MANAGING YOUR COMPANY'S CREDIT CARD PROGRAM

Program Administrator User Guide

Welcome to the Credit Card Portal.

This guide is designed to help with the day-to-day card program administrator process and provide information concerning the features available for servicing your company and employee accounts.

Contents:

ACTIVATING YOUR NEW CREDENTIALS

To access the card portal and activate new administrator credentials, follow the steps outlined below:

STEP 1 – Welcome email
Click on (or copy and paste) the Registration Link contained within the Program Administrator welcome email to begin the registration process. A sample registration email is provided below:

Note: The email will include the website address and company information. The email below includes mocked up information for informational purposes.

Dear Program Administrator,

The application for your company, HOYSTER'S CONSTRUCTION, has recently been approved and you have been identified as the Program Administrator. Registering as a Program Administrator will provide you with an array of features to help you service your Company and employee accounts. Our site is available 7 days a week, and 365 days a year and is only a click away for you to begin the registration process.

To register as a Program Administrator, please access our website https://abcbank.myapexcard.com/pa#p=pa/Registration. As part of the registration process you will be asked to provide personal information that can be used to authenticate you, including the unique User Name and Company ID listed below:

User Name: pauserrward

Company ID: XJSCZ2PW

For your protection, you will also need to provide identifying information to complete registration.

To view more details about Program Administrator servicing click here https://abcbank.myapexcard.com/policy/download?file=pa_guide.

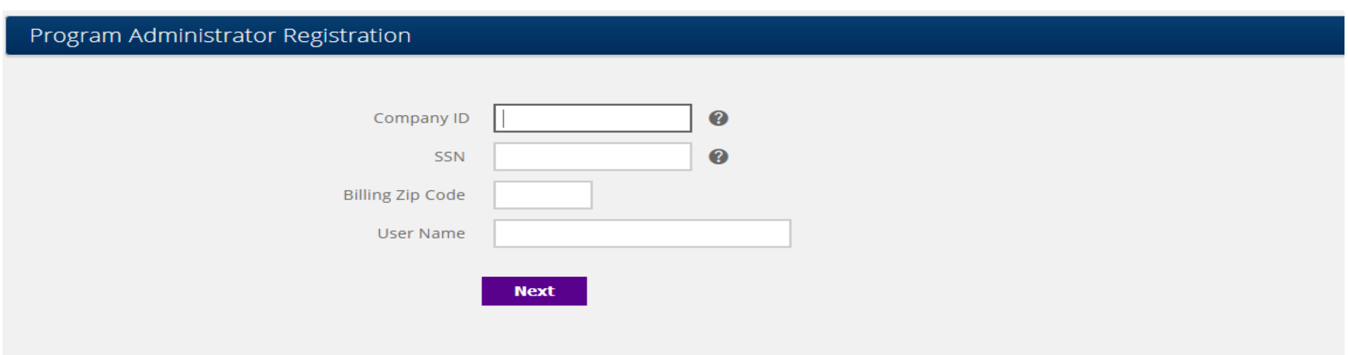
Thank you for trusting us with your credit relationship. Please let us know if you have any questions. You can contact our card services team at (855) 674-7637.

To make sure you receive future emails, please add noreply@MyApexCard.com to your safe senders list. To protect your privacy, messages from ABC Bank will never ask you for any information through email that would uniquely identify you.

Thank you for your business.
--
Please do not respond to this message. This email is generated automatically, and is not monitored for responses.

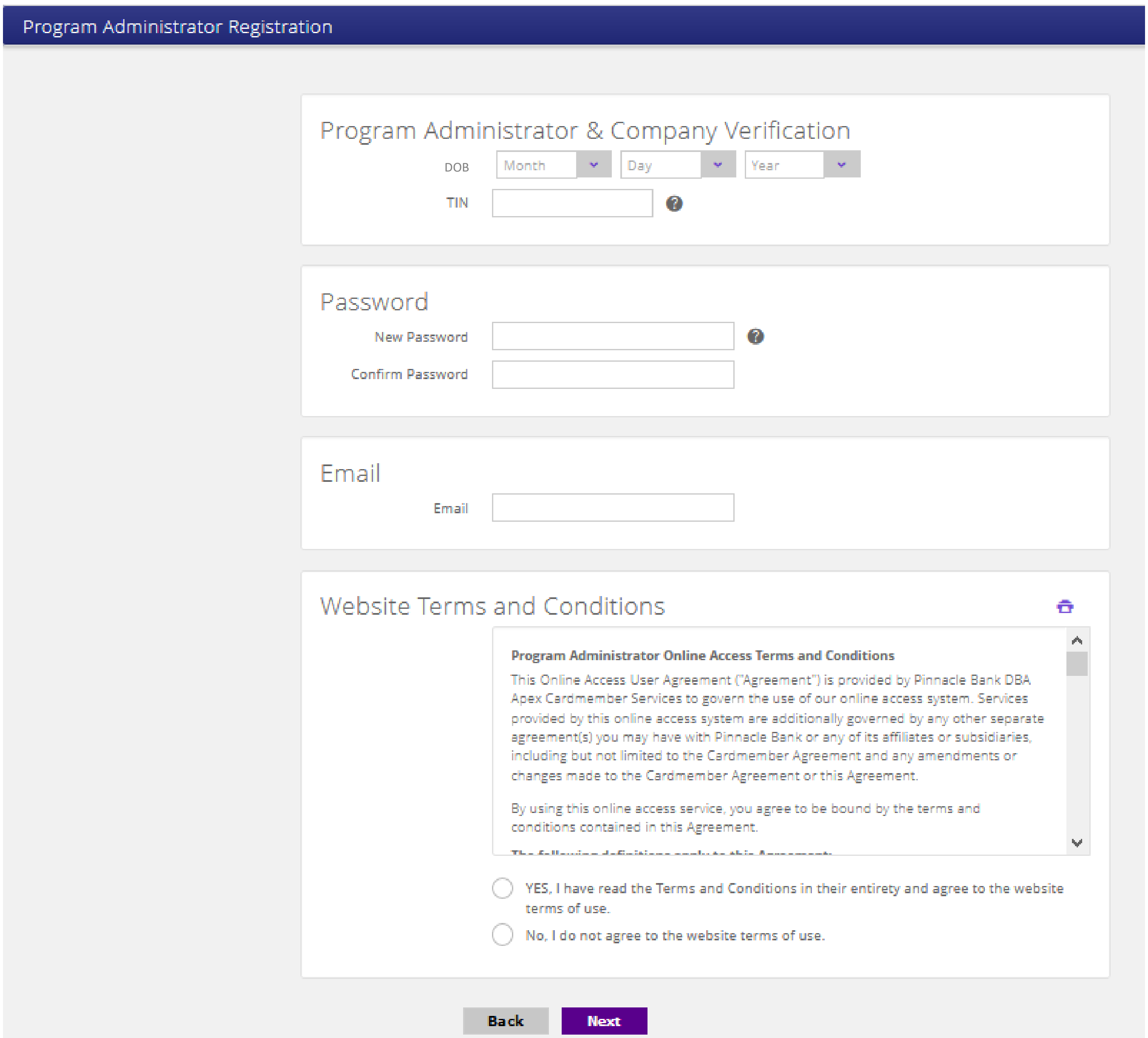
STEP 2
Please complete the required fields with the Program Administrator information:

a) Company ID (this can be found within the Program Administrator welcome email)
b) Social Security Number
c) Billing Zip Code
d) Username (this can be found within the Program Administrator welcome email)
e) Click **Next** to continue the registration process



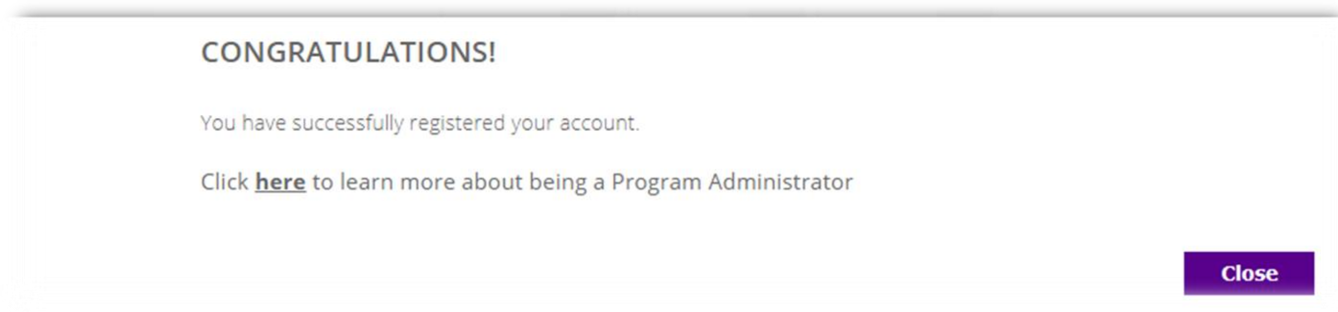
STEP 2 (continued)

f) Date of Birth
g) Company's Taxpayer Identification Number (TIN)
h) New Password/Confirm Password
   - *Must be 8 - 25 characters with no spaces*
   - *Must contain at least one number*
   - *Must contain a mixture of upper- and lower-case letters*
   - *Must contain at least one special character*
   - *Must not contain your Username or email address*
i) Enter your Email address (same email address used to receive the Program Administrator welcome email)
j) Agree to the terms
k) Click **Next**



STEP 2 (continued)

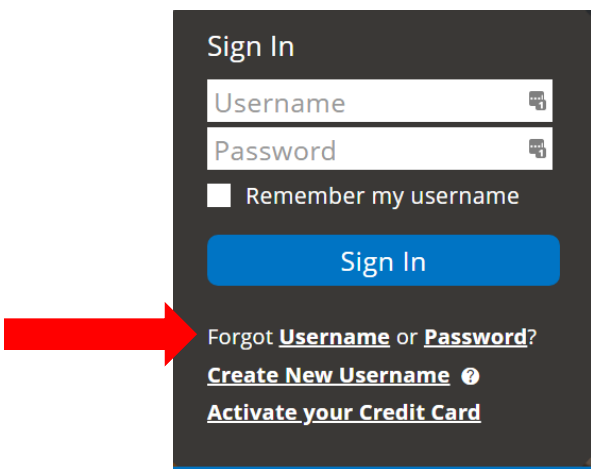
Pressing **Next** will return messaging to indicate the registration is complete and successful.



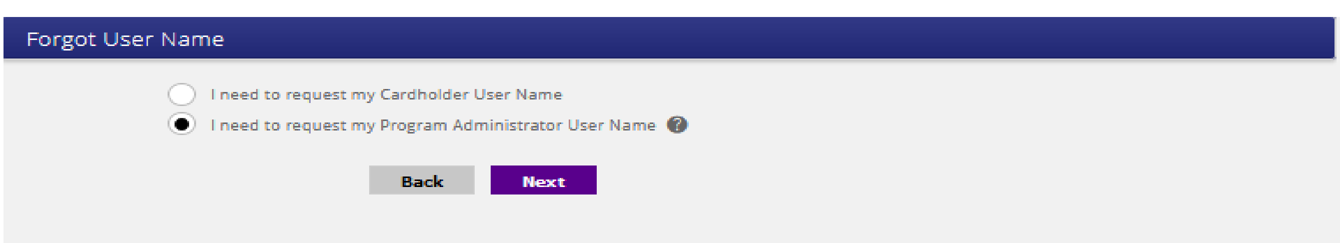
Select the **Close** button to be redirected to the company landing page.

REQUESTING YOUR USERNAME

STEP 1
From the card portal sign in page, select the **Forgot Username** link.

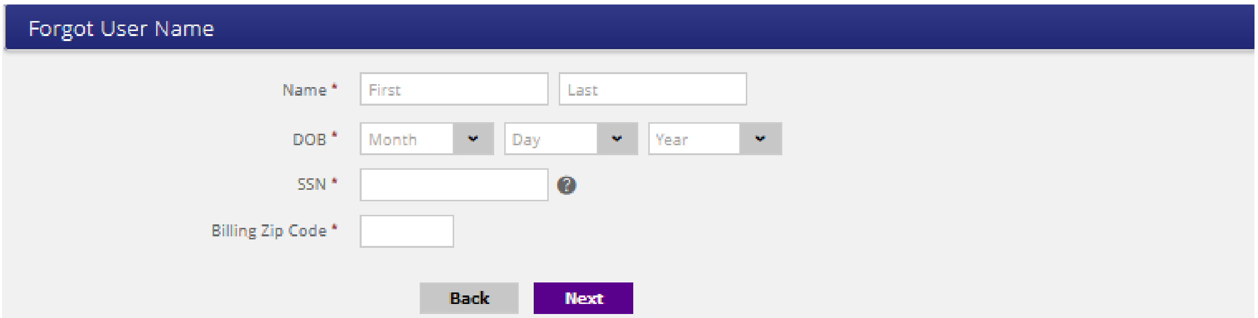


STEP 2
Click the **I need to request my Program Administrator User Name** radio button then click **Next**.

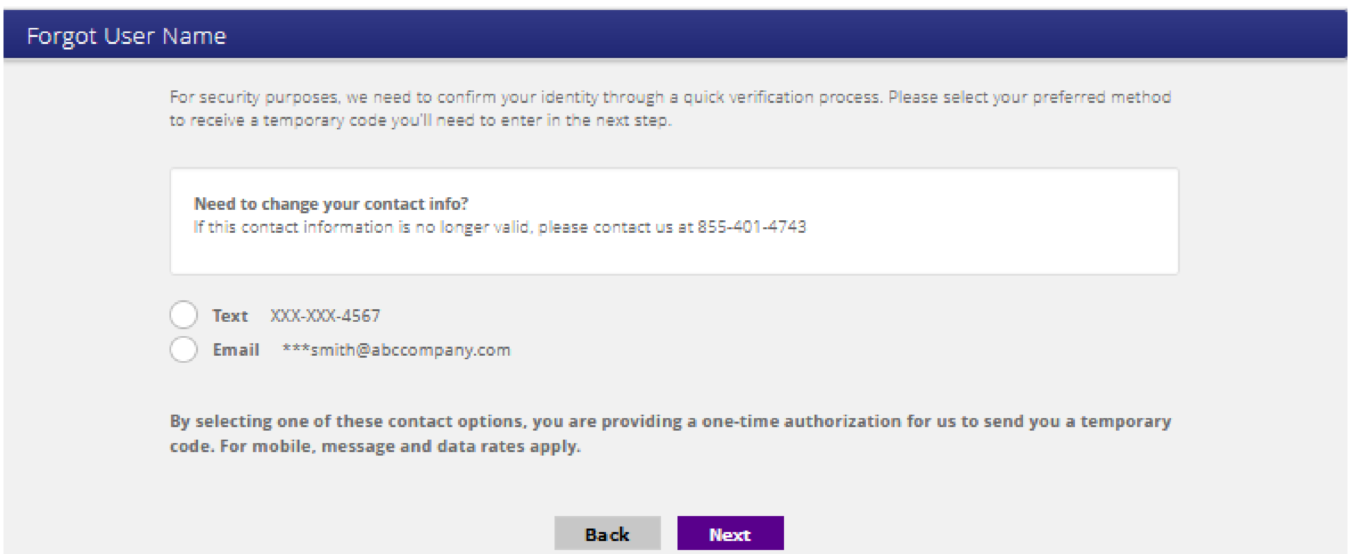


STEP 3
Provide data for the Program Administrator in the following required fields then press **Next**.

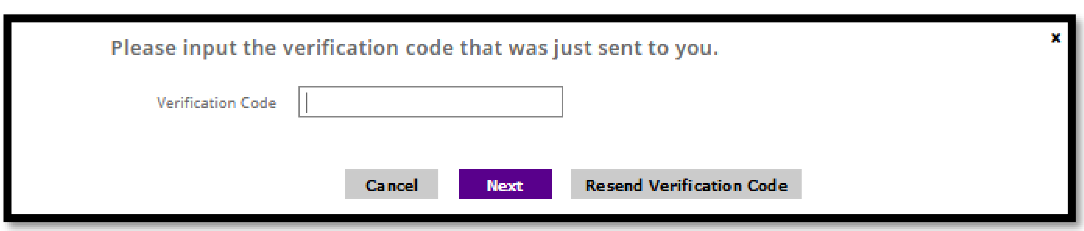
a) First and Last Name
b) Date of Birth
c) Social Security Number
d) Billing Zip Code



STEP 4
Select a preferred method (Text or Email) to receive a 6-digit verification code. The phone number and/or email address available for the verification code were defined during the initial Program Administrator setup. To change this phone number, access the Program Administration feature. Click the **Next** button.

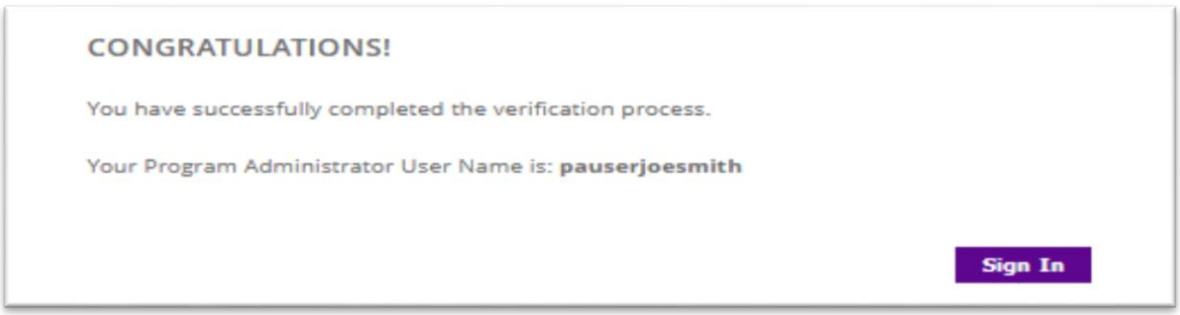


STEP 5
To resend the code, or change the sending method, click the **Resend Verification Code** button.



Clicking the **Next** button will return messaging containing the Program Administrator Username.

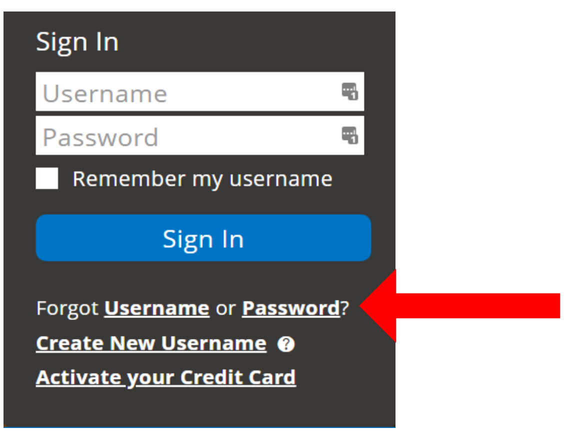
Select the **Sign In** button to be redirected to the sign in page. Next, input your Username and Password to sign into the card portal.



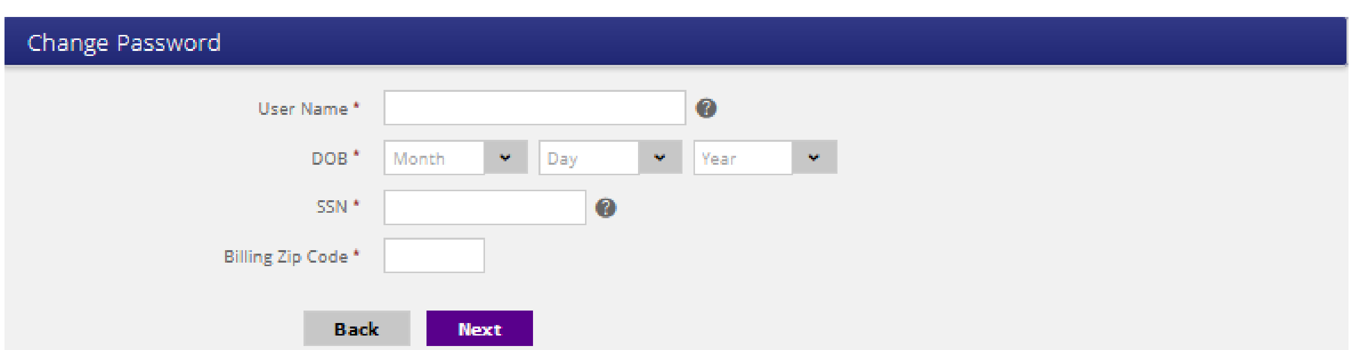
RESETTING YOUR PASSWORD

From the **Sign In** page, reset your password by following the steps outlined below.

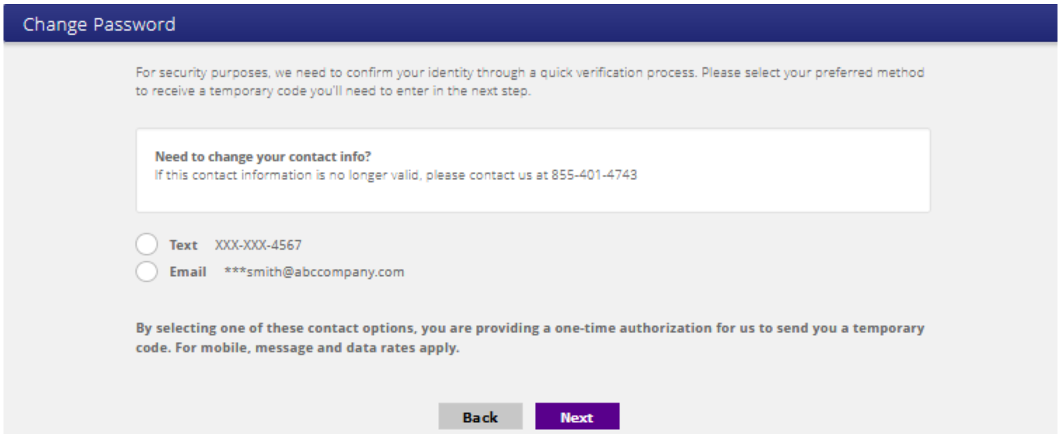
STEP 1
From the card portal sign in page, select the **Forgot Password** link.



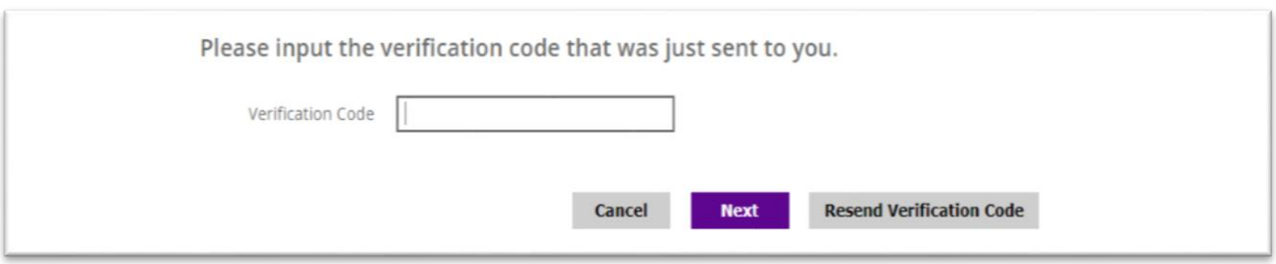
STEP 2
Complete the Program Administrator form by completing all required fields then click **Next**.



STEP 3
Select a preferred method (Text or Email) to receive a 6-digit verification code. The phone number and/or email address available for the verification code were defined during the initial Program Administrator setup. Click the **Next** button.

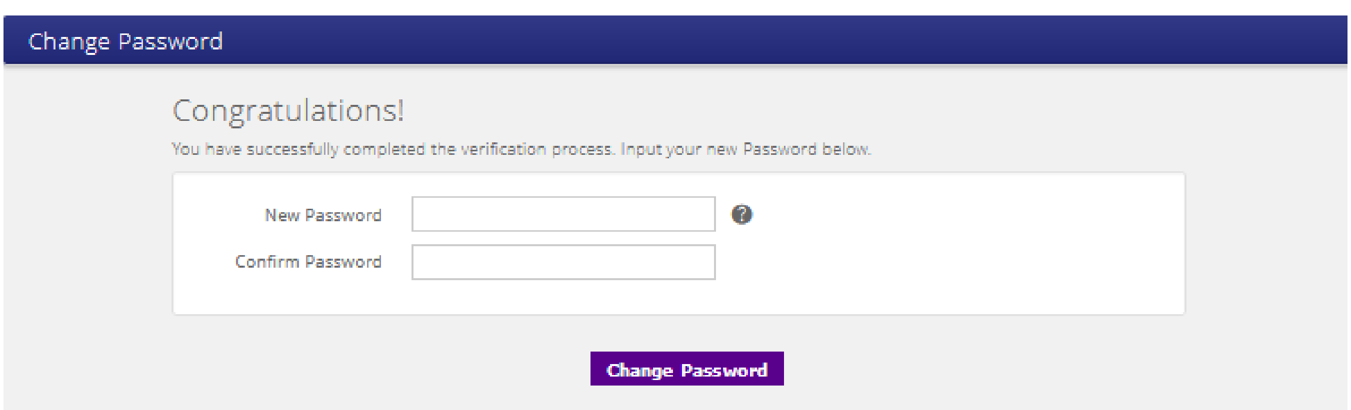


STEP 4
To resend the code, or change the sending method, click on the **Resend Verification Code** button.



STEP 5
Input a new Password, confirm the new password, and then click the **Change Password** button.

- Must be 8 - 25 characters with no spaces
- Must contain at least one number
- Must contain a mixture of both upper-case and lower-case letters
- Must contain at least one special character
- Must not contain your Username or email address

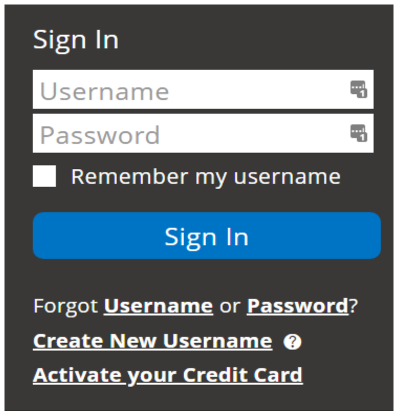


The system will present the landing page. Input both a Username and new Password to sign into the card portal.

SIGNING INTO THE PORTAL

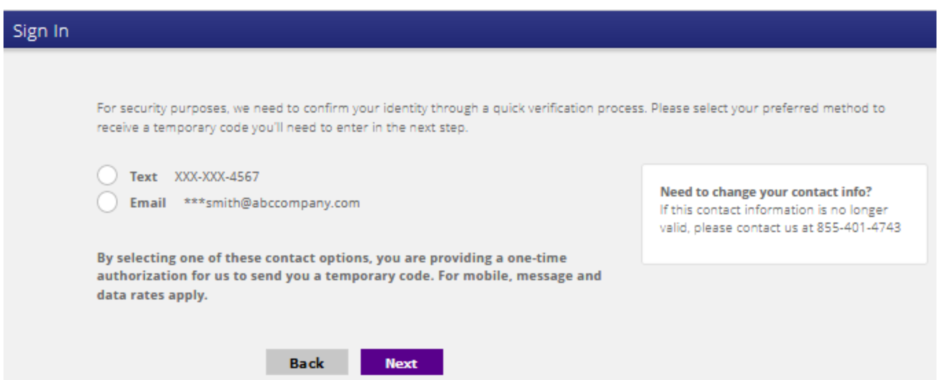
STEP 1

Enter Username and Password and click on the **Sign In** button.



STEP 2

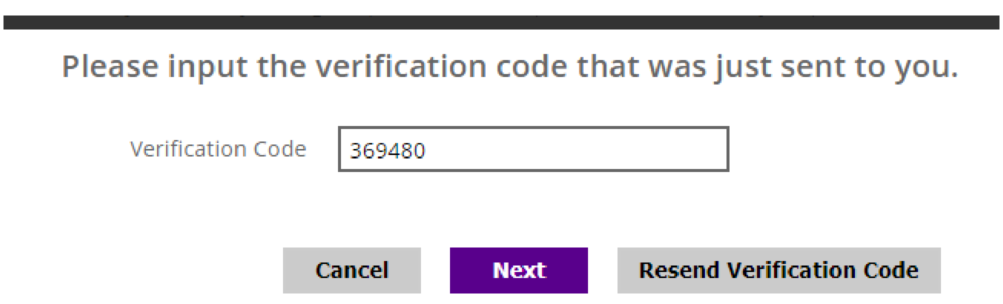
The system uses two factor authentication and will recognize the device used to login. When prompted, indicate a preference for receiving a 6-digit verification code then click the **Next** button.



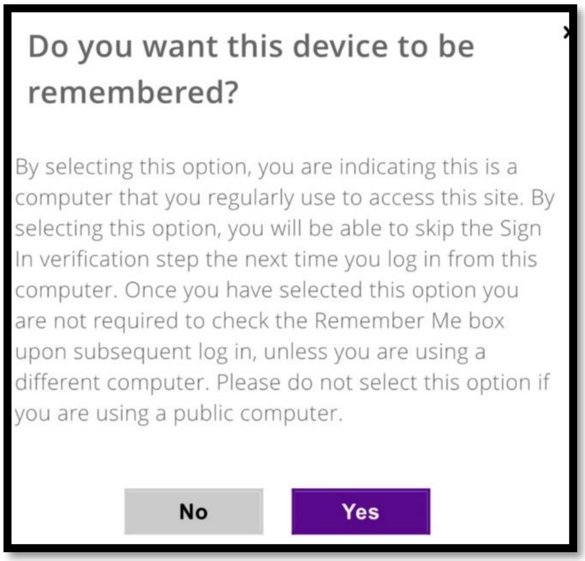
STEP 3

Input the **Verification Code** received via text or email, then click the **Next** button.

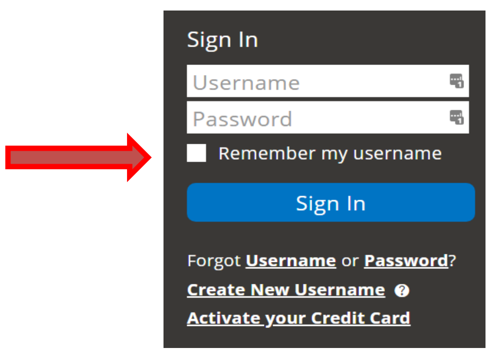
Note: To resend the code, or change the sending method, click the Resend Verification Code button.



Click the **Next** button to receive the ***Do you want this device to be remembered*** notification. Click on the **Yes** button and then the **My Company** home page will display.



Note: For the card portal to remember a username for future sign in, check the **Remember my username** box. The username will be pre-filled going forward.

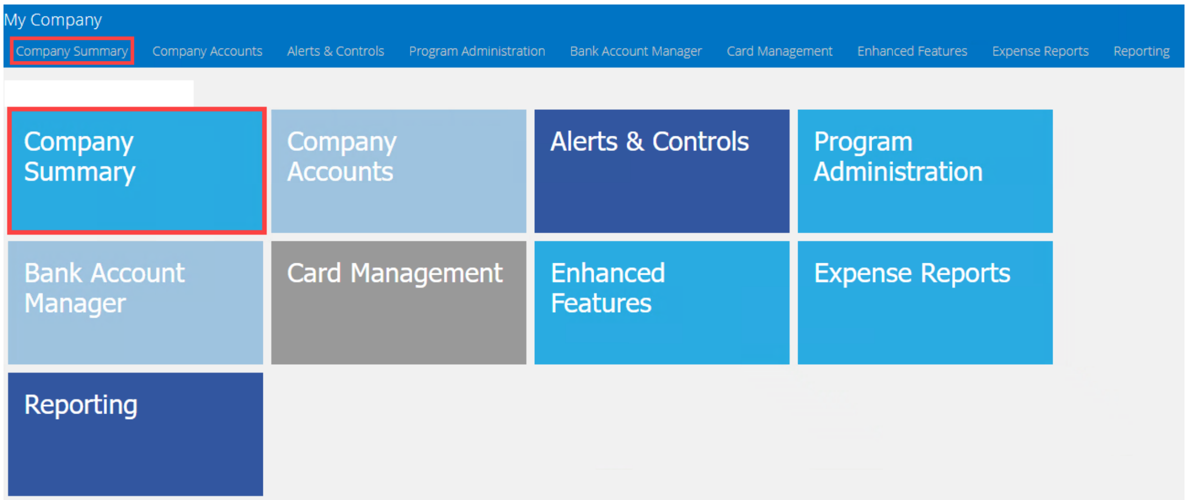


NAVIGATING THE CARD PORTAL

Program Administrators have access to an array of servicing features which will be covered in this section. The company features presented here are determined by your financial institution's configuration of the card program and the assigned Program Administrator role.

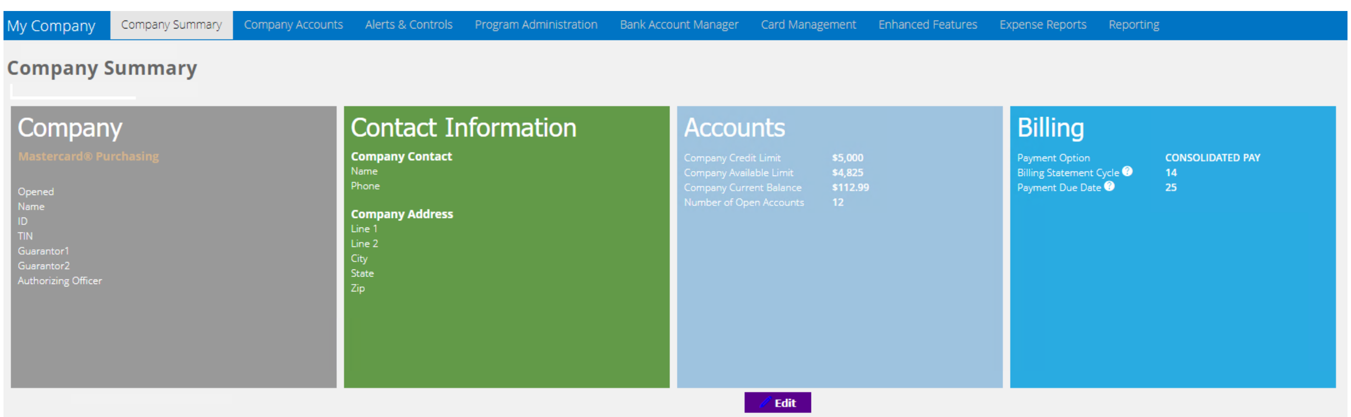
COMPANY SUMMARY

From the **My Company** landing page, click on **Company Summary** from the panel header or the tile. This feature allows authorized PAs to view and edit basic information about the company.

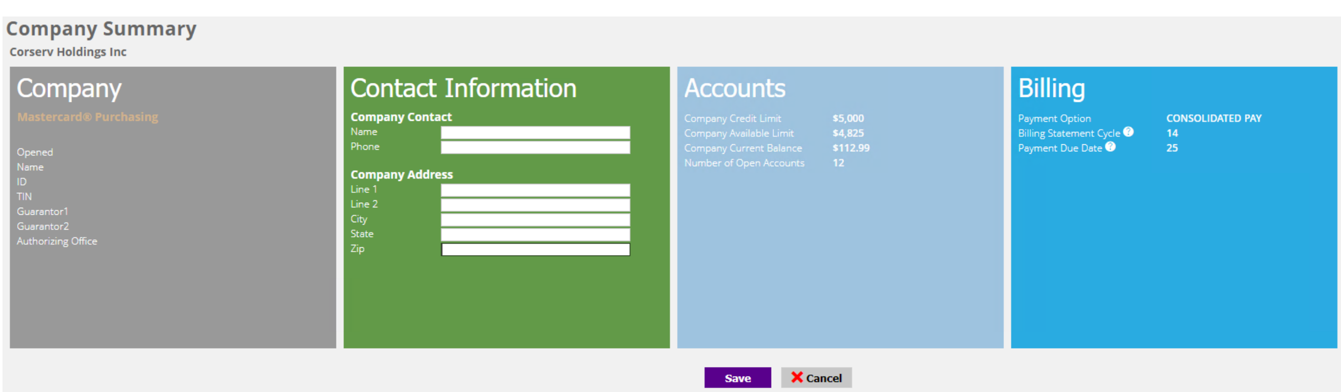


Additional Information: Some of the features shown in this illustration below may not be available on all products.

To make changes to data within the Contact Information tile, click the **Edit** button located at the bottom of this page.

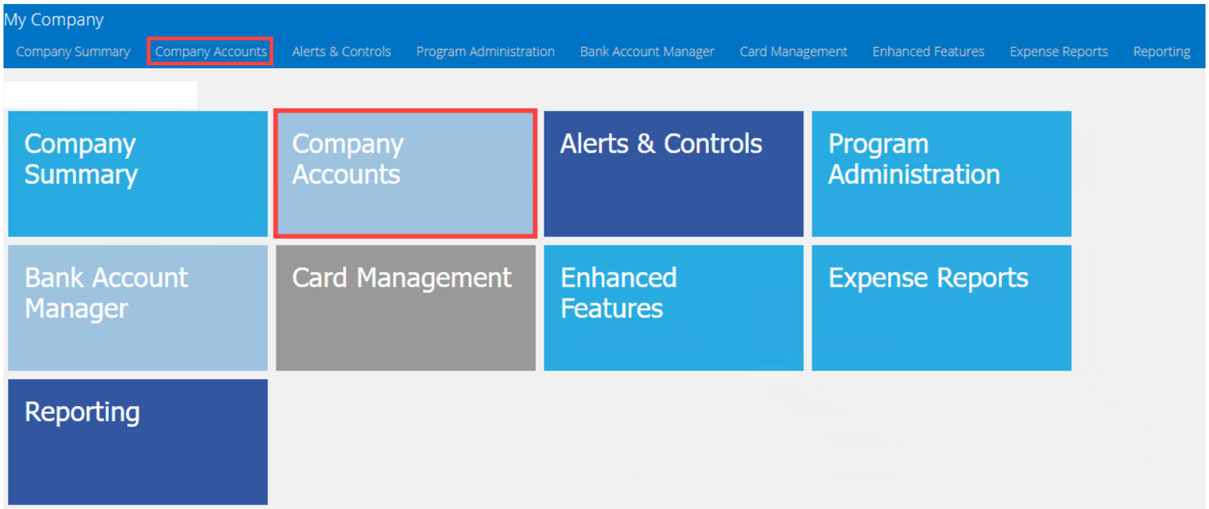


Make all desired changes and click the **Save** button.



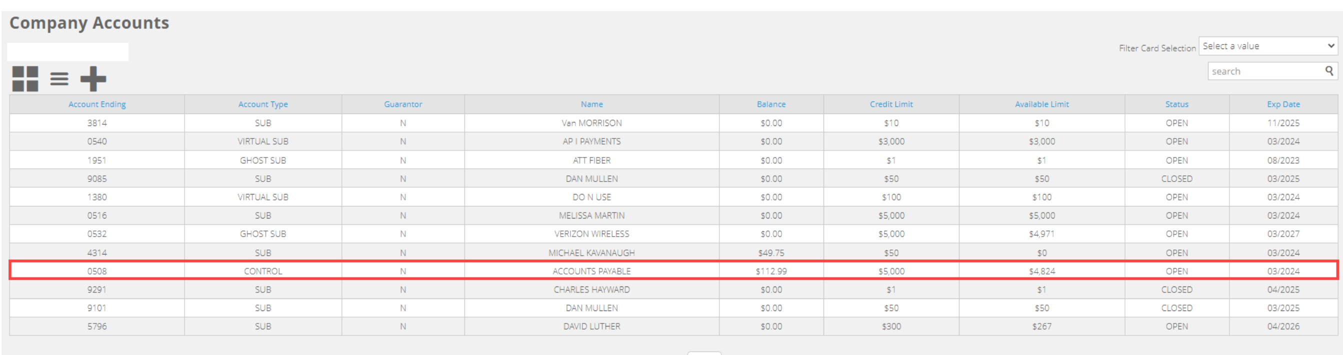
COMPANY ACCOUNTS

From **Company Accounts**, view all the credit cards associated with the business account and add new cardholder "sub" accounts. Click on the **Company Accounts** tile or header panel.



To view data on the **Company Accounts** feature in a tiled view, click on the icon. To view data in a list view, click on the icon. Use the **Search** window (top right-side of page) to search on a specific card account. At the bottom of the page, edit the number of records that appear on the screen up to 100.

Selection of a card record from the **Company Accounts** list, allows an authorized Program Administrator to drill down on a specific card account's detail. Click on an account to view and/or edit the account details.


Company Accounts

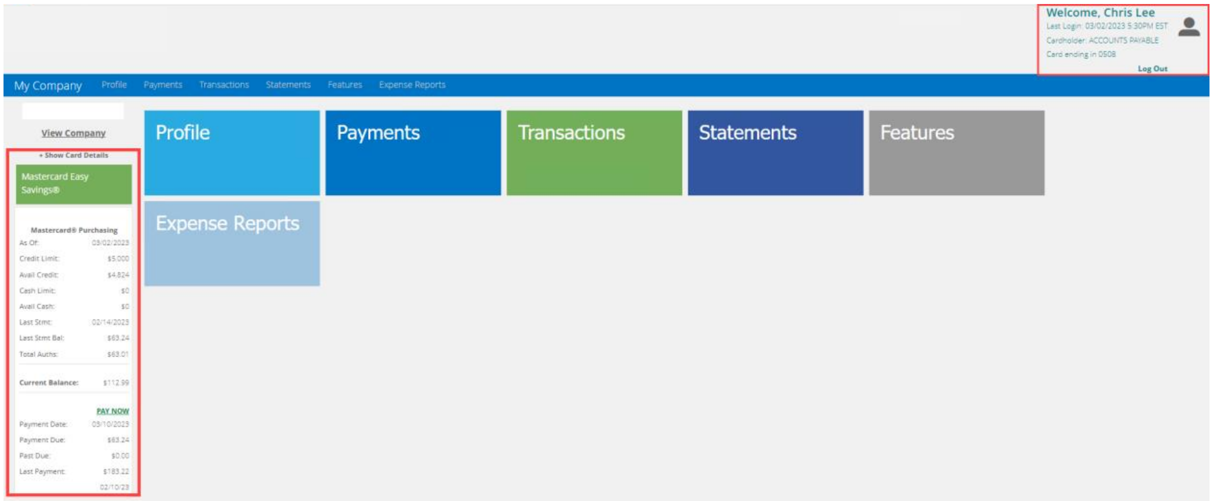
Filter Card Selection Select a value

search

Account Ending	Account Type	Guarantor	Name	Balance	Credit Limit	Available Limit	Status	Exp Date
3814	SUB	N	Van MORRISON	$0.00	$10	$10	OPEN	11/2025
0540	VIRTUAL SUB	N	AP I PAYMENTS	$0.00	$3,000	$3,000	OPEN	03/2024
1951	GHOST SUB	N	ATT FIBER	$0.00	$1	$1	OPEN	08/2023
9085	SUB	N	DAN MULLEN	$0.00	$50	$50	CLOSED	03/2025
1380	VIRTUAL SUB	N	DO N USE	$0.00	$100	$100	OPEN	03/2024
0516	SUB	N	MELISSA MARTIN	$0.00	$5,000	$5,000	OPEN	03/2024
0532	GHOST SUB	N	VERIZON WIRELESS	$0.00	$5,000	$4,971	OPEN	03/2027
4314	SUB	N	MICHAEL KAVANAUGH	$49.75	$50	$0	OPEN	03/2024
0508	CONTROL	N	ACCOUNTS PAYABLE	$112.99	$5,000	$4,824	OPEN	03/2024
9291	SUB	N	CHARLES HAYWARD	$0.00	$1	$1	CLOSED	04/2025
9101	SUB	N	DAN MULLEN	$0.00	$50	$50	CLOSED	03/2025
5796	SUB	N	DAVID LUTHER	$0.00	$300	$267	OPEN	04/2026

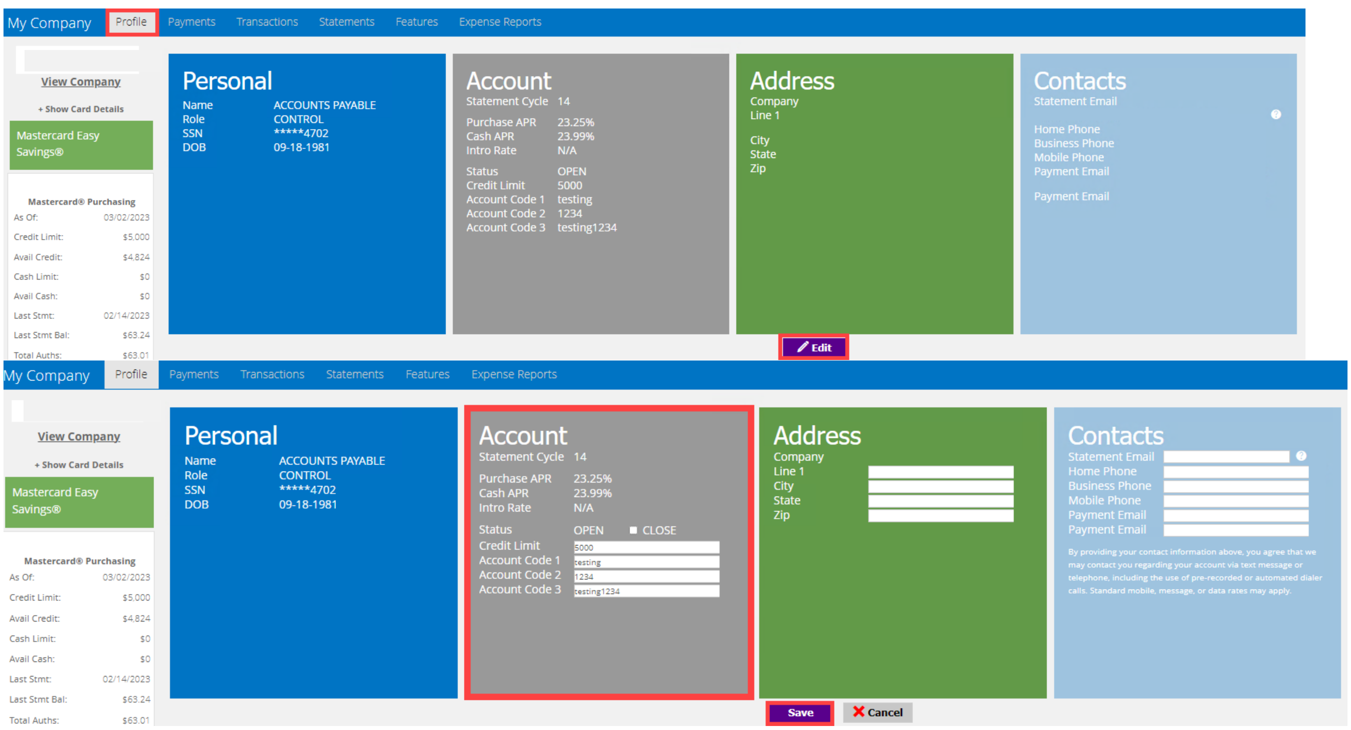
1-12 of 12 100 per page

The cardholder's name and last 4 digits of the account will display in the upper right-hand corner of the banner. The account screen displays the features applicable to the selected account and displays the account's summary details in the left-side panel. Account details are accessed by clicking the features tiles displayed: **Profile, Transactions, Statements, Features**.



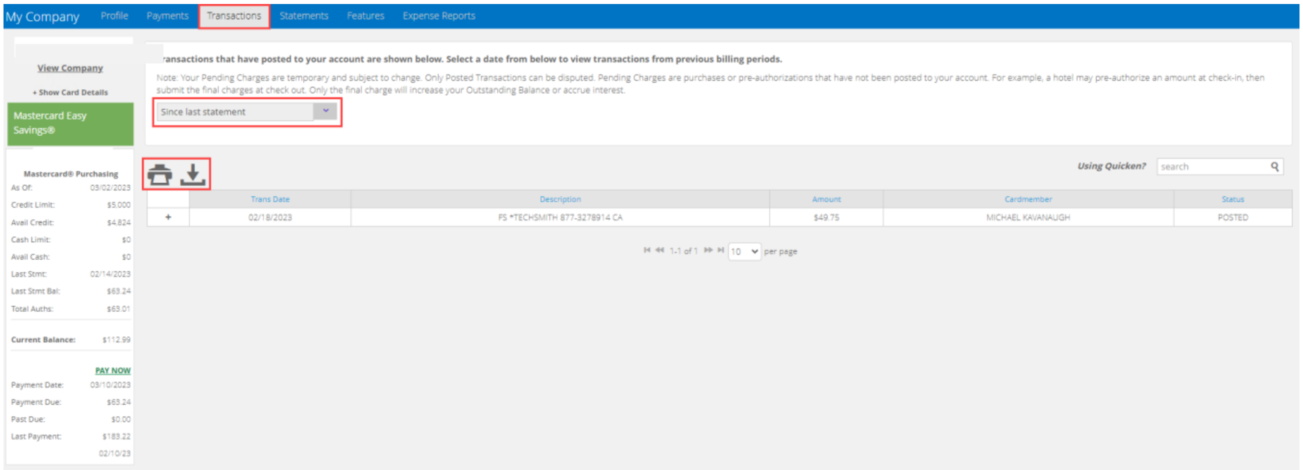
PROFILE:

To view and make changes to an account, click on **Profile** tile. Under the **Account** feature, click the **Edit** button. An authorized PA may **CLOSE** (and reopen) the account temporarily and/or change the account's **Credit Limit,** both in real-time. The PA can edit the account's address details, default account codes and contact detail for the account. Click the **Save** button when the profile changes are completed.

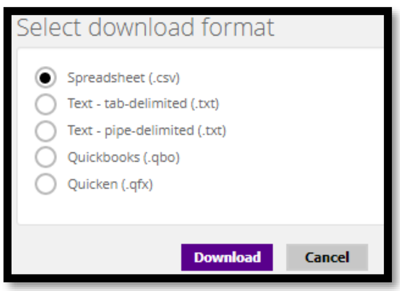


TRANSACTIONS

To view transactions for an account, click **Transactions** in the header or click on the **Transactions** tile. The system will display a date range dropdown menu. Select a default date range or choose a custom date range. The page will then display the transaction results. The system allows for the printing and download of the transaction details by clicking the print or download icons.

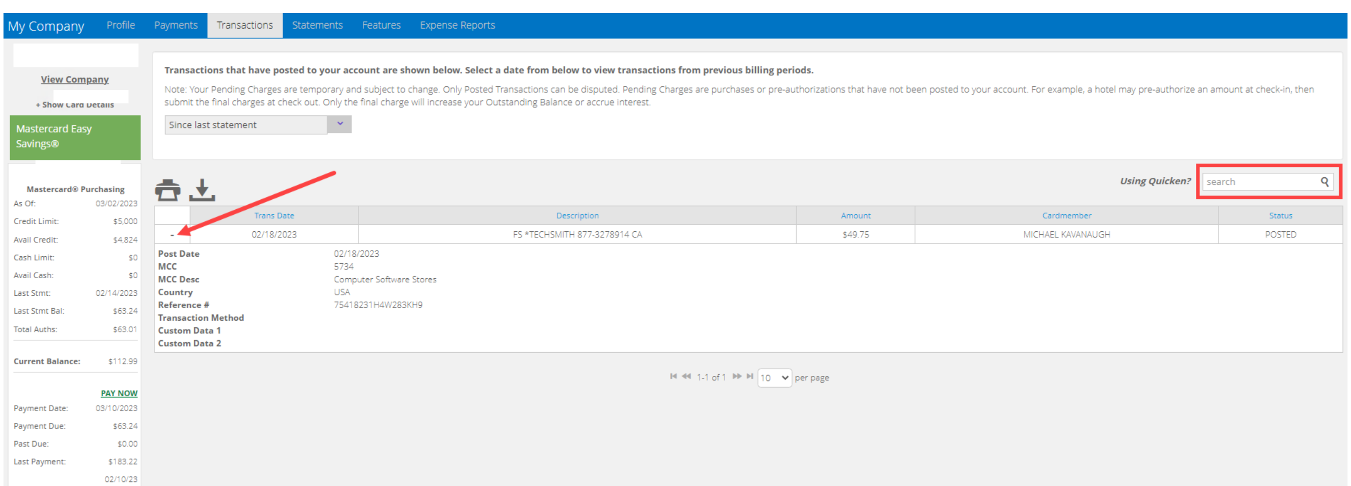


When the download option is selected, a choice of formats in presented. Click on a download format. For Quicken users, mouse over the **Using Quicken?** icon to review additional details.



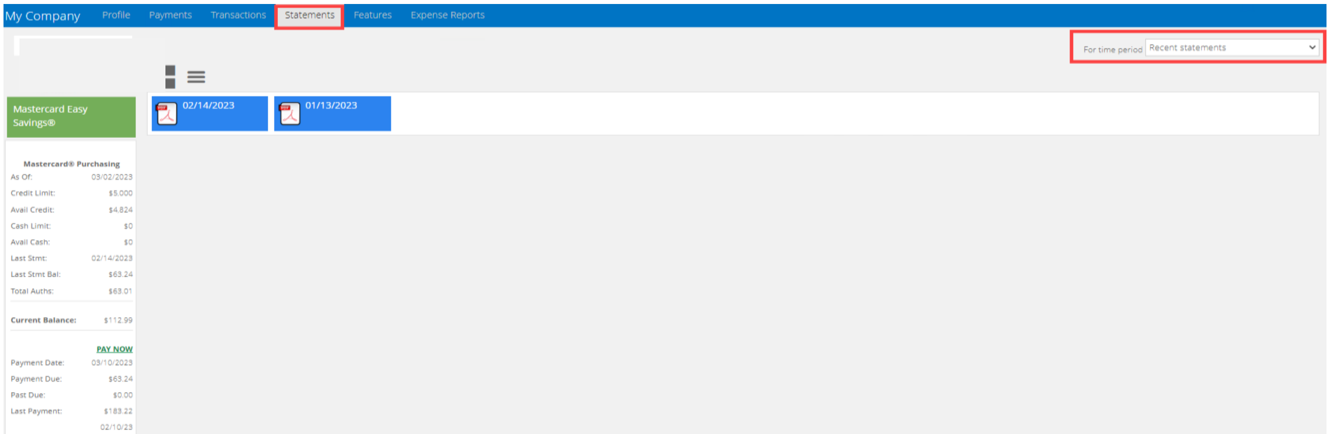
Next to the **Using Quicken** link, there is a transaction **Search** feature. To perform a smart **Search**, enter a merchant name, dollar amount, date or status to view specific transaction data on the screen. Clear the **Search** field to return to the full transaction list.

To view transaction data at a detail level, click the **+** icon next to any transaction date. Transaction details can be viewed online or included in the print and download.



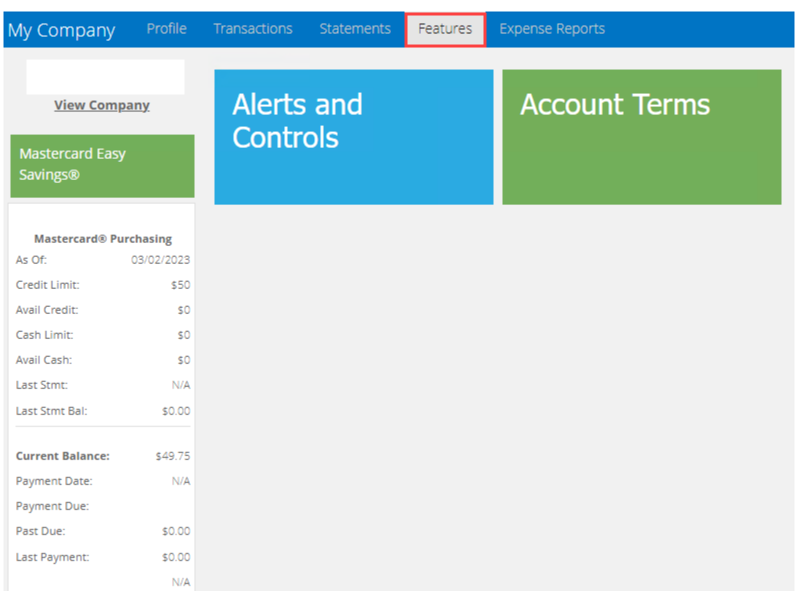
STATEMENTS

To access the PDF images of the statements for a specific account, click **Statements** in the header or the **Statements** tile. Click on the PDF image to download a specific statement. All statements for the current year are displayed on the page. Access previous year statements by changing the **"For Time Period"** feature in the upper right corner.

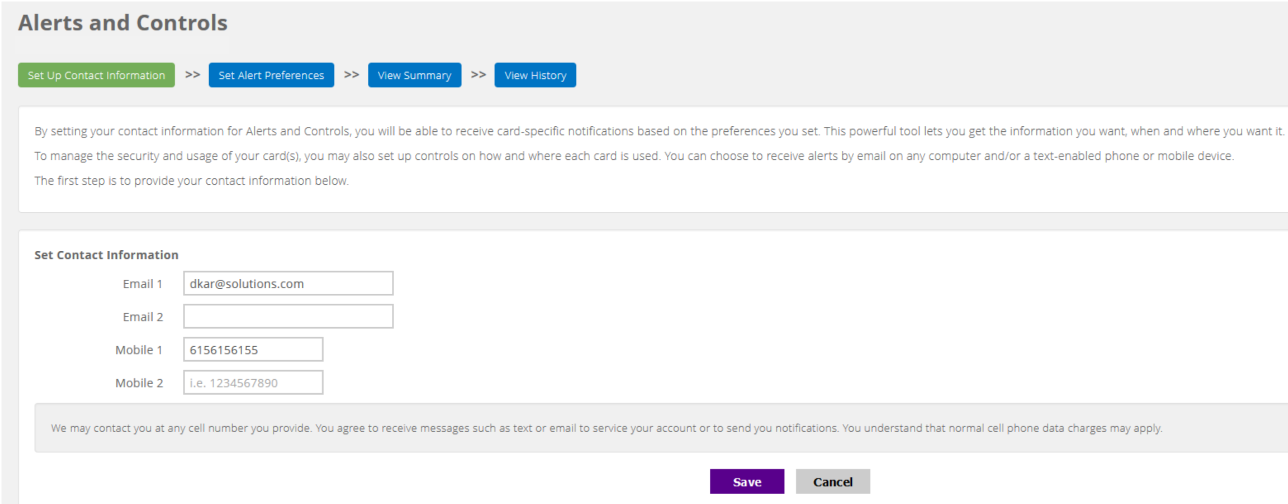


FEATURES

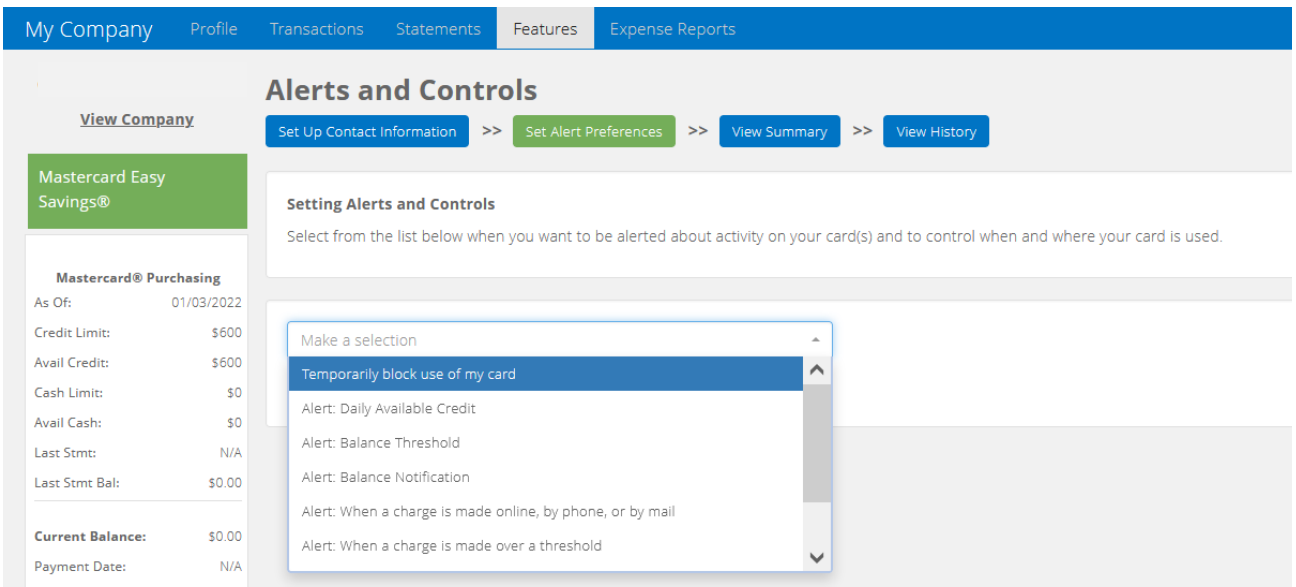
Click the **Features** tile or header, to set up **Alerts & Controls** for this card account (*account-level alerts*) only. To begin setting an alert for a card, click on the **Alerts & Controls** tile.



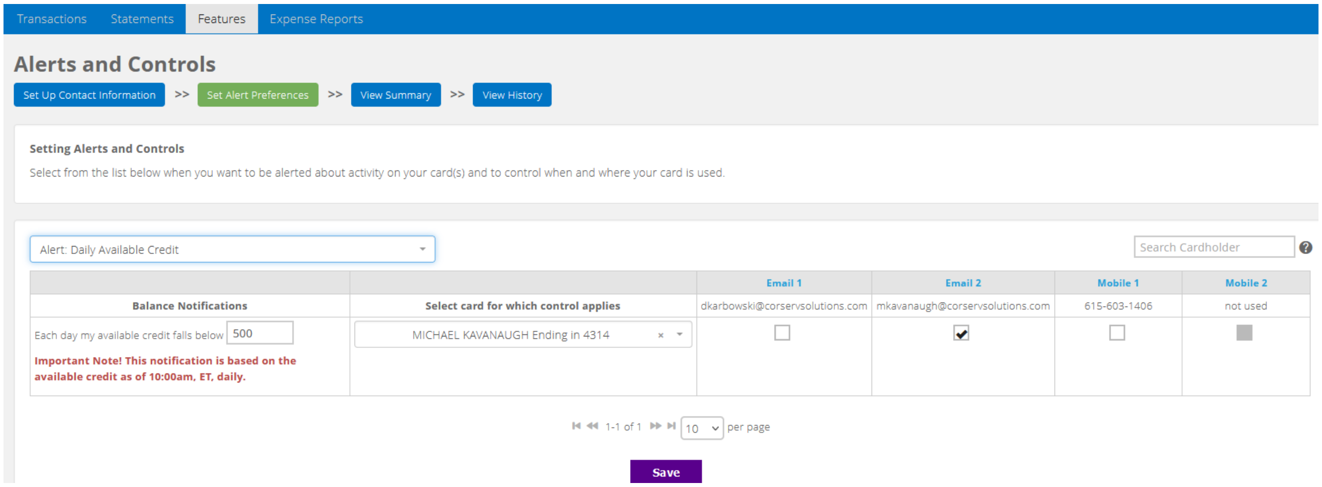
A series of tabs is displayed. **Set Up Contact Information** tab: Click the **Edit** button and enter the cardholder's email(s) and/or Mobile number(s) to receive the alerts then click **Save**.



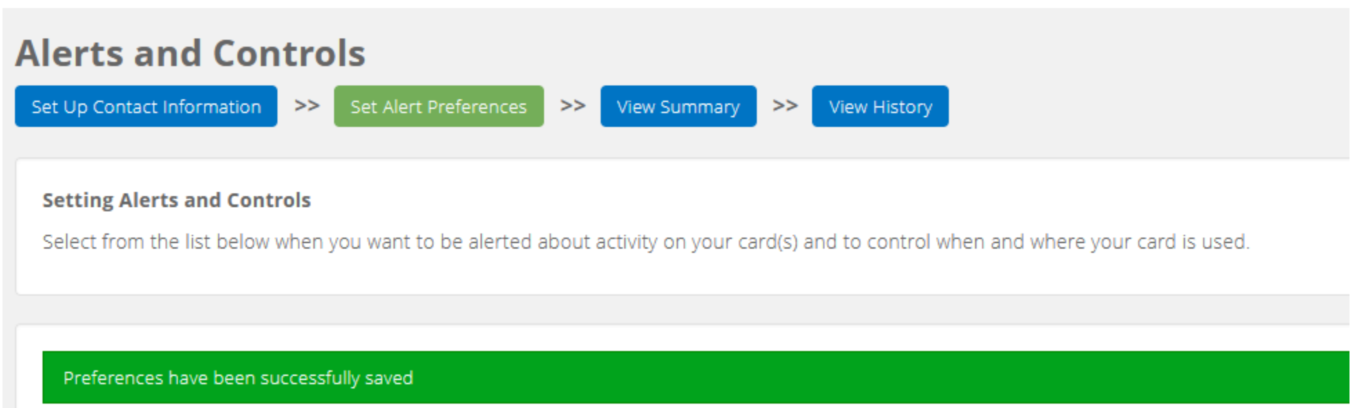
Under the **Set Alert Preferences** tab, click on the dropdown menu and select an alert to apply to the card account. *Temporary Block Use of My Card* control is also available for when a card is lost or stolen.



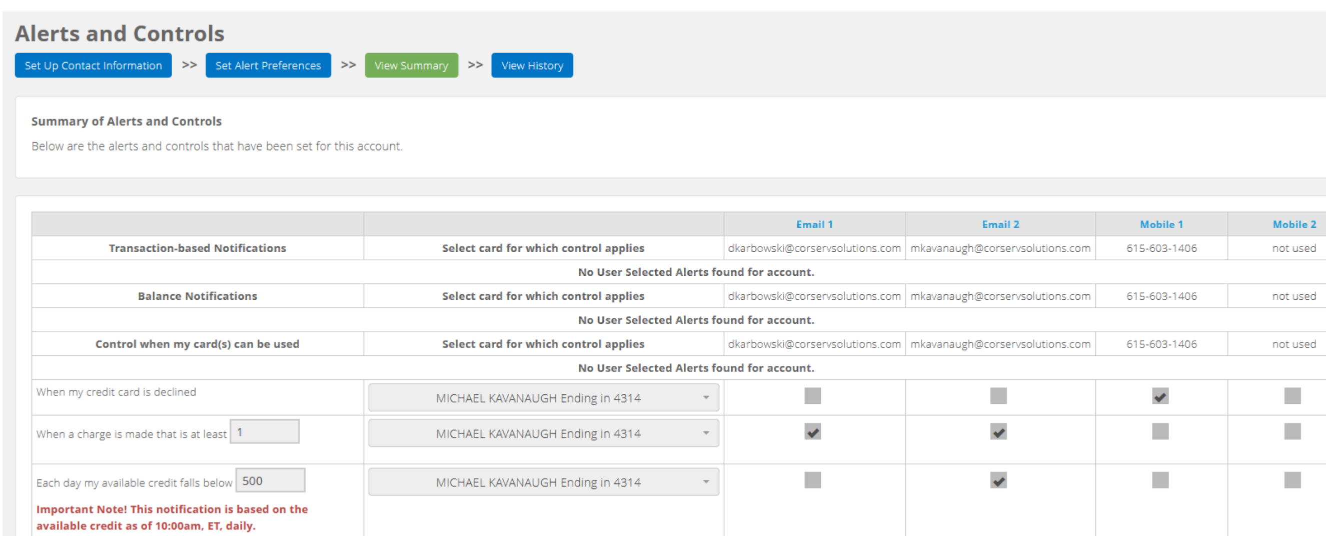
After selecting the alert, complete the process by completing any specific data requirements displayed, selecting at least one email address or mobile number and then click Save to activate the alert.



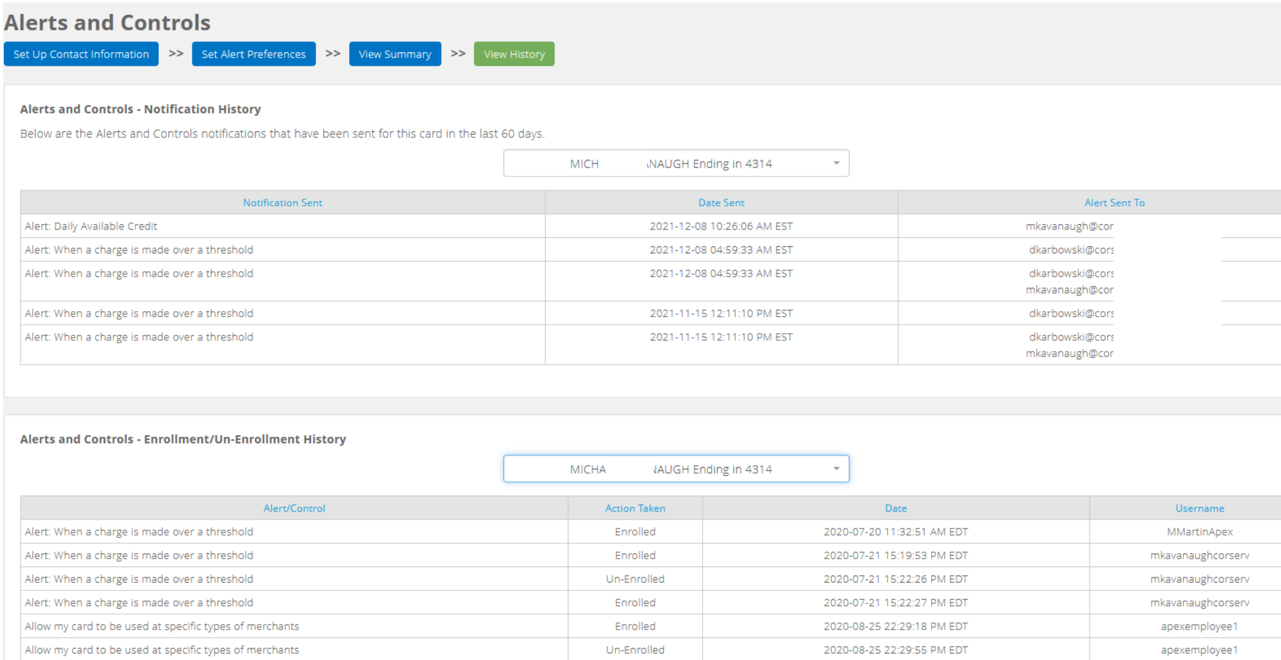
After clicking the **Save** button, the system will confirm the alert has been applied.



View Summary tab displays all alerts set on the individual account.



View History tab displays dates and times when notifications were sent and enrollment/de-enrollment of alerts.

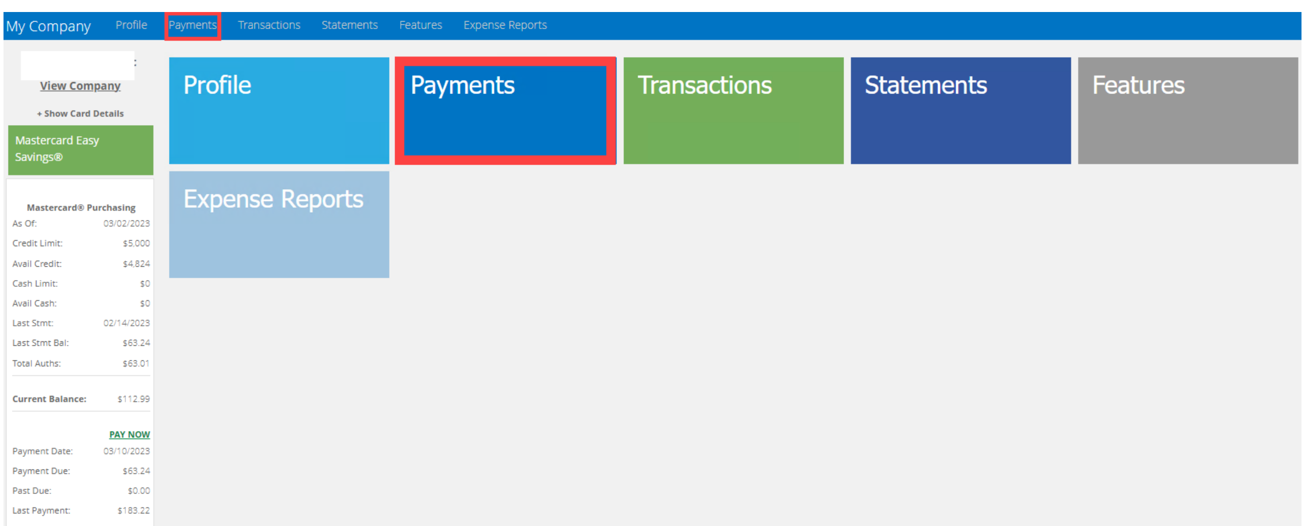


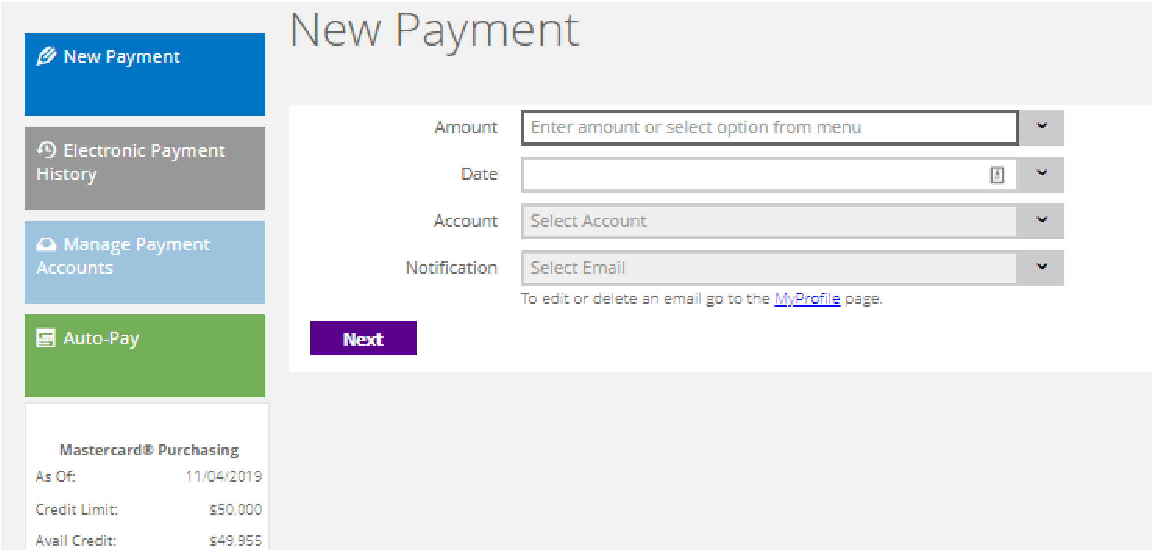
Also, under the Features tile, the **Account Terms** tile displays the card's current Terms & Conditions disclosure which then can be printed, mailed or emailed.

PAYMENTS

Click on the **Payments** header or tile to view 4 payment features:

1. Make a **New Payment –** manually send a payment
2. View **Electronic Payment History –** view all payments processed by year
3. **Manage Payments Accounts –** Manage bank accounts setup for payments
4. **Autopay –** Setup auto payment for billing accounts

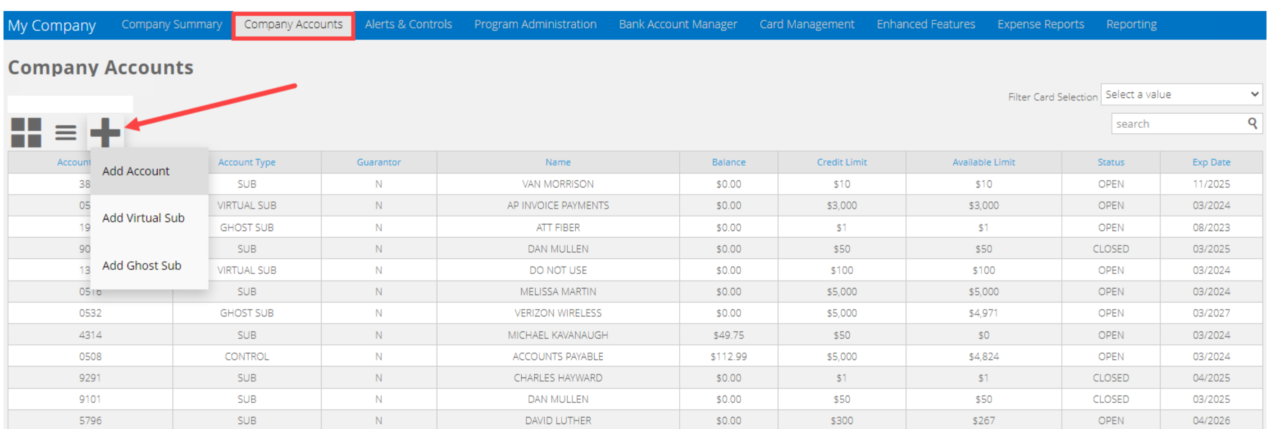




Additional Information: The Payment tile does not appear on “Sub” accounts since the payment is made on the consolidated billing (Control) account.

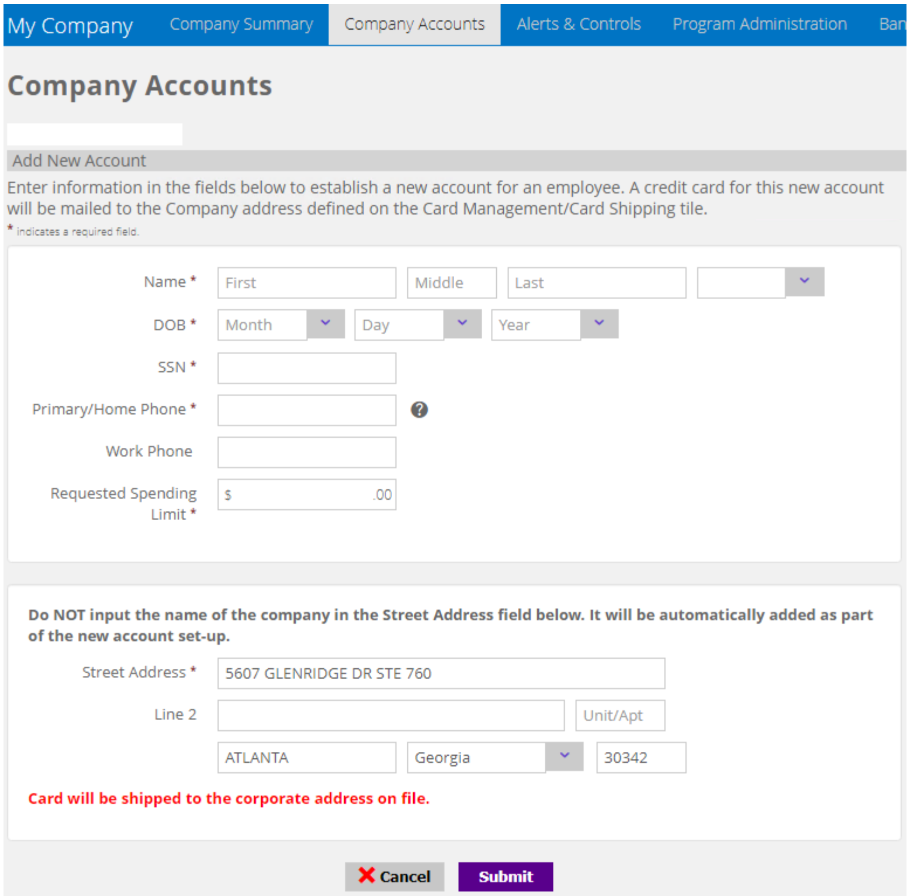
ADDING A NEW ACCOUNT

From the **Company Accounts** header or tile, mouse over the **+** icon and click **Add Account.**



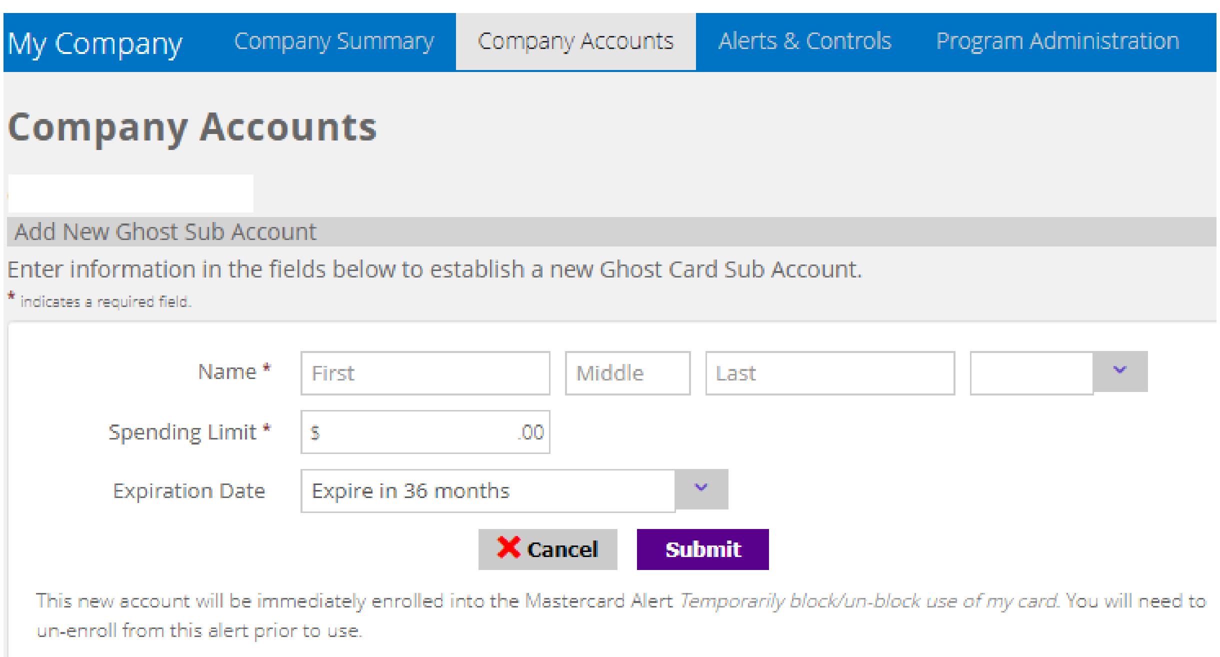
To create a new card account, complete all the required fields presented and click the **Submit** button.

Additional Information: Virtual Sub and Ghost Sub accounts are not available for all companies. Detailed information on Virtual Sub and Ghost Sub can be found later in this guide.



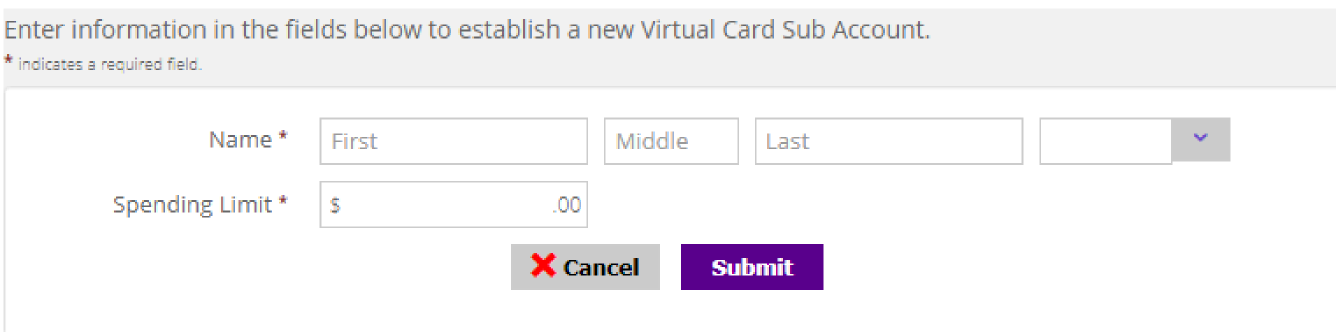
Add New Ghost Sub Account: When creating a new **Ghost Sub**, use the supplier's business name to assign to the ghost card. For example: "Browns" (first name), "Travel Agency" (last name).

Assign the account a Spending Limit and set the Expiration Date using the dropdown menu.



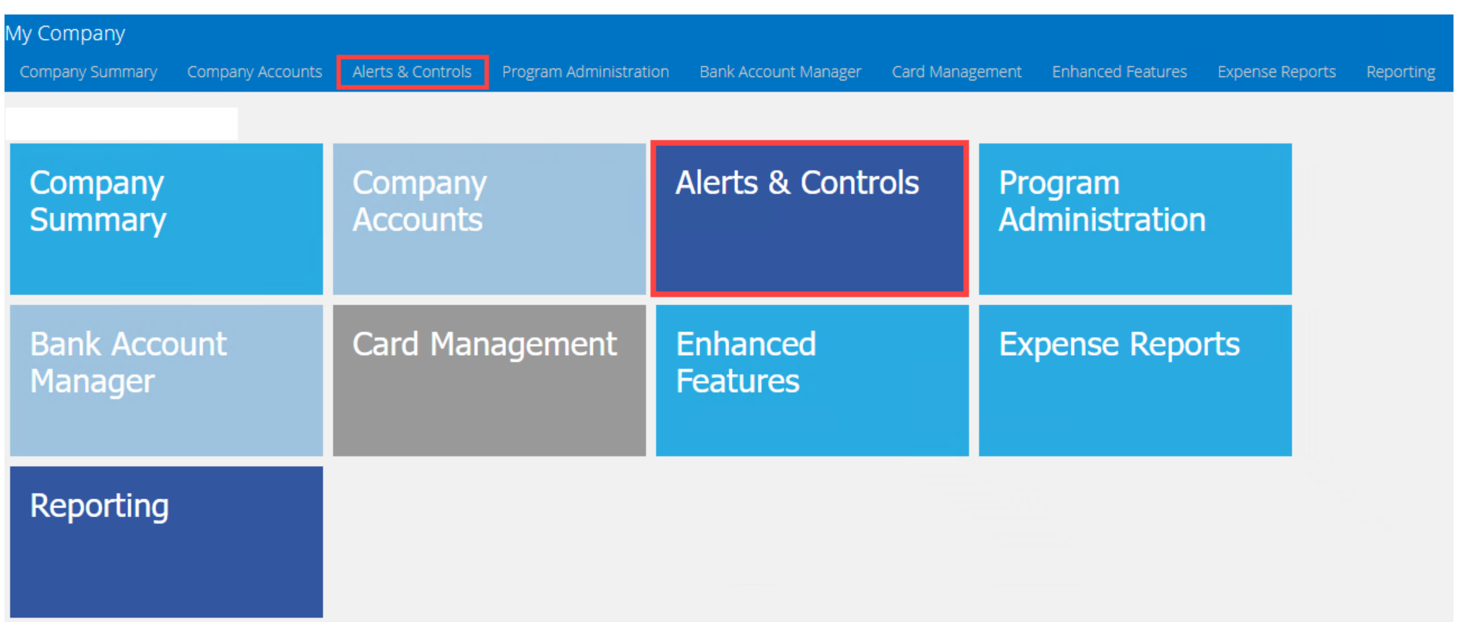
When creating a new **Virtual Sub**, use the department's functional name when defining the name on the virtual account. For example: "Supplier" (first name), "Invoices" (last name). Companies utilizing virtual cards for supplier invoice payments require a single **Virtual Sub** account to support all underlying individual virtual cards. As invoice payments are made by a company, the virtual card system automatically applies a single virtual card per payment. All the individual virtual cards will roll-up to the single **Virtual Sub** account established for the company. Authorized PAs can view all the posted virtual card transactions under a single **Virtual Sub** account.

Spending Limit $ - It is very important that the **Spending Limit** established for the company's Virtual Card program is set high enough to support all payments for 30 to 60 days:



ALERTS & CONTROLS

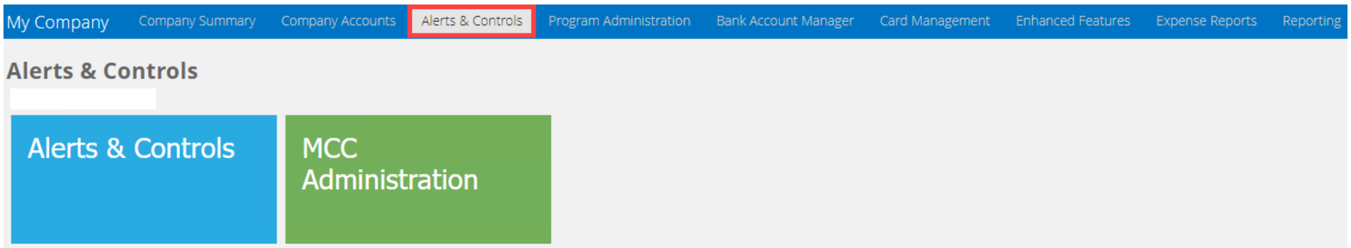
Click on the Alerts & Controls tile or panel header to access this *company-level* feature that offers the ability to set notification alerts and spend controls on cards:



NOTE: Some of the features shown in this illustration may not be available on all products

Additional Information: Alert handling at the *company-level* does not impact the Alert settings the employee's card account may have defined. In fact, the employee is not made aware of any Alerts & Controls the company may have enrolled for their account. The employee can enroll/un-enroll in Alerts available to them, without it impacting Alerts the company may also be enrolled in for the same account.

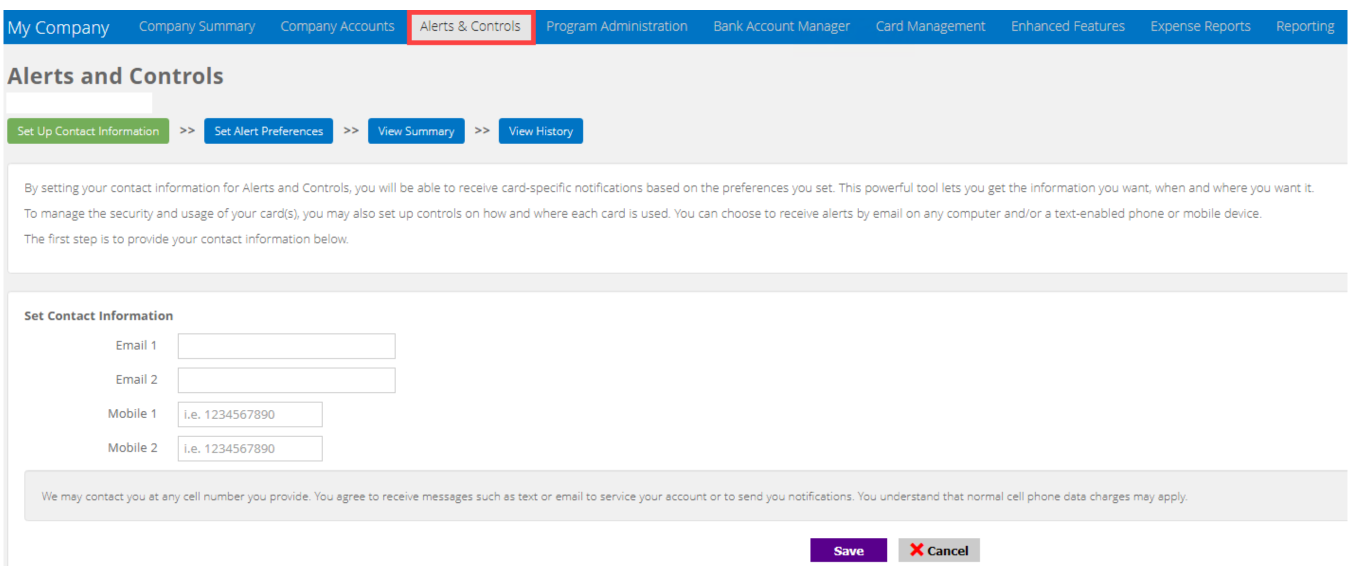
Click on the **Alerts & Controls** tile to begin setting alert notifications and spend controls on company cards.



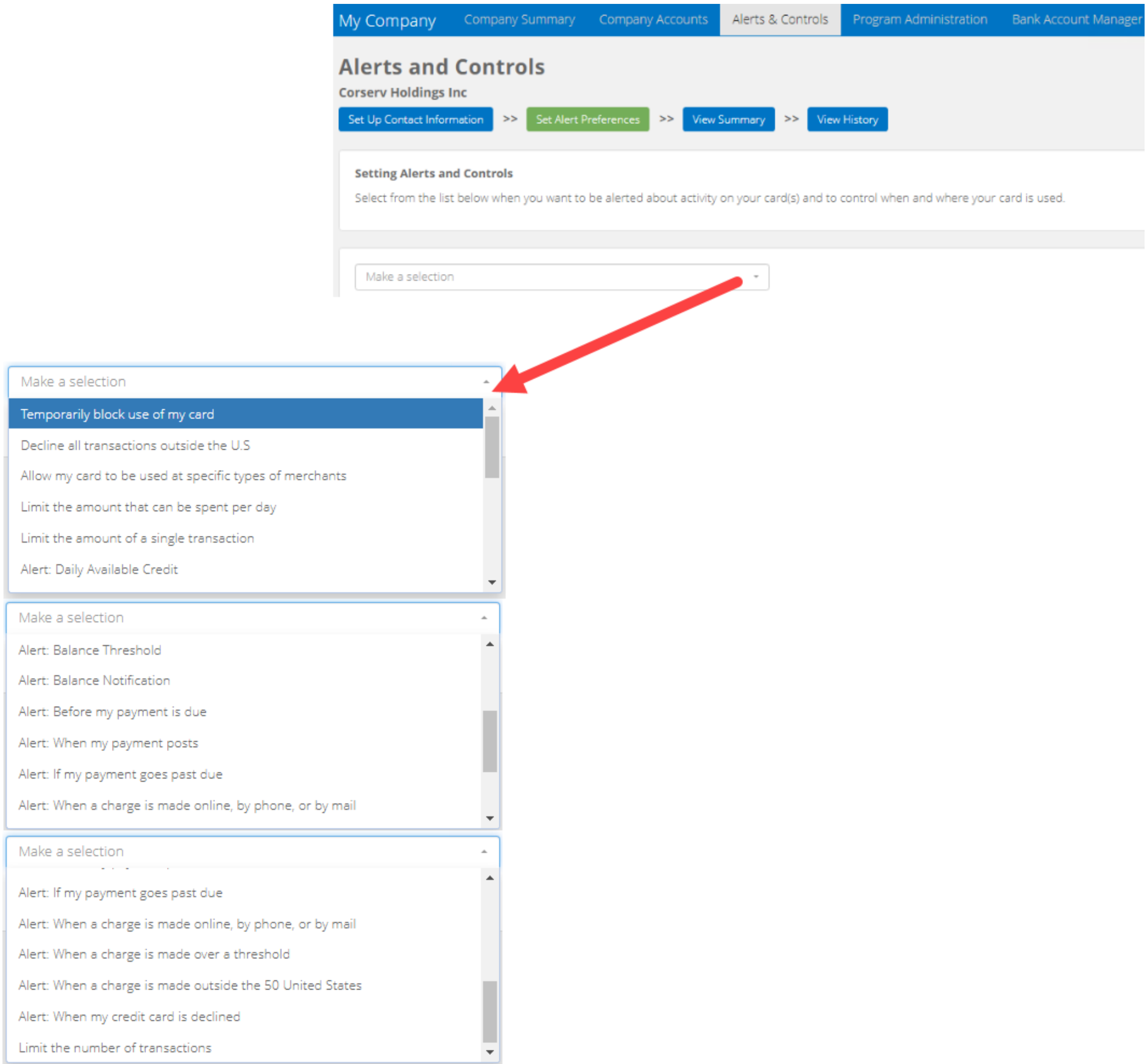
NOTE: The MCC Administration feature shown in this illustration may not be available on all products

Company-level **Alerts & Controls** setup page, like the card account alerts page, includes a series of 4 tabs:

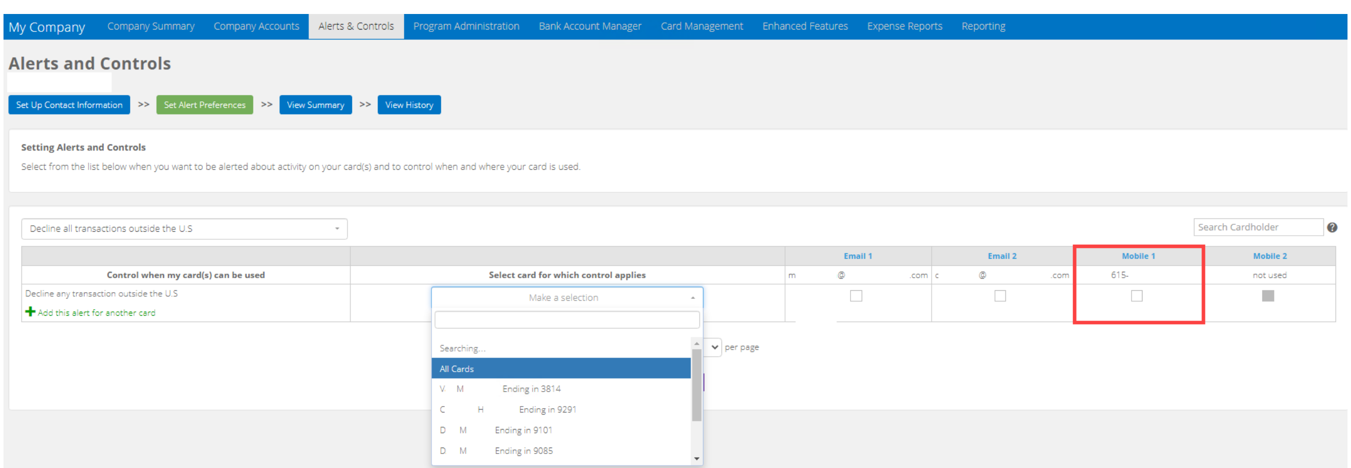
Tab 1: Set Up Contact Information – establish email address(s) and/or mobile number(s) for the Program Administrators. Remember to click the "**Save"** button.



Tab 2: Set Alert Preferences - Select the Control(s) and/or Alert(s) from the dropdown menu to apply to card(s).

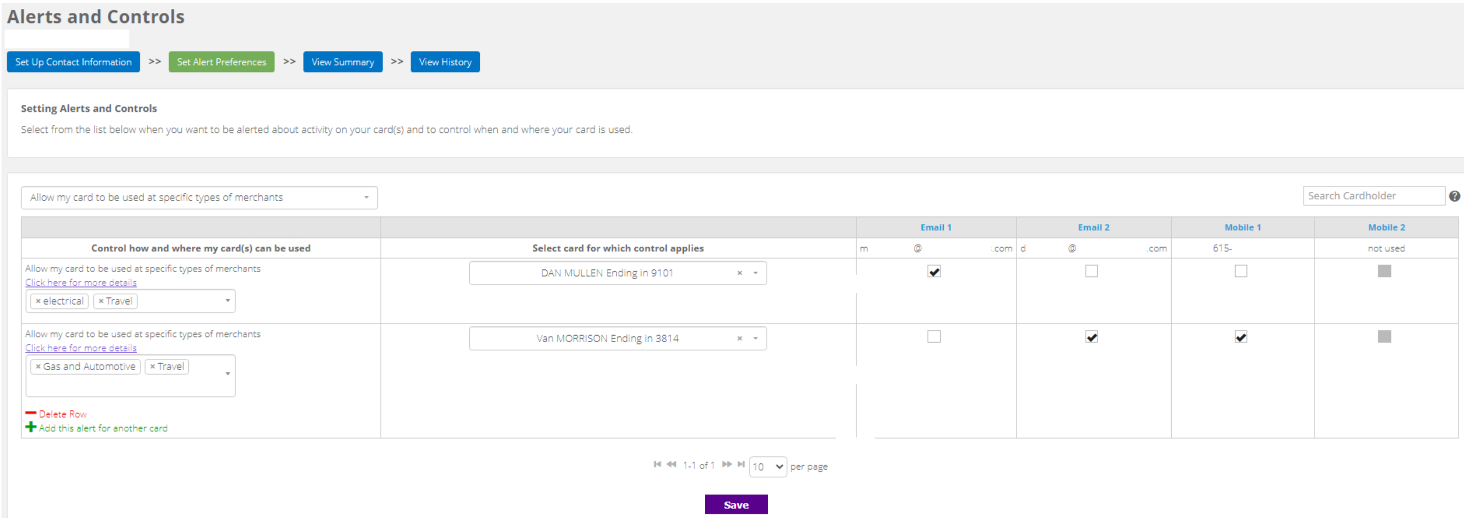


Click on the **Select card for which control applies** dropdown and select a cardholder account or All Cards to apply this control or alert. Next, check an email address and/or mobile number to activate the control. Remember to click the "**Save**" button.

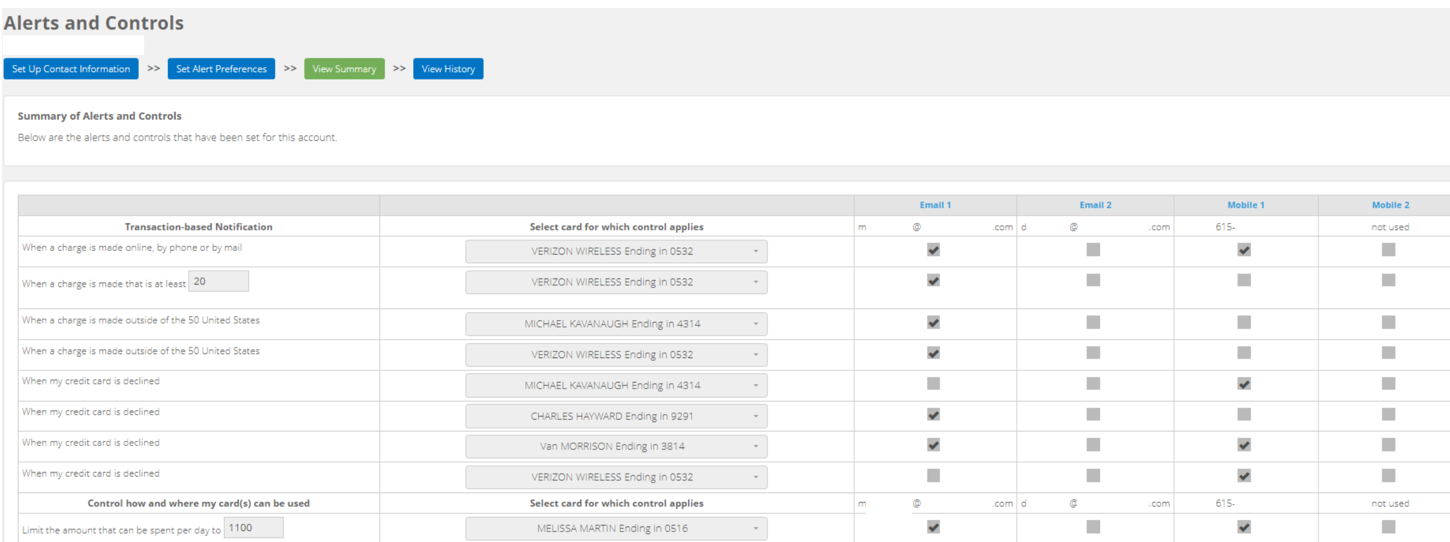


Additional Information: Selecting the Spend Control "**Allow my card to be used at specific types of merchants**" provides for the selection of merchant group(s) allowed for purchases on any single account. This spend control feature provides 10 standard Spend Control groups. For the purchasing card and fleet card products, customer groups can be created under the MCC Administration feature.

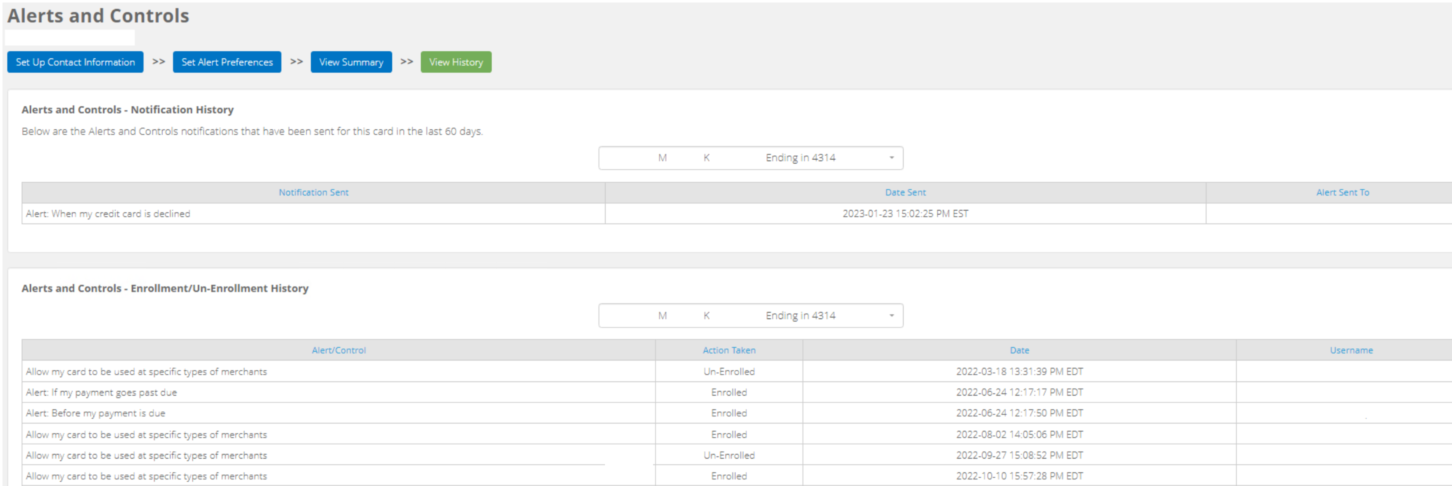
Program Administrators can apply multiple MCC Groups to a single card account.



View Summary tab displays all alerts set on the individual account.



View History tab displays dates and times when notifications were sent and enrollment/de-enrollment of alerts.



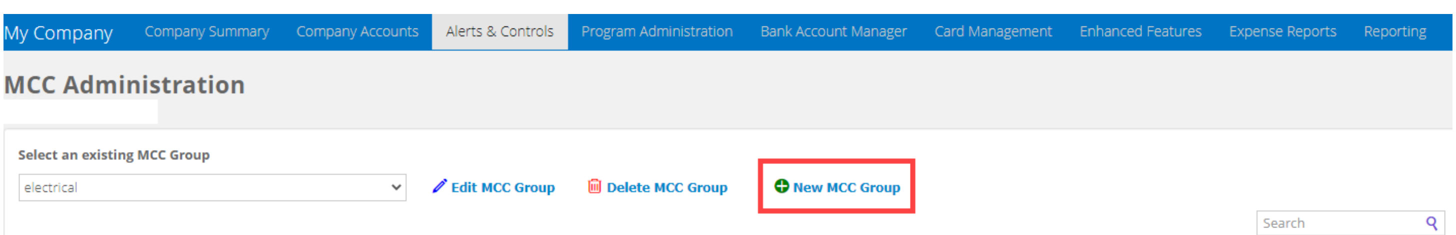
<u>Removing a company-level Alert or Control from an account:</u>

From the **My Company** page click on the **Alerts & Controls** tile, click **Set Alert Preferences** button and select the Alert or Control to remove. The selected Alert or Control will auto-populate on screen. Under the column **Select card for which control applies** look for the individual card or All Cards in the dropdown menu. Uncheck all boxes that are set for Email 1 and 2 and Mobile 1 and 2 and click the **Save** button. The system will display a notification at the top of the page stating, "*Preferences have been successfully saved*".

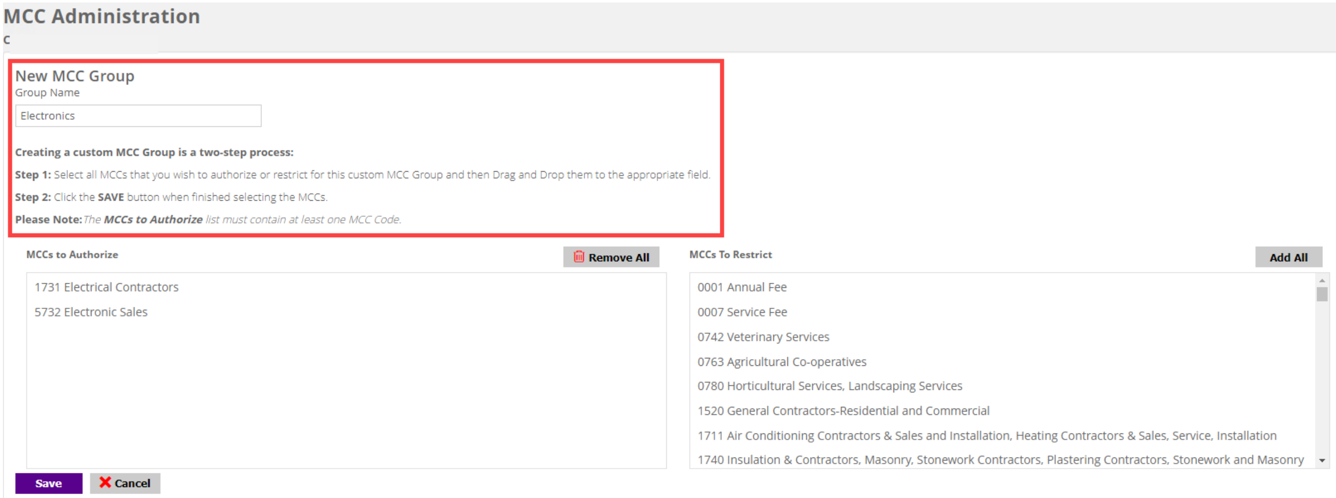
Note: Clicking the **View History** button at the top of the page will also confirm all changes.

MCC ADMINISTRATION

This feature is currently available on two commercial card products: Purchasing Cards and Fleet Cards. MCC Administration allows for the creation and maintenance of custom merchant groups. Click on the **New MCC Group** link to create a custom MCC Group.

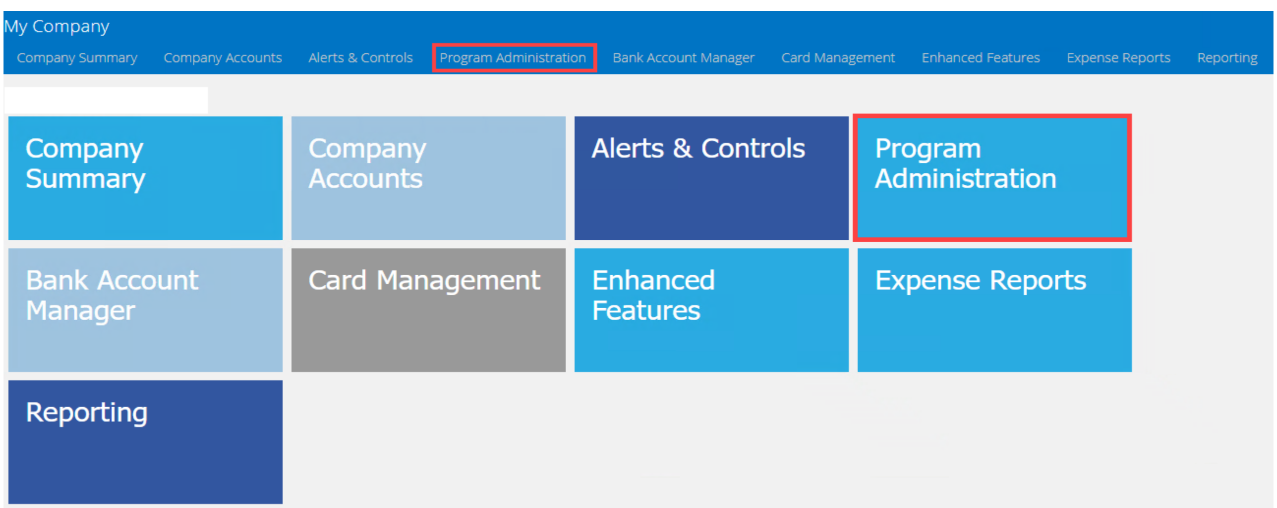


Name the **New MCC Group** and then follow the steps in selecting individual merchant category codes to include in the **MCC's to Authorize**. Click the **Save** button and the new MCC Group will be added to the **Allow my card to be used at specific types of merchants** dropdown menu and available to be applied as a spend control on cards.



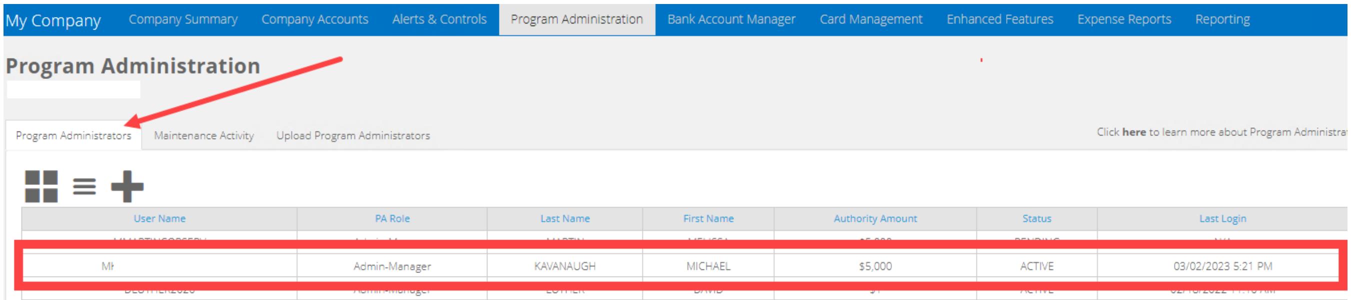
PROGRAM ADMINISTRATION

Through the application process, the company's initial Program Administrator is established for the card program. The initial Program Administrator is assigned the PA Admin-Manager role which gives the user access to all the features and functionality made available to the company. To add, edit or delete Program Administrators, click on the **Program Administration** tile or panel header:



NOTE: Some of the features shown in this illustration may not be available on all products

The feature displays two tabs on the Program Administration landing page: **Program Administrators** and **Maintenance Activity**.

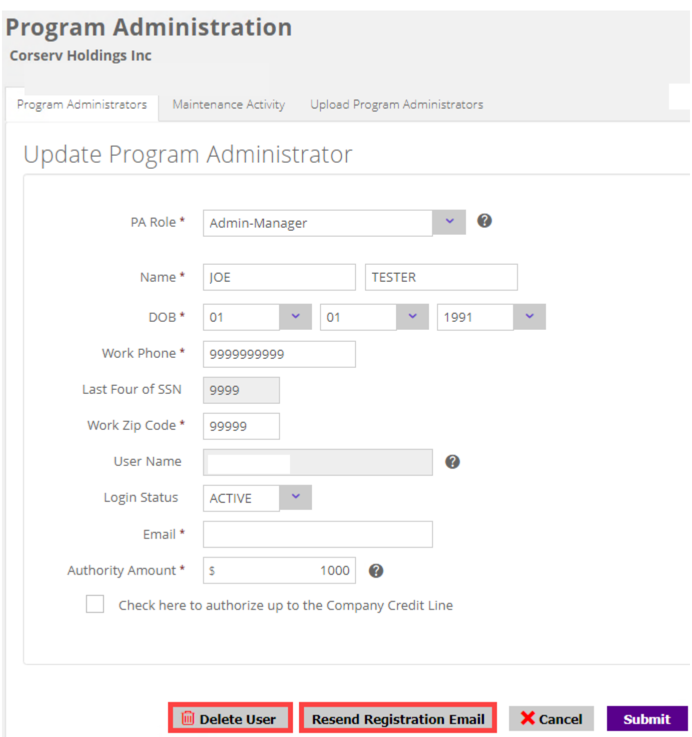


Program Administrators (PA) tab:

To view or edit details of an existing Program Administrator (PA), click on the appropriate row. After selecting a user from the table, update the user's information:

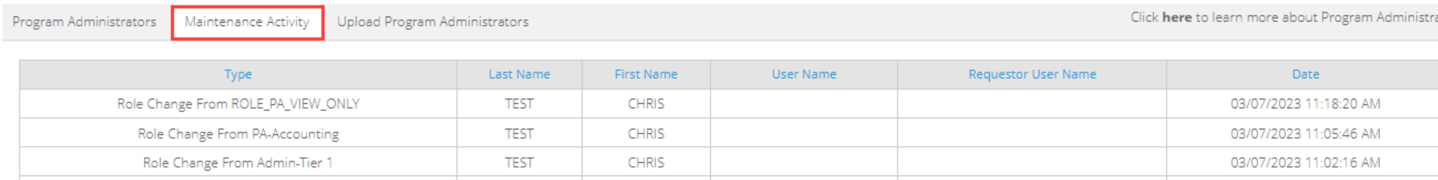
- PA Role, Name, Date of Birth, Work Phone, Work Zip Code
- Login Status*
  - *"PENDING" indicates the PA user has not completed the Registration process*
  - *"ACTIVE" indicates the PA user has successfully completed the Registration process*
  - *"INACTIVE" allows a PA to disable Active credentials for a PA user needing to be restricted from accessing your company*
- Email, Authority Amount

When a new Program Administrator is created, the system will automatically send out a registration email. To resend the registration email, click the "**Resend Registration Email**" button. To delete a PA, click the **Delete User** button.



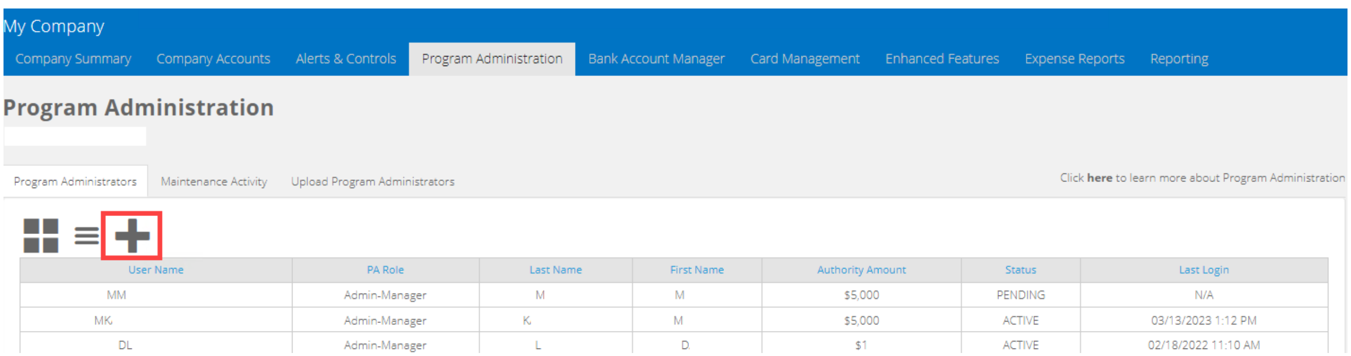
Note: Deletion of the user's credentials immediately prohibits access.

Maintenance Activity tab: Logs deletion of a Program Administrator's credentials, along with other edits that can be performed on the Program Administrators tab.



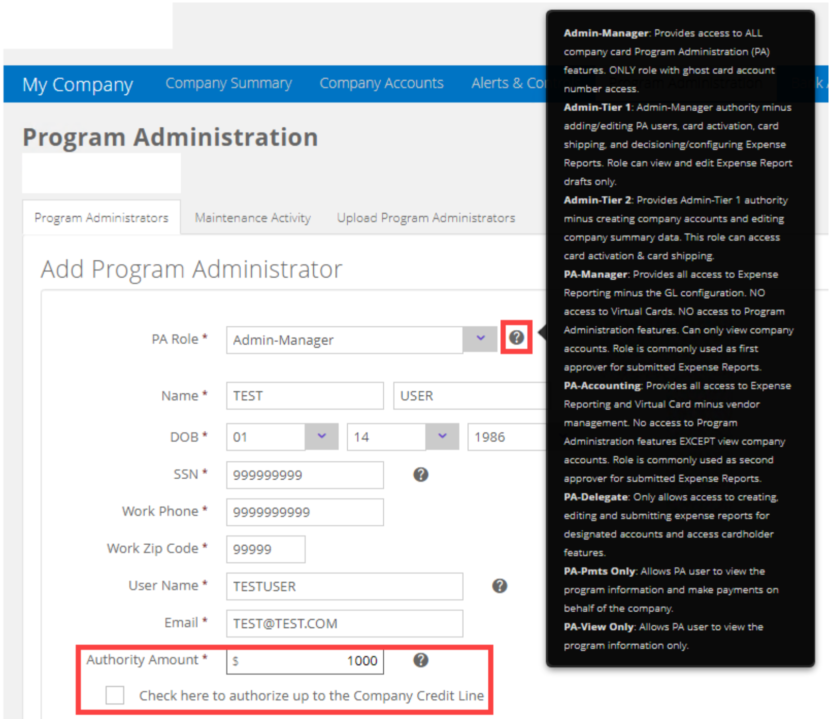
Adding a new Program Administrator:

From the **Program Administrators** tab, click on the "**+**" icon at the top of the page.



Hover the mouse over the **?** icon to review the available Program Administrator user roles. Select the new Program Administrator role from the dropdown menu. **Note**: All roles, except PA Admin-Manager, require at least 1 Enhanced Feature (Expense Reports, Virtual Card, Ghost Card) to be enabled in order to access and assign the additional PA roles.

Input the required user information and click the **Submit** button at the bottom of the page.



Note: Authority Amount field – Enter a whole dollar amount into this field in order to cap the user's credit limit assignment for cards or check the box to assign the company credit line as the Program Administrator's authority amount.

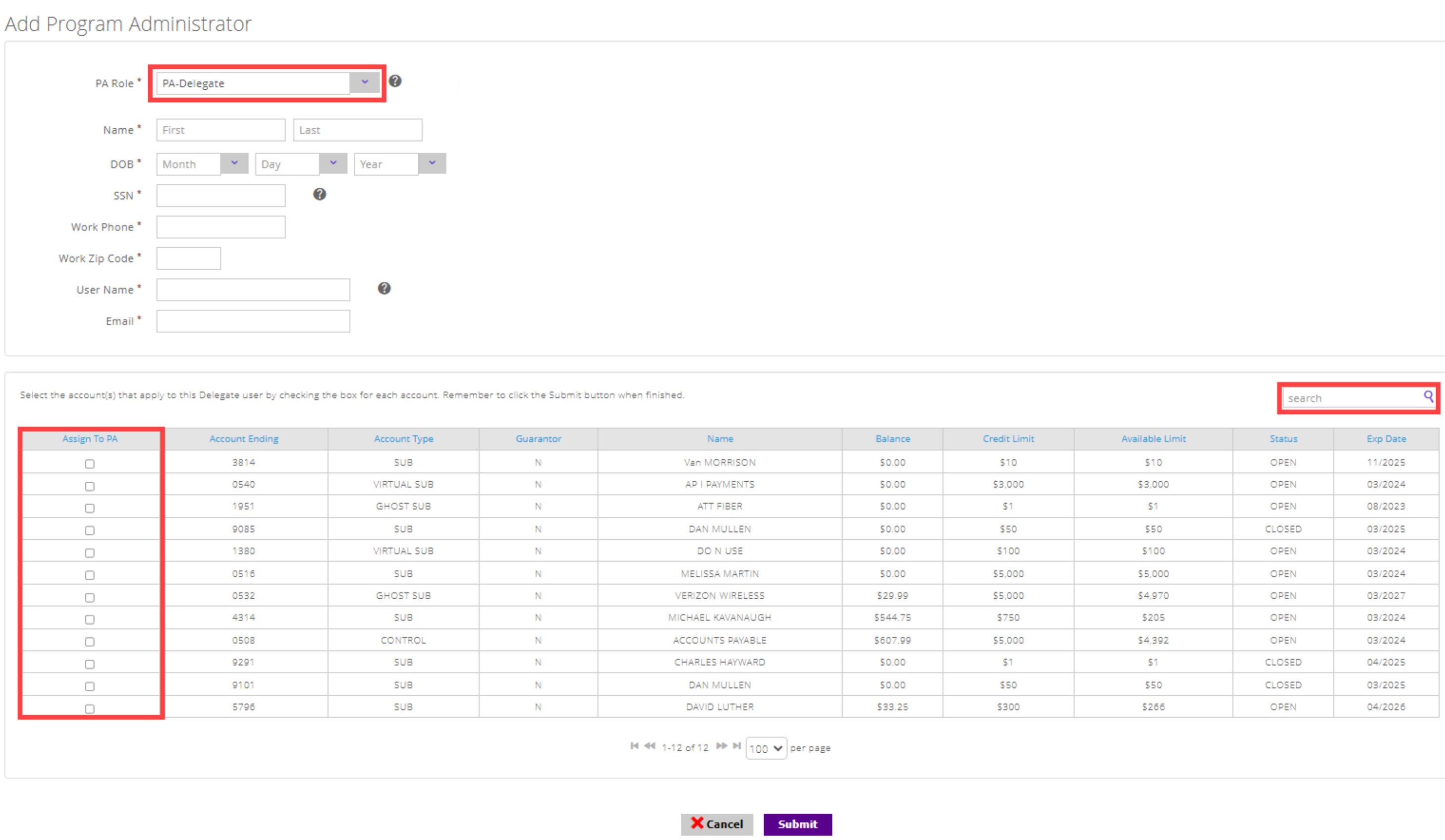
When a new Program Administrator is created, the system will automatically send out a registration email.

Informational: The permissions associated with each Program Administrator (PA) role are comprised of restrictions based on the type of business card or company feature. The role will determine which features the Program Administrator can access in the card portal.

Program Administrator Roles	Description
Admin-Manager	• **Select this Role for the company's main Administrator** • Provides access to **all** company card PA features.
Admin-Tier 1	• Provides Admin-Manager authority **minus** the ability to create new PAs or configure/view/decision expense reports. • Role **prohibits** card activation or card shipping access.
Admin-Tier 2	• Provides Admin-Tier 1 authority **minus** administration of Virtual Cards and Ghost cards. • Role **prohibits** creation of new accounts, editing of existing accounts and editing of Company Summary data.
PA-Accounting	• Role has access to **all** Expense Report features including **second approver.** • Role restricted from Program Administration. • Provides **limited** access to Virtual Card (excludes vendor management).

PA-Manager	• This role is for *Expense Reporting **only***. Provides the ability to decision expense reports for their designee as **first approver.** • Role restricted from GL configuration of Expense Reports.
PA-Delegate	• This role is for *Expense Reporting **only***. Provides the ability to select specified accounts for export report creation. • Includes access to assigned account transactions and statements. • Role has **No Expense Report approval authority**
PA-View Only	• View access only. Role prohibits editing, adding or deleting any data. • Used for internal Auditor role.
PA-Payments Only	• This role will only be made available on **Consolidated Pay** companies and only provides access to the Control Account. • Role can view Company details and **access all payment functionality**.

PA-Delegate role: When creating a new Program Administrator user with the PA-Delegate role, specific accounts must be assigned to the PA-Delegate. A list of accounts is displayed on the page. Click the box next to the account(s) being assigned to the PA-Delegate. The PA-Delegate will be able to create expense reports for the accounts selected. Use the smart **search** feature to locate a specific account. Once the accounts are selected, click the **Submit** button to assign the accounts to the PA-Delegate.


Add Program Administrator

PA Role * PA-Delegate

Name * First Last

DOB * Month Day Year

SSN *

Work Phone *

Work Zip Code *

User Name *

Email *

Select the account(s) that apply to this Delegate user by checking the box for each account. Remember to click the Submit button when finished.

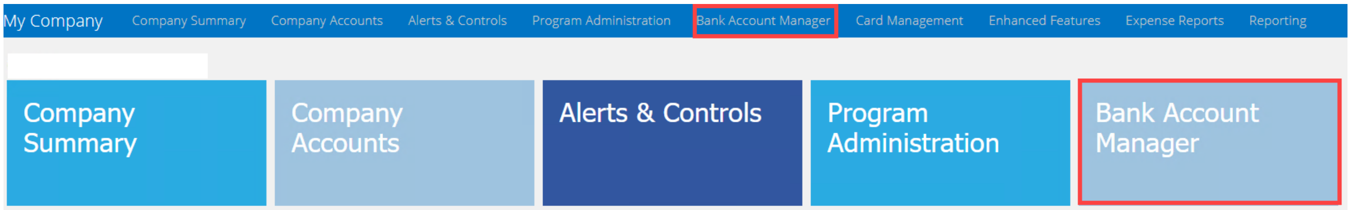
search

Assign To PA	Account Ending	Account Type	Guarantor	Name	Balance	Credit Limit	Available Limit	Status	Exp Date
☐	3814	SUB	N	Van MORRISON	$0.00	$10	$10	OPEN	11/2025
☐	0540	VIRTUAL SUB	N	AP I PAYMENTS	$0.00	$3,000	$3,000	OPEN	03/2024
☐	1951	GHOST SUB	N	ATT FIBER	$0.00	$1	$1	OPEN	08/2023
☐	9085	SUB	N	DAN MULLEN	$0.00	$50	$50	CLOSED	03/2025
☐	1380	VIRTUAL SUB	N	DO N USE	$0.00	$100	$100	OPEN	03/2024
☐	0516	SUB	N	MELISSA MARTIN	$0.00	$5,000	$5,000	OPEN	03/2024
☐	0532	GHOST SUB	N	VERIZON WIRELESS	$29.99	$5,000	$4,970	OPEN	03/2027
☐	4314	SUB	N	MICHAEL KAVANAUGH	$544.75	$750	$205	OPEN	03/2024
☐	0508	CONTROL	N	ACCOUNTS PAYABLE	$607.99	$5,000	$4,392	OPEN	03/2024
☐	9291	SUB	N	CHARLES HAYWARD	$0.00	$1	$1	CLOSED	04/2025
☐	9101	SUB	N	DAN MULLEN	$0.00	$50	$50	CLOSED	03/2025
☐	5796	SUB	N	DAVID LUTHER	$33.25	$300	$266	OPEN	04/2026

1-12 of 12 100 per page

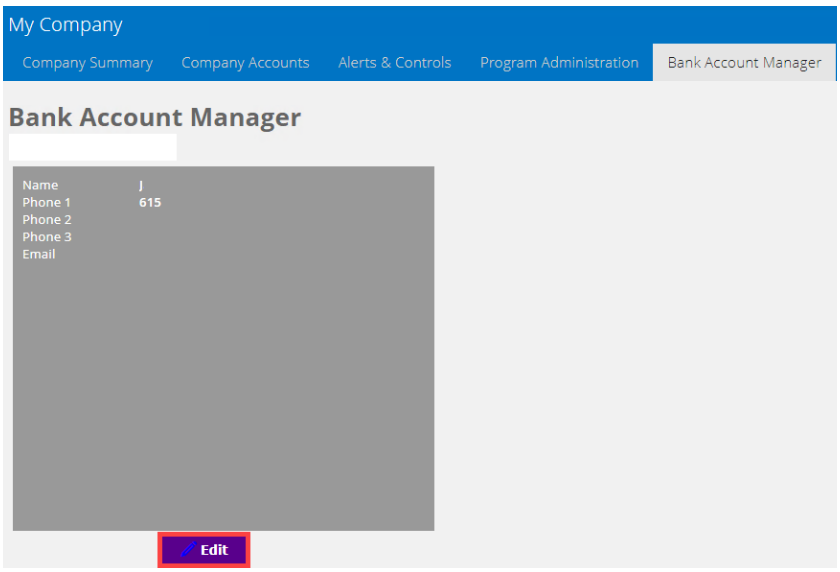
Cancel Submit

BANK ACCOUNT MANAGER

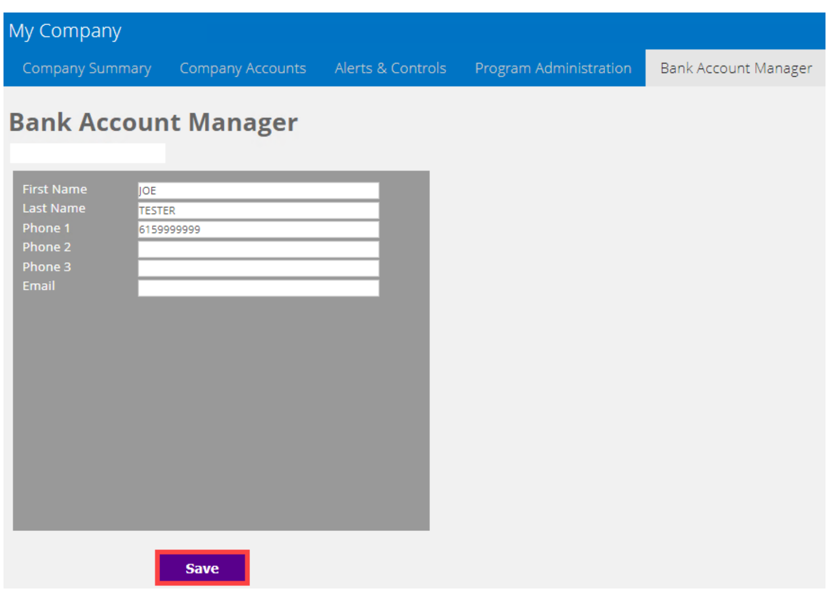


NOTE: Some of the features shown in this illustration may not be available on all products

From the **Bank Account Manager** tile, identify a Point of Contact from your local branch. This field should pre-populate from the application therefore it should not require editing unless the information changes.

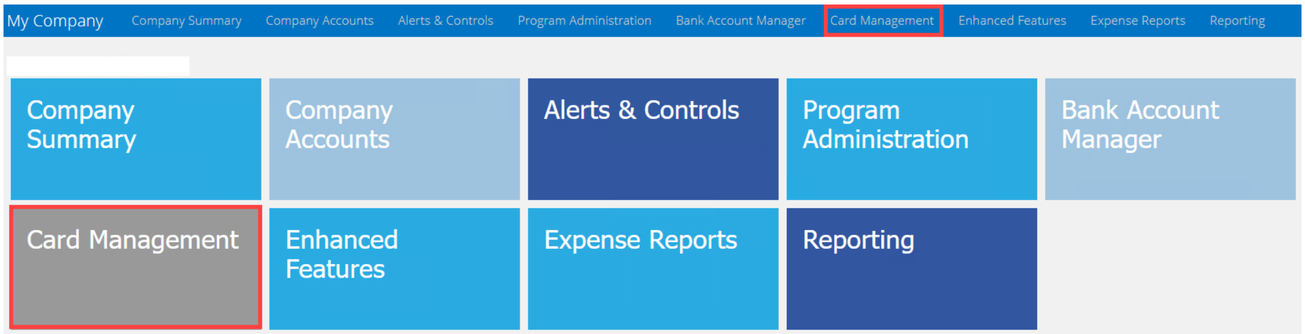


Click the '**Edit**' button to change data in any of the fields. Once all changes have been completed, click the '**Save**' button.



CARD MANAGEMENT

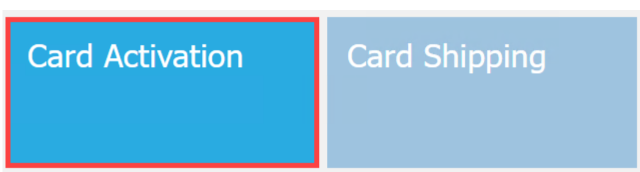
This feature allows a Program Administrator to activate card(s) and bulk ship cards to the company's primary contact. Click on the **Card Management** tile or panel header.



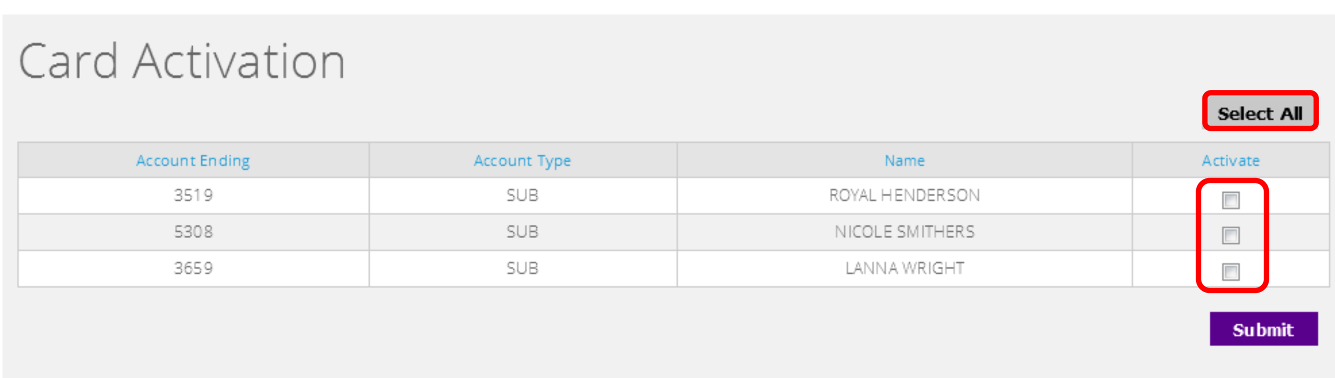
NOTE: Some of the features shown in this illustration may not be available on all products

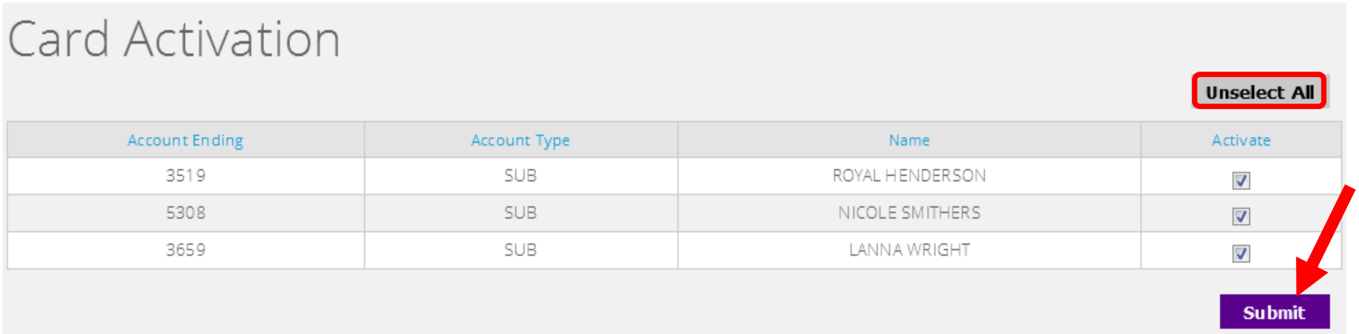
CARD ACTIVATION

Program Administrators can activate cards in bulk or select individual cards to activate in real-time. To view a list of cardholders that require card activation, click on the **Card Activation** tile.



Program Administrators can "bulk" activate all cards in the **Activate** list by clicking the "**Select All**" button or individually check the card to activate. Conversely, uncheck all boxes by clicking "**Unselect All**". Click the "**Submit**" button to activate cards in real-time. The system will post a message that activation was successful, and the cardholders can begin using their cards immediately.



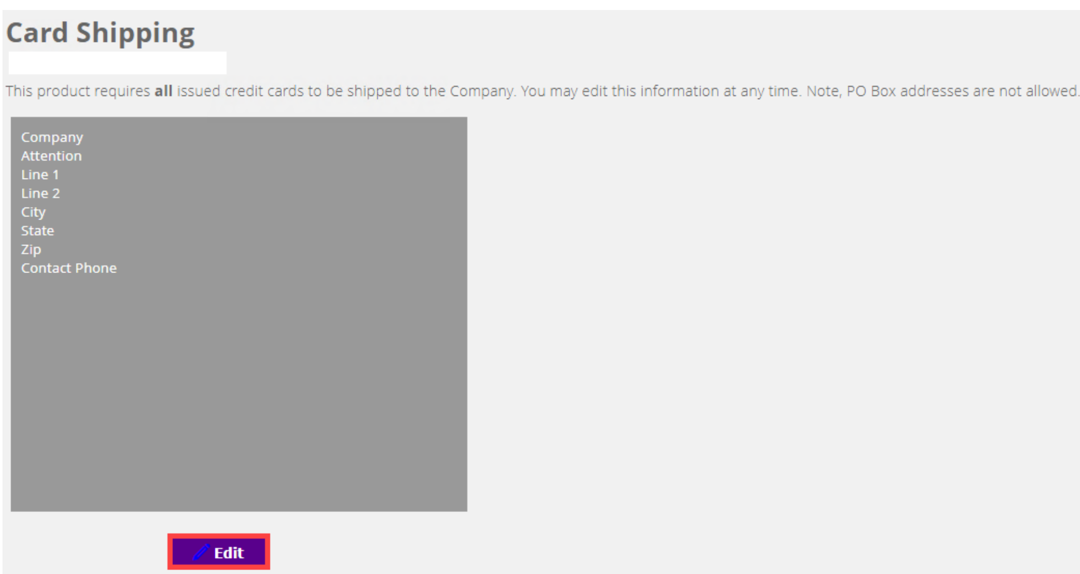


CARD SHIPPING

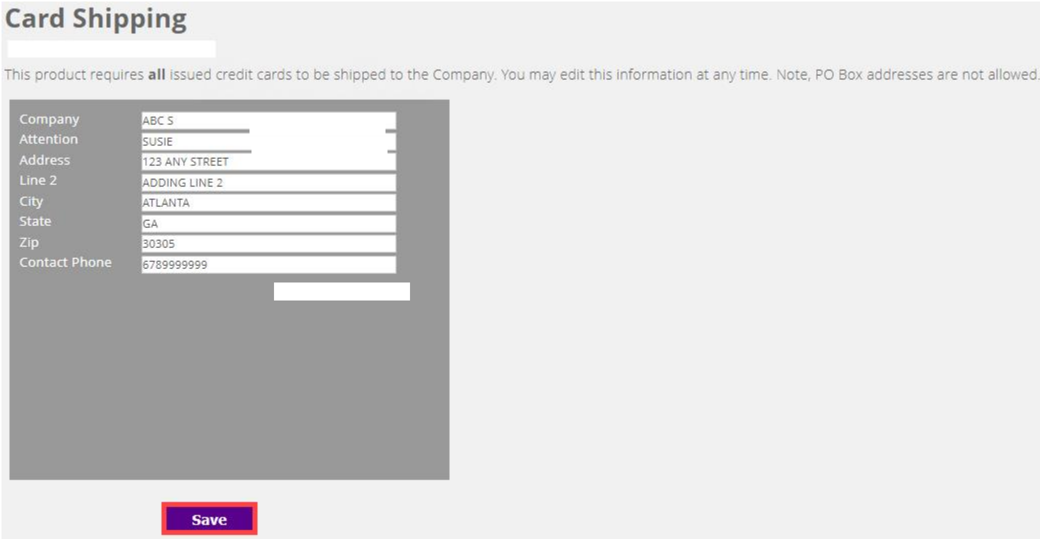
From the **Card Shipping** tile, a Program Administrator can edit the mailing address to which new cards will be shipped. This feature is only available for a Purchasing Card and Fleet Card products.

To view and edit the company mailing address, click on the **Card Shipping** tile.

Click the '**Edit**' button to add or change data in any of the following fields:

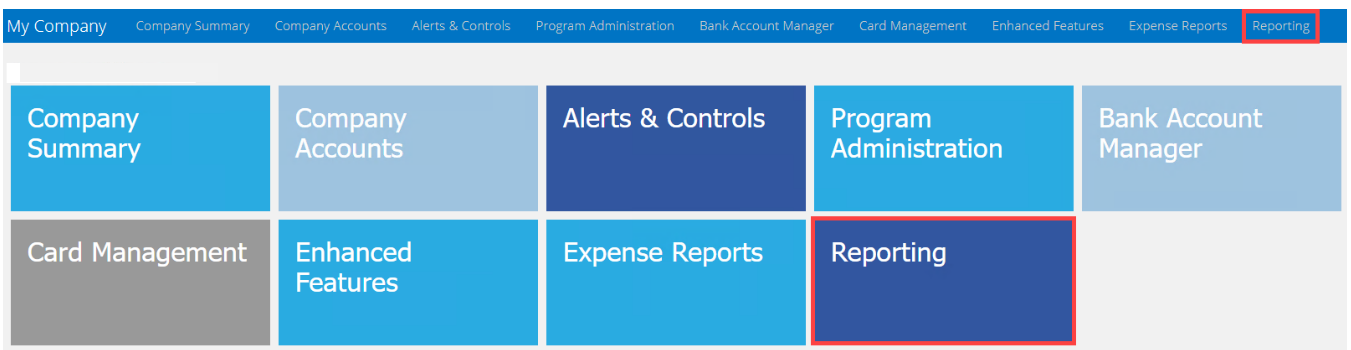


Once all changes have been entered, click the "**Save"** button.

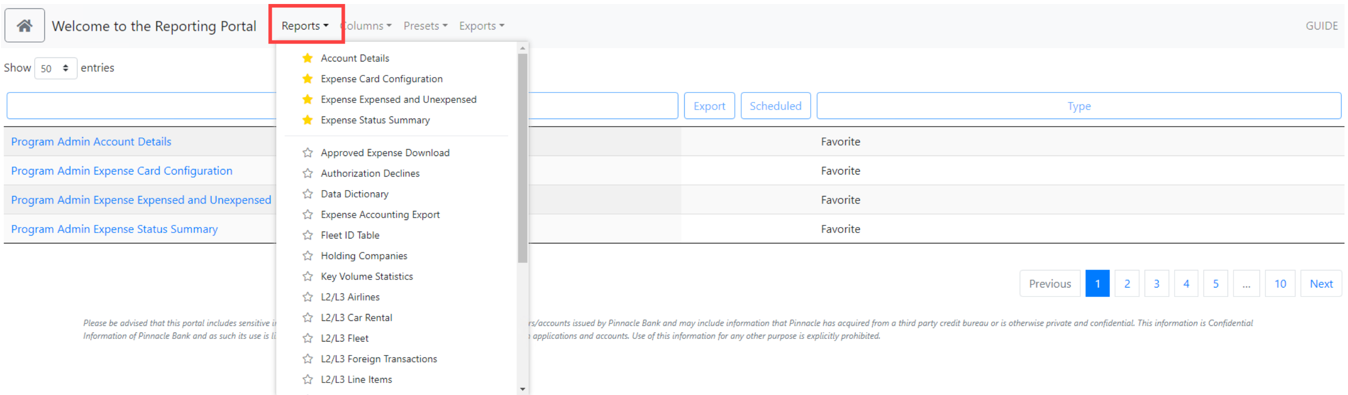


REPORTING

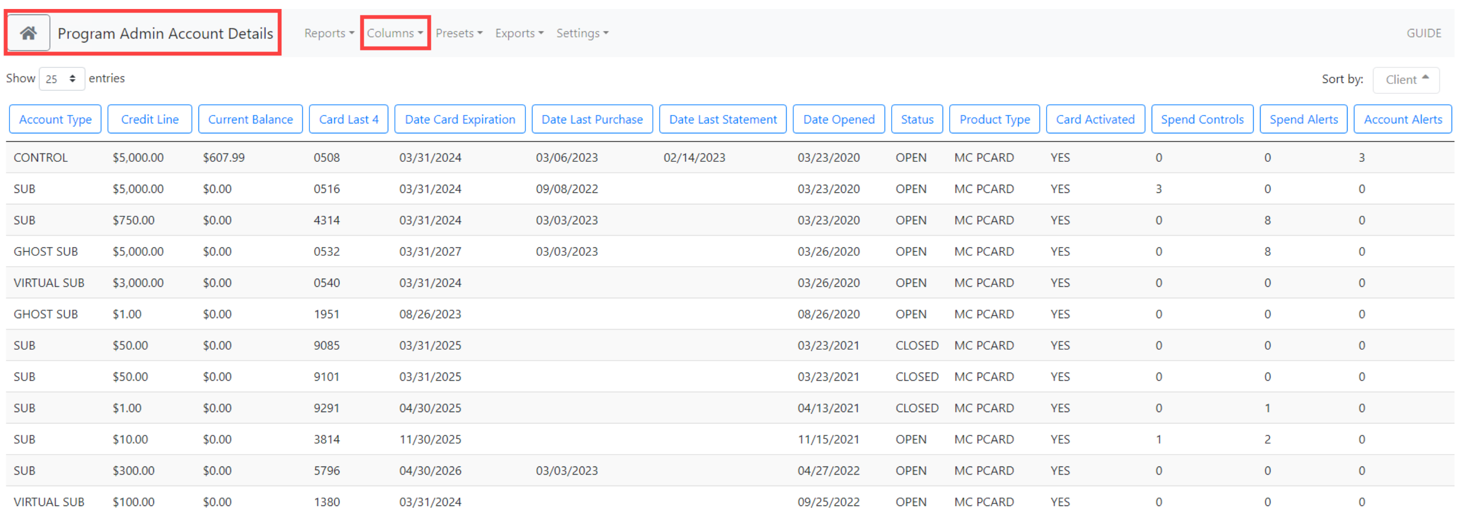
Click on the **Reporting** tile to access the management reporting feature offering over 25 reports. **Note:** This feature is not available for all card products.



The **Welcome to the Reporting Portal** home page displays all saved and scheduled reports. Click the report's name and link to edit the report settings or click the CSV button to download the report. To view the list of available reports, click on the "**Reports**" dropdown menu.

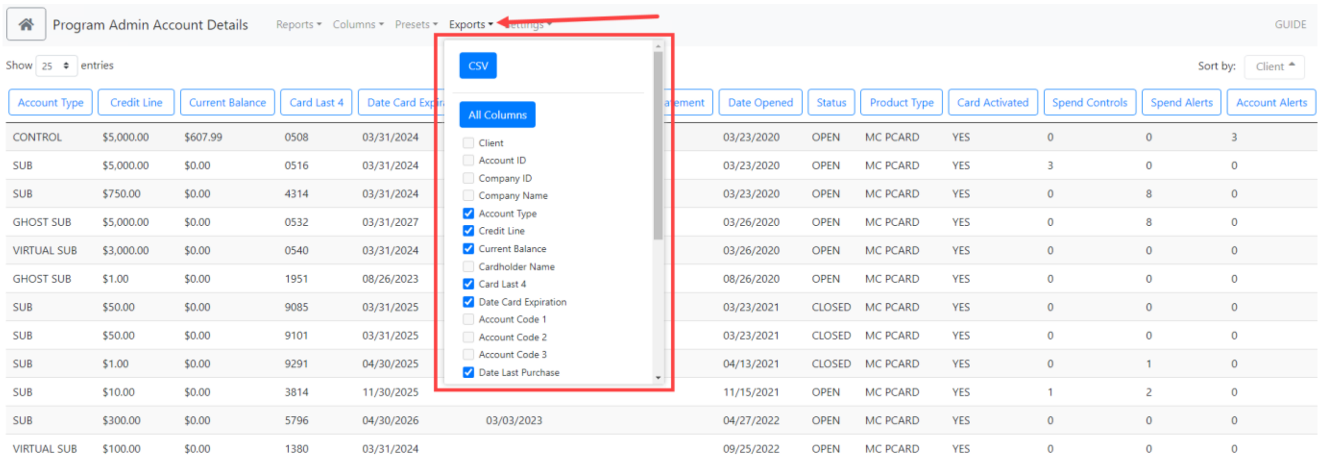


Select a business report to run by clicking on the report name in the dropdown menu. After selecting a report, the report name will appear at the top left-hand side (*Example: **Account Details***). Select the data elements for the report by clicking on **Columns** dropdown and placing a checkmark next to the data fields to include in the report. Columns can be sorted Ascending or Descending and the column order can be changed by dropping & dragging the column left or right.

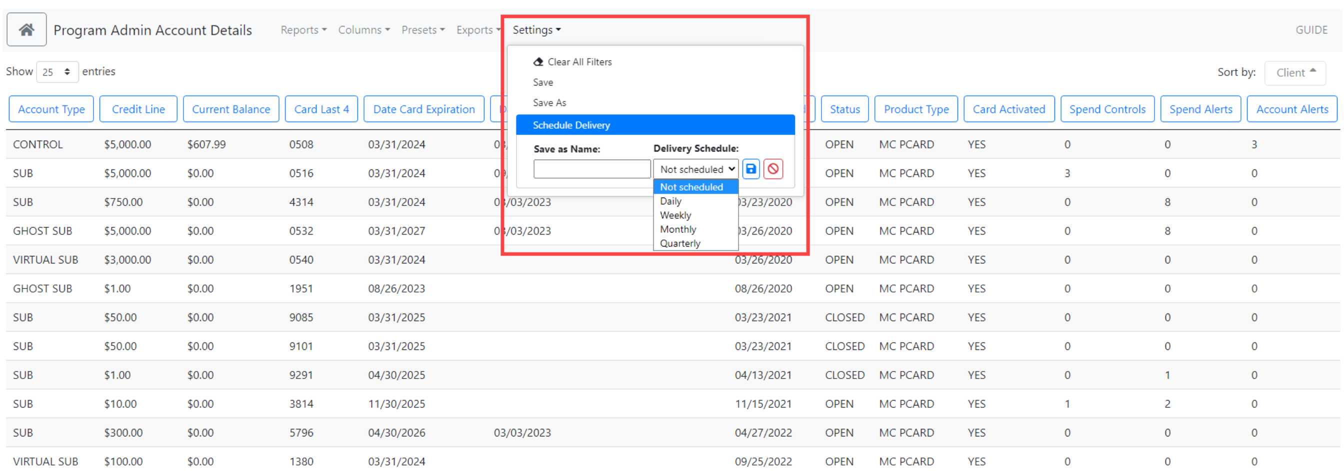


Account Type	Credit Line	Current Balance	Card Last 4	Date Card Expiration	Date Last Purchase	Date Last Statement	Date Opened	Status	Product Type	Card Activated	Spend Controls	Spend Alerts	Account Alerts
CONTROL	$5,000.00	$607.99	0508	03/31/2024	03/06/2023	02/14/2023	03/23/2020	OPEN	MC PCARD	YES	0	0	3
SUB	$5,000.00	$0.00	0516	03/31/2024	09/08/2022		03/23/2020	OPEN	MC PCARD	YES	3	0	0
SUB	$750.00	$0.00	4314	03/31/2024	03/03/2023		03/23/2020	OPEN	MC PCARD	YES	0	8	0
GHOST SUB	$5,000.00	$0.00	0532	03/31/2027	03/03/2023		03/26/2020	OPEN	MC PCARD	YES	0	8	0
VIRTUAL SUB	$3,000.00	$0.00	0540	03/31/2024			03/26/2020	OPEN	MC PCARD	YES	0	0	0
GHOST SUB	$1.00	$0.00	1951	08/26/2023			08/26/2020	OPEN	MC PCARD	YES	0	0	0
SUB	$50.00	$0.00	9085	03/31/2025			03/23/2021	CLOSED	MC PCARD	YES	0	0	0
SUB	$50.00	$0.00	9101	03/31/2025			03/23/2021	CLOSED	MC PCARD	YES	0	0	0
SUB	$1.00	$0.00	9291	04/30/2025			04/13/2021	CLOSED	MC PCARD	YES	0	1	0
SUB	$10.00	$0.00	3814	11/30/2025			11/15/2021	OPEN	MC PCARD	YES	1	2	0
SUB	$300.00	$0.00	5796	04/30/2026	03/03/2023		04/27/2022	OPEN	MC PCARD	YES	0	0	0
VIRTUAL SUB	$100.00	$0.00	1380	03/31/2024			09/25/2022	OPEN	MC PCARD	YES	0	0	0

Click on the **Export** dropdown to download the report in a CSV file. Select/deselect additional data fields to include in the report and then click the blue **CSV** button.



Click on the **Settings** dropdown. Reports can be saved and scheduled to run on a reoccurring frequency. Saved reports can also be shared with other PA users within the company.



ENHANCED FEATURES

Enhanced features must be enabled for use by your Financial Institution and includes three distinct product options:

Ghost Card - A card-less Purchasing Card account that can be used by companies to facilitate payments to a single, trusted vendor for specific purchases. Example 1: A card number given to a travel agency who houses the card account information and charges account for all purchases or travel bookings. Example 2: Utilities or wireless service provider that store the auto pay credit card number and charge accordingly and repetitively.

Virtual Card – A Virtual Card is a card-less purchasing card account specifically used by a company's Accounts Payables department to facilitate electronic payment of invoices to their vendors. Each virtual card is assigned a unique number. Virtual cards are used one-time for a single payment and can be controlled to an exact dollar amount, number of authorizations allowed, and a date range the funds are available to the vendor.

Expense Reports - Expense Reporting provides functionality that allows employee cardholders to create, allocate and electronically submit expense reports for approval and retention. Companies can view and retain receipt images as well as extract all expense details including GL account allocation.

GHOST CARDS

Ghost Card Features:

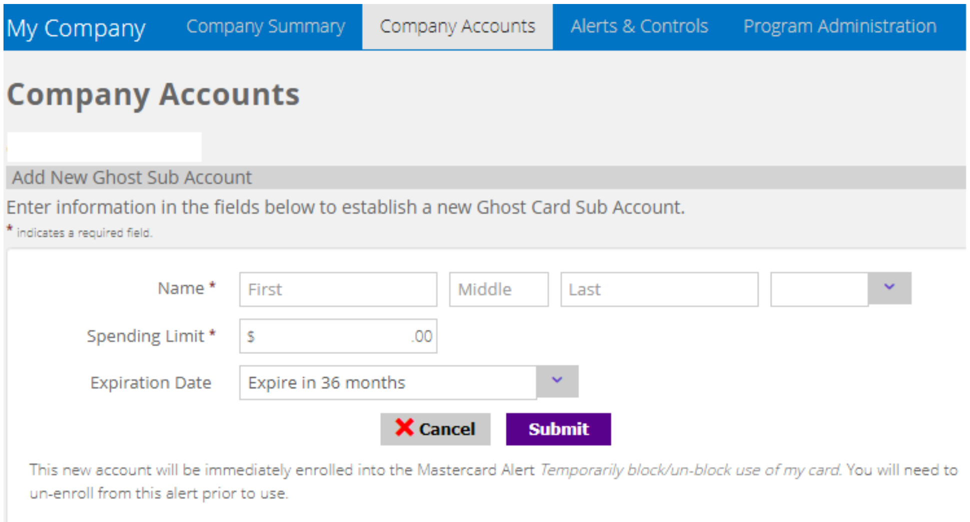
- Ghost Sub accounts are set up via the **Company Accounts** page. They can be opened or closed via the Company Accounts page. To close or re-open a Ghost Sub account, the Program Administrator accesses the Account's Profile, clicks 'Edit', and checks the 'Close' box.
- Alerts and Controls can be set up for Ghost Sub accounts.
- *For added security*, Ghost Cards are automatically enrolled in the Control feature "Temporarily block/unblock card" as "Block" therefore the Program Administrator must unblock the account via the Alerts & Controls feature when ready for use.
- Program Administrator may set the Expiration Date for a Ghost Sub at a minimum of 3 months to a maximum of 36 months.
- Ghost cards can be included in Expense Reporting

To use Ghost Card functionality, one must first create a **Ghost Sub** account. To open a new **Ghost Sub** account, select the '**+**' icon on the **Company Accounts** page. A menu will display with the option "**Add Ghost Sub**". Click "**Add Ghost Sub**" and a new page will display. Input the information required for the new Ghost Sub account.

To add a new **Ghost Sub** account, the following information is **__required__**:

- **Name*** – User-selected name (*Ex: ATT Mobility*)
- **Spending Limit*** - (Sub Account Spending Limit)
- **Expiration Date** – By default, Ghost Sub account will have the same 3-year expiration date period as regular accounts, but additional options are available in the dropdown.

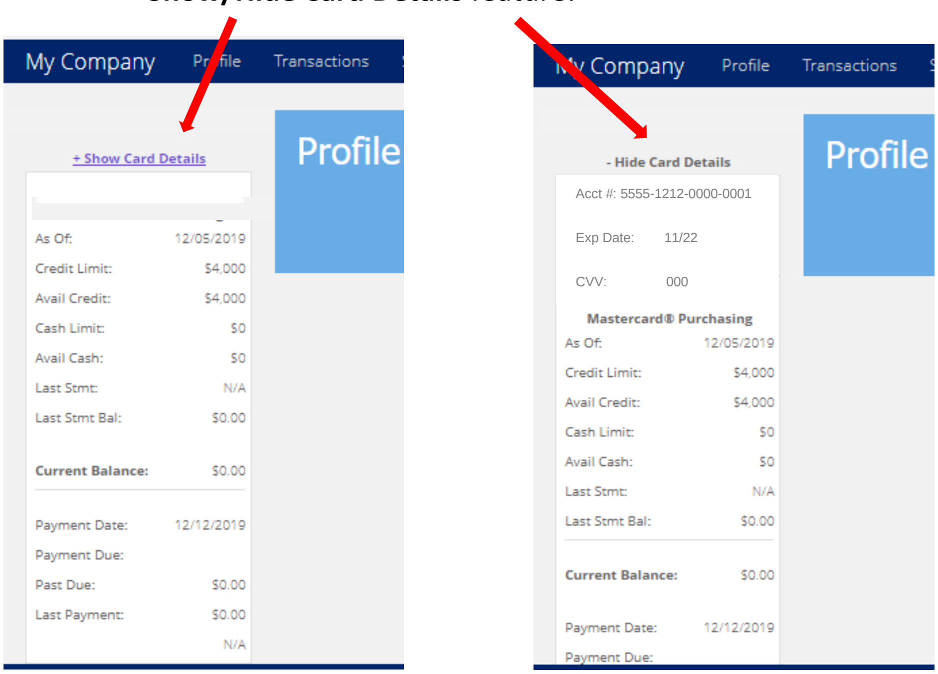
Click the "**Submit**" button. The account will process overnight and can be viewed the next business day.



Access the ghost card's details from the **Company Accounts** page by clicking on the specific account name. In the left-side panel, a new **Show/Hide Card Details** feature will be displayed. Click on the "**+ Show Card Details"** link to temporarily display the live card number, expiration date, and CVV for a Ghost Card account. Obtain the card data details and click the " **– Hide Card Details link**".

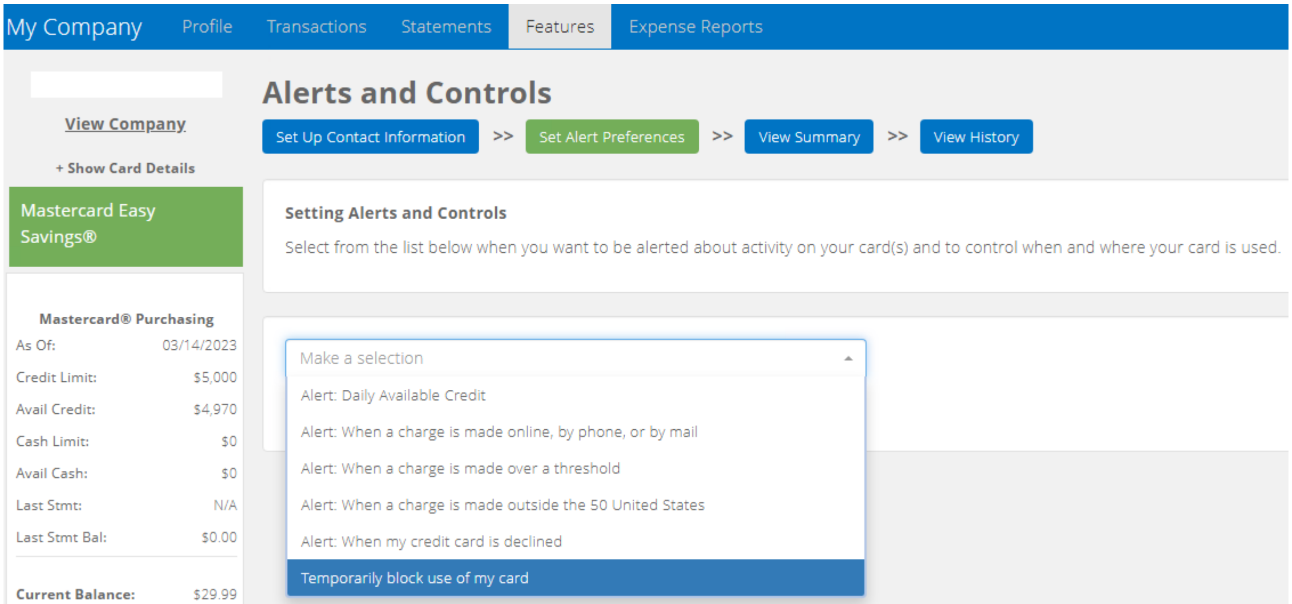
Remember it is the responsibility of the company to communicate the card information to a supplier.

Show/Hide Card Details feature:



Additional Information - Added security feature for Ghost Cards.

When the new Ghost Sub account is created, it will be automatically blocked from transaction authorizations. To begin use of the Ghost Sub account, the temporary block must be removed from the account. Click on **Company Accounts** and click on the ghost card account in the table. Click on the **Features** tile, then click on **Alerts & Controls** tile. Click on **Set Alert Preferences** button, click the dropdown menu and select "Temporarily block use of my card".



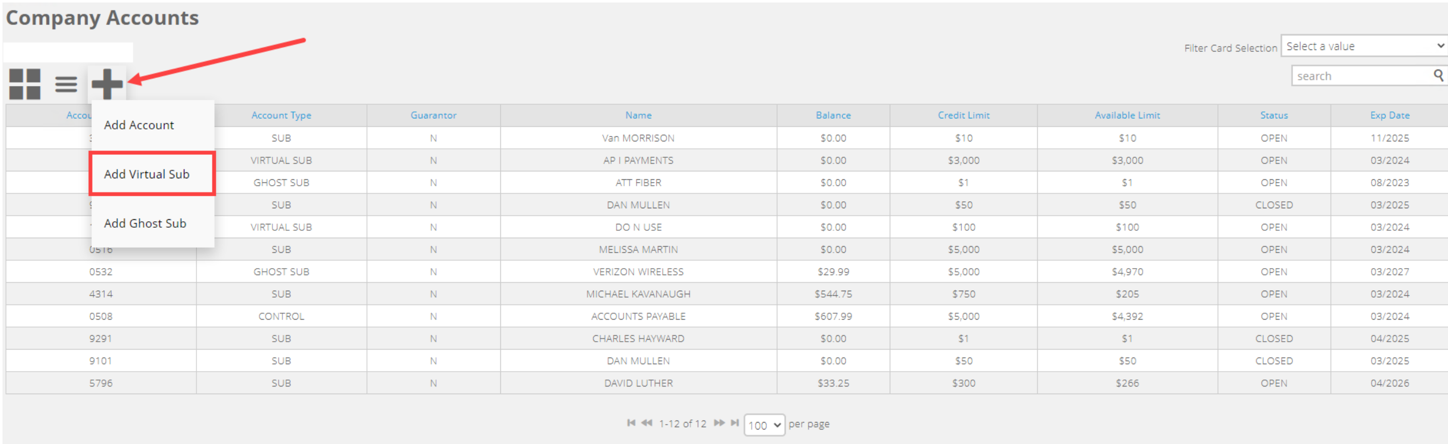
Once selected, the control now reads "Temporarily block/un-block use of my card", select the ghost card from the dropdown menu, uncheck all boxes that are set for Email 1 and 2 and Mobile 1 and 2 and click the **Save** button. A message will display on the page, "Preferences have been successfully saved".

VIRTUAL CARDS

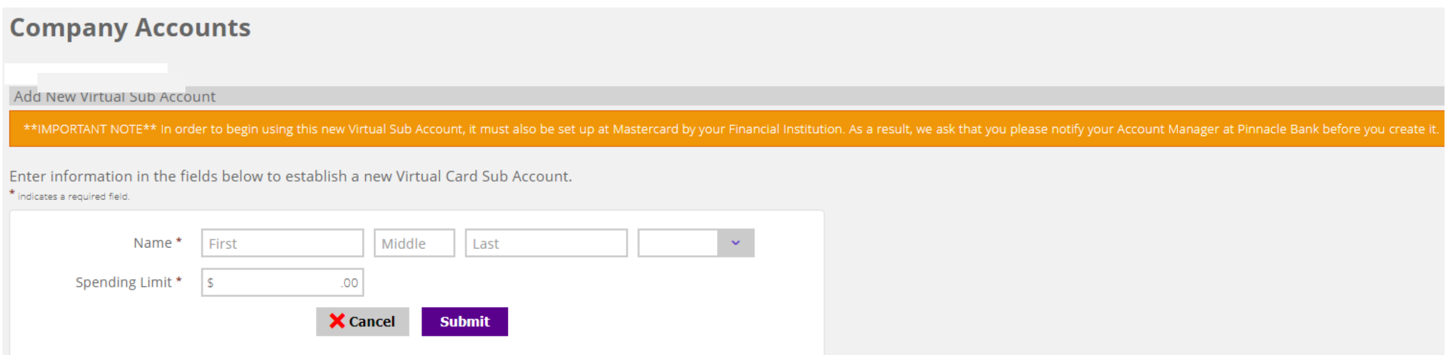
Companies implementing virtual cards for supplier invoice payments are first required to setup a Virtual Sub account to support all underlying individual virtual card numbers used to make vendor payments. As invoice payments are made by the company, the virtual card system automatically creates a single virtual card for each vendor each time a payment is requested. All the individual virtual card numbers roll-up to a single Virtual Sub account established for the program. View all posted virtual card transactions under the Virtual Sub account.

Additional Information: After the Program Administrator completes the creation of the **Virtual Sub** account in the Card Portal, the status of the account will be "Pending". Once Mastercard confirms completion of the Virtual Sub account, the account status will change from "**Pending**" to "**Open**".

Log into the card portal and click on the **Company Accounts** tile. Next, click the "**+**" icon and select "**Add Virtual Sub**" from the dropdown.

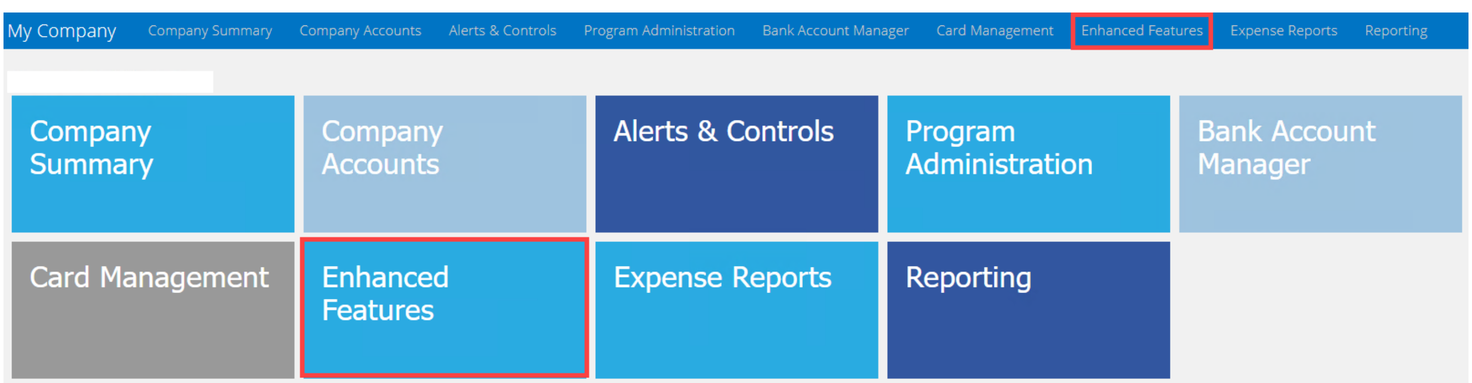


Next, complete the online form. Use a cardholder name that Accounts Payable easily recognizes and set the **Spending Limit** high in order to support 30-60 days of invoice payments. Click **Submit**.

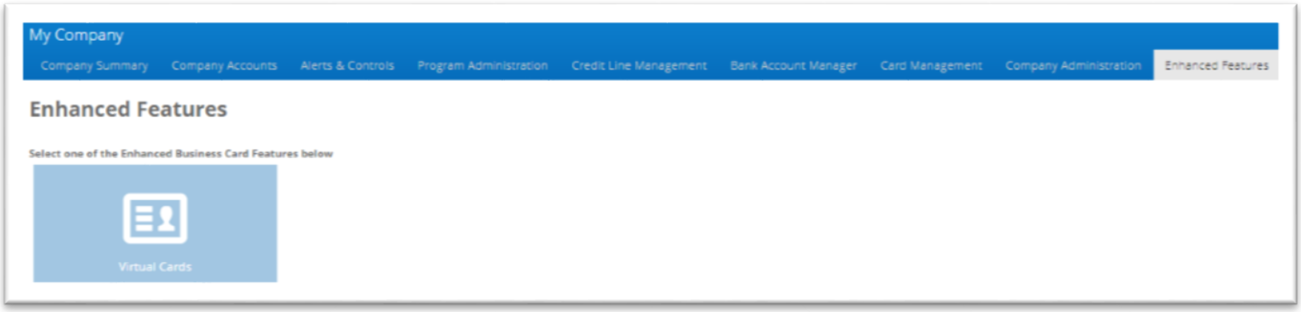


Note: In order to begin using this new Virtual Sub Account, it must also be set up at Mastercard by the Financial Institution. Please notify your Account Manager before it is created.

When activated by the Financial Institution, the main company landing page will display a tile called "**Enhanced Features**". Click this tile to access the Virtual Card features.

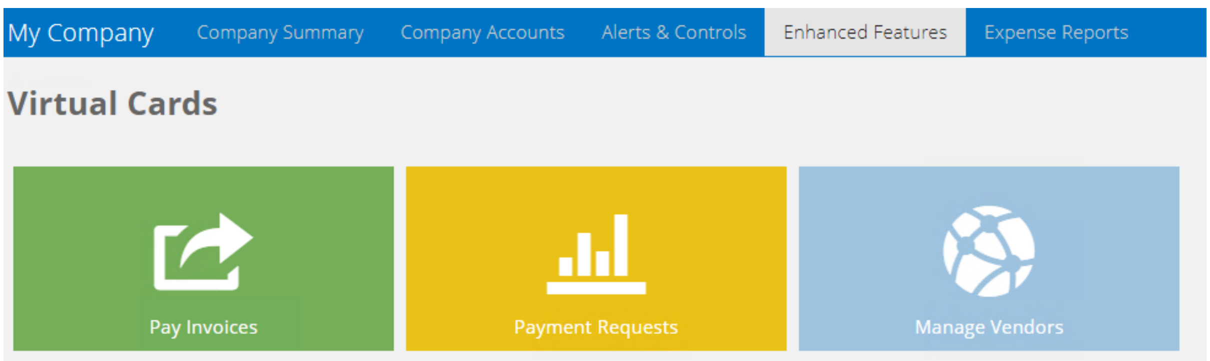


Click the ‘**Virtual Cards’** tile to access the payment and vendor features.



The **Virtual Cards** landing page is now displayed. From this page, the authorized Program Administrator can **Pay Invoices**, review/modify **Payment Requests** and **Manage Vendors** enrolled in accepting virtual cards.

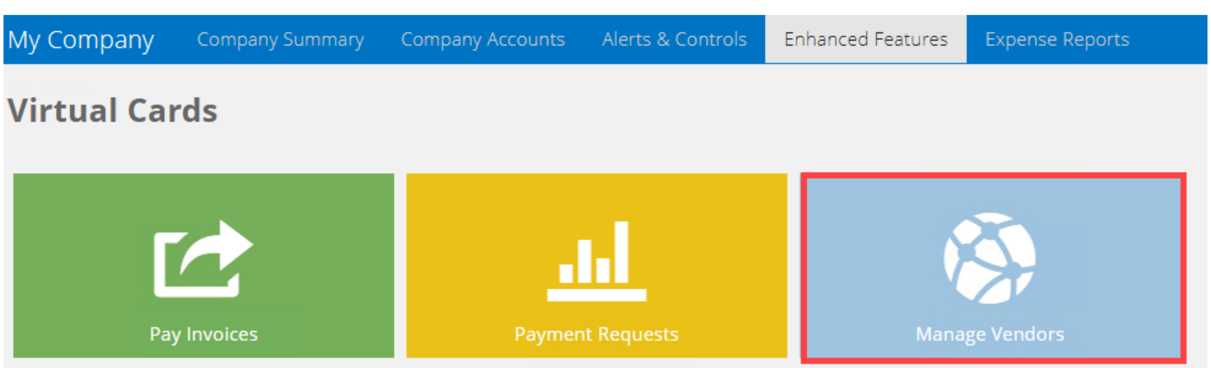
Note: A company’s vendors must be setup in the card portal prior to initiating payments.



VIRTUAL CARDS – VENDOR ENABLEMENT

For a vendor to process Virtual Card payments, they **must** first be able to accept credit cards as payment and agree to accept the company’s virtual cards. All vendors will be populated and maintained in the card portal by the company’s Program Administrators. Vendors can be added by batch file or single entry directly into the portal.

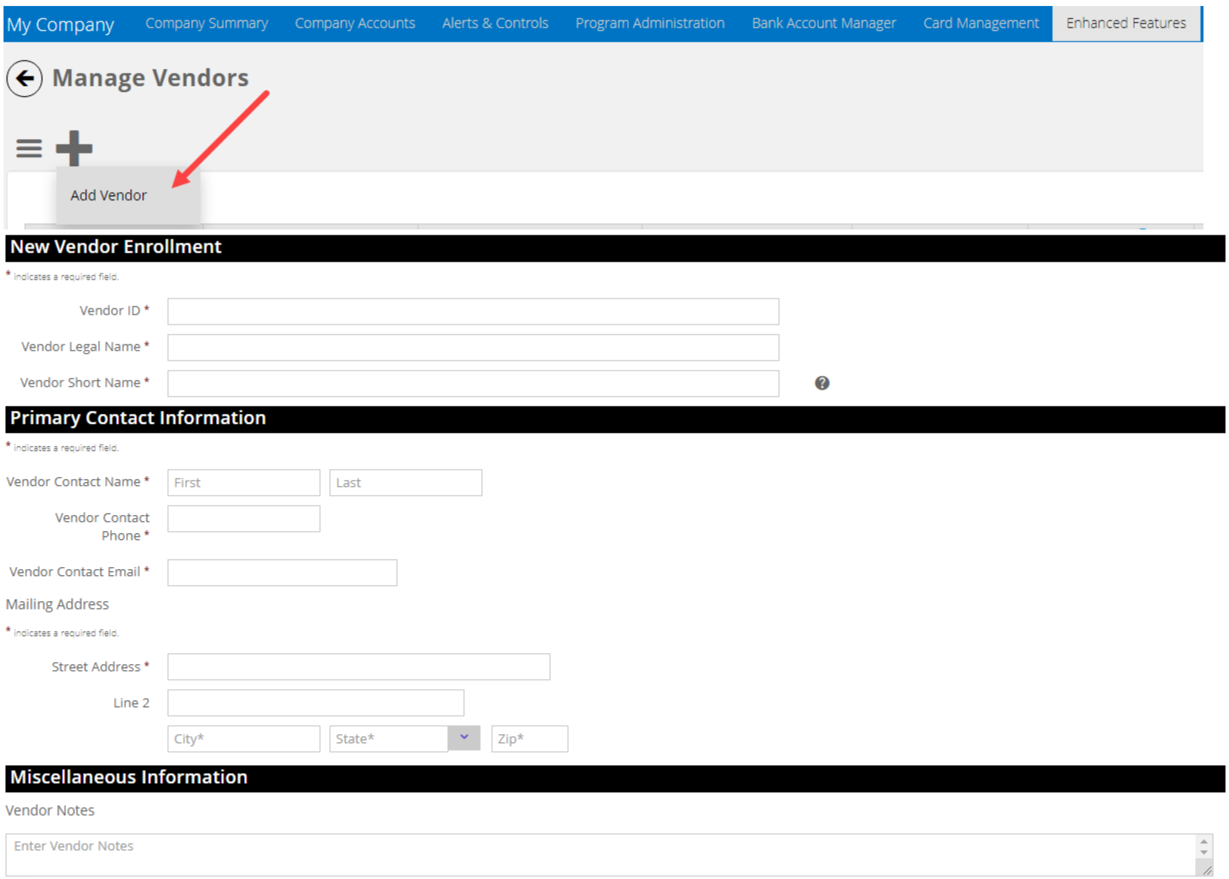
To add, delete or edit a vendor record click the ‘**Manage Vendors’** tile.



To add a vendor manually, hover over the "**+**" and select "**Add Vendor**". Fill in the required fields and click the "**Submit**" button at the bottom of the screen.

Vendor ID comes from the company's accounts payable system and must be unique by vendor.

Vendor Contact Email must be valid and accurate for the vendor to register their acceptance.



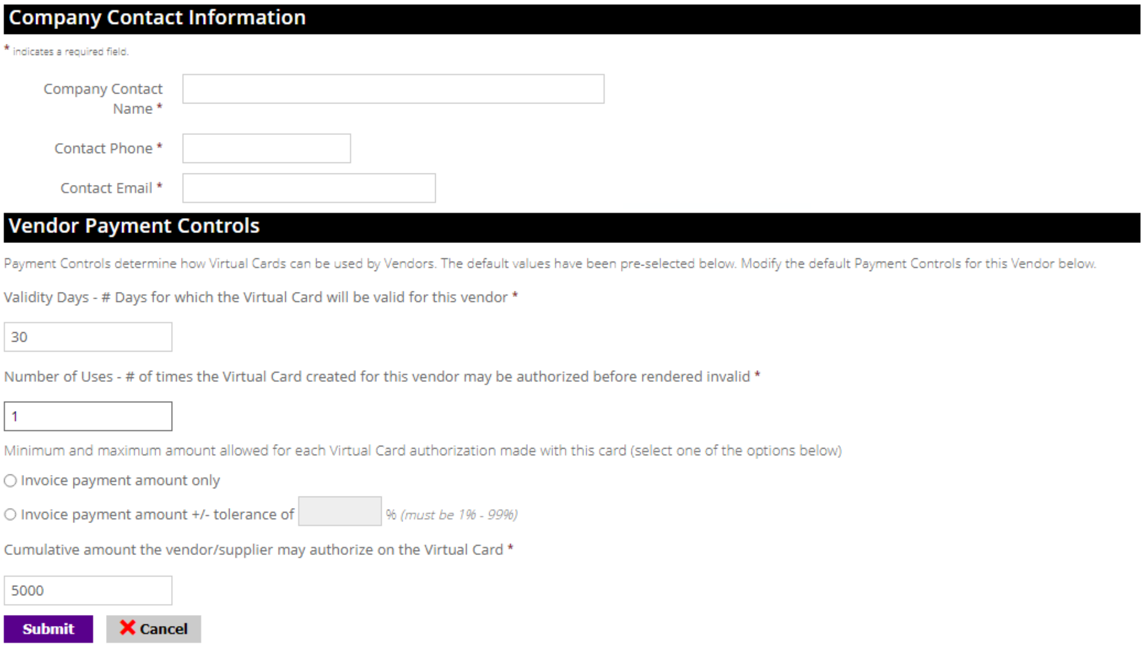
Enter company's contact information so that vendors can contact the company should they have questions or changes in their card acceptance.

The system requires three default **Vendor Payment Controls** for each vendor

1. # of days a virtual card payment is valid
2. # authorizations allowed on a single virtual card
3. Default payment amount assigned to a virtual card:
   - "**Invoice payment amount only**" (Best practice option) or
   - "**Invoice payment amount +/- a tolerance of**" X percentage (*select value for X*)

For **Cumulative amount the vendor/supplier may authorize** – enter the virtual sub account's credit limit. This should be a high value supporting all virtual card payments over a 30 to 60-day period for that vendor.

After entering all fields, click the "**Submit**" button.


Company Contact Information

* Indicates a required field.

Company Contact Name *

Contact Phone *

Contact Email *

Vendor Payment Controls

Payment Controls determine how Virtual Cards can be used by Vendors. The default values have been pre-selected below. Modify the default Payment Controls for this Vendor below.

Validity Days - # Days for which the Virtual Card will be valid for this vendor *

30

Number of Uses - # of times the Virtual Card created for this vendor may be authorized before rendered invalid *

1

Minimum and maximum amount allowed for each Virtual Card authorization made with this card (select one of the options below)

○ Invoice payment amount only

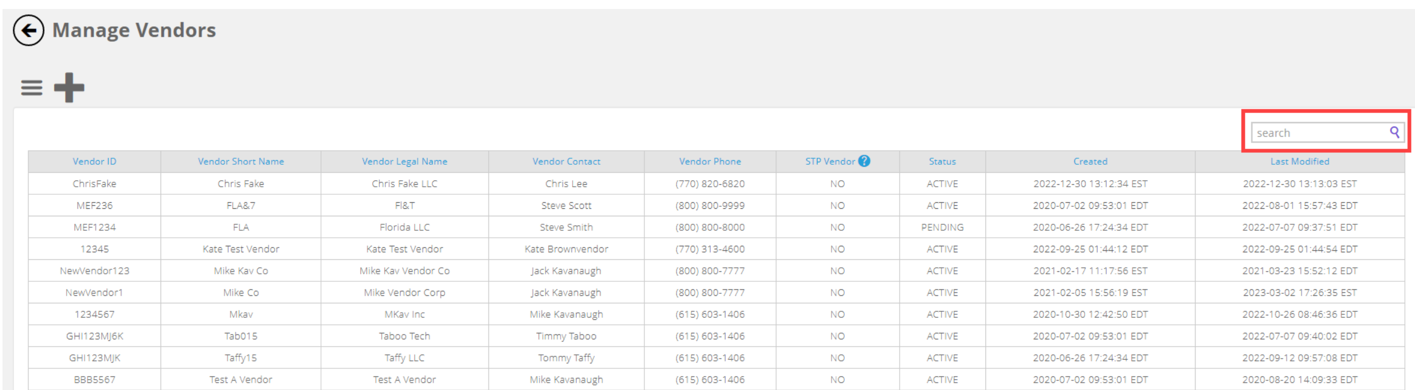
○ Invoice payment amount +/- tolerance of % *(must be 1% - 99%)*

Cumulative amount the vendor/supplier may authorize on the Virtual Card *

5000

Submit | Cancel

Click the "**Search/Maintenance**" tab and search for a vendor and maintain vendor records housed in the company's vendor database.


Manage Vendors

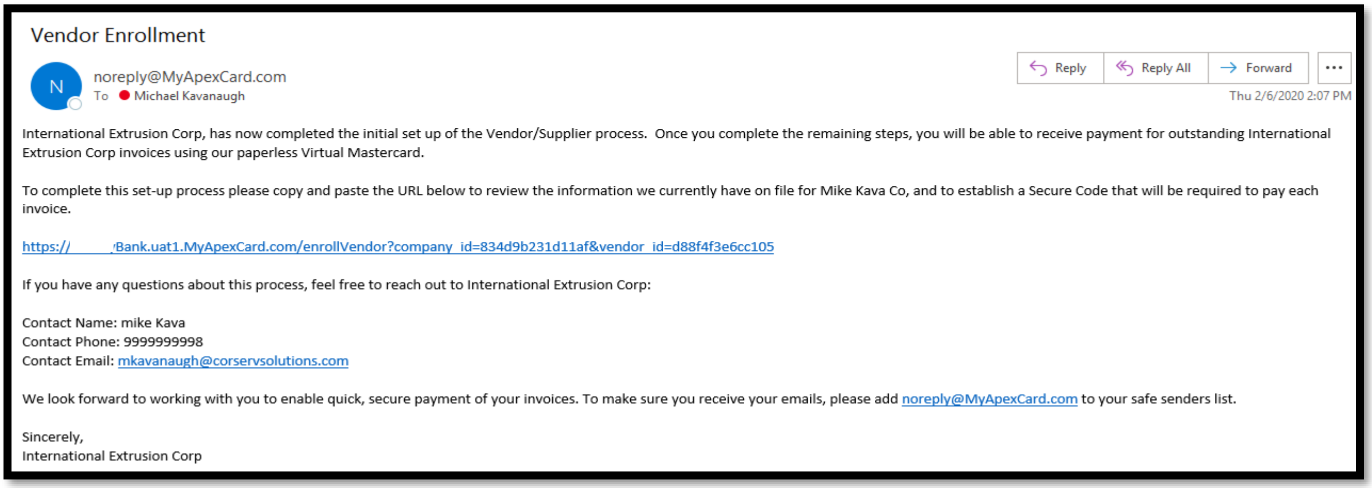
search

Vendor ID	Vendor Short Name	Vendor Legal Name	Vendor Contact	Vendor Phone	STP Vendor	Status	Created	Last Modified
ChrisFake	Chris Fake	Chris Fake LLC	Chris Lee	(770) 820-6820	NO	ACTIVE	2022-12-30 13:12:34 EST	2022-12-30 13:13:03 EST
MEF236	FLA&7	Fl&T	Steve Scott	(800) 800-9999	NO	ACTIVE	2020-07-02 09:53:01 EDT	2022-08-01 15:57:43 EDT
MEF1234	FLA	Florida LLC	Steve Smith	(800) 800-8000	NO	PENDING	2020-06-26 17:24:34 EDT	2022-07-07 09:37:51 EDT
12345	Kate Test Vendor	Kate Test Vendor	Kate Brownvendor	(770) 313-4600	NO	ACTIVE	2022-09-25 01:44:12 EDT	2022-09-25 01:44:54 EDT
NewVendor123	Mike Kav Co	Mike Kav Vendor Co	Jack Kavanaugh	(800) 800-7777	NO	ACTIVE	2021-02-17 11:17:56 EST	2021-03-23 15:52:12 EDT
NewVendor1	Mike Co	Mike Vendor Corp	Jack Kavanaugh	(800) 800-7777	NO	ACTIVE	2021-02-05 15:56:19 EST	2023-03-02 17:26:35 EST
1234567	Mkav	MKav Inc	Mike Kavanaugh	(615) 603-1406	NO	ACTIVE	2020-10-30 12:42:50 EDT	2022-10-26 08:46:36 EDT
GHI123MJ6K	Tab015	Taboo Tech	Timmy Taboo	(615) 603-1406	NO	ACTIVE	2020-07-02 09:53:01 EDT	2022-07-07 09:40:02 EDT
GHI123MJK	Taffy15	Taffy LLC	Tommy Taffy	(615) 603-1406	NO	ACTIVE	2020-06-26 17:24:34 EDT	2022-09-12 09:57:08 EDT
BBB5567	Test A Vendor	Test A Vendor	Mike Kavanaugh	(615) 603-1406	NO	ACTIVE	2020-07-02 09:53:01 EDT	2020-08-20 14:09:33 EDT

When a new vendor is enrolled, the portal automatically sends an email to the vendor contact input and maintained by the company. This email serves several purposes:

- Guides the new Vendor through the remaining set-up process
- Informs the vendor they are set up as a virtual card payment vendor for company XYZ
- Suggests to the vendor that the incoming email address must be whitelisted to keep the virtual card emails from being sent to SPAM/Junk folders

Once the initial email is sent, the vendor will review the enrollment information, access the portal and input a custom alphanumeric secure code (up to 6 alpha-numeric positions). When completed, the vendor contact will receive confirmation of enrollment via the card portal


Vendor Enrollment

noreply@MyApexCard.com
To Michael Kavanaugh

Reply | Reply All | Forward

Thu 2/6/2020 2:07 PM

International Extrusion Corp, has now completed the initial set up of the Vendor/Supplier process. Once you complete the remaining steps, you will be able to receive payment for outstanding International Extrusion Corp invoices using our paperless Virtual Mastercard.

To complete this set-up process please copy and paste the URL below to review the information we currently have on file for Mike Kava Co, and to establish a Secure Code that will be required to pay each invoice.

https:// Bank.uat1.MyApexCard.com/enrollVendor?company_id=834d9b231d11af&vendor_id=d88f4f3e6cc105

If you have any questions about this process, feel free to reach out to International Extrusion Corp:

Contact Name: mike Kava
Contact Phone: 9999999998
Contact Email: mkavanaugh@corservsolutions.com

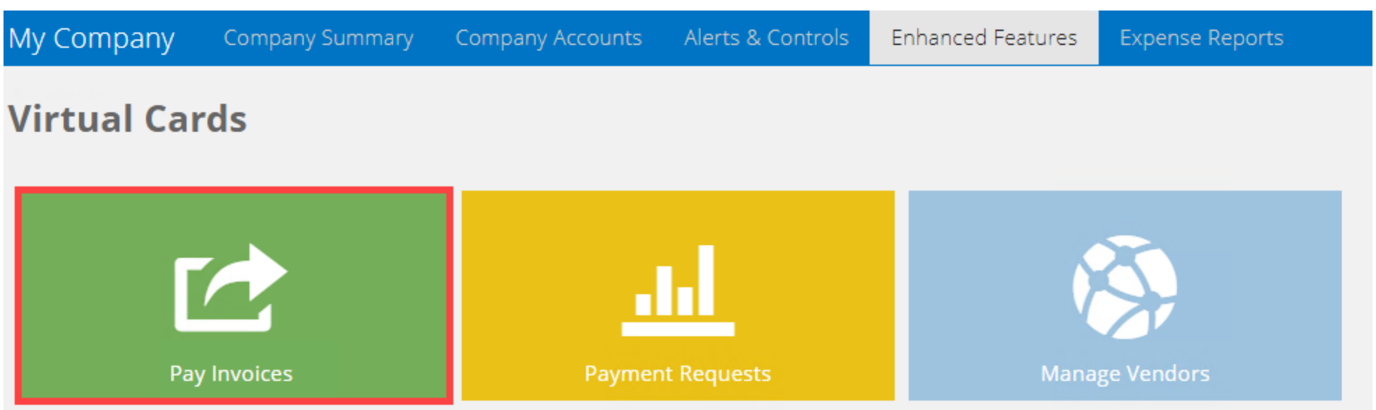
We look forward to working with you to enable quick, secure payment of your invoices. To make sure you receive your emails, please add noreply@MyApexCard.com to your safe senders list.

Sincerely,
International Extrusion Corp

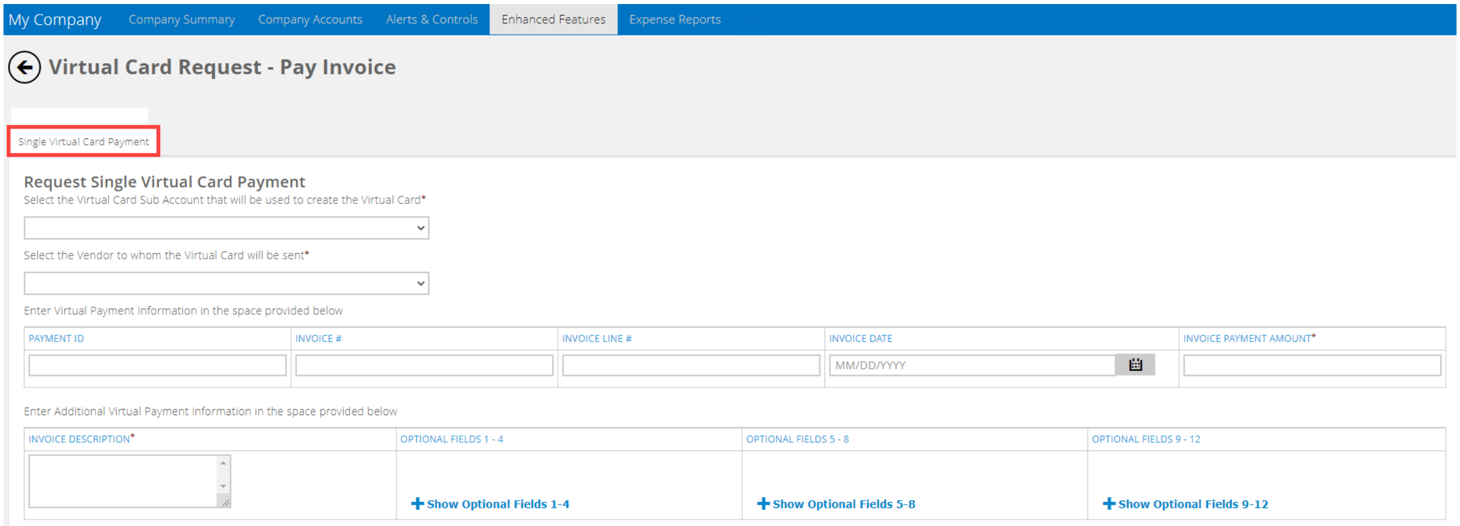
VIRTUAL CARDS – PROCESSING COMPANY PAYMENTS

Companies can initiate virtual card payments to vendors in two ways. First, the Program Administrator can enter individual virtual card payments to vendors one at a time manually via the card portal. Second, the Program Administrator can upload a payment file from accounts payable for processing multiple invoice payments to multiple participating vendors. Payment files must use the required .CSV file format available from your financial institution.

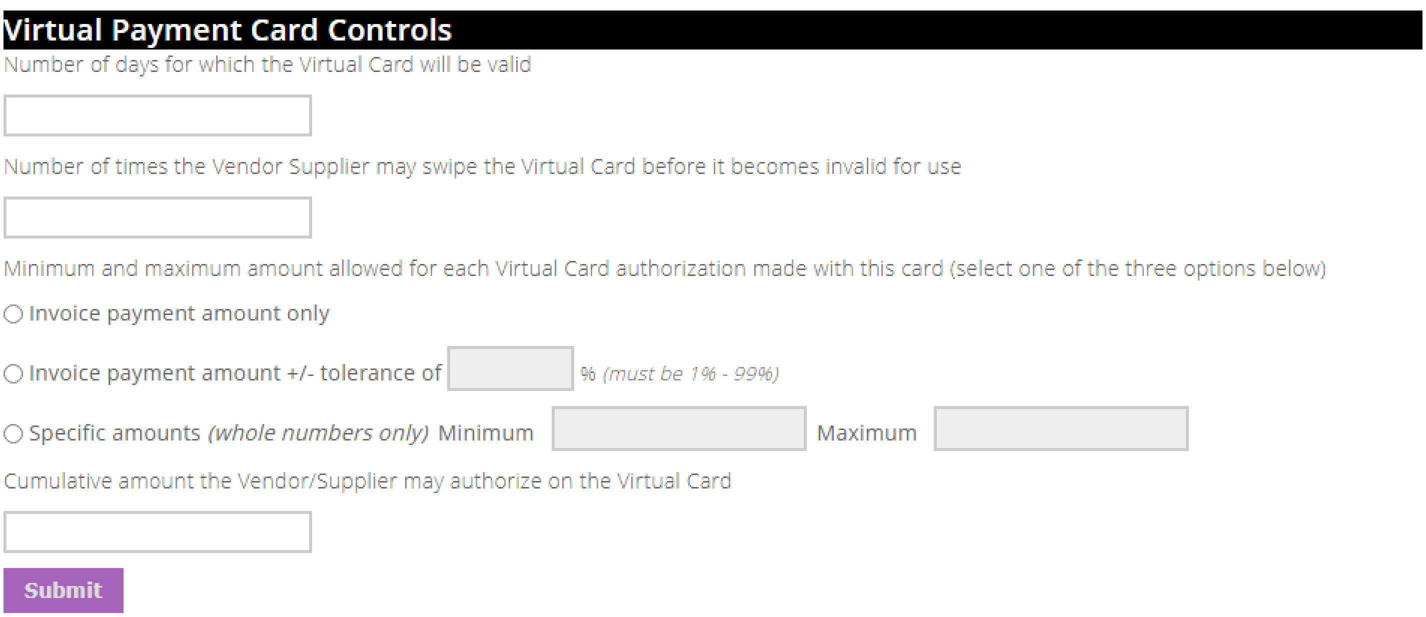
To initiate a payment, click the "**Pay Invoice**" tile from the **Virtual Cards** home page.



The Single Virtual Card Payment tab allows authorized Program Administrators to request a virtual card for payment of an invoice or bill. Select the specific Sub Account and vendor name from the dropdown boxes. Enter invoice information, invoice payment amount and Invoice description (required fields). Complete optional data capture fields as needed by accounts payable or vendor/supplier.



The **Virtual Payment Card Controls** section allows the Program Administrator to control how the single virtual card will be used by that vendor. The system will populate the vendor's default payment, however, the values for these controls can be overridden if needed. When completed, click the "**Submit**" button to order the virtual card number for that payment.



When the virtual card is successfully generated, the Program Administrator is informed that the virtual card has been created and an email is automatically sent to the supplier contact.

Additional Information:

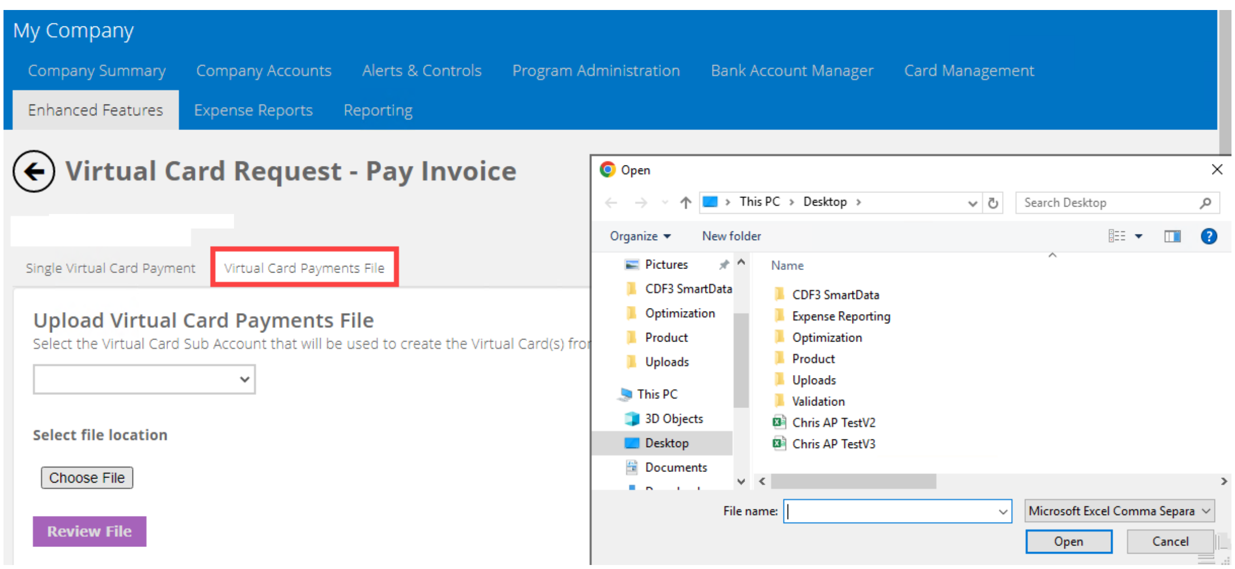
- The vendor email will contain information that allows the vendor to access the portal, provide credentials (e.g. the vendor's Secure Code) and retrieve the virtual card information
- This email will be valid until the card number is no longer valid
- Upon successful entry of the Secure Code by the vendor, the vendor can view and optionally print the information:

- Virtual Card #, Expiration Date, CVV code
    - Amount
    - Invoice remittance information
- Program Administrators can resend the vendor email containing the link to obtain the virtual card payment information if necessary
- Program Administrators will be able to modify or close any open payments manually input into the card portal

Virtual Card Payments by Batch File Upload – On this tab, Program Administrators can upload Virtual card payment files directly into the Card Portal for automatic processing. This process is normally completed by accounts payable personnel.

- Virtual Payment Cards generated on a batch basis will use the standard payment controls pre-defined for each vendor and housed in the company's vendor master file
- These invoice payment files, called "Virtual Card Payments File", must contain the data outlined in the standard payment file format
- The payment file format is .CSV and available through your Financial Institution

The "**Virtual Card Payments File**" tab allows authorized Program Administrators to request virtual cards for payment of all invoices contained in the file. To upload the .CSV payments file, select the Virtual Sub Account from the dropdown box. Next, click the "**Choose File**" button to locate the file and upload it.



To review the uploaded file, click on the "**Review File"** button. After review, click the **Submit** button. A message will be displayed once the file is processed in the card portal.

Virtual Card Batch Payment File - Account Ending 4605

Your batch payment file has been processed successfully, and Virtual Cards have been created accordingly. The Virtual Card information for each Vendor has been sent to the Vendor at the email provided. The Vendor will need to open the email and follow the instructions in order to access the card number, expiration date, and CVV. See below for details.

Batch Payment Details - Account Ending 4605

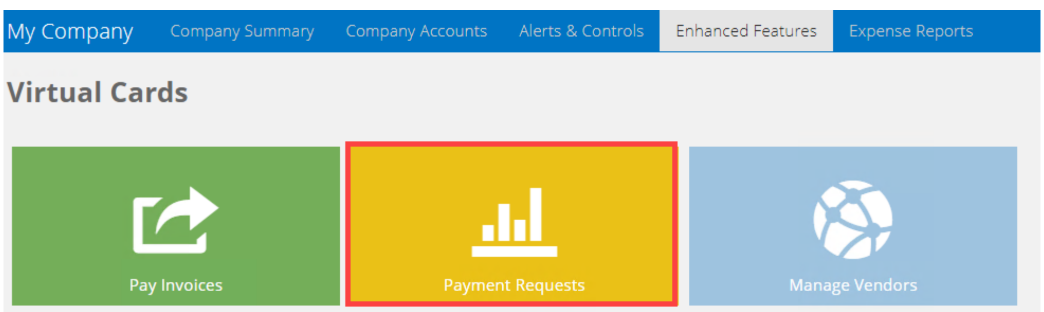
Payment ID	Vendor ID	Vendor Name	Invoice #	Invoice Date	Invoice Amount	Invoice Line Item	VCN Last 4
12345	00001	Department of Transportation	00044	05/04/2019	$25.00	1	5949
12346	00001	Department of Transportation	00056	05/04/2019	$50.00	2	5949
12347	00006	Office Depot	875AY	05/20/2019	$116.33	1	7389
12445	88694	Home Depot	Q-5968GAe4	05/22/2019	$4,559.33	8	0527

Additional Information:

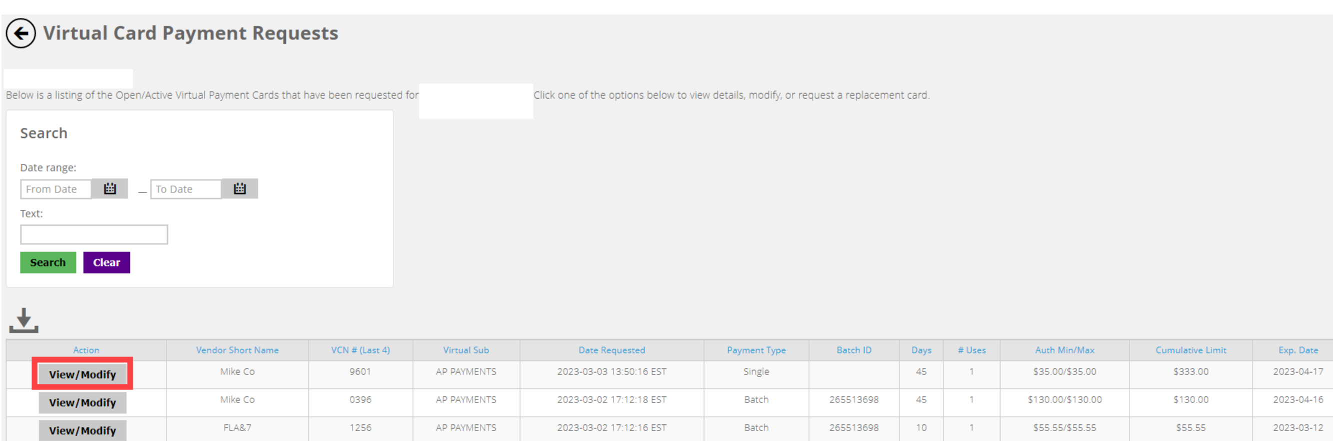
- Once the payment file passes system edits, the payment requests are generated and sent for creation of the virtual cards
- If the payment file rejects, a notification is shown at the top of the page
- Once the file is processed successfully, an email is generated automatically to the vendors
    - This email will be valid until the card is no longer valid (i.e. status of the virtual card indicates that the card has expired, the number of allowable uses exhausted, or the maximum allowable spend exhausted – as applicable)
- Upon successful entry of the Secure Code by the vendor, the following information is displayed:
    - Plastic Image
    - Virtual Card #, Expiration Date, CVV code
    - Invoice remittance Information
- If the Vendor is not able to provide the Secure Code, display instructions on how they can retrieve their Secure Code or request a new Secure Code
- Program Administrators will be able to resend the email containing the link to obtain the virtual card information to the vendor via the card portal

VIRTUAL CARD PAYMENT REQUESTS AND HISTORY

Program Administrators (PAs) can view previously submitted Virtual Payment requests via the "**Payment Requests**" feature.



"**Search**" a custom date range to see a list of virtual card requests or select a recent request from the list displayed. The screen will display the virtual cards and details that have been requested. Click the "**View/Modify**" button to view the all the details of an individual payment request.

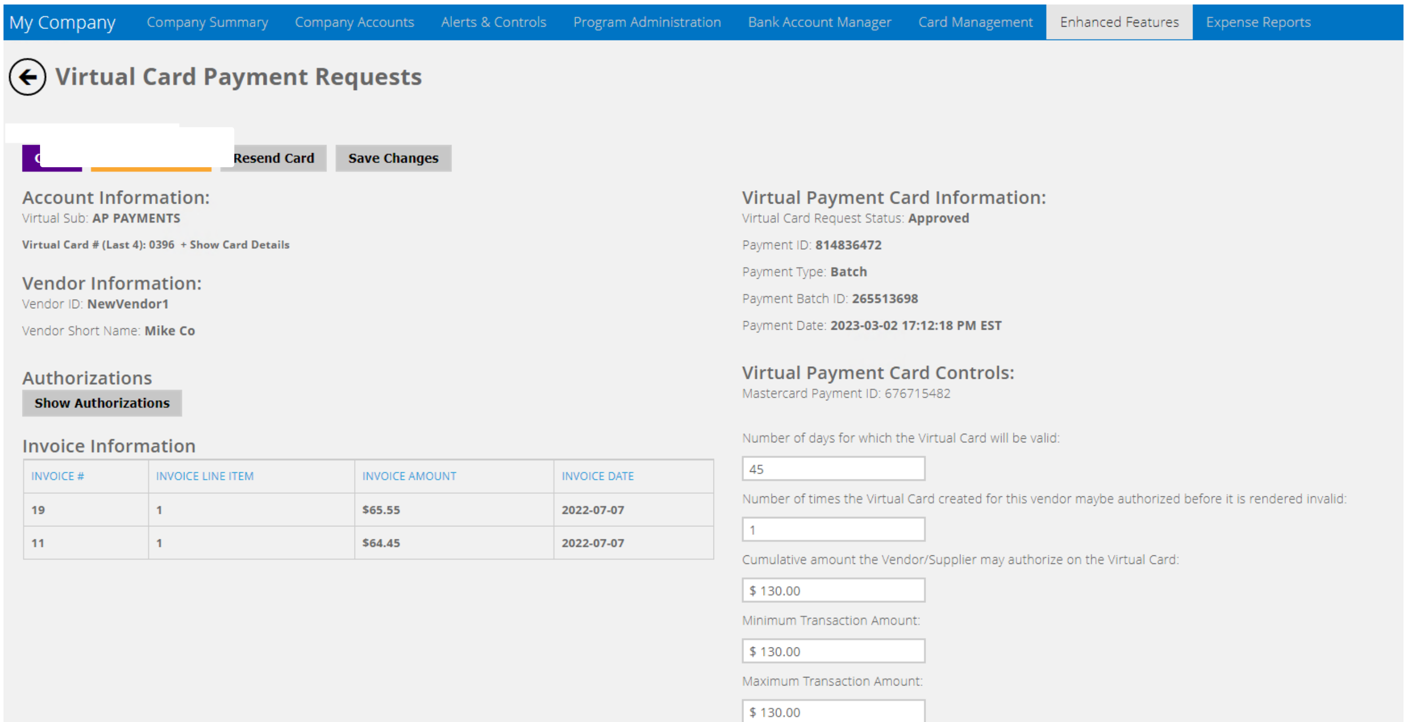


Action	Vendor Short Name	VCN # (Last 4)	Virtual Sub	Date Requested	Payment Type	Batch ID	Days	# Uses	Auth Min/Max	Cumulative Limit	Exp. Date
View/Modify	Mike Co	9601	AP PAYMENTS	2023-03-03 13:50:16 EST	Single		45	1	$35.00/$35.00	$333.00	2023-04-17
View/Modify	Mike Co	0396	AP PAYMENTS	2023-03-02 17:12:18 EST	Batch	265513698	45	1	$130.00/$130.00	$130.00	2023-04-16
View/Modify	FLA&7	1256	AP PAYMENTS	2023-03-02 17:12:16 EST	Batch	265513698	10	1	$55.55/$55.55	$55.55	2023-03-12

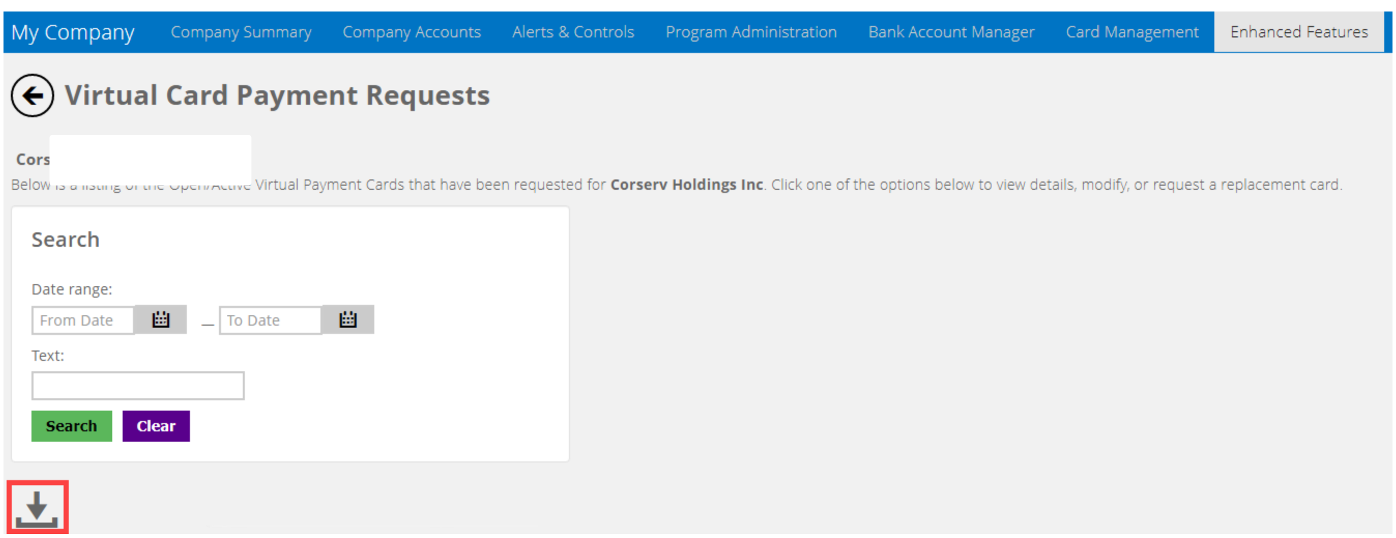
From the payment details page, PAs can cancel a virtual card request by clicking the "**Cancel Card**" button. **Clicking on "Cancel Card" immediately cancels the card and it cannot be reversed.** This will render the virtual card unusable by the vendor to whom it was sent.

PAs can resend emails to vendors by clicking the "**Resend Card**" button. If necessary, the PA has the option to modify Payment Controls, Notes and Miscellaneous Information before resending a <u>manual</u> card payment request.

*If payment is modified, click the "**Save Changes**" button*. A notification email will automatically be resent to the vendor.



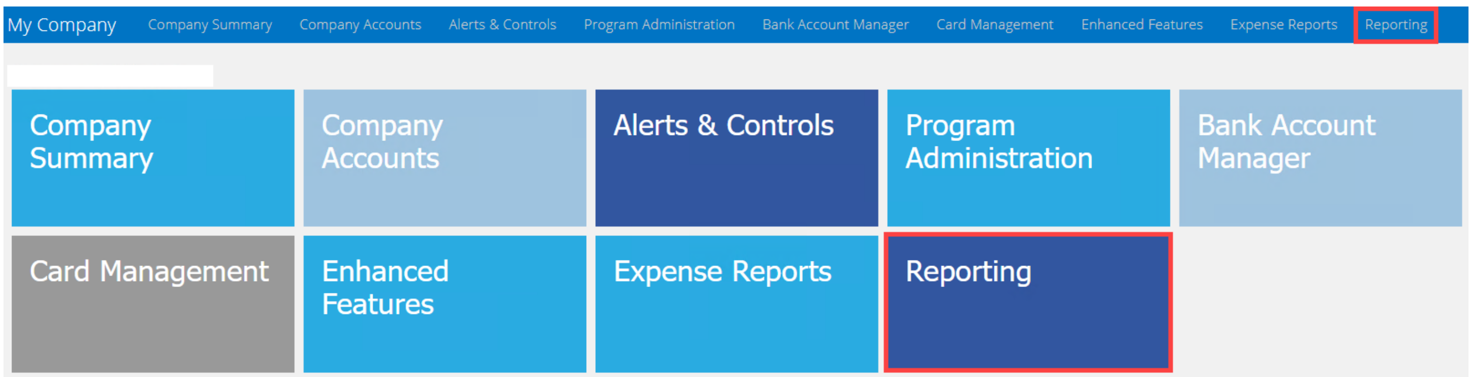
A Program Administrator may download the historical data into a .CSV file by clicking the download icon.



	A	B	C	D	E	F	G	H	I	J
1	Vendor Name	VCN # (Last 4)	Virtual Sub	Date Requested	Payment Type	Batch ID	Days	Limit	# Uses	Max Amt
2	House Depot	3903	B and	12/5/2019	Single		90	5000	6	5000
3	Malmart	4309	B and	12/6/2019	Single		45	100000	1	100000
4										
5										
6										

VIRTUAL CARD REPORTING

Click on the '**Reporting**' tile to access the Virtual Card reconciliation report



The Business Card Virtual Card report will provide a means for companies to track, reconcile and manage their virtual card requests and associated payment transactions.

Program Admin Virtual Card   Reports ▾ Columns ▾ Presets ▾ Exports ▾ Settings ▾

Show 25 entries

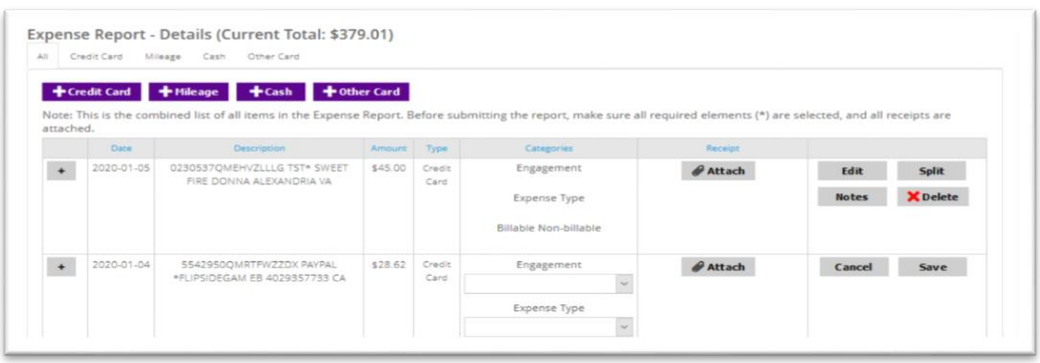
Date Created	Company ID	Virtual Card PAN Last4	Cardholder Name	Transaction Date	Post Date	Payment ID	Days Valid For	Payment Amount	Transaction Amount	Merchant Name
07/05/2022	VJWEP3KG	6136	AP INVOICE PAYMENTS			12345	15	250	$0.00	
07/12/2022	VJWEP3KG	3231	AP INVOICE PAYMENTS			12	10	1,237	$0.00	
07/25/2022	VJWEP3KG	2035	AP INVOICE PAYMENTS			44445	10	100.01	$0.00	
08/01/2022	VJWEP3KG	7928	AP INVOICE PAYMENTS			12	10	777.77	$0.00	
08/01/2022	VJWEP3KG	9225	AP INVOICE PAYMENTS			12	10	11.11	$0.00	
08/01/2022	VJWEP3KG	5224	AP INVOICE PAYMENTS			123	15	12.21	$0.00	
08/01/2022	VJWEP3KG	4824	AP INVOICE PAYMENTS			1234ABC	10	55.55	$0.00	
08/01/2022	VJWEP3KG	0544	AP INVOICE PAYMENTS			1234CCC	45	65.55	$0.00	
08/01/2022	VJWEP3KG	0544	AP INVOICE PAYMENTS			1234CCD	45	64.45	$0.00	
10/17/2022	VJWEP3KG	6245	AP INVOICE PAYMENTS			12	15	5.55	$0.00	
10/26/2022	VJWEP3KG	2094	AP INVOICE PAYMENTS			12345	60	12.22	$0.00	
10/26/2022	VJWEP3KG	6134	AP INVOICE PAYMENTS			12	60	22.23	$0.00	
10/26/2022	VJWEP3KG	3741	AP INVOICE PAYMENTS			1234	60	24.42	$0.00	
11/11/2022	VJWEP3KG	7582	AP INVOICE PAYMENTS			125709	60	324	$0.00	
11/11/2022	VJWEP3KG	7582	AP INVOICE PAYMENTS			125709	60	689.16	$0.00	
11/11/2022	VJWEP3KG	7582	AP INVOICE PAYMENTS			125711	60	439.87	$0.00	

EXPENSE REPORTS

Expense Reporting provides functionality that allows employee cardholders to create, allocate and electronically submit expense reports for approval and retention. The Expense Reports feature also provides the following:

- Daily access to credit card transactions for inclusion in expense reports
- Entry of other eligible expenses, including mileage expenses, out-of-pocket cash expenses, and expenses incurred on other credit cards
- Capture and retention of receipt images
- Submission of expense reports for management review and approval
- Configuration of report-level and expense-level information, along with notification options
- Accounts Payables data extract files

Expense reporting is an enhanced feature available on all business card products. To access this feature, the financial institution must enable expense reporting for each company. Due to the configuration requirements for setting up expense reporting, a separate Expense Reports Program Administrator User Guide was created to help guide users through all the functionality available.

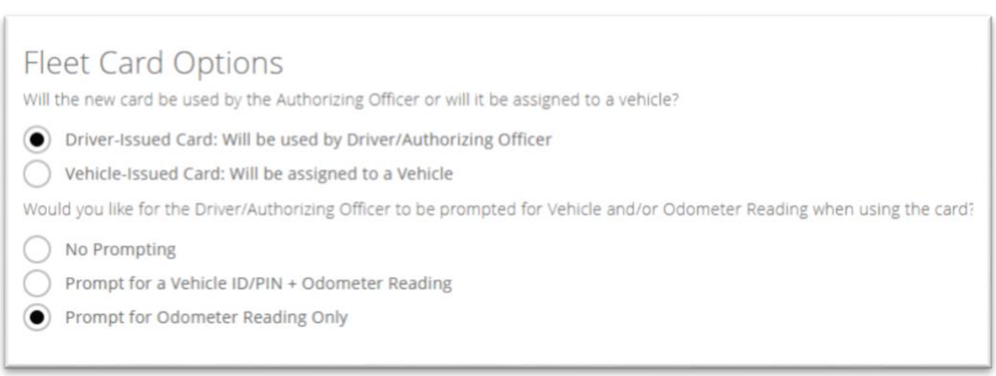


FLEET CARDS

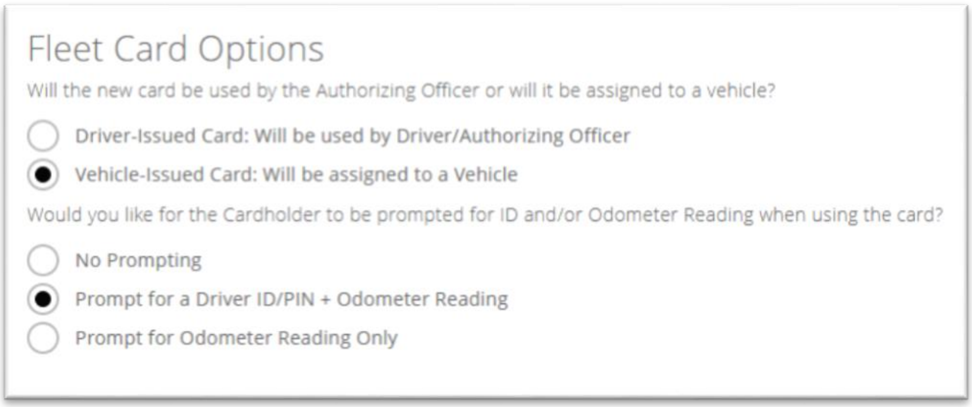
Fleet cards are specialized commercial cards used to control and monitor company expenses associated with fuel and maintenance for vehicles or heavy equipment. The application for a Fleet Card captures initial setup data for a company's fleet card program.

There are two available fleet options, Driver-Issued Cards and Vehicle-Issued Cards. When the applicant makes their choice, they are then presented specific fuel pump prompting options based on their choice.

1. Driver-Issued Cards

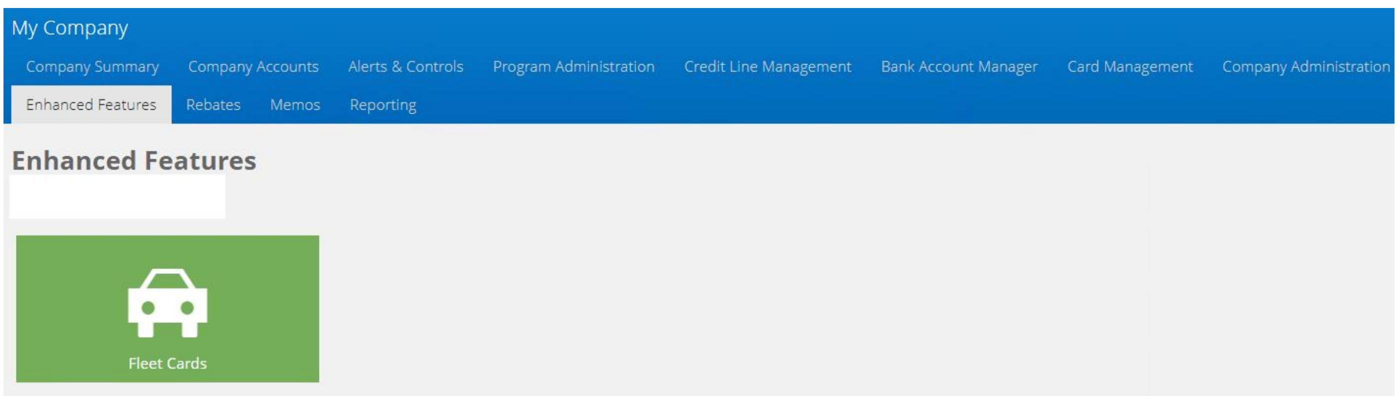


2. Vehicle-Issued Cards

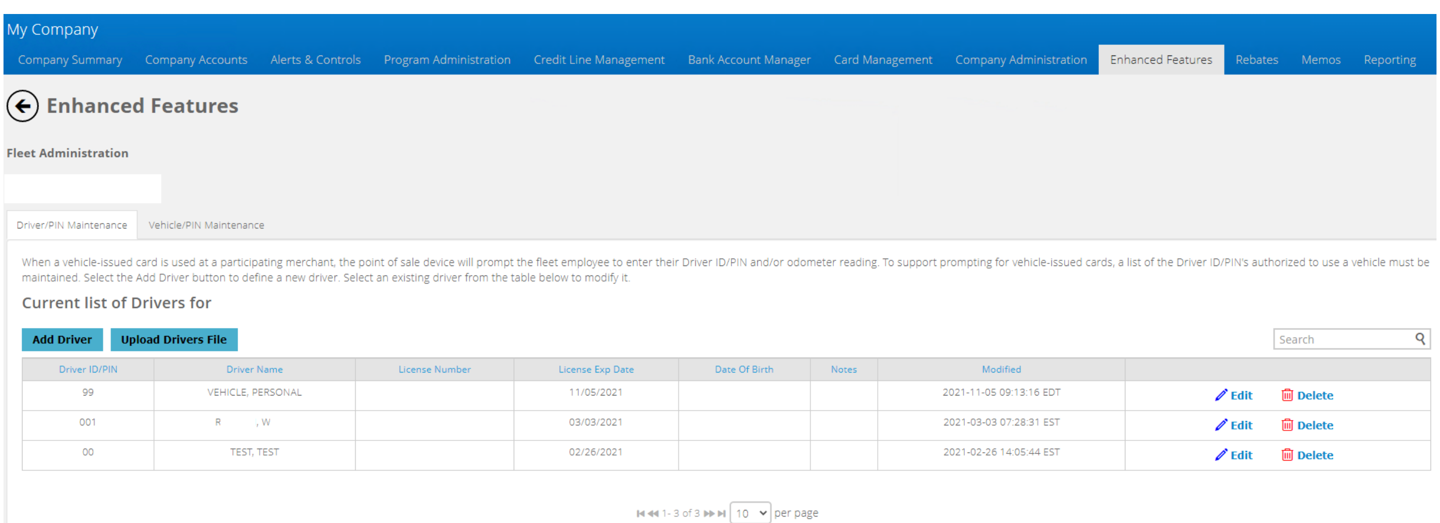


Once the application is approved and the company account is established on the card platform, the company's fleet card program can be configured.

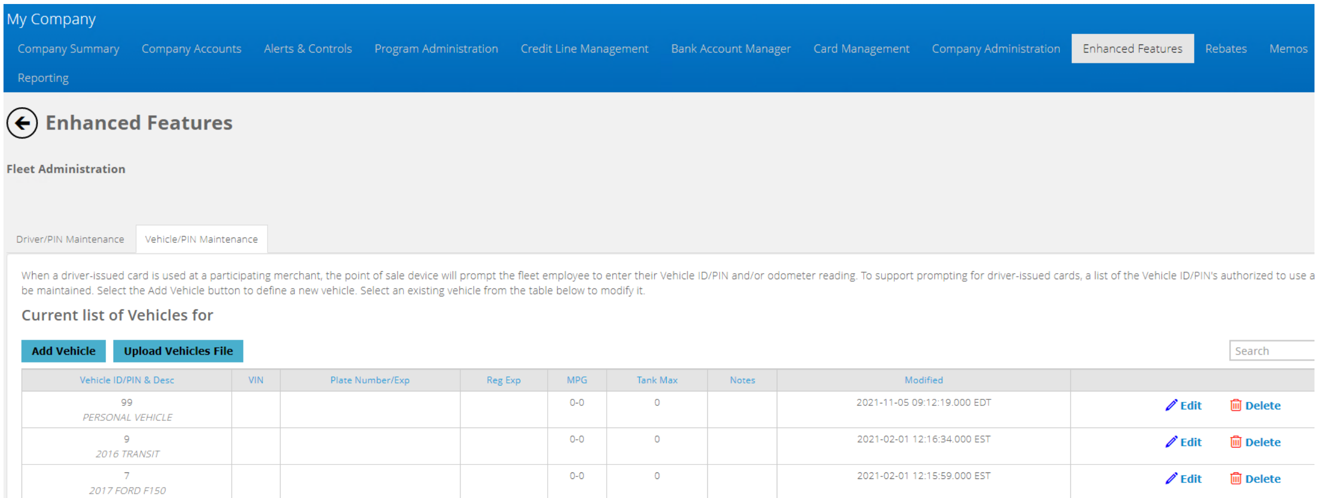
Enhanced Features – Fleet Cards. This feature allows the company Program Administrator to establish tables of Driver IDs/PINs and/or valid Vehicle IDs/PINS used for validation purposes.



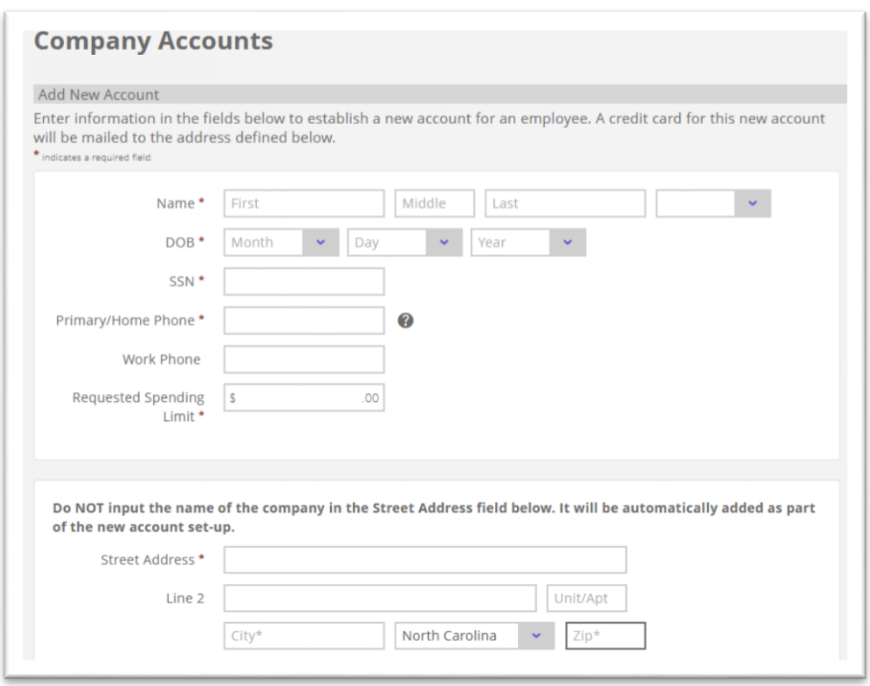
This configuration step is required only if the company requires their employee cardholders to enter IDs/PINs at the fuel pump or point-of-sale. Do not establish the ID/PIN tables when No Prompting or Prompt for Odometer Reading Only options are selected.



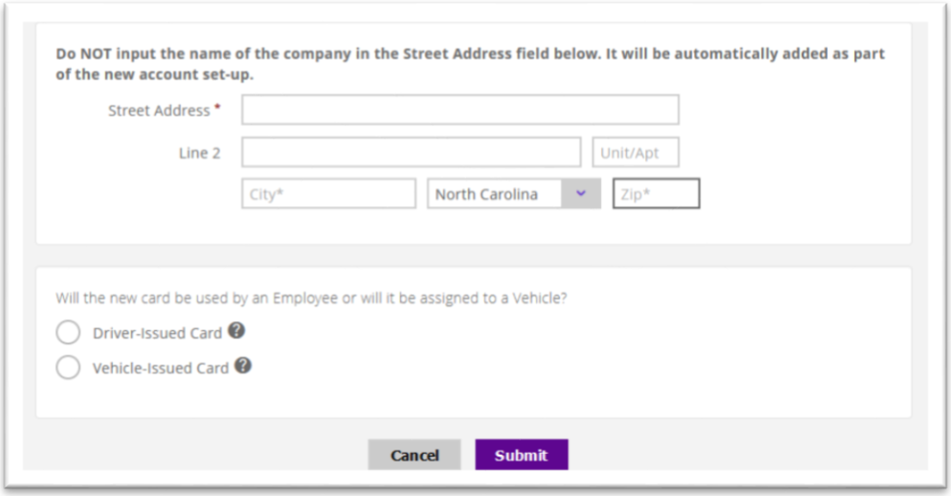
When the employee cardholder enters an ID or PIN, it is validated against the company ID/PIN tables. If there is a match on the ID/PIN, then the authorization can be approved.

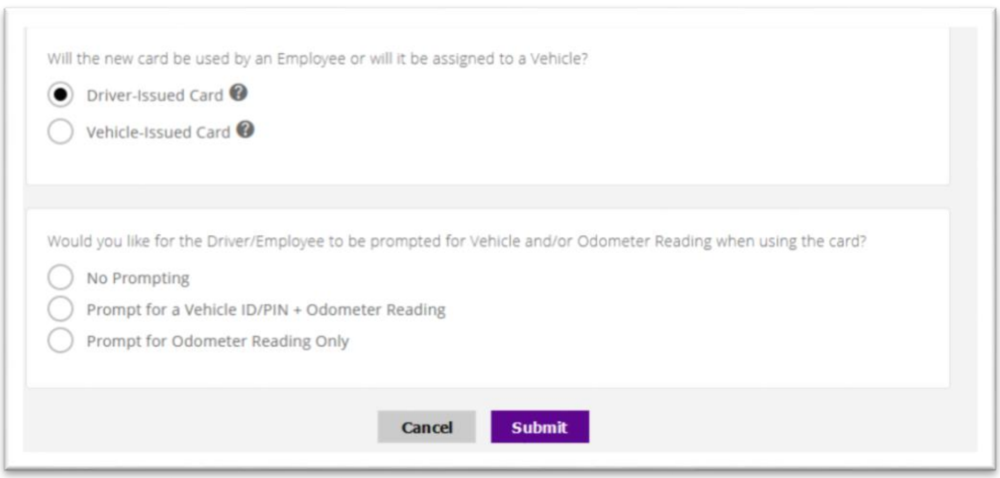


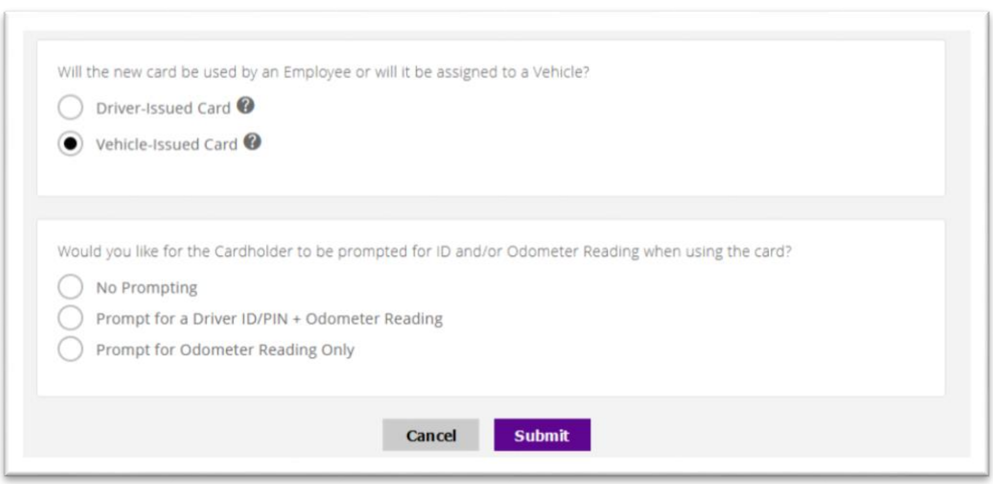
Company Accounts – To create additional Fleet Cards, complete the online cardholder form. If a vehicle-issued card is being requested, type in the vehicle make and model for the first and last name. For example, Ford F250. Also, create a DOB and SSN that can be easily remembered by the cardholder. This information is required when accessing customer service to report a lost card or requesting service.



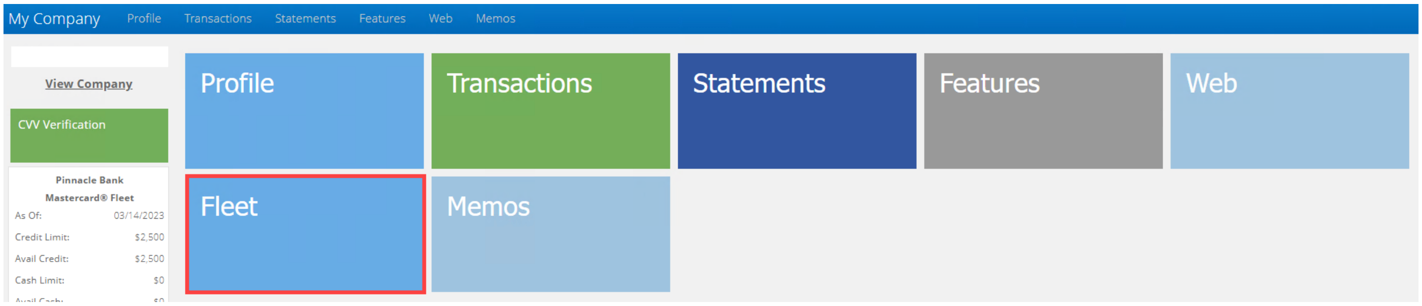
The bottom of the online cardholder form displays two fleet card options, Driver-Issued card or Vehicle-Issued card. Depending upon the selection, the prompt options will display. Select the prompt preference for the card. This data is stored in the chip and/or magnetic stripe of the card.



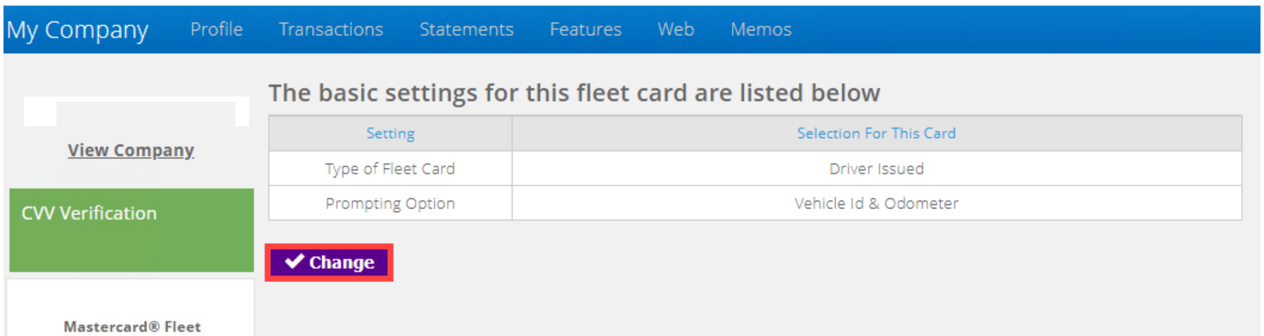




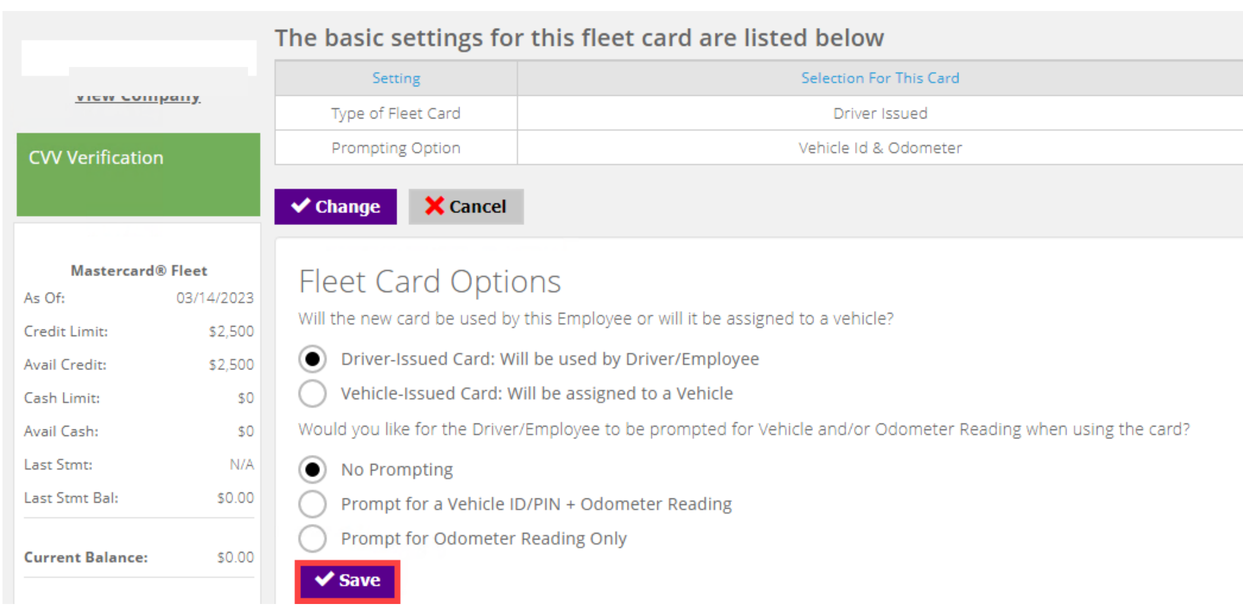
Changing a Fleet Card's parameters – Under the **Company Accounts** tile, select the fleet card from the account list, then click on the **Fleet** tile.



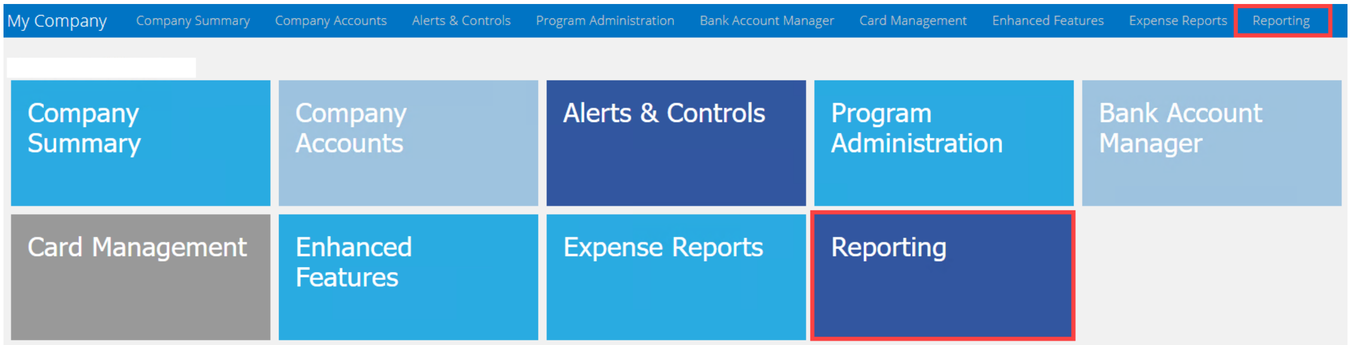
Next, click on the **Change** button to



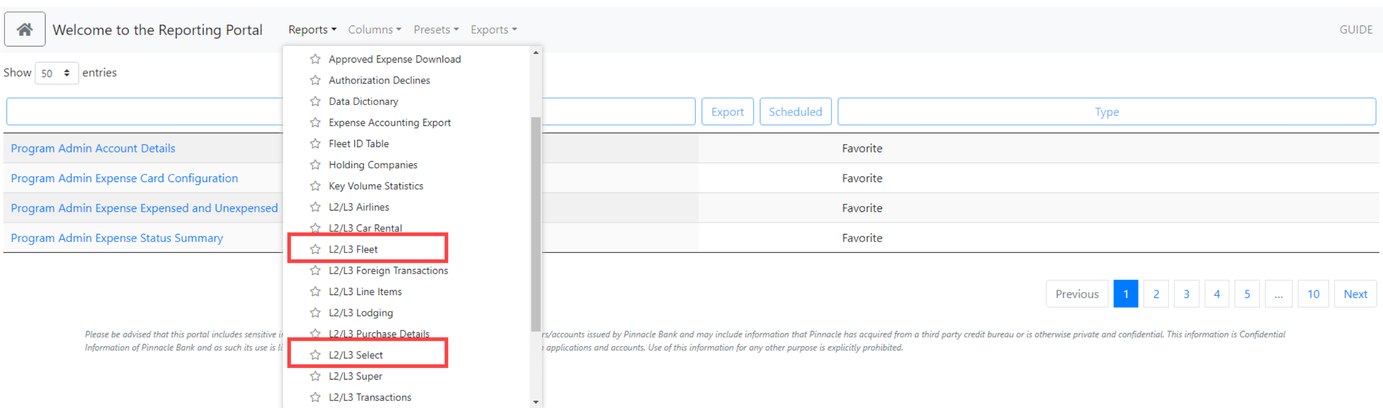
Enter the fleet card maintenance changes. When the type of Fleet Card is selected, the corresponding prompt options will display. After the prompt selection, click the **Save** button. The new fleet card will be created after 2 business days.

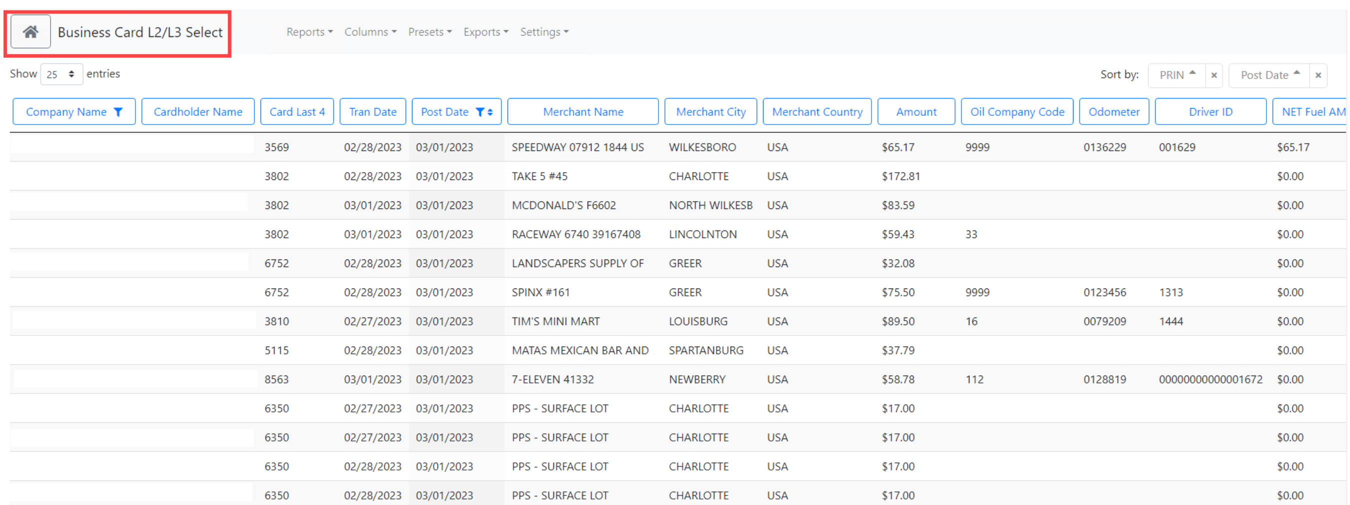


Fleet Management Reporting – Select the **Reporting** tile to access the Program Administration fleet reports.



There are two fleet specific reports in the report's menu. The **L2/L3 Fleet** report and the **L2/L3 Select** report reports level 2 and level 3 transaction detail and point of sale prompting data to help companies manage and monitor the fleet card program.





You have reached the end of the Program Administrator User Guide. If you have questions or need additional information, please contact customer service: 1.855.401.4743