

March 2024

Santander Commercial Card

CentreSuite Program Administrator's Guide

- Travel and Entertainment Cards
- Purchasing Cards
- One Card

Table of Contents

Table of Contents (Continued)	3
1. Introduction	4
2. Where To Go For What	4
3. Program Terminology	6
4. Program Administrator	7
4.1 Role of a Program Administrator.....	7
4.2 Granting CentreSuite Administration Permissions.....	7
5. Getting Started With CentreSuite – Program Administrators	8
6. User Administration.....	10
6.1 Reset User’s Password	11
6.2 Move User To a New Location in the Company.....	12
6.3 Update a User’s Contact Details	14
6.4 Unlock or Lock a User’s CentreSuite Access.....	15
6.5 Adding a New User / Access and Security Profiles	16
6.6 Editing a User’s Access or Security Profile	20
6.7 Emulating a User	22
7. Account Management.....	23
7.1 Searching For an Account.....	23
7.2 Activate Cards.....	24
7.3 Making Edits To a Card Account.....	25
7.4 Ordering a Replacement Card	31
7.5 Lost/Stolen Cards.....	32
7.6 Temporary Spend Control.....	33
7.7 Creating a New Card Account.....	34
7.8 Card Models (Templates).....	40
8. Statement and Transactions.....	41
8.1 Downloading a Statement.....	41
8.2 Statement Delivery Options.....	43
8.3 Viewing and Downloading Transactions and Authorizations.....	44
9. Program Change Requests.....	46
10. Making a Payment.....	48

Table of Contents (Continued)

11. Reports	51
11.1 Standard Reports	51
11.2 Creating Mappers	55
11.3 Running Mappers	60
12. Alerts	63
13. Mobile App	65
14. Billing and Payments	66
14.1 Program Billing	66
14.2 Program Payment	66
15. Disputing a Transaction	67
16. Cardholder Self Service	68
16.1 Fraud Alerts	68
16.2 Cardholder Self Registration on CentreSuite	68
16.3 Cardholder Card Activation and PIN Setting	70
16.4 Resetting Verification ID	71
16.5 Lost or Stolen Cards	71
17. Fraud Best Practice Controls	72


1. Introduction

This guide will provide you with the information to support your role as a Santander Commercial Card Program Administrator (PA). There are many self-service tasks on the CentreSuite application and there are other times when you will need to contact us for assistance.

This guide explains:

- Who to contact for each eventuality you may come across as a Program Administrator.
- Step-by-step instructions on various Program Administrator tasks for CentreSuite.
- Guidance for cardholder self-service tasks.
- Information on Billing, Payments, and Disputes.
- Best Practice for reducing declined transactions and managing fraud.

Separate Guides are available for our Expense Management, Virtual Card, and Travel programs. Please access these from our Commercial Card Resource Center www.santanderbank.com/commercial-card or by contacting Client Service:



Santander Client Service is open Monday – Friday
7:30 AM – 6:00 PM ET for emails, 7:30 AM – 5:00 PM ET for calls
Program Administrator questions: 844-726-0095
For service after hours: 877-598-7799
By email: clientservice@santander.us

2. Where To Go For What

Common Tasks	CentreSuite	Automated Voice System	Program Admin Phone Support	Program Admin Email Support	Account Management
	www.centresuite.santanderbank.com	877-598-7799 Open 24/7	844-726-0095 For service after hours: 877-598-7799	clientservice@santander.us Mon-Fri, business hours	RM / Treasury Sales Officer
Card Activation	✓	✓	✓		
Select or Change Card PIN	✓	✓	✓		
Account Balance	✓	✓	✓		
Account Available Credit	✓	✓	✓		
One Time Payment	✓ (No fee)	✓ (No fee)	✓ (Fee)		
Declined Transactions	✓		✓		
User Password Reset / Login Assistance	✓		✓		
Cardholder Address / Phone Change	✓		✓		
Adding or Removing Program Administrator	✓		✓		
Change of Bulk Shipment Address for Cards			✓		
Security Profile Administration	✓		✓		
Transaction Inquiry	✓		✓	✓	
Account Status	✓		✓	✓	
Temporary Blocks on Cards	✓		✓	✓	
Statements	✓		✓	✓	
Merchant Code Blocks	✓		✓	✓	
Cardholder Name Change	✓		✓	✓	

Common Tasks	CentreSuite	Automated Voice System	Program Admin Phone Support	Program Admin Email Support	Account Management
	www.centresuite.santanderbank.com	877-598-7799 Open 24/7	844-726-0095 For service after hours: 877-598-7799	clientservice@santander.us Mon-Fri, business hours	RM / Treasury Sales Officer
Technical Help Assistance With Self-Service Tasks	✓		✓	✓	
File Delivery Issues e.g., Missing Files, Data Transmission Issues			✓	✓	
New Corporate Account			✓	✓	
Reallocate Corporate Account Credit Limits			✓	✓	
Change Deposit Account for Payments and/or Rebates			✓	✓	
Change of Company Details			✓	✓	
Billing Cycle Changes			✓	✓	
Bulk Cardholder Applications			✓	✓	
Bulk Cardholder Maintenance			✓	✓	
Virtual Card Supplier Maintenance			✓	✓	
Rebate Queries					✓
Issue Virtual Cards					✓
Company Credit Line Increases					✓
Supplier enablement for cards					✓
Insufficient Funds for Payment					✓
Integrated Payable Platform – Enterprise Payment Link					✓
Program Closure					✓

For all questions relating to MasterCard Liability Waiver and MasterCard Benefits, to request MasterCard Assist Services or to file a claim, call 1-800-MasterCard (1-800-627-8372).

3. Program Terminology

Units and Hierarchy

A unit is a single node on your company's hierarchy. In the example below, the company, New England Equipment Inc, has three units reporting into the top 'SuperCorporate' unit in the hierarchy.

	Type	Level	Examples
Unit	SuperCorporate	Level 1: 010	New England Equipment Inc
Unit	Corporate	Level 2: 020	North Sales Team
Unit	Corporate	Level 2: 020	South Sales Team
Unit	Corporate	Level 2: 020	Virtual Card Purchasing
Unit	Individual	Level 3: 030	Sally Smith

- Statements and billing are made a Level 2 for all corporate bill programs.
- Card accounts should be created at Level 3 in the hierarchy.
- Hierarchies can be as simple or as complex as your company needs. We will work with your Program Administrator at onboarding to define and create your company's hierarchy.

A Corporate account can only have cards with one product type, i.e., one of:

- OneCard – general purpose card
- T&E – Travel and Entertainment
- Purchase
- Virtual Purchase
- Virtual Travel

If you need more than one product type, you need to have more than one corporate account.

Account Holders and Program Administrator

Account Holders and Program Administrators are CentreSuite 'Users' and are not included in the hierarchy.

- An Account Holder is associated with one or more accounts and can view statements for the account. If the program is Individual Bill, the cardholder may make payments on the account.
- A Program Administrator is associated with one or more units on the hierarchy and has administrative access to that unit and lower units. The Program Administrator may or may not also be an Account Holder.

4. Program Administrator

4.1 Role of a Program Administrator

A Program Administrator:

- Can manage all the card accounts for the units they have been permissioned for.
- Is responsible for managing administrative rights for the units they have access to.
- Can designate other Program Administrators by giving them the Program Administrator role in CentreSuite.
- Can contact Client Service on behalf of the company for the units they have been permissioned for (except for fraud claims, which need to be made by the cardholder).
- Is the company representative and contact point for Santander and will receive Commercial Card program communications.

4.2 Granting CentreSuite Administration Permissions

Each company must have at least one Program Administrator who has full access to the company's accounts in CentreSuite and can assign administrative privileges to other users. Program Administrators can create other Program Administrator roles in CentreSuite, as well as other users with other security profiles. Users can be assigned to all or just some of the company's accounts. See Section 6.6 for step-by-step instructions on setting up CentreSuite users.

These are the standard security profiles Program Administrators can choose from when setting up new CentreSuite users.


Role	Description
Program Administrator	Full Program Administrator rights for all units they have been given access to.
Program Administrator - Lite	Same as a Program Administrator, except they cannot: <ul style="list-style-type: none">• Make payments.• Change other users' security or approval profiles.• Change cost allocation setup.• Change the company set mileage rate.
Statements & Reporting Only	Has view access for all accounts. Only actions permissible in CentreSuite are: <ul style="list-style-type: none">• View and download statements.• View and download transactions.• Create and edit reports.
Account Holder	Standard account holder
Account Holder w/ Expense	Account holder with expense management access

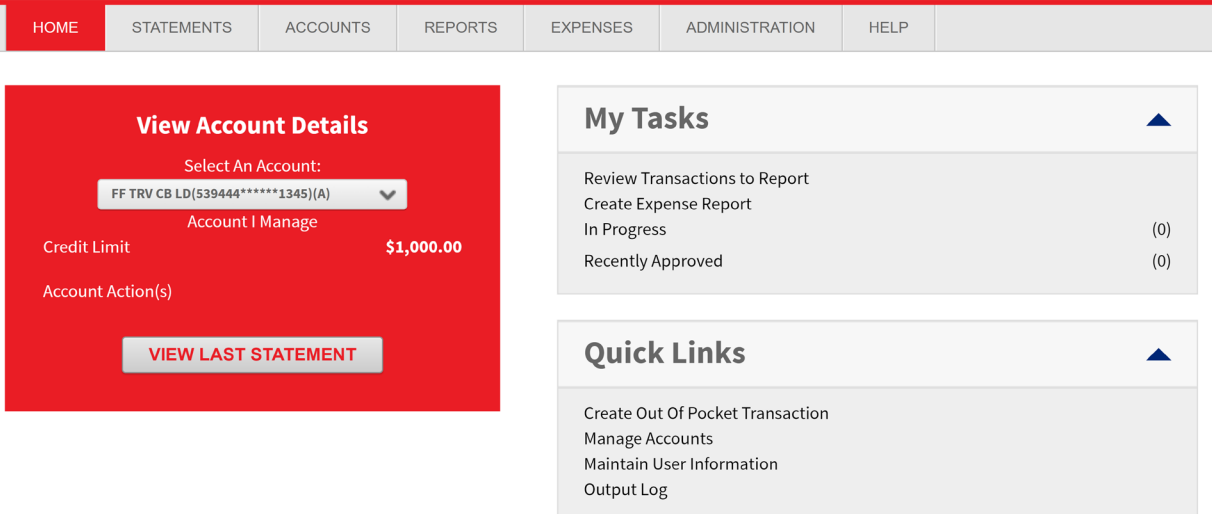
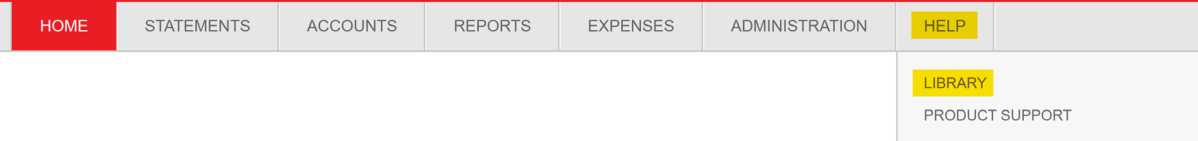
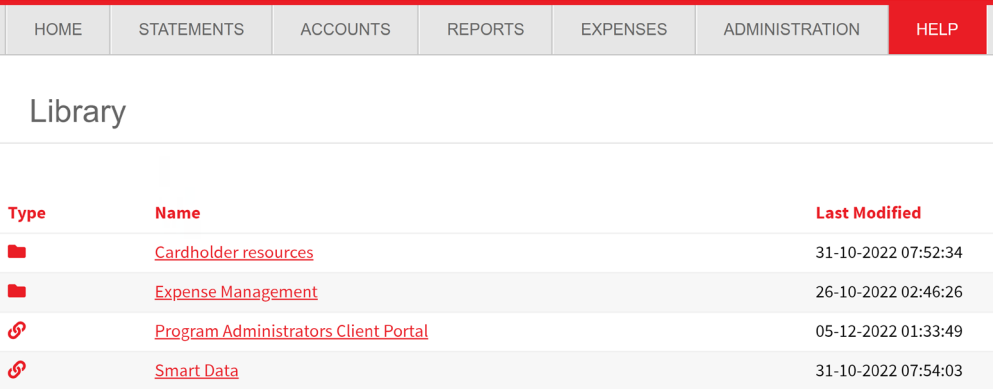
If a company doesn't have a Program Administrator and needs to set one up, the company will need to complete the Santander Commercial Card Program Administrator Request Form. The form is on our Commercial Card Resource Center (www.santanderbank.com/commercial-card) or can be requested from Client service by calling 844-726-0095, or emailing clientservice@santander.com.

The form will need to be signed by the authorized signer who signed the Master Commercial Card Agreement. Once completed, scan and send the completed form to clientservice@santander.us

5. Getting Started With CentreSuite – Program Administrators

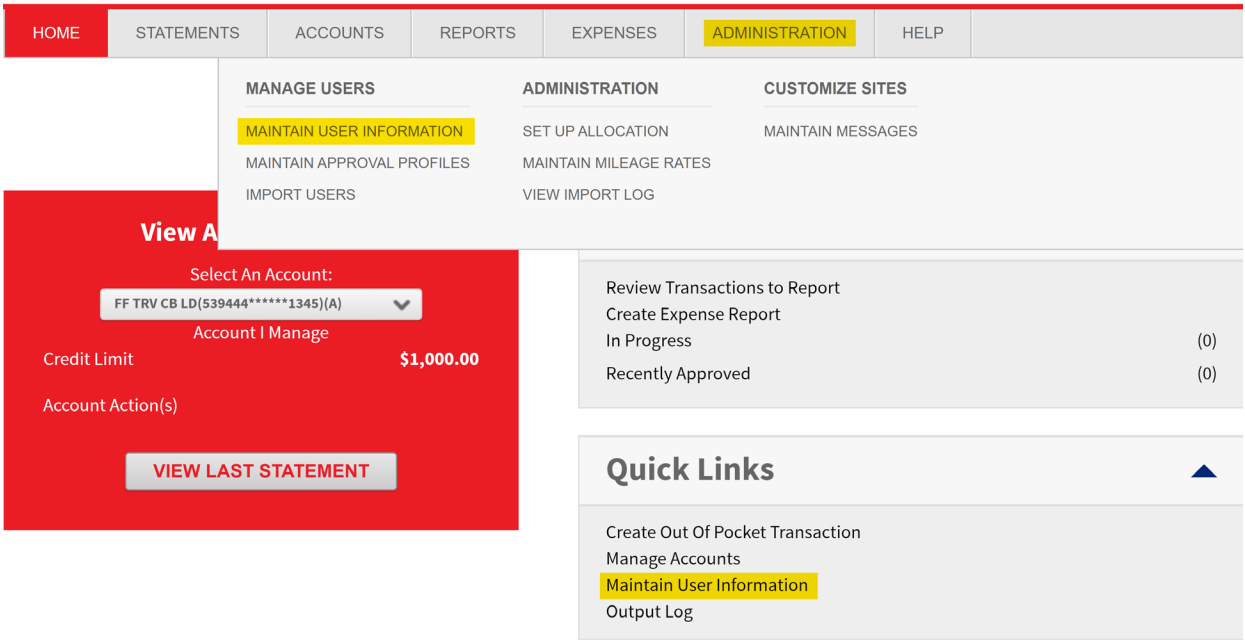
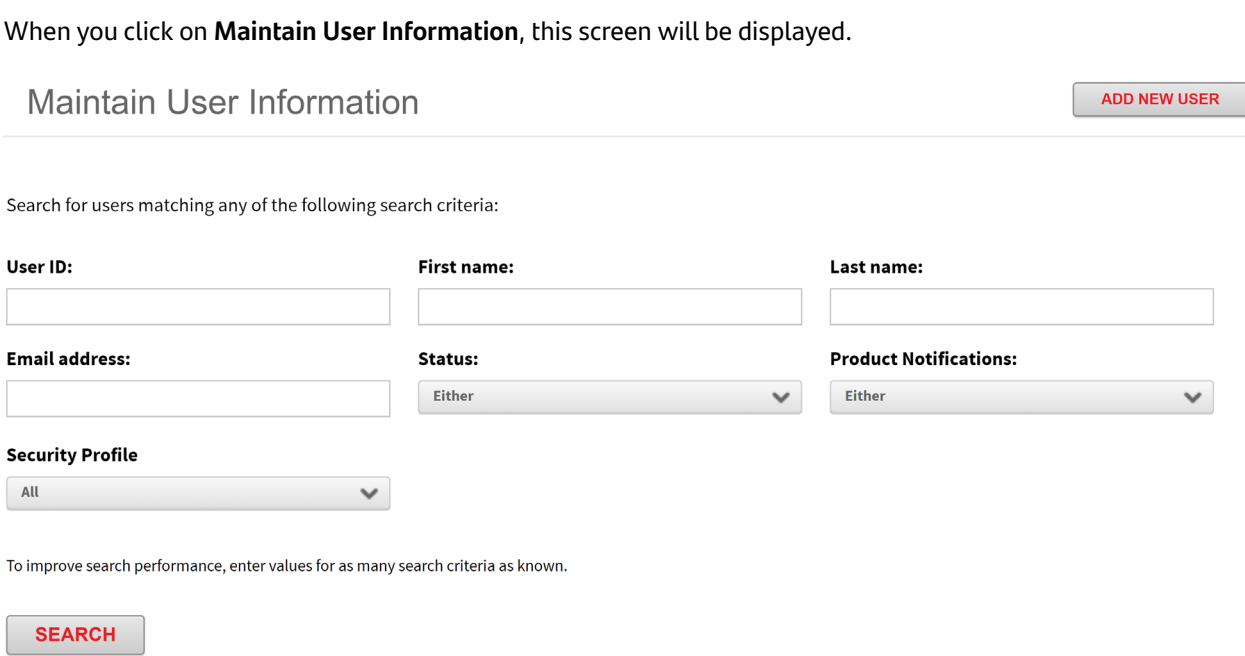
As a Program Administrator, you will be sent credentials for CentreSuite application (cardholders are able to self-register).
Once received go to: centresuite@santanderbank.com

Step	Action/Information
1	<p>Enter your given credentials:</p> <h3>Enter credentials</h3> <hr/> <p>User ID (Forgot your User ID?)</p> <input type="text"/> <p>Password (Forgot your password?)</p> <input type="password"/> <p>Language</p> <p>English </p> <p>LOG ON</p>
2	<p>Click on your masked email address to have your One Time Passcode (OTP) emailed to you.</p> <h3>One Time Passcode</h3> <hr/> <p>Select a contact method to receive your one-time passcode:</p> <p>n.....@santander.us</p> <p>Cancel</p>
3	<p>When you receive the email with your passcode, type or copy it into the following screen. You will be asked to approve the terms and conditions.</p> <h3>One Time Passcode</h3> <hr/> <p>Please enter the passcode you received and click Continue</p> <p>One Time Passcode</p> <input type="text"/> <p>CONTINUE Resend OTP Cancel</p>

Step	Action/Information															
4	<p>The first page that opens will be your dashboard. From here you can view all the accounts you have access to manage.</p>  <p>The screenshot shows a navigation menu with 'HOME' selected. The main content area is divided into two columns. The left column, titled 'View Account Details', features a red background and includes a 'Select An Account:' dropdown menu with the selected account 'FF TRV CB LD(539444*****1345)(A)'. Below this, it displays 'Account I Manage', 'Credit Limit \$1,000.00', and 'Account Action(s)'. A 'VIEW LAST STATEMENT' button is at the bottom. The right column contains two sections: 'My Tasks' with a list of tasks (Review Transactions to Report, Create Expense Report, In Progress (0), Recently Approved (0)) and 'Quick Links' with a list of actions (Create Out Of Pocket Transaction, Manage Accounts, Maintain User Information, Output Log).</p>															
5	<p>This guide will give instructions on how to undertake the most common CentreSuite self-service tasks. For a copy of the most up-to-date guides, go to the Library option under the Help menu.</p>  <p>The screenshot shows the navigation menu with 'HELP' highlighted in yellow. A dropdown menu is open under 'HELP', showing 'LIBRARY' and 'PRODUCT SUPPORT' options, both also highlighted in yellow.</p>															
6	<p>Both Program Administrator and Cardholder resources are available.</p>  <p>The screenshot shows the 'Library' page with a table of resources. The table has three columns: 'Type', 'Name', and 'Last Modified'. The resources listed are 'Cardholder resources', 'Expense Management', 'Program Administrators Client Portal', and 'Smart Data'.</p> <table border="1" data-bbox="269 1312 1256 1501"> <thead> <tr> <th>Type</th> <th>Name</th> <th>Last Modified</th> </tr> </thead> <tbody> <tr> <td></td> <td>Cardholder resources</td> <td>31-10-2022 07:52:34</td> </tr> <tr> <td></td> <td>Expense Management</td> <td>26-10-2022 02:46:26</td> </tr> <tr> <td></td> <td>Program Administrators Client Portal</td> <td>05-12-2022 01:33:49</td> </tr> <tr> <td></td> <td>Smart Data</td> <td>31-10-2022 07:54:03</td> </tr> </tbody> </table>	Type	Name	Last Modified		Cardholder resources	31-10-2022 07:52:34		Expense Management	26-10-2022 02:46:26		Program Administrators Client Portal	05-12-2022 01:33:49		Smart Data	31-10-2022 07:54:03
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6. User Administration

Program Administrators can set-up and manage other CentreSuite users.

Step	Action/Information
1	<p>This is all done from either the Maintain User Information Quick Links or the Administration menu.</p>  <p>HOME STATEMENTS ACCOUNTS REPORTS EXPENSES ADMINISTRATION HELP</p> <p>MANAGE USERS ADMINISTRATION CUSTOMIZE SITES</p> <p>MAINTAIN USER INFORMATION SET UP ALLOCATION MAINTAIN MESSAGES</p> <p>MAINTAIN APPROVAL PROFILES MAINTAIN MILEAGE RATES</p> <p>IMPORT USERS VIEW IMPORT LOG</p> <p>View Account</p> <p>Select An Account: FF TRV CB LD(539444*****1345)(A) ▼</p> <p>Account Manage</p> <p>Credit Limit \$1,000.00</p> <p>Account Action(s)</p> <p>VIEW LAST STATEMENT</p> <p>Review Transactions to Report Create Expense Report In Progress (0) Recently Approved (0)</p> <p>Quick Links ▲</p> <p>Create Out Of Pocket Transaction Manage Accounts Maintain User Information Output Log</p>
2	<p>When you click on Maintain User Information, this screen will be displayed.</p>  <p>Maintain User Information ADD NEW USER</p> <p>Search for users matching any of the following search criteria:</p> <p>User ID: <input type="text"/></p> <p>First name: <input type="text"/></p> <p>Last name: <input type="text"/></p> <p>Email address: <input type="text"/></p> <p>Status: <input type="text" value="Either"/></p> <p>Product Notifications: <input type="text" value="Either"/></p> <p>Security Profile <input type="text" value="All"/></p> <p>To improve search performance, enter values for as many search criteria as known.</p> <p>SEARCH</p>

Step	Action/Information																																																						
3	<p>If you click on the Search button, all the current CentreSuite users will be displayed. To filter this list, enter details into one or more of the search fields. You can use the * key to shorten your search.</p> <p>User ID: <input type="text"/> First name: <input type="text" value="Esaura"/> Last name: <input type="text"/></p> <p>Email address: <input type="text"/> Status: <input type="text" value="Either"/> Product Notifications: <input type="text" value="Either"/></p> <p>Security Profile <input type="text" value="All"/></p> <p>To improve search performance, enter values for as many search criteria as known.</p> <p>SEARCH</p> <table border="1"> <thead> <tr> <th>Emulate</th> <th>Details</th> <th>Delete</th> <th>User ID</th> <th>First Name</th> <th>Last Name</th> <th>Status</th> <th>Date Created</th> <th>Date Last Logon</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>ebala1</td> <td>Esaura</td> <td>Bala</td> <td>Active</td> <td>9/10/2022</td> <td>10/26/2022</td> </tr> </tbody> </table>	Emulate	Details	Delete	User ID	First Name	Last Name	Status	Date Created	Date Last Logon				ebala1	Esaura	Bala	Active	9/10/2022	10/26/2022																																				
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			ebala1	Esaura	Bala	Active	9/10/2022	10/26/2022																																															
4	<p>From the search results page, you can delete users and see more information about them. Click the three dots under Details for more actions.</p> <table border="1"> <thead> <tr> <th>Emulate</th> <th>Details</th> <th>Delete</th> <th>User ID</th> <th>First Name</th> <th>Last Name</th> <th>Status</th> <th>Date Created</th> <th>Date Last Logon</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>ebala1</td> <td>Esaura</td> <td>Bala</td> <td>Active</td> <td>9/10/2022</td> <td>10/26/2022</td> </tr> <tr> <td></td> <td></td> <td></td> <td>mboxe34RS</td> <td>Marlone</td> <td>Boxe</td> <td>Active</td> <td>9/27/2022</td> <td>10/17/2022</td> </tr> <tr> <td></td> <td></td> <td></td> <td>JeffCard6211</td> <td>Jeff</td> <td>Collins</td> <td>Active</td> <td>9/16/2022</td> <td>10/23/2022</td> </tr> <tr> <td></td> <td></td> <td></td> <td>1PrentisC</td> <td>Prentis</td> <td>Covington</td> <td>Active</td> <td>10/19/2022</td> <td>10/19/2022</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Natasha6396</td> <td>Rick</td> <td>DePola</td> <td>Active</td> <td>10/18/2022</td> <td>10/18/2022</td> </tr> </tbody> </table>	Emulate	Details	Delete	User ID	First Name	Last Name	Status	Date Created	Date Last Logon				ebala1	Esaura	Bala	Active	9/10/2022	10/26/2022				mboxe34RS	Marlone	Boxe	Active	9/27/2022	10/17/2022				JeffCard6211	Jeff	Collins	Active	9/16/2022	10/23/2022				1PrentisC	Prentis	Covington	Active	10/19/2022	10/19/2022				Natasha6396	Rick	DePola	Active	10/18/2022	10/18/2022
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			Natasha6396	Rick	DePola	Active	10/18/2022	10/18/2022																																															

6.1 Reset User's Password

Search for the cardholder on the **Maintain User Information** screen. Click on the three dots under **Details** to open the **Edit Personal Information** screen.

Step	Action/Information
1	<p>Click on Reset Password.</p> <h3>Edit Personal Information for Simon Cardholder</h3> <div style="text-align: right;"> <input type="button" value="RESET PASSWORD"/> <input type="button" value="USER SEARCH"/> </div>
2	<p>An email will be sent to the cardholder for them to reset their security questions. A green confirmation message will appear on the screen.</p> <div style="background-color: #4CAF50; color: white; padding: 5px; text-align: center;"> <p>An email has been sent to simoncardholder which will have instructions to complete resetting their password.</p> </div>

6.2 Move User To a New Location in the Company

Search for the user on the **Maintain User Information** screen. Click on the three dots under **Details** to open the **Edit Personal Information** screen.

Step	Action/Information																					
1	<p>Scroll down to Location and Branding and click on Select Location.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Location and Branding ▲</p> </div> <p>Location: [?] * FF BULKTEST CBLD (02000059) SELECT LOCATION</p>																					
2	<p>In the pop-up screen, either click Search to see all the possible locations, or, if you know the unit where you want to move the cardholder to, enter the details.</p> <div style="border: 1px solid #ccc; padding: 10px;"> <p>Select Home Location ✖</p> <hr/> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px;">Unit Name ▼</div> <input style="width: 200px; height: 20px;" type="text"/> </div> <div style="margin-bottom: 10px;">SEARCH</div> <p>Please select a unit from the list.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Select</th> <th style="width: 60%;">Unit Name ▲</th> <th style="width: 30%;">Unit Number</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><input type="radio"/></td> <td>FF TRV IB 09</td> <td>02000039</td> </tr> <tr> <td style="text-align: center;"><input type="radio"/></td> <td>FF TRV IB WW</td> <td>02000040</td> </tr> <tr> <td style="text-align: center;"><input type="radio"/></td> <td>FFONE CB WW</td> <td>02000037</td> </tr> <tr> <td style="text-align: center;"><input type="radio"/></td> <td>FFONE IB LD</td> <td>02000038</td> </tr> <tr> <td style="text-align: center;"><input type="radio"/></td> <td>ONECARD CB S9 DIVISION</td> <td>03000001</td> </tr> <tr> <td style="text-align: center;"><input type="radio"/></td> <td>ONECARD CB WW DIVISION</td> <td>03000001</td> </tr> </tbody> </table> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> Page <input style="width: 30px; text-align: center;" type="text" value="2"/> of 3 (Items 11 to 20 of 22) <div style="display: flex; gap: 5px;"> « < 1 2 3 > » </div> </div> </div>	Select	Unit Name ▲	Unit Number	<input type="radio"/>	FF TRV IB 09	02000039	<input type="radio"/>	FF TRV IB WW	02000040	<input type="radio"/>	FFONE CB WW	02000037	<input type="radio"/>	FFONE IB LD	02000038	<input type="radio"/>	ONECARD CB S9 DIVISION	03000001	<input type="radio"/>	ONECARD CB WW DIVISION	03000001
Select	Unit Name ▲	Unit Number																				
<input type="radio"/>	FF TRV IB 09	02000039																				
<input type="radio"/>	FF TRV IB WW	02000040																				
<input type="radio"/>	FFONE CB WW	02000037																				
<input type="radio"/>	FFONE IB LD	02000038																				
<input type="radio"/>	ONECARD CB S9 DIVISION	03000001																				
<input type="radio"/>	ONECARD CB WW DIVISION	03000001																				

Step	Action/Information
3	<p>Check on the displayed hierarchy where you intend to move the cardholder, keep the box Use the same unit for branding ticked, and click OK.</p> <p>See Section 3 for a description of unit hierarchies.</p> <p>Hierarchy for FF TRV IB WW (02000040)</p> <p>FF INDIVID BILL CO SC (01000024)</p> <ul style="list-style-type: none"> └ FF TRV IB WW (02000040) <p><input checked="" type="checkbox"/> Use the same unit for branding</p> <p><input type="button" value="OK"/> Cancel</p>
4	<p>The cardholder detail screen will now show the cardholder under the new location.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Location and Branding ▲</p> </div> <p>Location: [?] *</p> <p>FF TRV IB WW (02000040) <input type="button" value="SELECT LOCATION"/></p>

6.3 Update a User's Contact Details

Search for the user on the **Maintain User Information** screen. Click on the three dots under **Details** to open the **Edit Personal Information** screen. Please note, this will only change their CentreSuite user profile, and will not update any details associated with their card account.

Step	Action/Information
1	<p>Scroll down to Contact Information and enter the new contact details.</p> <div data-bbox="269 436 1502 1480"><p>Contact Information</p><p>First name: [?] *</p><input data-bbox="289 625 800 678" type="text" value="Grace"/><p>Last name: [?] *</p><input data-bbox="289 762 800 814" type="text" value="Chapman"/><p>Product Notifications: [?]</p><input checked="" data-bbox="289 898 435 940" type="checkbox" value="YES"/><p>Email address: [?] *</p><input data-bbox="289 1014 800 1066" type="text" value="grace.chapman@santander.us"/><p>CC Email address: [?]</p><input data-bbox="289 1150 800 1203" type="text"/><p>BCC Email address: [?]</p><input data-bbox="289 1287 800 1339" type="text"/><p>Mobile Phone [?]</p><input data-bbox="289 1423 800 1476" type="text" value="+1"/></div>
2	<p>Scroll to the bottom of the page and click Save.</p> <div data-bbox="293 1587 638 1654"><input data-bbox="293 1587 475 1654" type="button" value="SAVE"/> <a data-bbox="532 1604 638 1640" href="#" style="color: red; text-decoration: underline;">Cancel</div>

6.4 Unlock or Lock a User's CentreSuite Access

Search for the cardholder on the **Maintain User Information** screen. Click on the three dots under **Details** to open the **Edit Personal Information** screen.

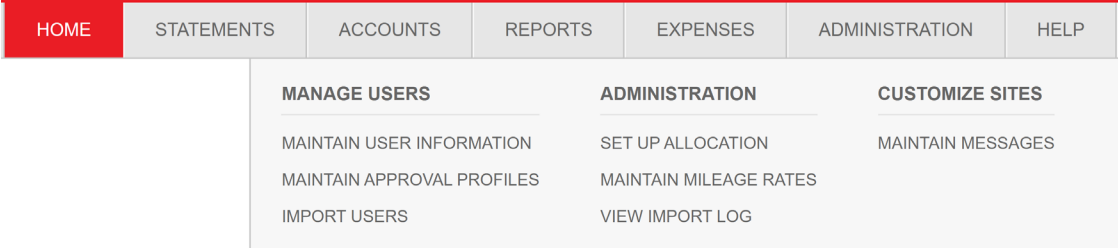

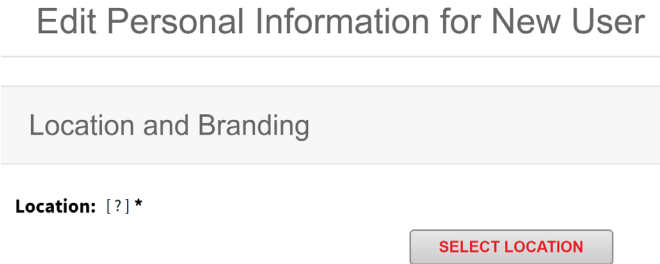
Step	Action/Information
1	<p>Scroll down to User Information.</p> <div data-bbox="272 352 893 1155"><p>User Information</p><p>User ID: [?] *</p><input data-bbox="293 558 855 611" type="text" value="Mmolnar2022"/><p>Receipts Email Address: [?]</p><p>Mmolnar2022@centresuite.com</p><p>Logon status:</p><p>Active [?]</p><input checked="" data-bbox="293 871 453 919" type="checkbox"/> YES<p>Locked [?]</p><input data-bbox="293 999 453 1047" type="checkbox"/> NO<p><input data-bbox="272 1104 415 1157" type="button" value="SAVE"/> Cancel</p></div>
2	<p>To Lock a cardholder, click on the box next to YES, to toggle it to NO. Click Save.</p> <p>Logon status:</p> <p>Active [?]</p> <input data-bbox="272 1350 448 1398" type="checkbox"/> NO
3	<p>To Unlock a cardholder, click on the box next to YES, to toggle it to NO. Click Save.</p> <p>Locked [?]</p> <input data-bbox="293 1545 461 1593" type="checkbox"/> NO <p><input data-bbox="272 1728 423 1780" type="button" value="SAVE"/> Cancel</p>

6.5 Adding a New User / Access and Security Profiles

Users can be **Account Holders**, **Program Administrators**, or (if using Expense Management) **Approvers**.

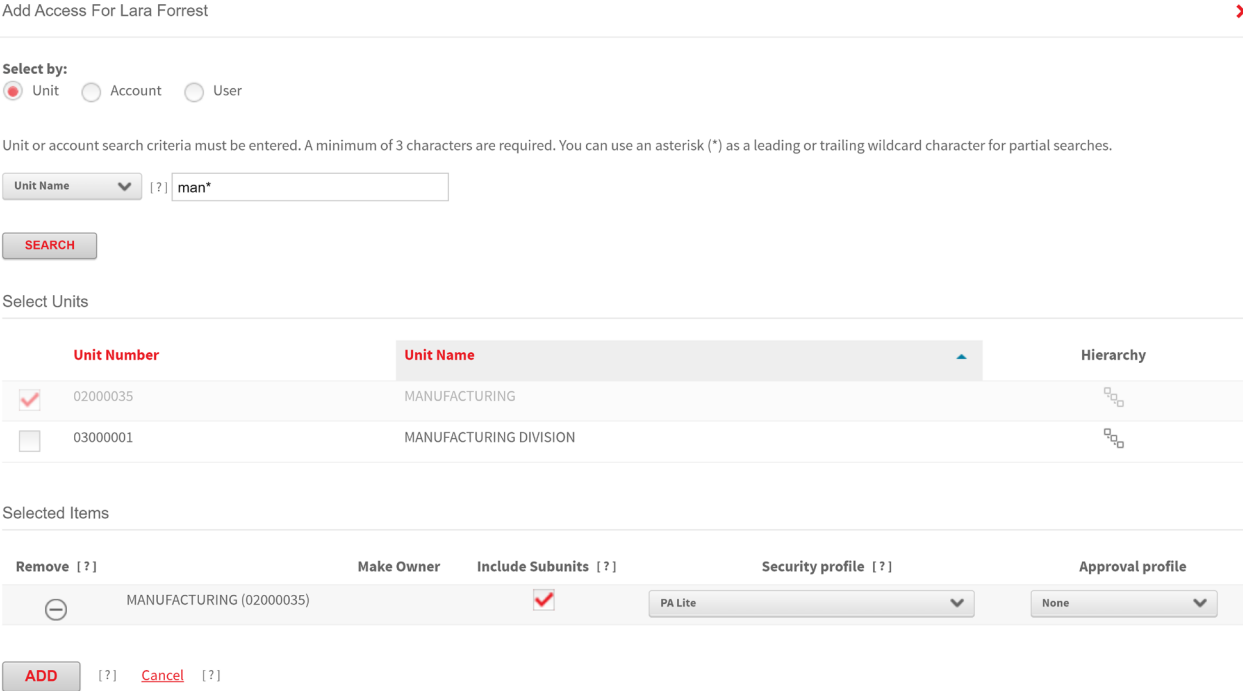
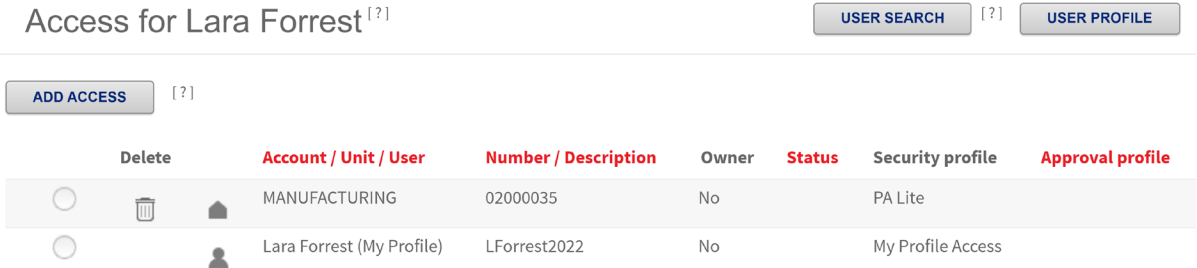
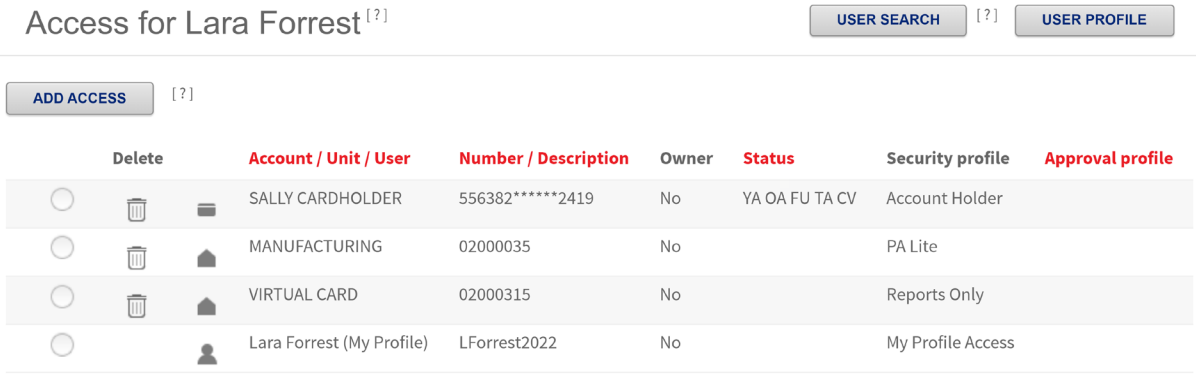
Typically, Account Holders will self-register when they first receive a new card (see Section 16.2).

You will need to create users with Administration roles, as follows:

Step	Action/Information
1	<p>From the Administration menu, choose Maintain User Information.</p>  <p>The screenshot shows a navigation menu with 'HOME' highlighted in red. Below it are three columns of options: 'MANAGE USERS' (with sub-options: MAINTAIN USER INFORMATION, MAINTAIN APPROVAL PROFILES, IMPORT USERS), 'ADMINISTRATION' (with sub-options: SET UP ALLOCATION, MAINTAIN MILEAGE RATES, VIEW IMPORT LOG), and 'CUSTOMIZE SITES' (with sub-option: MAINTAIN MESSAGES).</p>
2	<p>Click on the Add New User button.</p>  <p>The screenshot shows the 'Administration' menu highlighted in red. Below the menu, the page title is 'Maintain User Information' and a button labeled 'ADD NEW USER' is visible on the right side.</p>
3	<p>First choose which part of the organization the new user will be located for reporting by clicking on Select Location.</p>  <p>The screenshot shows a form titled 'Edit Personal Information for New User'. A section titled 'Location and Branding' is highlighted. Below it, there is a label 'Location: [?] *' and a button labeled 'SELECT LOCATION'.</p>

Step	Action/Information																					
4	<p>Choose the reporting level unit and click OK. Note that the SuperCorporate unit number always starts with '01'.</p> <p>Select Home Location ✖</p> <hr/> <p>Unit Name ▼ <input type="text"/></p> <p>SEARCH</p> <p>Please select a unit from the list.</p> <table border="1"> <thead> <tr> <th>Select</th> <th>Unit Name</th> <th>Unit Number</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td>LANGTON GREEN COMPANY</td> <td>01000088</td> </tr> <tr> <td><input checked="" type="radio"/></td> <td>MANUFACTURING</td> <td>02000035</td> </tr> <tr> <td><input type="radio"/></td> <td>MANUFACTURING DIVISION</td> <td>03000001</td> </tr> <tr> <td><input type="radio"/></td> <td>PURCHASING</td> <td>02000036</td> </tr> <tr> <td><input type="radio"/></td> <td>SALES ARM</td> <td>02000034</td> </tr> <tr> <td><input type="radio"/></td> <td>SALES DEMO</td> <td>02000037</td> </tr> </tbody> </table> <p>Page <input type="text" value="1"/> of 2 (Items 1 to 10 of 12) « < 1 2 > »</p> <p>Hierarchy for MANUFACTURING (02000035)</p> <p>LANGTON GREEN COMPANY (01000088)</p> <ul style="list-style-type: none"> └─ MANUFACTURING (02000035) <p><input checked="" type="checkbox"/> Use the same unit for branding</p> <p>OK Cancel</p>	Select	Unit Name	Unit Number	<input type="radio"/>	LANGTON GREEN COMPANY	01000088	<input checked="" type="radio"/>	MANUFACTURING	02000035	<input type="radio"/>	MANUFACTURING DIVISION	03000001	<input type="radio"/>	PURCHASING	02000036	<input type="radio"/>	SALES ARM	02000034	<input type="radio"/>	SALES DEMO	02000037
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<input type="radio"/>	PURCHASING	02000036																				
<input type="radio"/>	SALES ARM	02000034																				
<input type="radio"/>	SALES DEMO	02000037																				
5	<p>Enter the user's contact details.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Contact Information</p> </div> <p>First name: [?] * <input type="text"/></p> <p>Last name: [?] * <input type="text"/></p> <p>Product Notifications: [?] <input checked="" type="checkbox"/> YES</p> <p>Email address: [?] * <input type="text"/></p> <p>CC Email address: [?] <input type="text"/></p> <p>BCC Email address: [?] <input type="text"/></p> <p>Mobile Phone [?] <input type="text"/></p> <p> +1 <input type="text"/></p>																					

Step	Action/Information
6	<p>Create the new user a User ID and Password. Click Save.</p> <div data-bbox="289 210 818 1039"> <p>User Information</p> <p>User ID: [?] * <input type="text"/></p> <p>Password: [?] * <input type="text"/></p> <p>Confirm password: [?] * <input type="text"/></p> <p>Logon status: Active [?] <input checked="" type="checkbox"/> YES <input type="checkbox"/></p> <p>Locked [?] <input type="checkbox"/> NO <input type="checkbox"/></p> <p><input type="button" value="SAVE"/> Cancel</p> </div>

Step	Action/Information
9	<p>You can now add access to accounts or units by clicking on the Add Access button.</p> <p>In the example below, the new user is given access to the Manufacturing Corporate account, with a Security Profile of PA-Lite, and no Approval Profile. Click Add.</p> 
10	<p>You can now see the new access and security permissions for the new user. You can keep adding access and permissions by clicking on the Add Access button.</p> 
11	<p>For example, the user below has Account Holder access to one card account, Statements Only permissions for the Virtual Card corporate account, and PA-Lite permissions for the Manufacturing Corporate account.</p> 

6.6 Editing a User's Access or Security Profile

You can add, edit, and remove access permissions for CentreSuite users. Search for the cardholder on the **Maintain User Information** screen. Click on the three dots under **Details** to open the **Edit Personal Information** screen.

Step	Action/Information																					
1	<p>Click on Security and Approval Access</p> <p>Edit Personal Information for Grace Chapman</p> <p>RESET SECURITY QUESTIONS RESET PASSWORD USER SEARCH</p> <p>User Information User Expense Approvers Security and Approval Access</p>																					
2	<p>In the example below, Sally just has access to her own card account. To make her a program administrator, click on the Add Access button.</p> <p>User Information User Expense Approvers Security and Approval Access</p> <p>Security and Approval Access [?]</p> <p>ADD ACCESS [?]</p> <table border="1"> <thead> <tr> <th>Delete</th> <th>Account / Unit / User</th> <th>Number / Description</th> <th>Owner</th> <th>Status</th> <th>Security profile</th> <th>Approval profile</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/> </td> <td>SALLY CARDHOLDER</td> <td>556382*****2419</td> <td>Yes</td> <td>YA OA FU TA CV</td> <td>Account Holder</td> <td></td> </tr> <tr> <td><input type="radio"/> </td> <td>Sally Cardholder (My Profile)</td> <td>Sallydemoch</td> <td>No</td> <td></td> <td>My Profile Access</td> <td></td> </tr> </tbody> </table> <p>SAVE Cancel</p>	Delete	Account / Unit / User	Number / Description	Owner	Status	Security profile	Approval profile	<input type="radio"/>	SALLY CARDHOLDER	556382*****2419	Yes	YA OA FU TA CV	Account Holder		<input type="radio"/>	Sally Cardholder (My Profile)	Sallydemoch	No		My Profile Access	
Delete	Account / Unit / User	Number / Description	Owner	Status	Security profile	Approval profile																
<input type="radio"/>	SALLY CARDHOLDER	556382*****2419	Yes	YA OA FU TA CV	Account Holder																	
<input type="radio"/>	Sally Cardholder (My Profile)	Sallydemoch	No		My Profile Access																	
3	<p>First choose which part of the organization the user will be given access to by choosing under Select by:</p> <p>Add Access For Sally Cardholder ✕</p> <p>Select by: <input checked="" type="radio"/> Unit <input type="radio"/> Account <input type="radio"/> User</p> <p>Unit or account search criteria must be entered. A minimum of 3 characters are required. You can use an asterisk (*) as a leading or trailing wildcard character for partial searches.</p> <p>Unit Name <input type="text" value="lang*"/> [?]</p> <p>SEARCH</p> <p>Select Units</p> <table border="1"> <thead> <tr> <th>Unit Number</th> <th>Unit Name</th> <th>Hierarchy</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> 01000088</td> <td>LANGTON GREEN COMPANY</td> <td></td> </tr> </tbody> </table>	Unit Number	Unit Name	Hierarchy	<input type="checkbox"/> 01000088	LANGTON GREEN COMPANY																
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<input type="checkbox"/> 01000088	LANGTON GREEN COMPANY																					

Step	Action/Information																																
4	<p>Then choose the security profile. In the example below, Sally is being given a Program Administrator role for the whole company, Langton Green. (The approval profile relates to expense management which is not relevant to this company so is set to None). Click Add.</p> <p>Add Access For Sally Cardholder ✕</p> <p>Select by: <input checked="" type="radio"/> Unit <input type="radio"/> Account <input type="radio"/> User</p> <p>Unit or account search criteria must be entered. A minimum of 3 characters are required. You can use an asterisk (*) as a leading or trailing wildcard character for partial searches.</p> <p>Unit Name <input type="text" value="lang*"/> [?] lang*</p> <p><input type="button" value="SEARCH"/></p> <p>Select Units</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;"></th> <th style="width: 20%;">Unit Number</th> <th style="width: 50%;">Unit Name</th> <th style="width: 20%;">Hierarchy</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td>01000088</td> <td>LANGTON GREEN COMPANY</td> <td style="text-align: right;">🏠</td> </tr> </tbody> </table> <p>Selected Items</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Remove [?]</th> <th style="width: 30%;">Make Owner</th> <th style="width: 15%;">Include Subunits [?]</th> <th style="width: 20%;">Security profile [?]</th> <th style="width: 25%;">Approval profile</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">⊖</td> <td>LANGTON GREEN COMPANY (01000088)</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: center;">Program Administrator</td> <td style="text-align: center;">None</td> </tr> </tbody> </table> <p><input type="button" value="ADD"/> [?] Cancel [?]</p>		Unit Number	Unit Name	Hierarchy	<input checked="" type="checkbox"/>	01000088	LANGTON GREEN COMPANY	🏠	Remove [?]	Make Owner	Include Subunits [?]	Security profile [?]	Approval profile	⊖	LANGTON GREEN COMPANY (01000088)	<input checked="" type="checkbox"/>	Program Administrator	None														
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⊖	LANGTON GREEN COMPANY (01000088)	<input checked="" type="checkbox"/>	Program Administrator	None																													
5	<p>You will now see that Sally has both account holder access to her card (so she can set a PIN, get alerts, etc) and Program Administrator access for the entire company.</p> <p>User Information User Expense Approvers Security and Approval Access</p> <p>Security and Approval Access [?] ▲</p> <p><input type="button" value="ADD ACCESS"/> [?]</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;"></th> <th style="width: 10%;">Delete</th> <th style="width: 15%;">Account / Unit / User</th> <th style="width: 20%;">Number / Description</th> <th style="width: 10%;">Owner</th> <th style="width: 10%;">Status</th> <th style="width: 15%;">Security profile</th> <th style="width: 10%;">Approval profile</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;">🗑️</td> <td>SALLY CARDHOLDER</td> <td>556382*****2419</td> <td style="text-align: center;">Yes</td> <td>YA OA FU TA CV</td> <td>Account Holder</td> <td></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;">🗑️</td> <td>LANGTON GREEN COMPANY</td> <td>01000088</td> <td style="text-align: center;">No</td> <td></td> <td>Program Administrator</td> <td></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;">👤</td> <td>Sally Cardholder (My Profile)</td> <td>Sallydemoch</td> <td style="text-align: center;">No</td> <td></td> <td>My Profile Access</td> <td></td> </tr> </tbody> </table> <p><input type="button" value="SAVE"/> Cancel</p>		Delete	Account / Unit / User	Number / Description	Owner	Status	Security profile	Approval profile	<input type="checkbox"/>	🗑️	SALLY CARDHOLDER	556382*****2419	Yes	YA OA FU TA CV	Account Holder		<input type="checkbox"/>	🗑️	LANGTON GREEN COMPANY	01000088	No		Program Administrator		<input type="checkbox"/>	👤	Sally Cardholder (My Profile)	Sallydemoch	No		My Profile Access	
	Delete	Account / Unit / User	Number / Description	Owner	Status	Security profile	Approval profile																										
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<input type="checkbox"/>	👤	Sally Cardholder (My Profile)	Sallydemoch	No		My Profile Access																											

Step **Action/Information**

6 You can keep add layers of permissions. In the example below, Sally has access to her card account, but this time is only a Program Admin -Lite for one of the corporate accounts and has access to the Virtual Card account.

User Information **User Expense Approvers** **Security and Approval Access**

Security and Approval Access [?]

ADD ACCESS [?]

Delete	Account / Unit / User	Number / Description	Owner	Status	Security profile	Approval profile
<input type="radio"/>	SALLY CARDHOLDER	556382*****2419	Yes	YA OA FU TA CV	Account Holder	
<input type="radio"/>	PURCHASING	02000036	No		Program Admin - Lite	
<input type="radio"/>	VIRTUAL CARD	02000315	No		Program Admin - Virtual Card Accs	
<input type="radio"/>	Sally Cardholder (My Profile)	Sallydemoch	No		My Profile Access	

SAVE [Cancel](#)

6.7 Emulating a User

As a Program Administrator, you will be able to emulate a user; this means you can 'log in' as the user, see what they can see, and do any tasks that they can do. Any tasks you do as the Program Administrator while emulating will appear on the audit log as you, the Program Administrator, rather than the user you are emulating.

Step **Action/Information**

1 To emulate a user, click on the emulate symbol next to the user's name under **User Maintenance**.

Search Results ([Export All](#)) [?]

Emulate	Details	Delete	User ID	First Name	Last Name	Status	Date Created	Date Last Logon
			ebala1	Esaura	Bala	Active	9/10/2022	10/26/2022
			mboxe34RS	Marlone	Boxe	Active	9/27/2022	10/17/2022
			JeffCard6211	Jeff	Collins	Active	9/16/2022	10/23/2022
			1PrentisC	Prentis	Covington	Active	10/19/2022	10/19/2022

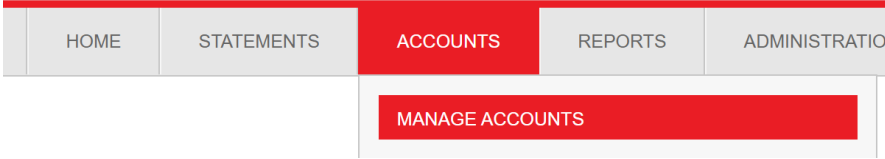
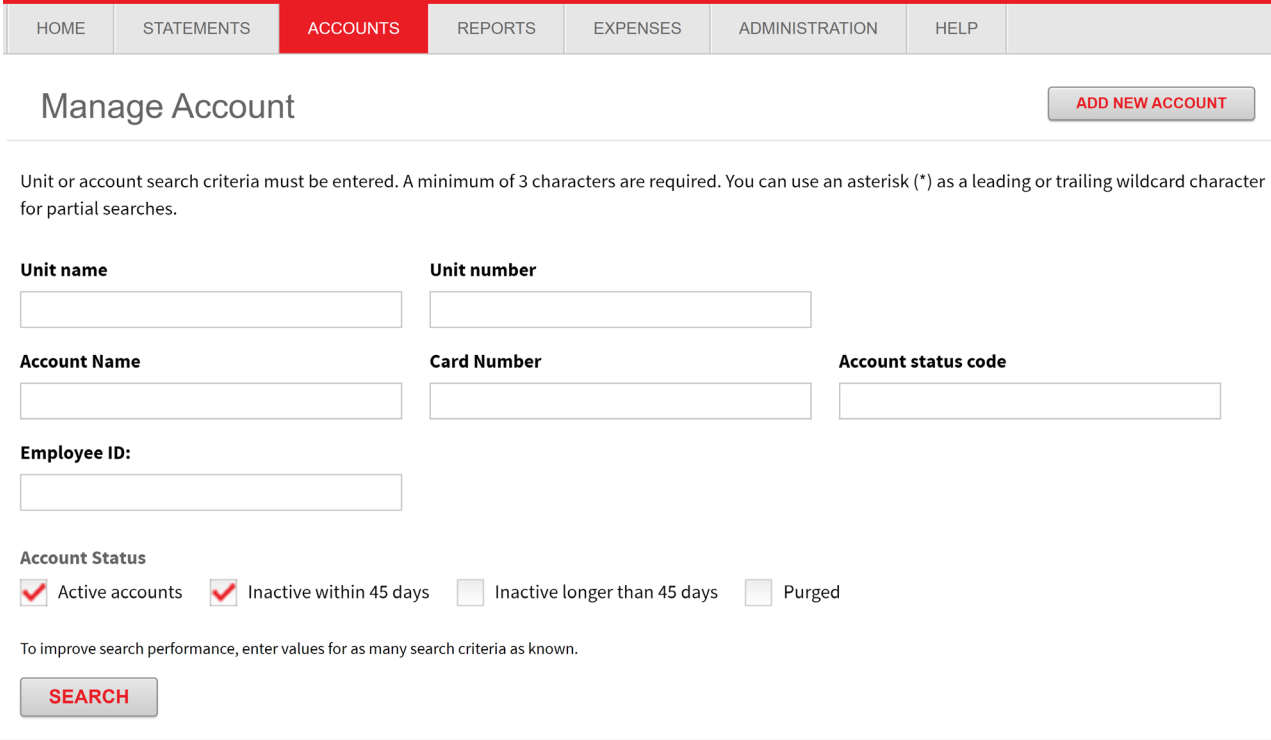
2 When emulating a user, a reminder will appear on the top of the screen. To end emulation, just click the **End Emulate User Session**.

You are emulating: Molly Molnar (Mmolnar20... **[END EMULATE USER SESSION](#)**

7. Account Management

As a Program Administrator, you can view all accounts, corporate and cardholder, and manage your cardholder accounts. This is done either through the **Quick Link** on the home page or the **Accounts** menu.

7.1 Searching For an Account



Step	Action/Information
1	<p>Choose Manage Accounts from the drop-down list.</p>  <p>The screenshot shows a navigation menu with tabs: HOME, STATEMENTS, ACCOUNTS, REPORTS, and ADMINISTRATIO. The ACCOUNTS tab is selected and highlighted in red. A dropdown menu is open, showing 'MANAGE ACCOUNTS' as the selected option, also highlighted in red.</p>
2	<p>To find a single account or selection of accounts, you can use the filter options. To view all accounts, click on the Search button. This will show you all your accounts.</p>  <p>The screenshot shows the 'Manage Account' page. At the top, there is a navigation bar with tabs: HOME, STATEMENTS, ACCOUNTS, REPORTS, EXPENSES, ADMINISTRATION, and HELP. The ACCOUNTS tab is selected. Below the navigation bar, there is a title 'Manage Account' and an 'ADD NEW ACCOUNT' button. A search criteria section follows, with instructions: 'Unit or account search criteria must be entered. A minimum of 3 characters are required. You can use an asterisk (*) as a leading or trailing wildcard character for partial searches.' There are input fields for 'Unit name', 'Unit number', 'Account Name', 'Card Number', and 'Account status code'. Below these is an 'Employee ID' field. The 'Account Status' section has four radio buttons: 'Active accounts' (checked), 'Inactive within 45 days' (checked), 'Inactive longer than 45 days', and 'Purged'. A note says 'To improve search performance, enter values for as many search criteria as known.' At the bottom is a 'SEARCH' button.</p>
3	<p>The description under Type tells you if the account is:</p> <ul style="list-style-type: none"> Your top-level company account: SuperCorporate, which has a unit ID starting with 01. One of your corporate or billing accounts: Corporate, which has a unit ID starting with 02. One of your cardholder accounts: Individual.

7.2 Activate Cards

Cardholders can activate their cards by calling 855-805-4337, or from the home screen in CentreSuite (see Section 16.3). They will need their Verification ID when calling in. See Section 7.3.3 for where the Verification ID can be found and edited.

Cardholders can also activate their cards from the home screen in CentreSuite. Program Administrators can activate cards on behalf of the cardholder. Search for the cardholder on the **Manage Accounts** screen. Click on the three dots under **Details** to open the **Account Management** screen.

IMPORTANT: The cardholder will still need to set a PIN to use the card. A Program Administrator cannot set a PIN on behalf of a cardholder.

Step	Action/Information
1	<p data-bbox="266 491 1292 552">Scroll down to Account Status and click Activate Card. If the card has already been activated, the option to activate the account will not be shown.</p> <div data-bbox="266 579 1487 1486"><p data-bbox="305 611 558 646">Account Status </p><p data-bbox="342 730 646 756">REPORT CARD LOST/STOLEN</p><p data-bbox="285 821 678 846">Number of cards outstanding: [?]</p><p data-bbox="285 877 605 903">2 Order replacement card</p><p data-bbox="285 984 461 1010">Current status:</p><p data-bbox="318 1041 659 1066">FUPU -- First Use Was Purchase</p><p data-bbox="318 1108 553 1134">LAY -- Active Last Year</p><p data-bbox="318 1176 383 1201">TAB --</p><p data-bbox="318 1243 610 1268">OAY -- Active Since Opened</p><p data-bbox="318 1310 659 1335">CVY -- Card Receipt Not Verified</p><p data-bbox="285 1398 509 1423">Account status: [?]</p><p data-bbox="305 1455 427 1480">Select action </p></div>

7.3 Making Edits To a Card Account

Search for the cardholder on the **Manage Accounts** screen. Click on the three dots under **Details** to open the **Account Management** screen.

Step	Action/Information
1	<p>You cannot make edits to your SuperCorporate and Corporate accounts, but you can manage your Individual accounts from this screen. Any boxes in yellow will be updated in real time.</p> <p>In the Card Information section, you may update the cardholder name (Card Line 1) and business name (Card Line 2) for the account. To change the details on the card, you will need to order a replacement card. (see Section 7.4)</p> <p>*Required field</p> <p>Note: Yellow indicates field is updated real-time</p> <div data-bbox="274 606 1213 703" style="background-color: #f0f0f0; padding: 10px; border: 1px solid #ccc;"><p>Card Information ▲</p></div> <p>Card Number</p> <p>Card line 1: [?] *</p> <div data-bbox="290 911 774 957" style="background-color: yellow; border: 1px solid black; height: 22px; width: 298px;"></div> <p>Card line 2: [?]</p> <div data-bbox="290 1068 774 1115" style="background-color: yellow; border: 1px solid black; height: 22px; width: 298px;"></div> <p>Master Accounting Code [?]</p> <div data-bbox="290 1226 774 1272" style="background-color: yellow; border: 1px solid black; height: 22px; width: 298px;"></div>

Step	Action/Information
------	--------------------

2

There are three main address options: the address for the **Card** which is where cards will be sent, the address for the **Correspondence** where letters will be sent (and the address that should be entered when making online purchases), and the **Statement** which is where statements will be sent if paper statements have been selected.

▲

Address Information

Address Code: 01 *Address Code 01 is the address used for address verification when making a purchase.*

Address Line 1: [?] *

2 MORRISSEY BLVD

Address Line 2: [?]

Address Line 3: [?]

City [?] *

DORCHESTER

State/Province: [?] *

MA

Postal code: [?] *

02125

Country [?] *

USA - United States ▼

Email Address: [?] *

Additional Phone: [?]

 +1 ▼

[+] ADD NEW ADDRESS

Address Status:

Card

Address Code: 01 ▼

Correspondence

Address Code: 01 ▼

Statement

Address Code: 01 ▼

3

You can edit Account Holder Information. A Verification ID is 4-digit number which can be used to for authentication when calling Client Service. If customers provide a correct Verification ID in the voice automated system or when speaking to an agent, they will not need to answer the usual security questions.

Account Holder Information


Employee ID: [?]

E455


Verification ID: [?] *

8100

Step	Action/Information
4	<p>You can view the status on the account, order a replacement card, and activate a cardholder’s card. Please note that you should only order a replacement card if a card has been damaged. If a card has been lost and there are no fraudulent transactions on the account, use the Lost Stolen function (see Section 7.5). If there are fraudulent transactions on the card you MUST call 855-465-8114, open 24/7.</p> <div data-bbox="272 300 703 972" style="border: 1px solid #ccc; padding: 10px;"> <p>Account Status</p> <p>Expiration date: [?] 202703</p> <p>Number of cards outstanding: [?] 1 Order replacement card</p> <p>Current status:</p> <p>CVY -- Card Receipt Not Verified</p> <p>OAO -- Active This Month (On-us)</p> <p>FUPU -- First Use Was Purchase</p> <p>TAB --</p> <p>YAO -- Active This Year (On-us)</p> <p>Account status: [?] Select action ▼</p> </div>
5	<p>You can set permanent or temporary spend controls for a cardholder. The only parameter you are required to complete is the cardholder credit limit ‘Card.’ Account option set gives a list of possible single purchase limits. You can choose one here or type the limit in the Single purchase box.</p> <div data-bbox="272 1104 1516 1549" style="border: 1px solid #ccc; padding: 10px;"> <p>Authorization ▲</p> <p>ADD TEMPORARY SPEND CONTROL RESET AUTHORIZATION VALUES [?]</p> <p>Card Limits:</p> <p>Account option set: [?] 840ZZ ▼</p> <p>Card Credit Limit (\$): [?]* 5000</p> <p>Single purchase: [?] 0</p> </div>

Step	Action/Information															
6	<p data-bbox="266 163 1523 289">Set a single purchase limit or cycle limits, if required. Note, the Number of Days and Start Date relate to the Custom cycle limit option only. In the example below, the cardholder will only be able to make five transactions during the two days from 3/15/2024. Check the boxes under Additional Restrictions using Parent Account Limits to ensure a cardholder's restrictions are at least as strict as those at the corporate account level.</p> <table data-bbox="266 304 1122 751"> <thead> <tr> <th></th> <th data-bbox="428 304 526 331">Amount:</th> <th data-bbox="781 304 980 331"># of Transactions:</th> </tr> </thead> <tbody> <tr> <td data-bbox="285 363 354 436">Cycle: [?]</td> <td data-bbox="428 363 740 407">0</td> <td data-bbox="781 363 1092 407">0</td> </tr> <tr> <td data-bbox="285 464 354 537">Daily: [?]</td> <td data-bbox="428 464 740 508">0</td> <td data-bbox="781 464 1092 508">0</td> </tr> <tr> <td data-bbox="285 569 386 642">Monthly: [?]</td> <td data-bbox="428 569 740 613">0</td> <td data-bbox="781 569 1092 613">0</td> </tr> <tr> <td data-bbox="285 674 380 747">Custom: [?]</td> <td data-bbox="428 674 740 718">0</td> <td data-bbox="781 674 1092 718">5</td> </tr> </tbody> </table> <p data-bbox="266 800 500 827">Number of days: [?]</p> <p data-bbox="266 842 776 886">2</p> <p data-bbox="266 926 435 953">Start date: [?]</p> <p data-bbox="266 968 776 1012">03/15/2024 </p>		Amount:	# of Transactions:	Cycle: [?]	0	0	Daily: [?]	0	0	Monthly: [?]	0	0	Custom: [?]	0	5
	Amount:	# of Transactions:														
Cycle: [?]	0	0														
Daily: [?]	0	0														
Monthly: [?]	0	0														
Custom: [?]	0	5														

Step	Action/Information															
7	<p>This section is optional. If you do not make selections, the default Merchant Category Code (MCC) Groups will be applied. If you want to override these settings for a cardholder, you can apply MCC Groups here. You can also set a single purchase limit for the MCC Group.</p> <p>Santander's default MCC Groups are available to all clients. If you want to create a MCC Group, call Client Service.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">MCC Group Authorizations ▲</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> ADD MCC GROUP RESET AUTHORIZATION VALUES </div> <p style="margin-top: 10px;">MCC Group option set: [?]</p> <div style="border: 1px solid #ccc; padding: 2px; width: fit-content; margin-bottom: 10px;">OPEN ▼</div> <p style="margin-top: 10px;">MCC Group 1</p> <p>Group: [?] *</p> <div style="border: 1px solid #ccc; padding: 2px; width: fit-content; margin-bottom: 10px;">OPEN ▼</div> <p>Action: [?]</p> <div style="border: 1px solid #ccc; padding: 2px; width: fit-content; margin-bottom: 10px;">Include ▼</div> <p>Single purchase: [?]</p> <div style="border: 1px solid #ccc; padding: 2px; width: fit-content; margin-bottom: 10px;">0</div> <p>Cycle Limits:</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;"></th> <th style="width: 40%; text-align: center; color: red;">Amount:</th> <th style="width: 40%; text-align: center; color: red;"># of Transactions:</th> </tr> </thead> <tbody> <tr> <td>Cycle: [?]</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: center;">0</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: center;">0</td> </tr> <tr> <td>Daily: [?]</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: center;">0</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: center;">0</td> </tr> <tr> <td>Monthly: [?]</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: center;">0</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: center;">0</td> </tr> <tr> <td>Custom: [?]</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: center;">0</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: center;">0</td> </tr> </tbody> </table> </div>		Amount:	# of Transactions:	Cycle: [?]	0	0	Daily: [?]	0	0	Monthly: [?]	0	0	Custom: [?]	0	0
	Amount:	# of Transactions:														
Cycle: [?]	0	0														
Daily: [?]	0	0														
Monthly: [?]	0	0														
Custom: [?]	0	0														

Step	Action/Information															
8	<p>You can also apply cycle limit restrictions for the MCC Group, if required.</p> <p>NOTE: the Number of Days and Start Date relate to the Custom cycle limit option only. Check the boxes under Additional Restrictions using Parent Account Limits to ensure a cardholder's restrictions are at least as strict as those at the corporate account level.</p> <p>Cycle Limits:</p> <table border="0"> <thead> <tr> <th></th> <th style="color: red;">Amount:</th> <th style="color: red;"># of Transactions:</th> </tr> </thead> <tbody> <tr> <td>Cycle: [?]</td> <td><input type="text" value="0"/></td> <td><input type="text" value="0"/></td> </tr> <tr> <td>Daily: [?]</td> <td><input type="text" value="0"/></td> <td><input type="text" value="0"/></td> </tr> <tr> <td>Monthly: [?]</td> <td><input type="text" value="0"/></td> <td><input type="text" value="0"/></td> </tr> <tr> <td>Custom: [?]</td> <td><input type="text" value="0"/></td> <td><input type="text" value="0"/></td> </tr> </tbody> </table> <hr/> <p>Number of days: [?]</p> <input type="text" value="0"/> <p>Start date: [?]</p> <input type="text" value=""/> 		Amount:	# of Transactions:	Cycle: [?]	<input type="text" value="0"/>	<input type="text" value="0"/>	Daily: [?]	<input type="text" value="0"/>	<input type="text" value="0"/>	Monthly: [?]	<input type="text" value="0"/>	<input type="text" value="0"/>	Custom: [?]	<input type="text" value="0"/>	<input type="text" value="0"/>
	Amount:	# of Transactions:														
Cycle: [?]	<input type="text" value="0"/>	<input type="text" value="0"/>														
Daily: [?]	<input type="text" value="0"/>	<input type="text" value="0"/>														
Monthly: [?]	<input type="text" value="0"/>	<input type="text" value="0"/>														
Custom: [?]	<input type="text" value="0"/>	<input type="text" value="0"/>														
9	<p>Click Submit to update the card account.</p> <p> <input type="button" value="SUBMIT"/> <input type="button" value="SUBMIT WITH NOTE"/> [?] Cancel </p>															

7.4 Ordering a Replacement Card

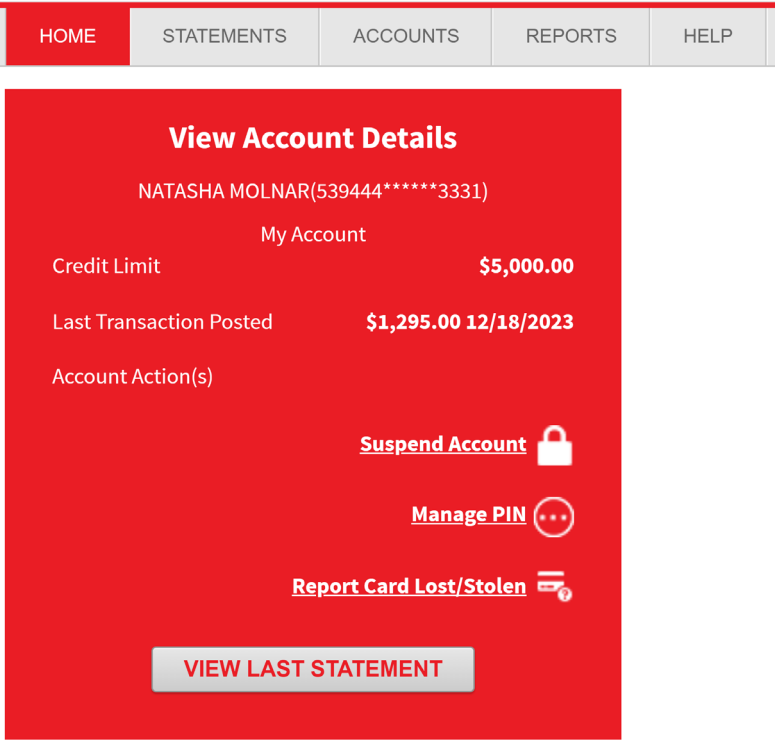
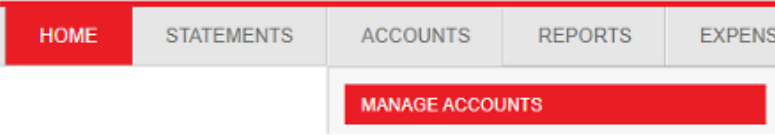
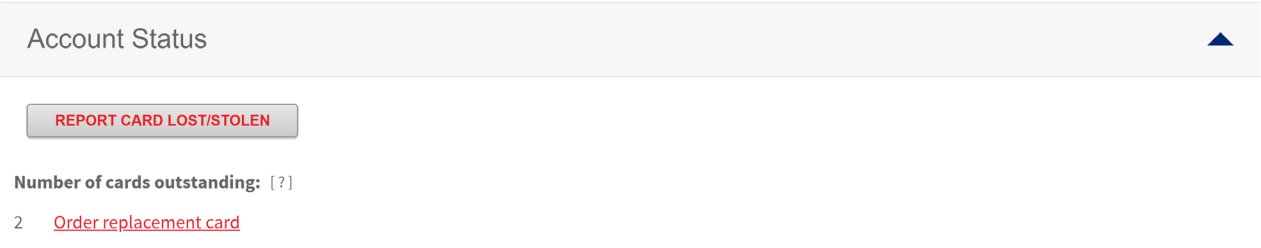
The feature should only be used if a cardholder's card is damaged, e.g., the chip is not working. It should **NOT be used if the card has been lost or stolen**. If a card has been lost and there are no fraudulent transactions on the account, use the Lost Stolen function (see Section 7.5). If there are fraudulent transactions on the card you **MUST** call 855-465-8114, open 24/7

To order a replacement card, search for the cardholder on the **Manage Accounts** screen. Click on the three dots under **Details** to open the **Account Management** screen.

Step	Action/Information
1	<p>Scroll down to Account Status and click Order replacement card.</p> <div data-bbox="266 464 862 590"><p>Account Status</p></div> <p>Number of cards outstanding: [?]</p> <p>2 Order replacement card</p>
2	<p>Choose your delivery option. NOTE: Any option other than Normal has a \$50 rush fee.</p> <p>Order Replacement Card ✖</p> <hr/> <p>Method:</p> <p><input type="radio"/> Manual <input checked="" type="radio"/> Real-time</p> <p>Card Delivery [?]</p> <div data-bbox="277 1108 790 1260"><p>Normal ▼</p><p>Normal</p><p>FedEx Next Day</p><p>FedEx Overnight</p><p>FedEx Saturday Delivery</p></div> <p>Card will be delivered to:</p> <p>101 SATINWOOD DR CHEEKTOWAGA, NY, 14225374601</p> <p>Note (optional):</p> <div data-bbox="277 1570 1263 1732"><p></p></div> <p><input type="checkbox"/> Mark this note as important</p> <p><input type="button" value="OK"/> Cancel</p>



7.5 Lost/Stolen Cards

If a card has been lost or stolen **and there has been no fraudulent activity on the card**, then use the **Report Card Lost/Stolen** feature in CentreSuite. This will block the current card and send out a new card to the Card Address on file. If there has been fraud on the card, call 855-465-8114 immediately.

Step	Action/Information
1	<p>Cardholders can do this from the red box on their home page.</p>  <p>The screenshot shows a red-themed interface for 'View Account Details'. At the top, there is a navigation bar with 'HOME', 'STATEMENTS', 'ACCOUNTS', 'REPORTS', and 'HELP'. Below this, the account holder's name 'NATASHA MOLNAR(539444*****3331)' is displayed. Under 'My Account', the following details are shown: Credit Limit of \$5,000.00, Last Transaction Posted of \$1,295.00 on 12/18/2023, and Account Action(s). Three action buttons are visible: 'Suspend Account' with a lock icon, 'Manage PIN' with a three-dot icon, and 'Report Card Lost/Stolen' with a card and lock icon. At the bottom, there is a 'VIEW LAST STATEMENT' button.</p>
2	<p>Program Administrators can do this from the Manage Accounts menu. Search for the account you need to report (see Section 7.1 for how to search).</p>  <p>The screenshot shows a navigation bar with 'HOME', 'STATEMENTS', 'ACCOUNTS', 'REPORTS', and 'EXPENS'. Below the navigation bar, the 'MANAGE ACCOUNTS' option is highlighted in a red box.</p>
3	<p>Scroll down to the Account Status Screen and click on the Report Card Lost/Stolen button.</p>  <p>The screenshot shows the 'Account Status' screen. At the top, there is a 'REPORT CARD LOST/STOLEN' button. Below this, the text 'Number of cards outstanding: [?]' is displayed, followed by the number '2' and a link 'Order replacement card'.</p>

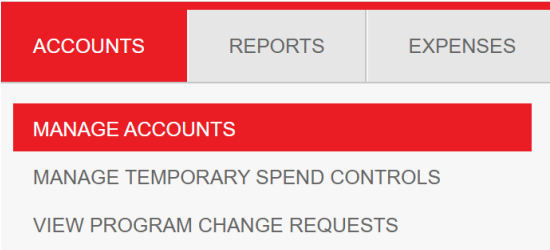
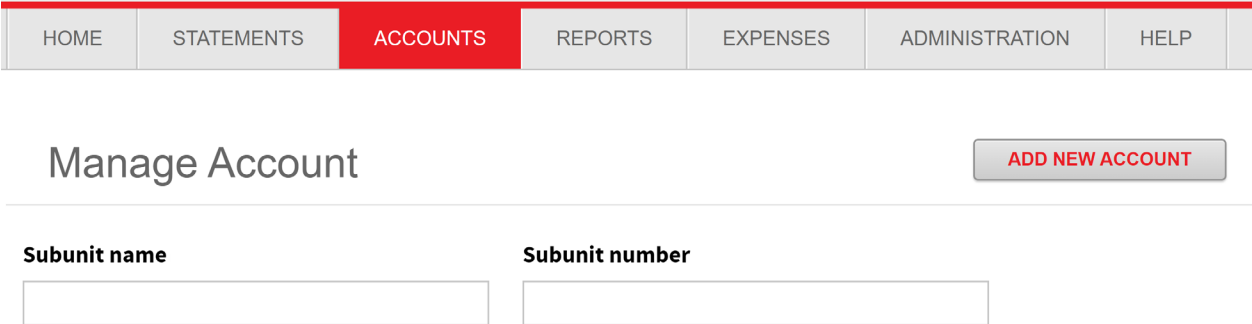
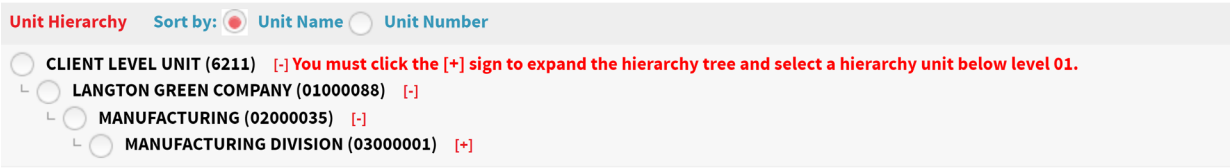

7.6 Temporary Spend Control

Search for the cardholder on the **Manage Accounts** screen. Click on the three dots under **Details** to open the **Account Management** screen.

Step	Action/Information						
1	<p>Scroll down to the Authorization section and click on Add Temporary Spend Control.</p> <div data-bbox="269 352 1177 842"> <p style="text-align: center; border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;">Authorization</p> <div style="display: flex; justify-content: space-around; margin-bottom: 10px;"> ADD TEMPORARY SPEND CONTROL RESET AUTHORIZATION VALUES </div> <p>Card Limits:</p> <p>Account option set: [?]</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px; background-color: #fff9c4;">840ZZ ▾</div> <p>Card: [?]*</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px; background-color: #fff9c4;">100</div> </div>						
2	<p>Here you can choose which type of spend control to apply. Enter the control parameters and click Add.</p> <p>Set Temporary Spend Control for 539444*****8815</p> <p>Current Account Information:</p> <table border="1" data-bbox="269 1031 1230 1199" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Credit Limit:</td> <td style="text-align: right; padding: 5px;">\$100.00</td> </tr> <tr> <td style="padding: 5px;">Single Purchase Limit:</td> <td style="text-align: right; padding: 5px;">\$0.00</td> </tr> <tr> <td style="padding: 5px;">Merchant Category Code Group</td> <td style="text-align: right; padding: 5px;">SINCD</td> </tr> </table> <p>Temporary Spend Control [?]</p> <div data-bbox="285 1272 578 1360" style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> Single Purchase Limit ▾ Single Purchase Limit Credit Limit </div> <p>Temporary Single Purchase Limit [?]*</p> <div data-bbox="285 1446 719 1488" style="border: 1px solid #ccc; height: 20px; margin-bottom: 5px;"></div> <p>Note:</p> <div data-bbox="285 1560 719 1633" style="border: 1px solid #ccc; height: 35px; margin-bottom: 5px;"></div> <p>Start Spend Limit/Code On [?]* 10/28/2022 </p> <p>Reset Spend Control/Code On [?]* 10/29/2022 </p> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> ADD Cancel </div>	Credit Limit:	\$100.00	Single Purchase Limit:	\$0.00	Merchant Category Code Group	SINCD
Credit Limit:	\$100.00						
Single Purchase Limit:	\$0.00						
Merchant Category Code Group	SINCD						

7.7 Creating a New Card Account

Open **Manage Accounts** either through the **Quick Link** on the home page or the **Accounts** menu.


Step	Action/Information
1	<p>Choose Manage Accounts from the drop-down list.</p>  <p>The screenshot shows a navigation menu with three main categories: ACCOUNTS, REPORTS, and EXPENSES. Under the ACCOUNTS category, the 'MANAGE ACCOUNTS' option is highlighted in red. Other options visible include 'MANAGE TEMPORARY SPEND CONTROLS' and 'VIEW PROGRAM CHANGE REQUESTS'.</p>
2	<p>Click on Add New Account.</p>  <p>The screenshot shows the 'Manage Account' page. At the top, there is a navigation bar with 'ACCOUNTS' selected. Below the navigation bar, the page title 'Manage Account' is displayed on the left, and the 'ADD NEW ACCOUNT' button is on the right. Below the title, there are two input fields: 'Subunit name' and 'Subunit number'.</p>
3	<p>Choose where in the organization you want the card to be located for reporting. The plus and minus signs reveal and hide the hierarchy structure. Cards should be created at Level 3 under the chosen corporate account.</p> <p>NOTE: Corporate accounts always have a unit ID beginning with '02'. Cards should be created at the level starting with '03'.</p> <p>Select Location for New Account</p> <p>Select Unit</p>  <p>The screenshot shows a unit hierarchy tree. At the top, it says 'Unit Hierarchy' and 'Sort by: Unit Name' (selected) and 'Unit Number'. The hierarchy is as follows: <ul style="list-style-type: none"> CLIENT LEVEL UNIT (6211) [-] You must click the [+] sign to expand the hierarchy tree and select a hierarchy unit below level 01. <ul style="list-style-type: none"> LANGTON GREEN COMPANY (01000088) [-] <ul style="list-style-type: none"> MANUFACTURING (02000035) [-] <ul style="list-style-type: none"> MANUFACTURING DIVISION (03000001) [+] </p>
4	<p>Click on Apply Model to pre-fill fields for the new account. Choose the model that matches the corporate account for the card. You may edit the model or create new models, see Section 7.7 for more information on Models.</p> <p>Add New Account for LANGTON GREEN COMPANY(01000088)</p>  <p>The screenshot shows the 'Add New Account' page for 'LANGTON GREEN COMPANY(01000088)'. Below the title, there is a 'Select Model/Template:' dropdown menu with 'Manufacturing' selected. To the right of the dropdown is the 'APPLY MODEL' button.</p>

Step	Action/Information																										
5	<p>Start by entering the Card Information.</p> <ul style="list-style-type: none"> • Card Line 1 is typically the cardholder's name. • Do not use punctuation and include an asterisk between the first and last name, e.g., John Q*Adams, or HR*Department. • Card line 2 will be pre-filled by the Model. You may overwrite this, if required. • The Master Accounting Code box is for a cost allocation code, like cost center or GL account. <div data-bbox="267 382 1511 457" style="background-color: #f2f2f2; padding: 5px;"> <p>Card Information ▲</p> </div> <p>Card Number</p> <p>Card line 1: [?] * <input type="text"/></p> <p>Card line 2: [?] <input type="text" value="Langton Green Company"/></p> <p>Master Accounting Code [?] <input type="text" value="6598"/></p>																										
6	<p>Address Code 01 will be pre-filled by the Model with the corporate address. This can be overwritten, if required. You are able to enter different addresses for where you want correspondence or cards sent. The mobile phone number field is mandatory.</p> <p>Address Code: 01</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">Address Line 1: [?] *</td> <td style="width: 50%;">Address Line 2: [?]</td> </tr> <tr> <td><input type="text" value="111 Main street"/></td> <td><input type="text"/></td> </tr> <tr> <td>Address Line 3: [?]</td> <td></td> </tr> <tr> <td><input type="text"/></td> <td></td> </tr> <tr> <td>City [?] *</td> <td>State/Province: [?] *</td> </tr> <tr> <td><input type="text" value="Columbus"/></td> <td><input type="text" value="ga"/></td> </tr> <tr> <td>Postal code: [?] *</td> <td>Country [?] *</td> </tr> <tr> <td><input type="text" value="86777"/></td> <td><input style="border: 1px solid #ccc;" type="text" value="USA - United States"/></td> </tr> <tr> <td colspan="2">Email Address: [?] *</td> </tr> <tr> <td colspan="2"><input type="text"/></td> </tr> </table> <p style="text-align: center; margin-top: 10px;">[+] ADD NEW ADDRESS</p> <p>Address Status:</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 30%;">Card</td> <td><input style="border: 1px solid #ccc;" type="text" value="Address Code: 01"/></td> </tr> <tr> <td>Correspondence</td> <td><input style="border: 1px solid #ccc;" type="text" value="Address Code: 01"/></td> </tr> <tr> <td>Statement</td> <td><input style="border: 1px solid #ccc;" type="text" value="Address Code: 01"/></td> </tr> </table> <div data-bbox="267 1640 1468 1715" style="background-color: #f2f2f2; padding: 5px; margin-top: 10px;"> <p>Phone Information ▲</p> </div> <p>Work Phone: [?] <input type="text" value="01882641589"/></p> <p>Mobile Phone: [?] * <input type="text"/></p> <p>Alternate Phone 2: [?] <input type="text"/></p>	Address Line 1: [?] *	Address Line 2: [?]	<input type="text" value="111 Main street"/>	<input type="text"/>	Address Line 3: [?]		<input type="text"/>		City [?] *	State/Province: [?] *	<input type="text" value="Columbus"/>	<input type="text" value="ga"/>	Postal code: [?] *	Country [?] *	<input type="text" value="86777"/>	<input style="border: 1px solid #ccc;" type="text" value="USA - United States"/>	Email Address: [?] *		<input type="text"/>		Card	<input style="border: 1px solid #ccc;" type="text" value="Address Code: 01"/>	Correspondence	<input style="border: 1px solid #ccc;" type="text" value="Address Code: 01"/>	Statement	<input style="border: 1px solid #ccc;" type="text" value="Address Code: 01"/>
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Statement	<input style="border: 1px solid #ccc;" type="text" value="Address Code: 01"/>																										

Step	Action/Information
7	<p>These fields will be pre-filled by the Model</p> <div data-bbox="266 205 1523 661"> <p>General Information ▲</p> <p>ACE option set: [?]</p> <p>10007 -- ONECARD ▼</p> <p>Strategy ID: [?] *</p> <p>CARDAPP -- ▼</p> <p>Data Display ID: [?] *</p> <p>CARDAPP -- ▼</p> <p>Card Mailer Option Set: [?]</p> <p>3003M001</p> </div>
8	<p>Complete the Account Holder Information. The Employee ID field is optional. A Verification ID is 4-digit number which can be used to for authentication when calling Client Service. If customers provide a correct Verification ID in the voice-automated system or when speaking to an agent, they will not need to answer the usual security questions. The verification ID is not the same as the PIN.</p> <div data-bbox="266 894 826 1260"> <p>Account Holder Information</p> <p>Employee ID: [?]</p> <p><input type="text"/></p> <p>Verification ID: [?] *</p> <p><input type="text"/></p> </div>
9	<p>Choose the Card Delivery option under Account Status.</p> <p>NOTE: There is an additional fee associated with all options other than 'Normal.'</p> <div data-bbox="302 1396 878 1753"> <p>Account Status</p> <p>Number of Cards to Request [?]</p> <p>1 ▼</p> <p>Card Delivery [?]</p> <p>Normal ▼</p> </div>

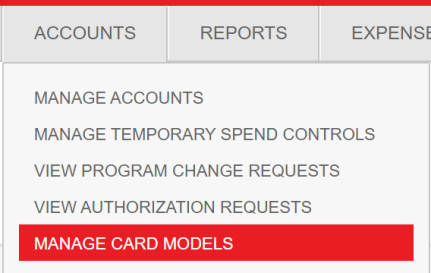
Step	Action/Information															
10	<p>You can set permanent authorization controls for a cardholder. The only parameter you are required to complete is the cardholder credit limit Card, this must be at least \$100 to create a new card. Setting an Account option set or Single purchase limit is optional.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <h2 style="text-align: center; margin: 0;">Authorization</h2> <div style="text-align: center; margin-top: 10px;"> RESET AUTHORIZATION VALUES [?] </div> <p>Card Limits:</p> <p>Account option set: [?]</p> <div style="border: 1px solid #ccc; padding: 2px; margin: 5px 0; display: inline-block;">840ZZ ▼</div> <p>Card: [?] *</p> <div style="border: 1px solid #ccc; padding: 2px; margin: 5px 0; width: 100%;">0</div> <p>Single purchase: [?]</p> <div style="border: 1px solid #ccc; padding: 2px; margin: 5px 0; width: 100%;">0</div> </div>															
11	<p>Set a single purchase limit or cycle limits, if required.</p> <p>NOTE: the Number of Days and Start Date relate to the Custom cycle limit option only. In the example below, the cardholder will only be able to make five transactions during the two days from 03/15/2024. Check the boxes under Additional Restrictions using Parent Account Limits to ensure a cardholder's restrictions are at least as strict as those at the corporate account level.</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;"></th> <th style="width: 35%; text-align: center; color: #f00;">Amount:</th> <th style="width: 35%; text-align: center; color: #f00;"># of Transactions:</th> </tr> </thead> <tbody> <tr> <td>Cycle: [?]</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: center;">0</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: center;">0</td> </tr> <tr> <td>Daily: [?]</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: center;">0</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: center;">0</td> </tr> <tr> <td>Monthly: [?]</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: center;">0</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: center;">0</td> </tr> <tr> <td>Custom: [?]</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: center;">0</td> <td style="border: 1px solid #ccc; padding: 2px; text-align: center;">5</td> </tr> </tbody> </table> <p>Number of days: [?]</p> <div style="border: 1px solid #ccc; padding: 2px; margin: 5px 0; width: 100%;">2</div> <p>Start date: [?]</p> <div style="border: 1px solid #ccc; padding: 2px; margin: 5px 0; display: flex; align-items: center;"> 03/15/2024 </div>		Amount:	# of Transactions:	Cycle: [?]	0	0	Daily: [?]	0	0	Monthly: [?]	0	0	Custom: [?]	0	5
	Amount:	# of Transactions:														
Cycle: [?]	0	0														
Daily: [?]	0	0														
Monthly: [?]	0	0														
Custom: [?]	0	5														

Step	Action/Information
12	<p data-bbox="266 163 1442 254">This section is optional. If you do not make selections, the default Merchant Category Code (MCC) Groups will be applied. If you want to override these settings for a cardholder, you can include MCC Groups here. You can also set a single purchase limit for the MCC Group.</p> <div data-bbox="266 268 1013 365" style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9; margin-bottom: 10px;"><h3 data-bbox="302 300 734 338" style="margin: 0;">MCC Group Authorizations</h3></div> <div data-bbox="285 405 532 451" style="border: 1px solid #ccc; padding: 2px 10px; background-color: #f9f9f9; display: inline-block; margin-right: 10px; color: #c00000; font-weight: bold;">ADD MCC GROUP</div> <div data-bbox="578 405 971 451" style="border: 1px solid #ccc; padding: 2px 10px; background-color: #f9f9f9; display: inline-block; color: #c00000; font-weight: bold;">RESET AUTHORIZATION VALUES</div> <p data-bbox="285 491 574 520">MCC Group option set: [?]</p> <div data-bbox="285 537 418 579" style="border: 1px solid #ccc; padding: 2px 10px; background-color: #fff9c4; display: inline-block;">GEN01 ▼</div> <p data-bbox="285 621 505 659" style="margin-top: 10px;">MCC Group 1</p> <p data-bbox="285 680 418 709">Group: [?] *</p> <div data-bbox="285 726 789 772" style="border: 1px solid #ccc; padding: 2px 10px; background-color: #fff9c4; display: inline-block;">GEN1 ▼</div> <p data-bbox="285 800 407 829">Action: [?]</p> <div data-bbox="285 852 789 898" style="border: 1px solid #ccc; padding: 2px 10px; background-color: #fff9c4; display: inline-block;">Include ▼</div> <p data-bbox="285 926 537 955">Diversion Account: [?]</p> <div data-bbox="285 972 789 1018" style="border: 1px solid #ccc; padding: 2px 10px; background-color: #fff9c4; display: inline-block;">556382*****5686 ▼</div> <p data-bbox="285 1045 513 1075">Single purchase: [?]</p> <div data-bbox="285 1092 789 1138" style="border: 1px solid #ccc; padding: 2px 10px; background-color: #fff9c4; display: inline-block;">0</div>

Step	Action/Information															
13	<p>You can also apply cycle limit restrictions for the MCC Group, if required.</p> <p>NOTE: the Number of Days and Start Date relate to the Custom cycle limit option only. Check the boxes under Additional Restrictions using Parent Account Limits to ensure a cardholder's restrictions are at least as strict as those at the corporate account level.</p> <p>Cycle Limits:</p> <table border="1" data-bbox="310 388 1138 737"> <thead> <tr> <th></th> <th style="color: red;">Amount:</th> <th style="color: red;"># of Transactions:</th> </tr> </thead> <tbody> <tr> <td>Cycle: [?]</td> <td><input type="text" value="0"/></td> <td><input type="text" value="0"/></td> </tr> <tr> <td>Daily: [?]</td> <td><input type="text" value="0"/></td> <td><input type="text" value="0"/></td> </tr> <tr> <td>Monthly: [?]</td> <td><input type="text" value="0"/></td> <td><input type="text" value="0"/></td> </tr> <tr> <td>Custom: [?]</td> <td><input type="text" value="0"/></td> <td><input type="text" value="0"/></td> </tr> </tbody> </table> <p>Number of days: [?] <input type="text" value="0"/></p> <p>Start date: [?] <input type="text" value=""/> </p>		Amount:	# of Transactions:	Cycle: [?]	<input type="text" value="0"/>	<input type="text" value="0"/>	Daily: [?]	<input type="text" value="0"/>	<input type="text" value="0"/>	Monthly: [?]	<input type="text" value="0"/>	<input type="text" value="0"/>	Custom: [?]	<input type="text" value="0"/>	<input type="text" value="0"/>
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Daily: [?]	<input type="text" value="0"/>	<input type="text" value="0"/>														
Monthly: [?]	<input type="text" value="0"/>	<input type="text" value="0"/>														
Custom: [?]	<input type="text" value="0"/>	<input type="text" value="0"/>														
14	<p>Click Submit to create the Cardholder.</p> <p> <input type="button" value="SUBMIT"/> <input type="button" value="SUBMIT WITH NOTE"/> [?] Cancel </p>															
15	<p>When you give the Cardholder their card (or they receive by mail), they can register on CentreSuite if they are a brand new user. See Section 16.2.</p> <p>If they are already a CentreSuite user, they can add the new card account to their profile. See Section 6.6.</p>															

7.8 Card Models (Templates)

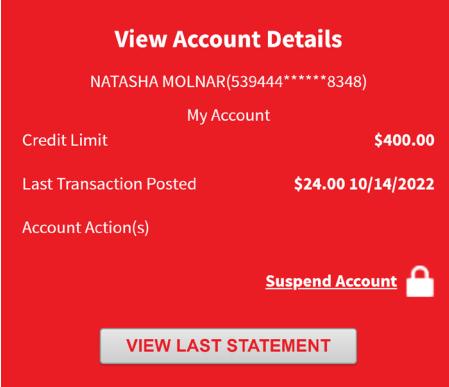
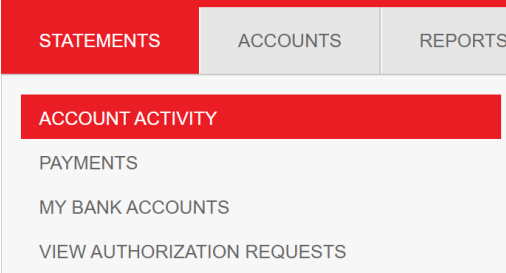
If all the card accounts you create have the same parameters, you can create a Template or Model so that you don't have to type in the same details each time you create a card. You may also edit the models Santander has already created for you. Just be sure not to change the program parameter settings.


Step	Action/Information																		
1	<p>Choose the Accounts tab and select the Manage Card Models option.</p> 																		
2	<p>All the models already created will be displayed. To create a new model, click Add New Model.</p> <p>Card Model Maintenance ADD NEW MODEL</p> <p>Location: LANGTON GREEN COMPANY (01000088)</p> <table border="1"> <thead> <tr> <th>Details</th> <th>Active</th> <th>Delete</th> <th>Card Model Name</th> <th>Description</th> <th>Date Modified</th> </tr> </thead> <tbody> <tr> <td>...</td> <td><input checked="" type="checkbox"/></td> <td></td> <td>Manufacturing</td> <td>All employees in Manufacturing</td> <td>10/4/2022 2:24:00 PM</td> </tr> <tr> <td>...</td> <td><input checked="" type="checkbox"/></td> <td></td> <td>Purchasing</td> <td>Template for all purchasing associates</td> <td>10/11/2022 3:50:00 PM</td> </tr> </tbody> </table>	Details	Active	Delete	Card Model Name	Description	Date Modified	...	<input checked="" type="checkbox"/>		Manufacturing	All employees in Manufacturing	10/4/2022 2:24:00 PM	...	<input checked="" type="checkbox"/>		Purchasing	Template for all purchasing associates	10/11/2022 3:50:00 PM
Details	Active	Delete	Card Model Name	Description	Date Modified														
...	<input checked="" type="checkbox"/>		Manufacturing	All employees in Manufacturing	10/4/2022 2:24:00 PM														
...	<input checked="" type="checkbox"/>		Purchasing	Template for all purchasing associates	10/11/2022 3:50:00 PM														
3	<p>Give the model a name and description and then fill in all the other parameters. Click Save.</p> <p>Card Model Detail for [New Card Model]</p> <p>Card model name: [?] * <input type="text"/></p> <p>Card model description: <input type="text"/></p> <p>Card Information ▲</p> <p>Card Line 2: [?] <input type="text"/></p>																		
4	<p>Next time you create a new account, you can select one of your Models/Templates and all the parameters for the card account will be pre-filled. You can overwrite any fields, if required.</p> <p>Select Model/Template:</p> <div style="display: flex; align-items: center;"> <div style="border: 1px solid black; padding: 2px;"> <p>Manufacturing ▼</p> <p style="background-color: #007bff; color: white; padding: 2px;">Manufacturing</p> <p>Purchasing</p> </div> <div style="margin-left: 20px; border: 1px solid gray; padding: 5px; background-color: #d3d3d3;"> <p>APPLY MODEL</p> </div> </div>																		

8. Statement and Transactions

8.1 Downloading a Statement

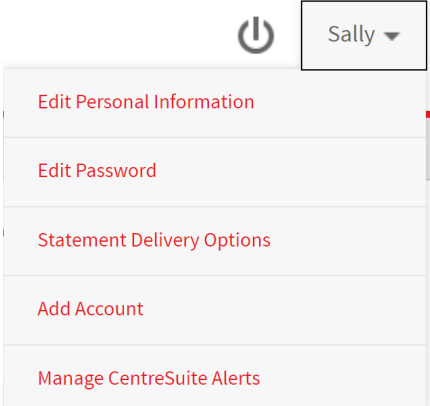
CentreSuite makes it easy to access statements. This is done either on the home page under **View Last Statement** or the under **Statements** menu.

Step	Action/Information																		
1	<p>From the home page, you can choose an account and click on the View Last Statement button to download the statement for that account.</p> 																		
2	<p>Alternatively, choose the Statements tab and select the Account Activity option.</p> 																		
3	<p>Click on Search to display all accounts, or use the filter to find an account. You can use an asterisk (*) to simplify your search. Click on the Details button next to the account you want to display.</p> <p>Account Activity</p> <p>Accounts I Manage Search for Statements</p> <p>Please enter search criteria. You can use an asterisk (*) as a leading or trailing wildcard character for partial searches.</p> <p>Search Account</p> <p>Name on Account <input type="text"/></p> <p><input checked="" type="checkbox"/> Active accounts <input checked="" type="checkbox"/> Inactive within 45 days <input type="checkbox"/> Inactive longer than 45 days <input type="checkbox"/> Purged</p> <p>SEARCH</p> <p>Search Results</p> <table border="1"><thead><tr><th>Account Number</th><th>Name on Account</th><th>Unit Name</th><th>Unit Number</th><th>Inactive</th><th>Action</th></tr></thead><tbody><tr><td>556382*****4642</td><td>MANUFACTURING</td><td>MANUFACTURING</td><td>02000035</td><td>No</td><td>DETAILS</td></tr><tr><td>539445*****9483</td><td>MICHAEL CARDHOLDER</td><td>PURCHASING</td><td>02000036</td><td>No</td><td>DETAILS</td></tr></tbody></table>	Account Number	Name on Account	Unit Name	Unit Number	Inactive	Action	556382*****4642	MANUFACTURING	MANUFACTURING	02000035	No	DETAILS	539445*****9483	MICHAEL CARDHOLDER	PURCHASING	02000036	No	DETAILS
Account Number	Name on Account	Unit Name	Unit Number	Inactive	Action														
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539445*****9483	MICHAEL CARDHOLDER	PURCHASING	02000036	No	DETAILS														

Step	Action/Information																
4	<p>The Account Details screen will open. From here, you can see a Summary of the account.</p> <p>Account Details for MANUFACTURING (556382*****4642)</p> <hr/> <p>Summary Transactions Authorization Requests Statements</p> <hr/> <p>Activity Since Last Statement</p> <table border="1" data-bbox="284 394 865 583"> <tr><td>Current balance:</td><td>\$106.17</td></tr> <tr><td>Current amount past due:</td><td>\$81.17</td></tr> <tr><td>Available to spend:</td><td>\$893.83</td></tr> <tr><td>Credit limit:</td><td>\$1,000.00</td></tr> </table> <p style="text-align: center;">EXPAND DETAILS [+]</p> <p><i>The current balance amount includes last payment received and cash advances.</i></p> <p>Summary of Last Statement (Statement Date: 10/7/2022)</p> <table border="1" data-bbox="922 394 1503 604"> <tr><td>Statement balance:</td><td>\$106.17</td></tr> <tr><td>Past due amount:</td><td>\$81.17</td></tr> <tr><td>Minimum payment due:</td><td>\$106.17</td></tr> <tr><td>Payment due date:</td><td>11/1/2022</td></tr> </table> <p style="text-align: center;">EXPAND DETAILS [+]</p> <p style="text-align: right;">MAKE PAYMENT</p>	Current balance:	\$106.17	Current amount past due:	\$81.17	Available to spend:	\$893.83	Credit limit:	\$1,000.00	Statement balance:	\$106.17	Past due amount:	\$81.17	Minimum payment due:	\$106.17	Payment due date:	11/1/2022
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Past due amount:	\$81.17																
Minimum payment due:	\$106.17																
Payment due date:	11/1/2022																
5	<p>Click on the Statements tab to see all the statements available for the account and click the PDF icon to download.</p> <p>Account Details for MANUFACTURING (556382*****4642)</p> <hr/> <p>Summary Transactions Authorization Requests Statements</p> <hr/> <p>Activity Since Last Statement</p> <table border="1" data-bbox="284 1045 865 1234"> <tr><td>Current balance:</td><td>\$106.17</td></tr> <tr><td>Current amount past due:</td><td>\$81.17</td></tr> <tr><td>Available to spend:</td><td>\$893.83</td></tr> <tr><td>Credit limit:</td><td>\$1,000.00</td></tr> </table> <p style="text-align: center;">EXPAND DETAILS [+]</p> <p><i>The current balance amount includes last payment received and cash advances.</i></p> <p>Summary of Last Statement (Statement Date: 10/7/2022)</p> <table border="1" data-bbox="922 1045 1503 1255"> <tr><td>Statement balance:</td><td>\$106.17</td></tr> <tr><td>Past due amount:</td><td>\$81.17</td></tr> <tr><td>Minimum payment due:</td><td>\$106.17</td></tr> <tr><td>Payment due date:</td><td>11/1/2022</td></tr> </table> <p style="text-align: center;">EXPAND DETAILS [+]</p> <p style="text-align: right;">MAKE PAYMENT</p> <p>Friday, October 7, 2022 </p>	Current balance:	\$106.17	Current amount past due:	\$81.17	Available to spend:	\$893.83	Credit limit:	\$1,000.00	Statement balance:	\$106.17	Past due amount:	\$81.17	Minimum payment due:	\$106.17	Payment due date:	11/1/2022
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Past due amount:	\$81.17																
Minimum payment due:	\$106.17																
Payment due date:	11/1/2022																
6	<p>CentreSuite has statements for the last 13 months. If you require an older statement, call or email Client Service.</p> <p>NOTE: A fee for each statement will be applied to the account.</p>																

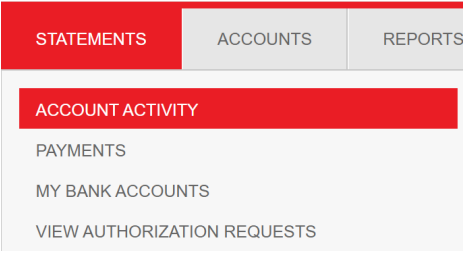
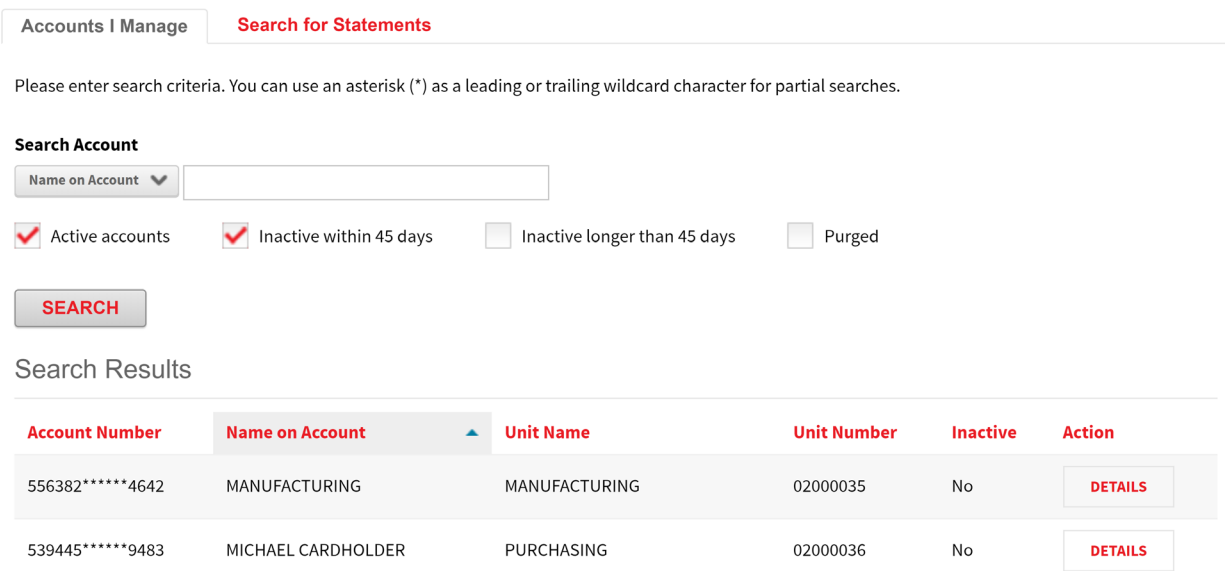
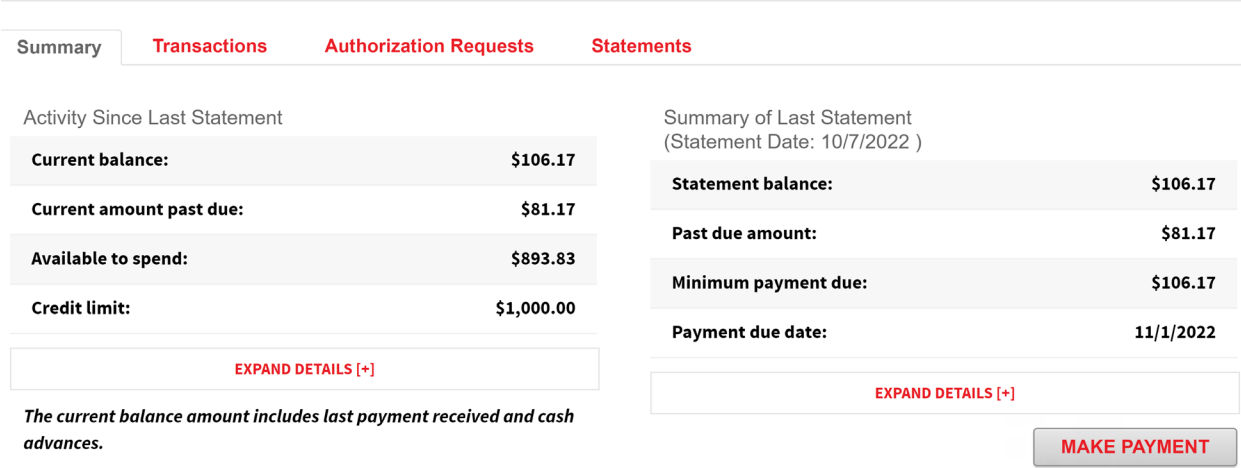
8.2 Statement Delivery Options

We recommend you have statements delivered electronically vs. paper statements. There is a fee for each paper statement sent.

Step	Action/Information															
1	<p>To change your statement delivery option, click on your profile and choose Statement Delivery Options.</p> 															
2	<p>Select your preferred delivery option and click Save.</p> <h3>Manage Statement Options</h3> <p>Please note that paper statements incur a monthly fee, which will be applied to your account. There is no fee for electronic statements.</p> <table border="1"><thead><tr><th>Card Number</th><th>Name on Account</th><th>Statement Delivery Option</th></tr></thead><tbody><tr><td>539445*****8029 (A)</td><td>PURCHASING DEPT</td><td>Send statement electronically only</td></tr><tr><td>556382*****4642 (A)</td><td>MANUFACTURING</td><td>Send statement electronically only</td></tr><tr><td>556382*****2419 (O)</td><td>SALLY CARDHOLDER</td><td>Send statement electronically only</td></tr><tr><td>539445*****1896 (A)</td><td>VIRTUAL CARD</td><td>Send statement electronically only</td></tr></tbody></table> <p>SAVE Cancel</p>	Card Number	Name on Account	Statement Delivery Option	539445*****8029 (A)	PURCHASING DEPT	Send statement electronically only	556382*****4642 (A)	MANUFACTURING	Send statement electronically only	556382*****2419 (O)	SALLY CARDHOLDER	Send statement electronically only	539445*****1896 (A)	VIRTUAL CARD	Send statement electronically only
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539445*****1896 (A)	VIRTUAL CARD	Send statement electronically only														

8.3 Viewing and Downloading Transactions and Authorizations

Transaction reports can be found under the **Statements** tab.

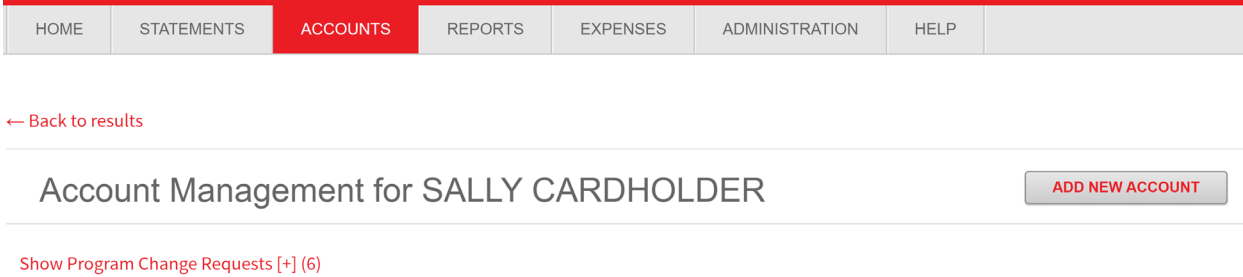
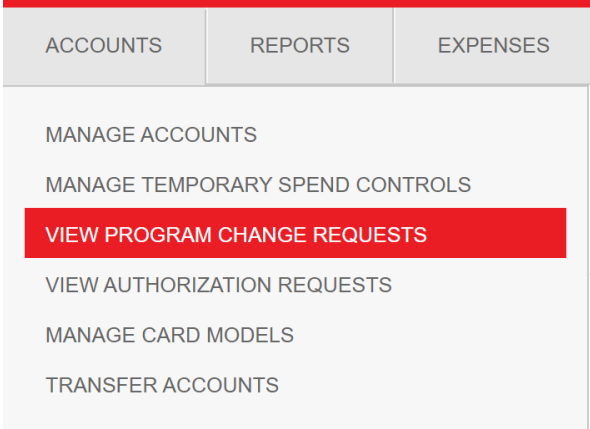
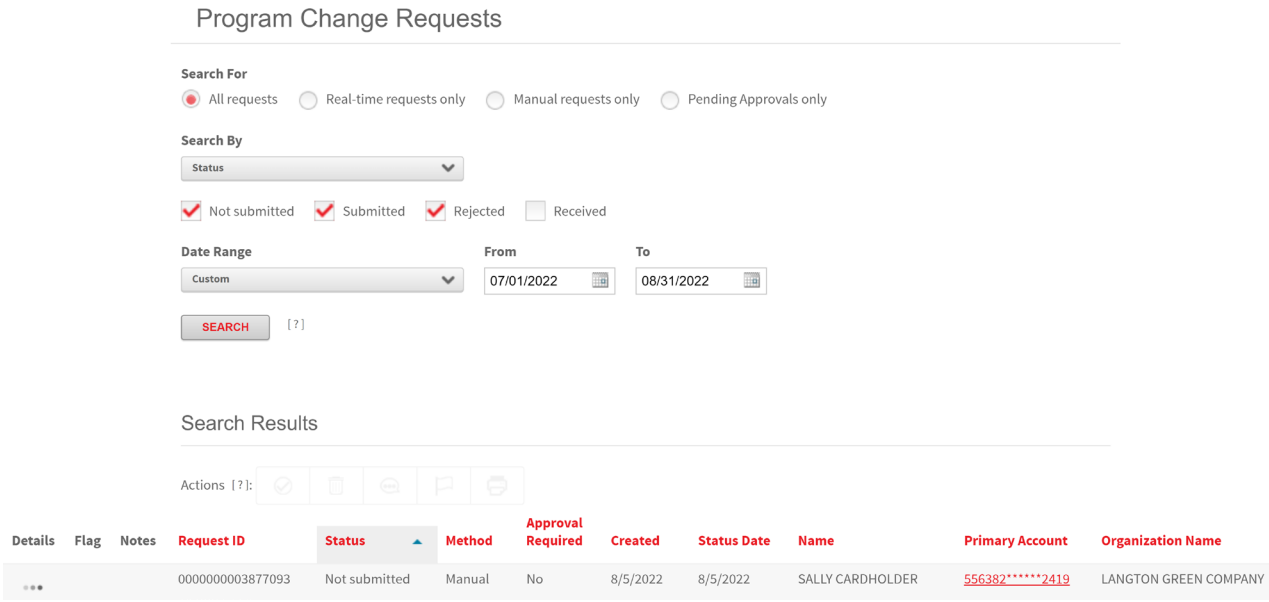
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2	<p>Click on Search to display all accounts, or use the filter to find an account. You can use an asterisk (*) to simplify your search. Click on the Details button next to the account you want to display.</p> <p>Account Activity</p>  <p>Accounts I Manage Search for Statements</p> <p>Please enter search criteria. You can use an asterisk (*) as a leading or trailing wildcard character for partial searches.</p> <p>Search Account</p> <p>Name on Account <input type="text"/></p> <p><input checked="" type="checkbox"/> Active accounts <input checked="" type="checkbox"/> Inactive within 45 days <input type="checkbox"/> Inactive longer than 45 days <input type="checkbox"/> Purged</p> <p>SEARCH</p> <p>Search Results</p> <table border="1"> <thead> <tr> <th>Account Number</th> <th>Name on Account</th> <th>Unit Name</th> <th>Unit Number</th> <th>Inactive</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>556382*****4642</td> <td>MANUFACTURING</td> <td>MANUFACTURING</td> <td>02000035</td> <td>No</td> <td>DETAILS</td> </tr> <tr> <td>539445*****9483</td> <td>MICHAEL CARDHOLDER</td> <td>PURCHASING</td> <td>02000036</td> <td>No</td> <td>DETAILS</td> </tr> </tbody> </table>	Account Number	Name on Account	Unit Name	Unit Number	Inactive	Action	556382*****4642	MANUFACTURING	MANUFACTURING	02000035	No	DETAILS	539445*****9483	MICHAEL CARDHOLDER	PURCHASING	02000036	No	DETAILS		
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Step	Action/Information																																	
4	<p>Click on the Transactions tab to see transactions. You can choose the cycle to view, print the page, or download the transactions into a format of your choice.</p> <p>Account Details for MANUFACTURING (556382*****4642)</p> <p> Summary Transactions Authorization Requests Statements </p> <table border="0"> <tr> <td> <p>Activity Since Last Statement</p> <table border="1"> <tr><td>Current balance:</td><td>\$106.17</td></tr> <tr><td>Current amount past due:</td><td>\$81.17</td></tr> <tr><td>Available to spend:</td><td>\$893.83</td></tr> <tr><td>Credit limit:</td><td>\$1,000.00</td></tr> </table> <p>EXPAND DETAILS [+]</p> <p><i>The current balance amount includes last payment received and cash advances.</i></p> </td> <td> <p>Summary of Last Statement (Statement Date: 10/7/2022)</p> <table border="1"> <tr><td>Statement balance:</td><td>\$106.17</td></tr> <tr><td>Past due amount:</td><td>\$81.17</td></tr> <tr><td>Minimum payment due:</td><td>\$106.17</td></tr> <tr><td>Payment due date:</td><td>11/1/2022</td></tr> </table> <p>EXPAND DETAILS [+]</p> <p>MAKE PAYMENT</p> </td> </tr> </table> <p>Statement Cycle: <input type="text" value="7/7/2022"/> Download format <input type="text" value="Select"/> DOWNLOAD PRINT THIS PAGE</p> <p>PAYMENT RECEIVED -- THANK (\$5.68)</p> <table border="0"> <tr> <td>Posted: 6/14/2022</td> <td>Originating Account Name: MANUFACTURING</td> <td>Original Amount: (5.68)</td> </tr> <tr> <td>Occurred: 6/14/2022</td> <td>Originating Account Number: 556382*****4642</td> <td>Currency Desc: US Dollar (840)</td> </tr> <tr> <td>Location: YOU</td> <td>MCC:</td> <td>Conversion Rate: 1.000000000</td> </tr> <tr> <td></td> <td>MCC Description:</td> <td>Billed Amount: (5.68)</td> </tr> <tr> <td></td> <td>Account Applied To: Corporate</td> <td></td> </tr> </table>	<p>Activity Since Last Statement</p> <table border="1"> <tr><td>Current balance:</td><td>\$106.17</td></tr> <tr><td>Current amount past due:</td><td>\$81.17</td></tr> <tr><td>Available to spend:</td><td>\$893.83</td></tr> <tr><td>Credit limit:</td><td>\$1,000.00</td></tr> </table> <p>EXPAND DETAILS [+]</p> <p><i>The current balance amount includes last payment received and cash advances.</i></p>	Current balance:	\$106.17	Current amount past due:	\$81.17	Available to spend:	\$893.83	Credit limit:	\$1,000.00	<p>Summary of Last Statement (Statement Date: 10/7/2022)</p> <table border="1"> <tr><td>Statement balance:</td><td>\$106.17</td></tr> <tr><td>Past due amount:</td><td>\$81.17</td></tr> <tr><td>Minimum payment due:</td><td>\$106.17</td></tr> <tr><td>Payment due date:</td><td>11/1/2022</td></tr> </table> <p>EXPAND DETAILS [+]</p> <p>MAKE PAYMENT</p>	Statement balance:	\$106.17	Past due amount:	\$81.17	Minimum payment due:	\$106.17	Payment due date:	11/1/2022	Posted: 6/14/2022	Originating Account Name: MANUFACTURING	Original Amount: (5.68)	Occurred: 6/14/2022	Originating Account Number: 556382*****4642	Currency Desc: US Dollar (840)	Location: YOU	MCC:	Conversion Rate: 1.000000000		MCC Description:	Billed Amount: (5.68)		Account Applied To: Corporate	
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5	<p>You can view recent authorizations by clicking the Authorization Request tab. Here you can filter by date and by authorization type (approved, declined, etc.) The results can be downloaded. A full history of declined transactions is available in the Reports module.</p> <p>Account Details for MANUFACTURING (556382*****4642)</p> <p> Summary Transactions Authorization Requests Statements </p> <table border="0"> <tr> <td> <p>Activity Since Last Statement</p> <table border="1"> <tr><td>Current balance:</td><td>\$106.17</td></tr> <tr><td>Current amount past due:</td><td>\$81.17</td></tr> <tr><td>Available to spend:</td><td>\$893.83</td></tr> <tr><td>Credit limit:</td><td>\$1,000.00</td></tr> </table> <p>EXPAND DETAILS [+]</p> <p><i>The current balance amount includes last payment received and cash advances.</i></p> </td> <td> <p>Summary of Last Statement (Statement Date: 10/7/2022)</p> <table border="1"> <tr><td>Statement balance:</td><td>\$106.17</td></tr> <tr><td>Past due amount:</td><td>\$81.17</td></tr> <tr><td>Minimum payment due:</td><td>\$106.17</td></tr> <tr><td>Payment due date:</td><td>11/1/2022</td></tr> </table> <p>EXPAND DETAILS [+]</p> <p>MAKE PAYMENT</p> </td> </tr> </table> <p> <input checked="" type="radio"/> All <input type="radio"/> Approved <input type="radio"/> Declined <input type="radio"/> Referred <input type="radio"/> Fraud <input type="radio"/> Pickup </p> <p> From <input type="text"/> To <input type="text"/> </p> <p>SEARCH</p>	<p>Activity Since Last Statement</p> <table border="1"> <tr><td>Current balance:</td><td>\$106.17</td></tr> <tr><td>Current amount past due:</td><td>\$81.17</td></tr> <tr><td>Available to spend:</td><td>\$893.83</td></tr> <tr><td>Credit limit:</td><td>\$1,000.00</td></tr> </table> <p>EXPAND DETAILS [+]</p> <p><i>The current balance amount includes last payment received and cash advances.</i></p>	Current balance:	\$106.17	Current amount past due:	\$81.17	Available to spend:	\$893.83	Credit limit:	\$1,000.00	<p>Summary of Last Statement (Statement Date: 10/7/2022)</p> <table border="1"> <tr><td>Statement balance:</td><td>\$106.17</td></tr> <tr><td>Past due amount:</td><td>\$81.17</td></tr> <tr><td>Minimum payment due:</td><td>\$106.17</td></tr> <tr><td>Payment due date:</td><td>11/1/2022</td></tr> </table> <p>EXPAND DETAILS [+]</p> <p>MAKE PAYMENT</p>	Statement balance:	\$106.17	Past due amount:	\$81.17	Minimum payment due:	\$106.17	Payment due date:	11/1/2022
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9. Program Change Requests

Some tasks that Cardholders can do, such as ordering a replacement card or changing their contact details, are routed to the Program Administrator as a Program Change Request for approval before the request is implemented. The Program Administrator is notified of the change request via an email and in CentreSuite. This feature is only enabled if requested at onboarding.

Step	Action/Information																								
1	<p>When you go into the Account Management screen for a cardholder, you can click on Show Program Change Requests</p> 																								
2	<p>Alternatively, you can search for program change requests from the Accounts menu.</p> 																								
3	<p>You can filter and search for all requests. To review and action a request, click on the three dots under Details.</p>  <p>Program Change Requests</p> <p>Search For: <input checked="" type="radio"/> All requests <input type="radio"/> Real-time requests only <input type="radio"/> Manual requests only <input type="radio"/> Pending Approvals only</p> <p>Search By: Status</p> <p><input checked="" type="checkbox"/> Not submitted <input checked="" type="checkbox"/> Submitted <input checked="" type="checkbox"/> Rejected <input type="checkbox"/> Received</p> <p>Date Range: Custom From 07/01/2022 To 08/31/2022</p> <p>SEARCH [?]</p> <p>Search Results</p> <p>Actions [?]: </p> <table border="1"> <thead> <tr> <th>Details</th> <th>Flag</th> <th>Notes</th> <th>Request ID</th> <th>Status</th> <th>Method</th> <th>Approval Required</th> <th>Created</th> <th>Status Date</th> <th>Name</th> <th>Primary Account</th> <th>Organization Name</th> </tr> </thead> <tbody> <tr> <td>...</td> <td></td> <td></td> <td>0000000003877093</td> <td>Not submitted</td> <td>Manual</td> <td>No</td> <td>8/5/2022</td> <td>8/5/2022</td> <td>SALLY CARDHOLDER</td> <td>556382*****2419</td> <td>LANGTON GREEN COMPANY</td> </tr> </tbody> </table>	Details	Flag	Notes	Request ID	Status	Method	Approval Required	Created	Status Date	Name	Primary Account	Organization Name	...			0000000003877093	Not submitted	Manual	No	8/5/2022	8/5/2022	SALLY CARDHOLDER	556382*****2419	LANGTON GREEN COMPANY
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4	<p>The Detail screen will open where you can review the request, approve or reject.</p> <div data-bbox="266 212 1511 285" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Detail [?] ▲ </div> <div data-bbox="266 312 875 459" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Request ID: 000000003877237</p> <p>Primary Account: JAMES T HOWELL 556382*****2446</p> <p>Requester: Frank Tersignl</p> </div> <div data-bbox="266 512 1511 585" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> History [?] ▲ </div> <table border="1" data-bbox="266 617 1511 737" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="color: red;">Status</th> <th style="color: red;">Date/Time</th> <th style="color: red;">User</th> <th style="color: red;">Notes</th> <th style="color: red;">Real-time Error</th> </tr> </thead> <tbody> <tr> <td>Submitted</td> <td>8/24/2022 10:46 AM</td> <td>Frank Tersignl</td> <td></td> <td></td> </tr> <tr> <td>Not submitted</td> <td>8/24/2022 10:46 AM</td> <td>Frank Tersignl</td> <td></td> <td></td> </tr> </tbody> </table> <div data-bbox="266 785 1511 858" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Account information ▲ </div> <div data-bbox="266 890 521 936" style="margin-bottom: 10px;"> Actions [?]: </div> <table border="1" data-bbox="266 968 1511 1041" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="color: red;">Field Name</th> <th style="color: red;">Old Value</th> <th style="color: red;">Requested Value</th> <th style="color: red;">Current Value</th> <th style="color: red;">Real-time Field Error</th> </tr> </thead> <tbody> <tr> <td>Email Address 01 1</td> <td></td> <td>test@test.com</td> <td></td> <td></td> </tr> </tbody> </table>	Status	Date/Time	User	Notes	Real-time Error	Submitted	8/24/2022 10:46 AM	Frank Tersignl			Not submitted	8/24/2022 10:46 AM	Frank Tersignl			Field Name	Old Value	Requested Value	Current Value	Real-time Field Error	Email Address 01 1		test@test.com		
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5	<p>If you accept the request, you have the option to add a note on the following screen. Click Submit.</p> <div data-bbox="266 1152 1198 1209" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> Change Status [?] ✕ </div> <p>Change status of the Submitted request to:</p> <div data-bbox="266 1283 412 1325" style="border: 1px solid #ccc; padding: 2px; margin-bottom: 10px;"> Rejected ▼ </div> <p>Note (optional):</p> <div data-bbox="266 1398 1157 1566" style="border: 1px solid #ccc; height: 80px; margin-bottom: 10px;"></div> <p><input type="checkbox"/> Mark this note as important</p> <p><input type="checkbox"/> Print after changing status</p> <div data-bbox="266 1755 431 1803" style="border: 1px solid #ccc; padding: 5px; display: inline-block; margin-right: 20px;"> SUBMIT </div> <p>Cancel</p>																									

10. Making a Payment

Customers on **Corporate Bill** will have payments automatically deducted each cycle. However, there may be times when a Program Administrator may need to make an intra-cycle, one-time payment. Cardholders under **Individual Bill** programs may need to make payment for unauthorized transactions.

A one-time payment will reset the available funds for the corporate account, meaning that individual cardholders who have not reached their credit limits will be able to transact again. Individual cardholders who have reached their credit limit will not be able to transact until the next billing cycle, even if there is capacity at the corporate account level.

For example: New England Equipment LLC has one corporate account and two cardholders, Tom and Sara.

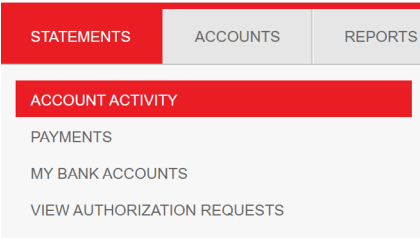
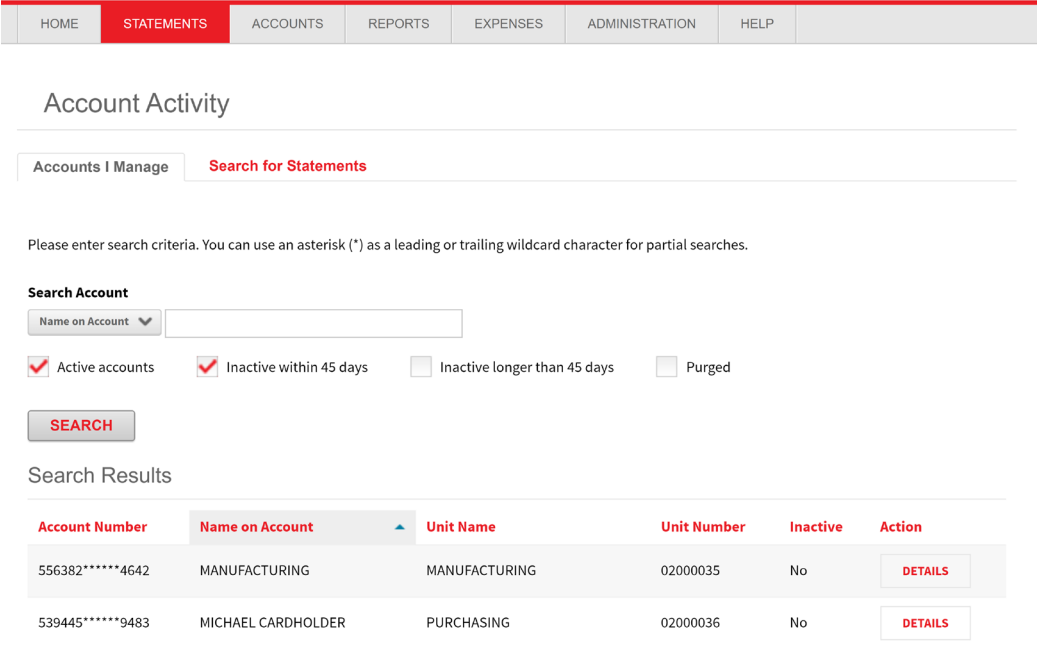
The credit limit for the corporate account is \$5000, which has been reached mid-cycle, meaning that both cards are unable to transact.

- Sara has a credit limit of \$4000 and has spent \$4000 already this month.
- Tom has a credit limit of \$2000 and has spent \$1000 already this month.

The Program Administrator makes a one-time payment of \$2000:

- Sara will still not be able to use her card unless the Program Administrator goes into CentreSuite and increases her credit limit.
- Tom can spend up to \$1000 during the rest of the month.

To make a payment, follow the steps below:

Step	Action/Information
1	<p>Choose the Statements tab and select the Account Activity option.</p> 
2	<p>Click on Search to display all accounts, or use the filter to find an account. You can use an asterisk (*) to simplify your search. Click on the Details button next to the account you want to make a payment for. Please note that payments cannot be made at the Supercorp level, as transactions are only posted to corporate or individual accounts.</p> 

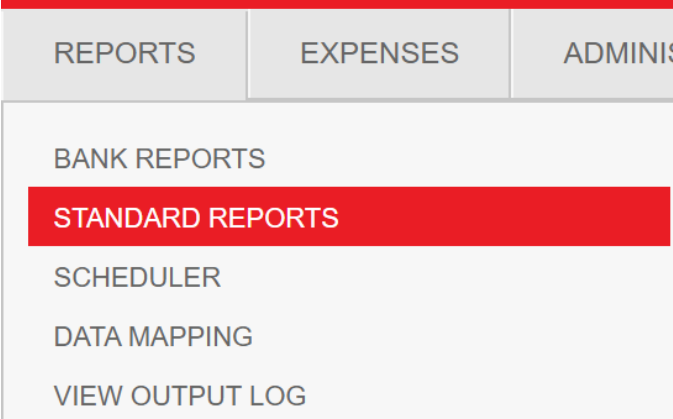
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3	<p>The Account Details screen will open. From here, click on the Make a Payment button.</p> <p>Account Details for MANUFACTURING (556382*****4642)</p> <p>Summary Transactions Authorization Requests Statements</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Activity Since Last Statement</p> <table border="1"> <tr><td>Current balance:</td><td>\$106.17</td></tr> <tr><td>Current amount past due:</td><td>\$81.17</td></tr> <tr><td>Available to spend:</td><td>\$893.83</td></tr> <tr><td>Credit limit:</td><td>\$1,000.00</td></tr> </table> <p style="text-align: center; color: red;">EXPAND DETAILS [+]</p> <p><i>The current balance amount includes last payment received and cash advances.</i></p> </div> <div style="width: 45%;"> <p>Summary of Last Statement (Statement Date: 10/7/2022)</p> <table border="1"> <tr><td>Statement balance:</td><td>\$106.17</td></tr> <tr><td>Past due amount:</td><td>\$81.17</td></tr> <tr><td>Minimum payment due:</td><td>\$106.17</td></tr> <tr><td>Payment due date:</td><td>11/1/2022</td></tr> </table> <p style="text-align: center; color: red;">EXPAND DETAILS [+]</p> <p style="text-align: right;">MAKE PAYMENT</p> </div> </div>	Current balance:	\$106.17	Current amount past due:	\$81.17	Available to spend:	\$893.83	Credit limit:	\$1,000.00	Statement balance:	\$106.17	Past due amount:	\$81.17	Minimum payment due:	\$106.17	Payment due date:	11/1/2022					
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5	<p>Enter your payment details, the date for payment, the payment method and click Make Payment.</p> <p>Define Payment Details</p> <p>Account Type * <input type="text" value="Select"/> <input checked="" type="radio"/> Personal <input type="radio"/> Business</p> <p>Account Number * Transit Routing Number [?] * <input type="text"/> <input type="text"/></p> <p>Account Nickname * Bank Name Name on Account * <input type="text"/> N/A <input type="text"/></p> <p>Address Line 1 * Address Line 2 City * <input type="text"/> <input type="text"/> <input type="text"/></p> <p>State / Province * Postal Code * <input type="text" value="Select"/> <input type="text"/></p> <p>Payment Date : * <input type="text" value="11/01/2022"/> </p> <p>Payments made after 5:00 pm ET will be processed the next business day.</p> <table border="1"> <thead> <tr> <th>Name on Account</th> <th>Account Number</th> <th>Statement Balance</th> <th>Minimum Payment</th> <th>Payment Due Date</th> <th>Current Balance</th> <th>Credit Limit</th> <th>Payment Method</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>MANUFACTURING</td> <td>556382*****4642</td> <td>106.17</td> <td>106.17</td> <td>11/01/2022</td> <td>106.17</td> <td>1,000.00</td> <td>Other Amount </td> <td><input type="text" value="100"/></td> </tr> </tbody> </table> <p>MAKE PAYMENT Cancel</p>	Name on Account	Account Number	Statement Balance	Minimum Payment	Payment Due Date	Current Balance	Credit Limit	Payment Method	Amount	MANUFACTURING	556382*****4642	106.17	106.17	11/01/2022	106.17	1,000.00	Other Amount	<input type="text" value="100"/>			
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MANUFACTURING	556382*****4642	106.17	106.17	11/01/2022	106.17	1,000.00	Other Amount	<input type="text" value="100"/>														

Step	Action/Information
6	<p data-bbox="266 163 1040 195">Authenticate the payment details and enter your password to confirm.</p> <p data-bbox="287 220 1487 260">Authenticate and Confirm Payment - MANUFACTURING (556382*****4642)</p> <hr data-bbox="266 273 1503 277"/> <p data-bbox="266 304 672 329">You have requested the following payment:</p> <p data-bbox="266 352 422 375">Payment Amount</p> <p data-bbox="266 388 324 409">100.00</p> <p data-bbox="266 436 475 459">Withdraw from Account</p> <p data-bbox="266 472 404 495">teste (03127678)</p> <p data-bbox="266 522 479 546">Transit Routing Number</p> <p data-bbox="266 558 358 579">011126487</p> <p data-bbox="266 606 488 630">Requested Payment Date</p> <p data-bbox="266 642 362 663">11/01/2022</p> <p data-bbox="266 690 420 714">Name on Account</p> <p data-bbox="266 726 415 747">MANUFACTURING</p> <p data-bbox="266 774 433 798">Applied to Account</p> <p data-bbox="266 810 417 831">556382*****4642</p> <p data-bbox="266 873 487 896">Password Confirmation</p> <p data-bbox="266 921 358 945">Username</p> <p data-bbox="266 957 404 978">natashademopa</p> <p data-bbox="266 1005 378 1029">Password : *</p> <div data-bbox="266 1037 662 1075" style="border: 1px solid #ccc; height: 18px; width: 244px;"></div>
7	<p data-bbox="266 1121 521 1152">Click Submit Payment.</p> <p data-bbox="266 1178 1503 1287">Payments submitted using this application are governed by the End User License Agreement. By clicking the Submit button, I authorize the payment institution that holds my specified bank account to initiate the payment(s) from my specified bank account to be applied to each credit card account displayed above in the amount(s) indicated. Prior to the payment being processed, I may revoke my authorization for any payment submitted using this application by deleting the payment in the payment log.</p> <p data-bbox="266 1304 745 1327">Your payment will not be processed until you click Submit.</p> <div data-bbox="266 1350 704 1390" style="display: flex; align-items: center; gap: 10px;"> <div data-bbox="266 1350 500 1390" style="border: 1px solid #ccc; padding: 2px 10px; background-color: #f0f0f0;">SUBMIT PAYMENT</div> <div data-bbox="545 1358 605 1379">Modify</div> <div data-bbox="646 1358 704 1379">Cancel</div> </div>

11. Reports

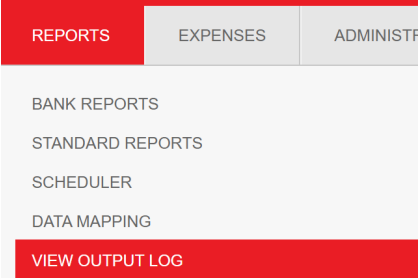
11.1 Standard Reports

CentreSuite has a wide selection of reports, which are easy to customize, schedule, run, and download.

Step	Action/Information																																																																																																																																
1	<p>To run reports, choose the Reports tab and select the Standard Reports option.</p> 																																																																																																																																
2	<p>Choose the report from the list of Standard Reports.</p> <p style="text-align: center;">Standard Reports</p> <p style="text-align: center;"><small>Click the report link to run or schedule the report.</small></p> <table border="1"> <thead> <tr> <th>Run</th> <th>Schedule</th> <th>Sample</th> <th>Delete</th> <th>Report Name</th> <th>Number</th> <th>Category</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td>Allocation Analysis Report</td> <td>1500</td> <td>Account</td> <td>Detail or summary of transactions by their assigned allocation code over a specified date range</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Cardholder Profile Report</td> <td>5080</td> <td>Account</td> <td>An unformatted file of accounts with their authorization and allocation values</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Program Change Request Audit Report</td> <td>7010</td> <td>Account</td> <td>Detail of changes made in Manage Accounts</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Purchasing Team - Program Change Request Audit Report</td> <td>C7010-001</td> <td>Account</td> <td>Detail of changes made in Manage Accounts</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Statement of Account Report</td> <td>1200</td> <td>Account</td> <td>List of transactions sorted and grouped by account holder for use while reconciling expenses</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Statement of Account Report with Fuel Purchase Detail</td> <td>1240</td> <td>Account</td> <td>List of transactions grouped and subtotaled by fuel transactions and non-fuel transactions</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>User Profile Report</td> <td>5100</td> <td>User</td> <td>Listing of pertinent data for selected users, including approver and security profiles.</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Cardholder Dispute Form</td> <td>1220</td> <td>Transaction</td> <td>Form for disputing a card transaction</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Declined Authorization Report</td> <td>7020</td> <td>Transaction</td> <td>Listing of declined authorization requests for an account.</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Transaction Report</td> <td>1710</td> <td>Transaction</td> <td>Detail or summary of all transactions made by account holders</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Expense Report</td> <td>3120</td> <td>Expense</td> <td>Expense report</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Expense Report Summary</td> <td>3130</td> <td>Expense</td> <td>Expense report summary.</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Expense Unassigned Transactions</td> <td>3140</td> <td>Expense</td> <td>Report for Expense Unassigned Transactions.</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Multiple Transaction Exception Report</td> <td>1600</td> <td>Expense</td> <td>Purchases that may have been split between multiple receipts that exceed the single purchase limit</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Merchant Report</td> <td>6100</td> <td>Merchant</td> <td>Detail or summary of all transactions sorted by selected merchants</td> </tr> </tbody> </table>	Run	Schedule	Sample	Delete	Report Name	Number	Category	Description					Allocation Analysis Report	1500	Account	Detail or summary of transactions by their assigned allocation code over a specified date range					Cardholder Profile Report	5080	Account	An unformatted file of accounts with their authorization and allocation values					Program Change Request Audit Report	7010	Account	Detail of changes made in Manage Accounts					Purchasing Team - Program Change Request Audit Report	C7010-001	Account	Detail of changes made in Manage Accounts					Statement of Account Report	1200	Account	List of transactions sorted and grouped by account holder for use while reconciling expenses					Statement of Account Report with Fuel Purchase Detail	1240	Account	List of transactions grouped and subtotaled by fuel transactions and non-fuel transactions					User Profile Report	5100	User	Listing of pertinent data for selected users, including approver and security profiles.					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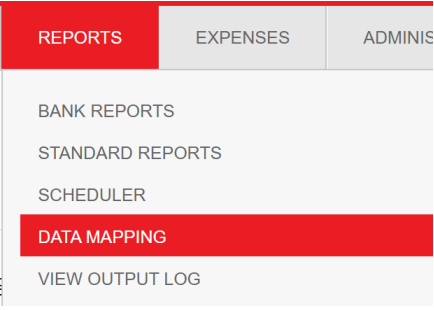
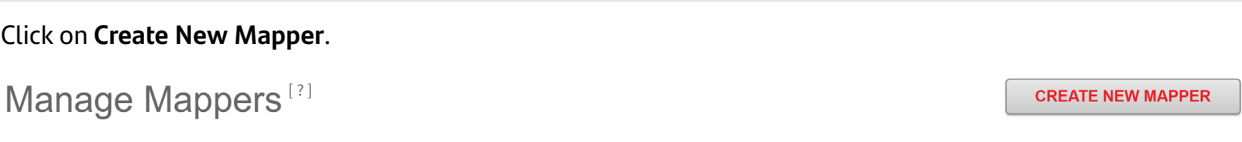
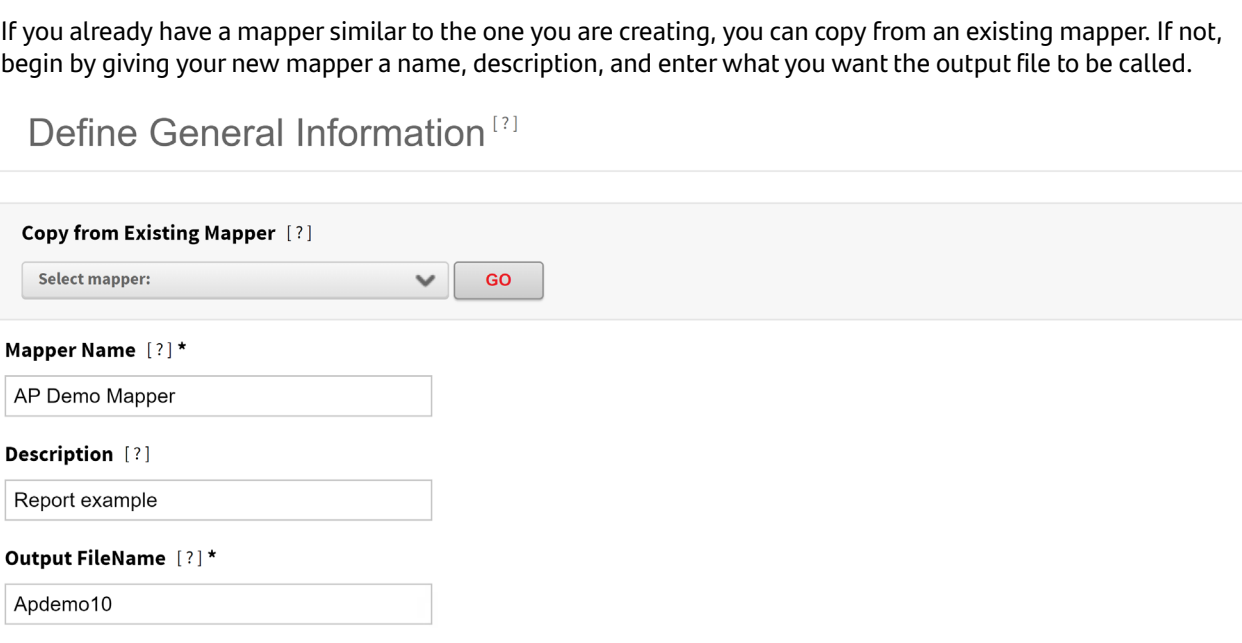
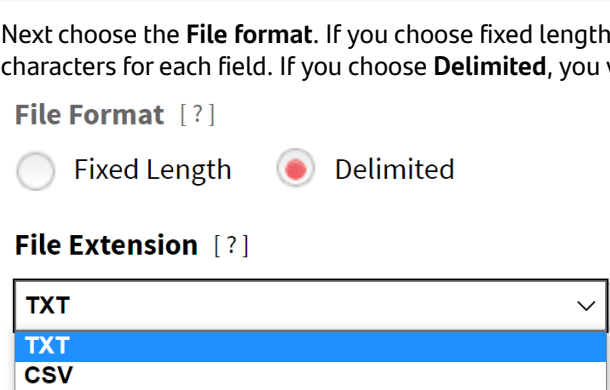
Step	Action/Information
3	<p>Each report will open a slightly different option screen. In each screen, you will be able to Run, Schedule, or Save the Report. You will also be able to choose what unit or account you want the report for. To see all the units, click on the Search button.</p> <div data-bbox="269 268 1511 659"> <div style="display: flex; justify-content: space-around; margin-bottom: 10px;"> RUN SCHEDULE SAVE Cancel </div> <div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p style="margin: 0;">Accounts and Units ▲</p> <hr/> <p>Search for:</p> <p><input checked="" type="radio"/> Unit <input type="radio"/> Account [?]</p> <div style="display: flex; margin-top: 5px;"> <div style="border: 1px solid #ccc; padding: 2px; margin-right: 5px;">Unit Name ▼</div> <input style="width: 150px;" type="text" value="langton*"/> </div> <div style="margin-top: 5px;"> SEARCH </div> </div> </div>
4	<p>Once you have set all the parameters for the report, you can Save the report. This is useful if you are going to run the report frequently.</p> <div data-bbox="269 793 1318 1684"> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Save Report ✕</p> <hr/> <p>Save report criteria as a custom report. The report will display within the list of reports on the Standard Reports page.</p> <p>Report number: C3120-001 [?]</p> <p>* Report name: <input style="width: 150px;" type="text" value="Expense Report for AP Team"/> [?]</p> <p>Report category: <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> Account ▼ </div> [?]</p> <p>Report description: <input style="width: 150px;" type="text" value="Expense report"/> [?]</p> <p><input checked="" type="checkbox"/> Include selected units/accounts/users [?]</p> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> SAVE Cancel </div> </div> </div>

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5	<p>The saved report will now appear on the list of Standard Reports.</p> <p style="text-align: center;">Standard Reports</p> <hr/> <p style="text-align: center; color: red;">Click the report link to run or schedule the report.</p> <table border="1" data-bbox="264 289 1528 552"> <thead> <tr> <th>Run</th> <th>Schedule</th> <th>Sample</th> <th>Delete</th> <th>Report Name</th> <th>Number</th> <th>Category</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td>Allocation Analysis Report</td> <td>1500</td> <td>Account</td> <td>Detail or summary of transactions by their assigned allocation code over a specified date range</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Cardholder Profile Report</td> <td>5080</td> <td>Account</td> <td>An unformatted file of accounts with their authorization and allocation values</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Expense Report for AP Team</td> <td>C3120-001</td> <td>Account</td> <td>Expense report</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Program Change Request Audit Report</td> <td>7010</td> <td>Account</td> <td>Detail of changes made in Manage Accounts</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Purchasing Team - Program Change Request Audit Report</td> <td>C7010-001</td> <td>Account</td> <td>Detail of changes made in Manage Accounts</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Statement of Account Report</td> <td>1200</td> <td>Account</td> <td>List of transactions sorted and grouped by account holder for use while reconciling expenses</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Statement of Account Report with Fuel Purchase Detail</td> <td>1240</td> <td>Account</td> <td>List of transactions grouped and subtotaled by fuel transactions and non-fuel transactions</td> </tr> </tbody> </table>	Run	Schedule	Sample	Delete	Report Name	Number	Category	Description					Allocation Analysis Report	1500	Account	Detail or summary of transactions by their assigned allocation code over a specified date range					Cardholder Profile Report	5080	Account	An unformatted file of accounts with their authorization and allocation values					Expense Report for AP Team	C3120-001	Account	Expense report					Program Change Request Audit Report	7010	Account	Detail of changes made in Manage Accounts					Purchasing Team - Program Change Request Audit Report	C7010-001	Account	Detail of changes made in Manage Accounts					Statement of Account Report	1200	Account	List of transactions sorted and grouped by account holder for use while reconciling expenses					Statement of Account Report with Fuel Purchase Detail	1240	Account	List of transactions grouped and subtotaled by fuel transactions and non-fuel transactions
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6	<p>You can schedule a report to run at the frequency of your choosing.</p> <p style="text-align: center;">Schedule Expense Report for AP Team ^[?]</p> <hr/> <p>NEXT Cancel</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;">Name and schedule task ▲</div> <p>Task name*</p> <input style="width: 100%;" type="text"/> <p>Frequency</p> <p> <input type="radio"/> Daily <input type="radio"/> Weekly <input type="radio"/> Sunday <input type="radio"/> Monday <input type="radio"/> Tuesday <input type="radio"/> Wednesday <input type="radio"/> Thursday <input type="radio"/> Friday <input type="radio"/> Saturday </p> <p> <input checked="" type="radio"/> Monthly Select day of month <input style="width: 100%;" type="text" value="1"/> ▼ </p> <p> <input type="radio"/> Cycle Cycle name <input style="width: 100%;" type="text"/> ▼ </p> <p>Delay</p> <input style="width: 100%;" type="text"/>																																																																
7	<p>If you choose Yes under Select notification option, you will receive an email to tell you when the report is ready. Click Next to continue.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;">Select notification option ▲</div> <p>Email me when the report is ready</p> <p> <input checked="" type="radio"/> Yes <input type="radio"/> No ^[?] </p> <p>NEXT Cancel</p>																																																																
8	<p>Review your settings on the next page and, if you are happy with your selections, click Finish.</p>																																																																

Step	Action/Information																																	
9	<p>Once a report has run, it appears in the Output Log.</p> 																																	
10	<p>It may take a few minutes for a new report to run. You can click Refresh Status to check progress.</p> <p>Output Log [?]</p> <p>Delays may occur when processing volume is high.</p> <p>Show: All Events Output Level: Personal</p> <p>REFRESH STATUS</p> <p>DELETE</p>																																	
11	<p>If there is a long list of reports, you can filter using the Show option.</p> <p>Show: All Events</p> <ul style="list-style-type: none"> All Events Exports: Allocation Code Exports: Transaction Mappers: All Reports: All Reports: Account Reports: Expense Reports: Merchant Reports: Transaction Reports: User Reports: VAT 																																	
12	<p>If you have the required permissions, you can see reports save to your log and the corporate log by choosing the Output Level.</p> <p>Output Level: Personal</p> <ul style="list-style-type: none"> Personal Corporate All 																																	
13	<p>Select the report and click on the Download icon to download.</p> <table border="1"> <thead> <tr> <th><input checked="" type="checkbox"/></th> <th>Download file</th> <th>Unmap</th> <th>Name</th> <th>Status</th> <th>Output Level</th> <th>Type</th> <th>Date Range</th> <th>Run Date</th> <th>Size</th> <th>Last Download</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>trainingaug15</td> <td>Ready</td> <td>LANGTON GREEN COMPANY</td> <td>Mapper</td> <td>9/1/2022 - 9/30/2022</td> <td>10/1/2022 12:14 AM</td> <td>1K</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>trainingaug15</td> <td>Ready</td> <td>LANGTON GREEN COMPANY</td> <td>Mapper</td> <td>8/1/2022 - 8/31/2022</td> <td>9/1/2022 12:15 AM</td> <td>1K</td> <td></td> </tr> </tbody> </table>	<input checked="" type="checkbox"/>	Download file	Unmap	Name	Status	Output Level	Type	Date Range	Run Date	Size	Last Download				trainingaug15	Ready	LANGTON GREEN COMPANY	Mapper	9/1/2022 - 9/30/2022	10/1/2022 12:14 AM	1K					trainingaug15	Ready	LANGTON GREEN COMPANY	Mapper	8/1/2022 - 8/31/2022	9/1/2022 12:15 AM	1K	
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11.2 Creating Mappers

If you need a specific report not listed as a **Standard Report**, you can create a **Mapper**. This process allows you to design reports to your exact specifications in terms of fields and format. There is a detailed **Data Mapper Definitions** document to support this process in our Resource Center, www.santanderbank.com/commercial-card

Step	Action/Information
1	<p>To create a mapper, choose the Data Mapping option under the Reports tab.</p>  <p>The screenshot shows a navigation menu with three tabs: 'REPORTS' (highlighted in red), 'EXPENSES', and 'ADMINIS'. Under the 'REPORTS' tab, there is a list of options: 'BANK REPORTS', 'STANDARD REPORTS', 'SCHEDULER', 'DATA MAPPING' (highlighted in red), and 'VIEW OUTPUT LOG'.</p>
2	<p>Click on Create New Mapper.</p>  <p>The screenshot shows the 'Manage Mappers' page with a 'CREATE NEW MAPPER' button highlighted in red.</p>
3	<p>If you already have a mapper similar to the one you are creating, you can copy from an existing mapper. If not, begin by giving your new mapper a name, description, and enter what you want the output file to be called.</p>  <p>The screenshot shows the 'Define General Information' form. It includes a 'Copy from Existing Mapper' section with a dropdown menu and a 'GO' button. Below this are three required fields: 'Mapper Name' (containing 'AP Demo Mapper'), 'Description' (containing 'Report example'), and 'Output FileName' (containing 'Apdemo10').</p>
4	<p>Next choose the File format. If you choose fixed length, you will need to provide the number of characters for each field. If you choose Delimited, you will need to choose a file extension.</p>  <p>The screenshot shows the 'File Format' section with two radio buttons: 'Fixed Length' (unselected) and 'Delimited' (selected). Below this is the 'File Extension' section with a dropdown menu showing 'TXT' selected, and 'CSV' as an option.</p>

Step	Action/Information
5	<p>Next choose the Organization level you want the reporting for. Unless your program is Individual Bill, it is usual to choose Both for Account Type.</p> <p>Organization [?] LANGTON GREEN COMPANY(01000088)</p> <p>Select Organization</p> <p>Account Type [?] <input type="radio"/> Individual <input type="radio"/> Corporate <input checked="" type="radio"/> Both</p> <p>Record Level [?] Transaction</p>
6	<p>Choose the Record Level for the mapper.</p> <ul style="list-style-type: none"> • Allocation will aggregate reporting by allocation code (e.g., GL). • Cardholder (Account) will give details of each card (e.g., address, limit, MCC Group). • Cardholder (Transaction) will give transactions for cardholders who had transactions within a given date range. • Transaction will provide the chosen details for each transaction (e.g., details, allocation, cardholder info, merchant name). • Unit will pull transactions just for the units with transactions in the specific date range. <p>Record Level [?]</p> <p>Transaction</p> <p>Allocation</p> <p>Cardholder (Account)</p> <p>Cardholder (Transaction)</p> <p>Transaction</p> <p>Unit</p>
7	<p>Choose what Transaction Type(s) you want in the report, whether you want Transaction Splits (usually Yes), if you are using the expense reporting modules, you can opt to have only transactions assigned to expense reports; if not, then select No. Click Next.</p> <p>Include Transaction Types [?]</p> <p><input checked="" type="checkbox"/> Regular card transactions <input type="checkbox"/> Payments <input type="checkbox"/> Fees <input type="checkbox"/> Adjustments <input type="checkbox"/> Out-of-pocket transactions <input type="checkbox"/> Personal transactions <input type="checkbox"/> Cash advances</p> <p>Include Transaction Splits [?] <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Include only transactions assigned to expense reports <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Expense Report Status [?] Select</p> <p>NEXT Cancel</p>

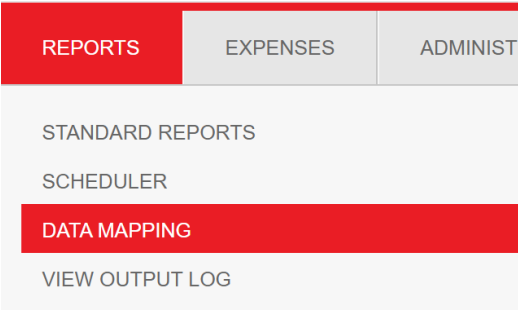
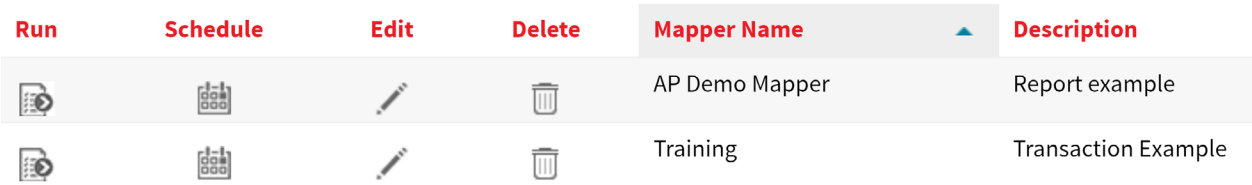

Step	Action/Information
8	<p>In the next section, you can define the format of your report. The format will usually be specified by your IT department so that the file can be ingested into your ERP or other accounting system. Click Next.</p> <h3 data-bbox="305 254 748 296">Define Mapper Format ^[?]</h3> <hr/> <p data-bbox="282 348 459 373">Numeric Format</p> <p data-bbox="282 388 418 413">Delimiter ^[?]</p> <p data-bbox="282 428 734 466">Tab ▼</p> <p data-bbox="282 501 459 527">Text Qualifier ^[?]</p> <p data-bbox="282 541 734 579">None ▼</p> <p data-bbox="282 615 404 640">Decimal ^[?]</p> <p data-bbox="282 655 529 688"><input type="radio"/> Fixed <input checked="" type="radio"/> Implied</p> <p data-bbox="282 724 583 749">Number of Decimal Places ^[?]</p> <p data-bbox="282 764 431 798"><input checked="" type="radio"/> 2 <input type="radio"/> 4</p> <p data-bbox="282 833 427 858">Debit Sign ^[?]</p> <p data-bbox="282 873 734 911">None ▼</p> <p data-bbox="282 947 435 972">Credit Sign ^[?]</p> <p data-bbox="282 987 734 1024">Minus ▼</p> <p data-bbox="282 1060 454 1085">Sign Position ^[?]</p> <p data-bbox="282 1100 516 1134"><input checked="" type="radio"/> Before <input type="radio"/> After</p> <p data-bbox="282 1182 422 1207">Date Format</p> <p data-bbox="282 1222 397 1247">Format ^[?]</p> <p data-bbox="282 1262 734 1299">MMDDYYYY ▼</p> <p data-bbox="282 1350 410 1394">NEXT</p> <p data-bbox="461 1356 529 1381">Cancel</p>

Step	Action/Information																					
9	<p>First, choose the Header Record for your report. If you do not need a header, select No for Include Header Record. If you do want headers, click Add Field to keep adding header records.</p> <p>Select Mapper Record Layout ^[?]</p> <hr/> <p>Header Record Detail Record Footer Record</p> <p>Include Header Record</p> <p>YES <input type="checkbox"/> ^[?]</p> <p>Define Columns for Header Record</p> <hr/> <p>ADD FIELD ^[?]</p> <table border="1"> <thead> <tr> <th>Order</th> <th>Insert</th> <th>Edit</th> <th>Remove</th> <th>Field Name</th> <th>Field Type</th> <th>Field Value</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> <td></td> <td>Header</td> <td>Constant</td> <td>Monthly Total</td> </tr> <tr> <td>2</td> <td></td> <td></td> <td></td> <td>Total Amount</td> <td>Total Sum</td> <td>Transaction settlement net</td> </tr> </tbody> </table>	Order	Insert	Edit	Remove	Field Name	Field Type	Field Value	1				Header	Constant	Monthly Total	2				Total Amount	Total Sum	Transaction settlement net
Order	Insert	Edit	Remove	Field Name	Field Type	Field Value																
1				Header	Constant	Monthly Total																
2				Total Amount	Total Sum	Transaction settlement net																
10	<p>When you add a header field, you can choose from a range of field types, including sum, count, and date options.</p> <p>Add Mapper Field ✘</p> <hr/> <p>Field Name ^[?]</p> <input type="text"/> <p>Field Length: ^[?]</p> <input type="text"/> <p>Field Type ^[?]</p> <div style="border: 1px solid black; padding: 5px;"> <p>Select value ▼</p> <p>Select value</p> <p>Blank Filler</p> <p>Zero Filler</p> <p>Constant</p> <p>Total Count</p> <p>Counter</p> <p>Total Sum</p> <p>Date field</p> <p>Database Filler</p> </div>																					

Step	Action/Information																																																	
11	<p>Now, add the Detail Records, which will be the main content of your report. Keep adding fields using the Add Field button.</p> <p> Header Record Detail Record Footer Record </p> <p>Include Detail Record</p> <p>YES <input type="checkbox"/></p> <h3>Define Columns for Detail Record</h3> <p>ADD FIELD [?]</p> <table border="1"> <thead> <tr> <th>Order</th> <th>Insert</th> <th>Edit</th> <th>Remove</th> <th>Field Name</th> <th>Field Type</th> <th>Field Value</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> <td></td> <td>CARD NUMBER</td> <td>Card field</td> <td>Account number</td> </tr> <tr> <td>2</td> <td></td> <td></td> <td></td> <td>CARD NAME</td> <td>Card field</td> <td>Name on account</td> </tr> <tr> <td>3</td> <td></td> <td></td> <td></td> <td>STATE</td> <td>Card field</td> <td>State</td> </tr> <tr> <td>4</td> <td></td> <td></td> <td></td> <td>MERCH NAME</td> <td>Merchant field</td> <td>Name</td> </tr> <tr> <td>5</td> <td></td> <td></td> <td></td> <td>AMOUNT</td> <td>Transaction field</td> <td>Transaction split amount</td> </tr> <tr> <td>6</td> <td></td> <td></td> <td></td> <td>DATE</td> <td>Transaction field</td> <td>Date posted</td> </tr> </tbody> </table>	Order	Insert	Edit	Remove	Field Name	Field Type	Field Value	1				CARD NUMBER	Card field	Account number	2				CARD NAME	Card field	Name on account	3				STATE	Card field	State	4				MERCH NAME	Merchant field	Name	5				AMOUNT	Transaction field	Transaction split amount	6				DATE	Transaction field	Date posted
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3				STATE	Card field	State																																												
4				MERCH NAME	Merchant field	Name																																												
5				AMOUNT	Transaction field	Transaction split amount																																												
6				DATE	Transaction field	Date posted																																												
12	<p>Finally, choose the Footer Record(s). When completed, click Finish.</p> <h3>Select Mapper Record Layout [?]</h3> <p> Header Record Detail Record Footer Record </p> <p>Include Footer Record</p> <p>YES <input type="checkbox"/> [?]</p> <h3>Define Columns for Footer Record</h3> <p>ADD FIELD [?]</p> <table border="1"> <thead> <tr> <th>Order</th> <th>Insert</th> <th>Edit</th> <th>Remove</th> <th>Field Name</th> <th>Field Type</th> <th>Field Value</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> <td></td> <td>CONSTANT</td> <td>Constant</td> <td>END OF FILE</td> </tr> <tr> <td>2</td> <td></td> <td></td> <td></td> <td>AMOUNT</td> <td>Total Sum</td> <td>Transaction settlement net</td> </tr> </tbody> </table>	Order	Insert	Edit	Remove	Field Name	Field Type	Field Value	1				CONSTANT	Constant	END OF FILE	2				AMOUNT	Total Sum	Transaction settlement net																												
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13	<p>You mapper is now complete and ready to be run or scheduled.</p> <h3>Manage Mappers [?]</h3> <p>CREATE NEW MAPPER [?]</p> <table border="1"> <thead> <tr> <th>Run</th> <th>Schedule</th> <th>Edit</th> <th>Delete</th> <th>Mapper Name</th> <th>Description</th> <th>Type</th> <th>Unit Number</th> <th>Unit</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td>AP Demo Mapper</td> <td>Report example</td> <td>Standard</td> <td>01000088</td> <td>LANGTON GREEN COMPANY</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Training</td> <td>Transaction Example</td> <td>Standard</td> <td>01000088</td> <td>LANGTON GREEN COMPANY</td> </tr> </tbody> </table>	Run	Schedule	Edit	Delete	Mapper Name	Description	Type	Unit Number	Unit					AP Demo Mapper	Report example	Standard	01000088	LANGTON GREEN COMPANY					Training	Transaction Example	Standard	01000088	LANGTON GREEN COMPANY																						
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11.3 Running Mappers

You can either run a mapper immediately or schedule it to run at a time and frequency of your choosing.

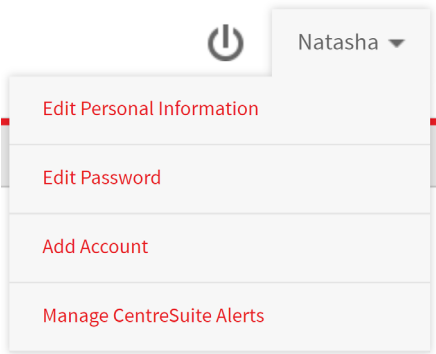
Step	Action/Information
1	<p>To run or schedule a mapper, choose the Data Mapping option under the Reports tab.</p> 
2	<p>Click either the Run or Schedule icon.</p> 
3	<p>If a transaction is flagged, this means it is locked down and cannot be edited in CentreSuite after it has been reported. This is to ensure that data in CentreSuite and the source location of your files (e.g., your ERP) remain in sync. The default is, therefore, to say Yes for Flag Transactions as Mapped and No for Include Mapped Transactions. We recommend making description fields editable, so the default for Lock Description Fields is No.</p> <p>Step 1: Complete required mapper criteria [?]</p> <p>Flag transaction as mapped: [?] <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Include mapped transactions: [?] <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Lock description field: [?] <input type="radio"/> Yes <input checked="" type="radio"/> No</p>
4	<p>Choose the Date Type. To match the dates on your statements, choose Date Posted.</p> 

Step	Action/Information		
5	<p>Choose the Unit or Account you want the report to cover.</p> <div data-bbox="269 205 1510 638"> <p>Accounts and Units* ▲</p> <p>Search for:</p> <p><input checked="" type="radio"/> Unit <input type="radio"/> Account [?]</p> <p><input type="checkbox"/> Display date within file name in output log</p> <p><input type="checkbox"/> Display org name within file name in output log</p> <p><input type="checkbox"/> Display org number within file name in output log</p> <p>Unit Name ▼ <input type="text"/></p> <p>SEARCH</p> </div>		
6	<p>You have the option to filter by Merchant Category code, description, or expense type (MCC Group), if required.</p> <div data-bbox="269 709 1510 1281"> <p>Optional filter on MCC codes or expense types ▲</p> <p>Search for MCC or expense type to add to the search criteria. Specify a search value. You can use the wildcard (*) to replace starting or ending values.</p> <p>Search by:</p> <p>Expense type ▼ <input type="text"/> SEARCH</p> <p>Order by:</p> <p><input checked="" type="radio"/> Description <input type="radio"/> Code</p> <p>Expense type: Airlines ▼</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Available</p> <p>(Select All) (Clear All)</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"> <input type="checkbox"/> LINEA AEROPOSTAL VENEZOLANA (LAV) (3185) </div> </td> <td style="width: 50%; vertical-align: top;"> <p>Selected</p> <p>(Select All) (Clear All)</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"> </div> </td> </tr> </table> </div>	<p>Available</p> <p>(Select All) (Clear All)</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"> <input type="checkbox"/> LINEA AEROPOSTAL VENEZOLANA (LAV) (3185) </div>	<p>Selected</p> <p>(Select All) (Clear All)</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"> </div>
<p>Available</p> <p>(Select All) (Clear All)</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"> <input type="checkbox"/> LINEA AEROPOSTAL VENEZOLANA (LAV) (3185) </div>	<p>Selected</p> <p>(Select All) (Clear All)</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"> </div>		
7	<p>Choose where you want the file sent. If you choose Personal only, you will be able to see the report. If you choose Corporate, your colleagues will be able to see the report as well. Click Run.</p> <div data-bbox="269 1390 1510 1801"> <p>File Destination Options ▲</p> <p>Output log [?]</p> <p><input checked="" type="checkbox"/> Personal</p> <p><input type="checkbox"/> Corporate</p> <p>Archive</p> <p><input type="checkbox"/> Store file in the archive</p> <p>RUN Cancel</p> </div>		

Step	Action/Information
8	<p>If you have chosen to schedule the report, the scheduling options will be displayed. Choose your parameters and click Next. You will be given a chance to review all your settings. Once reviewed, click Finish to complete.</p> <p>Schedule Training ^[?]</p> <hr/> <p>Name and schedule task ▲</p> <p>Task name*</p> <input type="text"/> <p>Frequency</p> <p> <input type="radio"/> Daily <input type="radio"/> Weekly <input type="radio"/> Sunday <input type="radio"/> Monday <input type="radio"/> Tuesday <input type="radio"/> Wednesday <input type="radio"/> Thursday <input type="radio"/> Friday <input type="radio"/> Saturday <input checked="" type="radio"/> Monthly </p> <p>Select day of month</p> <input type="text" value="1"/> ▼ <p> <input type="radio"/> Cycle Cycle name <input type="text"/> ▼ </p> <p>Delay</p> <input type="text"/> <p>Select notification option ▲</p> <p>Email me when the report is ready</p> <p> <input checked="" type="radio"/> Yes <input type="radio"/> No [?] </p> <p> <input type="button" value="NEXT"/> Cancel </p>
9	<p>Your report will be in the Output Log. See Section 11.1.9 for details.</p>

12. Alerts

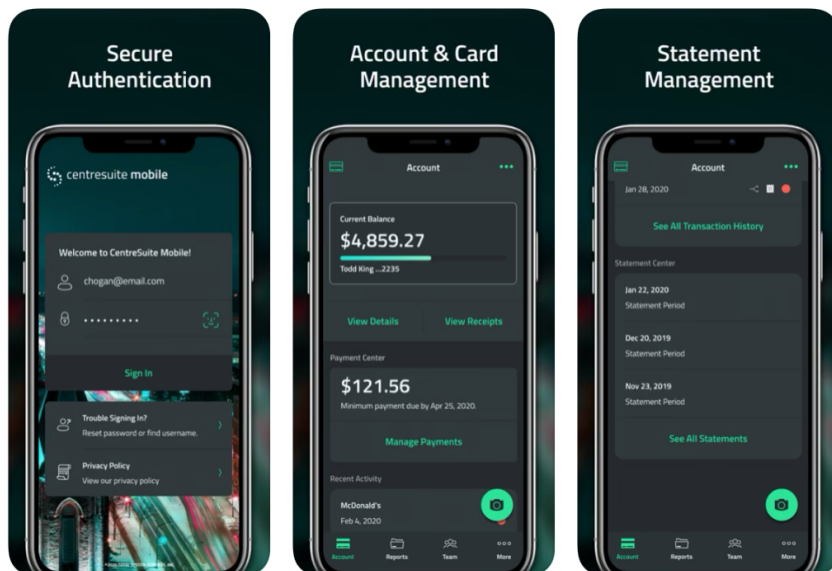
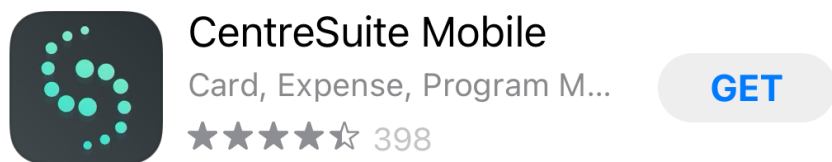
You can set alerts to be notified by email when certain thresholds are met, or actions taken.

Step	Action/Information																
1	<p>Choose Manage CentreSuite Alerts under your profile in the top right-hand corner of the screen.</p>  <p>The screenshot shows a user profile dropdown menu for 'Natasha'. The menu items are: Edit Personal Information, Edit Password, Add Account, and Manage CentreSuite Alerts. The 'Manage CentreSuite Alerts' option is highlighted in red.</p>																
2	<p>You can either select all the accounts you manage...</p> <p>Manage CentreSuite Alerts</p> <p>Accounts I Manage</p> <p>Organization: LANGTON GREEN COMPANY (01000088) ACCOUNTS</p> <p>Select unit [?]</p> <table border="1"> <thead> <tr> <th>Unit Name</th> <th>Include Subunits</th> </tr> </thead> <tbody> <tr> <td>LANGTON GREEN COMPANY (01000088)</td> <td><input checked="" type="checkbox"/></td> </tr> </tbody> </table>	Unit Name	Include Subunits	LANGTON GREEN COMPANY (01000088)	<input checked="" type="checkbox"/>												
Unit Name	Include Subunits																
LANGTON GREEN COMPANY (01000088)	<input checked="" type="checkbox"/>																
3	<p>Or click the Search button to reveal all the possible accounts and choose the ones you want to set alerts for.</p> <p>Manage CentreSuite Alerts</p> <p>Accounts I Manage</p> <p>Organization: LANGTON GREEN COMPANY (01000088) SELECT UNIT</p> <p>Name on Account <input type="text"/></p> <p>SEARCH</p> <p>Select Accounts [?]</p> <table border="1"> <thead> <tr> <th>Card Number</th> <th>Name on Account</th> <th>Account Type</th> <th>Billing Type</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> 556382*****4642</td> <td>MANUFACTURING</td> <td>Corporate</td> <td>Corporate</td> </tr> <tr> <td><input type="checkbox"/> 539445*****9483</td> <td>MICHAEL CARDHOLDER</td> <td>Individual</td> <td>Corporate</td> </tr> <tr> <td><input type="checkbox"/> 556382*****9465</td> <td>NATASHA COMPANY</td> <td>SuperCorp</td> <td>Individual</td> </tr> </tbody> </table>	Card Number	Name on Account	Account Type	Billing Type	<input type="checkbox"/> 556382*****4642	MANUFACTURING	Corporate	Corporate	<input type="checkbox"/> 539445*****9483	MICHAEL CARDHOLDER	Individual	Corporate	<input type="checkbox"/> 556382*****9465	NATASHA COMPANY	SuperCorp	Individual
Card Number	Name on Account	Account Type	Billing Type														
<input type="checkbox"/> 556382*****4642	MANUFACTURING	Corporate	Corporate														
<input type="checkbox"/> 539445*****9483	MICHAEL CARDHOLDER	Individual	Corporate														
<input type="checkbox"/> 556382*****9465	NATASHA COMPANY	SuperCorp	Individual														

Step	Action/Information
4	<p>Choose the alerts and parameters you want and click Save Alerts.</p> <p>View and define alert settings for selected accounts [?]</p> <hr/> <p> <input type="checkbox"/> NO Account Past Due [?] <input type="checkbox"/> 1 Day <input type="checkbox"/> 30 Days <input type="checkbox"/> 60 Days <input type="checkbox"/> 90 Days </p> <p> <input type="checkbox"/> NO Payment Due [?] </p> <p> <input checked="" type="checkbox"/> YES <input type="checkbox"/> Current Balance Approaching Credit Limit [?] Calculate by: <input type="radio"/> Amount within [?] <input type="text"/> <input checked="" type="radio"/> Percent within [?] <input type="text" value="10"/> </p> <p> <input type="checkbox"/> NO Current Balance Exceeds Credit Limit [?] </p> <p> <input checked="" type="checkbox"/> YES <input type="checkbox"/> Transaction equal to or above amount [?] <input type="text" value="10000"/> </p> <p> <input type="button" value="SAVE ALERTS"/> [?] Cancel </p>
5	<p>You will receive a success message.</p> <p>Manage CentreSuite Alerts</p> <hr/> <p>Accounts I Manage <input type="text"/></p> <hr/> <p>Changes have been successfully saved.</p>

13. Mobile App

The CentreSuite mobile app can be downloaded from the **Apple App Store** or **Google Play**. Search for **CentreSuite Mobile**.



Use the same credentials as for the online version of CentreSuite.

14. Billing and Payments

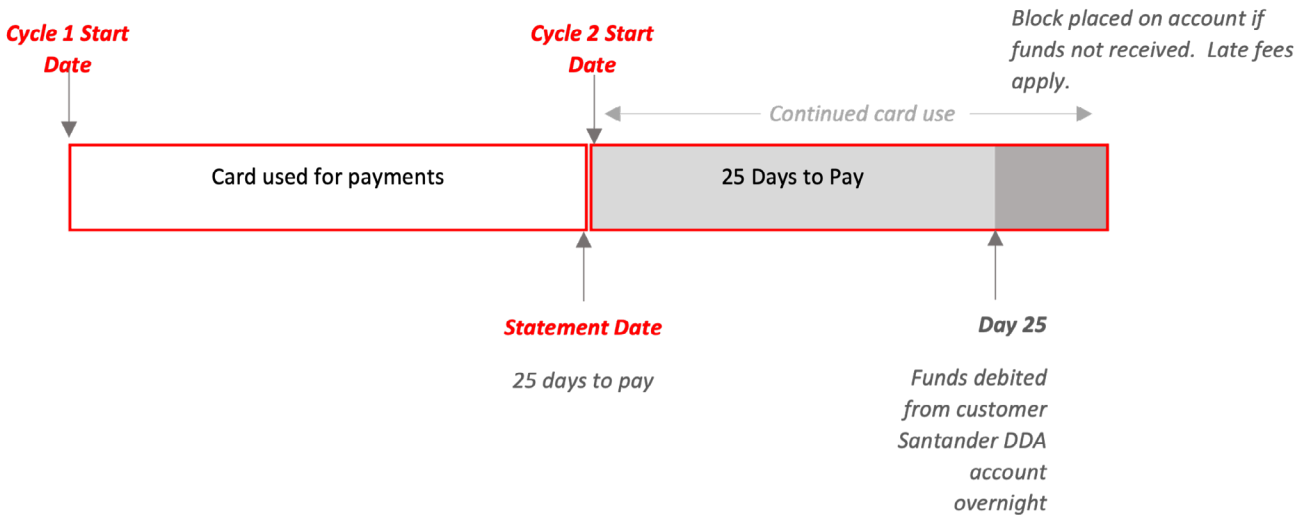
14.1 Program Billing

When there is transaction activity on any card, the Program Administrator or designated recipient will receive an account statement notification at the end of their billing cycle via email. The statement will be available on CentreSuite.

14.2 Program Payment

If you are on a corporate bill or monthly payment cycle, your monthly statement balance is typically due 15 or 25 days after your statement date. Your DDA account with Santander will be auto debited overnight and you will see this deducted from your account on the morning of Day 16 or 26 of the payment cycle.

If you are on a cycle other than monthly, your due date is agreed during the onboarding process.



NOTE: The number of days to pay may not be 25 if you are not on a monthly payment cycle. Consult your Card Agreement for your payment cycle and 'days to pay period.'

15. Disputing a Transaction

If the cardholder wishes to dispute a transaction, they should first contact the merchant and raise it with them. If the claim cannot be resolved with the merchant, the cardholder should contact Client Service at 855-465-8107 or the number on the back of the card to initiate a billing dispute.

Procedure

- First contact the merchant and raise it with them.
 - Keep notes and copies of all correspondence.
- If the claim cannot be resolved with the merchant, contact Cardholder Support at 877-598-7799 to initiate a billing dispute.
- Cardholder Support will gather the necessary information to begin the procedure and pass the case to the Dispute Department.
- Santander will send a letter to the cardholder acknowledging dispute (using address on file in CentreSuite).
- The cardholder may be contacted to provide additional information at any stage.
 - Please respond to any questions or requests for information as soon as possible or the dispute may be closed.
- Santander will submit the required documentation and the investigation begins.
 - The merchant is allowed 45 days to respond. If a response is not received within 45 days, disputes are automatically resolved in favor of the cardholder.
- The Dispute Department will inform the cardholder of the outcome.

NOTE:

- Cardholders must notify the issuer of dispute within 60 days from statement date on which transaction appears or 90 days from the date of the transaction.
- Cardholders should retain all receipts and other transaction documentation.
- Cardholders may not dispute if previously disputed.
- Only posted transactions can be disputed.
- Cardholders cannot dispute fees.
- The account may continue to be billed for the amount in question. The customer does not have to pay any questioned amount while it is being investigated, but the customer is still obligated to pay the parts of the bill that are not in question.

16. Cardholder Self Service

16.1 Fraud Alerts

If Santander suspects a transaction on your account may be fraudulent, the cardholder will get an email and text from us (provided we have a mobile phone number listed for the account in CentreSuite). The cardholder may text a response back:

- If they text back that the transactions listed in text were NOT fraudulent, then they need take no further action. The card will remain unblocked.
- If they do not recognize the transactions listed in the text as theirs and text back that the transactions ARE fraudulent, we will block the card and immediately arrange to send out a new card.

Cardholders may call the number in the email if they did not receive the text or prefer to call.

Failure to respond to our alerts will result in cards being blocked until the cardholder makes contact.

If you suspect fraud on your account, DO NOT WAIT for a notification. Call Cardholder Support immediately at 855-465-8114, or the number on the back of your card, available 24 hours a day, 7 days a week.

Program Administrators may call in on behalf of customers to notify us of fraud on an account, but this will just result in a block going on the card. A claims process will not begin, and a new card will not be ordered until the Cardholder calls in.

16.2 Cardholder Self Registration on CentreSuite

Cardholders need to register for access to CentreSuite as follows:

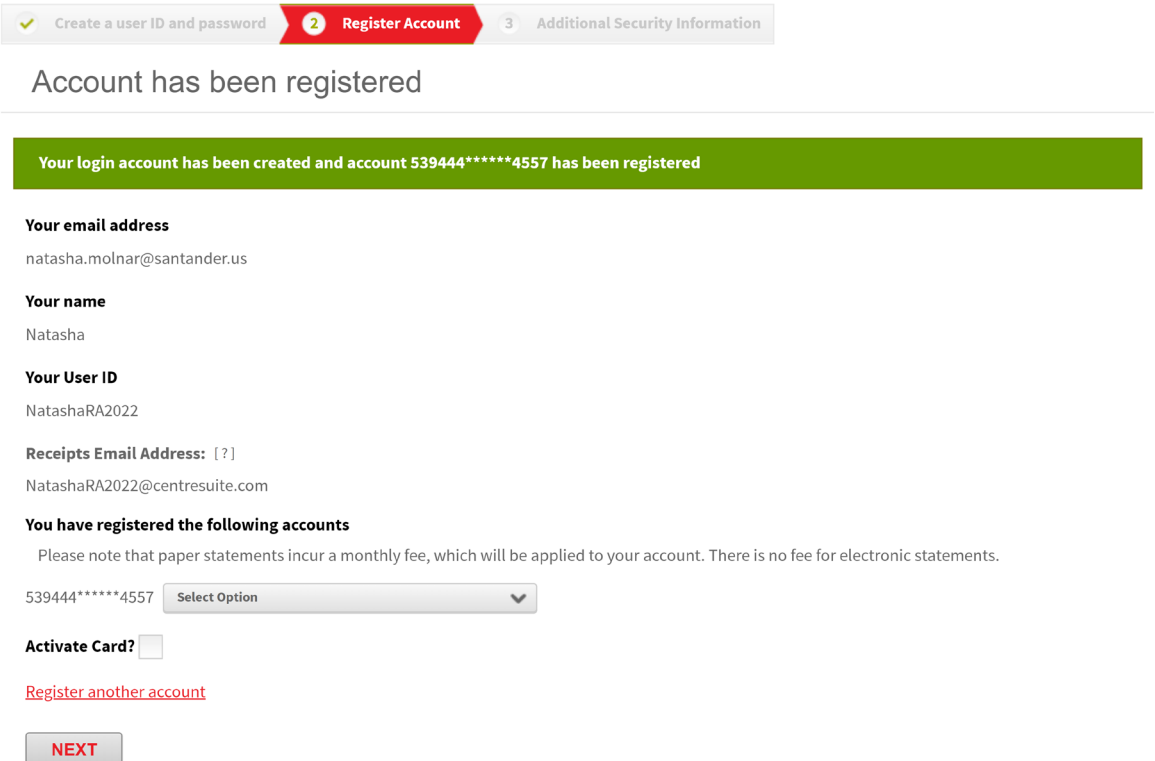
Click this link, or copy it into your browser: www.centresuite.santanderbank.com

Cardholders will need the following to register:

- 16-digit card number
- Their credit limit

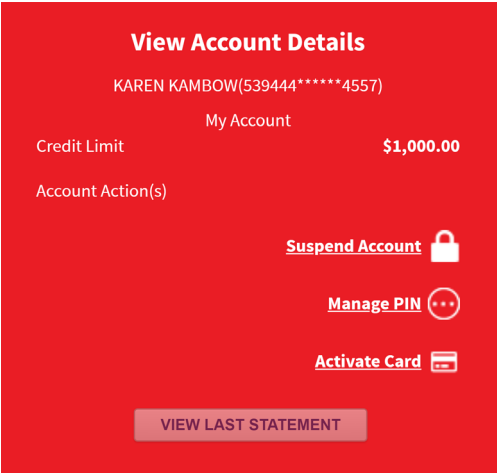
Step	Action/Information
1	<p>When you reach the landing page, click on the 'Not registered?' link and follow the steps to register.</p> <div><h3>Enter credentials</h3><p>User ID (Forgot your User ID?)</p><input type="text"/><p>Password (Forgot your password?)</p><input type="password"/><p>Language</p><p>English ▼</p><p>LOG ON</p></div> <div><p>Additional Information</p><ul style="list-style-type: none">Forgot your User ID?Forgot your password?Reset Logon credentials?<p>Registration</p><p>Not registered?</p></div>

Step	Action/Information
2	<p>First, enter your 16-digit account number from your card:</p> <p>Provide Account Number</p> <hr/> <p>Account Number</p> <input data-bbox="293 348 699 390" type="text"/> <p>NEXT Cancel</p>
3	<p>Then, complete the fields on the screen.</p> <p> 1 Create a user ID and password 2 Register Account 3 Additional Security Information </p> <p>Create a user ID and password</p> <hr/> <p>Your email address [?] Confirm your email address</p> <input data-bbox="293 772 662 808" type="text"/> <input data-bbox="690 772 1055 808" type="text"/> <p>Your Mobile Phone Number [?]</p> <input data-bbox="293 856 662 898" type="text"/> <p>First name Last name</p> <input data-bbox="293 947 662 982" type="text"/> <input data-bbox="690 947 1055 982" type="text"/> <p>Create a user ID [?]</p> <input data-bbox="293 1035 662 1071" type="text"/> <p>Enter a password [?] Re-enter password</p> <input data-bbox="293 1123 662 1159" type="text"/> <input data-bbox="690 1123 1055 1159" type="text"/>
4	<p>Finally, you will need to enter your name and credit limit.</p> <p> ✓ Create a user ID and password 2 Register Account 3 Additional Security Information </p> <p>Register an existing account</p> <hr/> <p>Account Number * 539444*****4557</p> <p>Name on account * [?]</p> <input data-bbox="293 1539 662 1575" type="text"/> <p>Credit Limit *</p> <input data-bbox="293 1627 662 1663" type="text"/> <p>NEXT Cancel</p>

Step	Action/Information
5	<p>You will then get the following success message.</p> 

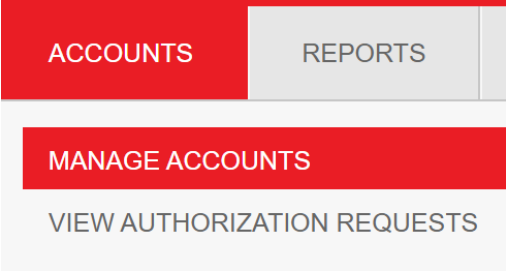
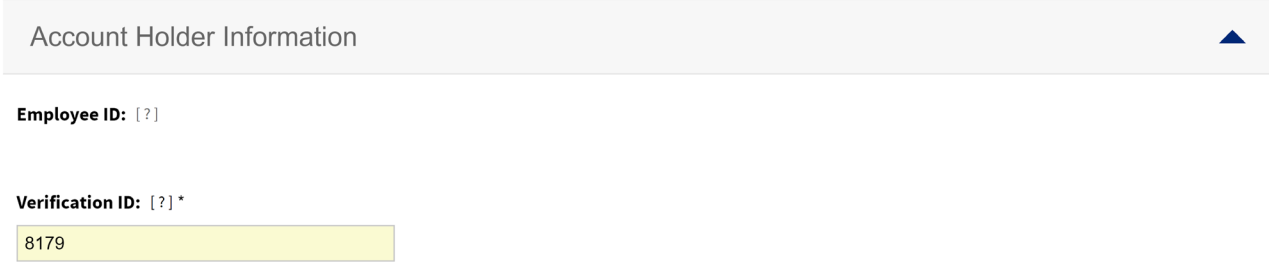

16.3 Cardholder Card Activation and PIN Setting

Cardholders will need to activate their cards by visiting www.centresuite.santanderbank.com or calling 1 855-805-4337 and following the IVR prompts. They will need their Verification ID when calling in. See Section 7.3.3 for where the Verification ID is shown and can be edited. As part of the activation process, they will be prompted to set their card PIN. They MUST complete this process. **They will need a PIN for all transactions where cards are inserted.** Cardholders can activate their card and set their PIN from the landing page of CentreSuite.

Step	Action/Information
1	<p>Click on the links in the red panel and follow the instructions.</p> 

16.4 Resetting Verification ID

A Verification ID is 4-digit number which customers will use to authenticate themselves when calling Santander Commercial Cards Customer Service. If customers provide a correct Verification ID, they will not need to answer the usual security questions. Cardholders and Program Administrators may confirm or reset their Verification IDs by calling 877-598-7799. Cardholders may reset their Verification ID in CentreSuite, as follows:

Step	Action/Information
1	<p>Choose Manage Accounts from the dropdown menu.</p> 
2	<p>Scroll down to Account Holder Information and view or edit the 4-digit Verification ID. Make sure to choose a number that is hard to guess; avoid numbers like 1234, 5555, date of birth, etc.</p> 
3	<p>Scroll to the bottom of the page and click Submit. The Verification ID will be updated in real time.</p> 

16.5 Lost or Stolen Cards

All fraud on accounts must be reported as soon as possible by calling 877-598-7799, open 24/7/365. CentreSuite can be used to report lost cards, but this will simply block the lost card and order a replacement, any fraudulent transactions will remain on your account until you call in to report them as fraud – see Section 7.5.

17. Fraud Best Practice Controls

Set and Communicate Company Policy

Determine and implement a company card use policy, e.g., Set rules for your employees for use of cards.

Monitor and Take Quick Action

- Analyze cardholder spend for suspicious activities, use the Centresuite email alerts for transactions over set values.
- Ensure cardholders review their statements for unauthorized activity.
- Report suspicious transactions.
- Ensure every cardholder has a mobile phone number listed to enable Santander to verify the validity of transactions by text.

Set Card and Transaction Limits

- Each card can be assigned a monthly card limit as a control to avoid unnecessary exposure to fraud.
- Review these limits periodically to ensure they are still appropriate.
- If appropriate, set transaction limits as well as card limits

Set Merchant Category Code (MCC) Blocks

Restricting the types of merchants where your company's cards can be used is a prudent control measure. Setting Merchant Category Code (MCC) strategies for your cards restricts possible misuse of cards by employees and can reduce the risk of fraud should the card details get into the wrong hands.

Santander has a set of recommended MCC Groups for different product types, e.g., Travel and Entertainment, or Purchasing. We recommend you choose appropriate MCC groups for your program or even at the cardholder level. Strategies are usually set up when you are onboarded, but can be requested at any time by calling Client Service at 844-726-0095 or emailing clientservice@santander.us.

Consider Expense Management Reporting

As your program grows you should have your cardholders complete a monthly expense report. Santander has an expense report module it can enable for you in CentreSuite and the CentreSuite mobile app for you to use with your employees.



Santander Client Service is open Monday – Friday
7:30 AM – 6:00 PM ET for emails, 7:30 AM – 5:00 PM ET for calls
Program Administrator questions: 844-726-0095
For service after hours: 877-598-7799
By email: clientservice@santander.us