eZbusiness Admin Guide

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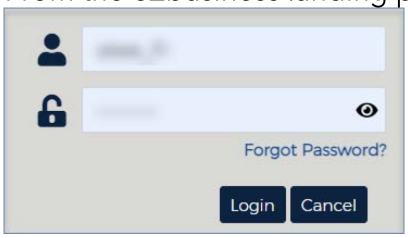
Getting Started

Logging In

Upon your first login to the eZbusiness site, admins must change their password and create a Security Account. After you log in for the first time and change your password, you must set up your security questions and answers. The system prompts you in a few steps to set this up.

Note: Your credentials will no longer be valid if you fail to access the system within a 6month period.

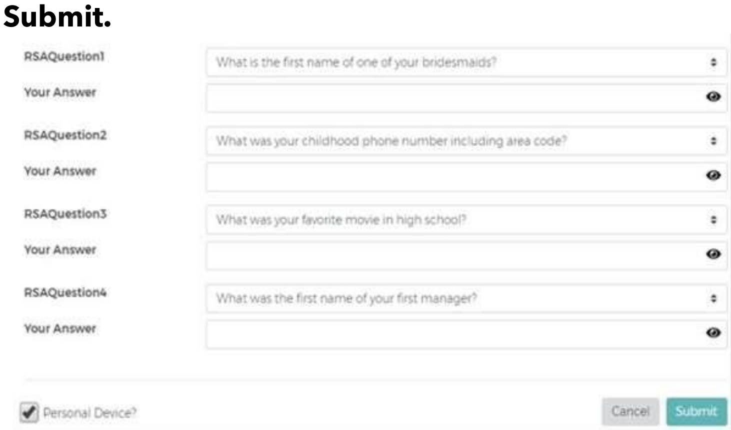
1. Navigate to www.ezbusinesscardmanagement.com
2. From the eZbusiness landing page, enter your Username.



3. As you begin typing your Username, the Password field displays. Enter your temporary Password and click Login.
4. Once you enter your Username and Password, the Change Password window will be displayed. Enter your Current Password and New Password. Then click Submit.

Note: Passwords must be a minimum of 8 characters and include at least 1 number, special character and lowercase letter.

5. A pop-up will be displayed telling you that you have successfully changed your password. Click **OK**.
6. After changing your password, the **RSA Enrollment** page is displayed to set up your security questions. Answer the questions and if you are using a personal device, click the **Personal Device** box, then click **Submit.**



7. A pop-up will be displayed telling you that you have successfully enrolled in RSA. Click **OK**. On the following screen, your default landing page will be displayed.

IMPORTANT! If the Admin user registers a computer/device, the system recognizes that Admin user and they are less likely challenged at future logins. It is important that public devices are not registered.

Out of Band Authentication

Out of Band Authentication is a form of authentication that sends a one-time security code to the user via phone call, text or email. Out of Band Authentication may be required if the system detects logins from a device other than the one where security questions were originally set up, the user did not register their computer or device when they previously logged in, geographic locations of consecutive logins are different or if the login was not consistent with the user's login behavior.

1. For **Email** and **Text**, click on the option that you prefer.
2. The security code will be sent to you via the chosen method, and a **Security Code** window will be displayed. Enter the **Security Code** that was sent via email or text. If you are on a private computer, select "**This is a private computer. Please register it.**" and click **Continue.**
3. For **phone**, click on the phone option.
   Note: Foreign phone numbers, or registered phone numbers with extensions or where IVR must be navigated, cannot use this option.

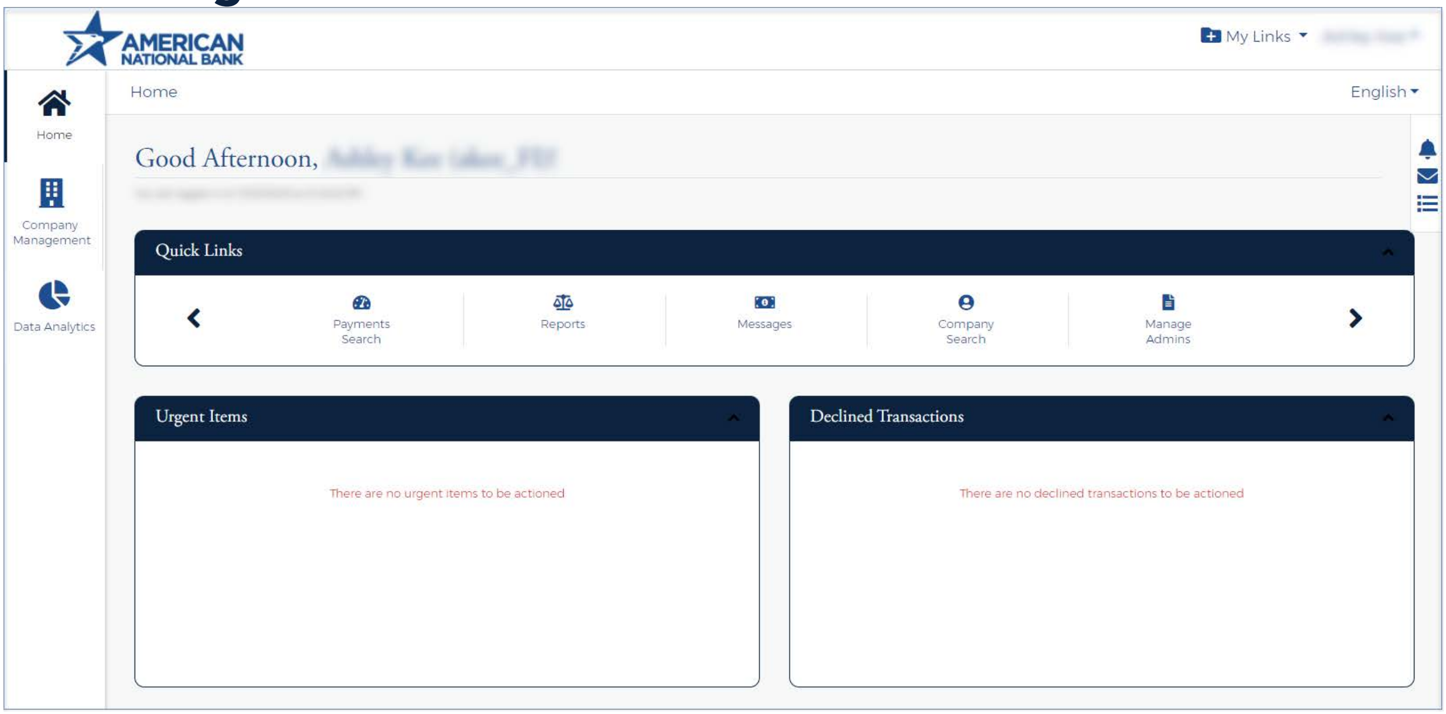
4. The security code will be displayed, and an automated call is generated to the phone number registered to your account in eZbusiness. When the call is received, press the pound key (#), followed by the security code displayed on your screen. Once the security code is verified, the **Continue** option is enabled. If you are on a private computer, select "**This is a private computer. Please register it.**" and click **Continue**

Forgot Password

The forgot password feature allows you to reset your password by following the series of steps below.

1. Click **Forgot Password** located under the password field.
2. The **Confirm Your Identity** window will be displayed. Enter the **Security Answer** and click **Continue**. Once you successfully answer, a temporary password will be sent to the email address registered to the eZbusiness account.
3. Once you receive the email with your temporary password, go back to the eZbusiness login page to enter your Username and temporary password, then click **Login**. From there, you will be prompted to select your **New Password** by entering in the **New Password** and **Confirm New Password** Field.

Home Page Overview



Navigating eZbusiness

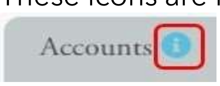
The left-hand side menu is used to navigate. Click on an icon, and a list of sub-menu icons display allowing you to navigate to pages to perform different functions.

Important Information

The right-hand side menu displays a snapshot of items such as Alerts, Messages, and your To-Do List.

Site Help

These icons are found throughout the site to provide additional information on all topics.



Company Home Page

The **Company Home Page** provides insight into high-level information. From the home page, Admins can:

- View financial details
- Access available features
- Access transactions
- View items that require immediate attention

Company Snapshot

The company snapshot provides a high-level view of the financial details.

- Company Available Balance
- Outstanding Authorizations
- Company Amount Due
- Company Due date
- Cash Limit
- Available Cash
- Credit Limit
- Available Credit

Home Page Quick Links

The **Quick Links** bar is located on the **Home** page and allows you to add a link to the pages you use most. Go to the page that you want to add and click the **+** icon next to **My Links**. You can also delete a page from our **Quick Links** bar by clicking the **Delete** icon next to that page within the list. **Quick link** examples are:

- Make a payment
- Reports
- Online Request
- Account Overview
- Manage Admins
- My Alerts
- Urgent Items
- Decline Transaction
- Company Activity

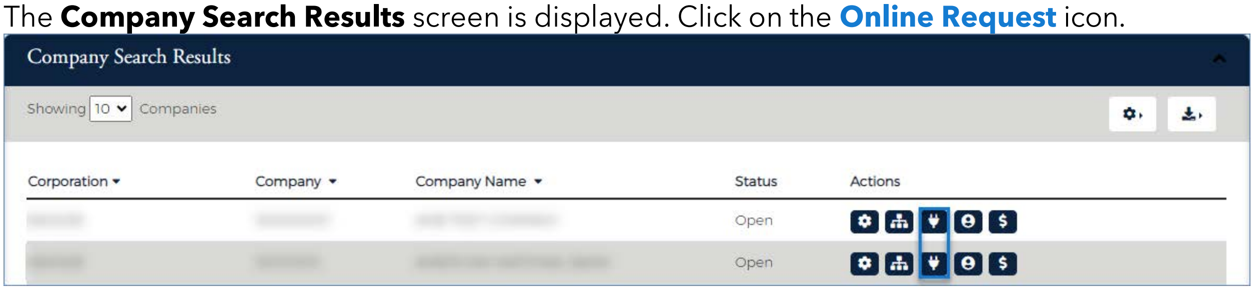
Alerts

The Company Alert feature in eZbusiness provides information so that the Company Administrator can:

- Anticipate potential credit problems
- Ensure payment timeliness
- Be notified of other events that may occur
- Use preventive measures or follow-up activity

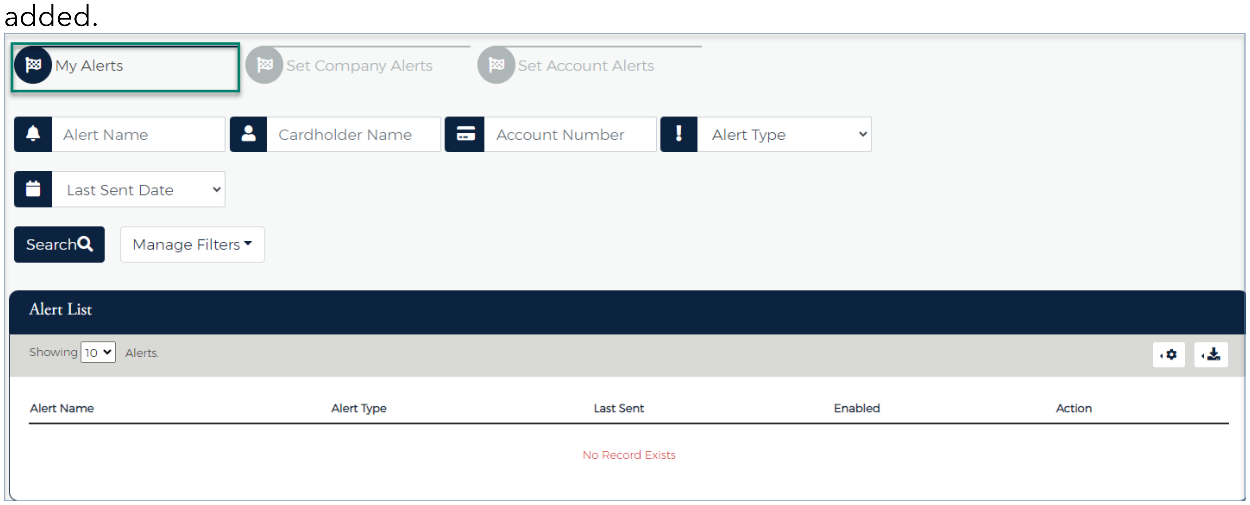
To access the **Alert** option, perform the following steps:

1. Click Company Management and then click Search Company.
2. The **Company Search Results** screen is displayed. Click on the **Online Request** icon.

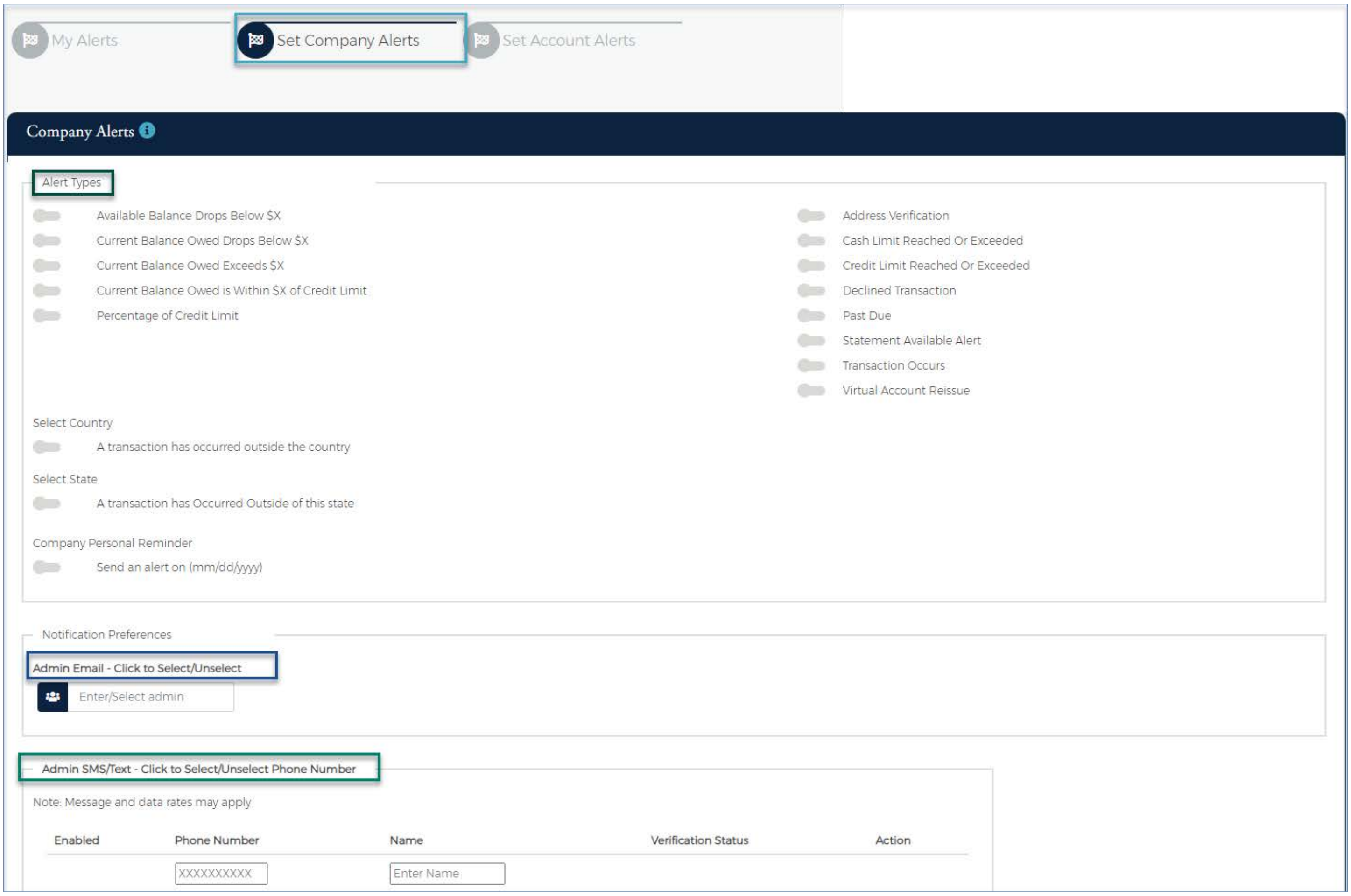


3. From the **Online Requests** (top navigation bar) page, click the **Alert** icon.

4. The **Company Alerts** page will be displayed. Click on **My Alerts** to view existing alerts an Admin has added.



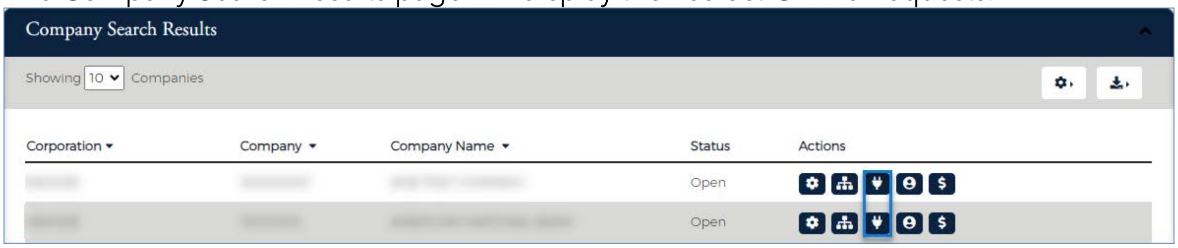
5. To create new company alerts, click the **Set Company Alerts** button on the **Company Alerts** page.
6. Once the **Company Alerts** page displays, the Admin can:
   a. Select the **Alert Types**.
      - Select variable data.
   b. Select the **Admins** that should be alerted.
   c. Select **SMS/Text criteria**.
7. Select **ADD**



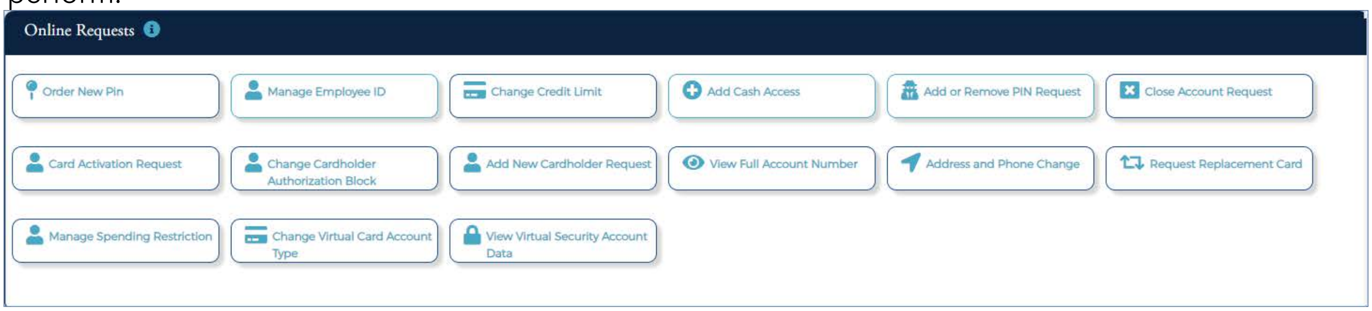
Online Service Requests

Accessing Online Service Requests

1. Click on the Company Management icon and select Search Company.
2. The Company Search Results page will display then select Online Requests.



3. The following page will display all of your **Online Request** options. Click on the option you would like to perform.

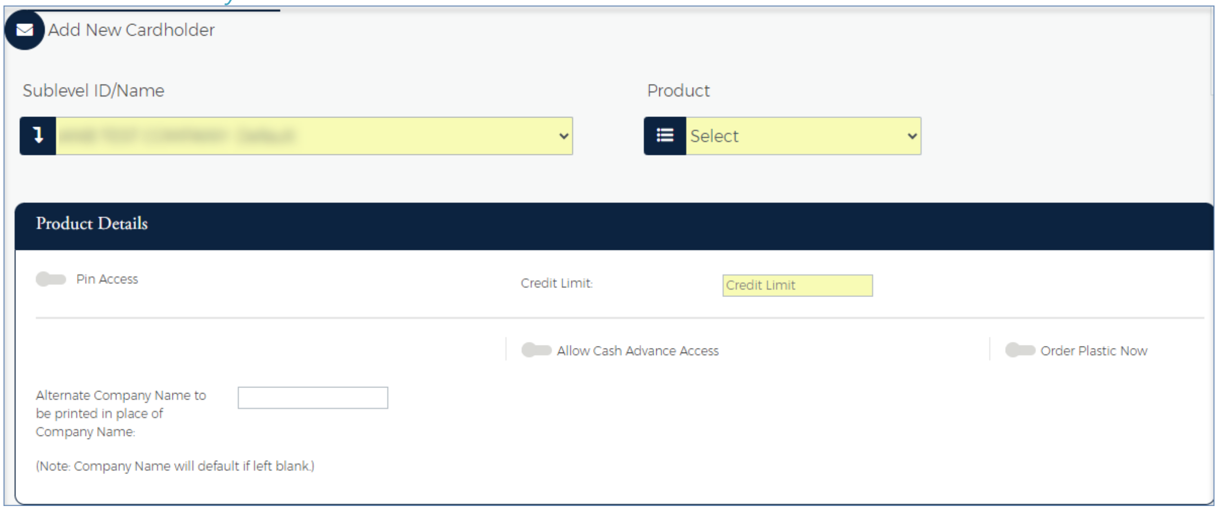


Add New Cardholder

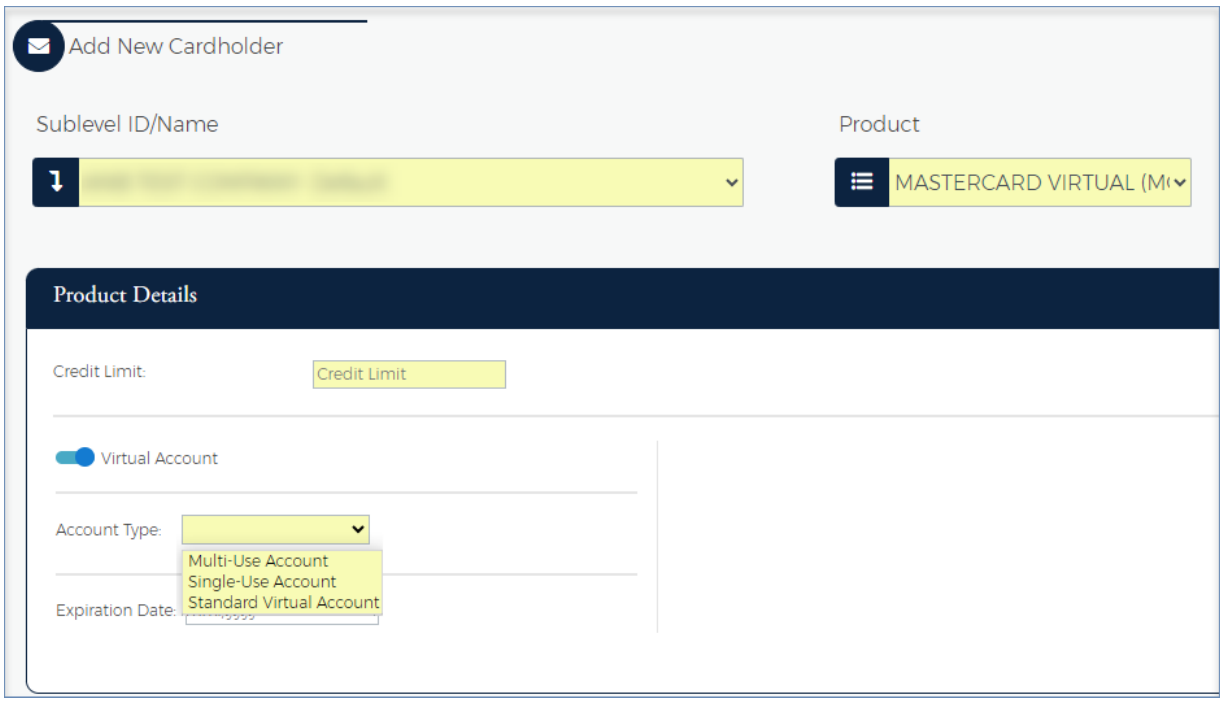
1. From the Online Requests page, select **Add New Cardholder Request**.
2. The **Add New Cardholder** page will display. **Note:** All yellow fields are required fields.
3. **Sublevel ID/Name:** In most cases, your company will only have one **Sublevel,** which will be your **Default** option. For companies with multiple **Sublevels**, select the appropriate **Sublevel** you'd like to have your new card order attached to.
4. **Product**: The **Product** code indicates the reward/rebate option for your company. Select the appropriate **product** to continue. **Note:** If Virtual card, select MasterCard Virtual.
5. **Product Details**:
    a. **Credit Limit:** Enter the desired for your new cardholder.
    b. **Number of Plastics:** Enter the number of cards you'd like this cardholder to be issued. Example: 1.
    c. **Alternate Company Name:** field may be left blank, so the company name on file defaults.
    d. **Account Type** (Only available for Virtual Cards): Select from one of the options listed below.
        - **Multi – Use Account:** Card can be used for multiple transactions, not to exceed credit limit.
        - **Single - Use Account:** Card can be used for single transaction, not to exceed credit limit. **Note:** This card type should not be used if the cardholder would like to add the card to their mobile wallet.
        - **Standard Virtual Account**: Cards acts like a plastic card, can be used for multiple transactions, not to exceed credit limit. However, once payment is made, the open to buy amount is increased.

    Note: Confirm the correct card type prior to creation. Once an authorization is issued, or a card is added to a mobile wallet, the card type cannot be changed.

Screenshot 1: Physical Card



Screenshot 2: Virtual Card



6. **Cardholder Details**: All yellow fields are required fields.

   a. Details

   i. **First** and **Last Name:** Enter the Cardholders Full Name

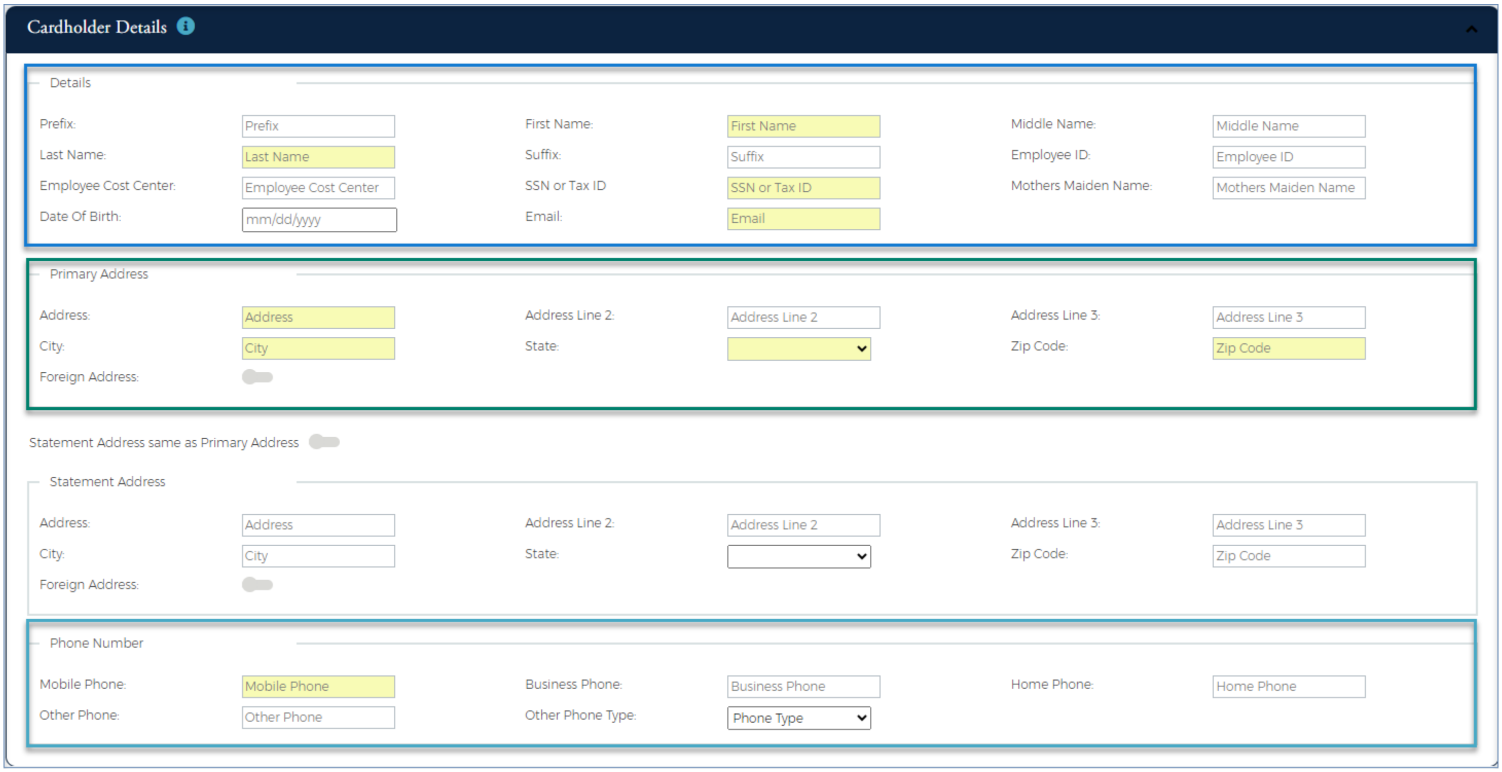
   ii. **SSN** or **Tax ID**: This information is not used for credit reporting purposes but verification purposes. If your cardholder does not have an SSN, any 9 digit number will be sufficient. **Note:** They must be aware of the last 4 digits selected for card activation and identification purposes.

   iii. **Date of Birth:** Enter the Cardholders Date of Birth.

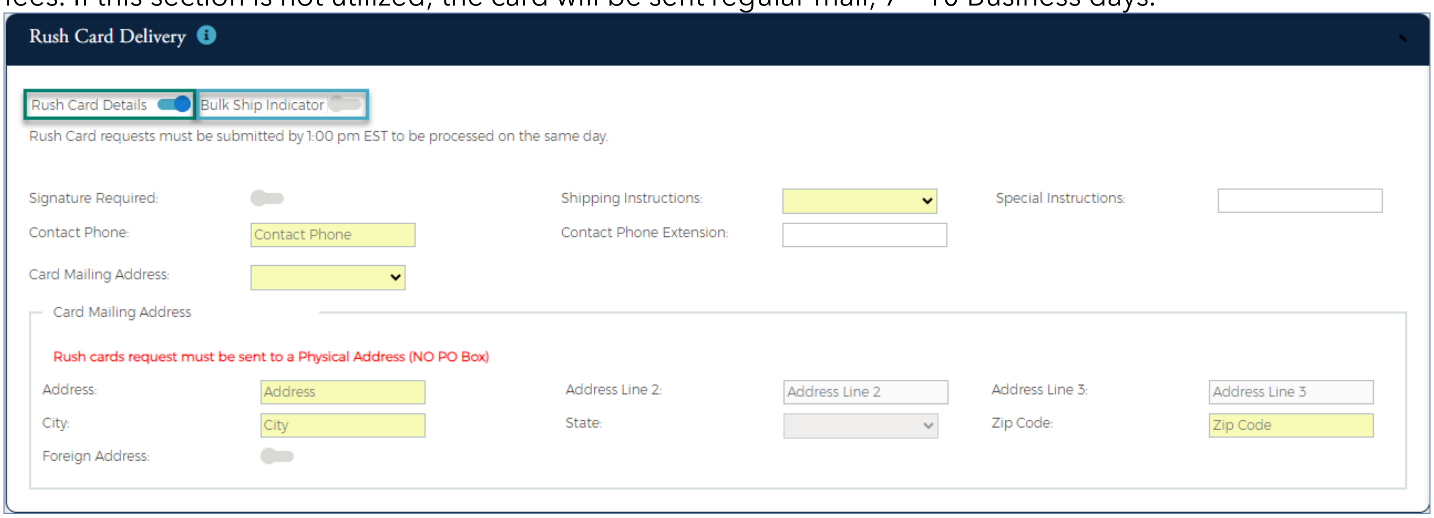
   iv. **Email:** Enter the Cardholders email address to receive fraud alerts to.

   b. **Primary Address:** The address provided in this section is also used as the cardholder's Billing Address.

   c. **Phone Numbers:** This information is kept on file and used for Fraud Detection purposes. Please provide phone numbers your cardholders can accept automated phone calls or text messages from so they may help identify fraud immediately.

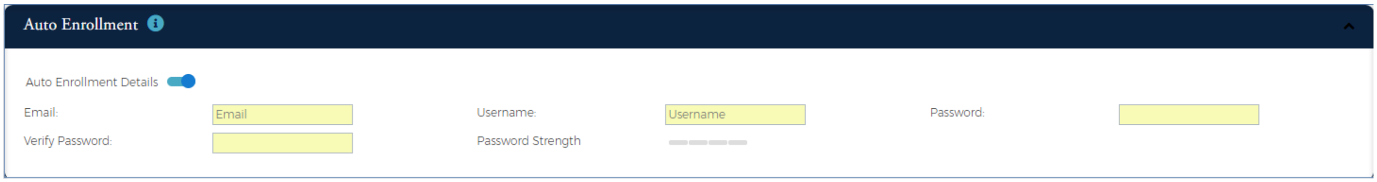


7. **Rush Card Delivery:** If this section is needed, click the **carrot** icon to expand the section. This should be used to rush cards to an Alternate Mailing address or to rush cards to the address on file. Please also keep in mind that there is an additional charge for this. By toggling this on, you're accepting of these fees. If this section is not utilized, the card will be sent regular mail, 7 – 10 Business days.

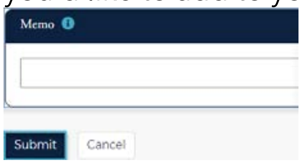


   a. Toggle the **Rush Card Details** option to enter in the Shipping instructions. **Note:** A signature is required for all rushed items.
   b. Toggle the **Bulk Ship Indicator** option on if you would like the post office to only make one delivery verses multiple deliveries. When this feature is selected, the company admin will be able to request company card orders to be bulk shipped right to their door.

8. **Auto Enrollment**: This section is used to automatically register your new cardholder to eZcard. eZcard allows your cardholder to view transaction history, process disputes, update contact information and more. All yellow fields are required fields. Upon hitting **Submit**, an email will be sent to your new cardholder with their new eZcard credentials.



9. **Memo**: This section may be utilized to provide the cardholder's email address or any other notations you'd like to add to your card order.



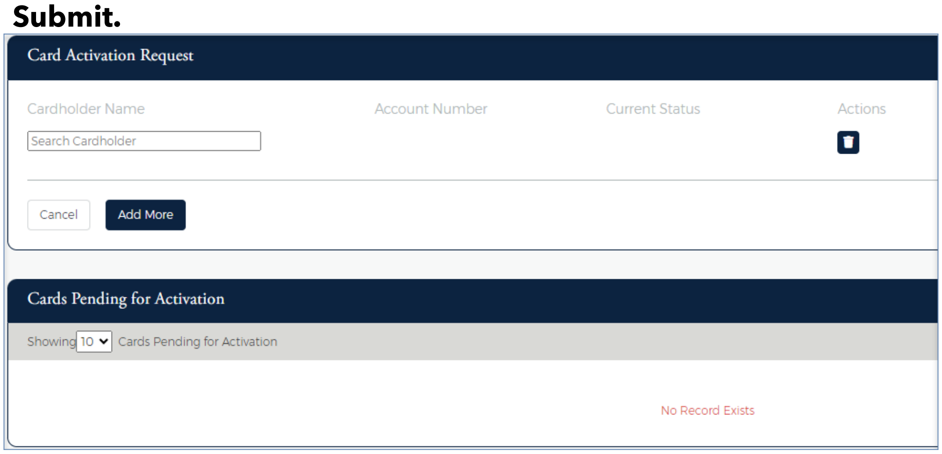
10. Now that all fields have been completed, hit **Submit** to be directed to the review page.
11. If all information is correct, click **Confirm** to process your new card order. A **Successfully Submitted** notification will appear once completed.

Address and Phone Change – Cardholders

1. From the Online Requests screen, select Address and Phone Change.
2. The **Address and Phone Change** screen will display. Start entering in the cardholder's name in order to populate the name suggestions. Select the cardholder name from the drop-down box to add.
3. Select the **Request Type** from the drop-down menu to populate additional fields. The **Request Type** options are **Address Change**, **Phone Change** and **Address & Phone Change**. Once you've entered in the updates, add a **Memo** and hit **Submit**.
4. The review page will display. Review the information entered and click **Confirm.** Once completed, a **Successfully Submitted** notification will appear.

Card Activation Request

1. From the Online Requests screen, select **Card Activation Request**.
2. The Card Activation Request screen will display along with a list of Cards Pending for Activation right below. You can either enter the cardholder's name in the **Search Cardholder** section or toggle ON from the **Cards Pending for Activation** list to automatically generate them in the **Card Activation Request** section. Once all the cardholders are selected, and a memo is entered, click **Submit.**

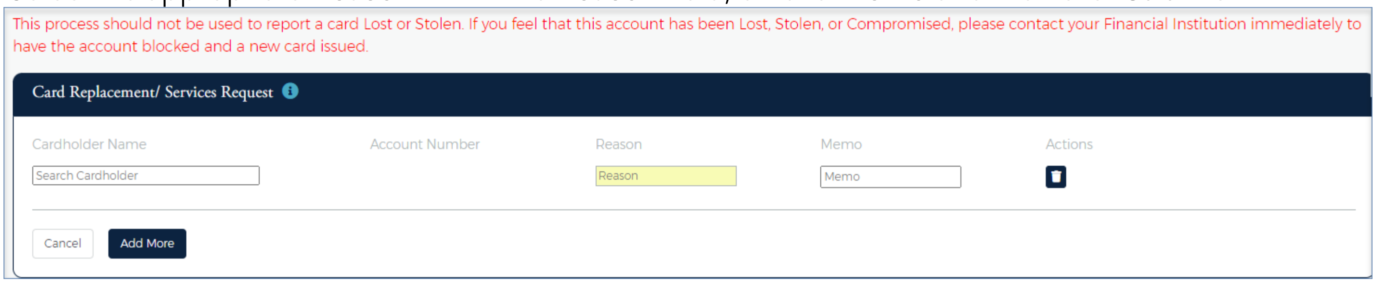


3. The review page will display, ensure all information is correct, then click **Confirm.**

Request Replacement Card

IMPORTANT! This feature is not intended for lost or stolen cards. If you feel an account is Lost, Stolen or Compromised, please contact the number on the back of your card.

1. To request a replacement card per Damaged Card, Name Change or Magnetic Strip Invalid, select Request Replacement Card from the Online Requests screen.
2. The **Card Replacement/Services Request** screen will display. Start entering in the cardholder's name to generate the cardholder list drop-down to select the cardholder. Once you select the cardholder's name, they will appear within your request.
3. Select the appropriate **Reason** within the **Reason** field, enter a **Memo** and then click **Submit**.



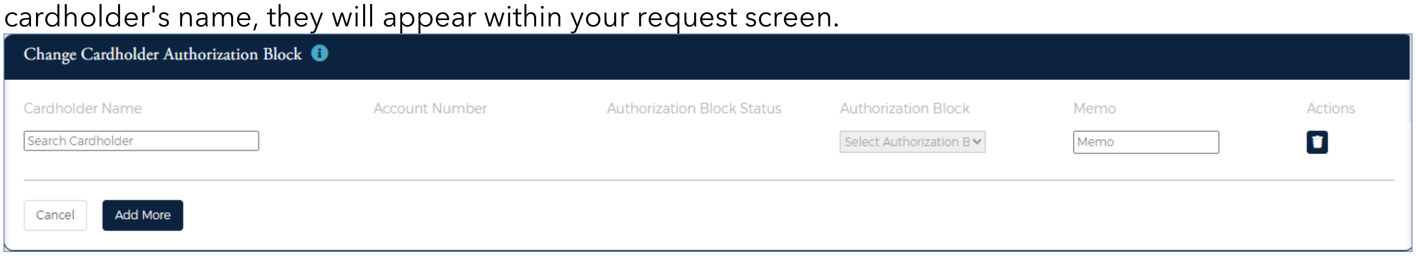
4. The review page will display. Confirm the information is correct and click Confirm. A Successfully Submitted notification will appear once completed.

Change Cardholder Authorization Block

Change Cardholder Authorization Block allows the Admin 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 Admin removes the block.

To complete the **Change Cardholder Authorization, Block** online request, perform the following steps.

1. From the Online Requests screen, select Change Cardholder Authorization Block.
2. The **Change Cardholder Authorization Block** screen will display. Start entering the cardholder's name to generate the cardholder list drop-down and select the cardholder name. Once you select the cardholder's name, they will appear within your request screen.



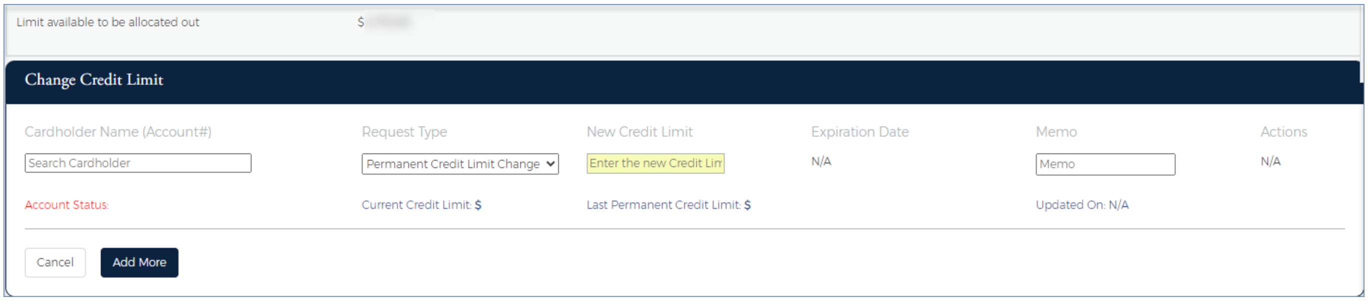
3. Within the **Authorization Block** drop-down, select whether you are adding or removing a block, add a **Memo,** then click **Submit**.
4. The **Change Cardholder Authorization Block** review page will display. Ensure the information is correct and click **Confirm.** A **Successfully Submitted** notification will appear once completed.

Note: This Service Request is a real-time process, and the Memo field serves as a notation.

Change Credit Limits

The **Change Credit Limit** option allows you to increase or decrease a cardholder's or the Billing Accounts' credit limit permanently or temporarily in real-time.

1. From the Online Requests screen, select Change Credit Limit.
2. The **Change Credit Limit** screen will display. Start entering the cardholder's name to generate the cardholder list dropdown and select the cardholder name. Once you select the cardholder's name, they will appear within your request screen displaying their status, credit limit and last credit limit increase.



3. For a **Permanent Increase**, select **Permanent Credit Limit Change** under the **Request Type** drop-down, enter the desired credit limit within the **New Credit Limit** field, add a **Memo** and click **Submit.**
4. For **Temporary Credit Limit** increases, select **Temporary Increase Credit Limit Change** under the **Request Type** drop-down. Enter the amount of the Temporary Increase under the **New Credit Limit** field.

   Note: The amount you enter is in addition to the cardholder's current credit limit. Lastly, enter the **Expiration Date** you'd like this increase to end.

5. The review page will display. Confirm the information is correct and click **Submit**. A **Successfully Submitted** notification will appear once completed.

   Note: This Service Request is a real-time process, and the Memo field serves as a notation. If you have additional questions, please contact the number on the back of your card.

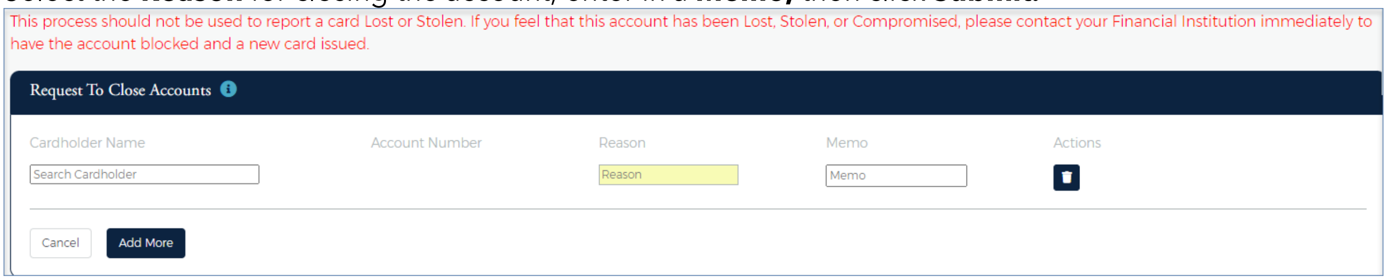
IMPORTANT! Do not process this request if the account is in a Closed or Blocked status. The **Change Credit Limit** service request cannot be submitted under any of the following conditions for Individually Billed or Centrally Billed Accounts:

- Requested credit limit change cannot exceed the company limit.
- Requested credit limit change must be different than the cardholder's current credit limit.

Close Account Request

IMPORTANT! This feature is not intended for lost or stolen cards. Please contact the number on the back of your card for assistance.

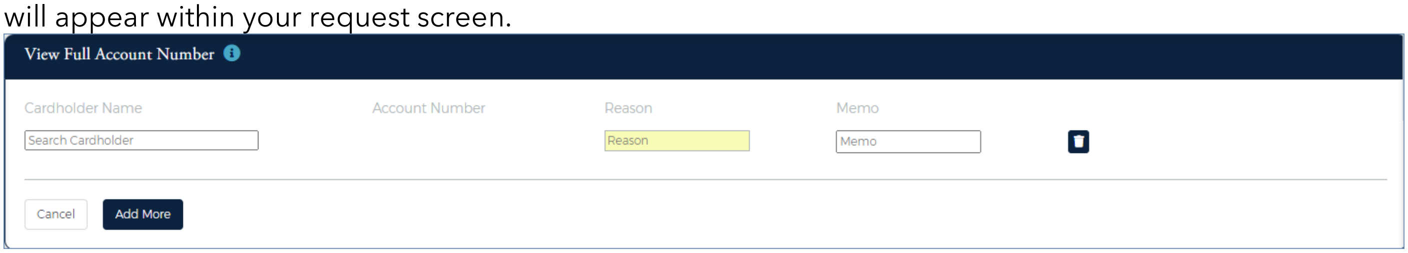
1. From the Online Requests screen, select Close Account Request.
2. The **Request to Close Accounts** page will display. Start entering the cardholder's name to generate the cardholder list drop-down and select the cardholder's name. Once you select the cardholder's name, they will appear within your request screen.
3. Select the **Reason** for closing the account, enter in a **Memo,** then click **Submit.**



4. The **Request to Close Account** review page will display. Review the information is correct and click **Confirm.** A **Successfully Submitted** notification will appear once completed.

View Full Account Number

1. To temporarily view a full account number, go to the **Online Requests** screen, select **View Full Account Number**.
2. The **View Full Account Number** page will display. Start entering the cardholder's name to generate the cardholder list drop-down and select the cardholder. Once you select the cardholder's name, they will appear within your request screen.



3. Select the **Reason**, enter in a **Memo** and click **Submit**.
4. The review page will display. Ensure the information is correct and click **Confirm**. Upon clicking confirm, the full account number will display on your existing page. Once you click **Go Back**, you will no longer be able to view the full card number.

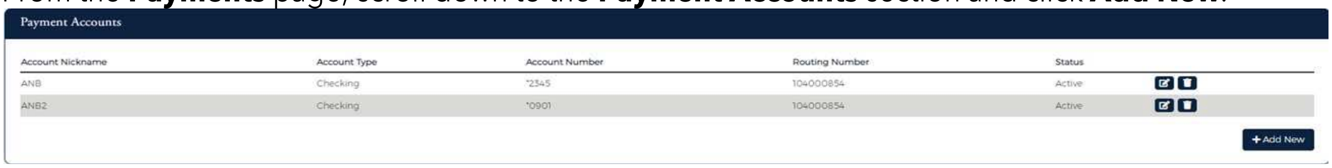
Payments

Adding a Payment Account

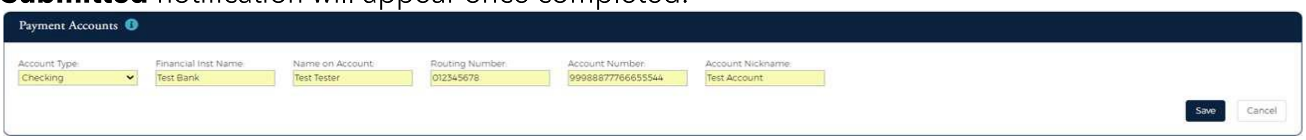
Before you can process a one-time payment, you must add a **Payment Account**. The **Payments** page allows you to set up multiple checking or savings accounts to be used as **Payment Accounts** to pay your bill online. You can create an unlimited number of **Payment Accounts**. Once a **Payment Account** is created, it can be used immediately to make an online payment.

1. To access the Payment page, click on the Payments ($) icon.

2. From the **Payments** page, scroll down to the **Payment Accounts** section and click **Add New**.



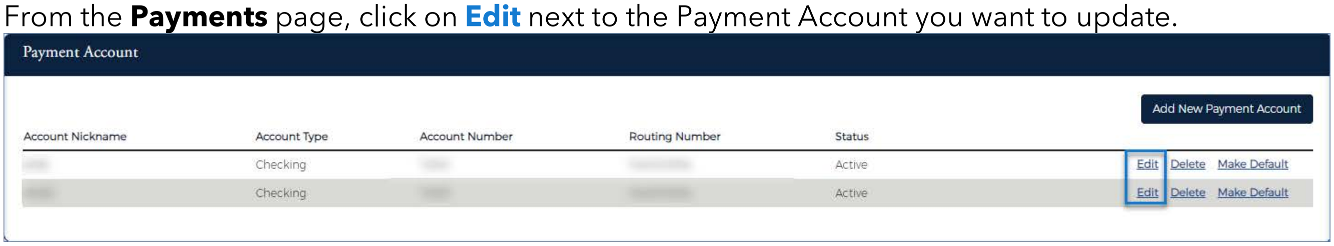
3. The payment information fields will display. Complete all the fields and click **Save.** A **Successfully Submitted** notification will appear once completed.



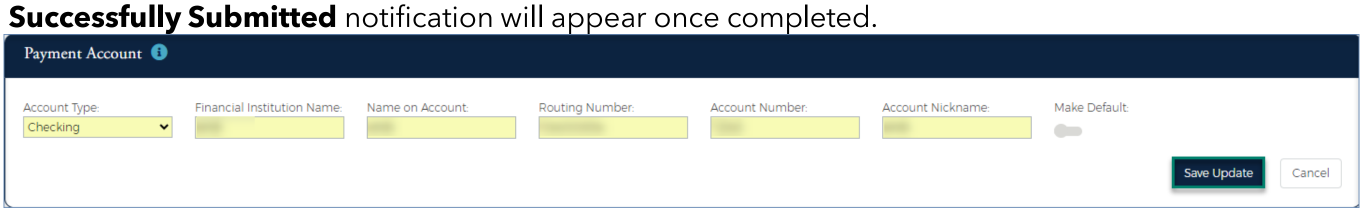
Note: The **Payment Accounts** section lists all of the active and deleted **Payment Accounts**, which can be used to pay the cardholder's accounts online.

Changing a Payment Account

1. From the **Payments** page, click on **Edit** next to the Payment Account you want to update.



2. The **Payment Account** fields will appear. Make any necessary changes and click **Save Update.** A **Successfully Submitted** notification will appear once completed.



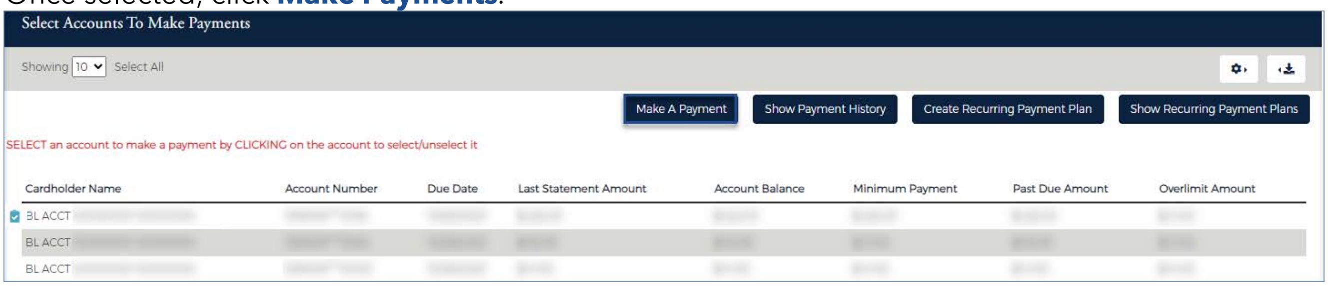
Making a One-Time Payment

Admins 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 (up to 60 days out) for up to 10% more than the statement balance. Anything greater will need to be processed by the credit card team. Once the payment is made, the payment amount is automatically deducted from the designated account.

Note: Before making a payment, you must first have a **Payment Account** set up. Click **+ Add New** to get started.

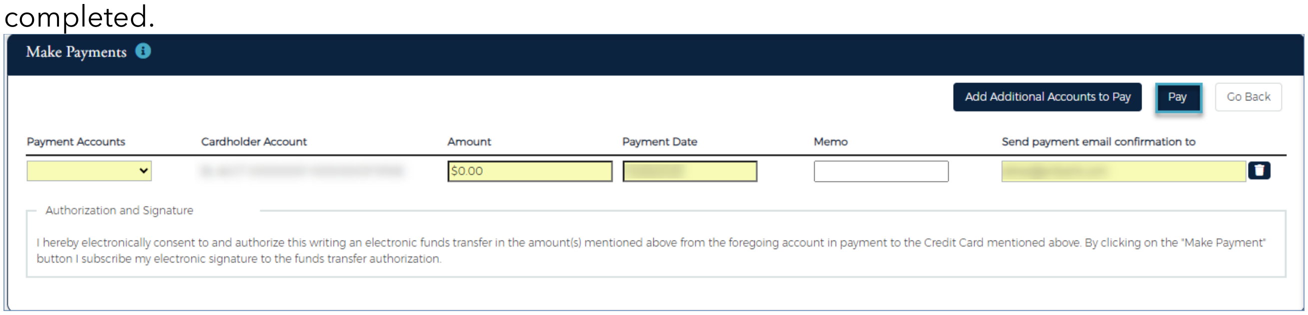
Company Billed programs can make a payment towards the Billing Account or an individual cardholder account. If an individual cardholder is selected, it will provide that cardholder's availability; however, the payment will roll up to the billing account. If the program is Individually Billed, you may pay down the selected cardholder(s) directly. If a specific cardholder needs availability, you may also process a **Temporary Increase** within the **Online Requests** section.

1. From the **Payments** page, select the account(s) that you are making a payment on by clicking the Cardholder name. This will place a Blue **Checkmark** icon next to the selected account(s).
2. Once selected, click **Make Payments**.



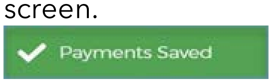
Note: You can also view payment history by clicking on **Show Payment History** at the bottom of the **Select Accounts To Make Payments** section.

3. The **Make Payments** page will display. Complete all the required fields and click the **Pay** icon when completed.

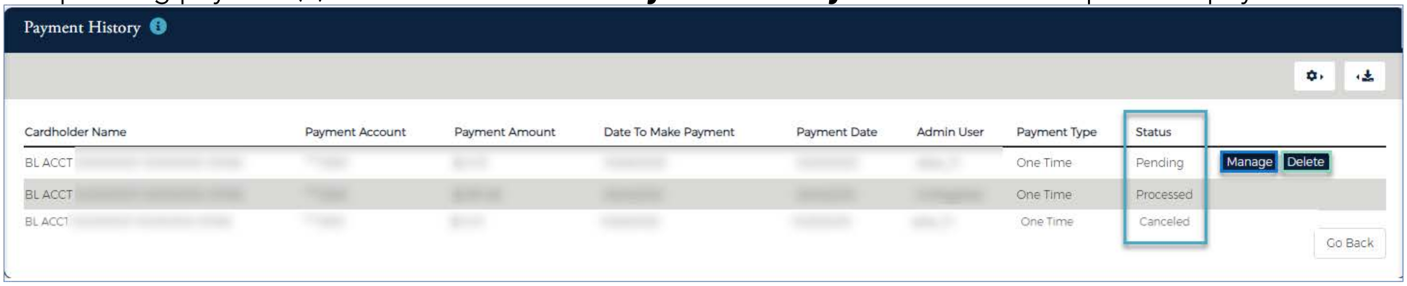


Note: Payments received by 2:00 p.m. PT will post and be available the next business day. Payments received after 2:00 p.m. PT will post in two business days, e.g. (payment made after 2:00 p.m. PT on 7/26/2021 will post and be available 7/28/2021). If a payment is made on a Friday before 2:00 p.m. PT, it will be available on Saturday. If the payment is made after 2:00 p.m. PT on Friday, it will post on Monday or the following business day.

4. Once completed, you will see a **Payment Saved** notification on the bottom right-hand side of your screen.

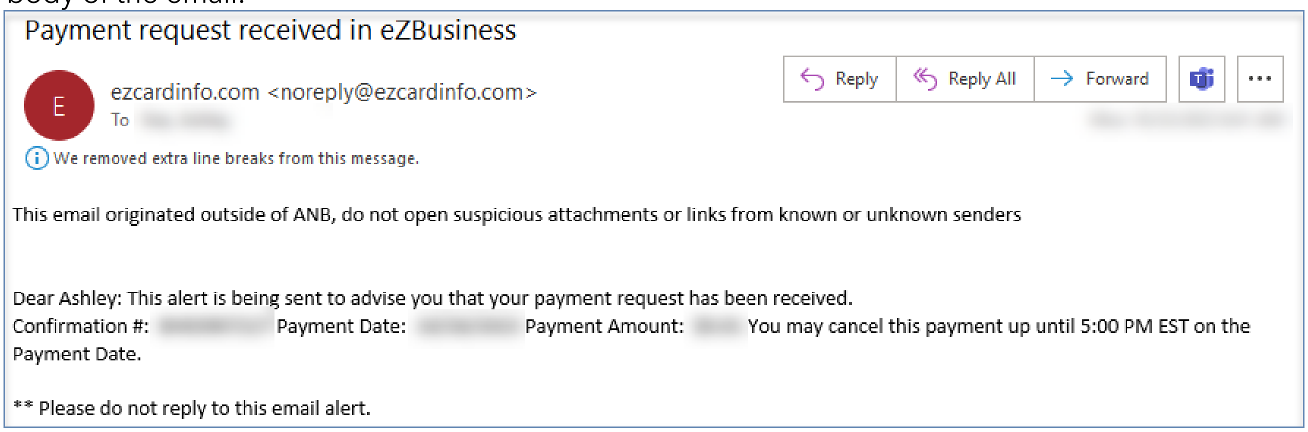


5. The pending payment(s) will reflect under the **Payment History** section as well as previous payments.



Note: Payments may be canceled up until 2 p.m. ET of the Payment Date. To do so, click on the **Delete** icon within your **Payment History** section and click **Confirm**.
Upon confirming, you will see a **Payment Deleted Successful** notification on the bottom of your screen, the payment displaying as **Canceled** within your **Payment History** section, and an email confirmation advising the payment has been canceled.

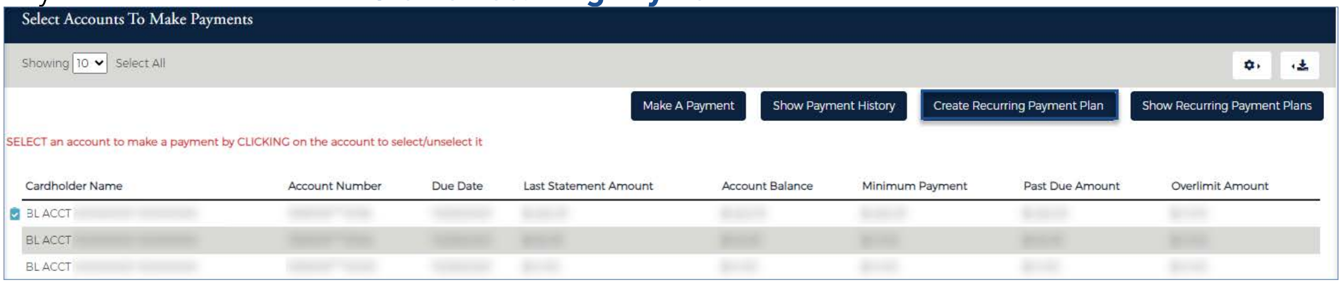
6. Promptly following your **Payment Saved** notification, you will receive a **Payment Confirmation** email from noreply@ezcardinfo.com. This email will contain your **Payment Confirmation** number within the body of the email.



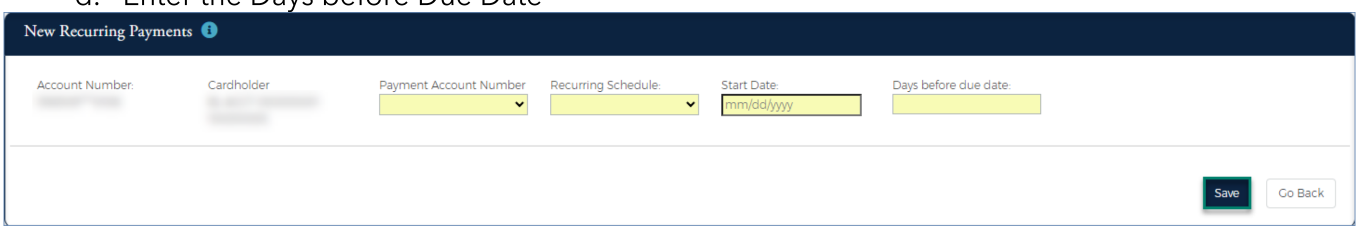
Create Recurring Payments

Company Billed programs have the option to set up a **Recurring Payment Plan**. This feature is currently not available to individual cardholder accounts.

1. To set up a Recurring Payment Plan, select the Billing Account from the Select Accounts to Make Payments section and click **Create Recurring Payment Plan**.



2. On the following page, fill out the below information:
   a. Select the Payment Account you'd like to use.
   b. Create your desired Recurring Schedule by selecting one of the following (Minimum Payment, Account Balance, Statement Balance, Fixed Monthly, Fixed Weekly, Fixed Bi-Weekly) from the Recurring Schedule drop-down box.
   c. Enter the Start Date.
   d. Enter the Days before Due Date

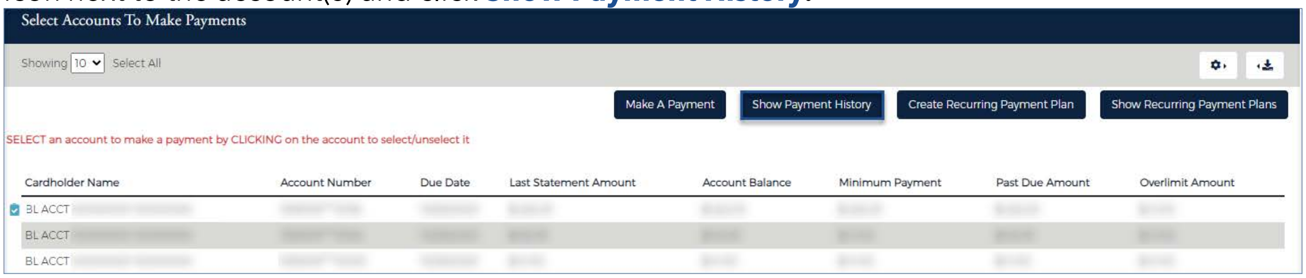


3. Lastly, Click **Save**.
4. Once saved, you will see a **Recurring Payment Saved** notification on the bottom right-hand side of your screen and your **Recurring Schedule** set up within your **Recurring Payments** section.

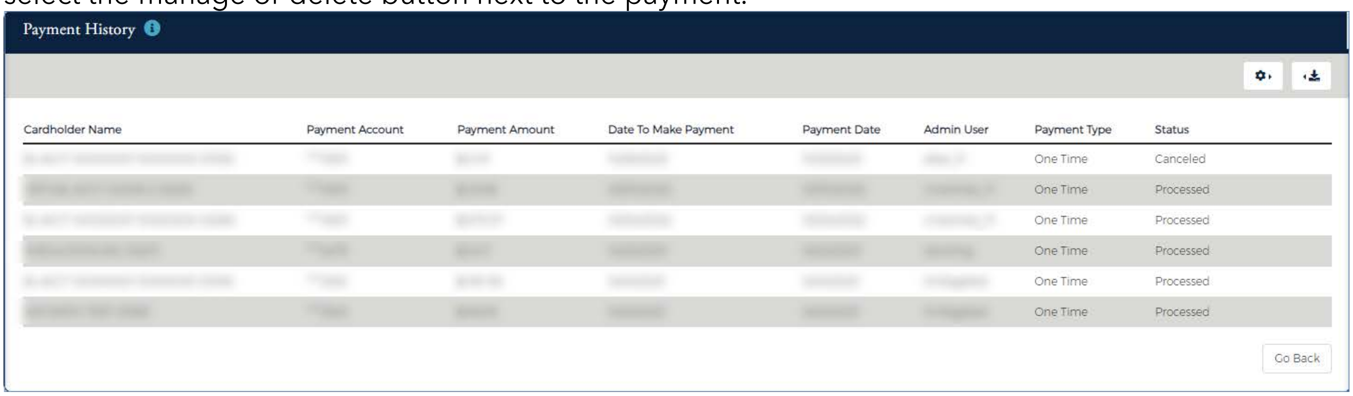
Viewing Payment History

The payment history for an account consists of all payments that have been made within the eZbusiness from the last eighteen months, including pending and canceled payments. Payments with a pending status may be updated or canceled the same day if completed before 2:00 p.m. ET.

1. From the **Payments** page, select the account(s) that you want to view by clicking the **Checkmark** icon next to the account(s) and click **Show Payment History.**



2. The **Payment History** section will display for the account(s) you selected. To edit or cancel a payment, select the manage or delete button next to the payment.



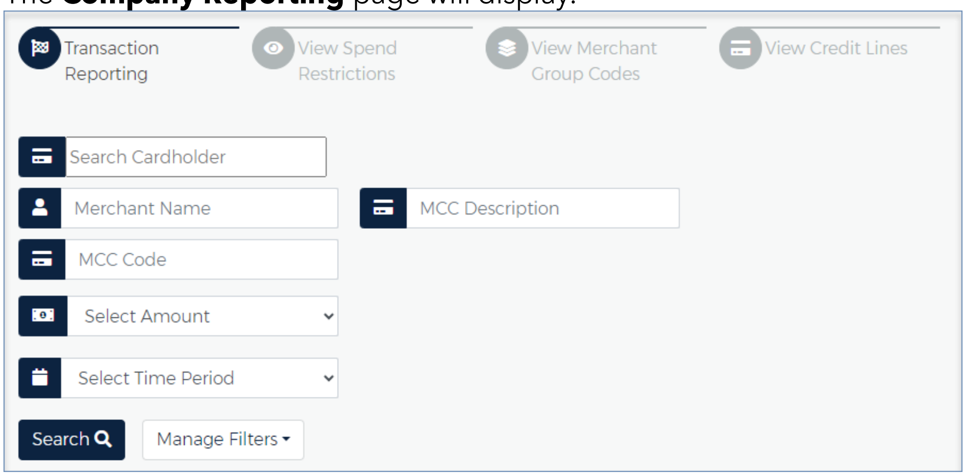
Reporting

Company Reporting

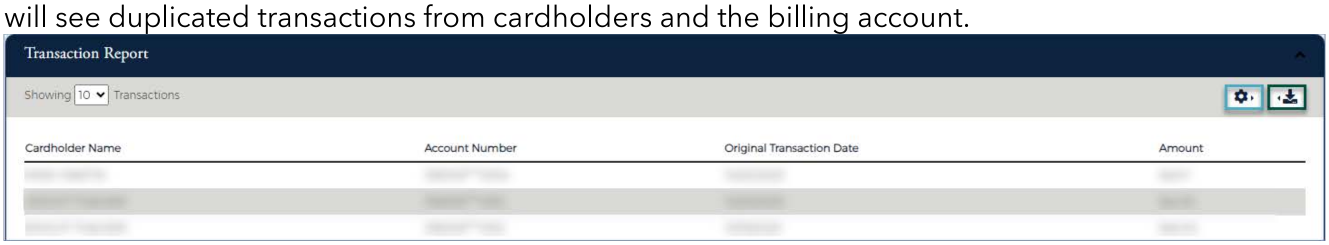
The **Company Reporting** page allows you to view and download **Transaction Reporting** or **Credit Lines** for a company or cardholder. **Transaction Reporting** provides additional information you may not see within your monthly statements, such as MCC Codes, MCC Descriptions, and Reference Numbers.

1. Once you have accessed either the **Online Request** or **Account List** pages, click on the **Company Reporting** (flag) icon on the top right-hand side of your screen.

2. The **Company Reporting** page will display.



3. To start your search, enter the name of the cardholder you would like to view. To view the entire company, you will need to view the billing account by searching BL and selecting the billing account option within the drop-down. To search multiple cardholders, continue to add all cardholders via the **Search Cardholder** section. Once complete, click **Search**. If a cardholder is not selected, you will see duplicated transactions from cardholders and the billing account.



Note: To manager your search criteria, you can **Manage Filters** and click **Save**. **Manage Filters** is located to the right of your **Search** button.

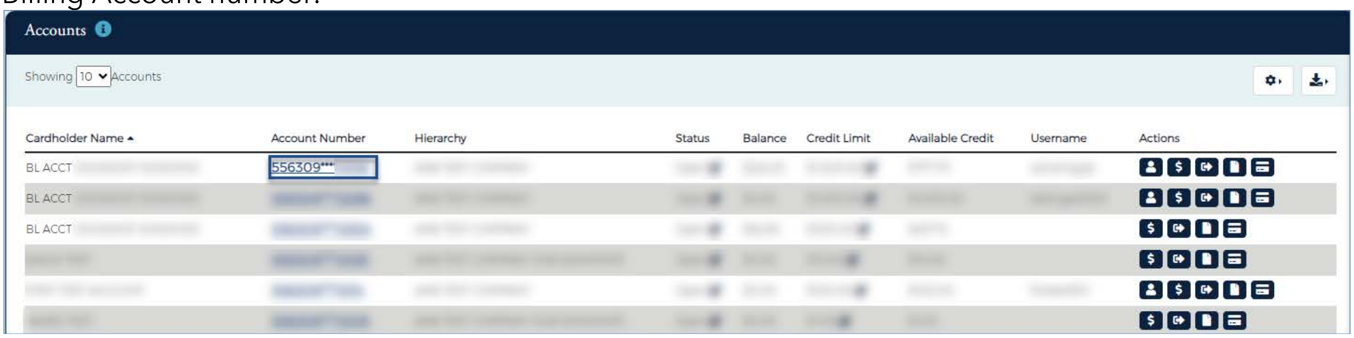
4. Once your **Transaction Report** has loaded, you can manage what information you would like to be displayed in your report by clicking on the **Configured Columns** drop-down. A max of eight options are allowed.
5. To download your report, click on the **Download** button to display your download options. Reports are downloadable to CSV, Excel, Text, QFX, QBO and QIF.

Statements

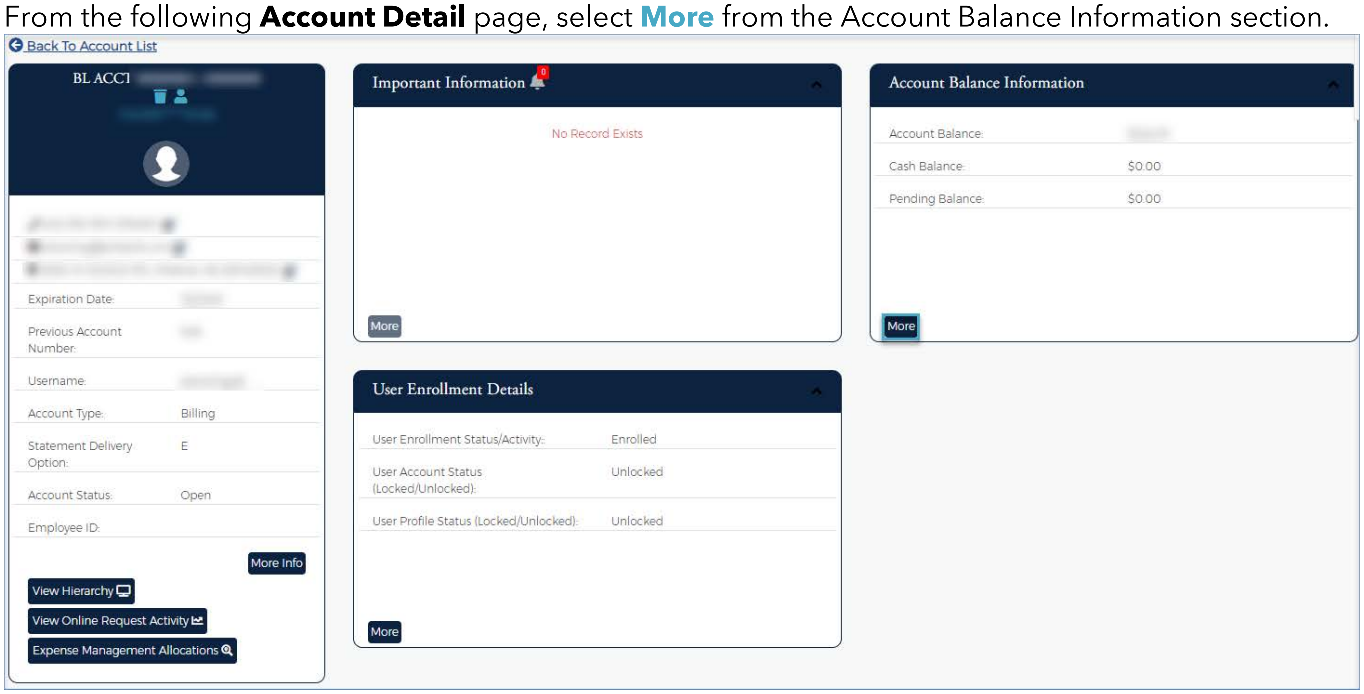
Statements are viewable via PDF format. The last 24 months are kept on file. If additional statements are needed, please call the number on the back of your card. To view your PDF statements, complete the following:

1. Go to **Company Management** and select **Search Company**. From the following page, select the **Account List** icon.

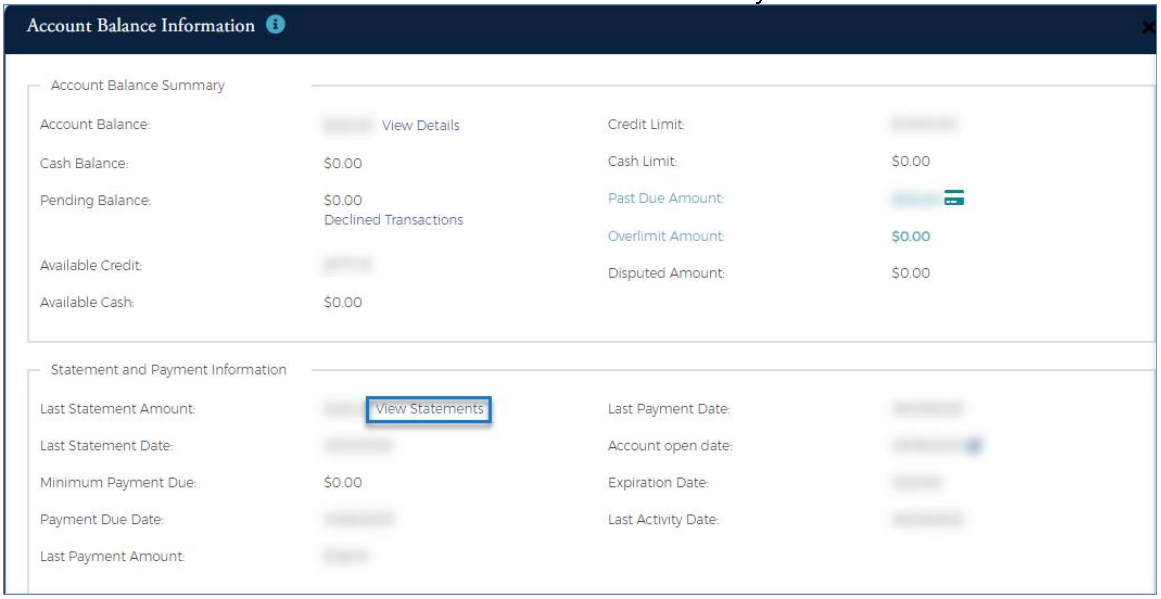
2. From the **Account List,** select the cardholder you would like to pull PDF statements for by clicking on the **Account Number** link as shown below. If you would like to view the company as a whole, select the Billing Account number.



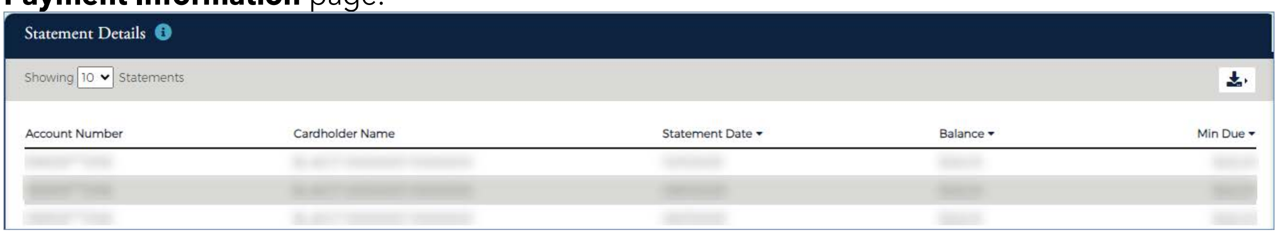
3. From the following **Account Detail** page, select **More** from the Account Balance Information section.



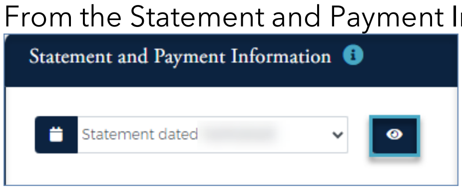
4. Select the View Statements link within the Statement & Payment Information section.



5. The **Statement Details** page will display. Click on any row to be directed to the **Statement and Payment Information** page.

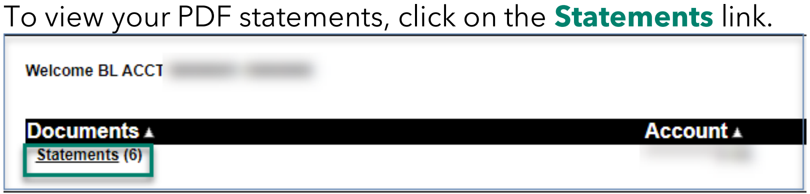


6. From the Statement and Payment Information page, click on the View Images (**eye**) icon.



Note: Ensure to have your Pop-Up Blockers turned off; otherwise, you will not be directed successfully.

7. To view your PDF statements, click on the **Statements** link.



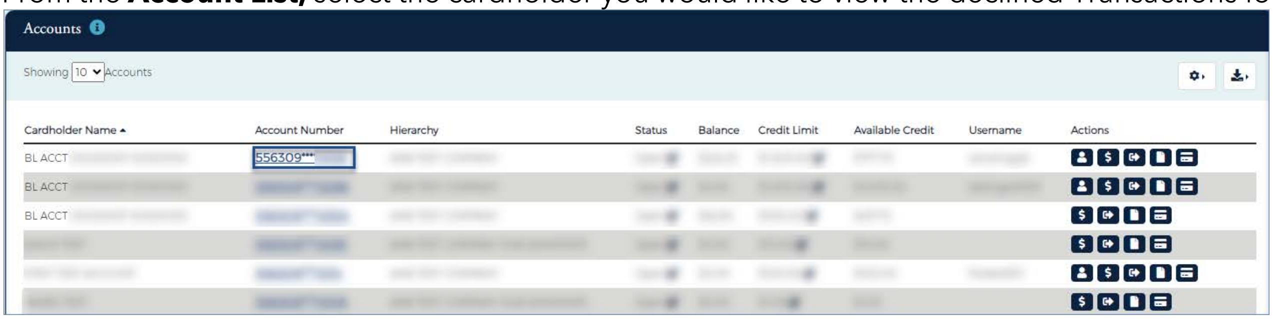
8. If it is your first time viewing PDF statements online, you may be asked to register by entering your email address and clicking **Accept** to continue.

Transactions

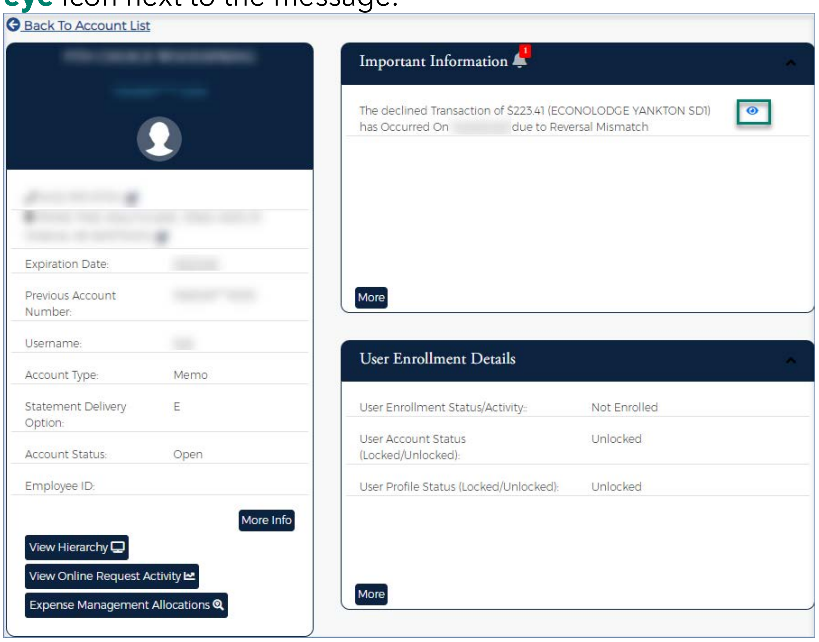
View Declined Transactions

1. Go to **Company Management** and select **Search Company**. From the following page, select the **Account List** icon.

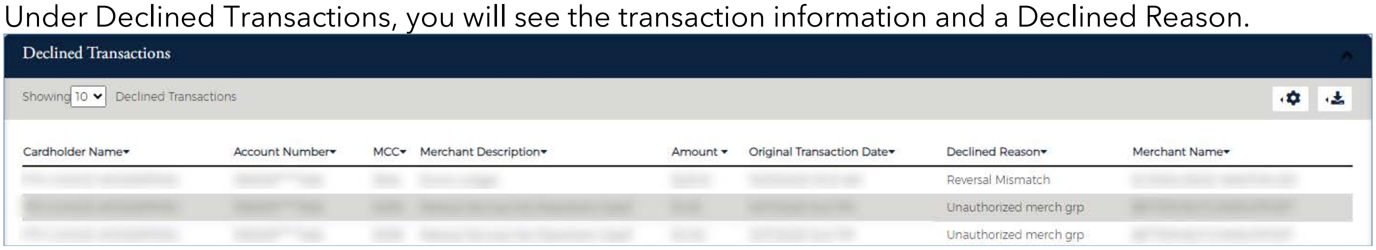
2. From the **Account List,** select the cardholder you would like to view the declined Transactions for.



3. Under the **Important Information** section, the decline message will be present if applicable. Select the **eye** icon next to the message.



4. Under Declined Transactions, you will see the transaction information and a Declined Reason.



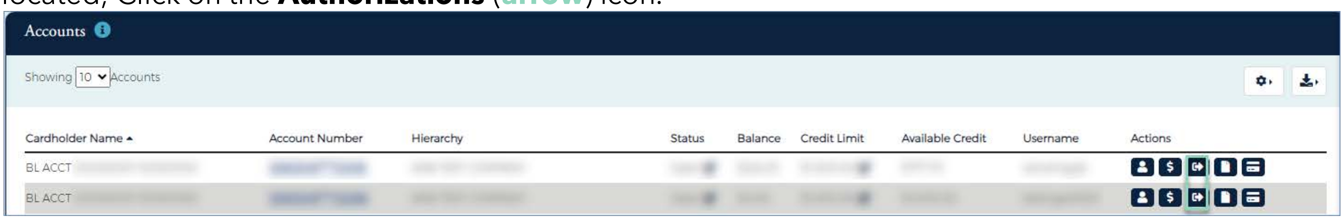
View Authorization Details

Authorization Details show all Approved and Declined Authorizations one specific cardholder has recently experienced in the past 30 days. Since billing accounts are non-transactional accounts, you cannot utilize this feature with the billing account. You must view all cardholders individually.

Authorization Details will not provide the decline reasoning as the **Declined Transactions** feature does.

1. Go to **Company Management** and select **Search Company**. From the following page, select the **Account List** icon.

2. From the **Account List,** locate the cardholder you would like to view the Authorizations for. Once located, Click on the **Authorizations** (**arrow**) icon.



3. Once selected, you will be directed to the **Authorization Details** page for the specific cardholder you've chosen. The **Authorization Details** page will display the date of Authorization or Decline, Amount, MCC Code, MCC Descriptions, Merchant Name and Status. i.e., Approved, Declined or Verification.

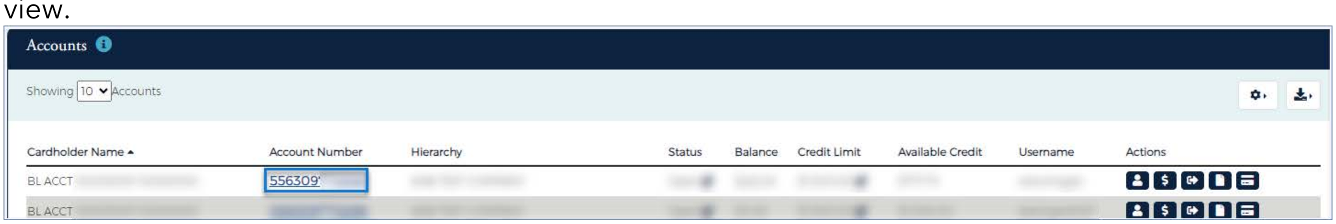
Dispute a Transaction

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. **Note:** A Transaction Dispute claim or status of a Transaction Dispute claim can also be filed or inquired via phone at 1-800-600-5249.

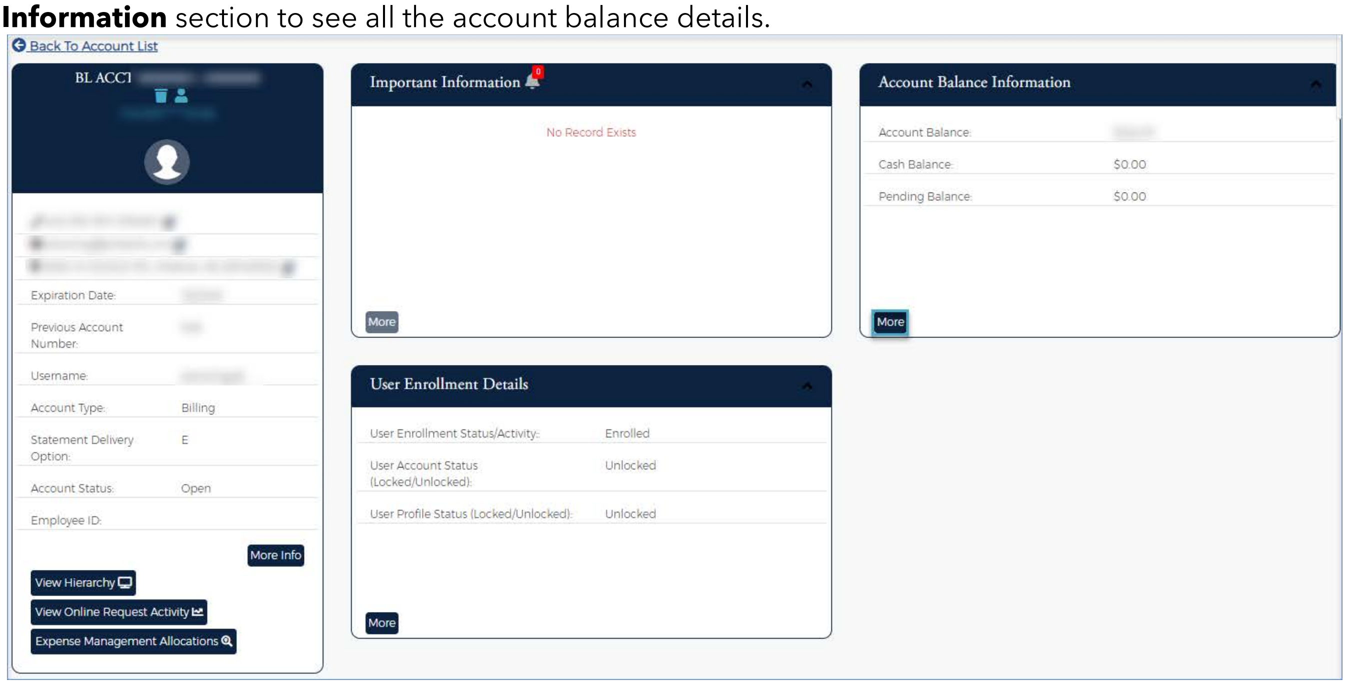
IMPORTANT! All dispute claims must be received within 60 days of the statement closing date. For company billed programs, do not file a claim under the billing account. You must locate the cardholder and file the claim under that specific cardholder's transaction history. Filing a claim under the billing account will result in a delay and require you to fix your claim submission.

1. Go to **Company Management** and select **Search Company**. From the following page, select the **Account List** icon.

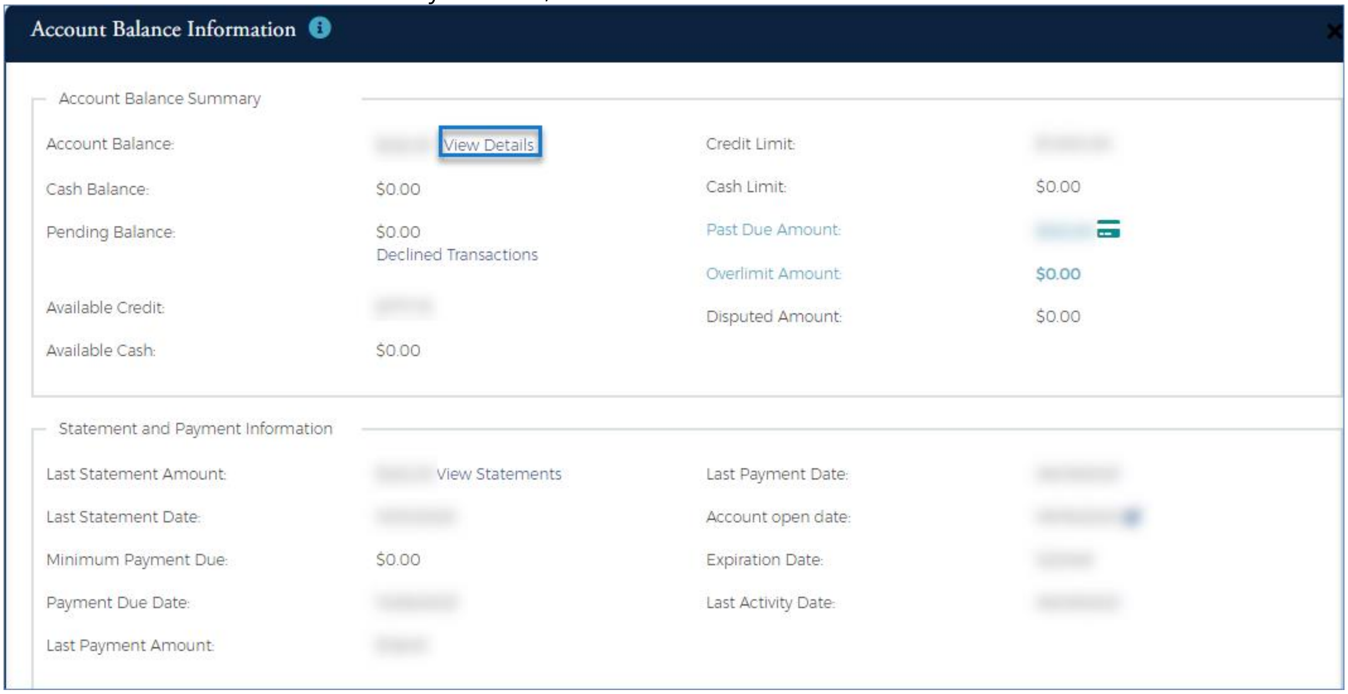
2. To review Transaction History for a cardholder, go to **Company Management** and select **Search Company**. Select **Account List** and click on the **Account Number** for the cardholder you would like to view.



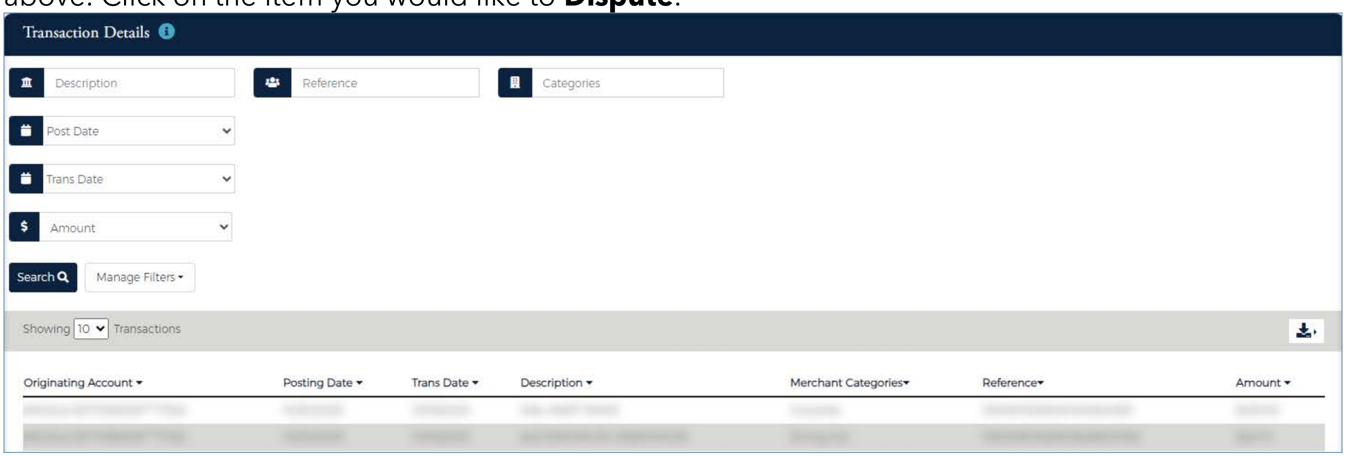
3. From the cardholder's **Account Detail** page, click the **More** button in the **Account Balance Information** section to see all the account balance details.



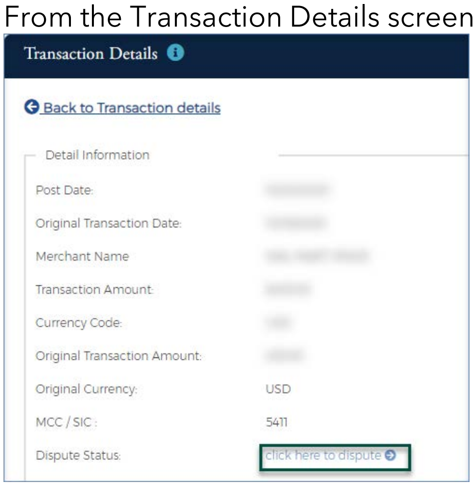
4. In the Account Balance Summary section, click on the **View Details** link next to the Account Balance.



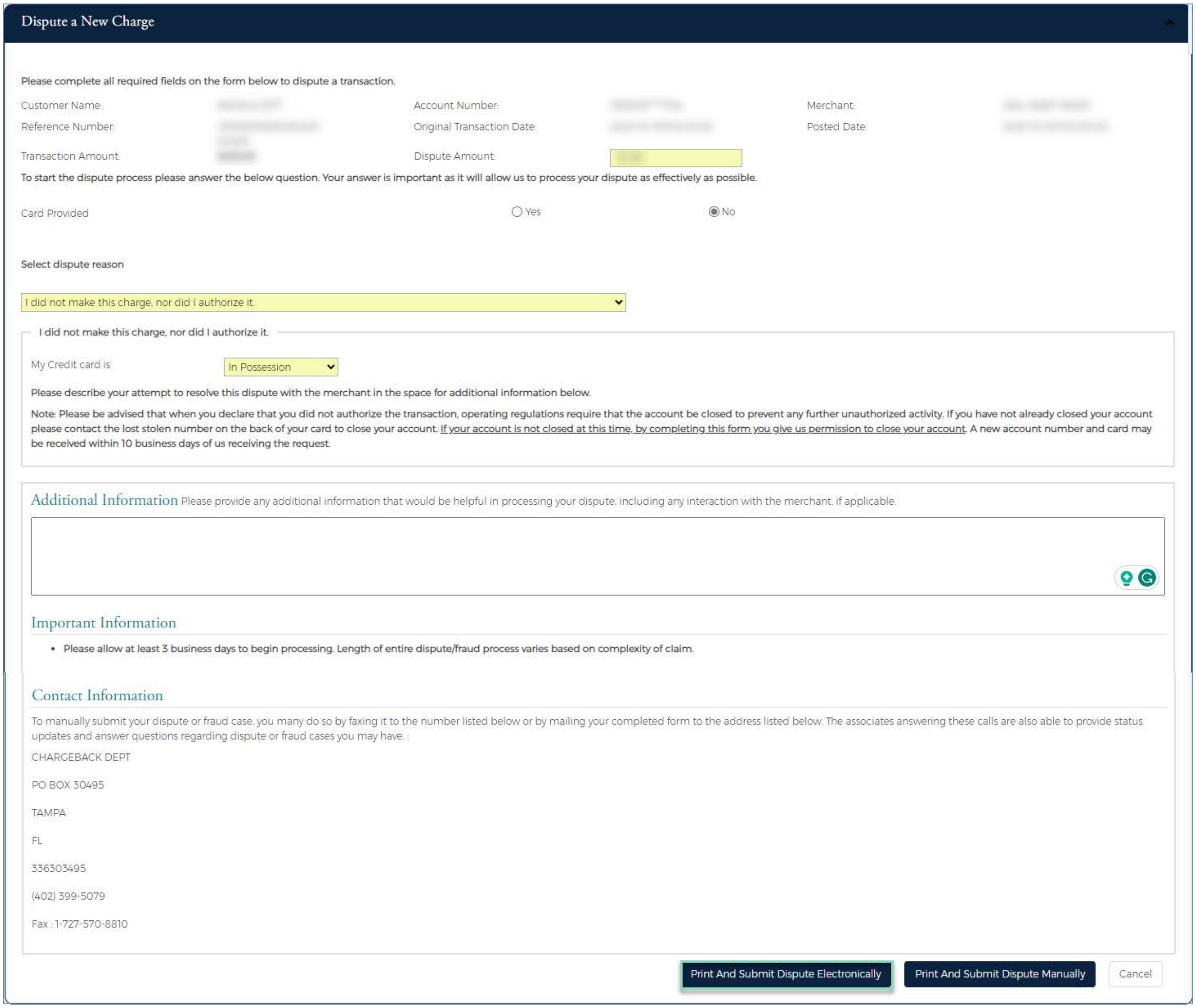
5. From the following page, scroll down to **Transaction Details**. The most recent cardholder activity will automatically display; however, you may search different dates or amounts within the **Search** grid above. Click on the item you would like to **Dispute**.



6. From the Transaction Details screen, click the Click here to Dispute link next to Dispute Status.



7. The **Dispute a New Charge** page will display. Complete all required (yellow) fields to populate your **Submit** options. Once completed, select **Print and Submit Electronically** located at the bottom of your screen.



Note: Once submitted successfully, a reference number will generate.

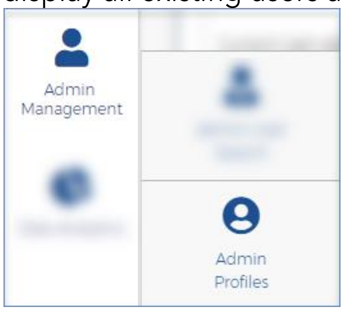
8. To view the status of a dispute, you may click the **gavel** icon next to the amount within the cardholder's **Transaction History.** You can also select the **View Disputes** (gavel) icon located on the top right-hand side of your **Online Requests** screen or your **Accounts List** screen. If you need to speak to a representative about your dispute, please contact our chargebacks team at 1-800-600-5249.

Admin Management

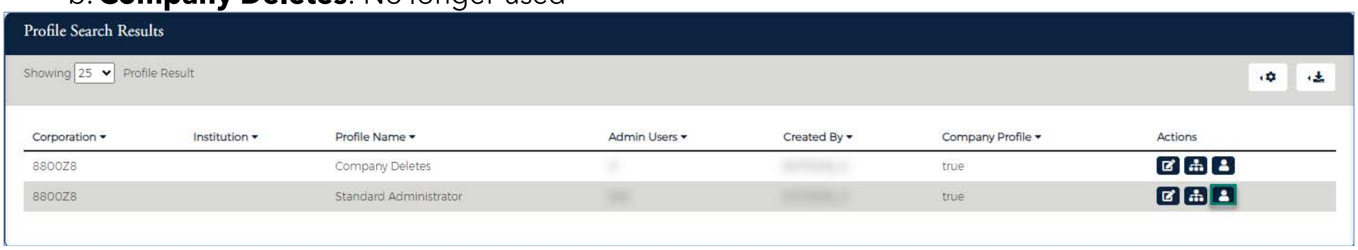
Adding Admin Users

Existing Admin users may add additional Admin users for Full Access or View Only rights. To do so, complete the following:

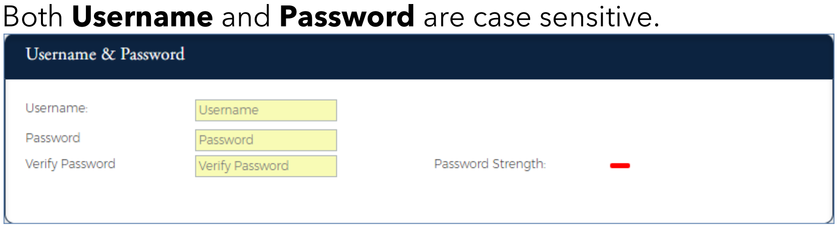
1. From the left-hand side, select **Admin Management** and click **Admin Profiles.** The following page will display all existing users and their current roles.



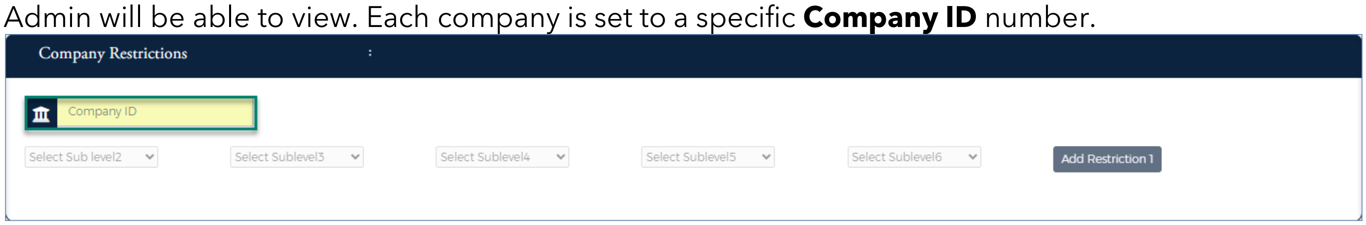
2. Select the desired **Profile Name** (role) by clicking the **Create Admin User** icon under **Actions**.
   Note: All yellow fields are required fields.
   a. **Standard Administrator**: Full Admin rights, i.e., New Cardholder Requests, Limit Changes, Payments, etc.
   b. **Company Deletes**: No longer used



3. From the **Create Admin User** screen, start by selecting a **Username** and **Password** for your new user. Both **Username** and **Password** are case sensitive.

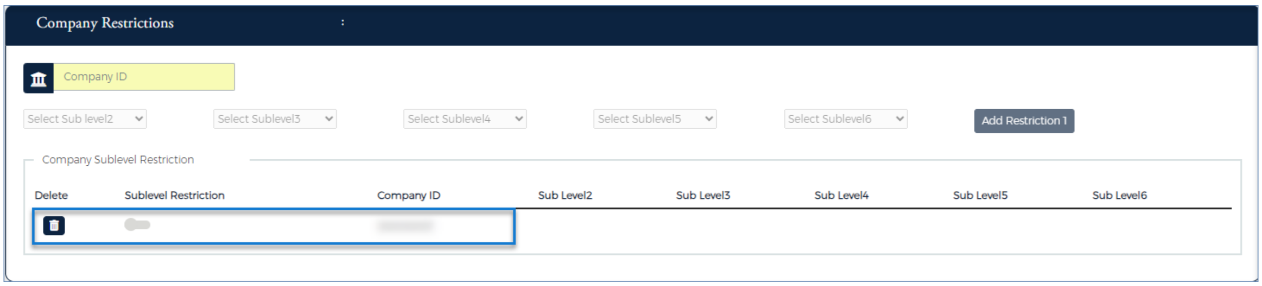


4. Username requirements: Minimum of 8 characters and a maximum of 21 characters
5. Password requirements: Minimum of 8 characters and a maximum of 15 characters. Must contain one uppercase and one lowercase letter and must contain at least one number and one special character. Password cannot contain spaces nor match the Username.
6. Set a **Company Restriction**. **Company Restrictions** help designate what credit card company the Admin will be able to view. Each company is set to a specific **Company ID** number.

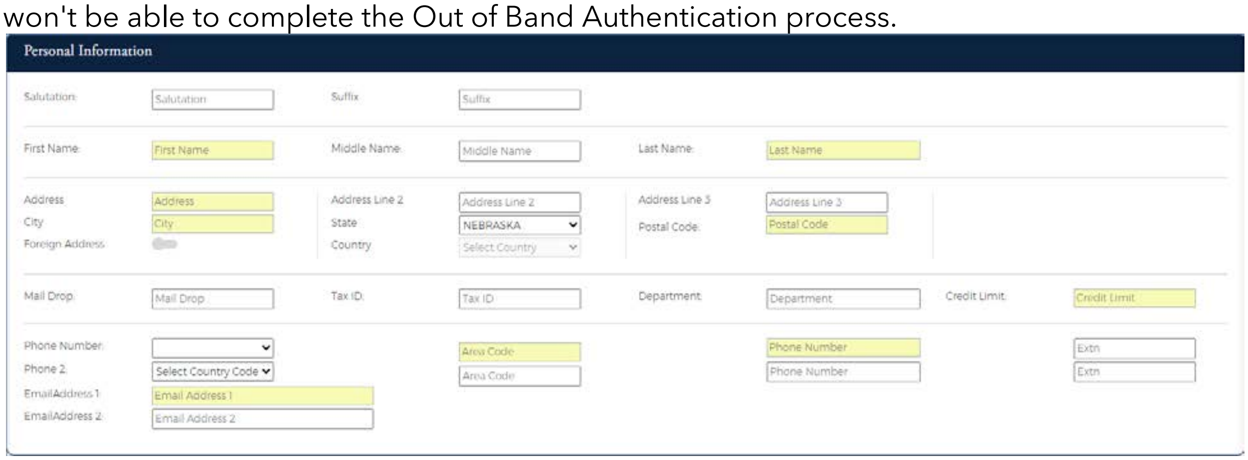


7. To locate your Company ID number, go to Company Management and select Search Company.
8. Your **Company ID** number is located at the top of your screen to the right of your **Company Name**.
9. Once you have located your **Company ID** number, enter it in the **Hierarchy Level** field.
   As you start typing in your **Company ID** number, your full 9-digit version will populate in a drop-down box. You must click on the suggested drop-down; otherwise, the number will not correctly populate in the **Hierarchy Level** field.
   Note: Upon clicking on the **Company ID** number from your drop-down box, you will see a message stating, **"Selected company does not have further sub levels"** This is not an error message, but a notification confirming your account only has one sub-level; this is normal.

10. Once you have successfully added your **Company ID Restriction**, it will appear for you, as shown below.



11. Add in the new users **Personal Information**.
    a. First and Last Name: Full Admin Name
    b. **Address:** This should autofill to the companies address. If not, enter in address.
    c. **Tax ID:** Enter in the companies Tax ID number. This will allow the admin to have another verification option.
    d. **Credit Limit**: The maximum amount a Full Admin rights user is allowed to Change Credit Limits, order New Cardholders, etc. In most cases, this amount matches the company's credit limit. For **View Only**, enter $0.
    e. **Phone & Email Address**: This information is used to complete Out of Band Authentication and provide Username and Password information. Please ensure the information provided here is the best contact information for the new Admin.
    Note: Foreign phone numbers, or other numbers with extensions or where IVR must be navigated, won't be able to complete the Out of Band Authentication process.



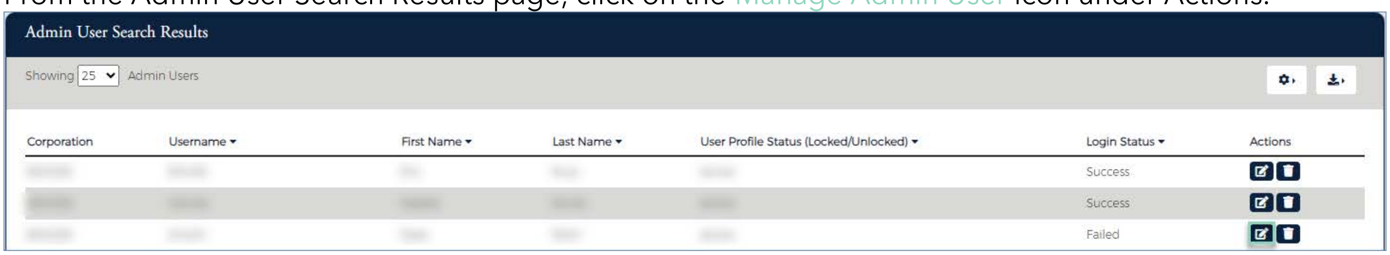
12. **Admin Roles** is a secondary confirmation of the **Profile Name** (role) you selected previously.
    a. If the new user is a **Standard Admin** (full Admin rights user), then toggle on **Company Standard Administrator**
    b. If the new user is **View Only**, toggle on **Stmt Only,** etc.
13. **Company Admin Roles** is used to assign other roles to your new Admin user to be able to modify or assist with things such as password resets, unlocking profiles or creating new admin users.

a. If the new user is a **Standard Admin** (full Admin rights), you want to toggle on all roles to assist any user with password resets, etc.
b. If the new user is **View Only**, you will only select **Stmt Only**.

14. **Reporting Roles** requires no action as this is for Expense Management.
15. **Company Profile Restrictions** require no action. You may click Create Admin User unless you would like to create IP Address or Account Restrictions.
16. (optional) **IP Restrictions** is not a mandatory field; however, if you only want your new Admin to be able to log in from a certain IP address, you can add this type of restriction here by entering an IP Address and clicking the plus (+) sign. When you have successfully added this restriction, it will appear under Mapped IP Addresses.
17. (optional) **Account Restrictions** is not a mandatory field however can be utilized to restrict your new users to viewing specific cardholder accounts. To add this restriction, enter the full Account Number and click the plus (+) sign. Once the account has been successfully added, it will appear under Mapped Account.
18. Click **Create Admin User** to complete. Once you've created your new Admin user, two automatic emails will be sent to their email address, providing their new login credentials.

Unlocking & Resetting User Accounts

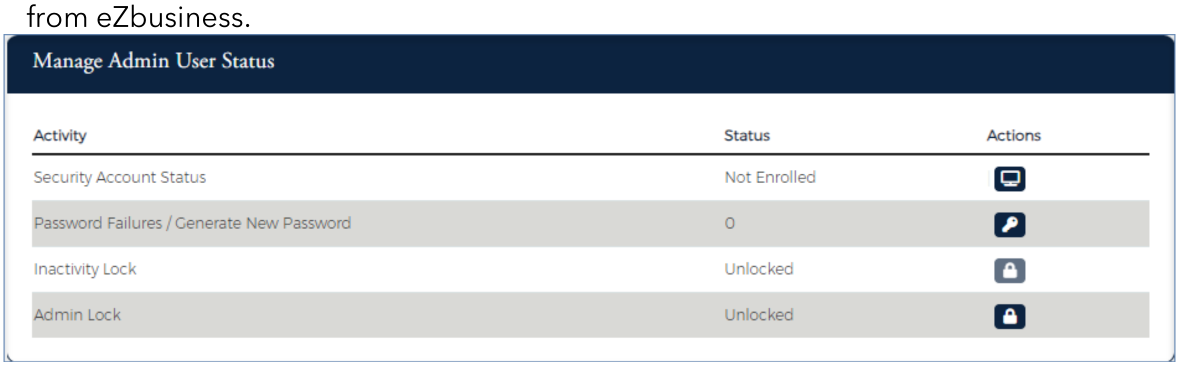
1. To unlock an Admin user account, for failed security questions or password attempts, go to **Admin Management** and select **Admin User Search**.
2. From the Admin User Search Results page, click on the Manage Admin User icon under Actions.


Admin User Search Results

Showing 25 Admin Users

Corporation	Username	First Name	Last Name	User Profile Status (Locked/Unlocked)	Login Status	Actions
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Success	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Success	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Failed	

3. On the following page under the **Manage Admin User Status** section, a few **Actions** can be performed:
   a. Reset Security Questions by clicking on the Delete (trash can) icon. By doing this, you can reset the Admin's security questions, forcing the Admin to choose new questions on their next login.
   b. Reset Password Failed Attempts by clicking on the Reset (open lock) icon. This action clears out their failed attempt count back to zero, allowing them to try logging in again if the password is known.
   c. Issue a Temporary Password by clicking on the Change Password (key) icon. Password requirements are a minimum of 8 characters and a maximum of 15 characters. Must contain one uppercase and one lowercase letter and must contain at least one number and one special character. Password cannot contain spaces or match the Username.
   d. Lock Profile by clicking on the Lock (closed lock) icon. This action will lock the Admin's access from eZbusiness.


Manage Admin User Status

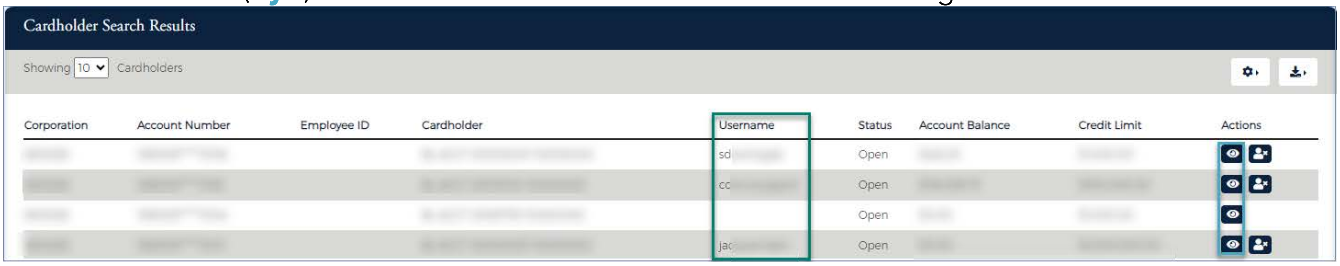
Activity	Status	Actions
Security Account Status	Not Enrolled	
Password Failures / Generate New Password	0	
Inactivity Lock	Unlocked	
Admin Lock	Unlocked	

Note: All actions are effective immediately. If a temporary password is issued, it will automatically notify your Admin user via email.

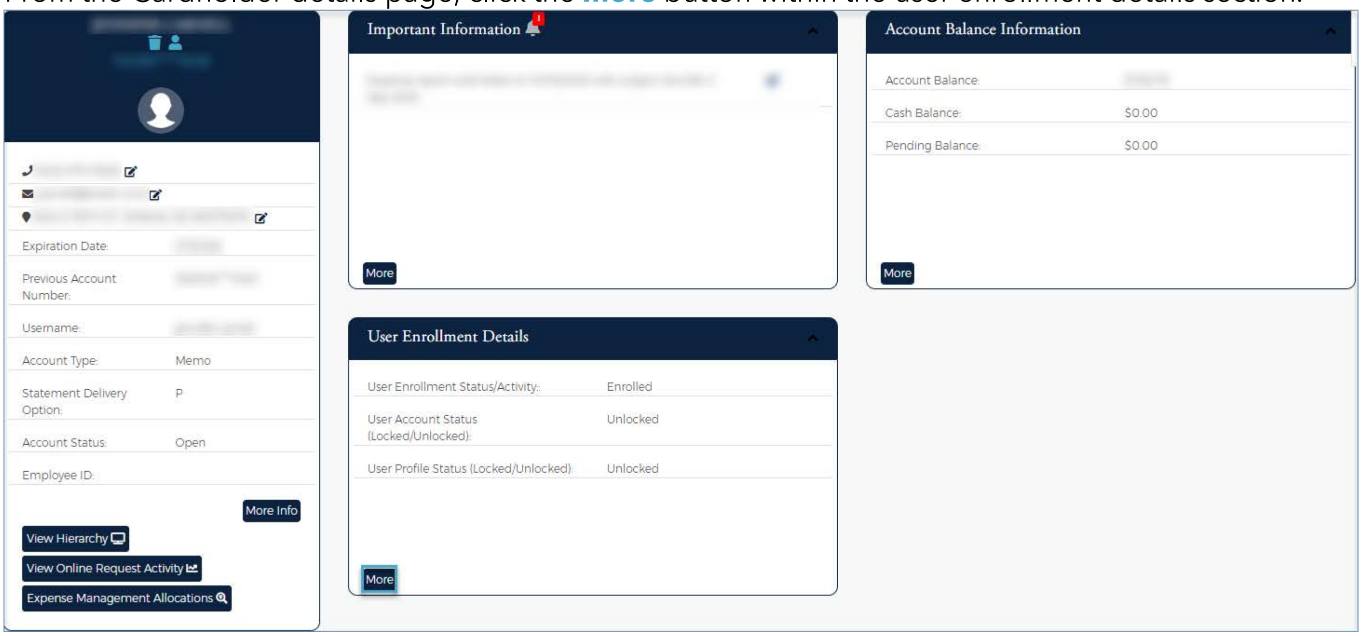
Unlock Cardholder from eZcard

Cardholders registered for eZcard can be unlocked by an Admin by following the below steps.

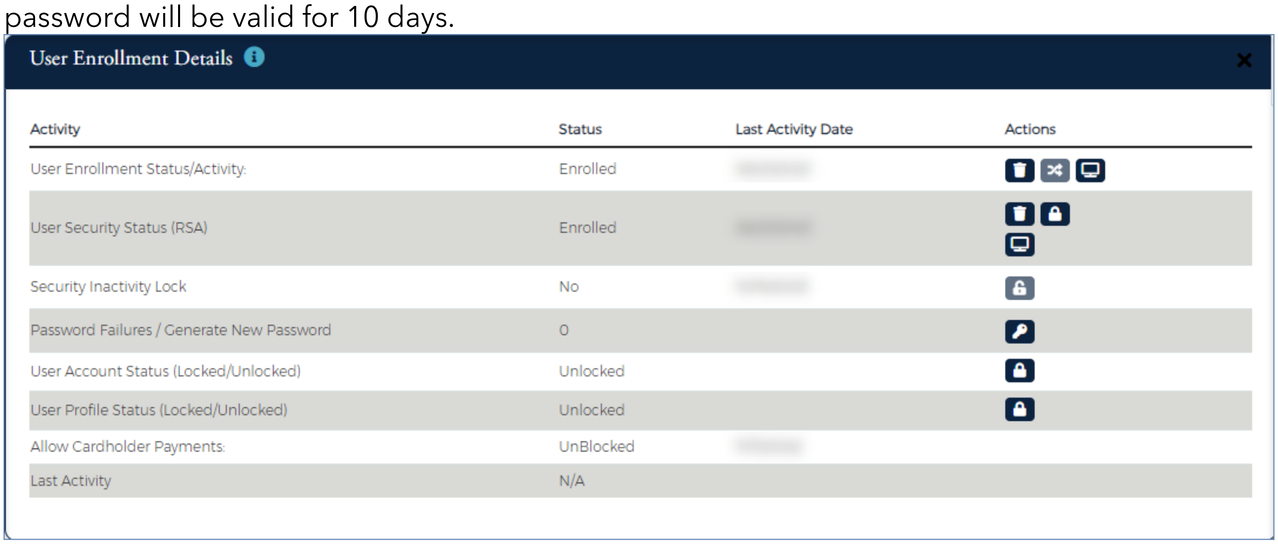
1. Go to Company Management and select Search Cardholder.
2. From the **Cardholder Search Results** page, locate the cardholder you'd like to unlock and click on the **Account Details** (**eye**) icon. Cardholders who have **Usernames** are registered for eZcard.



3. From the Cardholder details page, click the **more** button within the user enrollment details section.



4. Within the **User Enrollment Details** section, you may reset the password fail count by clicking on the **Reset** (crossing arrows) icon OR generate a Password Reset by clicking on the **Generate Password** (key) icon. The number of failed attempts will list under the **Status** column. Once you click **Generate Password**, a temporary password will automatically be sent to the cardholder's email. The temporary password will be valid for 10 days.



Lock and Unlock Cardholders accounts

Misplaced your card? Lock it anytime. Unlock it when you're ready. With card unlock/lock abilities, Admins can prevent new unwanted purchases if fraud is suspected by following the below steps.

1. Navigate to Company Management and select Search Cardholder.
2. From the **Cardholder Search Results** page, locate the cardholder you'd like to lock or unlock the card of.
3. Click on the Lock/Unlock icon to lock/unlock the cardholder.