



## **eZBusiness Card Management Quick Guide**

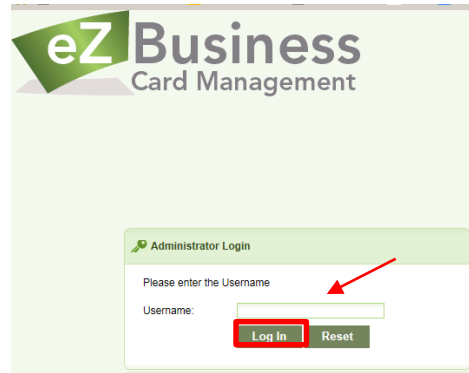


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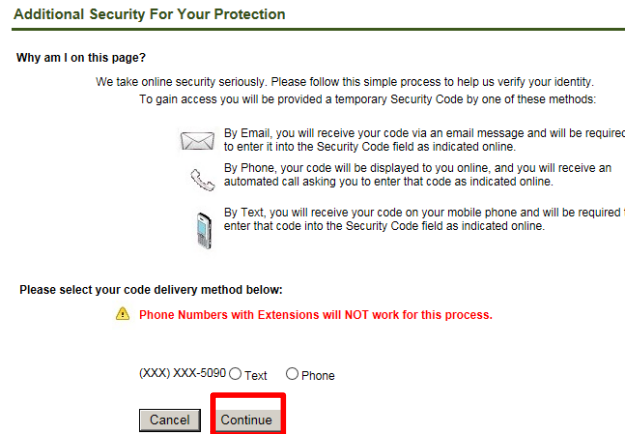
## LOGIN TO eZBUSINESS

- Access the eZBusiness Card Management portal: <https://www.ezbusinesscardmanagement.com/Login.aspx>




- New and Returning Users: Enter Username, then *Log In*
- **NOTE: All login credentials are Case Sensitive**

- **First time login for new User** requires Out of Band User authentication. Select the preferred method of contact then click *Continue*
- Complete User authentication via phone or text. Do not navigate away from the authentication screen on the computer until process is completed.



- After authentication is complete, onscreen verification will appear.

Your Security Code  075955

Your Security Code has been successfully validated. Please click on the Continue button to continue.

- **NOTE: Wait for the verification before making any other selections.**

- Enter the temporary password.

- Follow onscreen instructions to update Password and *Submit*.

**Change Password**

Your password must be updated. Enter and confirm your new password using the following guidelines:

- \*must be different from Username
- \*must not contain spaces
- \*must be a minimum of 8 characters
- \*must be a maximum of 20 characters
- \*cannot be any of your previous 10 passwords
- \*must include at least 1 number(s)
- \*must include at least 1 special character(s)
- \*must include at least 1 lower case letter(s)

- User will receive immediate notification that Password has changed.

- **Returning Users** will be presented with the Password screen, enter Password and then **Log In**.



- Once successfully logged in, available options appear on the left side of screen.
- **Company Search** is the Default View.

Admin Security  
**Commercial Card**  
 INBOX  
 Online Profile  
 Log Off

**Company Search**  
 Corporation ID: All  
 Company ID:  
 Company Name:  
 Status: All  
 Search

## ACCESS ONLINE SERVICES

Access any of the services available in the **Navigation List** on the **Accounts Screen**:

- View reports & transactions
- Review and update Cardholder level credit lines
- Review sub-level details
- Set up payment accounts & make payments

In the **Online Requests** section under Messaging, some of the options are:

- Add a new cardholder or group
- Update contact information
- Request payment due date changes and Company level credit line changes
- Set up Auto-Pay

### Accounts - 09999998 CASH

**Navigation List**

**Accounts**

**Reporting**

- Transaction Report
- View Spending Restrictions
- View Credit Lines

**Level Options**

- Level Financial Details
- Level Processing Options
- Level Administrative Options

**Payments**

- Make Payment
- Manage Payment Accounts
- Payment History

**Messaging**

- Online Requests
- Company Inbox
- Sent Messages
- Archived Messages

To Access the **Accounts Screen and Navigation List**:

- 1- From the available options list on the left, select **Commercial Card**, then **Company Search** (this is also the default landing screen). No information is required if there is only one company online; click on **Search**.

Admin Security  
**Commercial Card**  
 Company Search  
 View Company List  
 Cardholder Search

INBOX  
 Online Profile  
 Log Off

**Company Search**  
 Corporation ID: All  
 Company ID:  
 Company Name:  
 Status: All  
 Search





- 5- On the **Account Details** screen, each *green link* provides additional information for that line item. To return to the previous screen, click on the *View Hierarchy Lead Accounts* link on the top left.

Account Detail - 09999998 CASH MANAGEMENT

View Hierarchy Lead Accounts

Account Management

Account Details

Reporting

Transactions

Transaction Report

View Spending Restrictions

Statements

Level Options

Level Financial Details

Level Processing Options

Level Administrative Options

Payments

Make Payment

Manage Payment Accounts

Payment History

Messaging

Online Requests

Company Inbox

Sent Messages

Archived Messages

Company: 09999998 CASH MANAGEMENT

Sublevel 1:

Sublevel 3:

Sublevel 5:

Personal Information

15 E RIDGE PIKE

CONSHOHOCKEN, PA 19428

Account Balance Information

This information was last updated as of Friday, June 26, 2015

Current Account Summary

Account Balance [View Transactions](#)

Cash Balance

Pending Balance\* [View Detail](#)

Available Credit\*

Available Cash\*

Credit Limit

Cash Limit

Paid Fee Amount

Cycle to Date Activity

Current Purchases

Current Cash Advances

Current Payments

Current Credits

Statement & Payment Information

Last Statement Amount [View Statement Detail](#)

Last Statement Date

Account Status: Open

Product: CLP

Billing Account: xxx-xxxx-xxxx-0116

Tracking Code: Disabled

Fleet ID:

Fleet Product Restriction Prompt:

Sublevel 2:

Sublevel 4:

Sublevel 6:

Home Phone: 2158889584

Business Phone: 6102355090

Other Phone:

6/8/2015

- 6- To Unlock a User, Click on **User Security Management** and make necessary changes.

Account Detail - 09999998 CASH MANAGEMENT

View Hierarchy Lead Accounts

Navigation List

Account Details

Account Detail

User Security Management

User Enrollment Detail

Not Enrolled [Enroll Now](#)

Delete User Enrollment

Reset Enrollment Authentication

User name:

Inactivity Lock:

[View Activity Summary](#)

Email Address:

Password Failures: (0)

Generate Password

User Security Detail

Not Enrolled

Delete Security Account

Unlock Security Account

[View Security Account History](#)

Administrative Lock/Unlock:

Account: [Click to Lock Account](#)

User: Click to Unlock User

Reasons for Lock/Unlock:

Enter your Reason here or select one

Enter your Reason here or select one

- 7- To Manage Cardholder Credit Lines, Click on *View Credit Lines* in the drop down menu on the **Navigation List** screen (steps 2 and 3 above to access)

Accounts - 09999998 CASH MANAGEMENT

Navigation List

- Accounts
- Reporting
  - Transaction Report
  - View Spending Restrictions
  - View Credit Lines
- Level Options
  - Level Financial Details
  - Level Processing Options
  - Level Administrative Options
- Payments
  - Make Payment
  - Manage Payment Accounts
  - Payment History
- Messaging
  - Online Requests
  - Company Inbox
  - Sent Messages
  - Archived Messages

First Name Last Name

Excel/Spreadsheet(.csv) Download

most recent transactions or pending authorizations. For more recent and detailed balances, go to the account

November 24, 2015

	Status	Balance	Credit Limit	Expiration	Acct Type	Hierarchy Name	User
9998-10000000	Open	\$0.00	\$1,000.00	12/2049	Billing	CASH MANAGEMENT	
ENZO	Open	M \$0.00	\$500.00	06/2018	Individual	CASH MANAGEMENT	

8- View / Download reports or manage Cardholder credit lines by clicking on one of the links to **Change Credit Limits**.

View Credit Lines - 09999998 CASH MANAGEMENT

Navigation List

- View Credit Lines

Status Card Number First Name Last Name

All GO

Configure Report View

Download All Columns

Download Configured Columns

Excel/Spreadsheet(.csv) Download

Balance is updated nightly and may not reflect most recent transactions or pending authorizations. For more recent and detailed balances, go to the account details by clicking on the account number link. This information was last updated as of Tuesday, November 24, 2015

Company Hierarchy	Current Account Status	Card Number	Cardholder Name	Permanent Credit Limit	Cash Limit	Current Account Balance	Active Temporary Credit Limit	Active Temporary Increase Exp Date	Active Temporary Credit Limit Requestor	Temporary Adjusted Credit Limit	Last Temporary Increase Amount	Last Temporary Increase Exp Date	Last Temporary Increase Requestor	Last Temporary Increase Maint Date & Time	Last Permanent Credit Limit Change Date	Last Permanent Credit Limit Change Amount
CASH MANAGEMENT	Open	XXXX-XXXX-XXXX-0116	BL ACCT 09999998-10000000	\$1,000.00	\$0.00	\$0.00	\$0.00			\$0.00	\$0.00				11/23/2015	\$0.00
CASH MANAGEMENT	Open	XXXX-XXXX-XXXX-0124	GENIE DELORENZO	\$500.00	\$0.00	\$0.00	\$0.00		BATCH	\$0.00	\$100.00	8/31/2015	GDELORENZO	8/31/2015 8:52 PM		\$0.00



9- To view Sub-Level details, select *Level Financial Details* from the **Navigation List** drop down menu.





Level Financial Detail - 09999998 CASH MANAGEMENT

Navigation List

Level Financial Details  [View Hierarchy Level Accounts](#)

**Hierarchy Information**

Level	ID	Name	<a href="#">Processing</a>	<a href="#">Admin</a>
Company:	09999998	CASH MANAGEMENT	<a href="#">Options</a>	<a href="#">Info</a>
Sublevel 2:				
Sublevel 3:				
Sublevel 4:				
Sublevel 5:				
Sublevel 6:				
Owner:				

**Company/Sublevel Information**

Current Balances		Limit Allocations	
Total Balance:	\$0.00	Limit Allocated:	500
Cash Balance:	\$0.00	Limit Available:	500
Credit Limit:	\$1,000.00	Aggregate Percent:	150
Cash Limit:	\$0.00		
Available Credit:	\$1,000.00		
Available Cash:	\$0.00		
Outstanding Authorizations:	\$0.00		
Past Due:	\$0.00		
Overlimit:	\$0.00		
Last Payment Date:	Not Available		
Last Statement Date:	Not Available		
Current Cycle Date:	Not Available		

10- To Manage Payments, select one of the *Payment Options* from the **Navigation List** drop down menu, then clicking on one of the available links:

Accounts

**Reporting**

- Transaction Report
- View Spending Restrictions
- View Credit Lines

**Level Options**

- Level Financial Details
- Level Processing Options
- Level Administrative Options

**Payments**

- Make Payment**
- Manage Payment Accounts
- Payment History

**messaging**

- Online Requests
- Company Inbox
- Sent Messages
- Archived Messages

**MANAGEMENT**

[View Hierarchy Level Accounts](#)

Account Type	Due Date	Cur Balance	Stmt Balance	Min Due	
09999998-10000000 Billing	12/3/2015	\$0.00	\$0.00	\$0.00	<a href="#">Make a Payment</a>

**Manage Payment Accounts - 09999998 CASH MANAGEMENT**

**Navigation List**

Manage Payment Accounts [View Hierarchy Level Accounts](#)

**Payment Accounts** [Add Payment Account](#)

Account Nickname ▲	Account Type	Account #	Routing #	Status
<a href="#">Genie's checking</a>	Checking	xxxxx7316	236073801	Active



## CARDHOLDER ADMINISTRATION

- 1- To search for a Cardholder, select **Cardholder Search** from the **Commercial Card** options. Enter information and click on Search.

Admin Security  
Commercial Card  
Company Search  
View Company List  
Cardholder Search  
INBOX  
Online Profile  
Log Off

**Search Cardholders - 09999998 CASH MANAGEMENT**

Number:   
First Name:   
Last Name:   
**Search**

- 2- Click on link (in green) to view User Detail

Status	Card Number	First Name	Last Name				
All	<input type="text"/>	<input type="text"/>	<input type="text"/>	Excel/Spreadsheet(.csv)			
<b>GO</b>							
Balance is updated nightly and may not reflect most recent transactions or pending authorizations. For more recent and detailed balances details by clicking on the account number link. This information was last updated as of Tuesday, November 24, 2015							
Card Number	Name	Status	Balance	Credit Limit	Expiration	Acct Type	Hierarchy
<a href="#">xxxx-xxxx-xxxx-0116</a>	<a href="#">BL ACCT 09999998-10000000</a>	Open	\$0.00	\$1,000.00	12/2049	Billing	CASH MAN
<a href="#">xxxx-xxxx-xxxx-0124</a>	<a href="#">GENIE DELORENZO</a>	Open	M \$0.00	\$500.00	06/2018	Individual	CASH MAN

- 3- To add a Cardholder, or Request a Replacement Card:
  - From the Company Level **Account Details** screen (#1 – 4 under **ACCESS ONLINE SERVICES**)  
And open the **Navigation List** Drop Down

**Accounts - 09999998 CASH MANAGEMENT**

Navigation List  
Accounts

Status Card Number First Name Last Name  
All    Excel/Spreadsheet(.csv) **Download**

**GO**

Balance is updated nightly and may not reflect most recent transactions or pending authorizations. For more recent and detailed balances, go to the account details by clicking on the account number link.  
This information was last updated as of Friday, June 26, 2015

Card Number	Name	Status	Balance	Credit Limit	Expiration	Acct Type	Hierarchy Name	User
<a href="#">XXXX-XXXX-XXXX-0116</a>	<a href="#">BL ACCT 09999998-10000000</a>	Open	\$114.20	\$500.00	12/2049	Billing	CASH MANAGEMENT	
<a href="#">XXXX-XXXX-XXXX-0124</a>	<a href="#">GENIE DELORENZO</a>	Open	M \$111.42	\$500.00	06/2018	Individual	CASH MANAGEMENT	

< >

- Select *Online Requests*
- Select *Add New Cardholder Account* from the **Service Request Type** menu and click *GO*
- Complete required info

### Account Detail - 09999998 CASH MANAGEMENT

[View Hierarchy Level Accounts](#)

- Account Management
- Account Details
- Reporting
  - Transactions
  - Transaction Report
  - View Spending Restrictions
  - Statements
- Level Options
  - Level Financial Details
  - Level Processing Options
  - Level Administrative Options
- Payments
  - Make Payment
  - Manage Payment Accounts
  - Payment History
- Messaging
  - Online Requests
  - Company Inbox
  - Sent Messages
  - Archived Messages

### Online Requests - 09999998 CASH MANAGEMENT

**Navigation List**

Online Requests [View Hierarchy Levels](#)

Service requests allow you to submit an online request for a change request, select an option from the Service Request drop-down list ar

The Service Requests you submit will be displayed in your Sent Item Inbox that is accessed using the Navigation List.

Level	ID	Name
Company:	09999998	CASH MANAGEMENT
Sublevel 2:		
Sublevel 3:		
Sublevel 4:		
Sublevel 5:		
Sublevel 6:		
Owner:		

**Service Request Types:**

Select ...

- Add Cash Access
- Add New Cardholder Account
- Add New Group
- Add PIN Access
- Address and Phone Change
- Change Cardholder Authorization Block
- Change Company Payment Due Date
- Change Credit Limit
- Close Account
- Manage Spending Restrictions
- Request Replacement Card
- Setup Account AutoPay
- View Full Account Number

GO

GO

4- Other available *Online Request* Options include

Address and Phone number changes – **phone number must be kept current to receive authentication calls!**

- Request Payment date changes
- Request Credit Line changes
- Close Account
- Request replacement cards
- Manage Payment via AutoPay
- Account and Transaction Inquires

*\*\*Some request types may not be available for Company access.*



**Service Request Types:**

- Select ...
- Add Cash Access
- Add New Cardholder Account
- Add New Group
- Add PIN Access
- Address and Phone Change
- Change Cardholder Authorization Block
- Change Company Payment Due Date
- Change Credit Limit
- Close Account
- Manage Spending Restrictions
- Request Replacement Card
- Setup Account AutoPay
- View Full Account Number

**Online Message Types:**

- Select ...
- Account Inquiry
- Commercial Card Program Inquiry
- Online Support Question (How do I?)
- Other Inquiry
- Report Web Site Issues
- Transaction Inquiry

Screen specific **Online Help** is available by selecting the HELP button on each screen.



**For additional assistance or questions, please refer to the eZBusiness Company Training Guide, or contact our Customer Care Center at 800-220-BANK**