

# ADMIN USER GUIDE



COMMUNITY  
BANK & TRUST

A Division of Cedar Rapids Bank & Trust

## eZ BUSINESS CARD MANAGEMENT



Updated 110521

# eZBusiness User Guide

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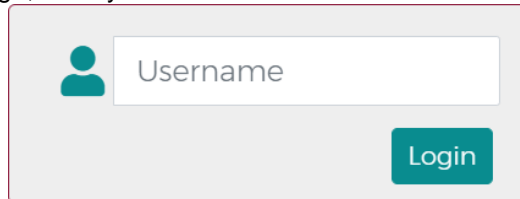
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# Getting Started – [ezbusinesscardmanagement.com](http://ezbusinesscardmanagement.com)

## Logging In

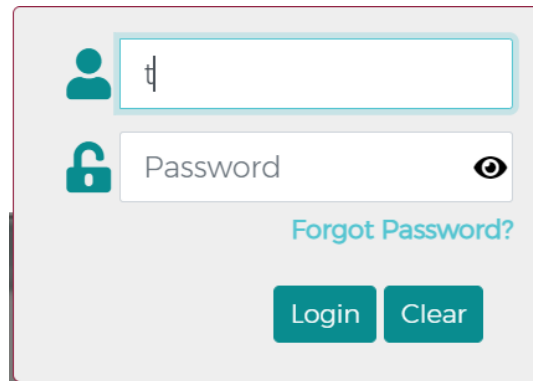
Upon your first login to the **eZBusiness** site, users must change their password and create a **Security Account**. After you log in for the first time and change your password, you must set up your security questions and answers. The system prompts you in a few steps to set this up. **NOTE: Your credentials will no longer be valid if you fail to access the system within a 6-month period.**

1. From the **eZBusiness** landing page, enter your **Username**.



A screenshot of a login form. It features a teal person icon to the left of a white text input field containing the placeholder text "Username". To the right of the input field is a teal button with the text "Login".

2. As you begin typing your **Username**, the **Password** field displays. Enter your temporary **Password** and click **Login**.

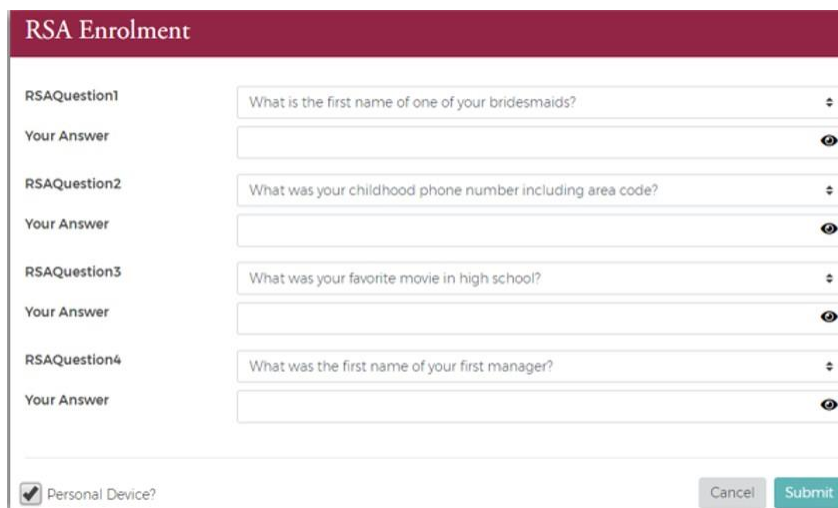


A screenshot of a login form. The "Username" field is highlighted with a light blue border and contains the characters "tj". Below it is a "Password" field with a teal padlock icon on the left and a teal eye icon on the right. Below the password field is a teal link that says "Forgot Password?". At the bottom are two teal buttons: "Login" and "Clear".

3. 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.**

4. A pop-up will be displayed telling you that you have successfully changed your password. Click **OK**.
5. 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**.



A screenshot of the "RSA Enrolment" page. The title "RSA Enrolment" is in a dark red header. Below are four sets of security questions, each with a dropdown menu for the question and a text input field for the answer. The questions are: "What is the first name of one of your bridesmaids?", "What was your childhood phone number including area code?", "What was your favorite movie in high school?", and "What was the first name of your first manager?". Each answer field has a teal eye icon. At the bottom left is a checkbox labeled "Personal Device?" which is checked. At the bottom right are "Cancel" and "Submit" buttons.

6. 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



Additional Security For Your Protection

Select your code delivery method

Email  Text  Phone

Registered EmailXXXXXXXXXXumar@fsglobal.com  
Registered Phones  
☎ (XXX) XXX-1268

Cancel

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**.



Security Code

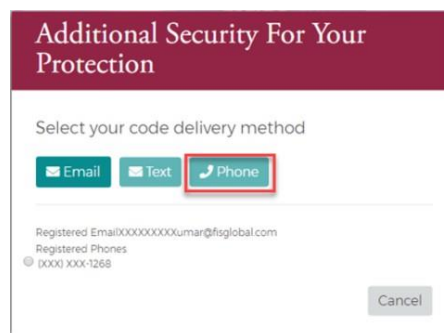
Enter Your Security Code

SecurityCodePlaceHold [ResendSecurityCode](#)

This is a private computer. Please register it.

Cancel 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.



Additional Security For Your Protection

Select your code delivery method

Email  Text  Phone

Registered EmailXXXXXXXXXXumar@fsglobal.com  
Registered Phones  
☎ (XXX) XXX-1268

Cancel

- 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.

- Click **Forgot Password** located under the password field.

- 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.

- 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

The table below describes the elements of the **Home** page.

Element	Description
<b>Side Navigation Bar</b>	Link to the modules within eZBusiness that you have access to.
<b>Language Option</b>	Based on the financial institution's setup, additional languages are available. To change the language, select from the drop-down list.
<b>Links</b>	There are two quick link options on the home page: → A drop-down list at the top of the page → A Quick Links section in the middle of the page.
<b>Company Snap Shot</b>	Provides a snapshot of company's financial status.
<b>Urgent Items</b>	Provides information related to items that require immediate attention
<b>Declined Transactions</b>	Provides information related to Declined Transactions related to the company.

## 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 important 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.



The **Company Snapshot** displays:

- Company Available Balance
- Outstanding Authorizations
- Company Past Due:
- 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
- Company Search
- Cardholder Search



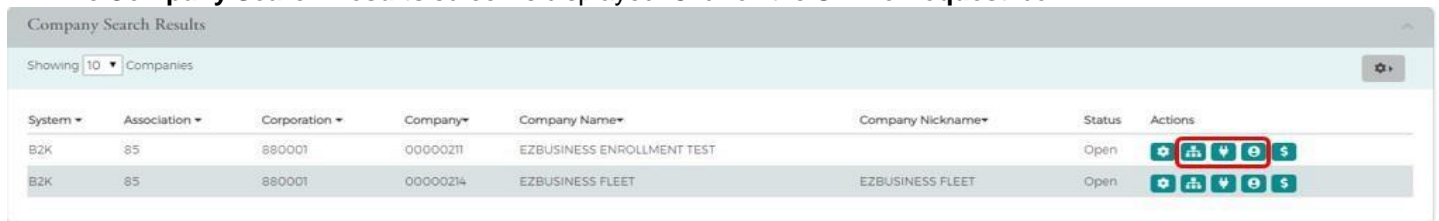
## Creating Company Alerts

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:

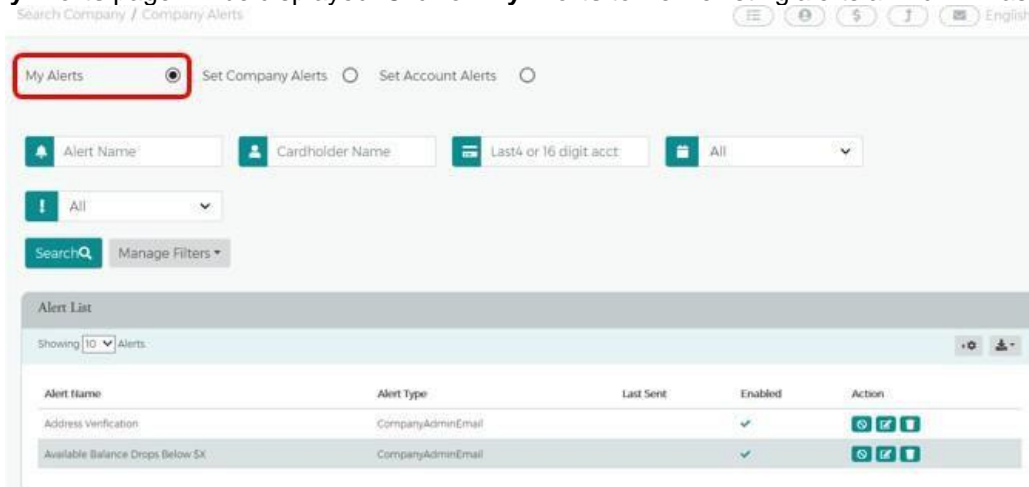
1. Click **Company Management** and then click **Search Company**.
2. The **Company Search Results** screen is displayed. Click on the **Online Request** icon.



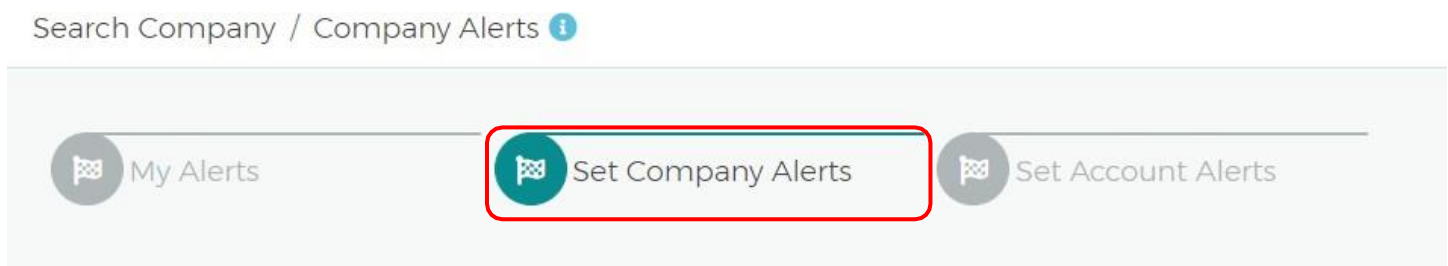
3. From the **Online Requests** (top navigation bar) page, click the **Alert** icon.



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.





Once the **Company Alerts** page displays, the Admin can:

- Select the Alert(s) Type
- Select variable data
- Select the Admins that should be alerted
- Select "ADD"

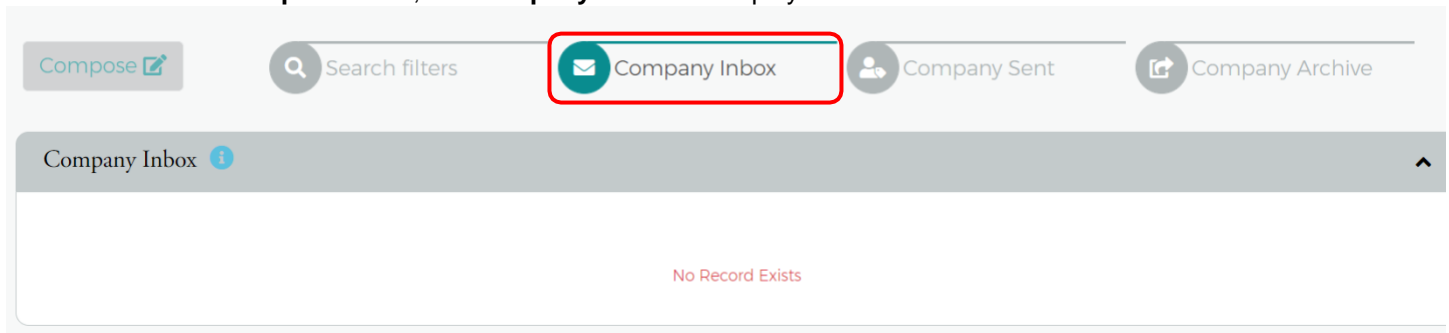
## Messages

The Bank will send important updates through the Messages feature. Make sure to check your messages often to ensure you don't miss any important information.

1. The **Message** icon appears on the top right-hand side as an envelope. Within your Quick Link tab, if added as a quick link or by clicking on the **Company Management** icon and selecting **Search Company**. From the **Company Search Results** page, click the **Online Request** (envelope) icon.



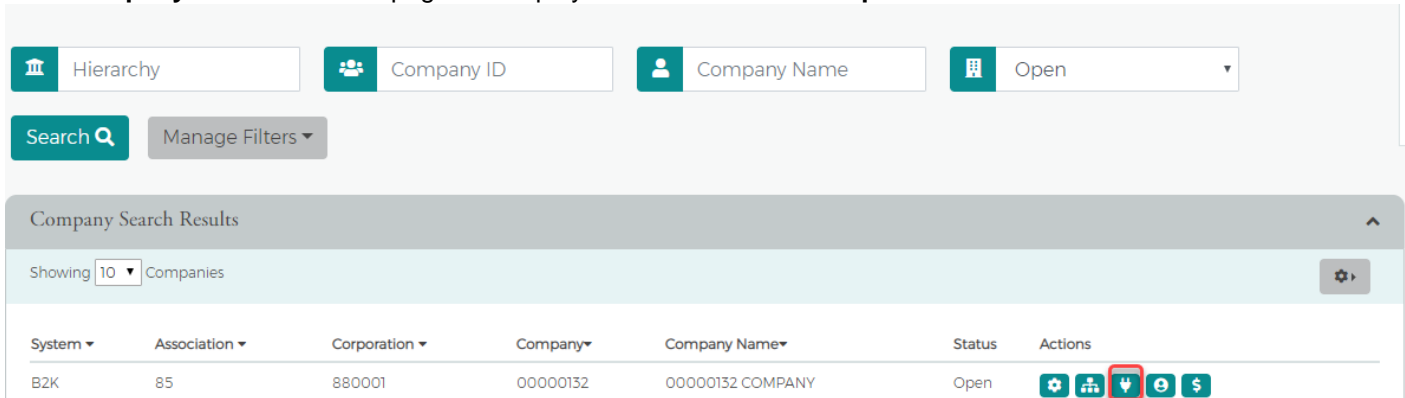
2. From the **Online Requests** icon, the **Company Inbox** will display.



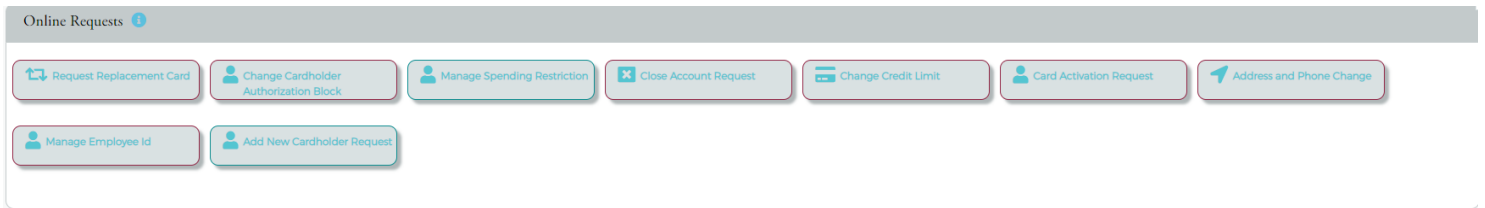
# Online Service Requests

## 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**.

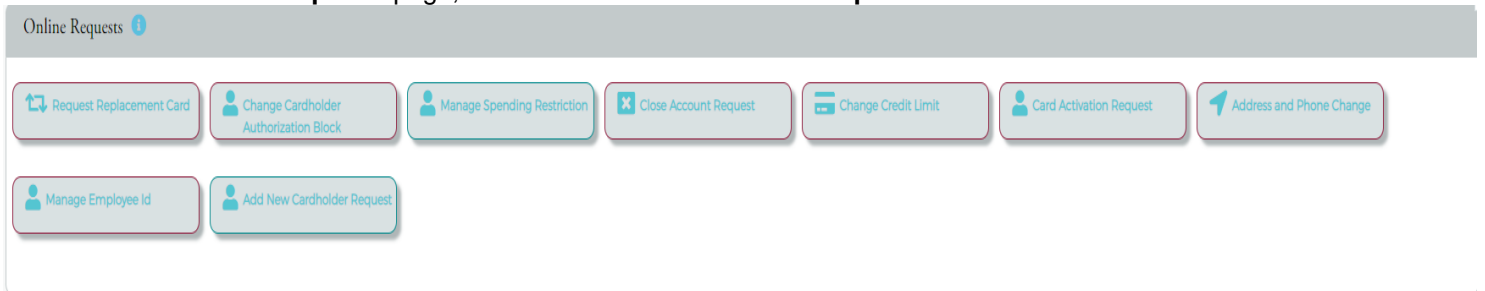


3. The following page will display all of your **Online Request** options. Click on the option you would like to perform.



## 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.
- Sublevel ID/Name & Product:** 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. The **Product** code indicates No Cash Back Rewards or 1% Cash Back Rewards. Select the appropriate **product** to continue.

Sublevel ID/Name	Product
<input type="text" value="PACIFIC WESTERN BANK- Default"/>	<input type="text" value="MC BUS NO REWARDS (MI)"/>

- Product Details:** Enter the **Credit Limit** desired for your new cardholder and the **Number of Plastics** you'd like this cardholder to be issued. The **Alternate Company Name** field may be left blank, so the company name on file defaults.

Product Details

Credit Limit:

Order Plastic Now

Number Of Plastics:

Alternate Company Name to be printed in place of Company Name:

(Note: Company Name will default if left blank)

- Cardholder Details:** All yellow fields are required fields.
  - 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.
  - Primary Address:** The address provided in this section is also used as the cardholder's Billing Address. If you'd like the card sent to an alternate address, please utilize **Rush Card Delivery**.
  - 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 possible fraud immediately.

**Cardholder Details** ⓘ

Details

Prefix:  Prefix      First Name:  First Name      Middle Name:  Middle Name  
 Last Name:  Last Name      Suffix:  Suffix      Employee ID:  Employee ID  
 Employee Cost Center:  Employee Cost Center      SSN or Tax ID:  SSN or Tax ID      Email:  Email

Primary Address

Address:  Address      Address Line 2:  Address Line 2      Address Line 3:  Address Line 3  
 City:  City      State:  State      Zip Code:  Zip Code  
 Foreign Address:

Statement Address same as Primary Address:

Statement Address

Address:  Address      Address Line 2:  Address Line 2      Address Line 3:  Address Line 3  
 City:  City      State:  State      Zip Code:  Zip Code  
 Foreign Address:

Phone ⓘ

Mobile Phone:  Mobile Phone      Business Phone:  Business Phone      Home Phone:  Home Phone  
 Other Phone:  Other Phone      Other Phone Type:  Other Phone Type

- d. **Rush Card Delivery (fee applies):** This section is used to rush cards to an Alternate Mailing address or to rush cards to the address on file. Toggle the **Rush Card Details** option to open. All yellow fields are required. **NOTE:** A signature is required for all rushed items.

**If this section is not utilized, the card will be sent regular mail, 7 – 10 Business days.**

**Rush Card Delivery** ⓘ

**Rush Card Details**

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

Signature Required:       Shipping Instructions:       Contact phone:  Contact phone  
 Special Instructions:       Card Mailing Address:       Contact Phone Extension:

Card Mailing Address

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

Address:  Address      Address Line 2:  Address Line 2      Address Line 3:  Address Line 3  
 City:  City      State:  State      Zip Code:  Zip Code  
 Foreign Address:

- e. **Auto Pay:** This section is not required for Company Billed Programs; however, it may be utilized for Individually Billed programs. If you would like to set up **Auto Pay** for your Individually Billed cardholder, toggle **Auto Pay Details** to expand. All yellow fields are required and may require an entire statement cycle before effective.

**Auto Pay** ⓘ

**Auto Pay Details**

To Enroll in this service, provide the requested information. Please be sure to continue to make payments to the account until you receive confirmation from Client Support about the date the first AutoPayment will be made for the account. If you would like to cancel AutoPay for this account, please contact Client Support.

Autopay Account Type:       Bank Account Name:       Bank Account Number:   
 Routing Transit Number:       Autopay Option:       Frequency:   
 Day:       Percentage:       Fixed Amount: \$

- f. **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.

- g. **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.

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

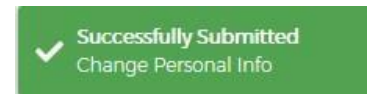
## Address and Phone Change – Cardholders

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.

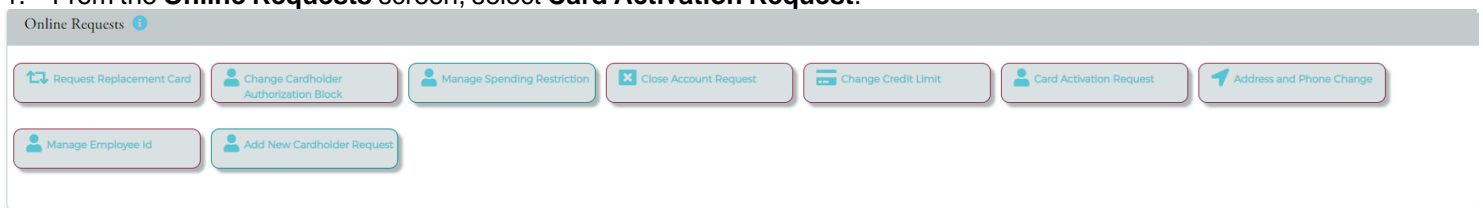
3. Select the **Request Type** from the drop-down menu to populate additional fields. The **Request Type** options are **Address Change**, **Phone Change** and **Address & Phone Change**. Once you've entered in the updates, add a **Memo** and hit **Submit**.

- The review page will display. Review the information entered and click **Confirm**. Once completed, a **Successfully Submitted** notification will appear.



## Card Activation Request

- From the **Online Requests** screen, select **Card Activation Request**.



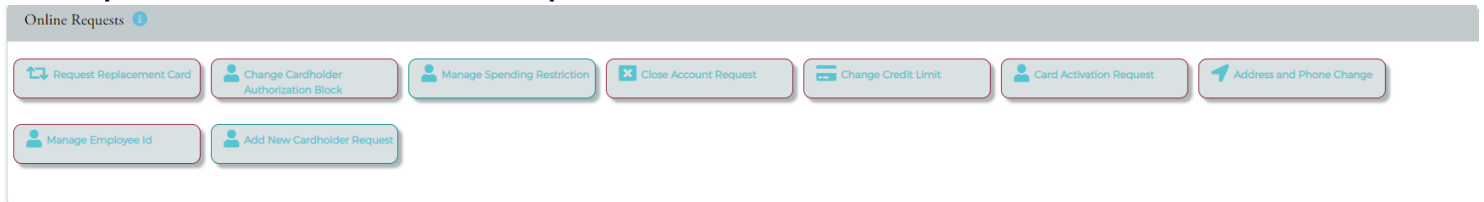
- The **Card Activation Request** screen will display along with a list of **Cards Pending for Activation** right below. You can either enter the cardholder's name in the **Search Cardholder** section or toggle ON from the **Cards Pending for Activation** list to automatically generate them in the **Card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

- 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 immediately.

1. To request a replacement card per **Damaged Card**, **Name Change** or **Magnetic Strip Invalid**, select **Request Replacement Card** from the **Online Requests** screen.



Online Requests ⓘ

Request Replacement Card | Change Cardholder Authorization Block | Manage Spending Restriction | Close Account Request | Change Credit Limit | Card Activation Request | Address and Phone Change

Manage Employee Id | Add New Cardholder Request

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.



Card Replacement/ Services Request ⓘ

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

Cancel

3. Select the appropriate **Reason** within the **Reason** field, enter a **Memo** and then click **Submit**.



Card Replacement/ Services Request ⓘ

Cardholder Details	Account Number	Reason	Memo	Actions
JILL AARON MD	3308	<input type="text" value="Reason"/>	<input type="text" value="Memo"/>	

Submit | Cancel

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



Card Replacement/ Services Request ⓘ

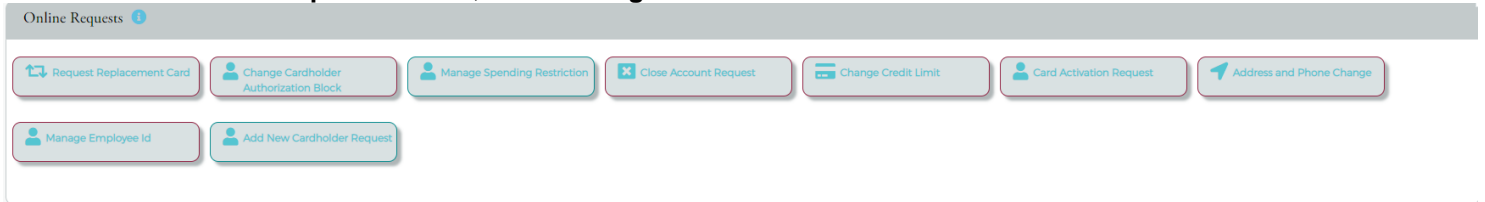
Cardholder Details	Account Number	Reason	Memo	Actions
JILL AARON MD	3308	<input type="text" value="Damaged Card"/>	<input type="text" value="Test"/>	

Confirm | Cancel

## Change Cardholder Authorization Block

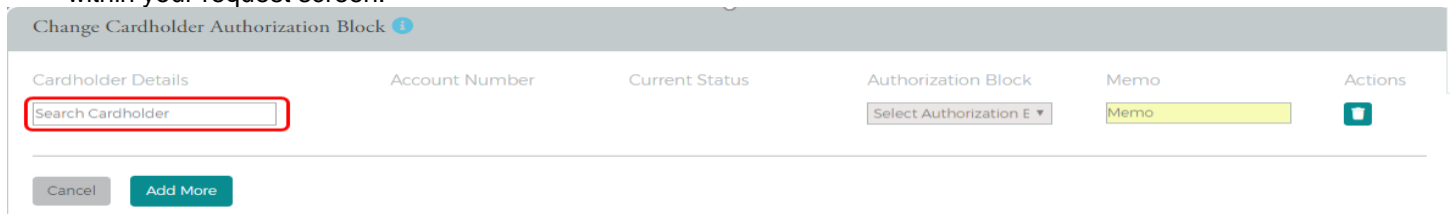
**Change Cardholder Authorization Block** allows the Admin to impose or remove a real-time cardholder authorization block at the account level. This block prevents additional approved authorizations on the account until an Admin removes the block. To complete the **Change Cardholder Authorization Block** online request, perform the following steps.

1. From the **Online Requests** screen, select **Change Cardholder Authorization Block**.



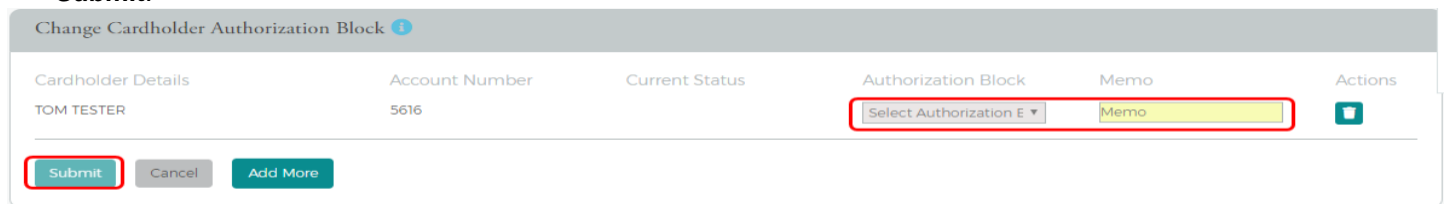
The screenshot shows the 'Online Requests' header with a help icon. Below it are two rows of buttons: 'Request Replacement Card', 'Change Cardholder Authorization Block', 'Manage Spending Restriction', 'Close Account Request', 'Change Credit Limit', 'Card Activation Request', 'Address and Phone Change', 'Manage Employee Id', and 'Add New Cardholder Request'.

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.



The screenshot shows the 'Change Cardholder Authorization Block' screen. It has a table with columns: Cardholder Details, Account Number, Current Status, Authorization Block, Memo, and Actions. The 'Search Cardholder' input field is highlighted with a red box. Below the table are 'Cancel' and 'Add More' buttons.

3. Within the **Authorization Block** drop-down, select whether you are adding or removing a block, add a **Memo**, then click **Submit**.



The screenshot shows the 'Change Cardholder Authorization Block' screen. The table now displays 'TOM TESTER' under Cardholder Details and '5616' under Account Number. The 'Authorization Block' dropdown is set to 'Select Authorization E' and the 'Memo' field contains 'Memo'. Both the dropdown and the memo field are highlighted with a red box. Below the table are 'Submit', 'Cancel', and 'Add More' buttons.

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.



The screenshot shows the 'Change Auth Block' review page. It has a table with columns: Cardholder Name, Account #, Current Status, Authorization block, Memo, and Actions. The table row shows 'BL ACCT STUSER', '9359', 'Not Blocked', 'Add Block' (dropdown), and 'Test'. The 'Add Block' dropdown and the 'Memo' field are highlighted with a red box. Below the table are 'Confirm' and 'Cancel' buttons.

**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 credit limit permanently or temporarily in real-time.

1. From the **Online Requests** screen, select **Change Credit Limit**.

The screenshot shows the 'Online Requests' interface with several navigation buttons. The 'Change Credit Limit' button is highlighted with a red box. Other buttons include 'Request Replacement Card', 'Change Cardholder Authorization Block', 'Manage Spending Restriction', 'Close Account Request', 'Card Activation Request', 'Address and Phone Change', 'Manage Employee Id', and 'Add New Cardholder Request'.

2. The **Change Credit Limit** 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 displaying their status, credit limit and last credit limit increase.

The screenshot shows the 'Change Credit Limit' form for cardholder KIZZIE LAMB (3919). The 'Cardholder Name (Account#)' field is highlighted with a red box. Below it, the 'Account status' is shown as 'Open'. The 'Request Type' is set to 'Permanent Credit Lin'. The 'New Credit Limit' field is highlighted with a red box. The 'Current Credit Limit' is \$5000 and the 'Last Permanent Credit Limit' is \$0. The 'Memo' field contains 'Memo'. The 'Submit' button is highlighted with a red box.

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**.

The screenshot shows the 'Change Credit Limit' form for cardholder BL ACCT STUNKER (9229). The 'Request Type' is set to 'Permanent Credit Lin'. The 'New Credit Limit' field is highlighted with a red box. The 'Memo' field contains 'Memo'. The 'Current Credit Limit' is \$10000 and the 'Last Permanent Credit Limit' is \$0. The 'Submit' button is highlighted with a red box.

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.

The screenshot shows the 'Change Credit Limit' form for cardholder KIZZIE LAMB (3919). The 'Request Type' is set to 'Temporary Increase C'. The 'New Credit Limit' field contains '500' and is highlighted with a red box. The 'Expiration Date' field contains '07/31/2021' and is highlighted with a red box. The 'Memo' field contains 'Temp Increase'. The 'Current Credit Limit' is \$500 and the 'Last Temporary Credit Limit' is \$0. The 'Submit' button is highlighted with a red box.

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

**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.
- If the Service Request cannot be completed in real-time, it will be routed to the Bank's IncomingMessages queue to be addressed within 1-2 business days.

## Close Account Request

**IMPORTANT!** This feature is not intended for lost or stolen cards. If the Service Request cannot be completed in real-time, it will be routed to the bank's Incoming Messages queue to be addressed within 1-2 business days. For a lost or stolen card, please contact us immediately.

- From the **Online Requests** screen, select **Close Account Request**.

- 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 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**.

Request To Close Accounts ⓘ

Cardholder Details	Account Number	Reason	Memo	Actions
TOM TESTER	5616	Reason	Memo	

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.

Request To Close Accounts ⓘ

Cardholder Details	Account Number	Reason	Memo	Actions
TOM TESTER	5616	No Longer Employec	Test	

## Setup AutoPay

1. To set up recurring **Auto Payment**, go to the **Online Requests** screen, select **Setup Autopay**.

Online Requests ⓘ

2. The **Autopay Setup** screen will display. For **Individual Billed** accounts, start entering the cardholder's name to generate the cardholder list drop-down and select the cardholder. For **Company Billed** accounts, enter BL within the **Search Cardholder** field so that the billing account name will populate in your drop-down. Once the billing account populates in the drop-down, select it and it will generate within the field. Once the **Search Cardholder** field has been filled, the **Submit** button will appear, and you may move forward with completing the rest of the required fields.

Autopay Setup ^

Cardholder Name (Account#)	Autopay Account Type	Bank Account Name	Bank Account Number	Routing Transit Number	Actions
Search Cardholder	Select Account Type	Bank Account Name	Bank account number	Routing Transit Number	
Autopay Option	Select Frequency	Select Day	Memo	Amount	

3. Complete all required (yellow) fields, then click **Submit**.

**Autopay Setup** ^

Cardholder Name (Account#)	Autopay Account Type	Bank Account Name	Bank Account Number	Routing Transit Number	Actions
BL ACCT 00000013-20000001 (7864)	Select Account Type ▼	Bank Account Name	Bank account number	Routing Transit Numbe	
Autopay Option ▼	Select Frequency ▼	Select Day ▼	Memo	Amount	

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

**Autopay Setup** ^

Cardholder Name (Account#)	Autopay Account Type	Bank Account Name	Bank Account Number	Routing Transit Number	Actions
BL ACCT 00000013-20000001 (7864)	Checking ▼	Test	1245678	053112615	
F - Full balance ▼	M - Monthly ▼	01 ▼	Autopay	0	

**NOTE:** This request can take up to an entire payment cycle before effective.

# Payments

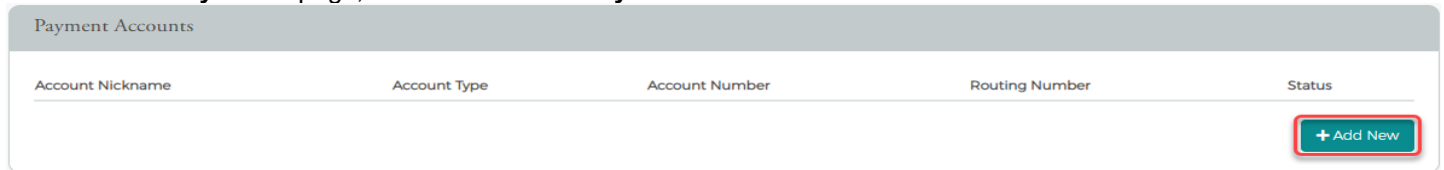
## Adding a Payment Account

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.

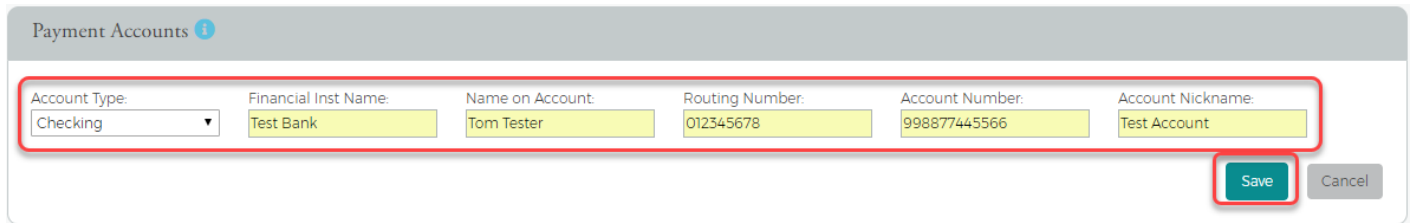
1. To access the **Payment** page, go to **Company Management** and select **Search Company**. On the **Company Search Results** page, click on the **Payments (\$)** icon.



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



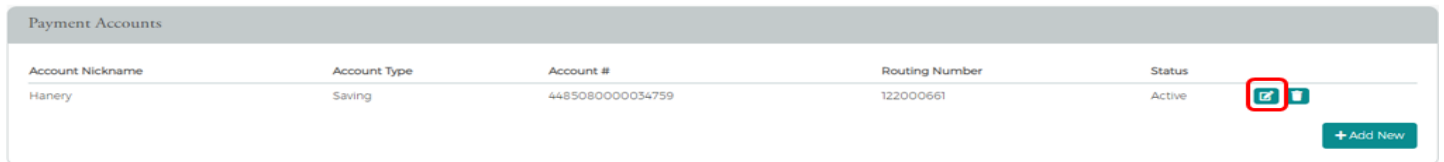
3. The payment information fields will display. Complete all the fields and click **Save**. A **Successfully Submitted** notification will appear once completed.



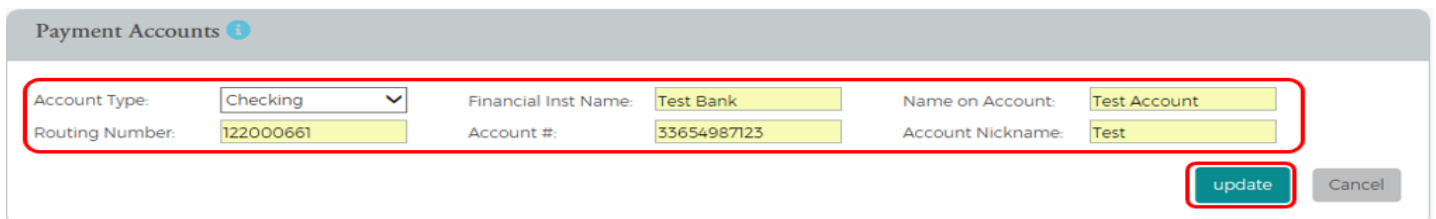
**NOTE:** The **Payment Accounts** section lists all of the active and deleted **Payment Accounts**, which can be used to pay the cardholder's accounts online.

## Changing a Payment Account

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



2. The **Payment Account** fields will appear. Make any necessary changes and click **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. A

**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 **Checkmark** icon next to the account(s) and click **Make Payments**.

Payments submitted after 5PM EST on a business day will be credited to your account on the following business day  
Please Add At least One Payment Account

Account Number First Name Last Name Employee ID  
Virtual Indicator Cardholder Status Minimum Payment

Search

Select Accounts To Make Payments

Showing 10 Select all

Cardholder	Account Number	Account Type	Employee ID	Due Date	Last Statement	Account Balance	Minimum Payment
<input checked="" type="checkbox"/> BL ACCT 000	000	Billing		07/27/2021	\$30,564.01	\$53,793.31	\$0.00
<input checked="" type="checkbox"/> KRISTEN MBOJANA	547	Memo		07/27/2021	\$0.00	\$21,272.73	\$0.00
<input checked="" type="checkbox"/> JACQUELINE SUAREZ	547	Memo			\$0.00	\$6,972.32	\$0.00
<input checked="" type="checkbox"/> MARK DI TARGIANI	547	Memo		07/27/2021	\$0.00	\$3,489.31	\$0.00
<input checked="" type="checkbox"/> ALLISON KOLB	547	Memo			\$0.00	\$3,384.13	\$0.00
<input checked="" type="checkbox"/> TOM WEBSTER	547	Memo		07/27/2021	\$0.00	\$3,074.21	\$0.00
<input checked="" type="checkbox"/> KAREN BRUMSEY	547	Memo		07/27/2021	\$0.00	\$2,782.75	\$0.00
<input checked="" type="checkbox"/> CAROLYN PHAM	547	Memo			\$0.00	\$2,517.74	\$0.00
<input checked="" type="checkbox"/> TODD KAPLAN	547	Memo			\$0.00	\$1,634.44	\$0.00
<input checked="" type="checkbox"/> RODRIGO LOPEZ	547	Memo			\$0.00	\$1,516.63	\$0.00

Showing 1 - 10 (17) Payments Results

First << 1 2 3 4 5 6 7 8 9 10 >> Last

Make Payments Show Payment History Reset

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

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

Payments submitted after 5PM EST on a business day will be credited to your account on the following business day  
Please Add At least One Payment Account

ACH Payments

Make Payments ? ACH Payments

Payment Accounts	Cardholder Account	Amount	Payment Date	Memo	Send payment email confirmation to
<input type="text" value="BL ACCT 00000001"/>	BL ACCT 00 100000001	<input type="text" value="\$"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text"/>	<input type="text"/>

Authorization and Signature

I hereby electronically consent to and authorize this writing an electronic funds transfer in the amount(s) mentioned above from the foregoing account in payment to the Credit Card mentioned above. By clicking on the "Make Payment" button I subscribe my electronic signature to the funds transfer authorization.

**NOTE: Payments received by 1:00 p.m. CT will post and be available the next business day. Payments received after 1:00 p.m. CT will post in two business days, e.g. (payment made after 1:00 p.m. CT on 7/26/2021 will post and be available 7/28/2021). If a payment is made on a Friday before 1:00 p.m. CT, it will be available on Saturday. If the payment is made after 1:00 p.m. CT on Friday, it will post on Monday or the following business day.**

**If you need immediate availability, please contact the bank's treasury management team.**

- Once completed, you will see a **Payment Saved** notification on the bottom right-hand side of your screen and the pending payment(s) within your **Payment History** section.

Payment History ?

Cardholder Name	Payment Accounts	Amount	Date To Make Payment	Payment Date	Admin User	Payment type	Status
BL ACCT 00000457		\$1.00	08/24/2021	08/24/2021	jw	One Time	Pending <input type="button" value="edit"/> <input type="button" value="delete"/>
BL ACCT 00000457		\$1.00	08/24/2021	08/24/2021	jw	One Time	Pending <input type="button" value="edit"/> <input type="button" value="delete"/>

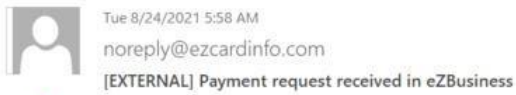
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Payment Accounts

Account Nickname	Account Type	Account Number	Routing Number
Testing	Checking	*6789	122238200

✓ Payments Saved

- Promptly following your **Payment Saved** notification, you will receive a **Payment Confirmation** email from [noreply@ezcardinfo.com](mailto:noreply@ezcardinfo.com). This email will contain your **Payment Confirmation** number within the body of the email.



We removed extra line breaks from this message.

Dear Jessica: This alert is being sent to advise you that your payment request has been received.  
Confirmation #: BH02467440 Payment Date: 8/24/2021 Payment Amount: \$1.00 You may cancel this payment up until 5:00 PM EST on the Payment Date.

\*\* Please do not reply to this email alert.

**NOTE:** Payments may be canceled up until 1:00 PM CT of the Payment Date. To do so, click on the **Delete** (trash can) icon within your **Payment History** section and click **Confirm**.

Cardholder Name	Payment Accounts	Amount	Date To Make Payment	Payment Date	Admin User	Payment type	Status	
BL ACCT 0000	****6789	\$1.00	08/24/2021	08/24/2021		One Time	Pending	
BL ACCT 0000	****6789	\$1.00	08/24/2021	08/24/2021		One Time	Pending	

[Go Back](#)

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.

Cardholder Name	Payment Accounts	Amount	Date To Make Payment	Payment Date	Admin User	Payment type	Status	
BL ACCT 0000	****6789	\$1.00	08/24/2021	08/24/2021		One Time	Canceled	
BL ACCT 0000	****6789	\$1.00	08/24/2021	08/24/2021		One Time	Pending	

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Account Nickname	Account Type	Account Number	Routing Number	
Testing	Checking	*6789	122238200	<b>Payment Deleted Successful</b>



## 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**.

Select Accounts To Make Payments

Showing 10  Select all

Cardholder	Acc	Account Type	Employee ID	Due Date:	Last Statement	Account Balance	Minimum Payment	
<input checked="" type="checkbox"/>	BL ACCT 00000457-10000000	547	Billing		08/26/2021	\$103,088.12	\$221,529.58	\$0.00
<input checked="" type="checkbox"/>	KRISTEN MBOIJANA	547	Memo		08/26/2021	\$0.00	\$29,350.16	\$0.00
<input checked="" type="checkbox"/>	CAMERON E KING	547	Memo		08/26/2021	\$0.00	\$28,767.80	\$0.00
<input checked="" type="checkbox"/>	TOM WEBSTER	547	Memo		08/26/2021	\$0.00	\$22,867.11	\$0.00
<input checked="" type="checkbox"/>	JACK HELFRICH	547	Memo		08/26/2021	\$0.00	\$22,662.55	\$0.00
<input checked="" type="checkbox"/>	JACQUELINE SUAREZ	547	Memo		08/26/2021	\$0.00	\$22,261.63	\$0.00
<input checked="" type="checkbox"/>	ELIZABETH HILLESTAD	547	Memo		08/26/2021	\$0.00	\$19,742.72	\$0.00
<input checked="" type="checkbox"/>	CAROLYN PHAM	547	Memo		08/26/2021	\$0.00	\$16,206.44	\$0.00
<input checked="" type="checkbox"/>	BRADY MANESS BREWER	547	Memo		08/26/2021	\$0.00	\$15,475.22	\$0.00
<input checked="" type="checkbox"/>	WILLIAM TESSAR	547544****8649	Memo		08/26/2021	\$0.00	\$12,355.88	\$0.00

Showing 1 - 10 (171 Payments Results) First << 1 2 3 4 5 6 7 8 9 10 >> Last

2. On the following page, select the **Payment Account** you'd like to use and 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 then click **Save**.

New Recurring Payments ?

Account Number: 547544\*\*\*\*

Payment Account: Testing



Recurring Schedule: Statement Balance

Start Date: 08/28/2021

Days before due date: 1

3. 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.



**Recurring Payments**

Account Number	Payment Accounts	Recurring Schedule	Amount to Pay	Start Date	Payment Day	
547544*	Testing	Statement Balance	Monthly Statement Balance	08/28/2021	1	 

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**Payment Accounts**

Account Nickname	Account Type	Account Number	Routing Number	Status	
Testing	Checking	*6789	122238200	Active	 

✓ Recurring Payment Saved  
for 547544\*\*\*\*8512

## 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. PT.

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**.

Select Accounts To Make Payments

Cardholder	Account	Account Type	Employee ID	Due Date	Last Statement	Account Balance	Minimum Payment
<input checked="" type="checkbox"/>	BL ACCT CLADDER	448508****7409	Billing	123	\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	JAMES VEHICLE	448508****5533	Individual		\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	PETERSON P	448508****5574	Individual		\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	JACKSON J	448508****5582	Individual		\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	HENRY VEHICLE	448508****5558	Individual		\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	BL ACCT CLOVERS	448508****0438	Billing		\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	FLEET VEHICLE	448508****5566	Individual		\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	TOM TESTER	448508****5616	Individual		\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	TOM TESTER	448508****5616	Individual		\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	BL ACCT CLOVERS	448508****0438	Billing		\$0.00	\$0.00	\$0.00

Showing 1 - 10 (11 Payments Results) First << **1** 2 >> Last

[Make Payments](#) [Show Payment History](#) [Create Recurring Payment Plan](#) [Show Recurring Payment Plans](#) [Reset](#)

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

Payment History

Cardholder Details	Payment Accounts	Amount	Date To Make Payment	Payment Date	Missing Element: AdminUser--eZBPayments	Missing Element: PaymentType--eZBPayments	Status
John Test	123456**7500	394	02/02/2019	18/01/2019	JAdmin1	One Time	Pending 
Jane Test	876543**2100	266	02/02/2019	18/01/2019	JAdmin1	One Time	Pending 
John Test	123456**7500	394	02/06/2019	18/01/2019	JAdmin1	One Time	Pending 
Sample Test	876543**2100	266	02/01/2019	18/01/2019	JAdmin1	One Time	Pending 

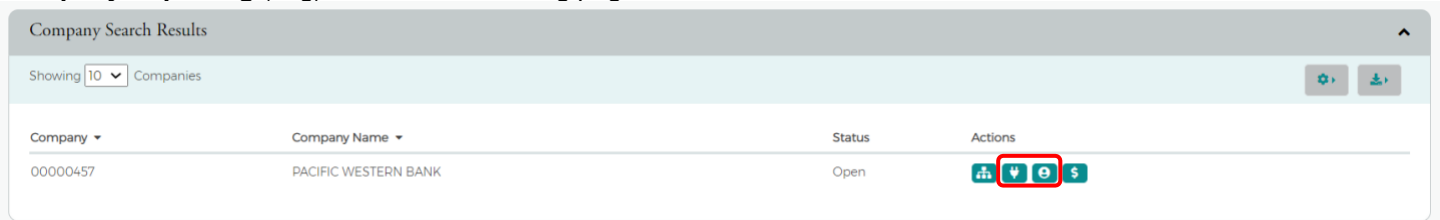
[Go Back](#)

# Reporting

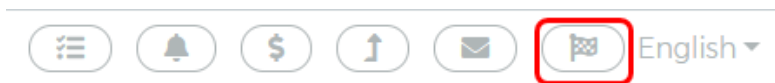
## Company Reporting

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.

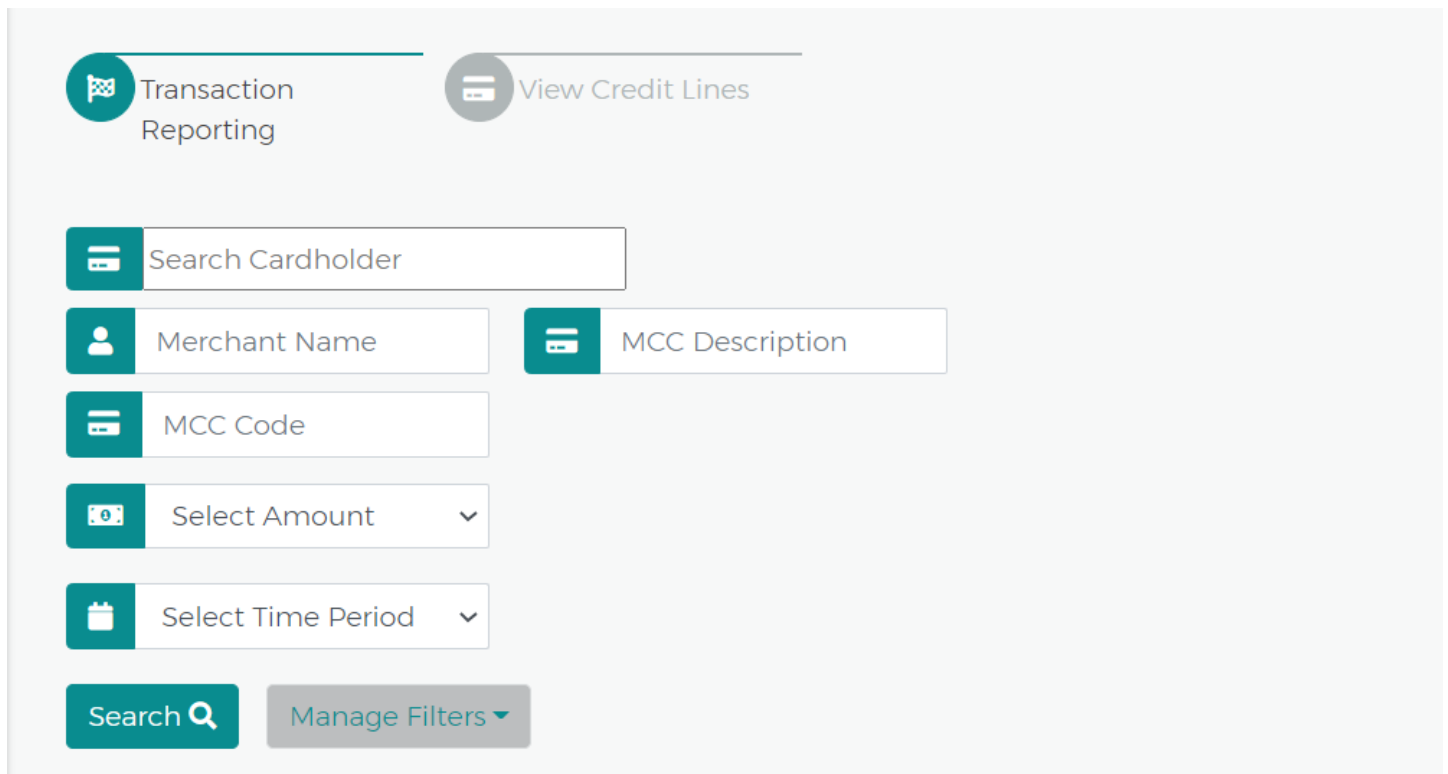
The **Company Reporting** page can be accessed from the **Online Request** or **Account List** pages. To access, go to **Company Management** and select **Search Company**. The **Online Requests** or **Account List** icons will direct you to the **Company Reporting** (flag) icon on the following page.



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.



- 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.

Cardholder

BL ACCT 00000457-10000000(8512) x

Search Cardholder

Merchant Name

MCC Description

MCC Code

Select Statement Date

Select Amount

Search

Manage Filters

- 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.

Transaction Report

Showing 10 Transactions

Configured Columns

- 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.

Transaction Report

Showing 10 Transactions

All Columns

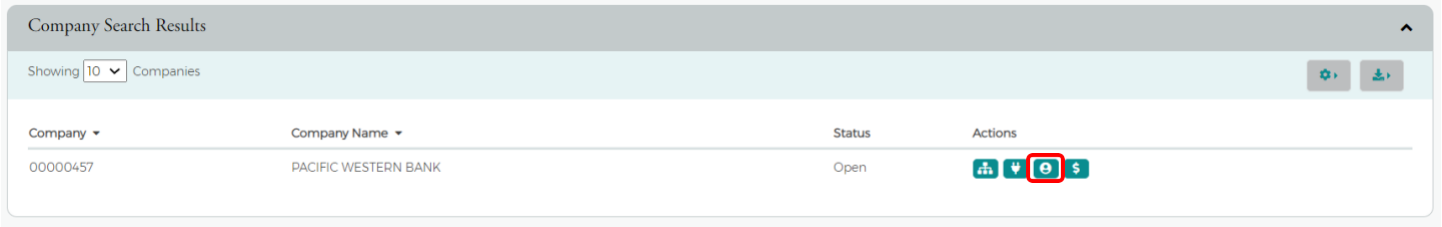
Download

CSV, Excel, Text, QFX, QBO, QIF

## Statements

Statements are viewable via PDF format. The last 24 months are kept on file. If additional statements are needed, please reach out to treasury management. 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.



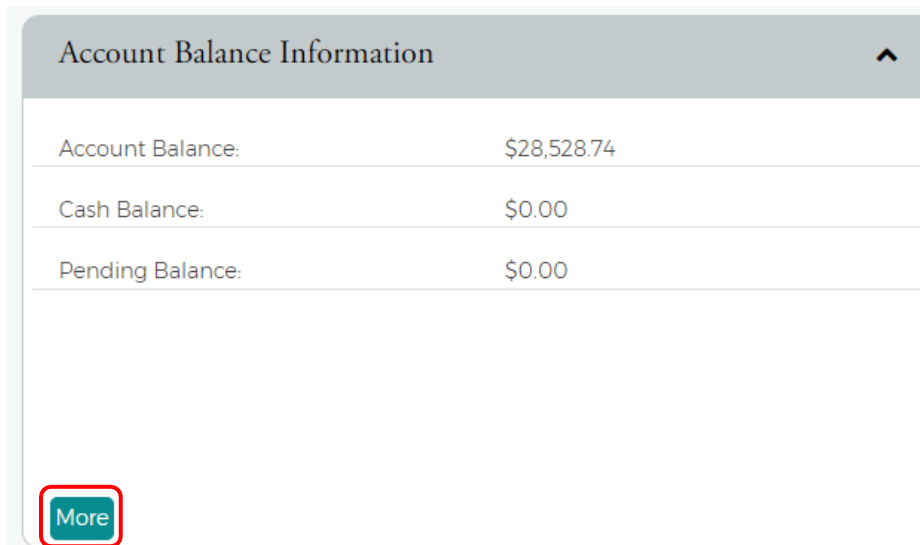
The screenshot shows the 'Company Search Results' interface. At the top, it says 'Showing 10 Companies'. Below this is a table with columns: Company, Company Name, Status, and Actions. The first row shows '00000457' for Company, 'PACIFIC WESTERN BANK' for Company Name, and 'Open' for Status. In the Actions column, there are four icons: a group of people, a downward arrow, a document with a magnifying glass (highlighted with a red box), and a dollar sign.

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.



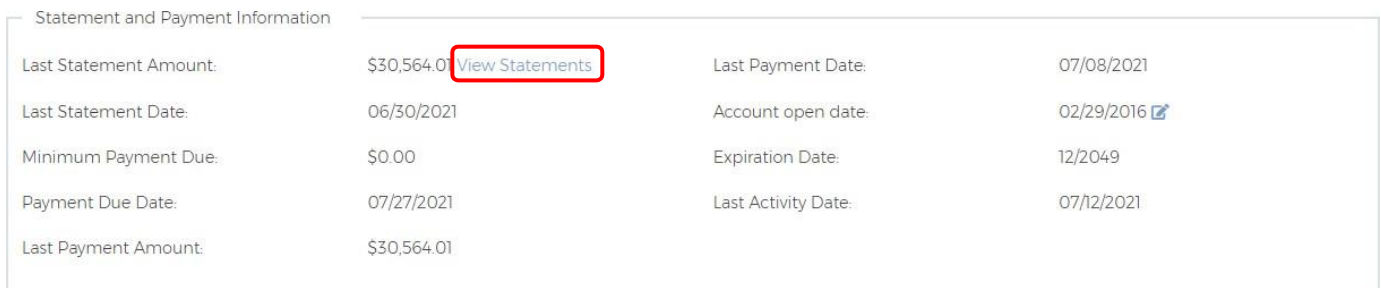
The screenshot shows the 'Cardholder Search Results' interface. At the top, it says 'Showing 10 Cardholders'. Below this is a table with columns: Corporation, Account Number, Employee ID, Cardholder, Username, Status, Account Balance, Credit Limit, and Actions. The first row shows '880096' for Corporation, '4715 \*\*\*\*\* 992957 ✓' for Account Number (highlighted with a red box), 'TEST ADDNEWCH' for Cardholder, and 'Open' for Status. The second row shows '88008L' for Corporation, '4142 \*\*\*\*\* 319486 ✓' for Account Number, 'TEST WADDELL' for Cardholder, and 'Closed' for Status.

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



The screenshot shows the 'Account Balance Information' section. It displays three rows of information: 'Account Balance: \$28,528.74', 'Cash Balance: \$0.00', and 'Pending Balance: \$0.00'. At the bottom left of the section, there is a 'More' button highlighted with a red box.

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




The screenshot shows the 'Statement and Payment Information' section. It displays a table with two columns of information. The first column contains: 'Last Statement Amount: \$30,564.01', 'Last Statement Date: 06/30/2021', 'Minimum Payment Due: \$0.00', 'Payment Due Date: 07/27/2021', and 'Last Payment Amount: \$30,564.01'. The second column contains: 'Last Payment Date: 07/08/2021', 'Account open date: 02/29/2016', 'Expiration Date: 12/2049', and 'Last Activity Date: 07/12/2021'. A 'View Statements' link is highlighted with a red box in the first row of the first column.

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

Account Number	Cardholder Name	Statement Date	Balance	Min Due
BL ACCT 0000 0000000		06/30/2021	\$30,564.01	\$955.45
BL ACCT 0000 0000000		05/31/2021	\$41,561.39	\$1,265.37
BL ACCT 0000 0000000		04/30/2021	\$110,632.03	\$4,848.29
BL ACCT 0000 0000000		03/31/2021	\$49,947.44	\$1,516.95

- 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.

Statement and Payment Information					
Statement dated 06/30/2021 					
Cycle To Date Activity					
Current Purchases:	\$28,528.74	Current Payments:	\$30,564.01	Current Credits:	\$0.00
Current Cash Advances:	\$0.00				

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

Welcome BL ACCT 00000 0000000 • [Download Adobe Acrobat Reader](#)

**Documents** ▲  
 Statements (24)

**Account** ▲  
 \*\*\*\*\*8512

- 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.

Welcome! Please read this brief introduction and click Accept to begin viewing your statement images online.

- eStatements are accessible for viewing, downloading, and saving with the use of Adobe Acrobat Reader 7 or higher.
- Notice! Please do not mail your payment with your online statement REMITTANCE COUPON.

Statements may not appear if your account has met the following conditions for a given month.

- You did not have a balance on your account and did not have any new transactions during a statement period
- Your account number recently changed. You can only view statements for your current account number

If you need additional assistance with your account, please contact Customer Service.

 Print

Email

# Transactions

## View Declined Transactions

1. To view **Declined Transactions**, go to **Company Management** and select **Search Cardholder**. Type in the cardholder's first or last name and select **Search**.
2. From the **Cardholder Search Results**, select the **View Account Details** (eye) icon.

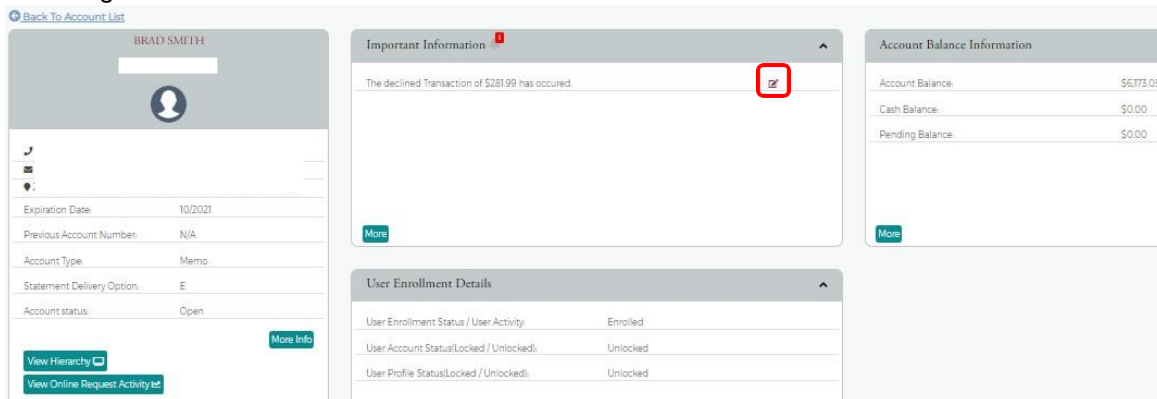


Cardholder Search Results

Showing 50 Cardholders


Corporation	Account Number	Employee ID	Cardholder	Username	Status	Account Balance	Credit Limit	Actions
88002Q					Open	\$0.00	\$10,000.00	 
88002Q					Open	\$0.00	\$5,000.00	 

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



Back To Account List

BRAD SMITH

Important Information 

The declined Transaction of \$281.99 has occurred.

Account Balance Information

Account Balance:	\$6,173.05
Cash Balance:	\$0.00
Pending Balance:	\$0.00

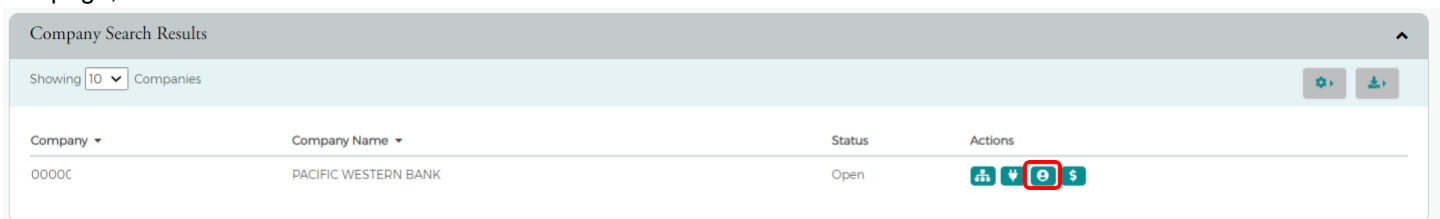
User Enrollment Details

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

## 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. To view **Authorization Details**, go to **Company Management** and select **Search Company**. On the following page, select the **Account List** icon.



Company Search Results

Showing 10 Companies

Company	Company Name	Status	Actions
000C	PACIFIC WESTERN BANK	Open	  



2. The following page will display all of the **Accounts**. Click on the **Authorizations** (arrow) icon.

Accounts ⓘ

Showing 10 Accounts ⚙️ ⬇️

Cardholder Name	Account Number	Hierarchy	Status ▲	Balance	Credit Limit	Available Credit	Username	Actions
		PACIFIC WESTERN BANK	Closed	\$0.00	\$10,000.00	\$10,000.00		
		PACIFIC WESTERN BANK	Closed	\$0.00	\$5,000.00	\$5,000.00		
		PACIFIC WESTERN BANK	Closed	\$0.00	\$4,000.00	\$4,000.00		
		PACIFIC WESTERN BANK	Closed	\$0.00	\$5,000.00	\$5,000.00		

3. Once selecting the **Authorizations** icon, 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.

Authorization Details

Showing 10 Pending Transactions ⬇️

Date ▼	Amount ▼	MCC▼	MCC Description ▼	Merchant Name ▼	Status ▼
07/09/2021 21:31	\$24.84	5812	Eating Places Restaurants	TST* DUTCH COOSE	Approved
07/09/2021 17:33	\$0.00	7941	Commercial Sports Professional Sports	ORACLE PARK TICK	Verification
07/09/2021 17:33	\$3,000.00	7941	Commercial Sports Professional Sports	ORACLE PARK TICK	Approved
07/08/2021 05:40	\$368.35	7011	Hotels Motels Resorts - Lodging	SILVERADO RESORT	Approved

## 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.

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

The screenshot shows a modal window titled "Account Balance Information". It contains a table with the following data:

Account Balance:	\$0.00
Cash Balance:	\$0.00
Pending Balance:	\$0.00

At the bottom left of the modal, there is a blue button labeled "More" which is highlighted with a red rectangular box.

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

The screenshot shows a modal window titled "Account Balance Information" with a close button (X) in the top right corner. It is divided into two sections: "Account Balance Summary" and "Statement & Payment Information".

**Account Balance Summary**

Account Balance:	\$0.00	<a href="#">View Details</a>	Credit Limit:	\$500.00
Cash Balance:	\$0.00		Cash Limit:	\$0.00
Pending Balance:	\$0.00	<a href="#">View Pending Balance</a> <a href="#">Decline Transaction</a>	Past Due Amount:	\$0.00 \$
Available Credit:	\$500.00		Overlimit Amount:	\$0.00
Available Cash:	\$0.00		Disputed Amount:	\$0.00

**Statement & Payment Information**

Last Statement Amount:	\$0.00	<a href="#">View Statements</a>	Last Payment Date:	N/A
Last Statement Date:	04/01/2019		Account open date:	05/31/2019
Minimum Payment Due:	\$0.00		Expiration Date:	04/2022
Payment Due Date:	04/26/2019		Last Activity Date:	N/A
Last Payment Amount:	\$0.00			

In the "Account Balance Summary" section, the "View Details" link next to the "Account Balance" value is highlighted with a red rectangular box.

- 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**.

Transaction Details

Description: Reference: Categories:

Post Date: ▾

Trans Date: ▾

Amount: ▾

Search  Manage Filters ▾

Showing 10 transactions ⬇

Originating Account ▾	Posting Date ▾	Trans Date ▾	Description ▾	Categories ▾	Reference ▾	Amount ▾
ROBERT J THOMPSON(4672****180755)	04/30/2019	01/02/2019	IN 'J FUELS LLC	Home Repair	24692169003100654343996	\$59.53
ROBERT J THOMPSON(4672****180755)	04/30/2019	01/02/2019	IN 'J FUELS LLC	Home Repair	24692169003100654344028	\$74.38

- From the **Transaction Details** screen, click the link next to **Dispute Status**.

Transaction Details ⬆

[Back to Transaction details](#)

Detail Information

Post Date:	03/05/2019	Merchant Country Code:	US	Merchant Group:	AL
Transaction Date:	03/05/2019	Sales Tax:	0	Merchant ID:	372048809886
Merchant Name:	AMERICAN AIRO010283423537	Reference Number:	24431069066978002013542	Transaction Code:	05
Transaction Amount:	\$30.00	Merchant City:	FORT WORTH	Reason Code:	00
Currency Code:	USD	Past Due Amount:	N/A	Transaction Type:	Purchase
Original Amount:	\$30.00	Merchant State:	TX	Original Account Number:	4715****948351
Original Currency:	USD	Merchant Zip:	24501	Diverted To Account:	4715****948351
MCC / SIC:	3001	MCC Description:	American Airlines		
Dispute Status:	<a href="#">click here to dispute</a>				

Addendum Data

No Record Exists

- The **Dispute a New Charge** page will display. Complete all required (yellow) fields in order 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.

Dispute a New Charge

Please fill the below form to dispute a transaction.

Customer Name: ALLISON KOLB      Account Number: 547544\*\*\*\*8807      Merchant: DOORDASH DASHPASS  
 Reference Number: 82305091228000016181776      Transaction Date: 2021-08-16T00:00:00Z      Posted Date: 2021-08-17T00:00:00Z  
 Transaction Amount: \$9.99      Dispute Amount: \$9.99

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

Card Provided:  Yes  No

I did not make this charge, nor did I authorize it.

I did not make this charge, nor did I authorize it.

My Credit card is:

Please describe your attempt to resolve this dispute with the merchant in the space for additional information below.  
 Note: Please be advised that when you declare that you did not authorize the transaction, operating regulations require that the account be closed to prevent any further unauthorized activity. If you have not already closed your account please contact the lost stolen number on the back of your card to close your account. If your account is not closed at this time, by completing this form you give us permission to close your account. A new account number and card may be received within 10 business days of us receiving the request.

Additional Information: Please provide any additional information that would be helpful in processing your dispute, including any interaction with the merchant, if applicable.  
 I have never used Door Dash.

Important Information  
 • Please allow at least 3 business days to begin processing. Length of entire dispute/fraud process varies based on complexity of claim.

Additional Information  
 A dispute or fraud case may also be initiated over the telephone. The associates answering these calls are also able to provide status updates and answer questions regarding dispute or fraud cases. If you choose to contact us directly, please use the following number:  
 NEW YORK LEAGUE PAYMENTS  
 PO BOX 4521  
 CAROL STREAM  
 IL  
 601974521  
 (844) 316-1958  
 Fax: 1-727-570-8810

[Print And Submit Electronically](#) [Print And Submit Manually](#) [Cancel](#)

- 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.

Navigation icons: English ▾

Showing 10 transactions

Originating Account ▾	Posting Date ▾	Trans Date ▾	Description ▾	Categories ▾	Reference ▾	Amount ▾
CITY JONES(5532****311032)	02/10/2019	02/08/2019	AMZN Mktp US*MITR8L90	Entertainment	55432869040200764332233	\$32.17
CITY JONES(5532****311032)	02/11/2019	02/11/2019	VEHICLE MAINTENANCE MA	Charitable Giving	55429509043717469856335	\$595.00
CITY JONES(5532****311032)	02/21/2019	02/19/2019	SAFEWAY #0342	Groceries	55310209052975016350312	\$20.00