effect.

Order New PIN Request

The Order New PIN online request creates new PIN request or creates a new PIN in the event of the PIN being lost or stolen.

To complete the Order New PIN online request:

1. From the **Online Requests** page, select **Order New Pin**.
2. Enter the name of the cardholder and click **Submit**.

Cardholder Name	Account Number	Request Code	Memo	Actions
Search Cardholder		Select Request Code	Memo	

Cancel Add More

3. Select **New PIN** or **Send Reminder** from the **Select Request Code** field.
4. Add a note in the **Memo** field and click **Submit**.
5. Review the information and click **Confirm**.

View Full Account Number Request

The View Full Account Number online request allows the Administration User to view the complete card account number.

To complete the View Full Account Number online request:

1. Search for your company (using your company ID or name) and next to the company, click the **Configure** icon.
2. From the **Online Requests** page, select **View Full Account Number**.
3. Enter the name of the cardholder and click **Submit**.

4. Complete the **Reason** field, select or enter a note the **Memo** field, and then click **Submit**.
5. Review the information and click **Confirm**.

This request transmits in real-time and the **Memo** field serves as a notation. However, while the request transmits immediately, it can take up to 48 hours to take effect.

Virtual Card Account Type Request

Important: Depending on your security rights, you may or may not see all the options shown in this guide.

Change Virtual Card Account Type

To complete the Change Virtual Card Account Type online request:

1. Search for your company (using your company ID or name) and next to the company, click the **Configure** icon.
2. From the **Online Requests** page, select **Change Virtual Card Account Type**.
3. Enter the name of the cardholder and click **Submit**.
4. Select the type of account, enter a note in the **Memo** field, and then click **Submit**.

Note: Highlighted fields are mandatory fields and must have a value entered.

5. Review the information and click **Confirm**.

View Virtual Account Security Data Request

Security data for virtual accounts is needed to make online or mail order transactions.

To complete the View Virtual Account Security Data online request:

1. From the **Online Request** page, enter the virtual account name and click **View Virtual Account Security Data**.
2. Enter the name cardholder and click **Submit**.
3. When the **View Virtual Account Security Data** page displays, click **Submit**.

The screenshot shows a form titled "View Virtual Security Accountdata". It contains a table with the following data:

Account number	Cardholder Details	Account #	Expiration	Security Code
6358	VIRTUAL ACCT 2 PRODS			

Below the table are three buttons: "Submit" (highlighted with a red box), "Cancel", and "Go Back".

A *Successfully Submitted* message displays and the full 16-digit account number, expiration and CVV2 displays.

The screenshot shows the same form as above, but now the "Account #" field is populated with the value "4485080000036358". The "Account #" field is highlighted with a red box. The "Security Code" field now displays "565".

Account number	Cardholder Details	Account #	Expiration	Security Code
6358	VIRTUAL ACCT 2 PRODS	4485080000036358		565

Below the table are three buttons: "Submit", "Cancel", and "Go Back".

Note: This Online Service Request only appears for institutions with Virtual Accounts, admins with access, and only for Virtual accounts.

Manage Online Message Types

Online Messages allow Company Administration Users and cardholders to submit a free-form message or inquiry to the FI. Message Types are used to sort messages in the Incoming Message queue so that the FI can easily identify and address different types of messages, such as account inquiries or messages reporting website issues.

The available online message types include:

- Account Inquiry
- Transaction Inquiry
- Commercial Card Program Inquiry
- Online Support Question (How do I?)
- Report a Website Issue
- Other Inquiry



Report a Website Issue

Report a website issue is an online message system used by the cardholder to report any website issue.

To submit a report an issue with the website:

1. Click the **Report a Web site Issue** icon, complete the highlighted fields that display, and then click **Send**.

The screenshot shows the 'Online Message Inquiry' interface. At the top, there are several inquiry options: 'Inquiry - Report a Web Site Issue' (highlighted with a red box), 'Inquiry - Transaction Inquiry', 'Inquiry - Account Inquiry', 'Commerical card program Inquiry', and 'Inquiry - Other Inquiry'. Below these is an 'Inquiry - Online Support Question (How do I?)' option. The main form area is titled 'Inquiry - Report a Web Site Issue' and contains two highlighted yellow input fields for 'Subject' and 'Message'. At the bottom of the form are 'Send' and 'View History Details' buttons.

2. Click **View History Details** to view the message sent history.

Transaction Inquiry

Transaction Inquiry is an online message system used to make any inquiry on cardholder transactions.

To submit a Transaction Inquiry:

1. Click the **Transaction Inquiry** icon, complete the highlighted fields that display, and then click **Send**.

The screenshot shows the 'Online Message Inquiry' interface. At the top, there are several inquiry options: 'Inquiry - Report a Web Site Issue', 'Inquiry - Transaction Inquiry' (highlighted with a red box), 'Inquiry - Account Inquiry', 'Commerical card program Inquiry', and 'Inquiry - Other Inquiry'. Below these is an 'Inquiry - Online Support Question (How do I?)' option. The main form area is titled 'Inquiry - Transaction Inquiry' and contains two highlighted yellow input fields for 'Subject' and 'Message'. At the bottom of the form are 'Send' and 'View History Details' buttons.

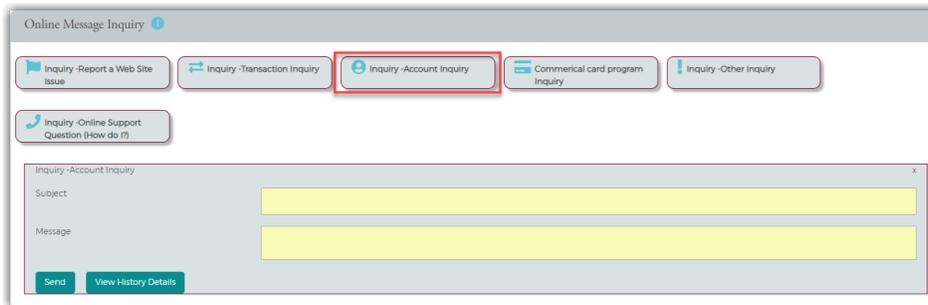
2. Click **View History Details** to view the message sent history.

Account Inquiry

Account Inquiry is an online message system used to make any inquiry on the cardholder's account.

To submit an Account Inquiry:

1. Click the **Account Inquiry** icon, complete the highlighted, and then click **Send**.



The screenshot shows the 'Online Message Inquiry' interface. At the top, there are five buttons: 'Inquiry - Report a Web Site Issue', 'Inquiry - Transaction Inquiry', 'Inquiry - Account Inquiry' (highlighted with a red box), 'Commercial card program Inquiry', and 'Inquiry - Other Inquiry'. Below these is a button for 'Inquiry - Online Support Question (How do I?)'. The main form area is titled 'Inquiry - Account Inquiry' and contains two yellow-highlighted input fields for 'Subject' and 'Message'. At the bottom of the form are 'Send' and 'View History Details' buttons.

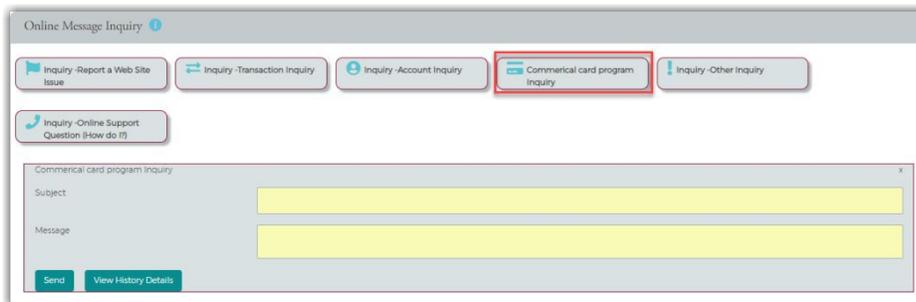
2. Click **View History Details** to view the message sent history.

Commercial Card Program Inquiry

Commercial Card Program Inquiry is an online message system used to make any inquiry on the cardholder's commercial card program.

To submit a Commercial Card Program Inquiry:

1. Click the **Commercial Card Program Inquiry** icon, complete the highlighted fields, and then click **Send**.



The screenshot shows the 'Online Message Inquiry' interface. At the top, there are five buttons: 'Inquiry - Report a Web Site Issue', 'Inquiry - Transaction Inquiry', 'Inquiry - Account Inquiry', 'Commercial card program Inquiry' (highlighted with a red box), and 'Inquiry - Other Inquiry'. Below these is a button for 'Inquiry - Online Support Question (How do I?)'. The main form area is titled 'Commercial card program Inquiry' and contains two yellow-highlighted input fields for 'Subject' and 'Message'. At the bottom of the form are 'Send' and 'View History Details' buttons.

2. Click **View History Details** to view the message sent history.

Other Inquiry

Other Inquiry is an online message system used by the cardholder to make any other inquiry.

To submit an Other Inquiry

1. Click the **Other Inquiry** icon and complete the highlighted and then click **Send**.

The screenshot shows the 'Online Message Inquiry' window. At the top, there are several buttons: 'Inquiry-Report a Web Site Issue', 'Inquiry-Transaction Inquiry', 'Inquiry-Account Inquiry', 'Commerical card program Inquiry', and 'Inquiry-Other Inquiry'. The 'Inquiry-Other Inquiry' button is highlighted with a red border. Below these buttons is another button: 'Inquiry-Online Support Question (How do I?)'. Below that is a form titled 'Inquiry-Other Inquiry' with two yellow highlighted input fields for 'Subject' and 'Message'. At the bottom of the form are 'Send' and 'View History Details' buttons.

2. Click **View History Details** to view the message sent history.

Online Support Question (How do I?)

Online Support Question is an online message system used to support the online queries of the cardholder.

To submit an Online Support Question:

1. Click the **Online Support Question (How do I?)** icon and complete the highlighted fields that display and then click **Send**.

The screenshot shows the 'Online Message Inquiry' window. At the top, there are several buttons: 'Inquiry-Report a Web Site Issue', 'Inquiry-Transaction Inquiry', 'Inquiry-Account Inquiry', 'Commerical card program Inquiry', and 'Inquiry-Other Inquiry'. Below these buttons is another button: 'Inquiry-Online Support Question (How do I?)'. This button is highlighted with a red border. Below that is a form titled 'Inquiry-Online Support Question (How do I?)' with two yellow highlighted input fields for 'Subject' and 'Message'. At the bottom of the form are 'Send' and 'View History Details' buttons.

2. Click **View History Details** to view the message sent history.

Implement Spend Restrictions

Depending on your user security profile, you can manage spending restrictions for your commercial card program. Start with Merchant Group Code (MGC) definitions to manage spending restrictions. An MGC definition contains a specific category of Merchant Category Codes (MCCs). Refer to the Online MCC List for the available codes and choose the MCCs to include in an MGC definition. These definitions must be included before the spending limits are set.

Spending limits are rules that limit card usage by the dollar amount, the number or transactions within an MGC definition, or both. Commonly, spending limits are set up with a decline response. Transactions that qualify for MGC definitions that violate transaction amount or count criteria are not authorized. You can establish spending limits for a time period that you can determine or select a time period from a drop-down list.

Spending limits are set for a company, sub level or cardholder account. Set the initial spending limit for at least one period. Adding limits for other periods is considered a change or modification. In addition, the same MGC is then displayed for all time periods. The amount, count, and response criteria, however, can remain undefined, and differ from the other time periods.

If a sub level or cardholder account spending limit is added to a company, be sure to set up all criteria that must be applied at each level. The system applies the spending limit to the lowest level it finds. For example, a company hierarchy can consist of a company, and one or more sub levels. Cardholder accounts can be set up under a company, or under any sub level. A spending limit set for a cardholder account takes precedence over sub level and company limits, and a spending limit set for a sub level takes precedence over one set for a company.

If an MGC definition is deleted from a spending limit, the definition is removed from every time period. If the spending limit to an MGC definition is to be applied for one period, but not another, leave the Transaction Amount, Transaction Count, or Response Code fields blank for the MGC definition for the period that the spending limit does not apply to. If criteria already exist for an MGC definition, delete the criteria but keep the MGC definition. The MGC definition can be deleted only if the plan is to eliminate all spending limits for that definition for all time periods by selecting the Delete All Spending Limits option. If all the spending limits for a particular cardholder account, a sub level, or a company is to be removed, delete these limits. A spending restriction can be deleted from one-time period only. In this case, the Transaction Amount, Transaction Count, and Response Code for all the groups under that time period must be deleted.

- MGC definitions can be set without applying spending criteria to approve or decline transactions with the Exclude MGC option.
- You can approve or decline transactions for undefined MCCs with the Other Merchants option.
- An MCC add/change/delete, or a Spending Limit add/change/delete is passed to the Incoming Messages Queue if the request is unable to be processed in a real-time manner.

Spend Restrictions Online Requests

Based on the administrative access, company administrators can implement authorization restrictions to manage the risk of their commercial card programs. The access to manage codes and restrictions is based on administrative access set by the Financial Institution.

Administrative access is one of the following:

- No access – The institution is creating the groups and restrictions on your behalf
- Access to Manage groups and/or restrictions (Add, Change, or Delete)
- View Only access

The institution may create groups of codes on the request made, or own groups can be created. Based on the administration group and company access, the administration user can:

- Create groupings of Merchant Category Codes (MCG)
- Restrict spending to that group, or to all merchants except that group
- Set # and \$ restrictions to that group

Spending Restrictions are set by:

- Cardholder, Sub level, or Company
- Time Period
- Frequency (#) and Amount (\$)

Authorization requests are declined if a request:

- Exceeds the Count
- Exceeds the Amount
- Is from a restricted MCG

Two features work together to enable and establish spending limits and general criteria for approving or declining transactions:

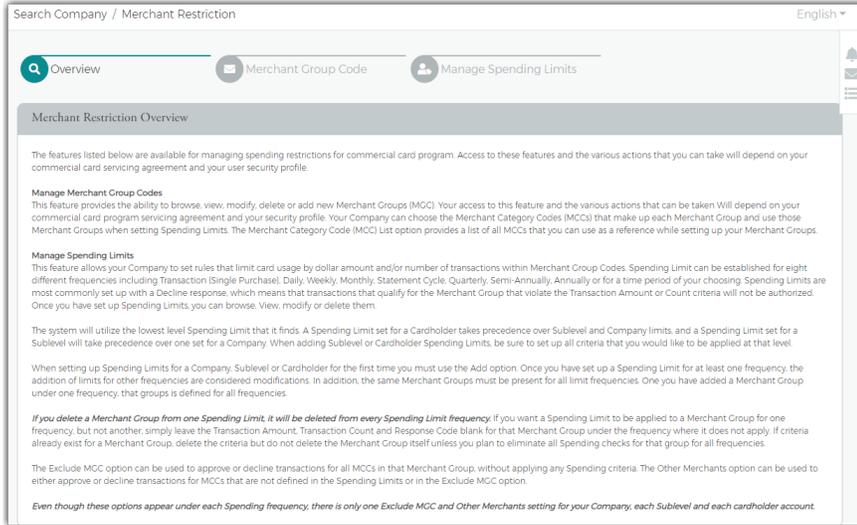
- Manage Merchant Group Codes (MGC)
- Manage Spending Limits

Note: All changes made to company and cardholder spending limits are processed on a real time basis. If an error prevents a submission in real time, the request is submitted to the institution's Incoming Messages queue for manual review and update.

To implement authorization restrictions:

1. From the **Company Search Results** page, click the **Online Request** icon.
2. From the **Online Requests** page displays, select **Manage Spending Restriction**.

The Merchant Restriction page displays.



Merchant Restrictions Overview

If you select the Manage Spending Restrictions from the online service request types, the Merchant Restrictions Overview page appears. Please review this to understand how the process works in eZBusiness.

The following table describes the elements of the **Merchant Restriction** page:

Element	Description
Merchant Restriction Overview	This section shows general information about the Manage Spending Restrictions option.
Merchant Group Code	Click this option to view, modify, delete, and add Merchant Group Code (MGC) definitions.
Manage Spending Limits	Click this option to view, modify, delete, and set spending (velocity) limits for an MGC definition, or set general criteria for approving or declining an MGC or MCCs.

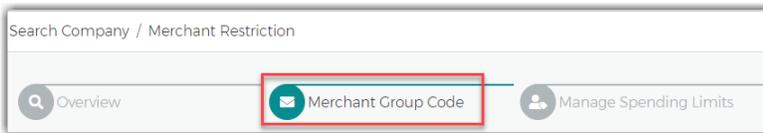
Merchant Group Codes (MGC)

Merchant Group Codes (MGCs) contain the Merchant Category Codes (MCCs) to include in or exclude from Spending (Velocity) Limits, which are group restriction parameters. eZBusiness enables you to create one or more groupings of Merchant Category Codes and then place restrictions on the groups.

Manage Merchant Group Codes

To create one or more groupings of Merchant Category Codes:

1. From the **Merchant Restriction** page, select **Merchant Group Code**.



The Merchant Group Code page displays.

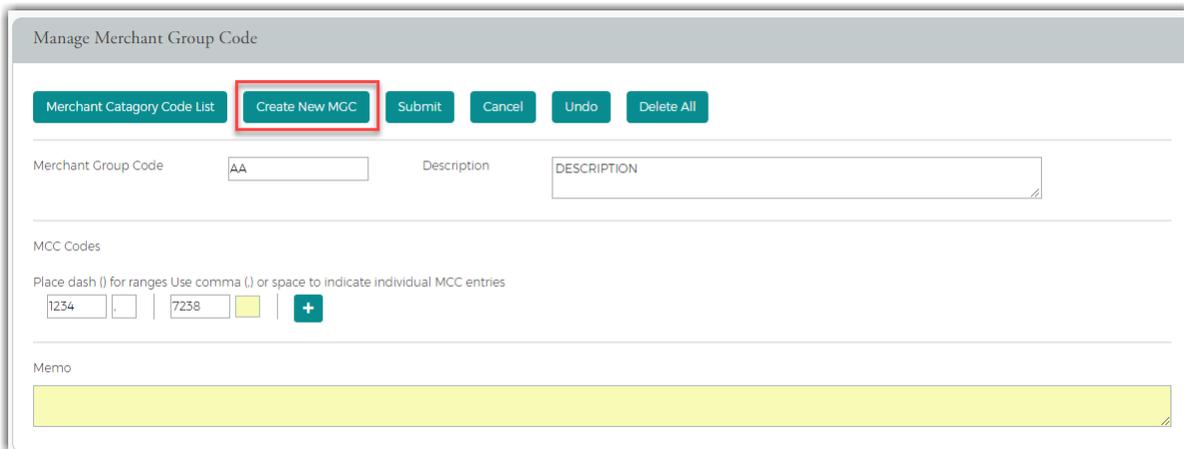
A screenshot of the "Manage Merchant Group Code" page. At the top, there are buttons for "Merchant Category Code List", "Create New MGC", "Submit", "Cancel", "Undo", and "Delete All". Below these are two input fields: "Merchant Group Code" with the value "AA" and "Description" with the value "DESCRIPTION". Underneath is a section for "MCC Codes" with the instruction "Place dash (|) for ranges Use comma (,) or space to indicate individual MCC entries". It shows two input boxes with "7234" and "7238" and a plus sign button. At the bottom is a "Memo" field with a yellow background.

The following table describes the icons available on the Manage Merchant Group Code section:

Icon	Description
	Displays the MCC list including the MCC Code, Description and the date updated.
	Click to create a new Merchant Group Code.
	Submits the request.
	Cancel the request and takes you back to the Online Requests page.
	Select this button to clear any changes and return to the unchanged values in the MGC record.
	You can delete an MGC only if you deleted, previously, the MGC from the spending limits that used it. If you delete an MGC and the associated spending limits are not deleted, an error message is received.
	Opens up additional fields for MCC codes to be included in the MGC

Add a Merchant Group

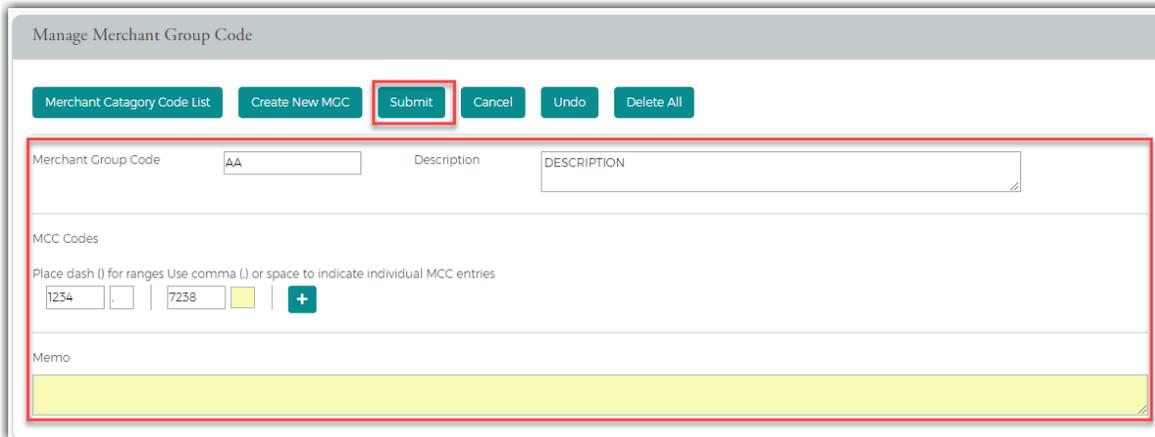
- From the **Merchant Group Code** page, click **Create New MGC**.



The screenshot shows the 'Manage Merchant Group Code' interface. At the top, there is a navigation bar with buttons: 'Merchant Category Code List', 'Create New MGC' (highlighted with a red box), 'Submit', 'Cancel', 'Undo', and 'Delete All'. Below this, there are two input fields: 'Merchant Group Code' with the value 'AA' and 'Description' with the value 'DESCRIPTION'. Underneath, there is a section for 'MCC Codes' with a note: 'Place dash () for ranges Use comma (,) or space to indicate individual MCC entries'. It shows two input boxes with values '1234' and '7238', and a plus sign button. At the bottom, there is a 'Memo' field with a yellow background.

2. Enter the following information and then click **Submit**.

- Merchant Group Code – type the code for the new group
- Description – type a description for the new group
- MCC Codes – enter the MCC codes to be included in the new MGC. Note: The plus icon allows you to enter multiple MCC codes.
- Memo – type a note in the **Memo** field



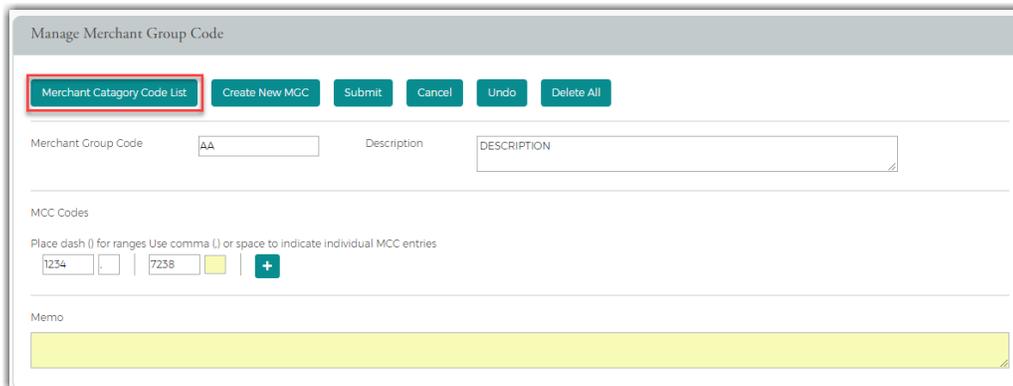
The screenshot shows the 'Manage Merchant Group Code' form. At the top, there are five buttons: 'Merchant Category Code List', 'Create New MGC', 'Submit', 'Cancel', and 'Delete All'. The 'Submit' button is highlighted with a red box. Below the buttons, there are two input fields: 'Merchant Group Code' with the value 'AA' and 'Description' with the value 'DESCRIPTION'. Underneath, there is a section for 'MCC Codes' with a note: 'Place dash () for ranges Use comma (,) or space to indicate individual MCC entries'. There are two input boxes containing '1234' and '7238', a plus sign button, and a yellow highlight. At the bottom, there is a 'Memo' field with a yellow highlight.

Note: You can click the Merchant Category Code List icon to display the MCC list. Clicking the icon within the list adds the MCC code to the MCC Codes section.

3. Review the information and click **Confirm**.

Merchant Category Code (MCC) List

The available Merchant Category Codes can be viewed to include in the spending restrictions by clicking the Merchant Category Code List icon on the Manage Merchant Group Code (MGC).



The screenshot shows the 'Manage Merchant Group Code' form. At the top, there are five buttons: 'Merchant Category Code List', 'Create New MGC', 'Submit', 'Cancel', and 'Delete All'. The 'Merchant Category Code List' button is highlighted with a red box. Below the buttons, there are two input fields: 'Merchant Group Code' with the value 'AA' and 'Description' with the value 'DESCRIPTION'. Underneath, there is a section for 'MCC Codes' with a note: 'Place dash () for ranges Use comma (,) or space to indicate individual MCC entries'. There are two input boxes containing '1234' and '7238', a plus sign button, and a yellow highlight. At the bottom, there is a 'Memo' field with a yellow highlight.

The MCC List displays.

MCC Code	Description	Date Updated
0000	Payment Adjustment Fee or Finance Charge	
0742	Veterinary Services	
0763	Agricultural Cooperatives	
0780	Landscaping And Horticultural Services	
1520	General Contractors-Residential And Co	
1711	Heating Plumbing Air Conditioning	
1731	Electrical Contractors	
1740	Masonry Stonework Tile Setting Plaster	
1750	Carpentry	

The following fields display within the **Manage Merchant Group Code** page:

Element	Description
MCC Code	This is an entry field to search for an MCC Code. To sort by MCC Code, click the MCC Code link. All codes that contain the entered value display.
Description	This is an entry field to search for an MCC Description. To sort by Description, click the Description link. All MCC codes that contain the entered description display.
Date Updated	This is an entry field to search for the most recently updated MCC Codes. To sort by the date an MCC Code was last updated, click the Date of Last Update link.

Changing Merchant Groups

Depending on your access rights, you can modify or delete a new Merchant Group Code (MGC). To change a merchant group:

1. From the **Manage Merchant Group Code Online Request**, click the **Undo** button.
2. Click in the **Merchant Group Code** field and select the two-digit code to change from the field list.
3. Make your changes to the description and MCC codes as needed and type a note in the **Memo** field and then click **Submit**.

The screenshot shows the 'Manage Merchant Group Code' form. At the top, there are several buttons: 'Merchant Category Code List', 'Create New MCC', 'Submit', 'Cancel', 'Undo', and 'Delete All'. The 'Submit' button is highlighted with a red box. Below the buttons, there are two input fields: 'Merchant Group Code' and 'Description', both highlighted with red boxes. Underneath, there is a section for 'MCC Codes' with a '+' button and instructions: 'Place dash () for ranges Use comma () or space to indicate individual MCC entries'. At the bottom, there is a 'Memo' field, also highlighted with a red box.

4. Review the information and click **Confirm**.

Manage Spending Limits

Spending limits are rules that limit company/sublevel or card usage by dollar amount, the number or transactions within a Merchant Group Code (MGC) definition, or both. The limits are created and modified on the Manage Spending Limits page.

You can manage these limits by completing the fields and submitting this service request through one of the following options:

- For a single addition or change to an MGC, enter data into the columns at the bottom of the page.
- For numerous additions and changes, complete the fields in the Maintain Spending Limits section in the center of the page. For additional information, see the *Merchant Group Selection* section.

Adding a Spending Limit

To manage spending restrictions, a spending (velocity) limit needs to be set on a Merchant Group Code (MGC) definition. These restrictions can be set at the company, sub-level or at an account level. To add a Spending Limit to a Merchant Group Code:

1. From the **Merchant Restriction** page, select **Manage Spending Limits**.

The **Manage Spending Limits** page displays.

Search Company / Merchant Restriction English

Overview | Merchant Group Code | **Manage Spending Limits**

Hierarchy

Company Level | Account Level

Company Sub Level: THE FLOWER SHOP- Default

Manage Spending Limits

Period: C-Cycle Delete All Spending Restrictions

Maintain Spending Limits

Merchant Group Code Selection: [Show MGC List](#)

Set Transaction Limits: Set Transaction Count:

Transaction Response: Transaction Response:

[Reset](#) [Apply Limits](#)

The fields below will populate based on current or new settings assigned above. Please review the defined spending limits and edit as appropriate prior to submitting.

MGC Mapping

MGC	Transaction Limit	Transaction Response	Count	Count Response
AL	500	Approve all transactions for selected MC	500	Approve all transactions for selected MC
DL		No Selection		No Selection

Other Merchants Response: Exclude MGC: Response:

Memo:

[Submit](#) [Cancel](#)

- In the **Maintain Spending Limits**, select the applicable cycle from the **Period** field and additional fields as needed, and then click **Apply Limits**.

Note: The table at the end of this section provides details on each of the fields on the page.

The restrictions appear in the MGC Mapping section. You can edit the information, delete an MGC or add additional MGCs in this section.

- Complete the **Exclude MGC** and **Response** fields, if needed.
- Enter a note in the **Memo** field and click **Submit**.
- Review the information and click **Confirm**.

The following table describes the elements of the **Manage Spending Limits** page:

Element	Description
Hierarchy	
Company Level	Select company level hierarchy.
Company Sub Level	To limit a company level, select the level to restrict from the Company/Sub-level field box.
Account Level	Select account level hierarchy. When account level is selected, additional fields display – Account and Account Level Restrictions .

Element	Description
Account	To limit an account, select the cardholder account. Type the name of the cardholder in the Account box. As you begin typing, a field will appear with name of the cardholders.
Account Level Restrictions	<p>Select Enable Restriction or Disable Restriction.</p> <ul style="list-style-type: none"> ▪ Enable Restrictions – Select this option in the following cases: <ul style="list-style-type: none"> ▪ To restrict a cardholder account ▪ If return restrictions to a cardholder account where restrictions were previously disabled ▪ Disable Restrictions – Select this option to disable restrictions
Manage Spending Limits	
Period	Select the period that the restrictions are in effect for from the field list: Cycle, Daily, Weekly, Monthly, Quarterly, Yearly, Transaction, Other
Other Days	This is a required field when the other option is selected from the Period field. This sets a revolving number of days in which the set limit cannot exceed. For example, if the days are set to 180 and the amount is set to \$500.00, the account has 180 days to spend up to the maximum limit. If the maximum amount is met within 180 days, the account must wait until 180 days expires. At that time, the days reset, and purchases are allowed on the account at merchants with an MCC code defined under the specific Merchant Group Code (MGC).
Delete All Spending Restr	Select the check box to permanently delete all of the spending limits FOR ALL PERIODS, for the selected company, sub-level, or an account.
Maintain Spending Limits	
Merchant Group Code Selection	Click the Show MGC List button and a list of MGC's will appear. Select the MGC from the list. The MGCs selected from the list appear in the MGC column after clicking Apply Limits . MGCs actively used for the selected company/sublevel or account are indicated in this list with an asterisk. Note: <i>You are also able to view the MGC detail by clicking the Show MGC Detail button in the field list.</i>
Set Transaction Limits	This field is optional. Enter the maximum dollar amount allowed on a transaction within the selected Period . Example: Enter 501 to set the limit for \$500.
Transaction Response	<p>Select an option from the field list. This field is optional. If you entered a transaction dollar amount, the system's default response is Decline. You can change the response as needed:</p> <ul style="list-style-type: none"> ▪ Approve all transactions for the selected MGCs. ▪ Decline transactions above the entered value.

Element	Description
Set Transaction Count	This field is optional. Enter the maximum number of transactions to allow within the selected Period . This option cannot be set for Transaction Spending Limits. Example: 30
Transaction Response	Select an option from the field list. This field is optional. If you entered a transaction dollar amount, the system's default response is Decline. You can change the response as needed: <ul style="list-style-type: none"> Approve all transactions for the selected MGCs. Decline transactions above the entered value.
	Select this button to clear any changes and return to the unchanged values.
	Select this button to apply the selections in the Maintain Spending Limits section. The selection results appear in the columns of the Spending Limits form. If necessary, the data can be edited by modifying or deleting the values from the form directly.
MGC Mapping	
MGC	The Merchant Group Code
Transaction Limit	This field is optional. Enter or change the maximum dollar amount allowed on an MGC. If you selected and applied transaction limits to MGCs from the Select MGC drop down list in the Maintain Spending Limits section, the corresponding values appear in this column.
Transaction Response	If you selected and applied a transaction response to MGCs from the Select MGC drop down list in the Maintain Spending Limits section, the selected corresponding values appear in this column.
Count	If you selected and applied a transaction count to MGCs from the Select MGC drop down list in the Maintain Spending Limits section, the corresponding values appear in this column.
Count Response	If you selected and applied limits to MGCs from the Select MGC drop down list in the Maintain Spending Limits section, the corresponding values appear in this column.
	The delete icon allows you to delete the Spend Limits for that row.
	The add icon allows you to add additional Spend Limits.

Delete all Spend Limits

To delete all spending limits for all time periods for all cardholders:

1. From the **Merchant Restriction** page, select **Manage Spending Limits**.
2. From the **Hierarchy** selection, select **Company** and **Company Sub Level** or **Account Level and Account**.
3. Click **Delete All Spending Restrictions** and click **Submit**.

The screenshot shows a web interface with two main sections. The top section, titled "Hierarchy", contains two columns of options. The left column has a radio button for "Company Level" and a dropdown menu for "Company Sub Level" currently set to "THE FLOWER SHOP- Default". The right column has a radio button for "Account Level" and a text input field for "Account" with the placeholder "Search Cardholder". Below these is a section for "Account Level Restriction" with radio buttons for "Enable Restriction" and "Disable Restriction". A note at the bottom of this section reads: "To make changes to Account Level Restrictions 'Enable' must be selected. To suspend use of Account Level Spending Restrictions 'Disable' must be selected". The bottom section, titled "Manage Spending Limits", includes a "Period" dropdown set to "Other", a button labeled "Delete All Spending Restrictions" (highlighted with a red box), and "Other Days" input fields.

Note: A message appears on the confirmation page if restrictions are tied to an MGC you attempt to delete.

4. Review the information and click **Confirm**.

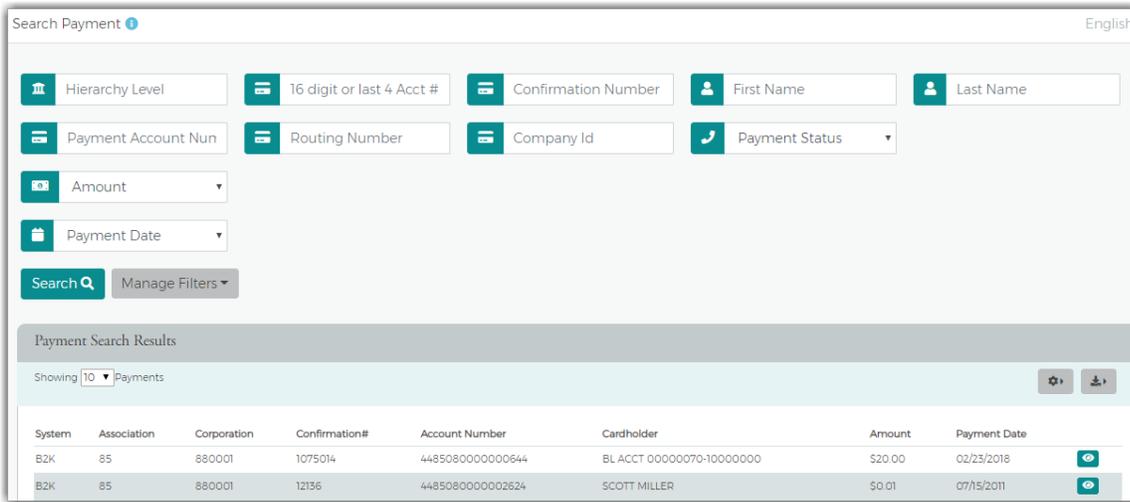
Manage Payments

Important: Depending on your security rights, you may or may not see all the options shown in this guide.

Search for a Payment

To search for a payment:

1. From the navigation menu, select **Account Management > Search Payment**.
2. Enter one or any combination of search options and click **Search**.



Note: Click **Manage Filters** to select the filter search results.



The following table describes the search elements on the **Search Payment** page.

Element	Description
Hierarchy	Hierarchy level
Account #	Account number
Confirmation #	The confirmation number received when the payment was made
First Name	Cardholder's first name.

Element	Description
Last Name	Cardholder's last name.
Payment Account #	The checking or savings account number used to make the payment
Routing #	The checking or savings routing number used to make the payment
Company ID	The company ID
Payment Status	The status of the payment – All, Cancelled, Pending, Processing, Processed
Payment Amount	Search by the amount of the payment. Select an option from the field list – Equal to, Between, Higher than, Smaller than. Once a selection is made, a field will appear to enter the amount.
Payment Date	Search by the date of the payment. Select an option from the field list – Equal to, Between, After, Before. Once a selection is made, a field will appear to enter the date.

The following table describes the icons available in the **Payment Search Results** section:

Icon	Description
	View payment details

Download Payment Search Results

You can download the search results to the following formats:

- Excel/Spreadsheet (.csv) format
- Excel
- Text (tab spacing) format

To download the results:

1. Click the download icon in the **Payment Search Results** section.



2. Click the format option that you want and save the file to a specified location on your computer.



View Payment Details

To view the details of a payment, from the **Search Payment** page, select **View Payment Details** for the payment.

System	Association	Corporation	Confirmation#	Account Number	Cardholder	Amount	Payment Date
BZK	85	880001	1075014	4485080000000644	BL ACCT 00000070-10000000	\$20.00	02/23/2018

The **Payment Details** page displays.

Account #:	4485080000000644	Payment type:	One Time	Payment Status:	Cancelled
Payment Entered/Modified Date:	02/22/2018	Confirmation#:	1075014	Payment Account Number:	My Account ▾
FI Name:	My FI	Payment Account Number:	123123123	Routing Number:	11111118
Payment Account Type:	Checking	Amount:	\$20	Payment Date:	02/23/2018
Memo:		Additional Email:		Resend confirmation Email to the address provided:	<input type="checkbox"/>

The following table describes the elements of the **Payment Details** page:

Element	Description
Account Number	The account that the payment was made on
Payment Type	The type of payment: one-time or recurring
Payment Status	The status of the payment – Cancelled, Pending, Processing, Processed
Payment Entered / Modified Date	Date the payment was entered or modified
Confirmation #	The confirmation number of the payment
Payment Account Name	Nickname given for the payment account when it was set up
FI Name	Institution name of payment account
Payment Account #	The checking or savings account number used to make the payment
Routing Number	The routing number for the payment account
Payment Account Type	The type of account used to make the payment – checking or savings.
Amount	The amount of the payment

Element	Description
Payment Date	The date the payment was made
Memo	Data entered into the memo field
Additional Email	Email address of any additional Administration User that received notification of the payment
Resent Confirmation Email	If selected, a confirmation is sent again to the email address on the account
Update Payment	Click to update the payment.
Cancel Payment	Click to cancel the payment.

View Payment History

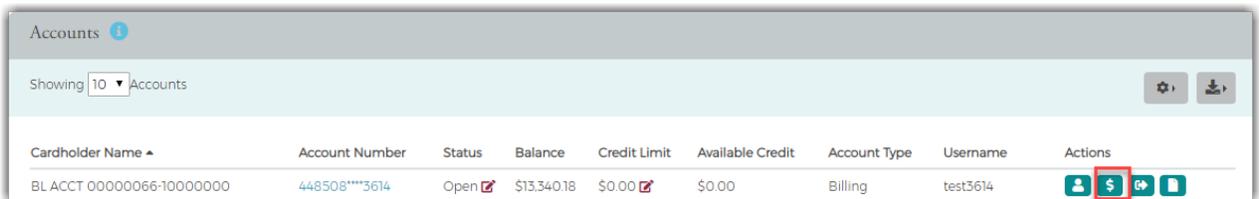
The payment history for an account consists of all payments on the MyCardStatement site within the last eighteen months, including pending and canceled payments. Payments with a *pending* status can also be updated or canceled.

To view the online payment history for a commercial card account:

- From the **Company Management, Search Company** page, select **Account List** for the company to view the payment history for.



- Click the **payment** icon, to select the account to view the payment history.



The Payments page displays.

Search Company / Payments



Payments submitted after 5PM EST on a business day will be credited to your account on the following business day

Make Payments ⓘ

Payment Accounts	Cardholder Account	Amount	Payment Date	Memo	Send Confirmation to Email Address
<input type="text"/>	BL ACCT 00000066-10000000(*3614)	<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text"/>	danielle.mcinskey@fisglobal.com <input type="checkbox"/>

[Add More](#) [\\$ Pay](#) [Go Back](#)

Payment History ⓘ

Cardholder Name	Payment Accounts	Amount	Date To Make Payment	Payment Date	Admin User	Payment type	Status	Email Address 1
BL ACCT 00000066-10000000 (3614)	123456****4567	\$10.00	04/24/2016	04/24/2016	E1055500	One Time	Processed	
BL ACCT 00000066-10000000 (3614)	555****555	\$4.00	06/29/2017	06/29/2017	E0115021	One Time	Processed	*****@fisglobal.com

The following table describes the information on the **Payment History** page.

Element	Description
Name of the cardholder	The name of the cardholder and the last 4 digits of their account.
Payment Accounts	The checking or savings account number of the account accessed for an online payment. The account number is masked with the exception of the first 6 and last four digits.
Amount	The amount of the payment.
Date to Make Payment	The date the payment is to be made.
Payment Date	The date of the payment.
Admin User	The ID of the administration user that made the payment.
Payment Type	The payment type: one-time or recurring.
Status	Payment status either <i>Pending</i> , <i>Processing</i> , <i>Processed</i> , or <i>Cancelled</i> .

Viewing Account Level Payment Accounts

To view payment history:

1. From the **Company Management/ Search Company** page, select **Account List** for the company to view the payment history.

System	Association	Corporation	Company	Company Name	Status	Actions
B2K	85	880001	00000066	THE FLOWER SHOP	Open	

2. Click the **payment** icon, to select the account to view the payment history.

Cardholder Name	Account Number	Status	Balance	Credit Limit	Available Credit	Account Type	Username	Actions
BL ACCT 00000066-10000000	448508****3614	Open	\$13,340.18	\$0.00	\$0.00	Billing	test3614	

The **Payment Accounts** section displays under **Payment History**.

Account Nickname	Account Type	Account Number	Routing Number	Status	Actions
fud	Checking	*9514	121000358	Active	
payer	Checking	*1455	121000358	Active	
b of a checking	Checking	*555	221375378	Active	
Test Checking Prod	Checking	*4567	121000358	Active	
My checking3	Checking	*1234	11111118	Active	
jes	Checking	*9876	121000358	Active	

[+ Add New](#)

Viewing Company Payment Accounts

The Payments page allows you to view existing payment accounts and set up payment accounts that can be used for making account payments online. To view information about an existing account:

From the **Company Management, Search Company** page, click the **payment** icon for the company to view the payment account for.

System	Association	Corporation	Company	Company Name	Status	Actions
B2K	85	880001	00000066	THE FLOWER SHOP	Open	

The **Payment Accounts** section is below the **Select Accounts To Make Payments** section.

Account Nickname	Account Type	Account Number	Routing Number	Status	
jes	Checking	*9876	121000358	Active	
payer	Checking	*1455	121000358	Active	
My checking3	Checking	*1234	111111118	Active	
b of a checking	Checking	*555	221375378	Active	
fud	Checking	*9514	121000358	Active	
Test Checking Prod	Checking	*4567	121000358	Active	

[+ Add New](#)

The following table describes the information on the Payment History page.

Element	Description
Account Nickname	A unique name assigned by the cardholder to identify the account. This is referred to on the MyCardStatement as Payment Account.
Account Type	The type of account – checking or savings.
Account Number	The checking or savings account number of the account to be accessed for the online payment.
Routing Number	The nine-digit routing number used to identify the Financial Institution from which the funds are withdrawn for the online payment.
Status	The status of the online payment, either <i>Pending</i> , <i>Completed</i> , or <i>Canceled</i> .

Add Payment Accounts

The Payments page allows you to set up multiple checking or savings accounts to be used as payment accounts to pay your cardholder’s bill online. It also lists any active or canceled payment accounts. You can create an unlimited number of payment accounts. Once a payment account is created, it can be used immediately to make an online payment.

To add a Payment Account:

1. From the **Payments** page, click **Add New** in the **Payment Accounts** section.

Account Nickname	Account Type	Account Number	Routing Number	Status	
checking	Checking	*3456	111111118	Active	

[+ Add New](#)

- Complete all the fields and click **Save**.

The screenshot shows a form titled "Payment Accounts" with a help icon. The form contains six input fields: "Account Type" (a dropdown menu with "Checking" selected), "Financial Inst Name" (text input with "Test Bank"), "Name on Account" (text input with "Test"), "Routing Number" (text input with "12345678"), "Account Number" (text input with "001122334455"), and "Account Nickname" (text input with "Test"). A "Save" button is highlighted with a red box, and a "Cancel" button is visible to its right.

Note: The **Payment Accounts** section lists all of the active and deleted payment accounts, which can be used to pay the cardholder's accounts online.

The following table describes the information in the **Payment Accounts** section.

Element	Description
Account Nickname	A unique name assigned to identify the account.
Account Type	Identifies if the payment account is from a savings or checking account.
Account Number	The checking or savings account number of the account to be accessed for the online payment.
Routing Number	The nine-digit routing number used to identify the Financial Institution from which the funds are withdrawn for the online payment.
Status	The status of the payment account.
	Edit the payment account information
	Delete the payment account

The following table describes the elements on the **Add Payment Account** page.

Element	Description
Account Type	Identifies if the payment account is from a savings or checking account.
Financial Inst Name	The Financial Institution of the checking or savings account where funds are withdrawn when making an online payment towards the cardholder account.
Name on Account	The name of the registered account holder.
Routing Number	The nine-digit routing number used to identify the Financial Institution from which the funds are withdrawn for the online payment.

Element	Description
Account Number	The checking or savings account number of the account to be accessed for the online payment.
Account Nickname	A unique name assigned to identify the account.

Change Payment Account Information

To change payment account information:

- From the **Payments** page, click the **edit payment account** icon next to the account to update.

The screenshot shows a table titled "Payment Accounts" with the following columns: Account Nickname, Account Type, Account Number, Routing Number, and Status. A single row is visible with the following data: Account Nickname: checking, Account Type: Checking, Account Number: *3456, Routing Number: 11111118, Status: Active. To the right of the row, there are two icons: a pencil icon (highlighted with a red box) and a trash can icon. Below the table is a "+ Add New" button.

- Make the necessary edits and click **Update**.

The screenshot shows the "Payment Accounts" edit form. It contains several input fields: Account Type (dropdown menu set to "Checking"), Financial Inst Name (text field with "abc bank"), Name on Account (text field with "checking 1"), Routing Number (text field with "11111118"), Account Number (text field with "*3456"), and Account Nickname (text field with "checking"). At the bottom right, there are two buttons: "update" (highlighted with a red box) and "Cancel".

Delete a Payment Account

To delete a payment account information:

- From the **Payments** page, click the **Delete Payment Account** icon next to the account to delete.

The screenshot shows the "Payment Accounts" table with the same data as in the previous screenshot. The trash can icon to the right of the row is highlighted with a red box. The "+ Add New" button is visible below the table.

- Click **Confirm**.

The screenshot shows a dialog box titled "Delete Payment Cnf Msg". It contains two buttons: "Confirm" (highlighted with a red box) and "Cancel".

ACH Payment Returns/Locked Accounts

ACH payment returns can occur when cardholders continue to initiate payments using the same bank accounts that have been rejected, sometimes multiple times, by the Federal Reserve.

A Locked Payment Accounts table houses the locked payment records. This table is used when the new Payment Accounts are added to verify their status. This table is locked for multiple users, (everyone on the account), if applicable. Disabled payment accounts are unavailable for use to schedule a payment and disables recurring payments.

Disabled Payment Accounts

Temporarily Locked Payment Accounts - The following applies to accounts that are locked temporarily:

- Only Pending Payments apply to this activity. If they are already in a Processing status, they are not changed.
- The pending payments that are tied to a payment account that is temporarily locked are not chosen for processing, the status of the payment account can be identified by the status in the new Locked Payment Accounts table.
- This affects all Pending Payments for this payment account, no matter how far in the future they are scheduled.
- When the Payment Account is Unlocked, the Payment Status is changed to Pending. This also applies to future dated payments, no matter how far in the future they are scheduled.
- Only Transactions with the status Disabled can be changed to Pending (WILLPROCESSION).
- The payment is then Processed if the date of the Payment is still valid for processing.
- The Unlocked Alert advises a review of Pending payments.

Note: Payments are cancelled for permanently locked payment accounts.

Making a One-Time Payment

Administrators may make payments to individual and billing commercial card accounts. The one-time payment feature allows you to schedule one or more online payments for a current or future payment date. You can schedule a payment for a future date of up to 60 days. Once the payment is made, the payment amount is automatically deducted from the designated account.

Note: If you have not yet set up a payment account, the Payment Account page displays. Before making a payment, you must first have a Payment Account. Refer to Adding a Payment Account for more information.

To make a one-time payment on an account:

1. From the **Company Management/ Search Company** page, click the **payment** icon for the company to view the payment account for.



- Select the account(s) that you are making a payment on and click **Make Payments**.

Note: The payment accounts that are set up also appear on the page in the **Payment Accounts** section. You can edit and delete existing payment accounts and add new accounts from this page.

- Complete the required fields and then click **\$Pay**.

Note: If the payment is made before 5:00 P.M. EST, the payment posts to the account on the same day. If the payment is made after 5:00 P.M. EST, the payment posts to the account on the next business day. If the payment is made on a Saturday or Sunday, the payment posts to the account on the following Monday.

The following table describes the elements in the **Make Payments** section:

Element	Description
Payments Account	The account name or nickname of the payment account to be used for making the payment. Select the payment account from the field list.
Payment Amount	You can type in an amount or select from one of the field options (Statement Balance, Balance, Minimum Payment Amount)

Element	Description
Payment Date	Select the date that you want the payment made.
Memo	Additional identifying information about the payment for the cardholder's records. This memo will also display in the payment confirmation e-mail.
Email Address	Specifies the e-mail address where the payment confirmation is sent. The email address field is auto populated with your email address but can be changed.

The following table describes the icons available in this section:

Icon	Description
Make Payments	
	Process the payment
	Split the payment
	Delete the payment
Payment Accounts	
	Edit payment account
	Delete payment account

Update a Payment

Important: You can update payments only when the payment status is *Pending*.

To update a payment:

1. From **Account Management**, select **Search Payment**, and then click the view payment details icon.

Payment Search Results							
System	Association	Corporation	Confirmation#	Account Number	Cardholder	Amount	Payment Date
B2K	85	880001	454823	4485080000003614	BL ACCT 00000066-10000000	\$10.00	04/24/2016

2. To update the payment, click the **update payment** icon.

Payment Details					
Account #:	4C [redacted] 4	Payment type:	One Time	Payment Status:	Pending
Payment Entered/Modified Date:	07/11/2019	Confirmation#:	[redacted]	Payment Account Number:	[redacted]
FI Name:	[redacted]	Payment Account Number:	[redacted]	Routing Number:	[redacted]
Payment Account Type:	Checking	Amount:	\$654.86	Payment Date:	07/25/2019
Memo:	[redacted]	Additional Email:	[redacted]	Resend confirmation Email to the address provided	<input type="checkbox"/>
<input type="button" value="Update Payment"/> <input type="button" value="Cancel Payment"/> <input type="button" value="Go Back"/>					

Cancel a Payment

Important: You can cancel payments only when the payment status is *Pending*.

To cancel a pending payment, click **Cancel Payment** on the **Payment Details** page.

Payment Details					
Account #:	4C [redacted] 4	Payment type:	One Time	Payment Status:	Pending
Payment Entered/Modified Date:	07/11/2019	Confirmation#:	[redacted]	Payment Account Number:	[redacted]
FI Name:	[redacted]	Payment Account Number:	[redacted]	Routing Number:	[redacted]
Payment Account Type:	Checking	Amount:	\$654.86	Payment Date:	07/25/2019
Memo:	[redacted]	Additional Email:	[redacted]	Resend confirmation Email to the address provided	<input type="checkbox"/>
<input type="button" value="Update Payment"/> <input type="button" value="Cancel Payment"/> <input type="button" value="Go Back"/>					

Note: After you cancel a payment, fields on the **Payment Details** page are disabled, and the payment status is *cancelled*.

Create a Recurring Payment

To add a recurring payment plan to a billing account:

1. To make a one-time payment on an account, from the **Company Management / Search Company** page, click the **payment** icon.
2. Select the billing account to set up a recurring payment for and click **Create Recurring Payment Plan**.

Cardholder	Account	Account Type	Employee ID	Due Date	Last Statement	Account Balance	Minimum Payment
<input checked="" type="checkbox"/>	BL ACCT CLUTTER	448508****4511	Billing		\$1,511.21	\$1,630.53	\$33.00

Buttons: **Make Payments**, **Show Payment History**, **Create Recurring Payment Plan**, **Show Recurring Payment Plans**, **Reset**

3. Complete all the fields and click **Save**.

Account Number: 448508****4511

Payment Account: [dropdown] Recurring Schedule: [dropdown] Start Date: [mm/dd/yyyy] Days before due date: [input]

Buttons: **Save**, **Go Back**

The following table describes the elements of the **Create a Recurring Payment** page:

Element	Description
Account #	The first 6 and last 4 digits of the card number for the billing account.
Payment Account	Select from the field list the account that you want the payment made from.
Recurring Schedule	Select the schedule from the field list: <ul style="list-style-type: none"> • Minimum Payment Due – minimum amount due on the last statement • Account Balance – the account balance at the time of the payment • Statement Balance – the account balance at the time of the last statement • Fixed Monthly – a set amount each month • Fixed Weekly – a set amount each week • Fixed Bi-weekly – a set amount every two weeks
Start Date	Select the date to begin the recurring payment.
Days before due date	Enter the number of days before the due date for the payment to be made.
Amount to Pay	The dollar amount to pay for the fixed schedule.

View Existing Recurring Payments

To view recurring payments:

1. To view a recurring payment on an account, from the **Company Management / Search Company** page, click the **payment** icon.
2. Select the billing account to which the recurring payment is associated and click **Show Recurring Payment Plans**.

Select Accounts To Make Payments

Cardholder	Account	Account Type	Employee ID	Due Date:	Last Statement	Account Balance	Minimum Payment
 BL ACCT CLUTTER	448508****4511	Billing			\$1,511.21	\$1,650.53	\$33.00

Make Payments
Show Payment History
Create Recurring Payment Plan
Show Recurring Payment Plans
Reset

Update/Change a Recurring Payment

To change or update a recurring payment:

1. From the **Payments** page, select the billing account to update a recurring payment for and click **Show Recurring Payment Plans**, and then click the **edit** icon.

Recurring Payments

Account Number	Payment Accounts	Recurring Schedule	Amount to Pay	Start Date	Payment Day	
448508****7409	Test Account	Min Payment Due	Monthly Min Payment Due	07/29/2019	2	 

Go Back

2. Make the necessary updates and click **Update**.

Recurring Payments

Account Number: 448508****7409

Payment Account:	Recurring Schedule:	Start Date:	Days before due date:
Test Account	Min Payment Due	07/29/2019	2

update
Cancel
Go Back

Delete a Recurring Payment

To delete a recurring payment:

1. From the **Payments** page, select the billing account to update a recurring payment for and click **Show Recurring Payment Plans**.
2. Click the **delete** icon next to the recurring payment to delete.

Recurring Payments					
Account Number	Payment Accounts	Recurring Schedule	Amount to Pay	Start Date	Payment Day
448508****7409	Test Account	Min Payment Due	Monthly Min Payment Due	07/29/2019	2




[Go Back](#)

Data Analytics

Data Analytics is the section where administrators select a report from the Report Category to create, manage, and download. Once the administrator creates and saves the report, it will appear under “My Reports.” The following reports are currently available to administrators.

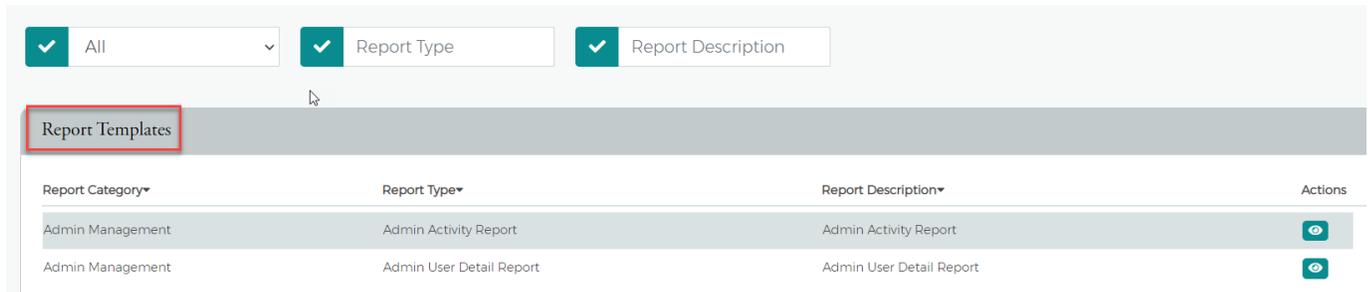
Note: This feature is only available to administrators with the proper reporting rights. The list of reports that displays is based on the administrator’s security rights.

Creating a Report

1. Select **Data Analytics** from the left side Menu



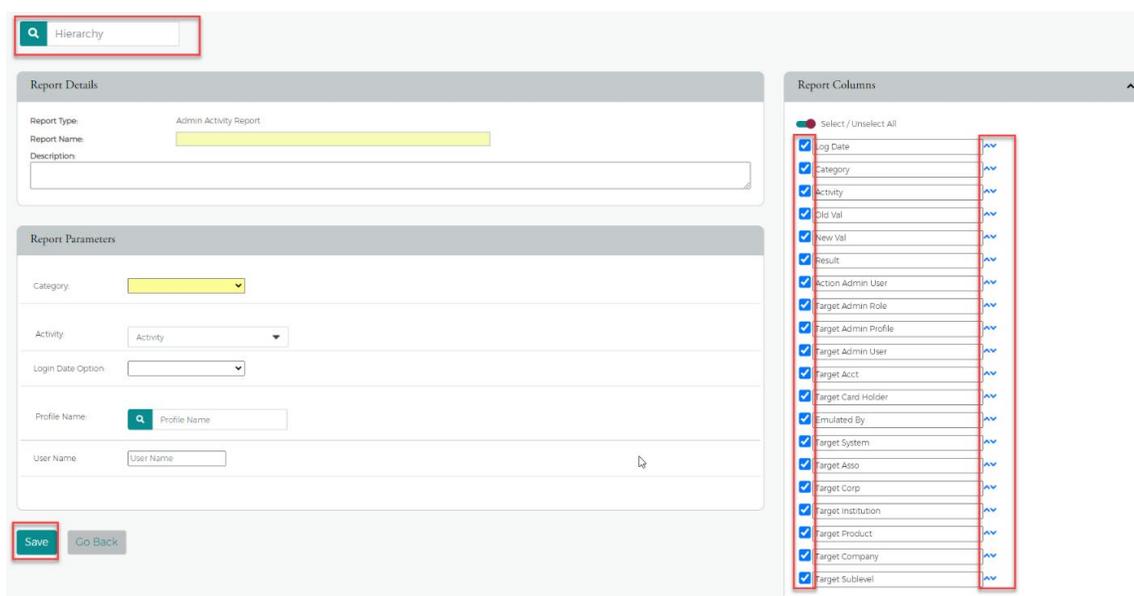
- The **Reports** page will display.
- To filter the **Report Templates** section, use the **Report Category**, **Report Type**, or the **Report Description** fields.



- Once you have found the report you would like to create, Click the **Create New Report** icon next the report.



- The **Report Details** page displays. If your administrator only has access to one Company ID, it will populate at the top of the page. If your administrator has access to more than one Company ID, you will need to enter that ID at the top in the **Hierarchy/Company ID** field before creating your report.
- Make entries in all the yellow required fields.
- Select **Report Columns** to indicate if you want columns included in your report. You can change the name of the column by typing over the default veribage. Columns can be moved up and down by using the arrows on the right of the veribage fields.
- Report Parameters** can be selected based on the criteria you're looking to be included in your report. **Note:** The report parameters page varies depending on the report that you select.
- Once you are ready to run the report Click **Save**.



Run and Download a Report

To download a report, you must first run the report.

Click on the **Run Report** icon.

My Reports						
Report Type▼	Report Name▼	Report Description▼	Report Created▼	Report Modified▼	Report Last Run▼	Actions
Admin Activity Report	Test Report		03/02/2023 08:52:40 AM	03/28/2023 03:39:28 PM	03/02/2023 08:52:42 AM	  

1. Once the Reports runs, click the **Download** icon.

My Reports											
Report Parameters Report Type: Admin Activity Report Hierarchy: Activity: Accept Online Request Login Date Option: Between From Date: 06/01/2019 To Date: 11/25/2019 Category: -- NA -- Back To Your Reports											
Log Date	Category	Activity	Old Val	New Val	Result	Action Admin User	Target Admin Role	Target Admin Profile	Target Admin User	Target Acct	T
07/15/19 12:51:17 PM	Online Requests Management	Accept Online Request			Success			FI Security Admin			

2. The export list of options will display, select the format option, and save the file to a specified location on your computer.

 	
Word	
Excel	
PowerPoint	
PDF	
TIFF file	
MHTML (web archive)	
CSV (comma delimited)	
XML file with report data	
Data Feed	

Edit Reports

To change the parameters of a report, click the **modify report** icon next to the report in **My Reports**.

Report Type▼	Report Name▼	Report Description▼	Report Created▼	Report Modified▼	Report Last Run▼	Actions
Account Status Change Report	Test Report	Test	07/29/2019 07:10:37 AM			

Delete a Report

To delete a report, click the **Delete** icon next to the report in **My Reports**.

Report Type▼	Report Name▼	Report Description▼	Report Created▼	Report Modified▼	Report Last Run▼	Actions
Admin Activity Report	Test Report		03/02/2023 08:52:40 AM	03/28/2023 03:39:28 PM	03/02/2023 08:52:42 AM	

List of Reports

The following table describes the reports that are available in eZBusiness. The reports that you see are based on your reporting rights.

Report Name	Description	Category
Admin Activity Report	Shows the administration user activity in eZBusiness.	Admin Management
Admin User Detail Report	Gives the ability for the administration user to effectively monitor and manage enrolled Administrators.	Admin Management
Category Leaderboard Reports	Lists the most or least active categories for a company, based on the number of expense report items that are mapped to each category, and the current status of the expense report.	Expense Management
Cost Center Leaderboard Reports	Shows the most or least active cost centers for a company within a certain timeframe, and further restricted by optional category or cost center parameters.	Expense Management
Company Usage Report	Can be used to determine which companies are using expense management, and in what capacity (relative usage, amount of configuration, etc.	Expense Management
Expense Report Detail Search	The Expense Report Detail Search report is used for retrieving expense report detail items that are in a certain status, such as Pending or Submitted, or within a cost center.	Expense Management

Report Name	Description	Category
Expense Report Search	The Expense Report Search report is intended to provide the ability to search for individual expense reports as a single unit – results are expense reports, not expense report items. This can be useful when trying to get a summary view of the expense reports that are in the Submitted status that have been there for longer than a certain period. The results are for summary data.	Expense Management
Export Chart of Accounts	The Export Chart of Accounts report is used to generate files that can be edited and imported using the Import Chart of Accounts functionality. This report's output is not configurable, because the import requires the data to be in a specific format.	Expense Management
Export to GL	The Export to GL report is unique in that it can potentially modify the data in the system as well as report on it. There are different versions of this report, depending on what the user has access to see.	Expense Management
Statement of Accounts	Generates PDF reports based on statement cycle.	Expense Management

Transaction View for Cardholders

The cardholder can view transaction history and statement balance information for all accounts in the transfer chain on MyCardStatement. The pages show the new account's account number, but the user can view transactions from previous accounts.

All transaction history transferred from the previous accounts displays under the most current accounts in the transfer chain. If the user selects a specific transaction from the list, the user can view the transactions originating under which the transaction was initiated in the Originating Account Number field.

Note: Cycle-to-date transactions not transferred to the new account during the account transfer process, and/or transactions posting to the previous account number after the account transfer has completed, are not visible to the cardholder user.

Search by Transfer from Account in eZBusiness

Within eZBusiness, Administrators may use the current (Transferred To) or previous (Transferred From) account number when searching for a specific account record.

Administration users entering the previous (Transferred To) account number when searching for a specific account record, have the most current account record in the transfer chain returned in the search results.

These searches include:

- Cardholder Search
- Expense Report Search
- Transaction Search
- Payment Search

Manage Company Alerts

Administration users that have been given security rights, can create, enable, disable, and delete their own Company Alerts.

Note: Only Company Administrators and above are able to set up company level alerts. Admins who have Company Sublevel restrictions do not have the option to set up most of the company level alerts but do have access to the Personal Reminder alert.

Company Alert Navigation

After the Company Alerts functionality is enabled and the Manage Company Alert security right has been assigned to an administration user, the **Alerts** icon is available.

To access the alerts:

1. Select **Company Management > Search Company**.

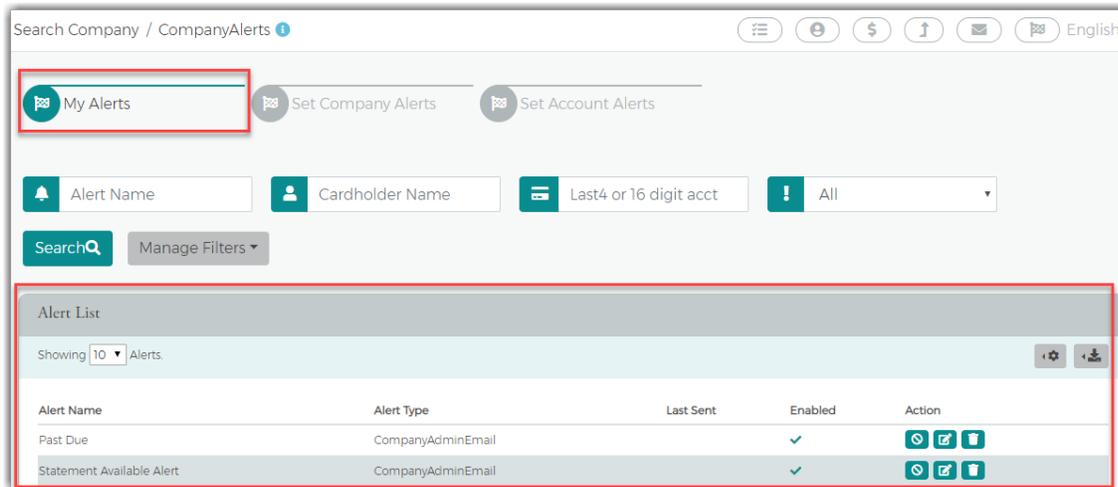
- Click the online request or account list icon.



- From the **Online Requests** or **Account List** page, click the **alert** icon at the top of the page.



The **Company Alerts** page displays.



Note: The **My Alerts** page lists the alerts that the administration user has added.

The following table describes the search elements on the **My Alerts** page:

Element	Description
Alert Name	Search for an alert by a specific alert name
Name of the cardholder	Search for an alert by a name of the cardholder
Last 4- or 16-digit account	Search for an alert by the last 4 digits of an account number or the full 16 digits
Last Sent Date	Search for an alert by the last sent date. Select option from the field list – Equal To, Between, After or Before. Once you select an option, other field(s) will appear to put a date in.
Alert Type	Search for a company and/or account alert.

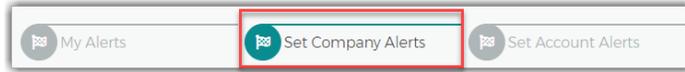
The following table describes the icons available on the **My Alerts** page:

Icon	Description
	Disable the alert
	Enable alert
	Modify the alert
	Delete the alert
	Download the alert list

Create Company Alerts

To create new company alerts:

1. Select **Set Company Alerts** on the **Company Alerts** page.



2. Click **Add** and complete the following tasks:

- Select the alert(s)
- Enter the variable data
- Select the Admins that should be alerted

The following table describes the elements of the **Set Company Alerts** page:

Element	Description
Available Balance Drops Below \$X	Company Available Balance is < \$X defined on the alert.
Current Balance Owed Drops Below \$X	Company's Current Balance is < \$X (specified by the user in the alert setup)
Current Balance Owed Exceeds \$X	Company Current Balance is > \$X (specified by the user in the alert setup)
Current Balance Owed is Within \$X of Credit Limit	Company Credit Limit – Current Balance is < or = \$X (specified by the user in the alert setup)
Percentage of Credit Limit	Percentage of credit limit has been met or exceeded

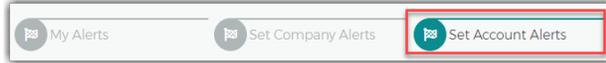
Element	Description
Cash Limit Reached or Exceeded	Company Cash Balance > or = Company Cash Limit. Note: This alert is only applicable if the Company Cash Limit > \$0, and the option does not display if it is not > \$0.
Credit Limit Reached or Exceeded	Company Balance > or = Company Credit Limit
New Cardholder Added to Company	An alert is sent when a new cardholder has been added
Declined Transaction	An alert is produced when a transaction was declined and cannot process.
Past Due	Company Past Due Amount >\$0. Note: This alert is produced when the criteria is first eligible and each time a new statement drop date occurs if the company is still past due at that time.
Statement Available Alert	Alert is sent when a new statement is available
Transaction Occurs	Alert is sent when a transaction occurs
Virtual Account Reissue	Reissue a virtual account.
A transaction has occurred outside of the country	Alert is sent when a transaction occurs outside of a certain country (specified by the user in the alert setup)
A transaction has occurred outside of the state	Alert is sent when a transaction occurs outside of a certain state (specified by the user in the alert setup)
Send Copy to additional admin	Search for administration user using the Enter/Select administration box
Company Personal Reminder	This alert is produced only once, on the date selected by the administration user.

Note: Alerts that notify the administration user about current balance, credit limit, cash limit, and available balance are produced only when the company first qualifies for the Alert. When the condition is met and no longer qualifies for the specific variables set in the Alert, the alert is reset. Once the Alert is reset, the company is eligible for the alert again. If Additional Administrators are copied on the alert, the alert is always sent to the primary email address for those users.

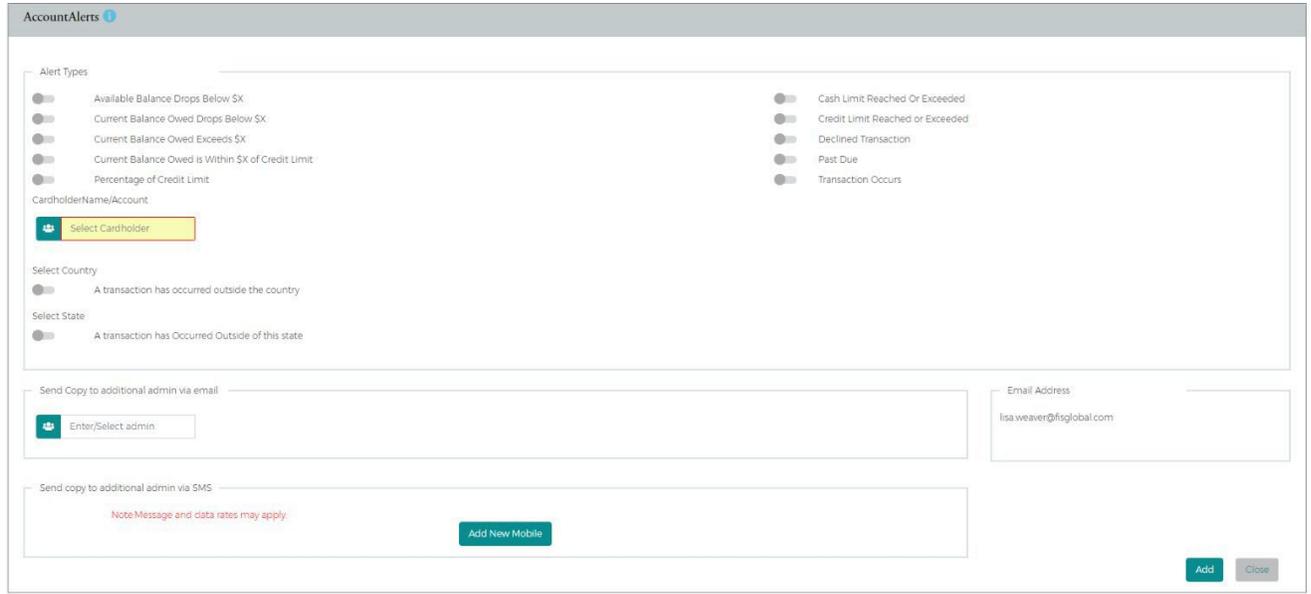
Create Account Alerts

To create new account alerts:

1. From the **Company Alerts** page, click **Set Account Alerts**.



2. Enter the variable data, select the Admins to alert, and then click **Add**.

The 'AccountAlerts' configuration page is shown. It features a 'Alert Types' section with two columns of toggle switches for various alert conditions such as 'Available Balance Drops Below \$X', 'Cash Limit Reached Or Exceeded', and 'Declined Transaction'. Below this is a 'CardholderName/Account' section with a 'Select Cardholder' button. The 'Select Country' section has a toggle for 'A transaction has occurred outside the country'. The 'Select State' section has a toggle for 'A transaction has Occurred Outside of this state'. There are two input fields for 'Send Copy to additional admin via email' and 'Email Address' (containing 'lisa.weaver@fidelity.com'). An 'Add New Mobile' button is present in the SMS section. At the bottom right, there are 'Add' and 'Close' buttons.

The following table describes the elements of the **Set Account Alerts** page:

Element	Description
Available Balance Drops Below \$X	Account Available Balance is < \$X defined on the alert.
Current Balance Owed Drops Below \$X	Account's Current Balance is < \$X (specified by the user in the alert setup)
Current Balance Owed Exceeds \$X	Account Current Balance is > \$X (specified by the user in the alert setup)
Current Balance Owed is Within \$X of Credit Limit	Account Credit Limit – Current Balance is < or = \$X (specified by the user in the alert setup)
Percentage of Credit Limit	Percentage of credit limit has been met or exceeded
Cash Limit Reached or Exceeded	Account Cash Balance > or = Account Cash Limit. Note: This alert is only applicable if the Company Cash Limit > \$0, and the option does not display if it is not > \$0.
Credit Limit Reached or Exceeded	Account Balance > or = Company Credit Limit
Past Due	Account Past Due Amount >\$0. Note: This alert is produced when the criteria are first eligible and each time a new statement drop date occurs if the company is still past due at that time.
Transaction Occurs	Alert is sent when a transaction occurs
A transaction has occurred outside of the country	Alert is sent when a transaction occurs outside of a certain country (specified by the user in the alert setup)
A transaction has occurred outside of the state	Alert is sent when a transaction occurs outside of a certain state (specified by the user in the alert setup)
Send Copy to additional admin	Search for admins using the Enter/Select admin field

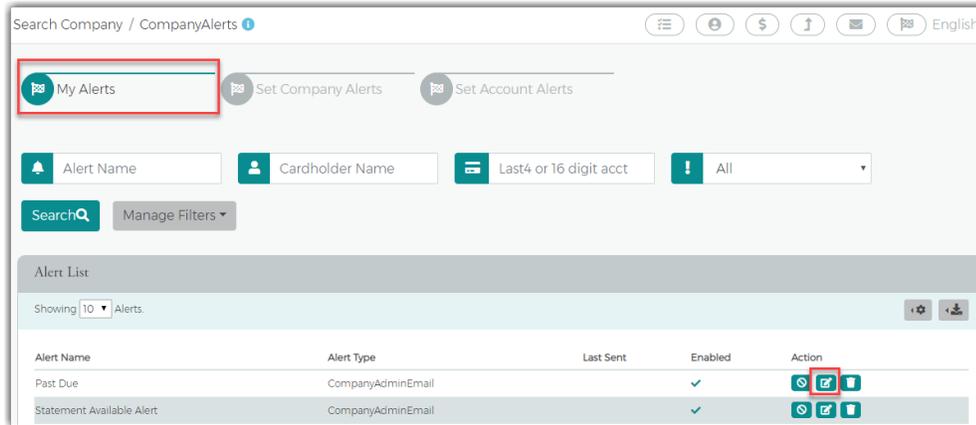
Note: Alerts that notify the administration user about current balance, credit limit, cash limit, and available balance are produced only when the company first qualifies for the Alert. When the condition is met and no longer qualifies for the specific variables set in the Alert, the alert is reset. Once the Alert is reset, the company is eligible for the alert again. If Additional Administrators are copied on the alert, the alert is always sent to the primary email address for those users.

Modify Existing Alerts

The Alerts and selected criteria can be modified by using the action icons on the **My Alerts** page.

To modify an alert:

1. From the **Company Alerts** page, select **My Alerts** and then click the **modify** icon.

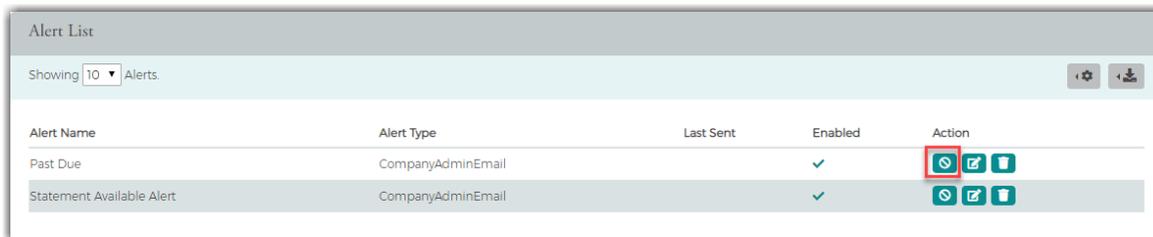


2. Updated the applicable information and click **Submit**.



Disable Alerts

To disable an alert, from the **Company Alerts** page, select **My Alerts** and then click the **disable** icon.



Enable Alerts

To enable an alert, from the **Company Alerts** page, select **My Alerts** and then click the **enable** icon.

Alert List

Showing 10 Alerts

Alert Name	Alert Type	Last Sent	Enabled	Action
Past Due	CompanyAdminEmail		⊘	⚙️ ✎️ 🗑️
Statement Available Alert	CompanyAdminEmail		✓	⚙️ ✎️ 🗑️

Delete Alerts

To delete an alert, from the **Company Alerts** page, select **My Alerts** and then click the **delete** icon.

Alert List

Showing 10 Alerts

Alert Name	Alert Type	Last Sent	Enabled	Action
Past Due	CompanyAdminEmail		✓	⚙️ ✎️ 🗑️
Statement Available Alert	CompanyAdminEmail		✓	⚙️ ✎️ 🗑️

Specialty Alerts

Specialty Alerts is added with two child rights under the parent Company alerts. One child right allows only the view of Set Specialty Alerts tab without the Account and Company Alerts, and the second child rights allows the view of Set Specialty Alerts tab along with the other two tabs.

Activate Child Alerts for Specialty Alerts

To enable the child rights for the Specialty Alerts:

1. From the navigation menu, select **Admin Management > Admin Roles**.
2. Enter the name of the user and click **Search**.

Role Search

Hierarchy Level Role Name Username Email Address

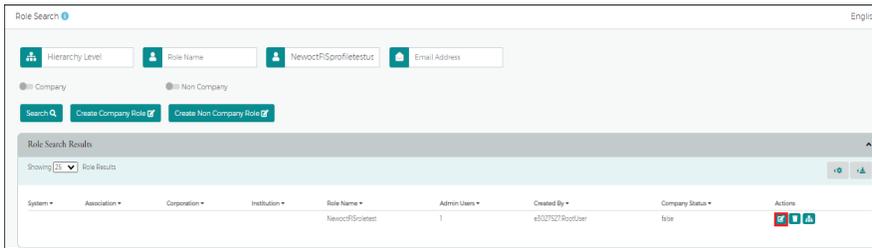
Company Non Company

Search Create Company Role Create Non Company Role

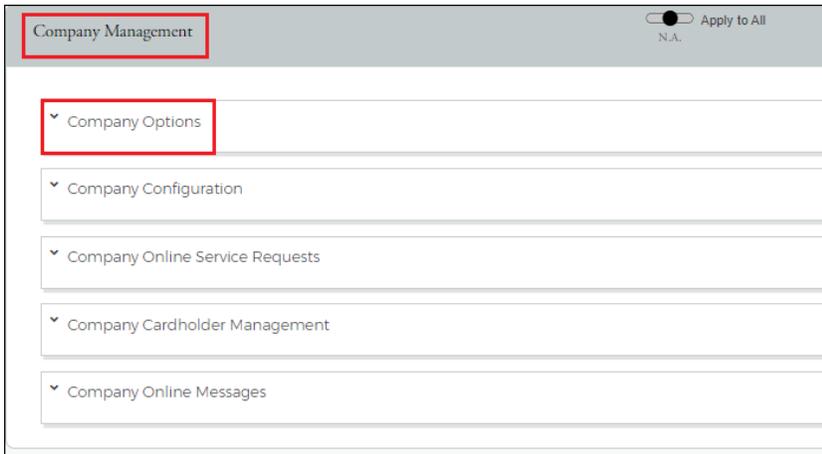
Role Search Results

Showing 25 Role Results

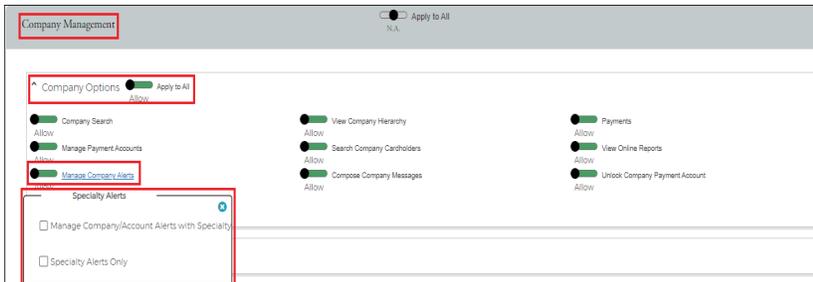
3. Click the **modify** icon.



4. Select Configuration Management > Company Management.



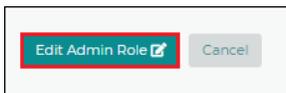
5. Select **Company Options** to expand the options and select **Manage Company Alerts**.



Note: Both the child alerts under the Specialty Alerts are available.

6. Select the rights applicable to the user.

7. Click **Edit Admin Role** at the bottom of the page and click **Save**.



Featured Specialty Alerts

To avail the Specialty Alerts feature:

1. From the navigation menu, select **Company Management > Search Company**.

The screenshot shows the 'Search Company' page. At the top, there is a search bar with the text 'Search Company'. Below it, there is a 'Hierarchy' section with a dropdown menu showing 'C:880001 (NATIONAL BANK OF TESTING)'. Below the hierarchy, there are four input fields: 'Hierarchy' (with a building icon), '00000066' (with a person icon), 'Company Name' (with a person icon), and 'Select Status' (with a dropdown arrow). At the bottom left, there is a 'Search' button with a magnifying glass icon and a 'Manage Filters' button with a dropdown arrow.

2. On the **Search Company** page, enter the hierarchy and company ID, click **Search**, and then click the **online request** icon.

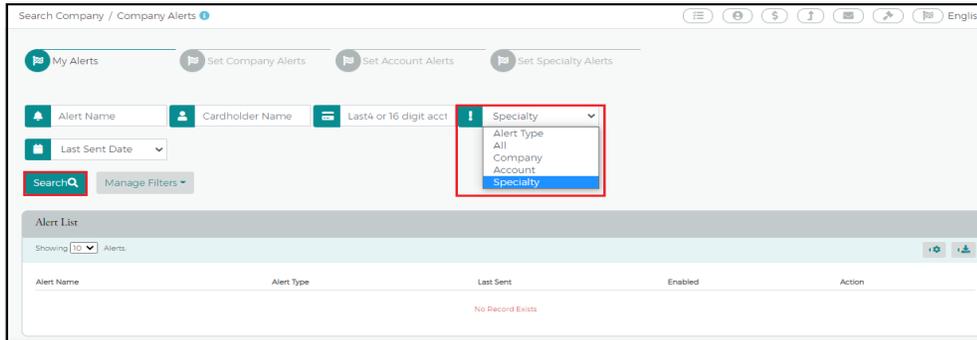
The screenshot shows the 'Search Company' page with the search results. The search filters are the same as in the previous screenshot. Below the filters, there is a 'Company Search Results' section. It shows 'Showing 10 Companies' and a table with the following columns: System, Association, Corporation, Institution, Company, Company Name, Report Status, and Actions. The table contains one row of data:

System	Association	Corporation	Institution	Company	Company Name	Report Status	Actions
B2k	85	880001	000000	00000066	00000066 COMPANY	Open	[Icons]

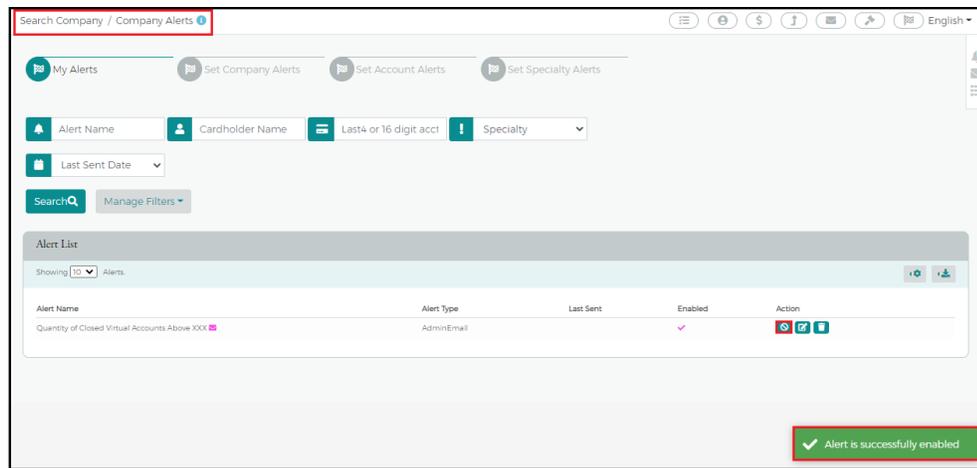
3. Select **Online Request**.
4. Select **Company Alerts**.

The screenshot shows the 'Search Company / Company Alerts' page. At the top, there is a navigation bar with 'My Alerts', 'Set Company Alerts', 'Set Account Alerts', and 'Set Specialty Alerts'. Below the navigation bar, there are four input fields: 'Alert Name', 'Cardholder Name', 'Last4 or 16 digit acct', and 'Alert Type'. Below these fields, there is a 'Last Sent Date' dropdown menu. At the bottom left, there is a 'Search' button with a magnifying glass icon and a 'Manage Filters' button with a dropdown arrow. Below the search filters, there is an 'Alert List' section. It shows 'Showing 10 Alerts' and a table with the following columns: Alert Name, Alert Type, Last Sent, Enabled, and Action. The table is currently empty, with the text 'No Record Exists' displayed below it.

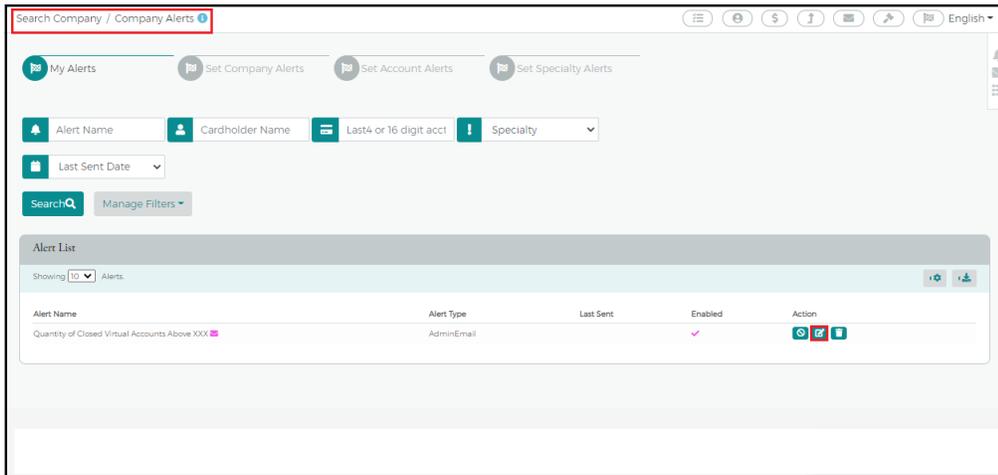
- When the specialty alerts with all the three alert tabs display, select **Specialty** from the **alert type** field, and then click **Search**.



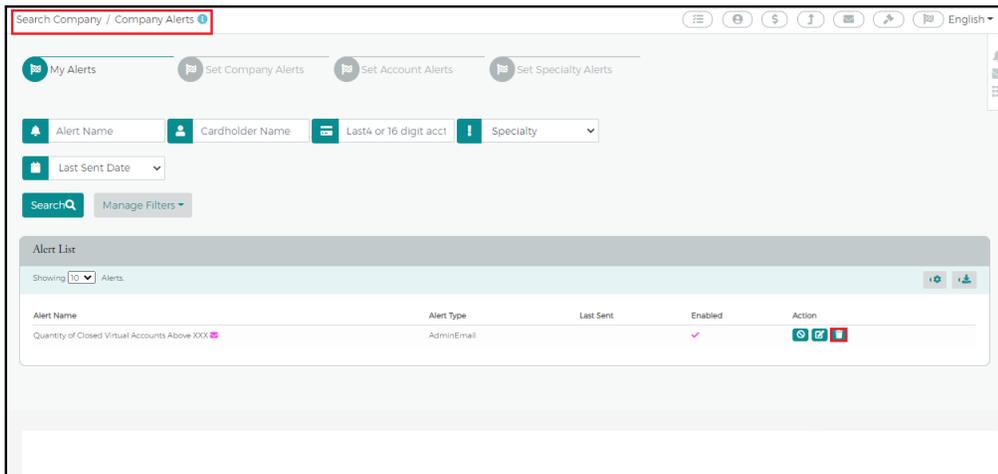
- Click the **enable/disable** icon to successfully enable the alerts created.



7. Click the **view / modify** icon to edit the alerts.



8. Click the **delete** icon to delete the alerts.



Create Specialty Alerts

To create special alerts:

1. From the navigation menu, select **Company Management > Search Company**.
2. Enter the information to locate the company and click **Search**.
3. Select **Online Request** at the top left of the page and then click the **alerts** icon on the top right. The Specialty Alerts with all the three alert tabs display.
4. Select **Set Specialty Alerts**.

The screenshot shows the 'Set Specialty Alerts' page with the following elements:

- Navigation tabs: My Alerts, Set Company Alerts, Set Account Alerts, and Set Specialty Alerts (selected).
- Section: Set Specialty Alerts
- Alert Types section with six toggle switches:
 - Current Quantity of Closed Virtual Accounts
 - Current Quantity of Open Virtual Accounts
 - Quantity of Closed Virtual Accounts Above XXX
 - Quantity of Open Virtual Accounts Below XXX
 - Spend Goal Limit Not Reached
 - Spend Goal Limit Reached
- Send Copy to additional admin via email section with an 'Enter/Select admin' button.

5. In the **Set Specialty Alert** page, complete the following tasks, and then click **Add**:
 - a. Select the **Alert Types** and enable the toggle.
 - b. Enter the threshold Value.
 - c. Select **Product**.
 - d. Select the frequency for Notification.
 - e. Select the additional options that apply to the alert to create.

The screenshot shows the 'Set Specialty Alerts' page with the following elements filled out:

- Search Company / Company Alerts (highlighted in a red box).
- Navigation tabs: My Alerts, Set Company Alerts, Set Account Alerts, and Set Specialty Alerts (selected).
- Section: Set Specialty Alerts
- Alert Types section:
 - 'Quantity of Closed Virtual Accounts Above XXX' is selected (toggle is on) and the value '35' is entered in the adjacent field (highlighted in a red box).
 - 'Select Product' dropdown is set to 'CC0002' (highlighted in a red box).
 - 'Notify me' dropdown is set to 'Monthly' (highlighted in a red box).
 - Other alert types are disabled (toggles are off).
- Send Copy to additional admin via email section with an 'Enter/Select admin' button.
- Email Address field contains 'diya.pai@fsglobal.com'.
- Send copy to additional admin via SMS section with a note: 'Note: Message and data rates may apply' and an 'Add New Mobile' button.
- 'Add' and 'Close' buttons at the bottom right.

Note: You can set multiple alerts at the same time.

Messages

The queues available on the Message page are:

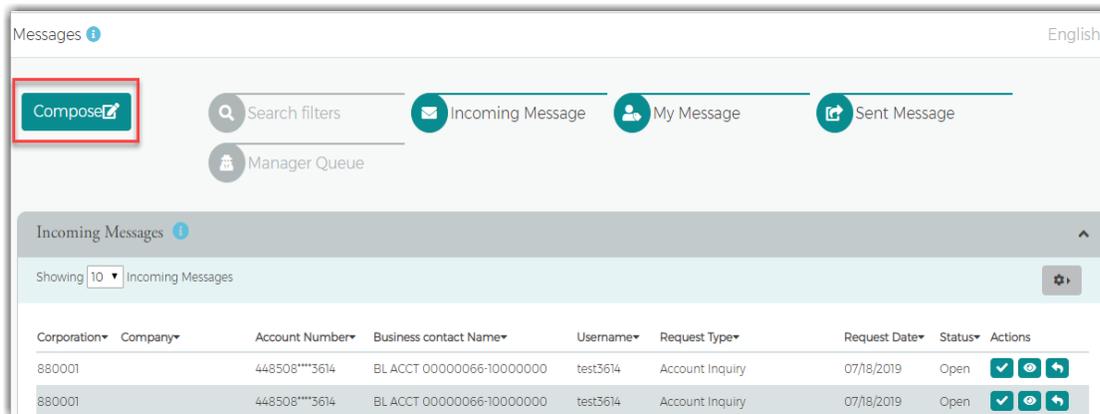
- Search Filters
- Incoming Messages
- My Message
- Sent Message
- Manager Queue

Create a Message

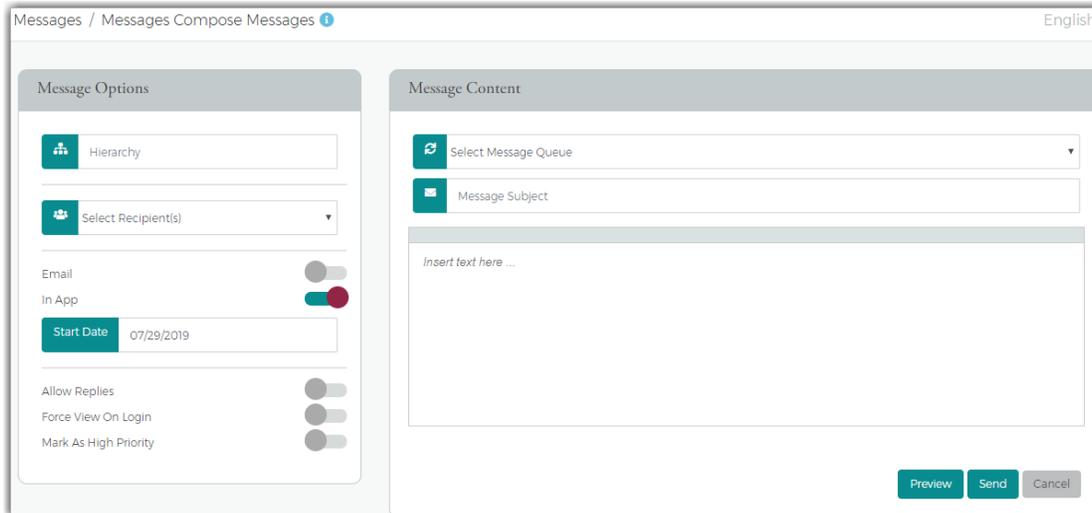
You can also create and send a new message from your message inbox.

To send a new message:

1. From the navigation menu, select **Account Management > Messages**.
2. From the **Messages** page, click **Compose**.



3. Complete the fields in the **Message Options** and **Message Content** sections and click **Send**.



Note: You can preview the message before sending it by clicking the **Preview** button.

The following table describes the elements of the Compose Message page:

Element	Description
Message Options	
Hierarchy	Company hierarchy level
Recipients	<p>Select the recipient from the field:</p> <ul style="list-style-type: none"> • By Administration Group – another field appears to enter the Administration Group • By User Class – Options appear for: <ul style="list-style-type: none"> ○ Retail Cardholder ○ Commercial Cardholder ○ Company Administration Users ○ Other Administration Users • By Account Number - another field will appear to enter the account # • By Username - another field will appear to enter the username
Email / In App	Select the option that you would like the email sent – Email or In App messaging
Start Date	Select the start date. If a start date is not selected, the current date is used.
Allow Replies	Slide the toggle button to allow replies to the message.
Force View On Login	Slide the toggle button to force the message to be viewed on login. When selected, an option appears to Continue showing until Expiration Date .
Continue showing until Expiration Date	This option only appears if you have selected Force View On Login. If you choose the continue showing until expiration date, a date will appear to enter the expiration date.
Mark as High Priority	Slide the toggle button to mark the message as high priority
Message Content	
Select Message Queue	<p>Select from the field list:</p> <ul style="list-style-type: none"> • New Feature Announcement • Please Contact Customer Service • Security Bulletin/Important Notice • Site Availability Notice • Special Offer
Message Subject	The message subject line

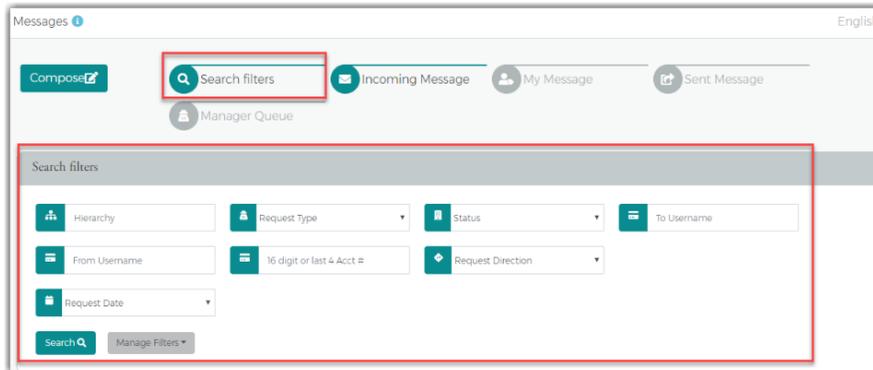
Search Messages

You can search for messages that are still opened and in the Incoming Message queue or messages that have been closed by a reply having been sent.

To search for messages:

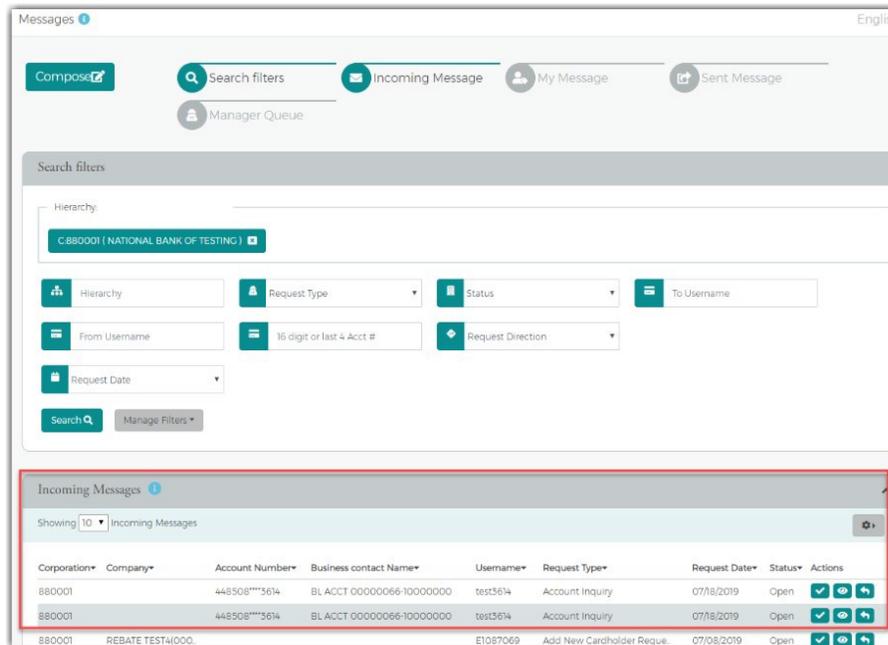
1. From the **Message** page, click **Search Filters**.

The **Search Filters** section displays.



2. Specify the search criteria and click **search**:

The Search Results display.



Note: Entered search criteria is applied on the Incoming Message, My Message and Sent Message grids.

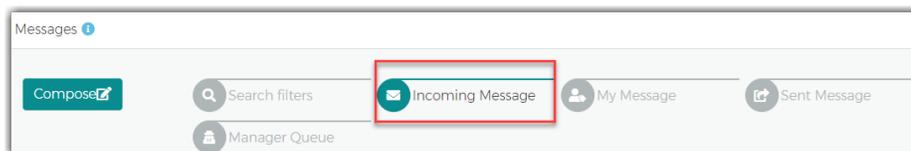
The following table describes the search elements on the Message page. Use any combination of these search options to set the criteria for the search.

Element	Description
Hierarchy	Company hierarchy level
Request Type	The request type for the message
Status	You can search by the status: <i>Open</i> , <i>Closed</i> , and <i>Deleted</i>
To Username	Cardholder account user-defined name
From Username	The Username that submitted the request or inquiry
Account Number	Full 16-digit account number. When searching by account number, you must enter the full 16-digit credit card number.
Request Direction	Search by Request Direction: <ul style="list-style-type: none"> • From User • To User • From Company User • To Company User
Request Date	Date of request/message

Incoming Messages

Incoming Messages is a queue used to manage requests received from Admins and cardholders. If you have submitted a service request or online message for a cardholder account, you can view the response in your message inbox. You may also receive messages from the site administrator to notify you of important events or special offers. If you have more than one account is linked to your username, you will see incoming messages for all your accounts.

To view messages, from the **Messages** page, click **Incoming Messages**.



The **Incoming Messages** page displays.

Corporation	Company	Account Number	Business contact Name	Username	Request Type	Request Date	Status	Actions
880001		448508****3614	BL ACCT 00000066-10000000	test3614	Account Inquiry	07/18/2019	Open	✓ ⓧ ↺
880001		448508****3614	BL ACCT 00000066-10000000	test3614	Account Inquiry	07/18/2019	Open	✓ ⓧ ↺
880001	REBATE TEST4/000.				Add New Cardholder Reque.	07/08/2019	Open	✓ ⓧ ↺
880001		448508****3614	BL ACCT 00000066-10000000	test3614	Account Inquiry	07/01/2019	Closed	✓ ⓧ ↺
880001	THE FLOWER SHOPL				Account Inquiry	06/12/2019	Closed	✓ ⓧ ↺
880001	THE FLOWER SHOPL				Add New Cardholder Reque.	06/11/2019	Closed	✓ ⓧ ↺
880001		448508****3614	BL ACCT 00000066-10000000	test3614	Request Replacement Card	06/07/2019	Open	✓ ⓧ ↺
880001		448508****4338	JON SMITH		Change Credit Limit F	05/24/2019	Open	✓ ⓧ ↺
880001		400555****2816	BOBBI TEST		Address and Phone Change	05/19/2019	Open	✓ ⓧ ↺
880001		448508****4338	JON SMITH		Add or Remove PIN Reques.	05/19/2019	Open	✓ ⓧ ↺

Showing 1 - 10 (124 Incoming Messages) | First << 1 2 3 4 5 6 7 8 9 10 >> Last

An F indicator displays in the Request Type column for all failed real time online service requests. This indicates that the request to process this action in a real time manner has failed.

Account Information displays if the online request is raised from the eZCard site and company information displays if the online request is raised from eZBusiness site.

The following table describes the elements for the **Incoming Messages** page:

Element	Description
Corp	A unique ID number assigned to the Financial Institution
Company	The company name
Account Number	The first four and last six unmasked characters of the cardholder’s account number
Business Contact Name	Name of the user submitting the request or inquiry
Username	Username associated to the request or inquiry
Request Type	The Service Request or Online Message Type
Request Date	Date of the request or inquiry
Status	Status of the account

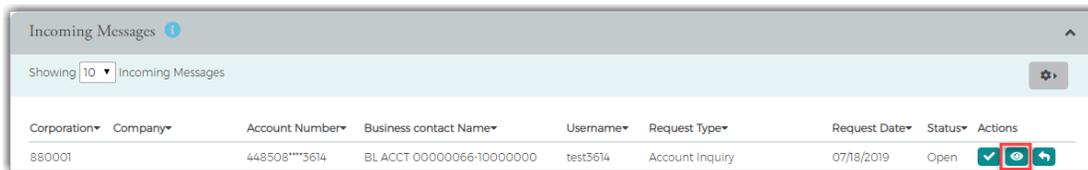
The following table describes icons on the **Incoming Messages** page:

Icon	Description
	Allows you to accept ownership of the request to view, reply and fulfill the request to prevent duplication.
	Allows you to view the message
	Allows you to reply to the message.

View Incoming Message Details

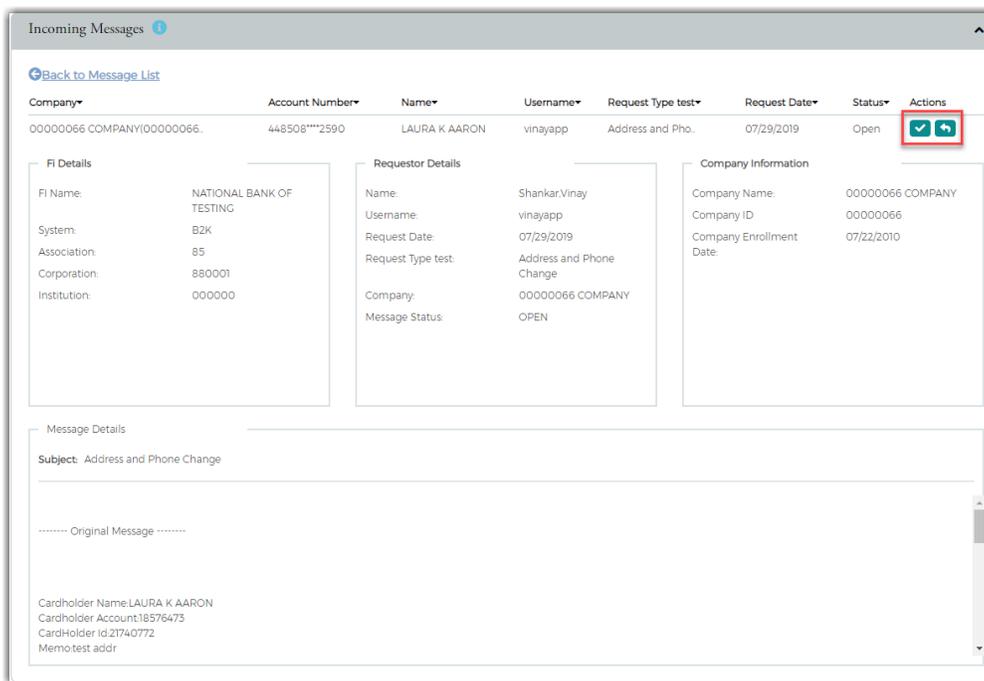
All Administrators that have access to messages see the same message inbox.

To view the message details, from the **Incoming Message** page, click the **View** icon.



Corporation	Company	Account Number	Business contact Name	Username	Request Type	Request Date	Status	Actions
880001		448508****3614	BL ACCT 00000066-10000000	test3614	Account Inquiry	07/18/2019	Open	  

The incoming message displays. You can Accept and/or Reply to the message from message page by clicking the appropriate icon under Actions.



[Back to Message List](#)

Company	Account Number	Name	Username	Request Type test	Request Date	Status	Actions
00000066 COMPANY\00000066.	448508****2590	LAURA K AARON	vinayapp	Address and Pho.	07/29/2019	Open	  

FI Details

FI Name: NATIONAL BANK OF TESTING

System: B2K

Association: 85

Corporation: 880001

Institution: 000000

Requestor Details

Name: Shankar,Vinay

Username: vinayapp

Request Date: 07/29/2019

Request Type test: Address and Phone Change

Company: 00000066 COMPANY

Message Status: OPEN

Company Information

Company Name: 00000066 COMPANY

Company ID: 00000066

Company Enrollment Date: 07/22/2010

Message Details

Subject: Address and Phone Change

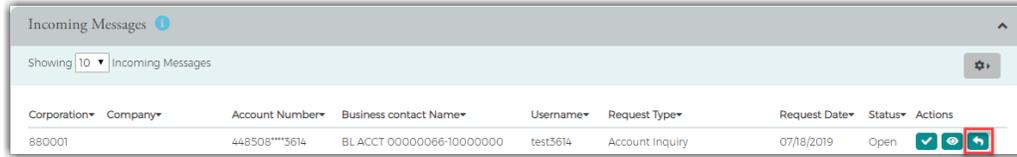
..... Original Message

Cardholder Name:LAURA K AARON
Cardholder Account:18576473
CardHolder Id:21740772
Memo:test addr

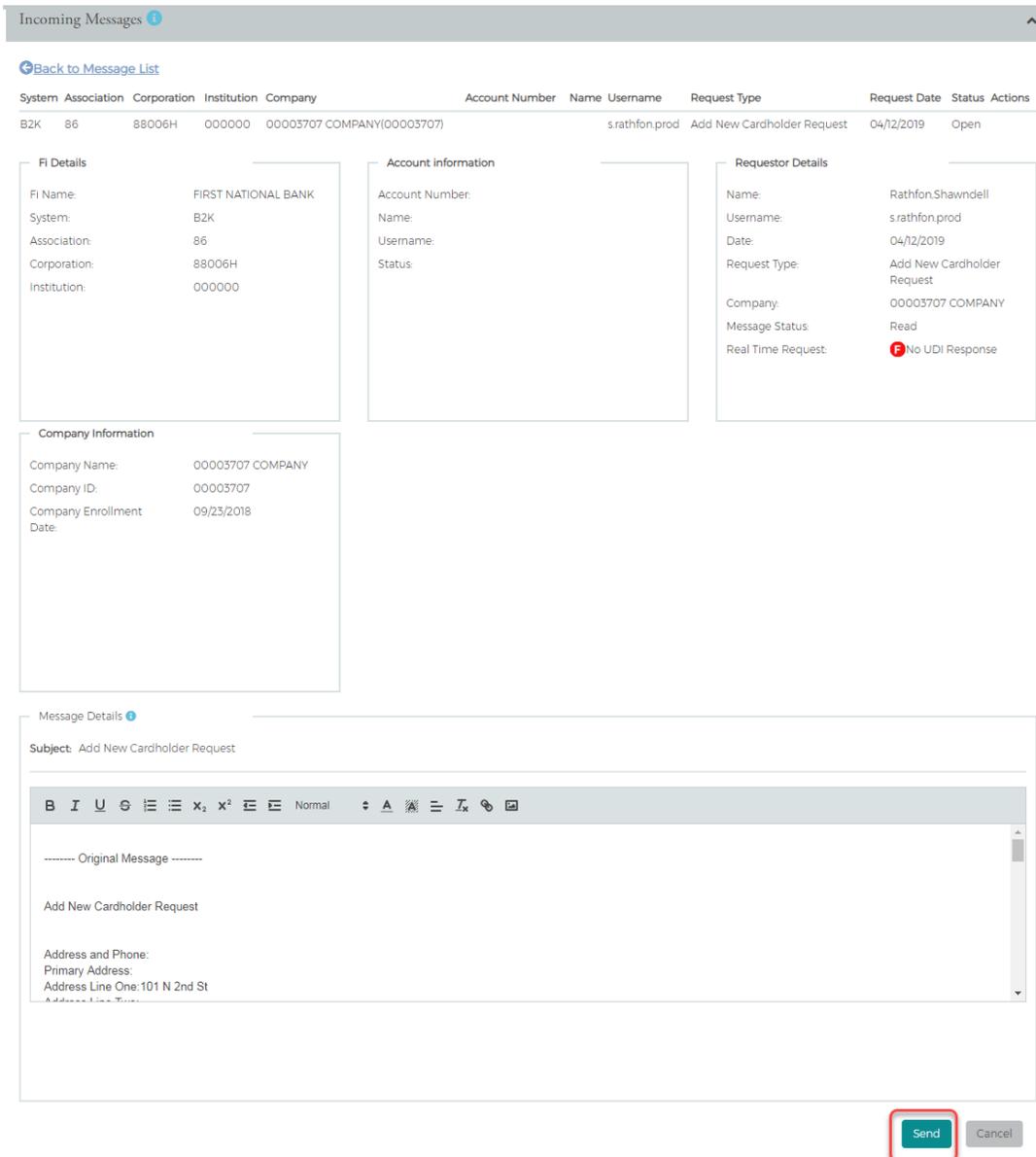
Reply to an Incoming Message

To reply to a message:

1. From the **Incoming Message** page, click the **View** icon.



2. The incoming message displays with the **Reply** section at the bottom of the page. Type your message in the response field and click **Send**.



Accept an Incoming Message

The Incoming Message page is one central location for all messages that are sent by the Company Administrators. An Administrator can accept a message to claim ownership to view, reply and fulfill the request. This prevents another Administrator from seeing the message and working the same request or inquiry.

To accept an Incoming Message, from the Incoming Message page, click the **Accept** icon.

Corporation	Company	Account Number	Business contact Name	Username	Request Type	Request Date	Status	Actions
880001		448508***3614	BL ACCT 00000066-10000000	test3614	Account Inquiry	07/18/2019	Open	   

My Messages

Once you accept an Incoming Message. The message moves from the Incoming Message queue to the My Message queue.

To access messages in the My Message queue, from the Incoming Message page, click **My Message**.

The My Message queue displays below the Incoming Message queue.

Corporation	Company	Account Number	Name	Username	Request Type	Request Date	Status	Actions
880001		448508***9704	BL ACCT CLUCKET	clucket9704	Inquiry -Payment Inquiry	07/29/2019	Open	   
880001	00000066 COMPANY..	448508***2590	LAURA K AARON	vinayapp	Address and Phone Change	07/29/2019	Open	   

Note: Clicking on the message labels at the top of the page will disable and enable the view for each queue.

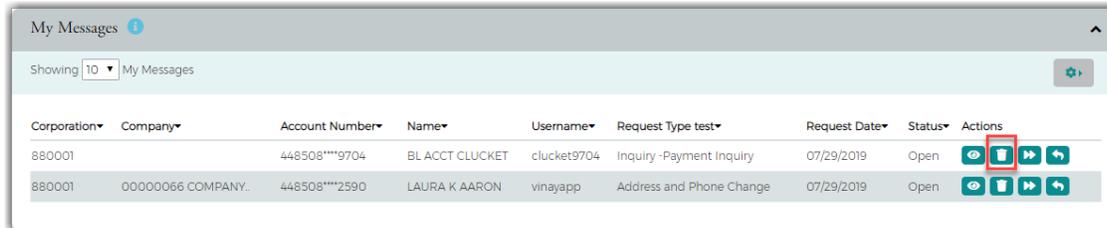
The following table describes the elements of the **My Messages** page:

Icon	Description
	Allows you to view the message details
	Allows you to delete the message
	Allows you to release message back to the Incoming Messages queue
	Allows you to reply to the message.

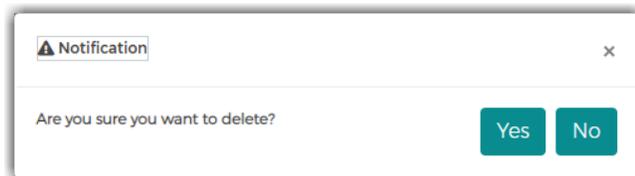
Deleting My Messages

To delete messages from your **My Message** box:

1. From the **My Messages** section, click the **Delete** icon.



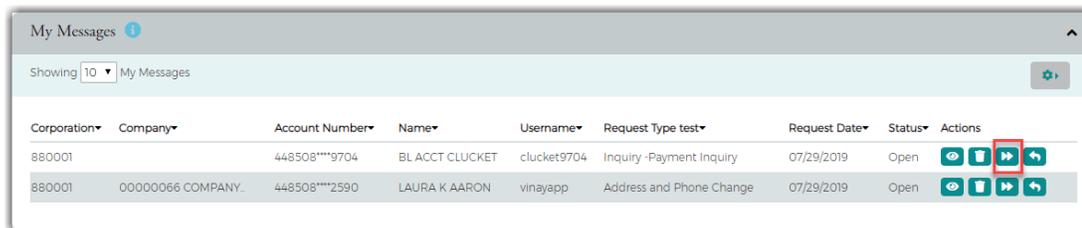
2. A notification confirmation pop-up displays. Click **Yes** to continue deletion or click **No** to cancel.



Note: If the message contains an expiration date, the message cannot be deleted until the expiration date has passed, or the expiration date is cancelled.

Releasing a Message Back to Incoming Message

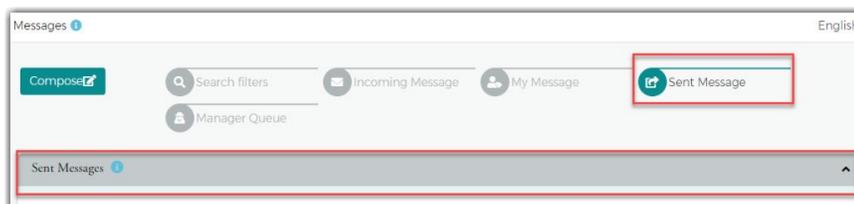
To release a message from **My Messages** back to the **Incoming Message** queue, click the **release** icon.



Sent Messages

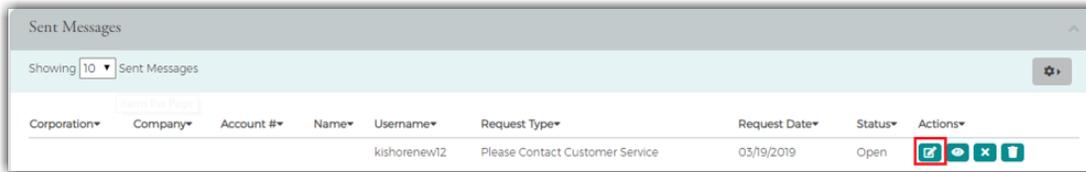
You can view any service requests or online messages that you have sent. If you have linked more than one account to your username, you see sent messages for all your accounts.

To view your sent messages, from the **Messages** page, click **Sent Message**. The Sent Message queue displays below the other message queues.



Modify a Sent Message

From the **Sent Message** page, click the **edit** icon next to the message to modify. Make the necessary modifications and click **Send**.

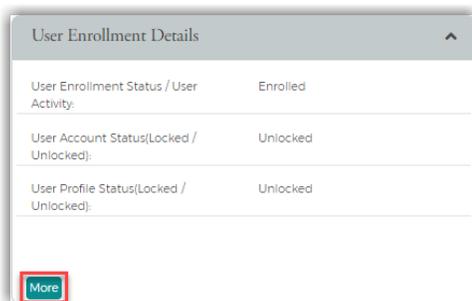


Note: To modify a sent message, the **Force View On Login** and **Continue Showing until Expiration Date** toggle buttons must be turned on and the current date must be less than the date mentioned in the **Expiration Date** field.

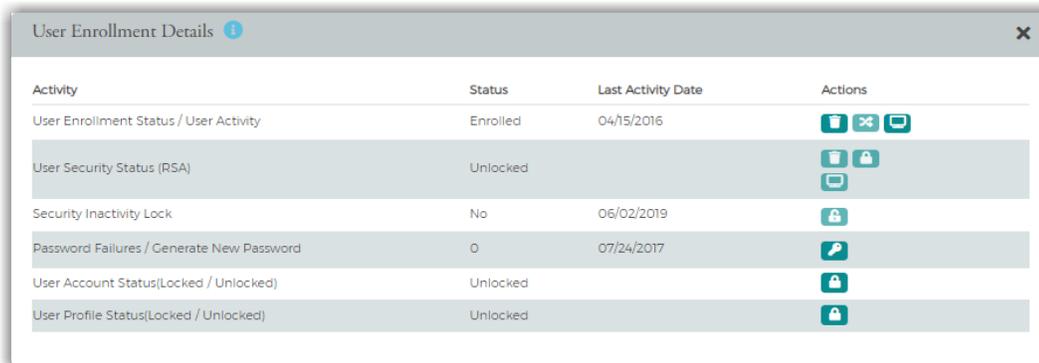
Administration Management

In **eZBusiness**, you can set up user (i.e., company administrators) that support companies and cardholders for your company. For each type of user you set up, you can define specific access rights, according to the type of activities this user should perform for your company.

User Enrollment Details



Click the **More** button in the **User Enrollment Details** section to display additional enrollment details.



From the expanded **User Enrollment Details** section, you can perform additional actions by clicking the icons:

Icon	Description
User Enrollment Status / User Activity	
	Delete Cardholder User – Icon only appears if the user is enrolled
	Reset
	Enroll cardholder
	View Activity Summary
User Security Status (RSA)	
	Delete the user's security account
 	Lock/Unlock the user's security account
	View the user's security account history
Security Inactivity Lock	
 	Lock/Unlock the user's account
Password Failures / Generate New Password	
	Generate password
User Account Status & User Profile Status	
 	Lock/Unlock the user's account

Administration Management

Important: Depending on your security rights, you may or may not see all the options shown in this guide.

Administration Security is a feature used to manage Administrative User accounts, define the user roles and security access levels, and associate them with an administrative level hierarchy. Administration security consists of a Profile and Roles for each administration user. The Profiles and Roles can be created at multiple levels in turn where the user can access multiple levels at a single time based on the assigned access rights.

Note: Some **eZBusiness** features, links, or entry fields, may be associated with administration user rights and not accessible unless those rights have been enabled.

What is a Security Profile?

Profiles (Company and Non-Company) work like groups without security rights that you can create at multiple hierarchical security levels. If you have multiple corporations, you can set up a Profile for each corporation or set up one Profile with all corporations included. Additionally, if you would like to customize messaging to Administration Users based on their area or responsibility, you need to set up additional Profiles.

What is a Security Role?

Roles (Company and Non-Company) are a set of security access rights. Security access rights grant users the ability to perform certain functions within eZBusiness for the Profile that they are assigned to, including reviewing and/or editing cardholder user information, providing customer support, reviewing reports, and more.

A Company Role and a Non-Company Role can be created at both single and multiple levels. The rights to these roles have three statuses:

- Unassigned - The user will not have access to that right.
- Allow - The user will have access to that right.
- Deny - The user will not have access to that right.

Search for an Administration User

1. From the navigation menu, select **Admin Management > Admin User Search**.
2. Enter the search criteria and click **Search**.

The screenshot shows the 'Admin User Search' interface. It features a grid of search filters: Hierarchy Level, Username, First Name, Last Name, Email Address, Department, Mail Code, User State, Postal Code, Company ID, User Status, and Login Status. There is also a Login Date dropdown. At the bottom, there are buttons for 'Search', 'Manage Filters', and 'Login Search Download'.

All administration user that you have access to displays in the Admin User Search results before you enter the search criteria. Search criteria only needs to be entered if you want to filter down the list.

You can click the **Manage Filters** button to select the filters that you would like display.

The following table describes the search elements on the **Admin Search** page.

Element	Description
Hierarchy Level	Search by hierarchy level
User Name	Search by username
First Name	Search by a user's first name
Last Name	Search by a user's last name
Email Address	Search by a user's email address
Department	Search by a department
Mail Code	Search by mail code
User State	Search by the user's state
Postal Code	Search by postal code / zip code
Company ID	Search by a Company ID
User Status	Search by the status of user(s): All, Active, Inactive, Deleted
Login Status	Search by login status: All, Login Success, Login Failure
Login Date	Search by login date: Equal To, Between, After, Before

The following table describes the icons available on the **Admin User Search Results** page:

Icon	Description
	Manage administration user
	Delete the administration user
	Download the administration user Search Results

Download the Administration User List

You can download the search results to the following formats:

- Excel/Spreadsheet (.csv) format
- Excel
- Text (tab spacing) format

To download the administration user list:

1. Click the download icon in the **Admin User Search Results** section.



2. Click the format option that you want and save the file to a specified location on your computer.

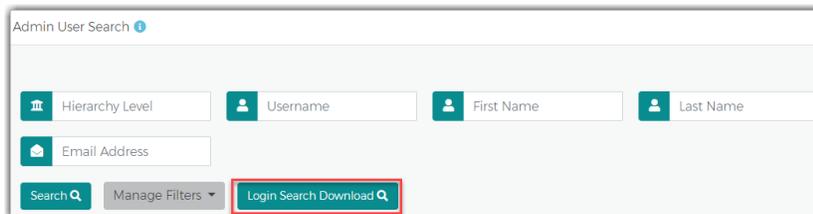


Download the Administration Login Report

The Admin Login Report shows a list of Admin logins by based on the criteria that you enter.

To download the Admin Login Report:

1. From the **Admin User Search** page, click **Login Search Download**.



2. Enter the criteria and click **Download Search Results**.

The following table describes the search elements on the **Login Search Download** page.

Element	Description
Hierarchy	Search based on the hierarchy level
Username	Search logins for a specific username
Login Status	Search for logins by status: All, Login Success, Login Failure
Login Date	Search by login date: Equal To, Between, After, Before
Admin Profile	Search by the Admin Profile name.

Manage Administration User Account Information and Lock an Account

From the **Manage Admin User** page, you can:

- View and manage the status of the administration user including locking, unlocking, and deleting their security account
- Change the password for the administration user
- Lock and unlock their administration account

To manage an account for an administration user, from the **Admin User Search Results** page, click the **manage admin user** icon.

System	Association	Corporation	Institution	Username	First Name	Last Name	User State	Actions
B2K	85	880001		Fl.Test4	Test	Id	FL	

The following table describes the elements that are available on the **Manage Admin User** page.

Element	Description
Admin User Profile	
Personal Info	Address and phone number of the user
Auditing Info	<ul style="list-style-type: none"> • Created By • Created Date • Created Time • Updated By • Modified Date • Modified Time • Last Activity
Manage Admin User	
Security Account Status	Shows the status of the security account of the user
Password Failures / Generate New Password	Shows the number of password failures
Inactivity Lock	Shows the status of the inactivity lock for the user
Admin Lock	Shows the status of the admin lock for the user
Activity Summary	
Actions	Description of activity including the date and time
Modify Admin User	
Hierarchy Details	Displays the hierarchy details
Profile	View and change the Admin User profile
Personal Information	Update the admin's personal information:
Admin Roles	Use the toggle buttons to assign security roles
Company Admin Roles	Admin roles assigned to the user
Reporting Roles	Reporting roles assigned to the user
Company Restrictions	Company restrictions placed on the user
Company Profile Restrictions	Company profile restrictions place on the user
IP Restrictions	Enter IP restrictions
Account Restrictions	Enter account restrictions

The following table describes the icons that are available on the **Manage Admin User** page.

Icon	Description
Admin User Profile	
	Emulate user
	Delete user
Manage Admin User Status	
Security Account Status	
	Delete Security Account
 	Unlock / Lock
Password Failure	
	Change Password
Admin Lock	
 	Unlock / Lock

Update Administration User Personal Information

You can update the personal information of the administration user in the **Personal Information** section of the **Manage Admin User** page.

Personal Information

Salutation: Suffix:

First Name: Middle Name: Last Name:

Address Line 1: City:
 Address Line 2: State:
 Address Line 3: Postal Code:

Mail Drop: Tax ID: Department: Credit Limit:

Phone 1: Extn:

Phone 2: Extn:

Email Address 1:

Email Address 2:

After applying updates, click **Modify Admin User** at the bottom of the page.

Update Account Restrictions

You can update account restrictions for an administration user in the **Account Restrictions** section of the **Manage Admin User** page.

To add or update the accounts that an administration user has access to, enter the account number in the **Account Restrictions**, and then click the **+** icon.

The screenshot shows a section titled "Account Restrictions" with a light gray header. Below the header is a white input field labeled "Account Number" followed by a blue plus sign icon.

Update Administration User Security Roles

To update the **Security Roles** of the administration user, in the **Security Roles** section, on the **Manage Admin User** page, by click the toggle (enable/disable) button next to the security role.

The screenshot shows a section titled "Admin Roles" with a light gray header. Below the header is a list of roles, each with a toggle switch and a link. The roles are:

<input type="checkbox"/> 01corpallroles	<input checked="" type="checkbox"/> 880001Role1	<input type="checkbox"/> 880001Role2	<input type="checkbox"/> 880001Role3
<input type="checkbox"/> 880001Role4	<input type="checkbox"/> 880001Role5	<input type="checkbox"/> 880001Role6	<input type="checkbox"/> 880001Role6
<input type="checkbox"/> 880001Role6	<input type="checkbox"/> 880001Role6	<input type="checkbox"/> 880001Role6	<input type="checkbox"/> 880001Role6
<input type="checkbox"/> 880001Role6	<input type="checkbox"/> 880001Role6	<input type="checkbox"/> 880001Role6	<input type="checkbox"/> 880001Role6
<input type="checkbox"/> 880001Role6	<input type="checkbox"/> 880001Role7	<input type="checkbox"/> 880001Role8	<input type="checkbox"/> TestDefect880001

Emulate Administration User

To emulate an admin user:

1. From the **Manage Admin User** page, click the **emulate user** icon in the **Admin Profile** section.

The screenshot shows the "adminuser_2" profile page. At the top, there is a header with the name "adminuser_2" and a lock icon. Below the header is a profile card with a red box around the "emulate user" icon. The profile card contains the following information:

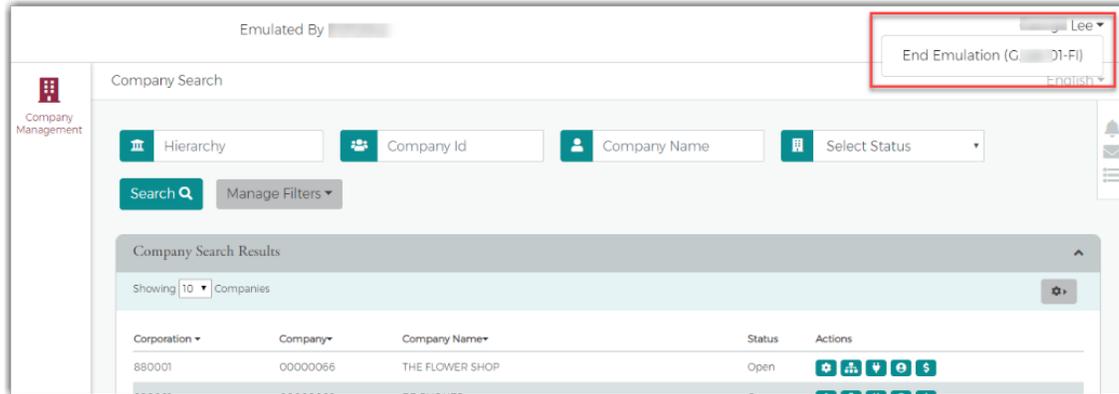
Personal Info

test test
test
test bangalore
CA.560048

Auditing Info

Created By: [redacted]_sys_user
Created Date: 09/26/2018
Created Time: 01:53:20 AM
Modified By: [redacted]_sys_user
Modified Date: 09/26/2018
Modified Time: 01:53:20 AM
Last Activity:

- To end the emulation, click the name of the user at the top of the page, and then click **End Emulation**.



Add Administration User

To add an administration user, you must create a new file (record) for the user and apply the applicable template, as needed for a new user, to define the user file. After creating the file, you can then export the file.

To import or export a file:

- Select **Company Management > File Import & Export**.
- On the **File Import Export** page, click **Create New File**.
- In the **Create New File** section, select the Financial Institution from the **Hierarchy** field.
- Select **Admin Management** from the **Select Features** field.
- After the **Select Request Type** field displays, select **Add Admin User**.
- After the **Select Profile** field displays, select the applicable admin profile, and then click **Continue**.
- Complete one of the applicable tasks:
 - If the user is a new user, click **Export Blank Template**, complete the required information in the template, and save the template file.
 - For an existing user, click **Continue**.
- In the **File Import** section, select **Choose File** and navigate to the location where you saved the template file.

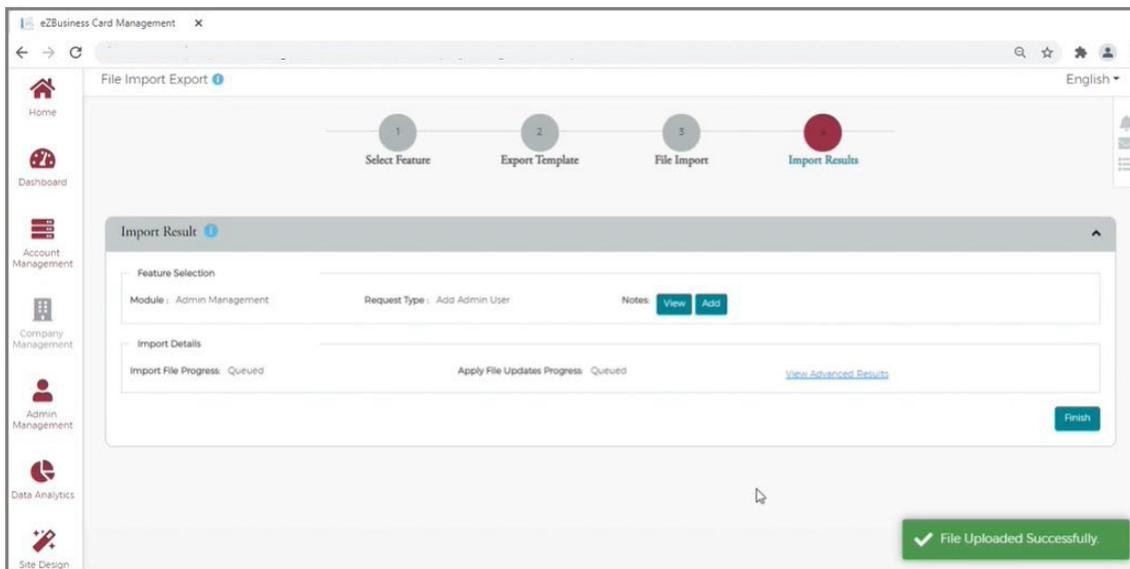
Template example

User Reference Id *	Profile Id *	Profile Name *	Username *	Password *	Salutation	Suffix	First Name *	Middle Name	Last Name *	Address1 *	Address2	Address3	City *	State *	Postal Code *
1	91	FI Security Admins	Bulk880001User81	Test@0001	Dr	Mr	Kiran	M	R	Main	Street	Boulevard	Austin TX	TX	73301
2	91	FI Security Admins	Bulk880001User81	Test@0001	Dr	Ms	Annie	M	R	Main	Street	Boulevard	Austin TX	TX	73301
3	91	FI Security Admins	Bulk880001User81	Test@0001	Dr	Mr	Raj	M	R	Main	Street	Boulevard	Austin TX	TX	73301
4	91	FI Security Admins	Bulk880001User81	Test@0001	Dr	Ms	Seetha	M	R	Main	Street	Boulevard	Austin TX	TX	73301

Note: If any fields are not valid, an error message displays. Correct the template file with the required information. * Denotes required fields.

- Select the file to upload and then click **Continue**.

Note: The upload process could take several minutes, depending on the volume of data contained within the file.



- Click **Finish** to return to the **File Import Export** page and verify the template information for the user now displays in the **My Queue** section.
- Confirm **Completed** displays in the **Status** column for the user.

If **Failed** displays in the **Status** column, click the **View Details** icon to determine error. Correct the error in the template file and upload the file again.

- To confirm the user record displays in **eZBusiness**, select **Admin User Search**, and enter the ID of the user and click **Search**. The information displays in the **Admin User Search Results** section.

Delete an Administration User

You can delete an administration user from one of the following pages:

- Admin User Search Results
- Manage Admin User

To delete an administration user, click the **delete** icon.

System	Association	Corporation	Institution	Username	First Name	Last Name	User State	Actions
B2K	85	880001		FlTest4	Test	Id	FL	

Change an Administration User Password

If an admin user enters an incorrect password numerous times, the system locks the account the next time the user tries to log on to the system. Each failure increments the failed count by one (until a successful log in is completed), and on the first failure, the **Reset Password Failures** link is enabled on the **Manage Admin User** page. Once the failure count exceeds the allowable threshold, the account shows as *locked* on the **Manage Admin User** page.

To change an administration user password:

- From the **Manage Admin User** page, in the **Manage Admin User Status** section, click the **Change Password** icon in the **Password Failure/Generate New Password** row.

Activity	Status	Actions
Security Account Status	Not Eligible	
Password Failures / Generate New Password	0	
Inactivity Lock	Unlocked	
Admin Lock	Unlocked	

- When the **Change Admin User Password** section displays, enter the following information in the **Change Admin User Password** section, and then click **Submit**:
 - New Password
 - Verify Password – re-enter the password
 - Change Reason – select the reason from the field list (select a reason from the list of options or enter the reason for the password change)

Change Admin User Password

[Back to Manage Admin User Status](#)

New Password:

Password Strength:

Verify Password:

Change Reason:

Note: You can also be reset password from the **Account Details** page, under **User Enrollment Details**, when performing a Cardholder Search.

Important: Be sure to alert the user of the password change. The user must enter the new password when logging in the next time.

Lock an Administration User Account

Administration Security allows you to lock and unlock administration user accounts and prevent users from accessing the website.

To lock the account of an administration user:

- From the **Manage Admin User** page in the **Manage Admin User Status** section, click the **Lock** icon in the **Admin Lock** row.

Activity	Status	Actions
Security Account Status	Not Eligible	
Password Failures / Generate New Password	0	
Inactivity Lock	Unlocked	
Admin Lock	Unlocked	

- Select the required option from the field or you can type in a reason and select the checkmark to save.

Manage Admin User Status		
Activity	Status	Actions
Security Account Status	Not Eligible	
Password Failures / Generate New Password	0	
Inactivity Lock	Unlocked	
Admin Lock	Unlocked	<input type="text" value="Type or select reason"/> <input checked="" type="checkbox"/> <input type="checkbox"/>

Note: To cancel the request, click **X**.

Each time a user account is locked or unlocked; the event is logged into the system.

Inactive Administration User Lock/Unlock

Deactivation of administration users after 90 days of inactivity is required under the FIS Password Management policy and PCI. The Inactive Admin User Lock process identifies the admin user as Locked for Inactivity and includes an option for the Security Administrator to remove the status from the user account.

An administration user that attempts to log into his or her account after being locked by the Inactive Admin User receives an error message. If a Security Administrator removes the *Locked for Inactivity* status from the account, the Admin Activity Report and the Admin User Activity Summary lists an entry, including date, time, and Administrator that processed the change.

Unlock/Lock an Administration Security Account

The Unlock Security Account feature is available to the Security Administrator when the user locks his or her security account by failing authentication during login, (Out of Band Challenge by Phone, Text, or Email) four times consecutively, or if the answers to the Security Question are incorrectly answered four times during the Forgot Password self-service process. When the account is no longer locked, the option displays, but disabled.

To lock or unlock a security account of an administration user, from the **Manage Admin User** page in the **Manage Admin User Status** section, click the **lock/unlock** icon in the **Security Account Status** row.

Manage Admin User Status		
Activity	Status	Actions
Security Account Status	Not Eligible	
Password Failure	1	
Inactivity Lock	Unlocked	
Admin Lock	Unlocked	

The following table describes the icons available for **User Security Account**:

Icon	Description
	Delete the security account for the user.
	Lock/Unlock the security account for the user.
	Get security account history.

Delete an Administration Security Account

The **Delete Security Account** feature is used by the security administrator if the user has forgotten the answers to their security questions and needs to change them. When the security admin deletes the Admin User Security Account, the administration user is asked to set it up again during their next login. When the Security Account has been deleted, the **Delete Security Account** option displays, but disabled.

Manage Admin User Status		
Activity	Status	Actions
Security Account Status	Enrolled	 
Password Failures / Generate New Password	1	 
Inactivity Lock	Unlocked	
Admin Lock	Unlocked	

View Administration Security Account History

A history of actions performed by an administrator user on an account is tracked for auditing and viewable based on Admin rights. For example, if an administrator user emulated a cardholder to view account information or added a new payment account for the cardholder, this information displays in the Activity Summary.

To view the administration user security account history:

1. From the **Admin User Search Results** page, search for the admin, and then click the **manage admin user** icon.

Admin User Search Results									
Showing 25 Admin Users									
System	Association	Corporation	Institution	Username	First Name	Last Name	User State	Actions	
B2K	85	880001		FlTest4	Test	Id	FL	 	

- When the **Manage Admin User Status** page displays, click the get security account history icon.

Manage Admin User Status

Activity	Status	Actions
Security Account Status	Enrolled	 
Password Failures / Generate New Password	1	 
Inactivity Lock	Unlocked	
Admin Lock	Unlocked	

Administration User Activity Summary

The **Manage Admin User Status** page provides the **Admin Activity Summary**:





Personal Info

main street.
florida
GA 90001

Auditing Info

Created By: _____
 Created Date: 09/07/2018
 Created Time: 05:46:09 PM
 Modified By: ______UAT
 Modified Date: 06/11/2019
 Modified Time: 10:33:34 AM
 Last Activity: Admin LoginFailure

Manage Admin User Status

Activity	Status	Actions
Security Account Status	Enrolled	 
Password Failures / Generate New Password	1	 
Inactivity Lock	Unlocked	
Admin Lock	Unlocked	

Activity Summary

Result Per Page: Activities 

Actions	Action Admin	Target Admin	Date/Time
Admin LoginFailure	_____	_____	07/07/2019, 03:15:12 AM
Update Admin User First Name	_____ _UAT	_____	06/11/2019, 10:33:35 AM
Update Admin User Address	_____ _UAT	_____	06/11/2019, 10:33:35 AM
Update Admin User Address	_____ _UAT	_____	06/10/2019, 3:06:47 PM
Update Admin User Phone 1 Country code	_____	_____	03/25/2019, 02:50:15 AM

© 2022 Fidelity National Information Services, Inc., and its subsidiaries. All rights reserved worldwide. This document is protected as a trade secret and under the copyright laws as the property of Fidelity National Information Services, Inc. Copying, reproduction, or distribution to third parties is strictly prohibited.

Download Administration User Security Account History

You can download the search results to the following formats:

- Excel/Spreadsheet (.csv) format
- Excel
- Text (tab spacing) format

To download the **Admin Security Account History**:

1. Click the **Download** icon in the **Activity Summary** section.

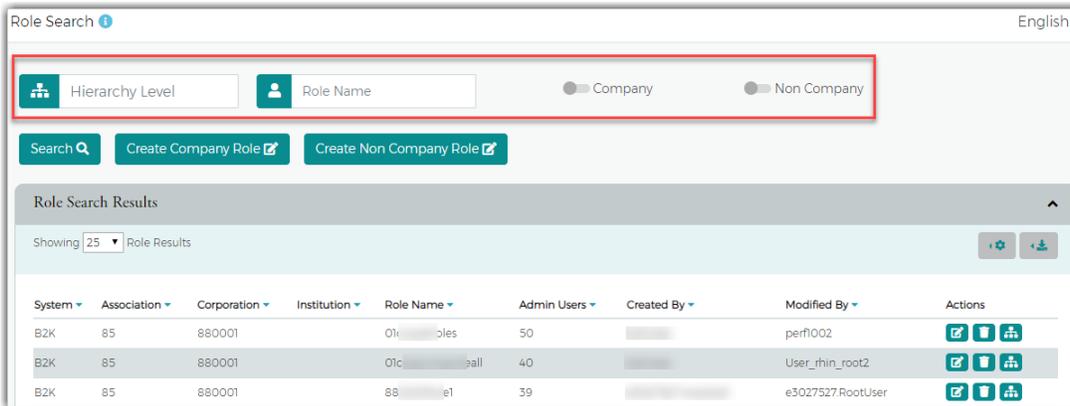


2. Click the format option that you want and save the file to a specified location on your computer.



Search Security Roles

1. From the navigation menu, select **Admin Management > Admin Roles**.
2. In the **Role Search Results** page, enter the search criteria and click **Search** to display the results.



Note: All roles that you have access to displays in the Role Search Results before you enter the search criteria. To modify the results that display, use the filter options at the top of each column.

The following table describes the search elements on the **Role Search** page.

Element	Description
Profile Name	The name of the profile
Hierarchy	Hierarchy level

The following table describes the icons available in the **Role Search Results** section:

Icon	Description
	Edit role
	Delete role
	View users assigned to the role

Download Security Roles List

You can download the search results to the following formats:

- Excel/Spreadsheet (.csv) format
- Excel
- Text (tab spacing) format

To download the list:

1. Click the **Download** icon in the **Role Search Results** section.



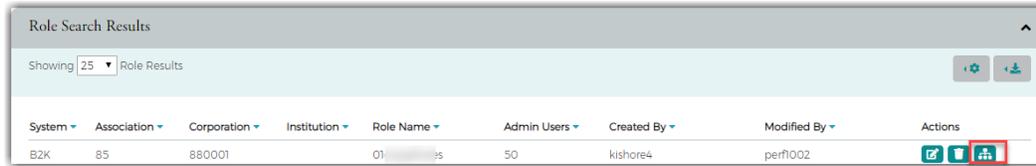
2. Click the format option that you want and save the file to a specified location on your computer.



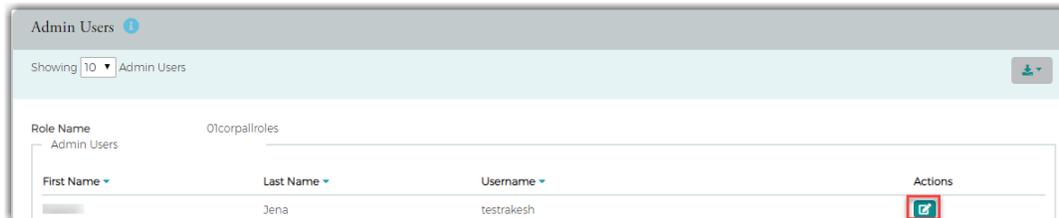
View Administration Users Assigned to a Role

To view users assigned to a role:

1. From the **Role Search Results** page, click the **View User** icon.



2. When the **Admin Users** page displays, click the **Manage Admin User** icon to view the user information.



The following table describes the icons available on the **Admin User** page:

Icon	Description
	Manage admin user

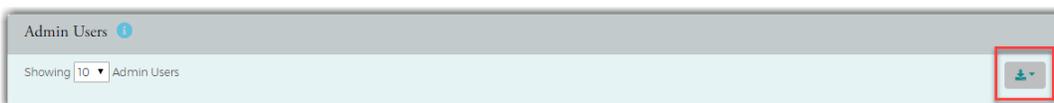
Download the Administration Users Assigned to a Role List

You can download the search results to the following formats:

- Excel/Spreadsheet (.csv) format
- Excel
- Text (tab spacing) format

To download the list:

1. Click the **Download** icon in the **Admin User** section.



2. Click the format option that you want and save the file to a specified location on your computer.

