

Sept 2025

# Santander Commercial Card

## CentreSuite Program Administrator's Guide

- Travel and Entertainment Cards
- Purchasing Cards
- One Card

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## 1 Introduction

This guide explains how to perform key tasks 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. You can request these from Client Service:



**Santander Client Service is open for Program Administrators:**

Monday – Friday 7:30 AM – 5:00 PM ET

**For Program Administrator service after hours:** 877-598-7799

**Email:** [clientservice@santander.us](mailto:clientservice@santander.us)

## 2 Where to go for What

Common Tasks	CentreSuite	Automated Voice System	Client Service (telephony)	Program Administrator Email support	Account Management
	<a href="http://www.centresuite.santanderbank.com">www.centresuite.santanderbank.com</a>	877-598-7799 24/7	877-598-7799 24/7	<a href="mailto:clientservice@santander.us">clientservice@santander.us</a> Mon-Fri, 7:30-5:00 ET	RM / Treasury Sales Officer
Card Activation	✓	✓	✓		
Select or Change Card PIN	✓	✓			
Account Balance	✓	✓	✓		
Account Available Credit	✓	✓	✓		
Onetime 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	✓		✓	✓	
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			✓	✓	

Common Tasks	CentreSuite	Automated Voice System	Client Service (telephony)	Program Administrator Email support	Account Management
Virtual Card Supplier Maintenance			✓	✓	
Integrated Payable Platform – Enterprise Payment Link				✓	
Rebate Queries					✓
Issue Virtual Cards					✓
Company Credit Line Increases					✓
Supplier enablement for cards					✓
Insufficient Funds for Payment					✓
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.
- 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 (except for fraud claims which should be made by the cardholder).
- Is the company representative and contact point for Santander and will receive all 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 corporate 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.

Security Access Role	Permissions
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"> <li>• Make payments</li> <li>• Change other users' security or approval profiles</li> <li>• Change cost allocation setup</li> <li>• Change the company set milage rate</li> </ul>

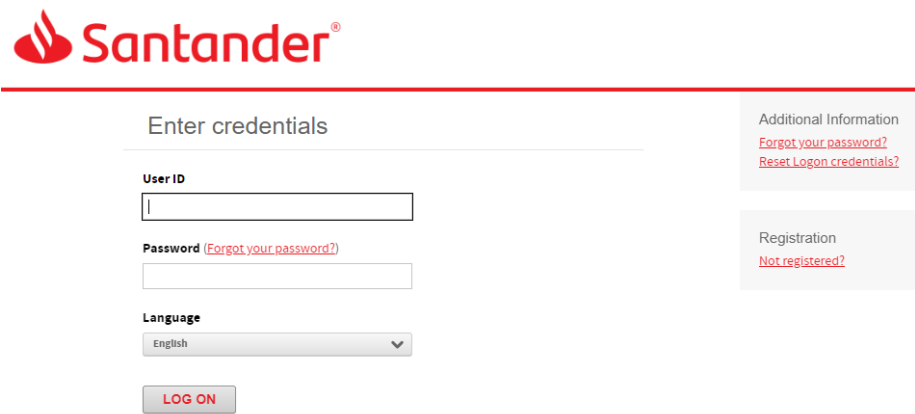
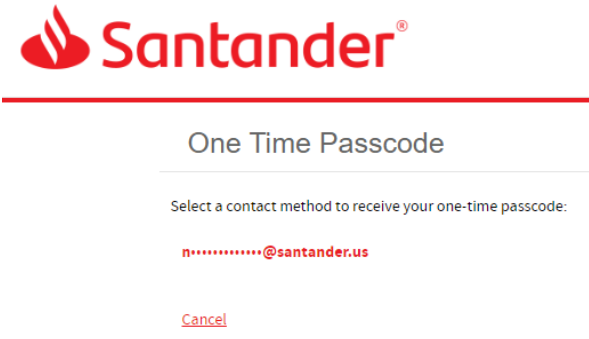
Security Access Role	Permissions
Statements & Reporting Only	Has view access for all accounts. Only actions permissible in CentreSuite are: <ul style="list-style-type: none"> <li>• View and download statements</li> <li>• View and download transaction</li> <li>• Create and edit reports</li> </ul>
Account Holder	Standard account holder

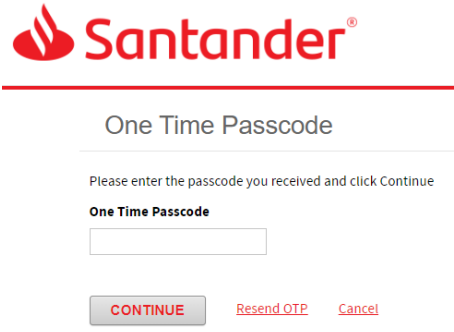
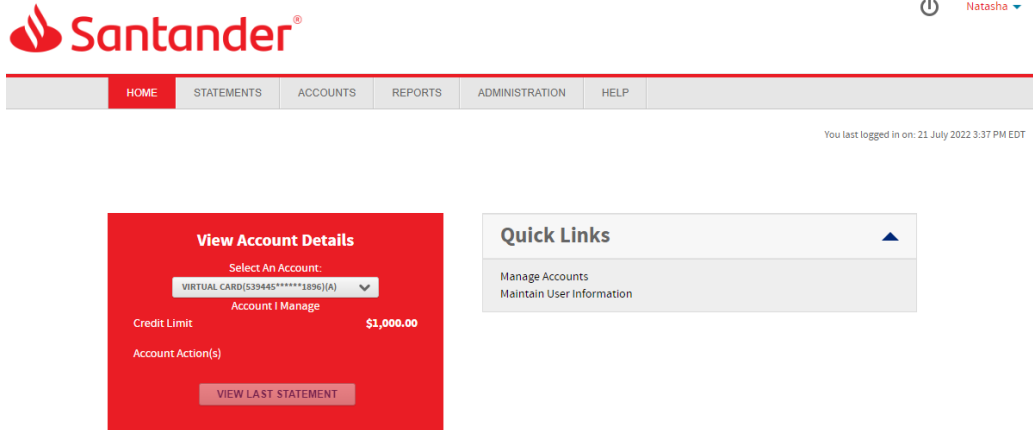
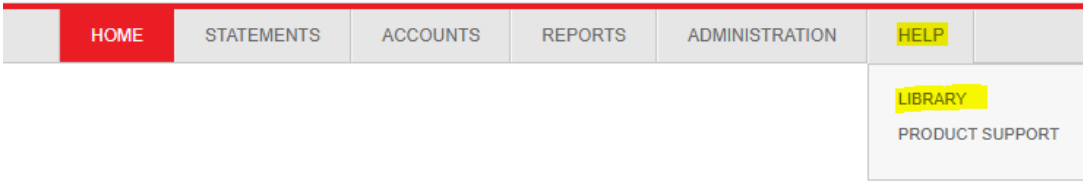
If a company doesn't have a Program Administrator and needs to set one up, the company will need to complete the Santander Commercial Card Program Administrator Request Form. The form can be requested from Client service on 877-598-7799 or email [clientservice.santander.us](mailto:clientservice.santander.us)

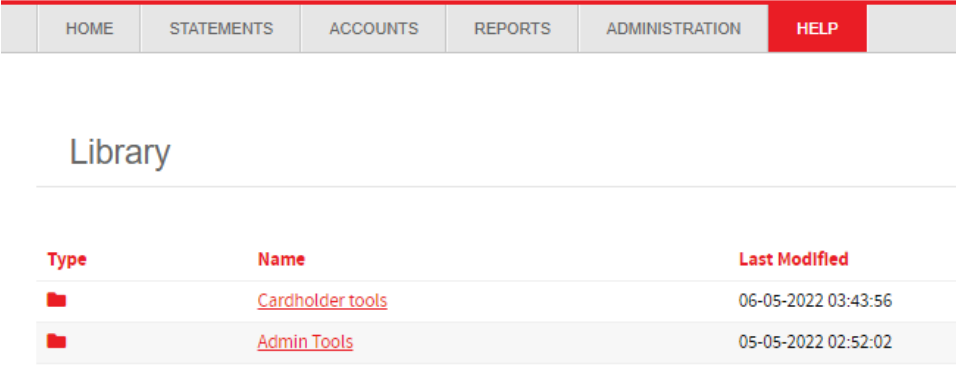






## 5 Getting Started with CentreSuite – Program Administrators

As a Program Administrator, you will be given credentials for CentreSuite application (cardholders are able to self-register).

After receiving your credentials, go to: [centresuite@santanderbank.com](mailto:centresuite@santanderbank.com)

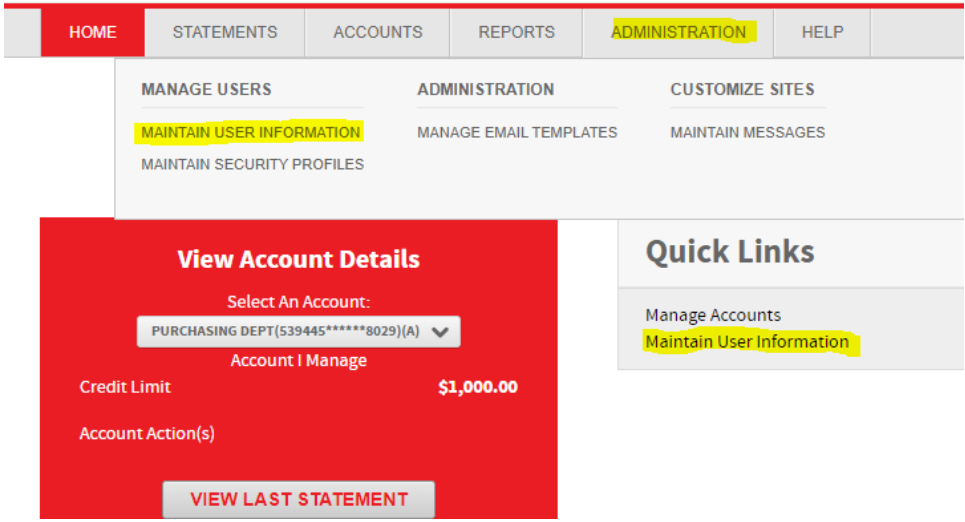
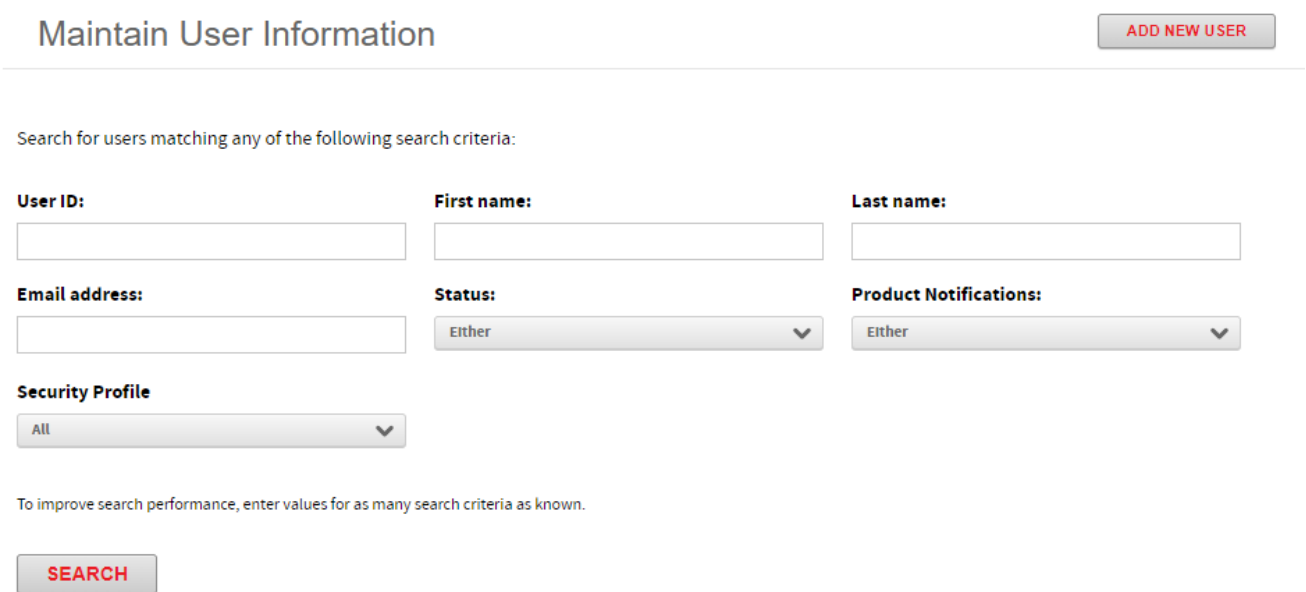
	Action/Information
1	<p>Enter your given credentials:</p> 
2	<p>Click on your masked email address to have your One Time Passcode (OTP) emailed to you.</p> 

Action/Information	
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> 
4	<p>Your dashboard appears as the first screen after logging in. From here you can view all the accounts you have access to manage.</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 <b>Library</b> option under the <b>Help</b> menu.</p> 

Action/Information										
6	<p>Both Program Administrator and Cardholder resources are available.</p>  <table border="1"><thead><tr><th>Type</th><th>Name</th><th>Last Modified</th></tr></thead><tbody><tr><td></td><td><a href="#">Cardholder tools</a></td><td>06-05-2022 03:43:56</td></tr><tr><td></td><td><a href="#">Admin Tools</a></td><td>05-05-2022 02:52:02</td></tr></tbody></table>	Type	Name	Last Modified		<a href="#">Cardholder tools</a>	06-05-2022 03:43:56		<a href="#">Admin Tools</a>	05-05-2022 02:52:02
Type	Name	Last Modified								
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## 6 User Administration

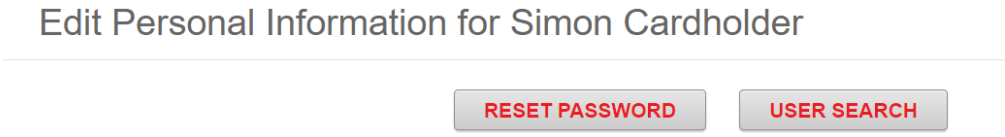
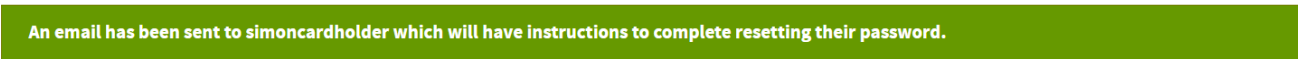
Program Administrators set-up and manage other CentreSuite users.

Action/Information	
1	<p>This is all done from either the <b>Maintain User Information</b> Quick Links or the <b>Administration</b> menu.</p> 
2	<p>When you click on <b>Maintain User Information</b> this screen will be displayed.</p> 

Action/Information																																																	
3	<p>If you click on the <b>Search</b> button, all the current CentreSuite users will be displayed. To filter this list, enter details into one or more of the search fields. You may use the asterisk (*) after keying three letters in the search.</p> <div data-bbox="389 451 1388 787"> <p><b>User ID:</b> <input type="text"/></p> <p><b>First name:</b> <input type="text" value="sal*"/></p> <p><b>Last name:</b> <input type="text"/></p> <p><b>Email address:</b> <input type="text"/></p> <p><b>Status:</b> <input type="text" value="Either"/></p> <p><b>Product Notifications:</b> <input type="text" value="Either"/></p> <p><b>Security Profile</b></p> <p><input type="text" value="All"/></p> <p>To improve search performance, enter values for as many search criteria as known.</p> <p><b>SEARCH</b></p> </div> <p>Search Results <a href="#">(Export All)</a> [?]</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>Sallydemoch</td> <td>Sally</td> <td>Cardholder</td> <td>Active</td> <td>7/11/2022</td> <td>7/11/2022</td> </tr> </tbody> </table>	Emulate	Details	Delete	User ID	First Name	Last Name	Status	Date Created	Date Last Logon				Sallydemoch	Sally	Cardholder	Active	7/11/2022	7/11/2022																														
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4	<p>From the search results page you can delete users and see more information about them. Click the three dots under <b>Details</b> for more actions.</p> <table border="1"> <thead> <tr> <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>nickdemopa</td> <td>Nick</td> <td>Boergert</td> <td>Active</td> <td>7/6/2022</td> <td>7/13/2022</td> </tr> <tr> <td></td> <td></td> <td>michaeldemocard</td> <td>Michael</td> <td>Cardholder</td> <td>Active</td> <td>6/13/2022</td> <td>7/20/2022</td> </tr> <tr> <td></td> <td></td> <td>Sallydemoch</td> <td>Sally</td> <td>Cardholder</td> <td>Active</td> <td>7/11/2022</td> <td>7/11/2022</td> </tr> <tr> <td></td> <td></td> <td>karendemopa</td> <td>Karen</td> <td>PA</td> <td>Active</td> <td>6/13/2022</td> <td>6/13/2022</td> </tr> <tr> <td></td> <td></td> <td>rickdemopa</td> <td>Rick</td> <td>Program Administrator</td> <td>Active</td> <td>6/8/2022</td> <td>6/13/2022</td> </tr> </tbody> </table>	Details	Delete	User ID	First Name	Last Name	Status	Date Created	Date Last Logon			nickdemopa	Nick	Boergert	Active	7/6/2022	7/13/2022			michaeldemocard	Michael	Cardholder	Active	6/13/2022	7/20/2022			Sallydemoch	Sally	Cardholder	Active	7/11/2022	7/11/2022			karendemopa	Karen	PA	Active	6/13/2022	6/13/2022			rickdemopa	Rick	Program Administrator	Active	6/8/2022	6/13/2022
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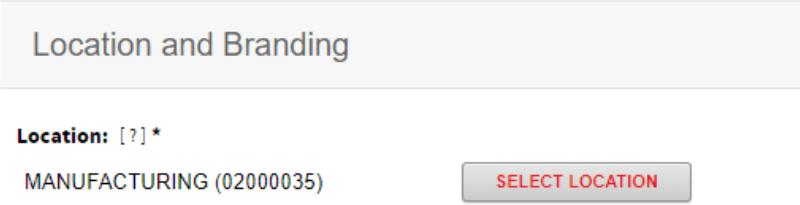
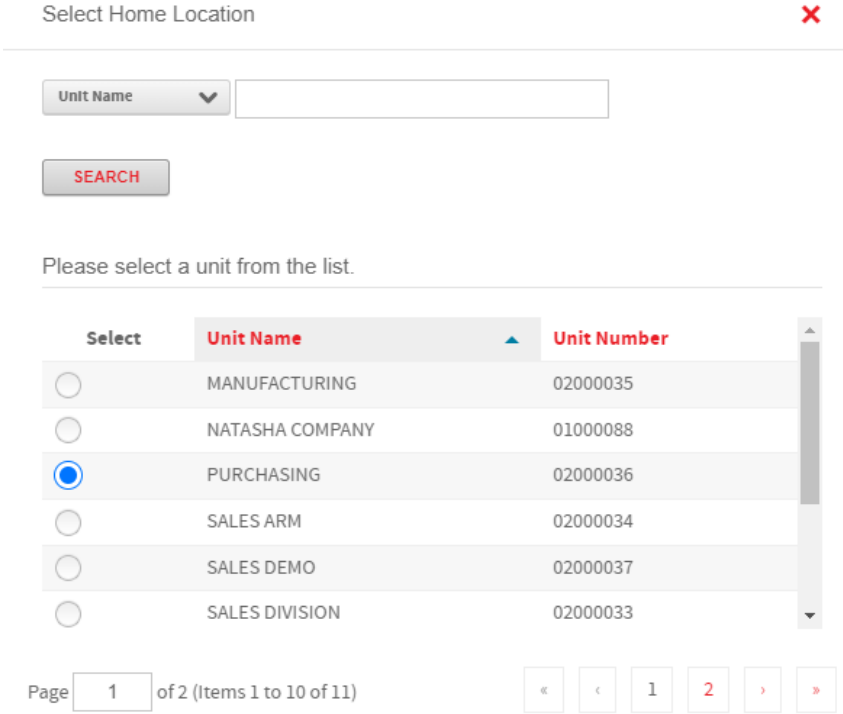
## 6.1 Reset User's Password

Search for the cardholder on the **Maintain User Information** screen. Click the three-dot icon under '**Details**' to open the **Edit Personal Information** screen

	Action/Information
1	<p>Click on <b>Reset Password</b>.</p> 
2	<p>An email will be sent to the cardholder for them to reset their security questions. You will see a green message on the screen confirming the password reset was successful.</p> 

## 6.2 Move User to a 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.

Action/Information	
1	<p>Scroll down to Location and Branding and Click on <b>Select Location</b>.</p> 
2	<p>In the pop-up screen either click <b>Search</b> to see all the possible locations, or, if you know the unit where you want to move the cardholder to, enter the details.</p> 

Action/Information	
3	<p>Check on the displayed hierarchy is where you intend to move the cardholder, keep the box <b>Use the same unit for branding</b> ticked, and click <b>OK</b>.</p> <div style="text-align: center; padding: 20px;"> <p>Hierarchy for PURCHASING (02000036)</p> <p>NATASHA COMPANY (01000088)</p> <p>└ <b>PURCHASING (02000036)</b></p>   <p><input checked="" type="checkbox"/> Use the same unit for branding</p>   <p><b>OK</b>      <a href="#">Cancel</a></p> </div>
4	<p>The cardholder detail screen will now show the cardholder under the new location.</p> <div style="text-align: center; padding: 20px;"> <div style="background-color: #e0e0e0; padding: 10px; margin-bottom: 10px;">Location and Branding</div> <p><b>Location:</b> [?] *</p> <p>PURCHASING (02000036)      <b>SELECT LOCATION</b></p> </div>

### 6.3 Update a User's Contact Details

Please note: Changing a user's contact details will only update their CentreSuite profile and will not affect the details associated with their card accounts. For account updates, see Section 7.

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

Action/Information	
1	<p>Scroll down to <b>Contact Information</b> and enter the new contact details.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center; background-color: #f0f0f0; margin: 0;"><b>Contact Information</b></p> <p><b>First name:</b> [?] *  <input type="text" value="Sally"/></p> <p><b>Last name:</b> [?] *  <input type="text" value="Cardholder"/></p> <p><b>Product Notifications:</b> [?]  <input type="checkbox"/> NO</p> <p><b>Email address:</b> [?] *  <input type="text" value="sally.cardholder@santander.us"/></p> <p><b>CC Email address:</b> [?]  <input type="text"/></p> <p><b>BCC Email address:</b> [?]  <input type="text"/></p> <p><b>Mobile Phone</b> [?]  <input type="text" value="+1 6177103999"/></p> </div>
2	<p>Scroll to the bottom of the page and click <b>Save</b>.</p> <div style="text-align: center; margin-top: 20px;"> <input type="button" value="SAVE"/>    <a href="#">Cancel</a> </div>

## 6.4 Unlock or Lock a User's CentreSuite Access

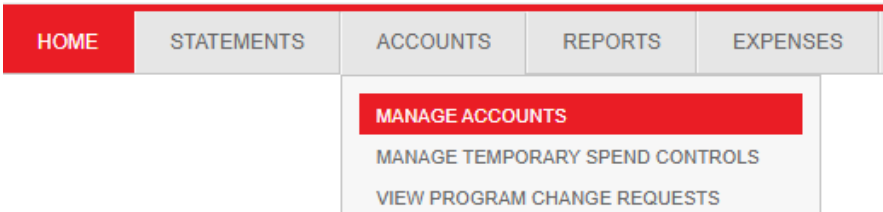
Search for the cardholder on the **Maintain User Information** screen. Click on the three dots under **Details** to open the **Edit Personal Information** screen.

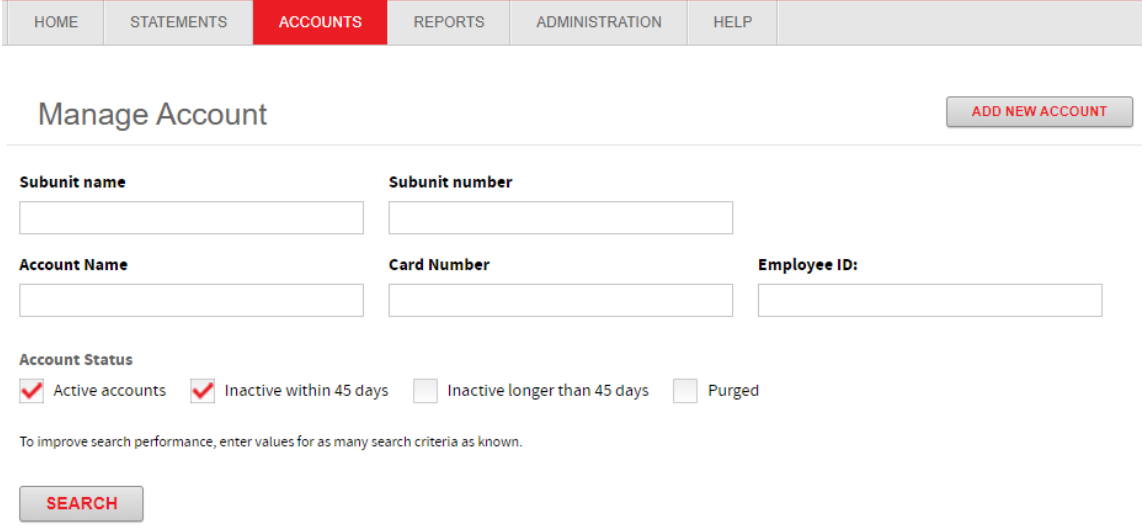
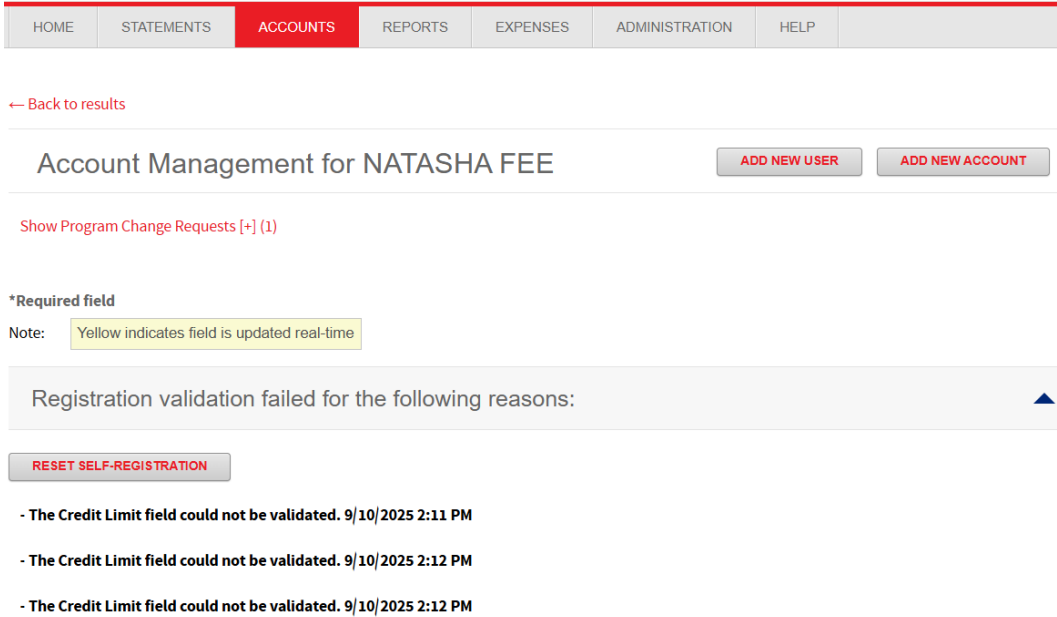
	Action/Information
1	<p>Scroll down to <b>User Information</b>.</p> <div data-bbox="560 659 1084 1398" style="border: 1px solid #ccc; padding: 10px; margin: 10px auto; width: 80%;"> <p style="text-align: center; background-color: #f0f0f0; padding: 5px;"><b>User Information</b></p> <p><b>User ID: [?]</b> *</p> <input style="width: 100%;" type="text" value="Sallydemoch"/> <p><b>Receipts Email Address: [?]</b></p> <p>Sallydemoch@centresuite.com</p> <p>Logon status:</p> <p><b>Active [?]</b></p> <div style="display: flex; align-items: center;"> <input checked="" type="checkbox"/> YES         </div> <p><b>Locked [?]</b></p> <div style="display: flex; align-items: center;"> <input type="checkbox"/> NO         </div> <p style="text-align: center; margin-top: 10px;"> <input type="button" value="SAVE"/> <a href="#" style="color: red; text-decoration: underline;">Cancel</a> </p> </div>
2	<p>To <b>Lock</b> a cardholder, click on the box next to <b>YES</b>, to toggle it to <b>NO</b>. Click <b>Save</b>.</p> <div data-bbox="706 1535 867 1675" style="margin: 10px auto; width: 80%;"> <p>Logon status:</p> <p><b>Active [?]</b></p> <div style="display: flex; align-items: center;"> <input type="checkbox"/> NO         </div> </div>

Action/Information	
3	<p>To <b>Unlock</b> a cardholder, click on the box next to <b>YES</b>, to toggle it to <b>NO</b>. Click <b>Save</b>.</p> <p style="text-align: center;"><b>Locked</b> [?]</p> <div style="text-align: center;"> <input type="checkbox"/> <input type="checkbox"/> NO         </div> <div style="text-align: center; margin-top: 20px;"> <input type="button" value="SAVE"/> <a href="#">Cancel</a> </div>

## 6.5 Resetting Self-Registration

If a cardholder enters incorrect information when attempting to self-register for CentreSuite, they will be locked out. You can reset their self-registration as follows:

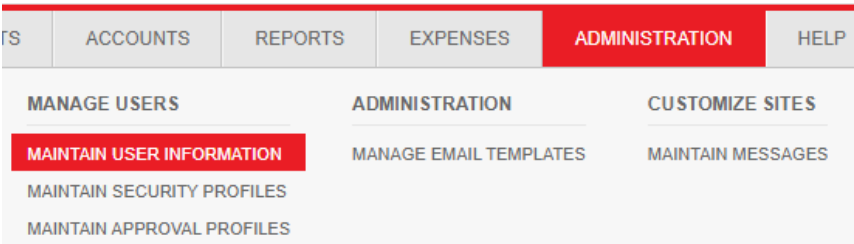
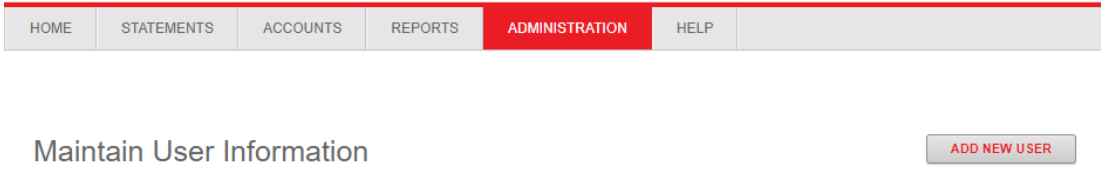
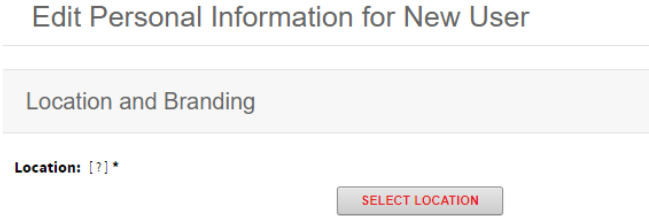
Action/Information	
1	<p>Select <b>Accounts &gt;Manage Accounts</b>.</p> 

Action/Information	
2	<p>To find a single account or selection of accounts you can use the filter options. To view all accounts, click on the <b>Search</b> button. This will show you all your accounts.</p> 
3	<p>Click on the <b>Reset Self-Registration</b> button, under the <b>Registration validation failed for the following reasons</b> section.</p> 

## 6.6 Adding a New User / Access and Security Profiles

Users can be **Account Holders**, **Program Administrator** or (if using Expense Management) **Approvers**. Typically, Account Holders will self-register when they first receive a new card (see Section 16.2).

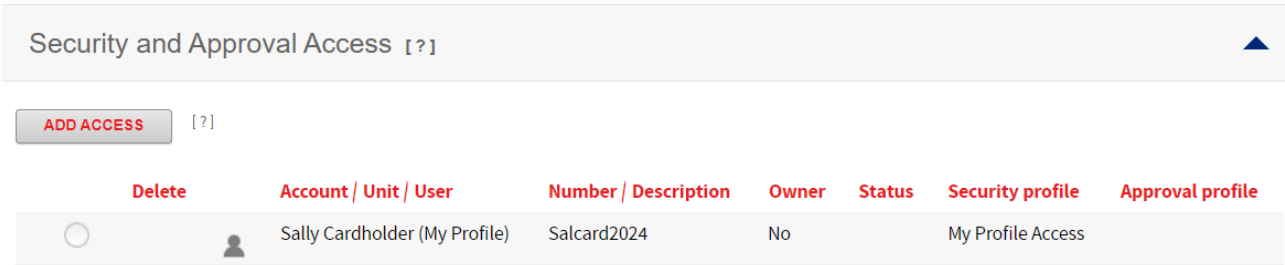
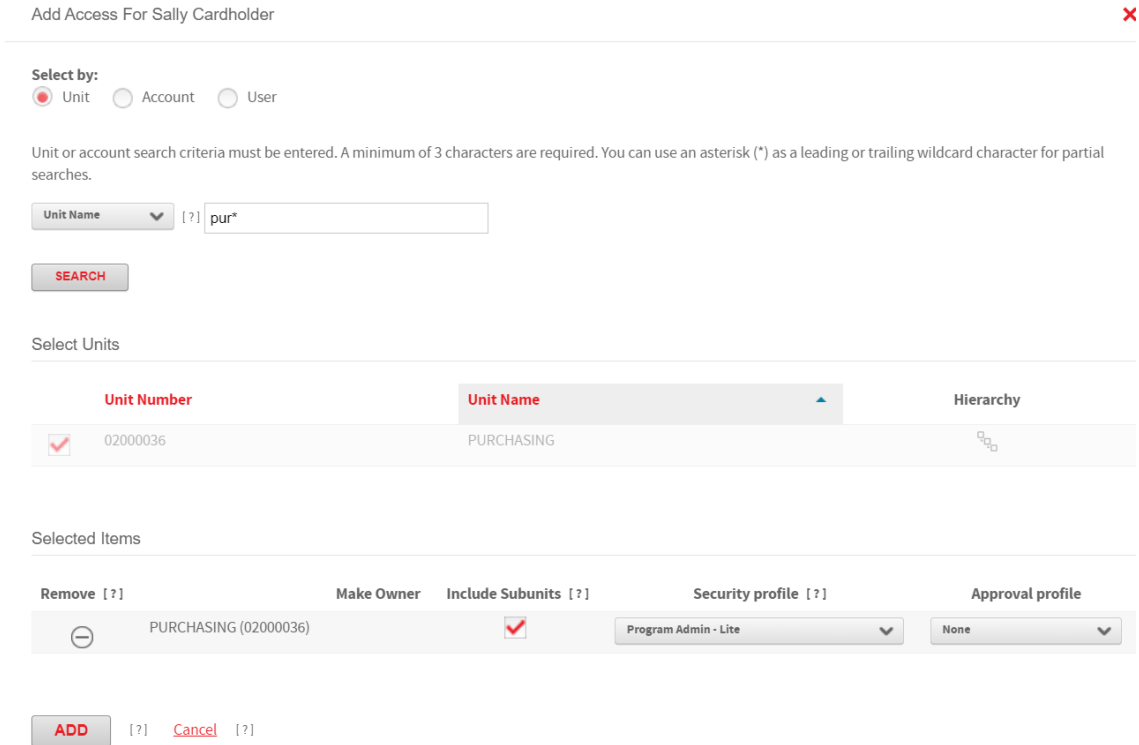
You will need to create users with Administration roles, as follows:

	Action/Information
1	<p>Select <b>Administration &gt; Maintain User Information</b>.</p> 
2	<p>Click on the <b>Add New User</b> button.</p> 
3	<p>First choose which part of the organization the new user will be located for reporting, by clicking on <b>Select Location</b>.</p> 

Action/Information																						
4	<p>Choose the reporting level unit and click <b>OK</b>.</p> <div style="border: 1px solid #ccc; padding: 10px;"><p style="text-align: right;">Select Home Location <span style="color: red;">✕</span></p><hr/><p>Unit Name <span style="float: right;">▼</span> <input style="width: 150px;" type="text"/></p><p style="text-align: center;"><b>SEARCH</b></p><p>Please select a unit from the list.</p><table border="1" style="width: 100%; border-collapse: collapse;"><thead><tr><th style="text-align: center;">Select</th><th style="text-align: center;">Unit Name ▲</th><th style="text-align: center;">Unit Number</th></tr></thead><tbody><tr><td style="text-align: center;"><input type="radio"/></td><td>MANUFACTURING</td><td>02000035</td></tr><tr><td style="text-align: center;"><input type="radio"/></td><td>NATASHA COMPANY</td><td>01000088</td></tr><tr><td style="text-align: center;"><input type="radio"/></td><td>PURCHASING</td><td>02000036</td></tr><tr><td style="text-align: center;"><input type="radio"/></td><td>SALES ARM</td><td>02000034</td></tr><tr><td style="text-align: center;"><input type="radio"/></td><td>SALES DEMO</td><td>02000037</td></tr><tr><td style="text-align: center;"><input type="radio"/></td><td>SALES DIVISION</td><td>02000033</td></tr></tbody></table><p>Page <input style="width: 30px;" type="text" value="1"/> of 2 (Items 1 to 10 of 11)      <span>«</span> <span>◀</span> <span>1</span> <span>2</span> <span>▶</span> <span>»</span></p><p><input checked="" type="checkbox"/> Use the same unit for branding</p><p style="text-align: center;"><b>OK</b>      <span style="color: red;">Cancel</span></p></div>	Select	Unit Name ▲	Unit Number	<input type="radio"/>	MANUFACTURING	02000035	<input type="radio"/>	NATASHA COMPANY	01000088	<input type="radio"/>	PURCHASING	02000036	<input type="radio"/>	SALES ARM	02000034	<input type="radio"/>	SALES DEMO	02000037	<input type="radio"/>	SALES DIVISION	02000033
Select	Unit Name ▲	Unit Number																				
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<input type="radio"/>	SALES ARM	02000034																				
<input type="radio"/>	SALES DEMO	02000037																				
<input type="radio"/>	SALES DIVISION	02000033																				

	Action/Information
5	<p>Enter the user's contact details.</p> <div data-bbox="589 344 1039 1100"><p><b>Contact Information</b></p><p><b>First name:</b> [?] * <input type="text" value="Sally"/></p><p><b>Last name:</b> [?] * <input type="text" value="Cardholder"/></p><p><b>Product Notifications:</b> [?] <input checked="" type="checkbox"/> YES <input type="checkbox"/></p><p><b>Email address:</b> [?] * <input type="text" value="sally.cardholder@santander.us"/></p><p><b>CC Email address:</b> [?] <input type="text"/></p><p><b>BCC Email address:</b> [?] <input type="text"/></p><p><b>Phone Number</b> [?] <input type="text" value="+1"/></p></div>





































Action/Information	
6	<p>Create the new user a <b>User ID</b> and <b>Password</b>. Click <b>Save</b>.</p> <div data-bbox="641 363 1058 1039"><p>User Information</p><p><b>User ID:</b> [?] * <input type="text" value="SalCardholder24"/></p><p><b>Password:</b> [?] * <input type="password" value="....."/></p><p><b>Confirm password:</b> [?] * <input type="password" value="....."/></p><p>Logon status:</p><p><b>Active</b> [?] <input checked="" type="checkbox"/> YES</p><p><b>Locked</b> [?] <input type="checkbox"/> NO</p><p><input type="button" value="SAVE"/> <a href="#">Cancel</a></p></div>
7	<p>Click <b>Yes</b> in the next pop up to give the user access to a unit or account.</p> <div data-bbox="402 1184 1339 1495"><p>Add Access <span style="float: right;">×</span></p><hr/><p>Do you want to add access for this user?</p><p><input type="button" value="YES"/> <input type="button" value="NO"/></p></div>

	Action/Information														
8	<p>The user is now added. They will be able to login and edit their contact details.</p>  <p>The screenshot shows a section titled "Security and Approval Access" with an "ADD ACCESS" button. Below is a table with the following data:</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 (My Profile)</td> <td>Salcard2024</td> <td>No</td> <td></td> <td>My Profile Access</td> <td></td> </tr> </tbody> </table>	Delete	Account / Unit / User	Number / Description	Owner	Status	Security profile	Approval profile	<input type="radio"/>	Sally Cardholder (My Profile)	Salcard2024	No		My Profile Access	
Delete	Account / Unit / User	Number / Description	Owner	Status	Security profile	Approval profile									
<input type="radio"/>	Sally Cardholder (My Profile)	Salcard2024	No		My Profile Access										
9	<p>You can now add access to accounts or units by clicking on the <b>Add Access</b> button.</p> <p>In the example below, the new user is given access to the Manufacturing Corporate account, with a <b>Security Profile</b> of PA-Lite, and no <b>Approval Profile</b>. Click <b>Add</b>.</p>  <p>The screenshot shows a dialog box titled "Add Access For Sally Cardholder". It includes radio buttons for "Unit" (selected), "Account", and "User". A search field contains "pur*" and a "SEARCH" button. Below, a table lists units, with "PURCHASING" selected. At the bottom, there are fields for "Security profile" (set to "Program Admin - Lite") and "Approval profile" (set to "None"), along with "ADD" and "Cancel" buttons.</p>														

Action/Information																																				
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 <b>Add Access</b> button.</p> <div data-bbox="235 388 1534 829" style="border: 1px solid #ccc; padding: 10px;"> <p>Security and Approval Access [?]</p> <p><b>ADD ACCESS</b> [?]</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> PURCHASING</td> <td>02000036</td> <td>No</td> <td></td> <td>Program Admin - Lite</td> <td></td> </tr> <tr> <td><input type="radio"/> </td> <td>Sally Cardholder (My Profile)</td> <td>Salcard2024</td> <td>No</td> <td></td> <td>My Profile Access</td> <td></td> </tr> </tbody> </table> </div>	Delete	Account / Unit / User	Number / Description	Owner	Status	Security profile	Approval profile	<input type="radio"/>	PURCHASING	02000036	No		Program Admin - Lite		<input type="radio"/>	Sally Cardholder (My Profile)	Salcard2024	No		My Profile Access															
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<input type="radio"/>	Sally Cardholder (My Profile)	Salcard2024	No		My Profile Access																															
11	<p>For example, the user below has <b>Account Holder</b> access to one card account, <b>Statements Only</b> permissions for the Virtual Card corporate account, and <b>PA-Lite</b> permissions for the Manufacturing</p> <div data-bbox="267 976 1469 1417" style="border: 1px solid #ccc; padding: 10px;"> <p>Security and Approval Access [?]</p> <p><b>ADD ACCESS</b> [?]</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>No</td> <td>YA OA FU TA CV</td> <td>Account Holder</td> <td></td> </tr> <tr> <td><input type="radio"/> </td> <td>MANUFACTURING</td> <td>02000035</td> <td>No</td> <td></td> <td>PA Lite</td> <td></td> </tr> <tr> <td><input type="radio"/> </td> <td>VIRTUAL CARD</td> <td>02000315</td> <td>No</td> <td></td> <td>ORG MNGR - Statements Only</td> <td></td> </tr> <tr> <td><input type="radio"/> </td> <td>Ellen White (My Profile)</td> <td>Ewhite2022</td> <td>No</td> <td></td> <td>My Profile Access</td> <td></td> </tr> </tbody> </table> </div>	Delete	Account / Unit / User	Number / Description	Owner	Status	Security profile	Approval profile	<input type="radio"/>	SALLY CARDHOLDER	556382*****2419	No	YA OA FU TA CV	Account Holder		<input type="radio"/>	MANUFACTURING	02000035	No		PA Lite		<input type="radio"/>	VIRTUAL CARD	02000315	No		ORG MNGR - Statements Only		<input type="radio"/>	Ellen White (My Profile)	Ewhite2022	No		My Profile Access	
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<input type="radio"/>	Ellen White (My Profile)	Ewhite2022	No		My Profile Access																															

## 6.7 Emulating a User

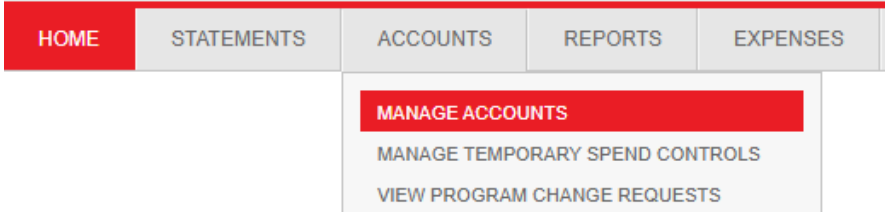
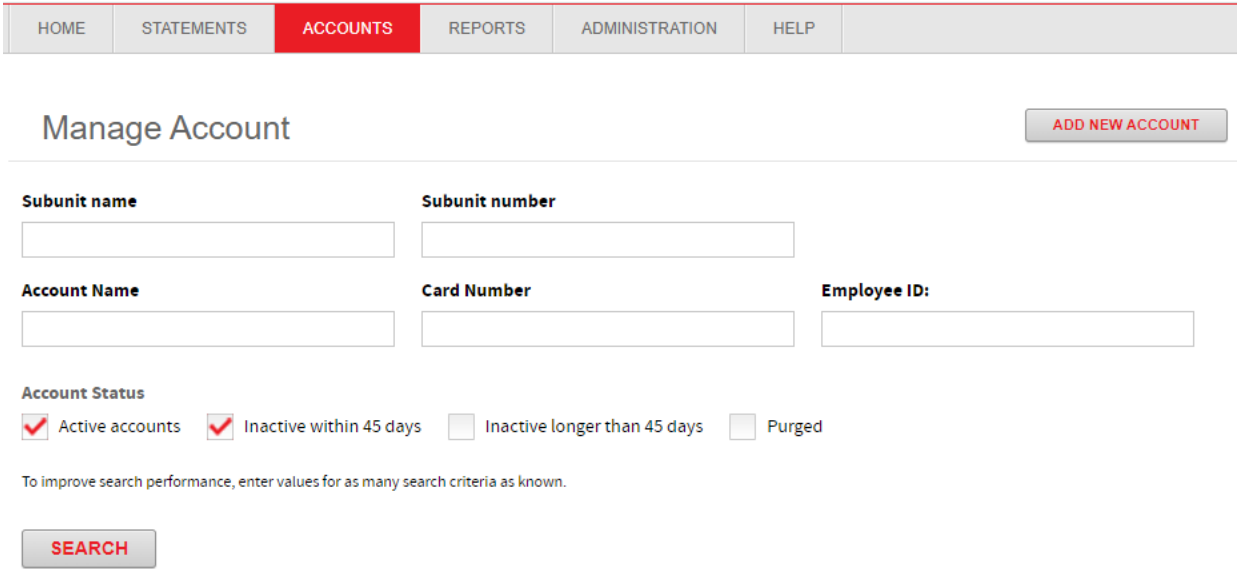
As a Program Administrator you will be able to emulate a user, this means you can 'log in' as the user, see what they can see and do any tasks that they can do. Any tasks you do as the Program Administrator while emulating will appear on the audit log as you, the Program Administrator, rather than the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

Action/Information																															
1	<p>To emulate a user, click on the emulate symbol next to the user's name under <b>User Maintenance</b>.</p> <p>Search Results <a href="#">(Export All)</a> [?]</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> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td>michaeldemocard</td> <td>Michael</td> <td>Cardholder</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Sallydemoch</td> <td>Sally</td> <td>Cardholder</td> </tr> <tr> <td></td> <td></td> <td></td> <td>JeffAdminManu</td> <td>Jeff</td> <td>Collins</td> </tr> <tr> <td></td> <td></td> <td></td> <td>HarryKanePA</td> <td>Harry</td> <td>Kane</td> </tr> </tbody> </table>	Emulate	Details	Delete	User ID	First Name	Last Name				michaeldemocard	Michael	Cardholder				Sallydemoch	Sally	Cardholder				JeffAdminManu	Jeff	Collins				HarryKanePA	Harry	Kane
Emulate	Details	Delete	User ID	First Name	Last Name																										
			michaeldemocard	Michael	Cardholder																										
			Sallydemoch	Sally	Cardholder																										
			JeffAdminManu	Jeff	Collins																										
			HarryKanePA	Harry	Kane																										
2	<p>A banner will appear at the top of the screen while you are emulating a user. To stop, click <b>End Emulate User Session</b>.</p> <div style="border: 1px solid #ccc; padding: 10px; text-align: center; background-color: #f9f9f9;"> <p>You are emulating: Sally Cardholder (Sally... <a href="#" style="color: red; text-decoration: underline;">END EMULATE USER SESSION</a></p> </div>																														

## 7 Card 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

	Action/Information
1	<p>Choose <b>Accounts &gt; Manage Accounts</b> from the drop-down list.</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 <b>Search</b> button. This will show you all your accounts.</p> 

Action/Information																																											
3	<p>The description under <b>Type</b> tells you if the account is:</p> <ul style="list-style-type: none"> <li>Your top-level company account: <b>SuperCorporate</b>, which has a unit ID starting with <b>01</b>.</li> <li>One of your corporate or billing accounts: <b>Corporate</b>, which has a unit ID starting with <b>02</b>.</li> <li>One of your cardholder accounts: <b>Individual</b>, which has a unit ID starting with <b>03</b>.</li> </ul> <p>Search Results <a href="#">(Save View)</a> <a href="#">(Export All)</a></p> <p><b>SHOW/HIDE COLUMNS</b></p> <table border="1"> <thead> <tr> <th>Details</th> <th>Account Number</th> <th>Name</th> <th>Status</th> <th>Email</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td>...</td> <td>556382*****4642</td> <td>MANUFACTURING</td> <td>FU MA OA PD TA YA</td> <td>NATASHA.MOLNAR@SANTANDER.US</td> <td>Corporate</td> </tr> <tr> <td>...</td> <td>539445*****9483</td> <td>MICHAEL CARDHOLDER</td> <td>AC CV FU OA TA YA</td> <td>natasha.molnar@santander.us</td> <td>Individual</td> </tr> <tr> <td>...</td> <td>556382*****9465</td> <td>NATASHA COMPANY</td> <td>FU MA OA TA YA</td> <td>NATASHA.MOLNAR@SANTANDER.US</td> <td>SuperCorporate</td> </tr> <tr> <td>...</td> <td>539445*****8029</td> <td>PURCHASING DEPT</td> <td>FU MA OA PD TA YA</td> <td>NATASHA.MOLNAR@SANTANDER.US</td> <td>Corporate</td> </tr> <tr> <td>...</td> <td>556382*****2419</td> <td>SALLY CARDHOLDER</td> <td>CV FU OA TA YA</td> <td>NATASHA.MOLNAR@SANTANDER.US</td> <td>Individual</td> </tr> <tr> <td>...</td> <td>539445*****1896</td> <td>VIRTUAL CARD</td> <td>AS TA</td> <td>NATASHA.MOLNAR@SANTANDER.US</td> <td>Corporate</td> </tr> </tbody> </table>	Details	Account Number	Name	Status	Email	Type	...	556382*****4642	MANUFACTURING	FU MA OA PD TA YA	NATASHA.MOLNAR@SANTANDER.US	Corporate	...	539445*****9483	MICHAEL CARDHOLDER	AC CV FU OA TA YA	natasha.molnar@santander.us	Individual	...	556382*****9465	NATASHA COMPANY	FU MA OA TA YA	NATASHA.MOLNAR@SANTANDER.US	SuperCorporate	...	539445*****8029	PURCHASING DEPT	FU MA OA PD TA YA	NATASHA.MOLNAR@SANTANDER.US	Corporate	...	556382*****2419	SALLY CARDHOLDER	CV FU OA TA YA	NATASHA.MOLNAR@SANTANDER.US	Individual	...	539445*****1896	VIRTUAL CARD	AS TA	NATASHA.MOLNAR@SANTANDER.US	Corporate
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## 7.2 Activate cards

Cardholders can activate their cards by calling the number of the back of their cards, from the home screen in CentreSuite (see Section 16.3), or in the mobile app. They will need their Verification ID when calling in. See Section 7.3.3 for where the Verification ID can be found and edited.


### 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.

	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 <b>Card Information</b> section, you can change the lines printed on the cards (the next time it is issued).</p> <p>Note: <span style="background-color: yellow;">Yellow indicates field is updated real-time</span></p> <div style="background-color: #f2f2f2; padding: 10px; margin: 10px 0;"> <p><b>Card Information</b></p> <p><b>Card Number</b> 556382*****3651</p> <p>Note: To change cardholders name, edit it here and then order a replacement card using the link below.</p> <p><b>Card line 1: [?] *</b> <span style="background-color: yellow; display: inline-block; width: 150px; height: 15px;">NATASHA FORREST</span></p> <p><b>Card line 2: [?] *</b> To change business name, edit it here and then order a replacement card using the link below. <span style="background-color: yellow; display: inline-block; width: 150px; height: 15px;">FORREST ENTERPRISES</span></p> <p><b>Master Accounting Code [?]</b> <span style="background-color: yellow; display: inline-block; width: 150px; height: 15px;"></span></p> </div>

Action/Information							
2	<p>There are three main address options: the address for the Card which is where cards will be sent (and the address that should be entered when making online purchases), the address for the Correspondence where letters will be sent, and the Statement which is where statements will be sent if paper statements have been selected.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center; background-color: #f0f0f0; margin: 0;">Address Information</p> <p style="font-size: small; margin: 5px 0;"><i>Address Code: 01 Address Code 01 is the address used for address verification when making a purchase.</i></p> <p><b>Address Line 1:</b> [?] * <span style="margin-left: 100px;"><b>Address Line 2:</b> [?]</span></p> <div style="display: flex; justify-content: space-between; width: 100%;"> <div style="width: 45%;"><input style="width: 95%; height: 20px;" type="text"/></div> <div style="width: 45%;"><input style="width: 95%; height: 20px;" type="text"/></div> </div> <p><b>Address Line 3:</b> [?]</p> <div style="width: 100%;"><input style="width: 95%; height: 20px;" type="text"/></div> <p><b>City</b> [?] * <span style="margin-left: 100px;"><b>State/Province:</b> [?] *</span></p> <div style="display: flex; justify-content: space-between; width: 100%;"> <div style="width: 45%;"><input style="width: 95%; height: 20px;" type="text"/></div> <div style="width: 45%;"><input style="width: 95%; height: 20px;" type="text"/></div> </div> <p><b>Postal code:</b> [?] * <span style="margin-left: 100px;"><b>Country</b> [?] *</span></p> <div style="display: flex; justify-content: space-between; width: 100%;"> <div style="width: 45%;"><input style="width: 95%; height: 20px;" type="text"/></div> <div style="width: 45%;"><input style="width: 95%; height: 20px;" type="text" value="USA - United States"/></div> </div> <p><b>Email Address:</b> [?] *</p> <div style="width: 100%;"><input style="width: 95%; height: 20px;" type="text"/></div> <p style="text-align: center; margin: 10px 0;"><span style="background-color: #ccc; padding: 2px 10px; border: 1px solid #ccc;">[+] ADD NEW ADDRESS</span></p> <p>Address Status:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;"><b>Card</b></td> <td><input style="width: 95%; height: 20px;" type="text" value="Address Code: 01"/></td> </tr> <tr> <td><b>Correspondence</b></td> <td><input style="width: 95%; height: 20px;" type="text" value="Address Code: 01"/></td> </tr> <tr> <td><b>Statement</b></td> <td><input style="width: 95%; height: 20px;" type="text" value="Address Code: 01"/></td> </tr> </table> </div>	<b>Card</b>	<input style="width: 95%; height: 20px;" type="text" value="Address Code: 01"/>	<b>Correspondence</b>	<input style="width: 95%; height: 20px;" type="text" value="Address Code: 01"/>	<b>Statement</b>	<input style="width: 95%; height: 20px;" type="text" value="Address Code: 01"/>
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<b>Statement</b>	<input style="width: 95%; height: 20px;" type="text" value="Address Code: 01"/>						
3	<p>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.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center; background-color: #f0f0f0; margin: 0;">Account Holder Information</p> <p><b>Employee ID:</b> [?]</p> <div style="width: 100%;"><input style="width: 95%; height: 20px;" type="text"/></div> <p><b>Verification ID:</b> [?] *</p> <div style="width: 100%;"><input style="width: 95%; height: 20px;" type="text" value="1235"/></div> </div>						

Action/Information	
4	<p>You can view the status on the account and order a replacement card. Please note that you should only order a replacement card if a card has been damaged. If the card is lost and no fraud is suspected, use the 'Report Lost/Stolen Card' feature described in Section 7.5. If fraud is suspected, immediately call 855-465-8114.</p> <div style="text-align: center; margin: 20px 0;"> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc; width: fit-content; margin: 0 auto;">Account Status</div> <p style="margin: 10px 0;"><b>Expiration date:</b> [?] 202703</p> <p style="margin: 10px 0;"><b>Number of cards outstanding:</b> [?] 1 <a href="#" style="color: red; text-decoration: underline;">Order replacement card</a></p> <p style="margin: 10px 0;"><b>Current status:</b></p> <div style="display: flex; flex-direction: column; gap: 5px;"> <div style="background-color: #f0f0f0; padding: 2px 5px; border: 1px solid #ccc;">CVY -- Card Receipt Not Verified</div> <div style="background-color: #f0f0f0; padding: 2px 5px; border: 1px solid #ccc;">OAO -- Active This Month (On-us)</div> <div style="background-color: #f0f0f0; padding: 2px 5px; border: 1px solid #ccc;">FUPU -- First Use Was Purchase</div> <div style="background-color: #f0f0f0; padding: 2px 5px; border: 1px solid #ccc;">TAB --</div> <div style="background-color: #f0f0f0; padding: 2px 5px; border: 1px solid #ccc;">YAO -- Active This Year (On-us)</div> </div> <p style="margin: 10px 0;"><b>Account status:</b> [?] <span style="background-color: #fff9c4; padding: 2px 5px; border: 1px solid #ccc;">Select action</span> ▼</p> </div>
5	<p>You can set permanent spend controls for a cardholder. The only parameter you are required to complete is the <b>Card Credit Limit</b>. The option to set a Single purchase limit is optional. You can choose one here or type the limit in the <b>Single Purchase</b> box.</p> <div style="text-align: center; margin: 20px 0;"> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc; width: fit-content; margin: 0 auto;">Authorization</div> <div style="display: flex; justify-content: center; gap: 20px; margin: 10px 0;"> <div style="background-color: #cccccc; padding: 5px 15px; border: 1px solid #ccc; color: red; font-weight: bold;">ADD TEMPORARY SPEND CONTROL</div> <div style="background-color: #cccccc; padding: 5px 15px; border: 1px solid #ccc; color: red; font-weight: bold;">RESET AUTHORIZATION VALUES</div> </div> <p style="margin: 10px 0;">Card Limits:</p> <p style="margin: 5px 0;"><b>Account option set:</b> [?] <span style="background-color: #fff9c4; padding: 2px 5px; border: 1px solid #ccc;">840ZZ</span> ▼</p> <p style="margin: 10px 0;"><b>Card Credit Limit (\$):</b> [?]* <span style="background-color: #fff9c4; padding: 5px 100px; border: 1px solid #ccc;">10</span></p> <p style="margin: 10px 0;"><b>Single purchase:</b> [?] <span style="background-color: #fff9c4; padding: 5px 100px; border: 1px solid #ccc;">0</span></p> </div>

Action/Information																
6	<p>Set a single purchase limit or cycle limits if required. Note, the <b>Number of Days</b> and <b>Start Date</b> relate to the <b>Custom</b> cycle limit option only.</p> <p style="text-align: center;">Cycle Limits:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center; color: red;">Amount:</th> <th style="text-align: center; color: red;"># of Transactions:</th> </tr> </thead> <tbody> <tr> <td><b>Cycle:</b> [?]</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td><b>Daily:</b> [?]</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td><b>Monthly:</b> [?]</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> <tr> <td><b>Custom:</b> [?]</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> </tbody> </table> <p><b>Number of days:</b> [?] 0</p> <p><b>Start date:</b> [?] <input type="text" value=""/> </p>		Amount:	# of Transactions:	<b>Cycle:</b> [?]	0	0	<b>Daily:</b> [?]	0	0	<b>Monthly:</b> [?]	0	0	<b>Custom:</b> [?]	0	0
	Amount:	# of Transactions:														
<b>Cycle:</b> [?]	0	0														
<b>Daily:</b> [?]	0	0														
<b>Monthly:</b> [?]	0	0														
<b>Custom:</b> [?]	0	0														
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 include or exclude MCC Groups here. You can also set a single purchase limit for the MCC Group. 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; background-color: #f0f0f0; margin: 0;">MCC Group Authorizations</p> <p style="text-align: center; margin: 5px 0;"> <span style="border: 1px solid #ccc; padding: 2px 10px; margin: 0 5px;">ADD MCC GROUP</span> <span style="border: 1px solid #ccc; padding: 2px 10px; margin: 0 5px;">RESET AUTHORIZATION VALUES</span> </p> <p><b>MCC Group option set:</b> [?] 840ZZ ▼</p> <p><b>MCC Group 1</b></p> <p><b>Group:</b> [?]* SYS DFAULT - System Default ▼</p> <p><b>Action:</b> [?] Include ▼</p> <p><b>Single purchase:</b> [?] 0</p> </div>															

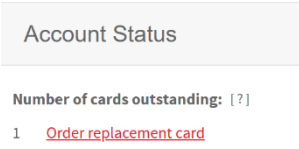
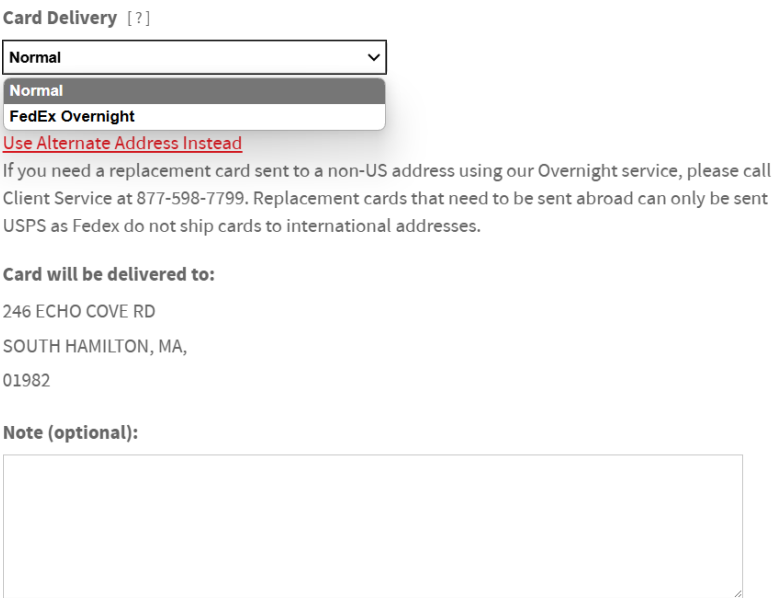
Action/Information																
7	<p>You can also apply cycle limit restrictions for the MCC Group, if required. Note, the <b>Number of Days</b> and <b>Start Date</b> relate to the <b>Custom</b> cycle limit option only.</p> <p style="text-align: center;">Cycle Limits:</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;"></th> <th style="width: 35%; text-align: center; color: red;">Amount:</th> <th style="width: 35%; text-align: center; color: red;"># of Transactions:</th> </tr> </thead> <tbody> <tr> <td>Cycle: [ ? ]</td> <td style="text-align: center;"><input type="text" value="0"/></td> <td style="text-align: center;"><input type="text" value="0"/></td> </tr> <tr> <td>Daily: [ ? ]</td> <td style="text-align: center;"><input type="text" value="0"/></td> <td style="text-align: center;"><input type="text" value="0"/></td> </tr> <tr> <td>Monthly: [ ? ]</td> <td style="text-align: center;"><input type="text" value="0"/></td> <td style="text-align: center;"><input type="text" value="0"/></td> </tr> <tr> <td>Custom: [ ? ]</td> <td style="text-align: center;"><input type="text" value="0"/></td> <td style="text-align: center;"><input type="text" value="0"/></td> </tr> </tbody> </table> <hr/> <p><b>Number of days:</b> [ ? ]</p> <p style="text-align: center;"><input type="text" value="0"/></p> <p><b>Start date:</b> [ ? ]</p> <p style="text-align: center;"><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"/>
	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"/>														
8	<p>Click <b>Submit</b> to save and apply the changes to the card account.</p> <p style="text-align: center; margin-top: 20px;"> <input type="button" value="SUBMIT"/> <input type="button" value="SUBMIT WITH NOTE"/> <span style="margin-left: 20px;">[ ? ] <a href="#">Cancel</a></span> </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 the card has been lost and there are no fraudulent transactions on the account, use the Lost Stolen feature described in Section 7.5. If fraud is suspected, immediately call 855-465-8114.

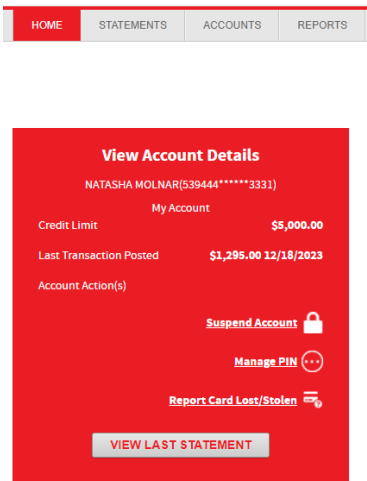
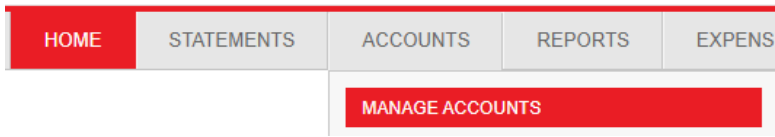
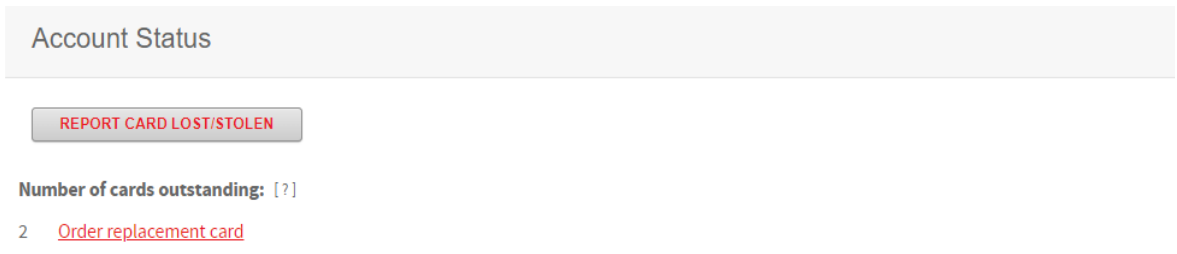
If you need to send a replacement card to a temporary location (eg a hotel), you have the option to do this after you have clicked **Order Replacement Card**. Choose the '**Use Alternate Address**' link and put in the temporary delivery address.

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.

Action/Information	
1	<p>Scroll down to <b>Account Status</b> and click <b>Order Replacement Card</b>.</p> 
2	<p>Choose you delivery option. <b>NOTE:</b> The FedEx Overnight option has a rush fee.</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.

Action/Information	
1	<p>Cardholders can do this from the red box on their home page, or from the mobile app.</p> 
2	<p>Program Administrators can do this from the <b>Manage Accounts</b> menu. Search for the account you need to report (see Section 7.1 for how to search).</p> 
3	<p>Scroll down to the <b>Account Status</b> Screen and click on the <b>Report Card Lost/Stolen</b> button.</p> 

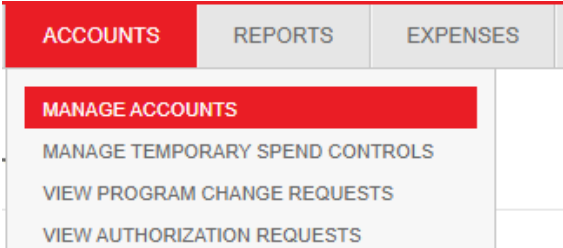
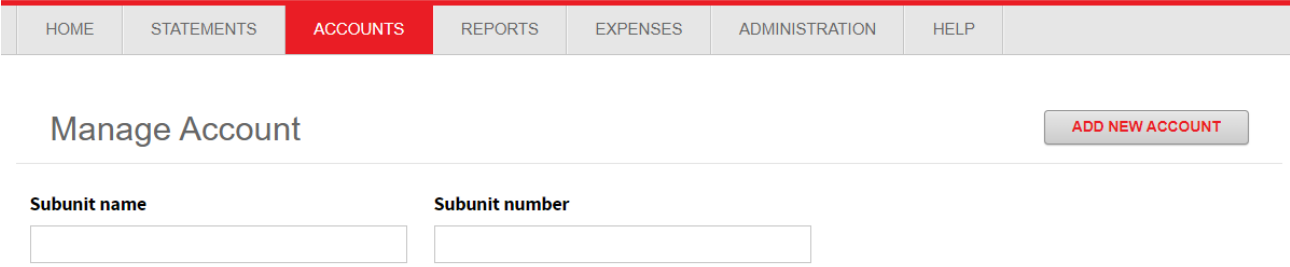
## 7.6 Temporary Spend Controls

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

Action/Information							
1	<p>Scroll down to the <b>Authorization</b> section and click on <b>Add Temporary Spend Control</b></p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center; background-color: #f0f0f0; padding: 5px;">Authorization</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span style="border: 1px solid #ccc; padding: 5px 15px; background-color: #f0f0f0;">ADD TEMPORARY SPEND CONTROL</span> <span style="border: 1px solid #ccc; padding: 5px 15px; background-color: #f0f0f0;">RESET AUTHORIZATION VALUES</span> <span>[?]</span> </div> <p style="margin-top: 10px;">Card Limits:</p> <p><b>Account option set:</b> <span>[?]</span></p> <div style="border: 1px solid #ccc; padding: 2px; width: 60px; margin: 5px 0;">840ZZ ▼</div> <p><b>Card Credit Limit (\$):</b> <span>[?]</span> *</p> <div style="border: 1px solid #ccc; padding: 2px; width: 150px; margin: 5px 0;">5000</div> </div>						
2	<p>Here you can choose which type of spend control to apply. Enter the control parameters and click <b>Add</b>.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center; font-weight: bold;">Set Temporary Spend Control for 539445*****9483</p> <p>Current Account Information:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Credit Limit:</td> <td style="text-align: right;">\$50.00</td> </tr> <tr> <td>Single Purchase Limit:</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Merchant Category Code Group</td> <td style="text-align: right;">SYS DEFAULT</td> </tr> </table> <p style="margin-top: 10px;"><b>Temporary Spend Control</b> <span>[?]</span></p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> <span style="background-color: #f0f0f0; padding: 2px 5px;">Single Purchase Limit</span> ▼           <span style="background-color: #0070c0; color: white; padding: 2px 5px;">Single Purchase Limit</span>   <span style="padding: 2px 5px;">Merchant Category Code Group</span>   <span style="padding: 2px 5px;">Credit Limit</span> </div> <div style="border: 1px solid #ccc; width: 100%; height: 20px; margin-bottom: 5px;"></div> <p><b>Note:</b></p> <div style="border: 1px solid #ccc; width: 100%; height: 30px; margin-bottom: 5px;"></div> <p><b>Start Spend Limit/Code On</b> <span>[?]</span>* <span style="border: 1px solid #ccc; padding: 2px 5px;">07/30/2022</span> <span style="font-size: 0.8em;">📅</span></p> <p><b>Reset Spend Control/Code On</b> <span>[?]</span>* <span style="border: 1px solid #ccc; padding: 2px 5px;">07/31/2022</span> <span style="font-size: 0.8em;">📅</span></p> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <span style="border: 1px solid #ccc; padding: 5px 15px; background-color: #f0f0f0;">ADD</span> <span style="color: red; text-decoration: underline;">Cancel</span> </div> </div>	Credit Limit:	\$50.00	Single Purchase Limit:	\$0.00	Merchant Category Code Group	SYS DEFAULT
Credit Limit:	\$50.00						
Single Purchase Limit:	\$0.00						
Merchant Category Code Group	SYS DEFAULT						

## 7.7 Creating a New Card Account

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

Action/Information	
1	<p>Choose <b>Manage Accounts</b> from the drop-down list.</p> 
2	<p>Click on <b>Add New Account</b></p> 

	Action/Information
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> <div data-bbox="532 512 1232 831" style="text-align: center;"> <p>Select Location for New Account</p> <hr/> <p>Select Unit</p> <hr/> <div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p><b>Unit Hierarchy</b>   Sort by: <input checked="" type="radio"/> Unit Name   <input type="radio"/> Unit Number</p> <ul style="list-style-type: none"> <li><input type="radio"/> PURCHASE ACME (01000038) [-]</li> <li>  <input type="radio"/> PURCHASE ACME (02000018) [-]</li> <li>    <input type="radio"/> PURCHASE ACME (03000001) [+]</li> </ul> </div> </div>
4	<p>Click on <b>Apply Model</b> 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> <div data-bbox="310 1058 1403 1283" style="text-align: center;"> <p>Add New Account for LANGTON GREEN COMPANY(01000088)</p> <hr/> <p><b>Select Model/Template:</b></p> <div style="display: flex; align-items: center; justify-content: center;"> <div style="border: 1px solid #ccc; padding: 2px 10px; margin-right: 10px;">Purchasing ▼</div> <div style="border: 1px solid #ccc; padding: 2px 10px; background-color: #f44336; color: white; text-decoration: none;">APPLY MODEL</div> </div> <p style="color: red; font-size: small; margin-top: 5px;">ALWAYS 'APPLY MODEL' WHEN CREATING A CARD. FAILURE TO APPLY A MODEL WILL STOP CARDS BEING CREATED.</p> </div>

	Action/Information
5	<p>Start by entering the Card Information.</p> <ul style="list-style-type: none"><li>• <b>Card Line 1</b> is typically the cardholder name. Do not use punctuation and include an asterisk between the first and last name,<ul style="list-style-type: none"><li>○ eg John Q*Adams,.</li></ul></li><li>• <b>Card line 2</b> will be pre-filled by the Model. You may overwrite this, if required.</li><li>• The <b>Master Accounting Code</b> box is for a cost allocation code, like cost center.</li></ul> <div data-bbox="500 562 1266 1144" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"><p style="text-align: center;">Card Information</p><p><b>Card Number</b></p><p>Note: In order to have a card issued with the updated name, a replacement card must be ordered</p><p><b>Card line 1:</b> [?] *</p><input data-bbox="513 827 862 863" type="text"/><p>Note: In order to have a card issued with the updated name, a replacement card must be ordered</p><p><b>Card line 2:</b> [?]</p><input data-bbox="513 989 862 1024" type="text"/><p><b>Master Accounting Code</b> [?]</p><input data-bbox="513 1108 862 1144" type="text"/></div>

Action/Information	
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. You must provide a mobile phone number.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center; background-color: #f0f0f0; margin: 0;">Address Information</p> <p style="font-size: small; margin: 5px 0;"><i>Address Code: 01 Address Code 01 is the address used for address verification when making a purchase.</i></p> <p><b>Address Line 1: [?]*</b> <span style="float: right;"><b>Address Line 2: [?]</b></span></p> <p>8 Langton Rd <span style="float: right;"></span></p> <p><b>Address Line 3: [?]</b></p> <p></p> <p><b>City [?]*</b> <span style="float: right;"><b>State/Province: [?]*</b></span></p> <p>Langton <span style="float: right;">MA</span></p> <p><b>Postal code: [?]*</b> <span style="float: right;"><b>Country [?]*</b></span></p> <p>01875 <span style="float: right;">USA - United States</span></p> <p><b>Email Address: [?]*</b></p> <p></p> <p style="text-align: center; background-color: #ccc; padding: 2px 5px; border: 1px solid #ccc;">[+] ADD NEW ADDRESS</p> <p>Address Status:</p> <p><b>Card</b> <span style="float: right;">Address Code: 01</span></p> <p><b>Correspondence</b> <span style="float: right;">Address Code: 01</span></p> <p><b>Statement</b> <span style="float: right;">Address Code: 01</span></p> </div>
7	<p>These fields will be pre-filled by the Model.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center; background-color: #f0f0f0; margin: 0;">General Information</p> <p><b>ACE option set: [?]</b></p> <p>10007 -- ONECARD</p> <p><b>Strategy ID: [?]*</b></p> <p>CARDAPP --</p> <p><b>Data Display ID: [?]*</b></p> <p>CARDAPP --</p> <p><b>Card Mailer Option Set: [?]</b></p> <p>2001M001 --</p> </div>

Action/Information	
8	<p>Complete the Cardholder Information.</p> <p>The employee ID field is optional.</p> <p>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 style="text-align: center; margin: 20px 0;"> <div style="background-color: #e0e0e0; padding: 5px; display: inline-block;">Account Holder Information</div> </div> <div style="margin-left: auto; margin-right: auto;"> <p><b>Employee ID:</b> [?]</p> <input style="width: 150px; height: 20px; background-color: #ffffcc;" type="text"/> </div> <div style="margin-left: auto; margin-right: auto;"> <p><b>Verification ID:</b> [?] *</p> <input style="width: 150px; height: 20px; background-color: #ffffcc;" type="text"/> </div>
9	<p>Choose the Card Delivery option under Account Status.</p> <p><b>NOTE:</b> There is an additional fee associated with shipping cards using FedEx.</p> <div style="text-align: center; margin: 20px 0;"> <div style="background-color: #e0e0e0; padding: 5px; display: inline-block;">Account Status</div> </div> <div style="margin-left: auto; margin-right: auto;"> <p><b>Expiration date:</b> [?]</p> </div> <div style="margin-left: auto; margin-right: auto;"> <p><b>Number of Cards to Request</b> [?]</p> <input style="width: 100px; height: 20px; background-color: #ffffcc;" type="text" value="1"/> </div> <div style="margin-left: auto; margin-right: auto;"> <p><b>Card Delivery</b> [?]</p> <input style="width: 100px; height: 20px; background-color: #e0e0e0;" type="text" value="Normal"/> </div>

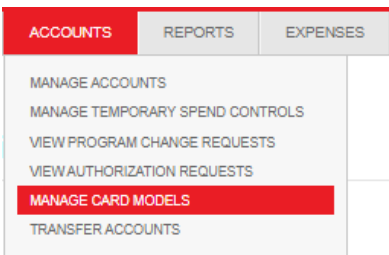
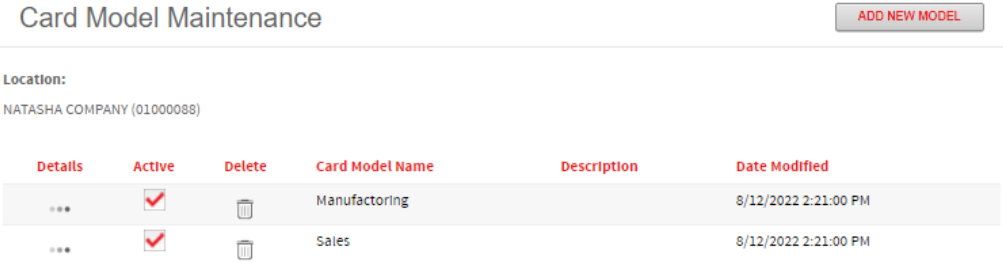
Action/Information																
10	<p>You can set permanent authorization controls for a cardholder. The only parameter you are required to complete is the cardholder credit limit <b>Card</b>, this must be at least \$1 to create a new card. Setting an <b>Account Option Set</b> or <b>Single purchase</b> limit is optional.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center; background-color: #f0f0f0; margin: 0;">Authorization</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span style="background-color: #ccc; padding: 5px 10px; border: 1px solid #ccc;">ADD TEMPORARY SPEND CONTROL</span> <span style="background-color: #ccc; padding: 5px 10px; border: 1px solid #ccc;">RESET AUTHORIZATION VALUES</span> </div> <p style="margin-top: 10px;">Card Limits:</p> <p><b>Account option set:</b> [?]</p> <div style="border: 1px solid #ccc; padding: 2px; width: fit-content; margin: 5px 0;">840ZZ ▾</div> <p><b>Card Credit Limit (\$):</b> [?] *</p> <div style="border: 1px solid #ccc; padding: 2px; width: 150px; margin: 5px 0;">1000</div> <p><b>Single purchase:</b> [?]</p> <div style="border: 1px solid #ccc; padding: 2px; width: 150px; margin: 5px 0;"></div> </div>															
11	<p>Set a single purchase limit or cycle limits, if required.</p> <p>The <b>Number of Days</b> and <b>Start Date</b> 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.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p><b>Single purchase:</b> [?]</p> <div style="border: 1px solid #ccc; padding: 2px; width: 150px; margin: 5px 0;">0</div> <p>Cycle Limits:</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;"></th> <th style="width: 35%; text-align: center; color: red;">Amount:</th> <th style="width: 35%; text-align: center; color: red;"># of Transactions:</th> </tr> </thead> <tbody> <tr> <td>Cycle: [?]</td> <td style="border: 1px solid #ccc; padding: 2px; width: 100px;">0</td> <td style="border: 1px solid #ccc; padding: 2px; width: 100px;">0</td> </tr> <tr> <td>Daily: [?]</td> <td style="border: 1px solid #ccc; padding: 2px;">0</td> <td style="border: 1px solid #ccc; padding: 2px;">0</td> </tr> <tr> <td>Monthly: [?]</td> <td style="border: 1px solid #ccc; padding: 2px;">0</td> <td style="border: 1px solid #ccc; padding: 2px;">0</td> </tr> <tr> <td>Custom: [?]</td> <td style="border: 1px solid #ccc; padding: 2px;">0</td> <td style="border: 1px solid #ccc; padding: 2px;">5</td> </tr> </tbody> </table> <p><b>Number of days:</b> [?]</p> <div style="border: 1px solid #ccc; padding: 2px; width: 150px; margin: 5px 0;">2</div> <p><b>Start date:</b> [?]</p> <div style="border: 1px solid #ccc; padding: 2px; width: 150px; margin: 5px 0;">03/15/2024 </div> </div> <p>Check the boxes under <b>Additional Restrictions</b> using <b>Parent Account Limits</b> to ensure a cardholder's restrictions are at least as strict as those at the corporate account level.</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														

Action/Information																
12	<p>This section is optional. If you do not make selections, the default <b>Merchant Category Code (MCC)</b> Groups will be applied. If you want to override these settings for a cardholder, you can include or exclude a MCC Groups here. You can also set a single purchase limit for the MCC Group.</p> <div style="text-align: center; margin-bottom: 10px;"> <span style="border: 1px solid #ccc; padding: 2px 10px; margin: 0 10px; color: red; font-weight: bold;">ADD MCC GROUP</span> <span style="border: 1px solid #ccc; padding: 2px 10px; margin: 0 10px; color: red; font-weight: bold;">RESET AUTHORIZATION VALUES</span> </div> <p><b>MCC Group option set:</b> [?]</p> <div style="border: 1px solid #ccc; padding: 2px; width: fit-content; margin-bottom: 10px; color: #ccc;">OPEN ▾</div> <p><b>MCC Group 1</b></p> <p><b>Group:</b> [?] *</p> <div style="border: 1px solid #ccc; padding: 2px; width: fit-content; margin-bottom: 10px; color: #ccc;">TRV1 ▾</div> <p><b>Action:</b> [?]</p> <div style="border: 1px solid #ccc; padding: 2px; width: fit-content; margin-bottom: 10px; color: #ccc;">Include ▾</div> <p><b>Single purchase:</b> [?]</p> <div style="border: 1px solid #ccc; padding: 2px; width: fit-content; margin-bottom: 10px; color: #ccc;">0</div>															
13	<p>You can also apply cycle limit restrictions for the MCC Group, if required.  <b>NOTE:</b> the <b>Number of Days</b> and <b>Start Date</b> relate to the <b>Custom</b> cycle limit option only.</p> <p>Check the boxes under <b>Additional Restrictions</b> using <b>Parent Account Limits</b> to ensure a cardholder's restrictions are at least as strict as those at the corporate account level.</p> <div style="margin-top: 20px;"> <p>Cycle Limits:</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;"></th> <th style="width: 35%; text-align: center; color: red; font-weight: bold;">Amount:</th> <th style="width: 35%; text-align: center; color: red; font-weight: bold;"># of Transactions:</th> </tr> </thead> <tbody> <tr> <td>Cycle: [?]</td> <td style="border: 1px solid #ccc; padding: 2px; color: #ccc;">0</td> <td style="border: 1px solid #ccc; padding: 2px; color: #ccc;">0</td> </tr> <tr> <td>Daily: [?]</td> <td style="border: 1px solid #ccc; padding: 2px; color: #ccc;">0</td> <td style="border: 1px solid #ccc; padding: 2px; color: #ccc;">0</td> </tr> <tr> <td>Monthly: [?]</td> <td style="border: 1px solid #ccc; padding: 2px; color: #ccc;">0</td> <td style="border: 1px solid #ccc; padding: 2px; color: #ccc;">0</td> </tr> <tr> <td>Custom: [?]</td> <td style="border: 1px solid #ccc; padding: 2px; color: #ccc;">0</td> <td style="border: 1px solid #ccc; padding: 2px; color: #ccc;">0</td> </tr> </tbody> </table> <p><b>Number of days:</b> [?]</p> <div style="border: 1px solid #ccc; padding: 2px; width: fit-content; margin-bottom: 10px; color: #ccc;">0</div> <p><b>Start date:</b> [?]</p> <div style="border: 1px solid #ccc; padding: 2px; width: fit-content; margin-bottom: 10px; color: #ccc;"> <input type="text"/> </div> </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														

Action/Information	
14	<p>Click Submit to create the Cardholder.</p> <p style="text-align: center;"> <input type="button" value="SUBMIT"/> <input type="button" value="SUBMIT WITH NOTE"/> <a href="#">[?] Cancel</a> </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. 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)

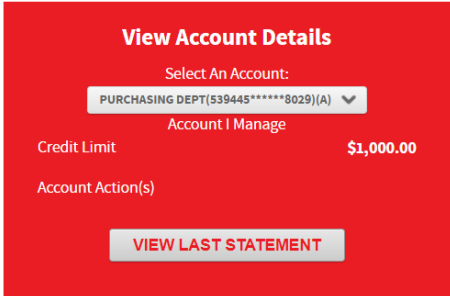
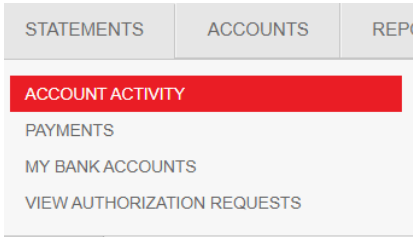
You may edit the Templates or Models, so that you don't have to type in the same details each time you create a card.

Action/Information	
1	<p>Choose the <b>Accounts</b> tab and select the <b>Manage Card Models</b> option.</p> 
2	<p>All the models you have already created will be displayed. Choose the one you wish to edit, complete the changes and click <b>Save</b>.</p> 

## 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.

	Action/Information
1	<p>From the home page you can choose an account and click on the <b>View Last Statement</b> button to download the statement for that account.</p> 
2	<p>Alternatively, choose the <b>Statements</b> tab and select the <b>Account Activity</b> option.</p> 

**Action/Information**

3

Click **Search** to show all accounts or use filters to narrow down your search. You can use an asterisk (\*) to simplify your search. Click on the **Details** button next to account you want to display.

Account Activity

---

Accounts I Manage    [Search for Statements](#)

---

Please enter search criteria. You can use an asterisk (\*) as a leading or trailing wildcard character for partial searches.

**Search Account**

Name on Account

Active accounts   
  Inactive within 45 days   
  Inactive longer than 45 days   
  Purged

**SEARCH**

Search Results

Account Number	Name on Account	Unit Name	Unit Number	Inactive	Action
556382*****4642	MANUFACTURING	MANUFACTURING	02000035	No	<a href="#">DETAILS</a>
539445*****9483	MICHAEL CARDHOLDER	PURCHASING	02000036	No	<a href="#">DETAILS</a>

4

The **Account Details** screen will open. From here you can see a **Summary** of account.

Account Details for MANUFACTURING (556382\*\*\*\*\*4642)

---

[Summary](#)   
 [Transactions](#)   
 [Authorization Requests](#)   
 [Statements](#)

---

Activity Since Last Statement

<b>Current balance:</b>	<b>\$31.17</b>
<b>Current amount past due:</b>	<b>\$1.53</b>
<b>Available to spend:</b>	<b>\$968.83</b>
<b>Credit limit:</b>	<b>\$1,000.00</b>

[EXPAND DETAILS \[+\]](#)

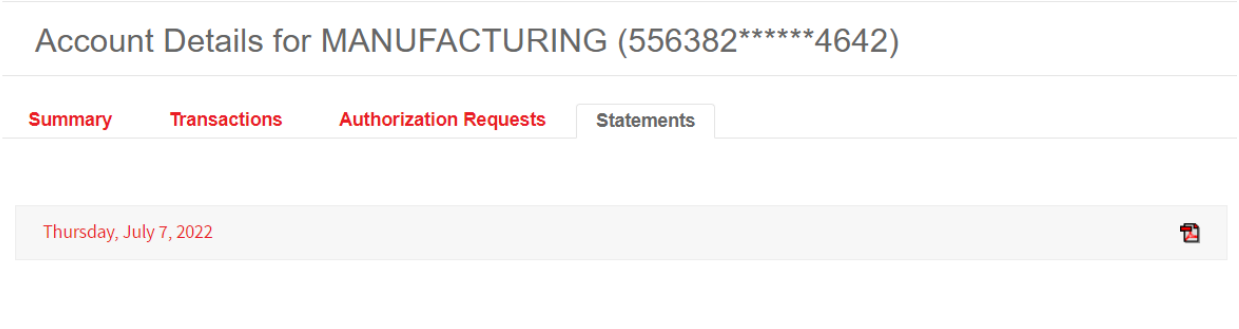
*The current balance amount includes last payment received and cash advances.*

Summary of Last Statement  
(Statement Date: 7/7/2022 )

<b>Statement balance:</b>	<b>\$31.17</b>
<b>Past due amount:</b>	<b>\$1.53</b>
<b>Minimum payment due:</b>	<b>\$31.17</b>
<b>Payment due date:</b>	<b>8/1/2022</b>

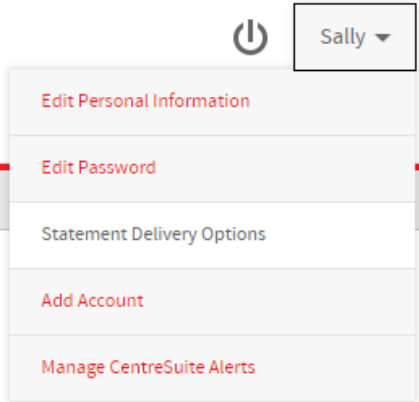
[EXPAND DETAILS \[+\]](#)

[MAKE PAYMENT](#)

Action/Information	
5	<p>Click on the <b>Statements</b> tab to see all the statements available for the account and click the pdf icon to download.</p>  <p>The screenshot shows the account details page for MANUFACTURING (556382****4642). The 'Statements' tab is selected, and a statement for Thursday, July 7, 2022 is visible with a PDF icon for download.</p>
6	<p>You can access the past 13 months of statements in CentreSuite. For statements older than 13 months, contact Client Service.</p> <p><b>NOTE:</b> 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.

Action/Information	
1	<p>To change you statement delivery option click on your profile and choose <b>Statement Delivery Options</b>.</p>  <p>The screenshot shows a user profile dropdown menu for 'Sally'. The menu items are: Edit Personal Information, Edit Password, Statement Delivery Options, Add Account, and Manage CentreSuite Alerts.</p>

Action/Information							
2	<p>Select your preferred delivery option and click <b>Save</b>.</p> <div style="text-align: center; margin-top: 20px;"> <h3>Manage Statement Options</h3> <hr/> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; color: red;">Card Number</th> <th style="text-align: left; color: red;">Name on Account</th> <th style="text-align: left; color: red;">Statement Delivery Option</th> </tr> </thead> <tbody> <tr> <td style="border: 1px solid #ccc; padding: 5px;">556382*****2419 (0)</td> <td style="border: 1px solid #ccc; padding: 5px;">SALLY CARDHOLDER</td> <td style="border: 1px solid #ccc; padding: 5px;"> <div style="border: 1px solid #ccc; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px;">Send by mail only</div> <div style="padding: 2px;">Send by mail only</div> <div style="padding: 2px;">Do not mail or send electronically</div> <div style="background-color: #0070c0; color: white; padding: 2px;">Send electronically only</div> <div style="padding: 2px;">Send by mail and electronically</div> </div> </td> </tr> </tbody> </table> <div style="margin-top: 10px; display: flex; gap: 20px;"> <span style="border: 1px solid #ccc; padding: 5px 15px; background-color: #f0f0f0;">SAVE</span> <span style="color: red; text-decoration: underline;">Cancel</span> </div> </div>	Card Number	Name on Account	Statement Delivery Option	556382*****2419 (0)	SALLY CARDHOLDER	<div style="border: 1px solid #ccc; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px;">Send by mail only</div> <div style="padding: 2px;">Send by mail only</div> <div style="padding: 2px;">Do not mail or send electronically</div> <div style="background-color: #0070c0; color: white; padding: 2px;">Send electronically only</div> <div style="padding: 2px;">Send by mail and electronically</div> </div>
Card Number	Name on Account	Statement Delivery Option					
556382*****2419 (0)	SALLY CARDHOLDER	<div style="border: 1px solid #ccc; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px;">Send by mail only</div> <div style="padding: 2px;">Send by mail only</div> <div style="padding: 2px;">Do not mail or send electronically</div> <div style="background-color: #0070c0; color: white; padding: 2px;">Send electronically only</div> <div style="padding: 2px;">Send by mail and electronically</div> </div>					

### 8.3 Viewing and Downloading Transactions and Authorizations

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

Action/Information											
1	<p>Choose the <b>Statements</b> tab and select the <b>Account Activity</b> option.</p> <div style="text-align: center; margin-top: 20px;"> <table style="border-collapse: collapse; width: 100%;"> <tr> <td style="border: 1px solid #ccc; padding: 5px; background-color: #f0f0f0;">STATEMENTS</td> <td style="border: 1px solid #ccc; padding: 5px; background-color: #f0f0f0;">ACCOUNTS</td> <td style="border: 1px solid #ccc; padding: 5px; background-color: #f0f0f0;">REF</td> </tr> <tr> <td colspan="3" style="border: 1px solid #ccc; padding: 5px; background-color: #f0f0f0;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #c00000; color: white; padding: 5px;">ACCOUNT ACTIVITY</td> </tr> <tr> <td style="padding: 5px;">PAYMENTS</td> </tr> <tr> <td style="padding: 5px;">MY BANK ACCOUNTS</td> </tr> <tr> <td style="padding: 5px;">VIEW AUTHORIZATION REQUESTS</td> </tr> </table> </td> </tr> </table> </div>	STATEMENTS	ACCOUNTS	REF	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #c00000; color: white; padding: 5px;">ACCOUNT ACTIVITY</td> </tr> <tr> <td style="padding: 5px;">PAYMENTS</td> </tr> <tr> <td style="padding: 5px;">MY BANK ACCOUNTS</td> </tr> <tr> <td style="padding: 5px;">VIEW AUTHORIZATION REQUESTS</td> </tr> </table>			ACCOUNT ACTIVITY	PAYMENTS	MY BANK ACCOUNTS	VIEW AUTHORIZATION REQUESTS
STATEMENTS	ACCOUNTS	REF									
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #c00000; color: white; padding: 5px;">ACCOUNT ACTIVITY</td> </tr> <tr> <td style="padding: 5px;">PAYMENTS</td> </tr> <tr> <td style="padding: 5px;">MY BANK ACCOUNTS</td> </tr> <tr> <td style="padding: 5px;">VIEW AUTHORIZATION REQUESTS</td> </tr> </table>			ACCOUNT ACTIVITY	PAYMENTS	MY BANK ACCOUNTS	VIEW AUTHORIZATION REQUESTS					
ACCOUNT ACTIVITY											
PAYMENTS											
MY BANK ACCOUNTS											
VIEW AUTHORIZATION REQUESTS											

**Action/Information**

3 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 account you want to display.

Account Activity

---

Accounts I Manage    [Search for Statements](#)

---

Please enter search criteria. You can use an asterisk (\*) as a leading or trailing wildcard character for partial searches.

**Search Account**

Name on Account

Active accounts   
  Inactive within 45 days   
  Inactive longer than 45 days   
  Purged

**SEARCH**

Search Results

Account Number	Name on Account	Unit Name	Unit Number	Inactive	Action
556382*****4642	MANUFACTURING	MANUFACTURING	02000035	No	<a href="#">DETAILS</a>
539445*****9483	MICHAEL CARDHOLDER	PURCHASING	02000036	No	<a href="#">DETAILS</a>

4 The **Account Details** screen will open. From here you can see a summary of account.

Account Details for MANUFACTURING (556382\*\*\*\*\*4642)

---

[Summary](#)   
 [Transactions](#)   
 [Authorization Requests](#)   
 [Statements](#)

---

Activity Since Last Statement

<b>Current balance:</b>	<b>\$31.17</b>
<b>Current amount past due:</b>	<b>\$1.53</b>
<b>Available to spend:</b>	<b>\$968.83</b>
<b>Credit limit:</b>	<b>\$1,000.00</b>

[EXPAND DETAILS \(+\)](#)

*The current balance amount includes last payment received and cash advances.*

Summary of Last Statement  
(Statement Date: 7/7/2022 )

<b>Statement balance:</b>	<b>\$31.17</b>
<b>Past due amount:</b>	<b>\$1.53</b>
<b>Minimum payment due:</b>	<b>\$31.17</b>
<b>Payment due date:</b>	<b>8/1/2022</b>

[EXPAND DETAILS \(+\)](#)

[MAKE PAYMENT](#)

**Action/Information**

5 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.

Account Details for ONE CARD DEMO (556382\*\*\*\*\*4642)

Summary
Transactions
Authorization Requests
Statements

Statement Cycle: 3/7/2024 Download format: Select
**DOWNLOAD**
**PRINT THIS PAGE**

<b>GRUBHUBDUNKIN</b>	<b>\$6.50</b>															
<table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Posted: 2/15/2024</td> <td style="width: 33%;">Originating Account Name: SALLY CARDHOLDER</td> <td style="width: 33%;">Original Amount: 6.50</td> </tr> <tr> <td>Occurred: 2/15/2024</td> <td>Originating Account Number: 556382*****2419</td> <td>Currency Desc: US Dollar (840)</td> </tr> <tr> <td>Location: NEW YORK NY 00000</td> <td>MCC:</td> <td>Conversion Rate: 1.000000000</td> </tr> <tr> <td></td> <td>MCC Description:</td> <td>Billed Amount: 6.50</td> </tr> <tr> <td></td> <td>Account Applied To: Corporate</td> <td></td> </tr> </table>	Posted: 2/15/2024	Originating Account Name: SALLY CARDHOLDER	Original Amount: 6.50	Occurred: 2/15/2024	Originating Account Number: 556382*****2419	Currency Desc: US Dollar (840)	Location: NEW YORK NY 00000	MCC:	Conversion Rate: 1.000000000		MCC Description:	Billed Amount: 6.50		Account Applied To: Corporate		
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Location: NEW YORK NY 00000	MCC:	Conversion Rate: 1.000000000														
	MCC Description:	Billed Amount: 6.50														
	Account Applied To: Corporate															
<b>WAL-MART #2799</b>	<b>\$32.00</b>															
<table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Posted: 2/15/2024</td> <td style="width: 33%;">Originating Account Name: SALLY CARDHOLDER</td> <td style="width: 33%;">Original Amount: 32.00</td> </tr> <tr> <td>Occurred: 2/15/2024</td> <td>Originating Account Number: 556382*****2419</td> <td>Currency Desc: US Dollar (840)</td> </tr> <tr> <td>Location: CLINT MD 00000</td> <td>MCC:</td> <td>Conversion Rate: 1.000000000</td> </tr> <tr> <td></td> <td>MCC Description:</td> <td>Billed Amount: 32.00</td> </tr> <tr> <td></td> <td>Account Applied To: Corporate</td> <td></td> </tr> </table>	Posted: 2/15/2024	Originating Account Name: SALLY CARDHOLDER	Original Amount: 32.00	Occurred: 2/15/2024	Originating Account Number: 556382*****2419	Currency Desc: US Dollar (840)	Location: CLINT MD 00000	MCC:	Conversion Rate: 1.000000000		MCC Description:	Billed Amount: 32.00		Account Applied To: Corporate		
Posted: 2/15/2024	Originating Account Name: SALLY CARDHOLDER	Original Amount: 32.00														
Occurred: 2/15/2024	Originating Account Number: 556382*****2419	Currency Desc: US Dollar (840)														
Location: CLINT MD 00000	MCC:	Conversion Rate: 1.000000000														
	MCC Description:	Billed Amount: 32.00														
	Account Applied To: Corporate															

6 You can view 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.

Account Details for MANUFACTURING (556382\*\*\*\*\*4642)

Summary
Transactions
Authorization Requests
Statements

All
  Approved
  Declined
  Referred
  Fraud
  Pickup

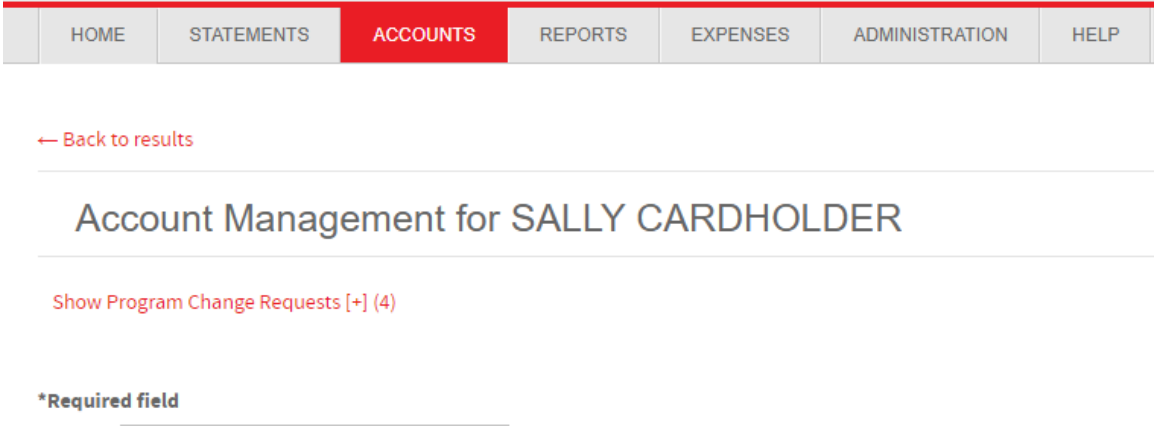
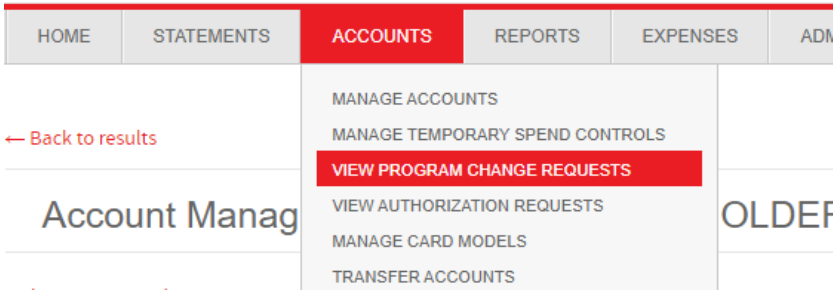
**From**  **To**

**SEARCH**

Search Results ([Download All](#))

## 9 Program Change Requests

If enabled for your program, some Cardholders requests, 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.

Action/Information	
1	<p>When you go into the Account Management screen for a cardholder you can click on <b>Show Program Change Requests</b></p> 
2	<p>Alternativley you can search for program change requests from the <b>Accounts</b> menu.</p> 

**Action/Information**

3 You can filter and search for all requests. To review and action a request, click on the three dots under **Details**.

Program Change Requests

---

**Search For**  
 All requests    Real-time requests only    Manual requests only    Pending Approvals only

**Search By**  
 Status ▼

Not submitted    Submitted    Rejected    Received

**Date Range**   **From**   **To**  
 Today ▼   08/07/2022 📅   08/14/2022 📅

SEARCH [?]

---

Search Results

---

Actions [?]: 🗑️ 📧 📄 🗑️

Details	Flag	Notes	Request ID	Status	Method	Approval Required	Created	Status Date	Name
...			000000003877145	Not submitted	Real Time	Yes	8/12/2022	8/12/2022	MICHAEL CARDHOLDER

4 The **Detail** screen will open where you can review the request, approve or reject.

Detail [?]

---

**Request ID:** 000000003877145

**Primary Account:** MICHAEL CARDHOLDER 539445\*\*\*\*\*9483

**Requester:** Michael Cardholder

---

History [?]

Status	Date/Time	User	Notes	Real-time Error
Not submitted	8/12/2022 3:15 PM	Michael Cardholder		

---

Account information

Actions [?]: 🗑️ 📧 📄

Field Name	Old Value	Requested Value	Current Value	Real-time Field Error
Req Number of Cards	0	<input type="text" value="1"/>	1	
Card Delivery		<input type="text" value="N"/>		
Delivery Address Code		<input type="text" value="11"/>		
Card Fee		<input type="text" value="N"/>		

	Action/Information
5	<p>If you accept the request, you have the option to add a note on the following screen. Click <b>Submit</b>.</p> <div data-bbox="446 346 1201 976"><p>Submit Requests [?] <span style="float: right;">✖</span></p><hr/><p>Submit request for <b>MICHAEL CARDHOLDER 539445*****9483</b></p><p><b>Send change:</b> Now</p><p><b>Method:</b> <input type="radio"/> Manual <input checked="" type="radio"/> Real-time</p><p><b>Note (optional):</b></p><div style="border: 1px solid #ccc; height: 50px; width: 100%;"></div><p><input type="checkbox"/> Mark this note as important <input type="checkbox"/> Print selected requests</p><p><input type="button" value="SUBMIT"/> <a href="#">Cancel</a></p></div>

## 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.

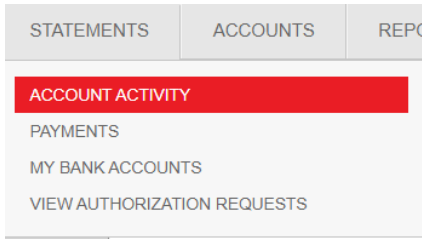
**For example:** New England Equipment LLC has one corporate account and two cardholders, Tom and Sara. The credit limit for the corporate account is \$5000, which has been reached mid-cycle meaning that both cards are unable to transact.

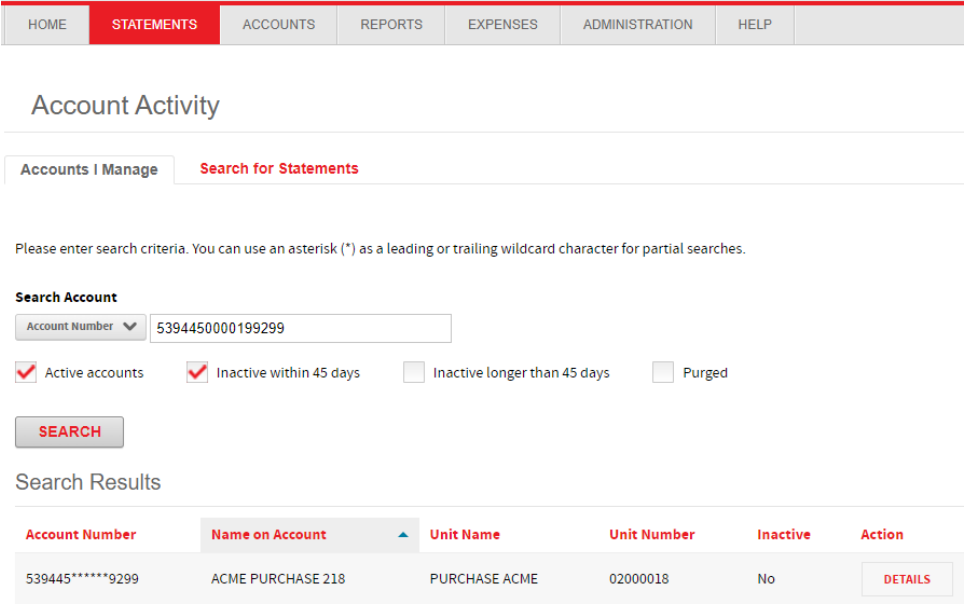
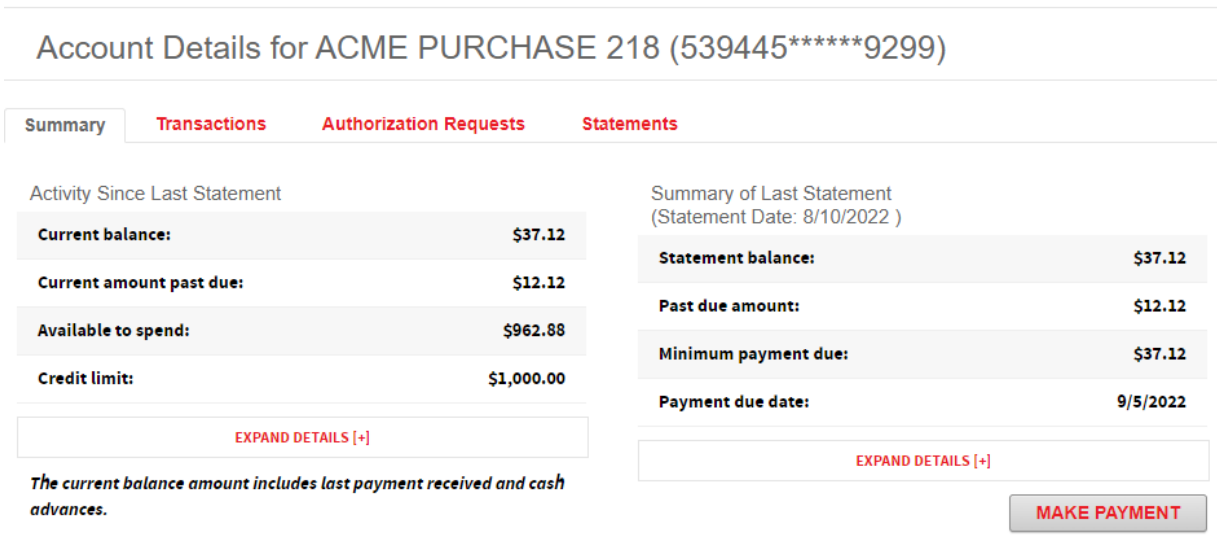
- Sara has a credit limit of \$4000 and has spent \$4000 already this month
- Tom has a credit limit of \$2000 and has spent \$1000 already this month

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:

	Action/Information
1	<p>Choose the <b>Statements</b> tab and select the <b>Account Activity</b> option.</p> 

Action/Information	
2	<p>Click on <b>Search</b> to display all accounts, or use the filter to find an account. You can use an asterisk (*) to simplify your search. Click on the <b>Details</b> button next to account you want to make a payment for.</p> 
3	<p>The Account Details screen will open. From here click on the <b>Make a Payment</b> button.</p> 

## Action/Information

4 Click the + icon beside the account name to begin the payment process.

Search for Other Accounts

Please enter search criteria. you can use an asterisk (\*) as a leading or trailing wildcard character for partial searches.

**Search Account**

Name on Account

Active accounts  
  Inactive within 45 days  
  Inactive longer than 45 days

**SEARCH**

Search Results

Up to 60 accounts can be selected at one time. Selected accounts:

Selected Accounts: 0

+	Actions	Name on Account	Account Number	Account Type	Unit Name	Unit Number	Settlement Currency	Status	Inactive
+	***	NATASHA BOTIQUE PUR TEST	53945*****2853	Corporate	NATASHA BOTIQUE PUR TEST CBA	02000447	USD	AV FU MA OA PU TA YA	No
+	***	NATASHAS TESTING SHOP	556382*****1432	Corporate	NATASHA TESTING SHOP ONE CBA	02000338	USD	FU LA OA TA	No

5 Enter your payment details, the date for payment, the payment method and click **Make Payment**

### Define Payment Details

---

**Account Type \***

Select

Personal  
  Business

**Account Number \***      
 **Transit Routing Number [?] \***

**Account Nickname \***      
 **Bank Name** N/A     
 **Name on Account \***

**Address Line 1 \***      
 **Address Line 2**      
 **City \***

**State / Province \*** Select      
 **Postal Code \***

**Payment Date : \***

Payments made after 5:00 pm ET will be processed the next business day.

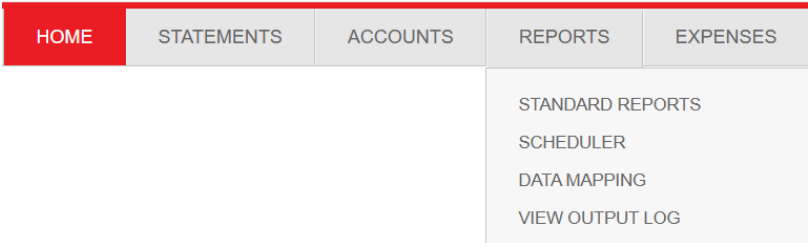
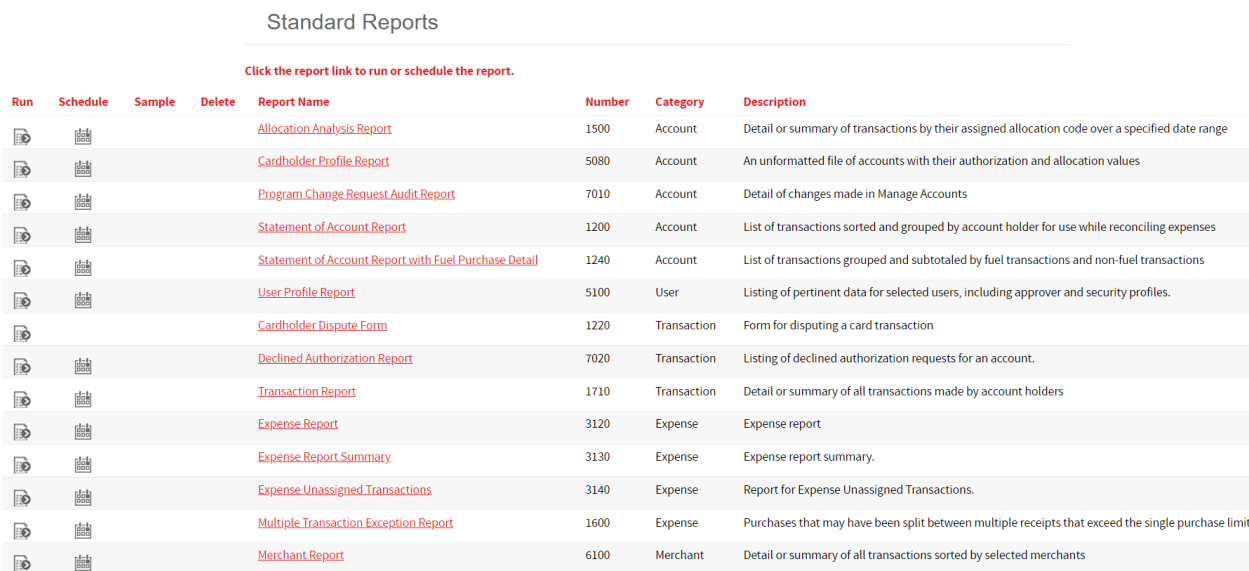
Account Number	Statement Balance	Minimum Payment	Payment Due Date	Current Balance	Credit Limit	Payment Method
556382*****4642	31.17	31.17	08/01/2022	31.17	1,000.00	Current Balance <input type="button" value="v"/>

Action/Information	
6	<p>Authenticate the payment details and enter your password to confirm.</p> <p style="text-align: center;"><b>Authenticate and Confirm Payment - MANUFACTURING (556382*****4642)</b></p> <hr/> <p>You have requested the following payment:</p> <p><b>Payment Amount</b> 31.17</p> <p><b>Withdraw from Account</b> hjpgfj (123456789)</p> <p><b>Transit Routing Number</b> 216589878</p> <p><b>Requested Payment Date</b> 08/01/2022</p> <p><b>Name on Account</b> MANUFACTURING</p> <p><b>Applied to Account</b> 556382*****4642</p> <p>Password Confirmation</p> <p><b>Username</b> natashademopa</p> <p><b>Password : *</b> <input type="password"/></p>
7	<p><b>Click Submit Payment</b></p> <p>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>Your payment will not be processed until you click Submit.</p> <p><input type="button" value="SUBMIT PAYMENT"/>   <a href="#">Modify</a>   <a href="#">Cancel</a></p>

# 11 Reports

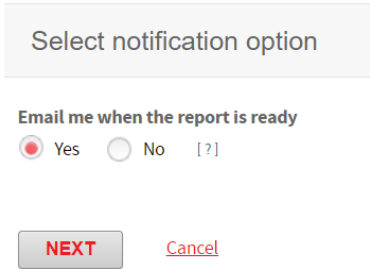
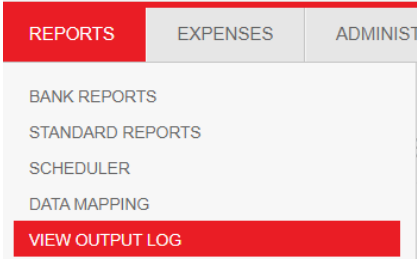
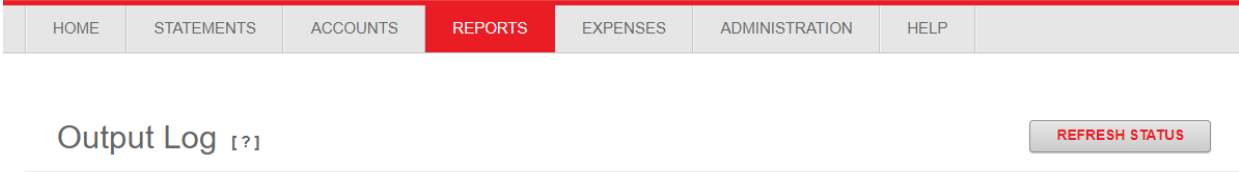
## 11.1 Standard Reports

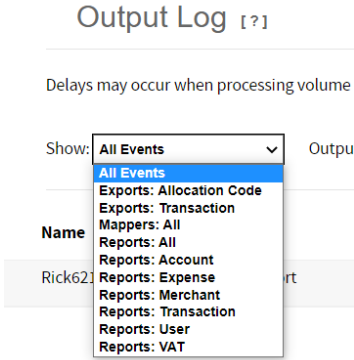
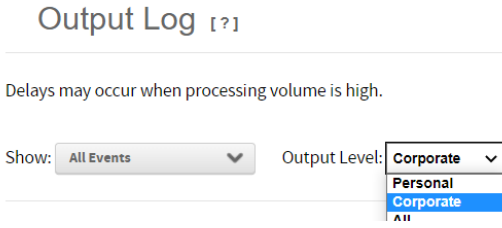
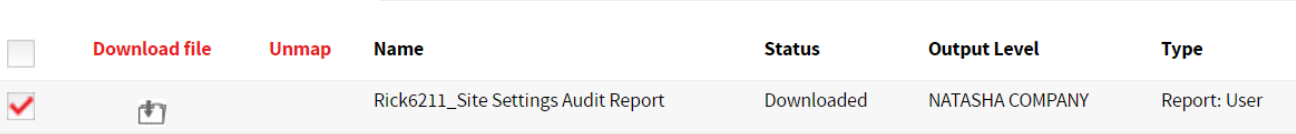



CentreSuite has a wide selection of reports which are easy to customize, schedule, run and download.

Action/Information																																																																																																																									
1	<p>To run reports, choose the <b>Reports</b> tab and select the <b>Standard Reports</b> option.</p> 																																																																																																																								
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3	<p>Each report will open a slightly different option screen. In each screen you will be able to <b>Run, Schedule</b> or <b>Save</b> 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 <b>Search</b> button.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">3120 Expense Report <sup>[?]</sup></p> <hr/> <div style="display: flex; justify-content: space-around; margin-bottom: 10px;"> <span style="border: 1px solid #ccc; padding: 2px 10px; background-color: #eee;">RUN</span> <span style="border: 1px solid #ccc; padding: 2px 10px; background-color: #eee;">SCHEDULE</span> <span style="border: 1px solid #ccc; padding: 2px 10px; background-color: #eee;">SAVE</span> <span style="color: #ccc; text-decoration: underline;">Cancel</span> </div> <div style="background-color: #f0f0f0; padding: 5px; margin-bottom: 10px;">Accounts and Units</div> <p>Search for:</p> <p><input checked="" type="radio"/> Unit <input type="radio"/> Account <span style="color: #ccc; text-decoration: underline;">[?]</span></p> <p>Unit Name <span style="border: 1px solid #ccc; padding: 2px 20px; display: inline-block;"></span></p> <p style="text-align: center; border: 1px solid #ccc; padding: 2px 10px; background-color: #eee; margin: 5px 0;">SEARCH</p> <p>Select Units</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 5%;"></th> <th style="width: 50%;">Unit Name</th> <th style="width: 20%;">Unit Number</th> <th style="width: 25%;">Hierarchy</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>MANUFACTURING</td> <td>02000035</td> <td style="text-align: center;">☐☐☐</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>NATASHA COMPANY</td> <td>01000088</td> <td style="text-align: center;">☐☐☐</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>PURCHASING</td> <td>02000036</td> <td style="text-align: center;">☐☐☐</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>SALES ARM</td> <td>02000034</td> <td style="text-align: center;">☐☐☐</td> </tr> </tbody> </table> </div>		Unit Name	Unit Number	Hierarchy	<input type="checkbox"/>	MANUFACTURING	02000035	☐☐☐	<input type="checkbox"/>	NATASHA COMPANY	01000088	☐☐☐	<input type="checkbox"/>	PURCHASING	02000036	☐☐☐	<input type="checkbox"/>	SALES ARM	02000034	☐☐☐
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4	<p>Once you have set all the parameters for the report, you can <b>Save</b> the report. This is useful if you are going to run the report frequently.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Save Report <span style="float: right; color: #ccc; text-decoration: underline;">×</span></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><b>Report number:</b> C7010-001 <span style="color: #ccc; text-decoration: underline;">[?]</span></p> <p><b>* Report name:</b> <span style="border: 1px solid #ccc; padding: 2px 20px; display: inline-block;">Purchasing Team - Program Change Request</span> <span style="color: #ccc; text-decoration: underline;">[?]</span></p> <p><b>Report category:</b> <span style="border: 1px solid #ccc; padding: 2px 20px; display: inline-block; background-color: #eee;">Account</span> <span style="color: #ccc; text-decoration: underline;">[?]</span></p> <p><b>Report description:</b> <span style="border: 1px solid #ccc; padding: 2px 20px; display: inline-block;">Detail of changes made in Manage Accounts</span> <span style="color: #ccc; text-decoration: underline;">[?]</span></p> <p><input checked="" type="checkbox"/> Include selected units/accounts/users <span style="color: #ccc; text-decoration: underline;">[?]</span></p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <span style="border: 1px solid #ccc; padding: 2px 10px; background-color: #eee;">SAVE</span> <span style="color: #ccc; text-decoration: underline;">Cancel</span> </div> </div>																				

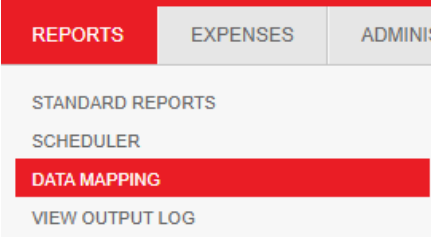

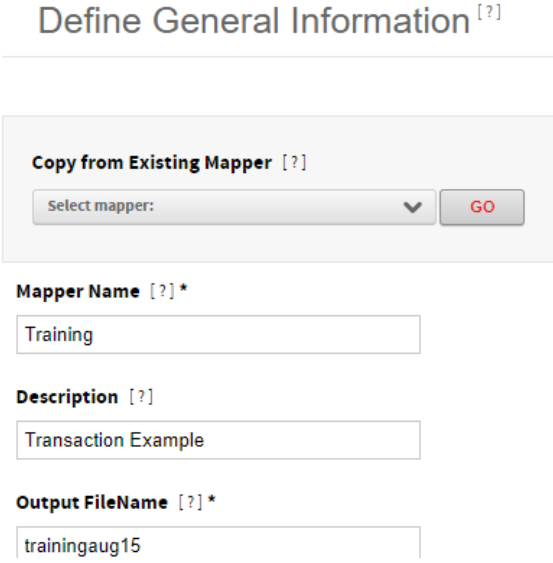
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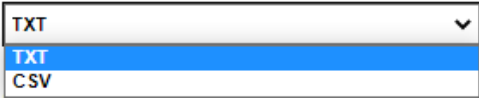
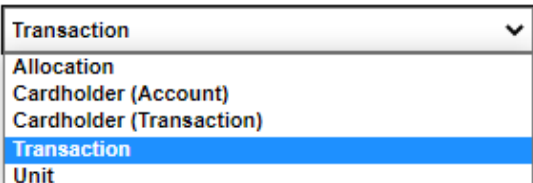
Action/Information	
7	<p>If you choose <b>Yes</b> under notification option, you will receive an email to tell you when the report is ready. Click <b>Next</b> to continue.</p>  <p>The screenshot shows a form titled "Select notification option". Below the title, it says "Email me when the report is ready" with two radio buttons: "Yes" (selected) and "No" (with a help icon [?]). At the bottom, there are two buttons: "NEXT" and "Cancel".</p>
8	<p>Review your settings on the next page and if you are happy with your selections click <b>Finish</b>.</p>
9	<p>Once a report has run it appears in the <b>Output Log</b>.</p>  <p>The screenshot shows a navigation menu with three tabs: "REPORTS", "EXPENSES", and "ADMINIST". Under the "REPORTS" tab, there is a list of options: "BANK REPORTS", "STANDARD REPORTS", "SCHEDULER", "DATA MAPPING", and "VIEW OUTPUT LOG". The "VIEW OUTPUT LOG" option is highlighted in red.</p>
10	<p>It may take a few minutes for a new report to run. You can click the <b>Refresh Status</b> to check progress.</p>  <p>The screenshot shows a navigation bar with tabs: "HOME", "STATEMENTS", "ACCOUNTS", "REPORTS", "EXPENSES", "ADMINISTRATION", and "HELP". Below the navigation bar, the text "Output Log [?]" is displayed. To the right of the text is a button labeled "REFRESH STATUS".</p>

Action/Information															
11	<p>If there are a long list of reports you can filter using the <b>Show</b> option.</p> 														
12	<p>If you have the required permissions, you can see reports save to your log and the corporate log by choosing the <b>Output Level</b>.</p> 														
13	<p>Select the report and click on the <b>Download</b> icon to download.</p>  <table border="1" data-bbox="240 1228 1529 1360"> <thead> <tr> <th><input type="checkbox"/></th> <th>Download file</th> <th>Unmap</th> <th>Name</th> <th>Status</th> <th>Output Level</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td></td> <td></td> <td>Rick6211_Site Settings Audit Report</td> <td>Downloaded</td> <td>NATASHA COMPANY</td> <td>Report: User</td> </tr> </tbody> </table>	<input type="checkbox"/>	Download file	Unmap	Name	Status	Output Level	Type	<input checked="" type="checkbox"/>			Rick6211_Site Settings Audit Report	Downloaded	NATASHA COMPANY	Report: User
<input type="checkbox"/>	Download file	Unmap	Name	Status	Output Level	Type									
<input checked="" type="checkbox"/>			Rick6211_Site Settings Audit Report	Downloaded	NATASHA COMPANY	Report: User									

## 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 on our Resource Center, [www.santanderbank.com/commercial-card](http://www.santanderbank.com/commercial-card)

	Action/Information
1	<p>To create a mapper, choose the <b>Data Mapping</b> option under the <b>Reports</b> tab.</p> 
2	<p>Click on <b>Create New Mapper</b>.</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> 

Action/Information	
4	<p>Next choose the <b>File format</b>. If you choose fixed length you will need to provide the number of characters for each field. If you choose <b>Delimited</b>, you will need to choose a file extension.</p> <p><b>File Format</b> [?]</p> <p><input type="radio"/> Fixed Length <input checked="" type="radio"/> Delimited</p> <p><b>File Extension</b> [?]</p> 
5	<p>Next choose the <b>Organization</b> level you want the reporting for. Unless your program is Individual Bill, it is usual to choose <b>Both</b> for <b>Account Type</b>.</p> <p><b>Organization</b> [?] NATASHA COMPANY(01000088)</p> <p><a href="#">Select Organization</a></p> <p><b>Account Type</b> [?]</p> <p><input type="radio"/> Individual <input type="radio"/> Corporate <input checked="" type="radio"/> Both</p>
6	<p>Choose the <b>Record Level</b> for the mapper.</p> <ul style="list-style-type: none"> <li>• <b>Allocation</b> will aggregate reporting by allocation code (eg GL).</li> <li>• <b>Cardholder (Account)</b> will give details of each card (eg address, limit, MCC Group).</li> <li>• <b>Cardholder (Transaction)</b> will give transactions for cardholders who had transactions within a given date range.</li> <li>• <b>Transaction</b> will provide the chosen details for each transaction (eg details, allocation, cardholder info, merchant name).</li> <li>• <b>Unit</b> will pull transactions just for the units with transactions in the specific date range.</li> </ul> <p><b>Record Level</b> [?]</p> 

Action/Information	
7	<p>Choose what <b>Transaction Type(s)</b> you want in the report, whether you want <b>Transaction Splits</b> (usually <b>Yes</b>), if you are using the expense reporting modules you can opt to have only transactions assigned to expense reports, if not, then select <b>No</b>. Click <b>Next</b>.</p> <p style="text-align: center;"><b>Include Transaction Types</b> [?]</p> <ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Regular card transactions</li><li><input type="checkbox"/> Payments</li><li><input type="checkbox"/> Fees</li><li><input type="checkbox"/> Adjustments</li><li><input type="checkbox"/> Out-of-pocket transactions</li><li><input type="checkbox"/> Personal transactions</li><li><input type="checkbox"/> Cash advances</li></ul> <p style="text-align: center;"><b>Include Transaction Splits</b> [?]</p> <p><input checked="" type="radio"/> Yes   <input type="radio"/> No</p> <p style="text-align: center;"><b>Include only transactions assigned to expense reports</b></p> <p><input type="radio"/> Yes   <input checked="" type="radio"/> No</p> <p style="text-align: center;"><b>Expense Report Status</b> [?]</p> <p style="text-align: center;">Select <span style="float: right;">▼</span></p> <p style="text-align: center;"><input type="button" value="NEXT"/>   <a href="#">Cancel</a></p>

	Action/Information
8	<p>In the next section you can define the format of you 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 <b>Next</b>.</p> <div data-bbox="602 405 1110 1507"><h3>Define Mapper Format<sup>[?]</sup></h3><hr/><p><b>Numeric Format</b></p><p><b>Delimiter</b> <sup>[?]</sup></p><p>Pipe <input type="button" value="v"/></p><p><b>Text Qualifier</b> <sup>[?]</sup></p><p>None <input type="button" value="v"/></p><p><b>Decimal</b> <sup>[?]</sup></p><p><input type="radio"/> Fixed <input checked="" type="radio"/> Implied</p><p><b>Number of Decimal Places</b> <sup>[?]</sup></p><p><input type="radio"/> 2 <input checked="" type="radio"/> 4</p><p><b>Debit Sign</b> <sup>[?]</sup></p><p>Plus <input type="button" value="v"/></p><p><b>Credit Sign</b> <sup>[?]</sup></p><p>Minus <input type="button" value="v"/></p><p><b>Sign Position</b> <sup>[?]</sup></p><p><input checked="" type="radio"/> Before <input type="radio"/> After</p><p><b>Date Format</b></p><p><b>Format</b> <sup>[?]</sup></p><p>MM-DD-YY <input type="button" value="v"/></p><p><input type="button" value="NEXT"/> <a href="#">Cancel</a></p></div>

Action/Information																						
9	<p>First choose the <b>Header Record</b> for your report. If you do not need a header, select <b>No</b> for <b>Include Header Record</b>. If you do want headers, click <b>Add Field</b> to keep adding header records.</p> <p>Select Mapper Record Layout <sup>[?]</sup></p> <p> <input type="radio"/> Header Record              <input type="radio"/> Detail Record              <input type="radio"/> Footer Record         </p> <p>Include Header Record</p> <p><input checked="" type="checkbox"/> YES <sup>[?]</sup></p> <p>Define Columns for Header Record</p> <p><input type="button" value="ADD FIELD"/> <sup>[?]</sup></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><input type="button" value="⊕"/></td> <td><input type="button" value="✎"/></td> <td><input type="button" value="⊖"/></td> <td>Header</td> <td>Constant</td> <td>CENTRESUITE</td> </tr> <tr> <td>2</td> <td><input type="button" value="⊕"/></td> <td><input type="button" value="✎"/></td> <td><input type="button" value="⊖"/></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	<input type="button" value="⊕"/>	<input type="button" value="✎"/>	<input type="button" value="⊖"/>	Header	Constant	CENTRESUITE	2	<input type="button" value="⊕"/>	<input type="button" value="✎"/>	<input type="button" value="⊖"/>	TOTAL AMOUNT	Total Sum	Transaction settlement net
Order	Insert	Edit	Remove	Field Name	Field Type	Field Value																
1	<input type="button" value="⊕"/>	<input type="button" value="✎"/>	<input type="button" value="⊖"/>	Header	Constant	CENTRESUITE																
2	<input type="button" value="⊕"/>	<input type="button" value="✎"/>	<input type="button" value="⊖"/>	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> <p>Field Name <sup>[?]</sup></p> <input type="text"/> <p>Field Type <sup>[?]</sup></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>																					

**Action/Information**

11 Now add the Detail Records, which will be the main content of your report. Keep adding fields using the **Add Field** button.

Header Record  
 Detail Record  
 Footer Record

---

**Include Detail Record**

YES

**Define Columns for Detail Record**

---

ADD FIELD [?]

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

12 Finally choose the Footer Record(s). When completed click **Finish**.

**Select Mapper Record Layout** [?]

---

Header Record  
 Detail Record  
 Footer Record

---

**Include Footer Record**

YES  [?]

**Define Columns for Footer Record**

---

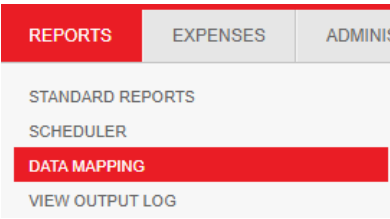
ADD FIELD [?]

Order	Insert	Edit	Remove	Field Name	Field Type	Field Value
1	+		−	CONSTANT	Constant	END OF FILE
2	+		−	AMOUNT	Total Sum	Transaction settlement net

Action/Information																									
13	<p>You mapper is now complete and ready to be run or scheduled.</p> <p style="text-align: right;">Manage Mappers <sup>[?]</sup></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> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td>t</td> <td>t</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Test Mapper</td> <td>Test Mapper</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Training</td> <td>Transaction Example</td> </tr> </tbody> </table>	Run	Schedule	Edit	Delete	Mapper Name	Description					t	t					Test Mapper	Test Mapper					Training	Transaction Example
Run	Schedule	Edit	Delete	Mapper Name	Description																				
				t	t																				
				Test Mapper	Test Mapper																				
				Training	Transaction Example																				

### 11.3 Running Mappers

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

Action/Information																									
1	<p>To run or schedule a mapper, choose the <b>Data Mapping</b> option under the <b>Reports</b> tab.</p> 																								
2	<p>Click either the <b>Run</b> or <b>Schedule</b> icon.</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> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td>Firsttest mapper</td> <td>t</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Test Mapper</td> <td>Test Mapper</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Training</td> <td>Transaction Example</td> </tr> </tbody> </table>	Run	Schedule	Edit	Delete	Mapper Name	Description					Firsttest mapper	t					Test Mapper	Test Mapper					Training	Transaction Example
Run	Schedule	Edit	Delete	Mapper Name	Description																				
				Firsttest mapper	t																				
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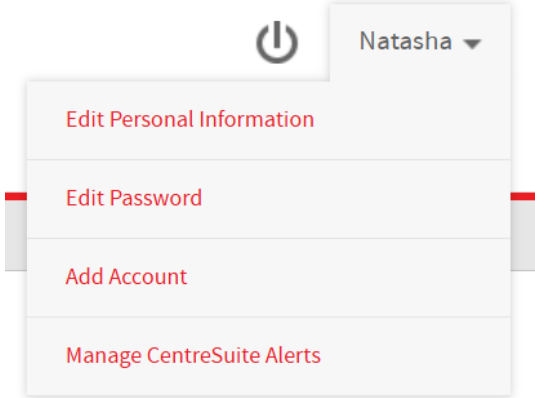
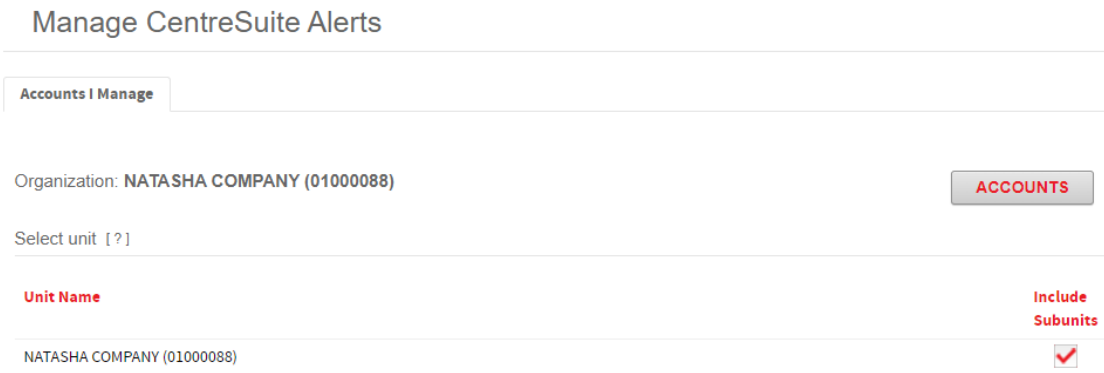
Action/Information	
3	<p>If a transaction is flagged, this means it is locked down and cannot be edited in CentreSuite after it has been reported. This is to ensure that data in CentreSuite and the source location of your files (eg you ERP) remain in sync. The default is therefore to say <b>Yes</b> for <b>Flag Transactions as Mapped</b> and <b>No</b> for <b>Include Mapped Transactions</b>. We recommend making description fields editable, so the default for <b>Lock Description Fields</b> is <b>No</b>.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Step 1: Complete required mapper criteria [?]</p> <p><b>Flag transaction as mapped:</b> [?]  <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p><b>Include mapped transactions:</b> [?]  <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p><b>Lock description field:</b> [?]  <input type="radio"/> Yes <input checked="" type="radio"/> No</p> </div>
4	<p>Choose the <b>Date Type</b>. To match the dates on your statements, choose <b>Date Posted</b>.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Date</p> <p><b>Date type:</b> [?] *</p> <div style="border: 1px solid #ccc; padding: 2px;"> <p>Date Posted ▾</p> <p style="background-color: #0070c0; color: white;">Date Posted</p> <p>Date Occurred</p> </div> </div>
5	<p>Choose the <b>Unit</b> or <b>Account</b> you want the report to cover.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Accounts and Units *</p> <p><b>Search for:</b>  <input checked="" type="radio"/> Unit <input type="radio"/> Account [?]</p> <p><input type="checkbox"/> Display date within file name in output log  <input type="checkbox"/> Display org name within file name in output log  <input type="checkbox"/> Display org number within file name in output log</p> <p>Unit Name ▾ <input style="width: 150px;" type="text"/></p> <p style="text-align: center; background-color: #ccc; padding: 5px; border: 1px solid #ccc;"><b>SEARCH</b></p> </div>

	Action/Information		
6	<p>You have the option to filter by Merchant Category code, description or expense type (MCC Group), if required.</p> <div data-bbox="358 373 1256 989"> <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 (*)</p> <p><b>Search by:</b></p> <p>MCC description <input type="text"/> <input type="button" value="SEARCH"/></p> <p><b>Order by:</b></p> <p><input checked="" type="radio"/> Description <input type="radio"/> Code</p> <p><b>Expense type:</b> <input type="text" value="Car Rentals"/></p> <table border="0"> <tr> <td data-bbox="370 814 743 989"> <p><b>Available</b></p> <p>(<a href="#">Select All</a>   <a href="#">Clear All</a>)</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Thrifty Rent-A-Car (3395)</li> <li><input checked="" type="checkbox"/> Tilden Rent-A-Car (3396)</li> <li><input checked="" type="checkbox"/> TRIANGLE RENT-A-CAR</li> </ul> </td> <td data-bbox="867 814 1240 989"> <p><b>Selected</b></p> <p>(<a href="#">Select All</a>   <a href="#">Clear All</a>)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> A1 Rent-A-Car (3412)</li> <li><input type="checkbox"/> ACCENT RENT-A-CAR (3374)</li> </ul> </td> </tr> </table> </div>	<p><b>Available</b></p> <p>(<a href="#">Select All</a>   <a href="#">Clear All</a>)</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Thrifty Rent-A-Car (3395)</li> <li><input checked="" type="checkbox"/> Tilden Rent-A-Car (3396)</li> <li><input checked="" type="checkbox"/> TRIANGLE RENT-A-CAR</li> </ul>	<p><b>Selected</b></p> <p>(<a href="#">Select All</a>   <a href="#">Clear All</a>)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> A1 Rent-A-Car (3412)</li> <li><input type="checkbox"/> ACCENT RENT-A-CAR (3374)</li> </ul>
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7	<p>Choose where you want the file sent. If you choose <b>Personal</b> only you will be able to see the report. If you choose <b>Corporate</b>, you colleagues see the report too. Click <b>Next</b></p> <div data-bbox="586 1167 1005 1671"> <p>File Destination Options</p> <p><b>Output log</b> [?]</p> <p><input checked="" type="checkbox"/> Personal</p> <p><input type="checkbox"/> Corporate</p> <p><b>Archive</b></p> <p><input type="checkbox"/> Store file in the archive</p> <p><input type="button" value="NEXT"/> <a href="#">Cancel</a></p> </div>		

Action/Information	
8	<p>If you have chosen to schedule the report, the scheduling options will be displayed. Choose your parameters and click <b>Next</b>. You will be given a chance to review all your settings. Once reviewed click <b>Finish</b> to complete.</p> <div style="text-align: center;"> <p>Schedule Training <sup>[?]</sup></p> <hr/> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;">Name and schedule task</div> <p><b>Task name*</b></p> <input type="text"/> <p><b>Frequency</b></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><b>Delay</b></p> <input type="text"/> </div> <div style="text-align: center; margin-top: 20px;"> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;">Select notification option</div> <p><b>Email me when the report is ready</b></p> <p> <input checked="" type="radio"/> Yes   <input type="radio"/> No   <a href="#">[?]</a> </p> </div>

## 12 Alerts

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

Action/Information	
1	<p>Choose <b>Manage CentreSuite Alerts</b> 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 with a red bar.</p>
2	<p>You can either select all the accounts you manage.</p>  <p>The screenshot shows the 'Manage CentreSuite Alerts' page. It includes a search bar for 'Accounts I Manage', the organization name 'NATASHA COMPANY (01000088)', and a table of units. The 'ACCOUNTS' button is visible. The table has columns for 'Unit Name' and 'Include Subunits'. The unit 'NATASHA COMPANY (01000088)' is listed with a checked checkbox under 'Include Subunits'.</p>

Action/Information																															
3	<p>Or click the <b>Search</b> button to reveal all the possible accounts and choose the ones you want to set alerts for.</p> <div style="border: 1px solid #ccc; padding: 10px;"> <h3 style="text-align: center;">Manage CentreSuite Alerts</h3> <hr/> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Accounts I Manage</div> <div style="background-color: #e61e1e; color: white; padding: 5px; text-align: center; margin-bottom: 10px;">Please choose alerts and apply them to selected accounts. Existing alerts will not display if they differ across selected accounts.</div> <p>Organization: NATASHA COMPANY (01000088) <span style="float: right; border: 1px solid #ccc; padding: 2px 5px;">SELECT UNIT</span></p> <div style="margin-top: 10px;"> <span>Name on Account</span> <span style="border: 1px solid #ccc; padding: 2px 20px; display: inline-block;"></span> </div> <div style="margin-top: 5px; text-align: center;"> <span style="border: 1px solid #ccc; padding: 2px 10px;">SEARCH</span> </div> <p>Select Accounts [?]</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;"></th> <th style="width: 25%;">Card Number</th> <th style="width: 30%;">Name on Account</th> <th style="width: 15%;">Account Type</th> <th style="width: 25%;">Billing Type</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>556382*****4642</td> <td>MANUFACTURING</td> <td>Corporate</td> <td>Corporate</td> </tr> <tr> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td>539445*****9483</td> <td>MICHAEL CARDHOLDER</td> <td>Individual</td> <td>Corporate</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>556382*****9465</td> <td>NATASHA COMPANY</td> <td>SuperCorp</td> <td>Individual</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>539445*****8029</td> <td>PURCHASING DEPT</td> <td>Corporate</td> <td>Corporate</td> </tr> <tr> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td>556382*****2419</td> <td>SALLY CARDHOLDER</td> <td>Individual</td> <td>Corporate</td> </tr> </tbody> </table> </div>		Card Number	Name on Account	Account Type	Billing Type	<input type="checkbox"/>	556382*****4642	MANUFACTURING	Corporate	Corporate	<input checked="" type="checkbox"/>	539445*****9483	MICHAEL CARDHOLDER	Individual	Corporate	<input type="checkbox"/>	556382*****9465	NATASHA COMPANY	SuperCorp	Individual	<input type="checkbox"/>	539445*****8029	PURCHASING DEPT	Corporate	Corporate	<input checked="" type="checkbox"/>	556382*****2419	SALLY CARDHOLDER	Individual	Corporate
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<input checked="" type="checkbox"/>	539445*****9483	MICHAEL CARDHOLDER	Individual	Corporate																											
<input type="checkbox"/>	556382*****9465	NATASHA COMPANY	SuperCorp	Individual																											
<input type="checkbox"/>	539445*****8029	PURCHASING DEPT	Corporate	Corporate																											
<input checked="" type="checkbox"/>	556382*****2419	SALLY CARDHOLDER	Individual	Corporate																											

Action/Information	
4	<p>Choose the alerts and parameters you want and click <b>Save Alerts</b>.</p> <p>View and define alert settings for selected accounts [?]</p> <hr/> <p><input type="checkbox"/> NO <b>Account Past Due</b> [?]</p> <p><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 <b>Payment Due</b> [?]</p> <p><input checked="" type="checkbox"/> YES <b>Current Balance Approaching Credit Limit</b> [?]</p> <p>Calculate by:</p> <p><input checked="" type="radio"/> Amount within [?] <input type="text" value="500"/> <input type="radio"/> Percent within [?] <input type="text" value="0"/></p> <p><input type="checkbox"/> NO <b>Current Balance Exceeds Credit Limit</b> [?]</p> <p><input checked="" type="checkbox"/> YES <b>Transaction equal to or above amount</b> [?]</p> <p><input type="text" value="1000"/></p> <p><input checked="" type="checkbox"/> YES <b>New Account</b> [?]</p> <p><input type="button" value="SAVE ALERTS"/> [?] <a href="#">Cancel</a></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 style="background-color: #76923c; color: white; padding: 5px; text-align: center;">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**.

A separate guide is available for the mobile app, available from our Client Service team, [clientservice@santander.us](mailto:clientservice@santander.us)

Users will use the same credentials for the app as for the online version of CentreSuite.



### CentreSuite Mobile

Card, Expense, Program Mgmt

★★★★☆ 307

GET



## 14 Billing and Payments

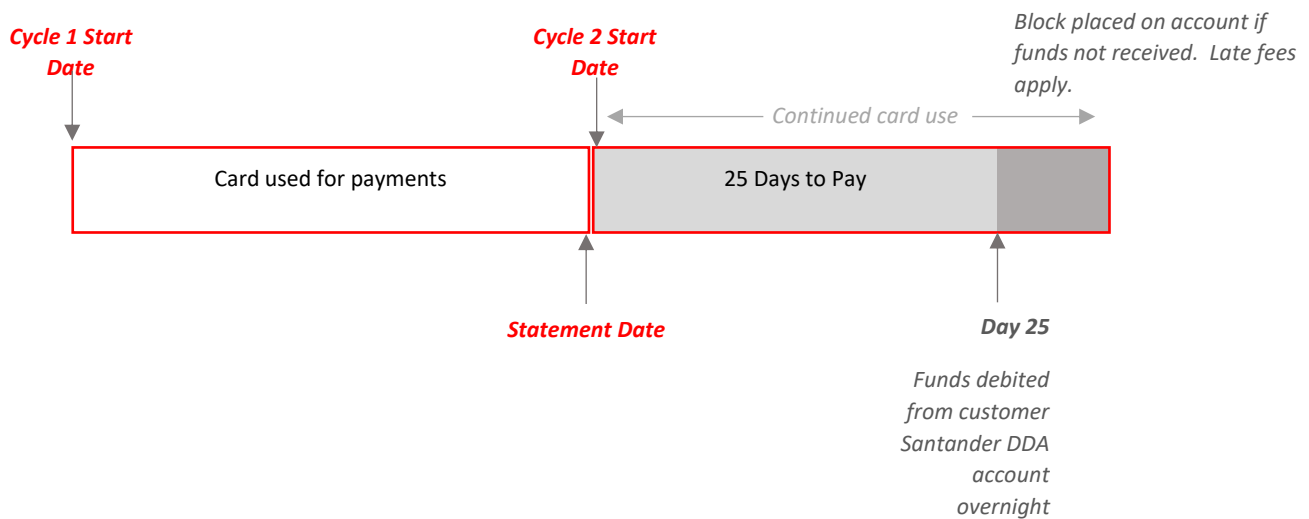
### 14.1 Program Billing

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 on-boarding process.



## 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 merchant does not resolve the issue, the cardholder must contact Client Service to begin a dispute. Call 855-465-8107 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 the cardholder a letter acknowledging the dispute (using address on file in CentreSuite).
- Cardholders may receive requests for additional information during the dispute resolution process.
  - 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 (providing 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.

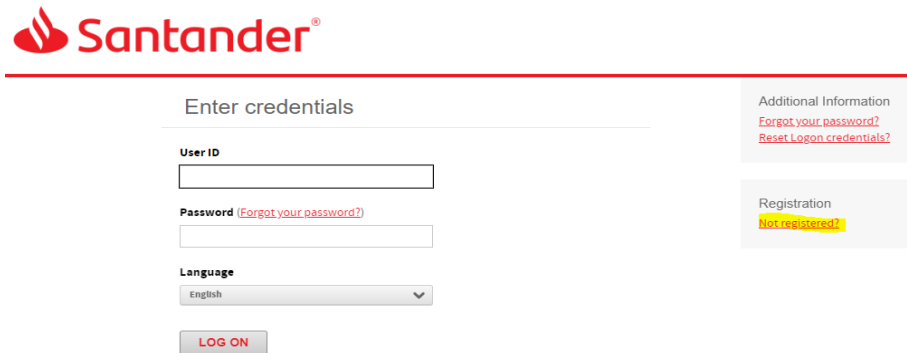
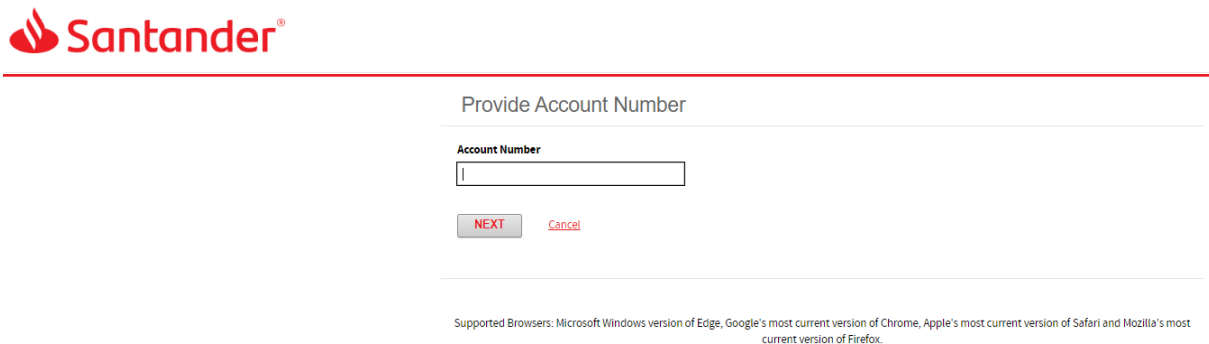
If you suspect fraud on your account **DO NOT WAIT** for a notification. Call Cardholder Support immediately on 877-598-7799, available 24 hours a day, 7 days a week.

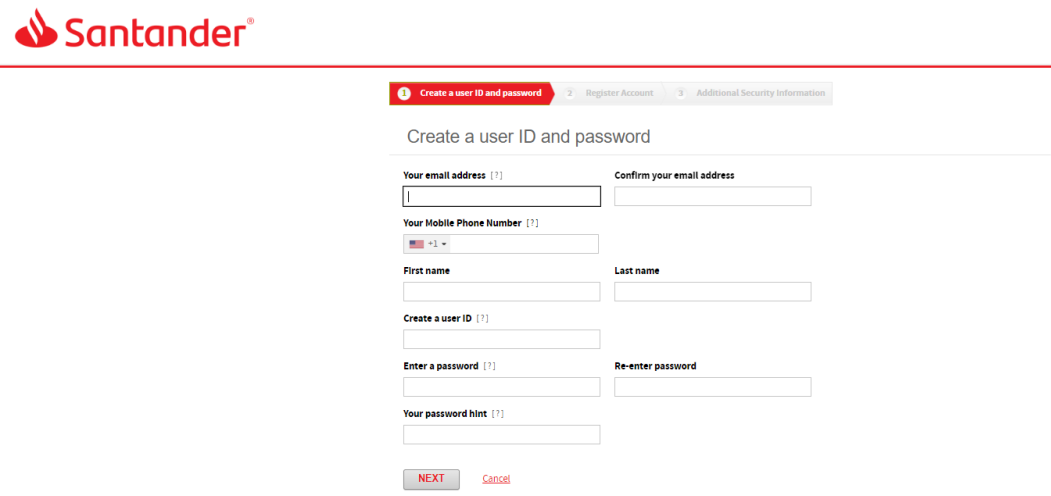
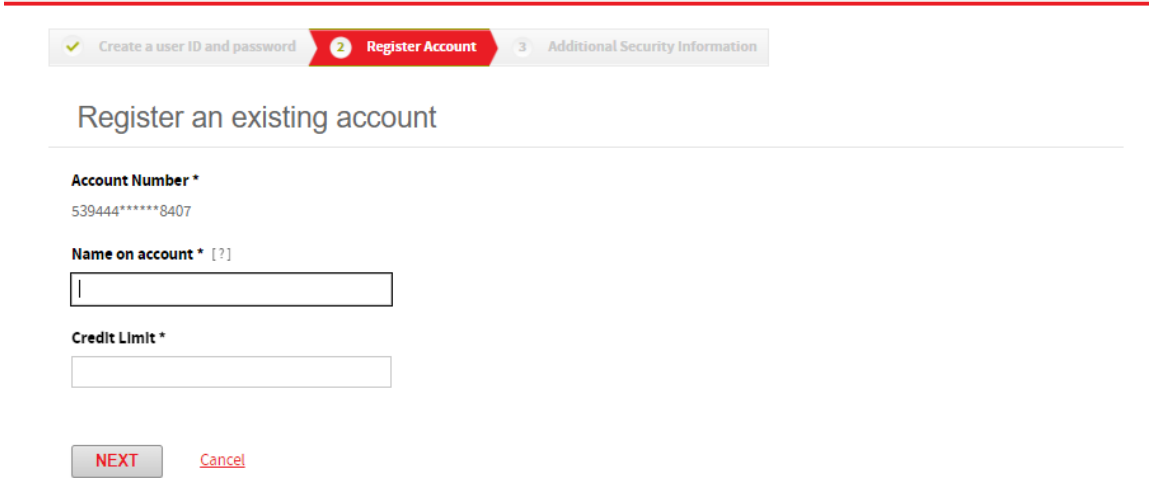
Program Administrators may call in on behalf of customers to notify us of fraud on an account, but this will just result in a block going on the card. A claims process will not begin, and a new card will not be ordered until the Cardholder calls in.

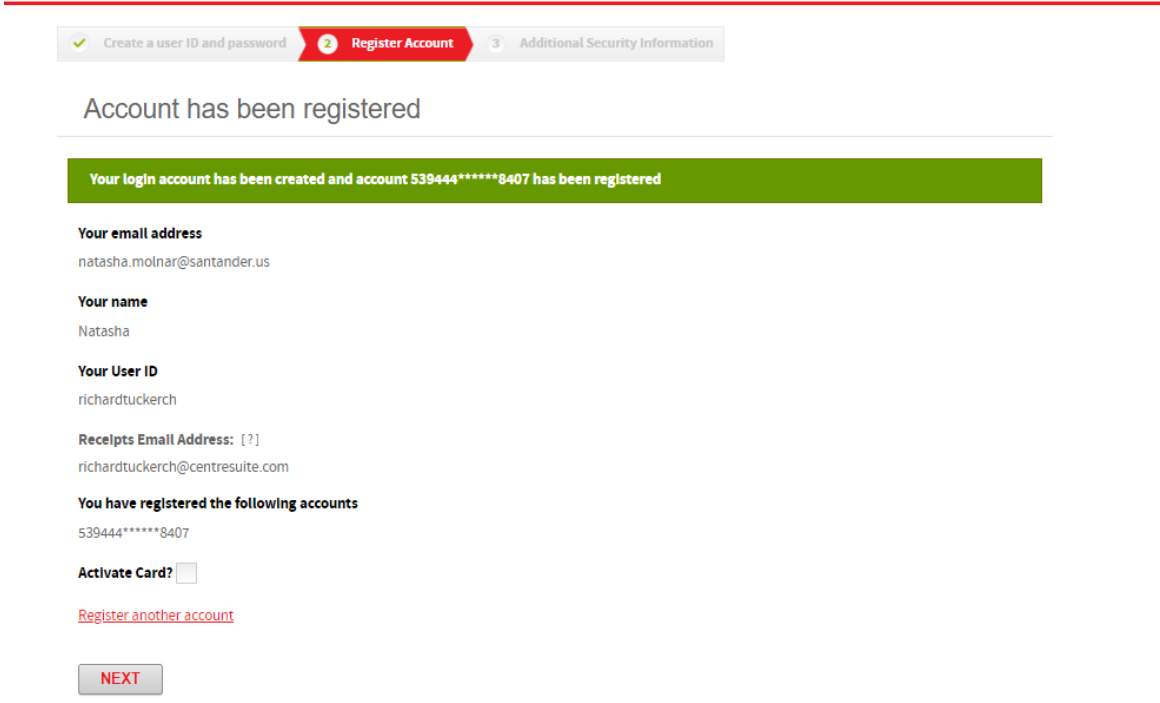
## 16.2 Card holder Self Registration on CentreSuite

Cardholders need to register for access to CentreSuite as follows:

- Click this link, or copy it into your browser: [centresuite.santanderbank.com](https://centresuite.santanderbank.com)
- Cardholders will need the following to register:
  - 16-digit card number
  - Their Credit Limit

Action/Information	
1	<p>When you reach the landing page click on the <b>'Not Registered Link'</b> and follow the steps to register.</p> 
2	<p>First, enter your 16-digit account number from your card:</p> 

Action/Information	
3	<p>Then complete the fields on the screen.</p> 
4	<p>Finally, you will need to enter your name and credit limit.</p> 

Action/Information	
5	<p>You will then get the following success message.</p>  <p>The screenshot shows a registration progress bar with three steps: 1. Create a user ID and password (completed), 2. Register Account (active), and 3. Additional Security Information. Below the bar, the text reads 'Account has been registered'. A green banner states: 'Your login account has been created and account 539444*****8407 has been registered'. The user details listed are: Email address: natasha.molnar@santander.us; Name: Natasha; User ID: richardtuckerch; Receipts Email Address: richardtuckerch@centresuite.com. A section titled 'You have registered the following accounts' lists the account number 539444*****8407. There is an 'Activate Card?' checkbox and a 'Register another account' link. A 'NEXT' button is at the bottom.</p>

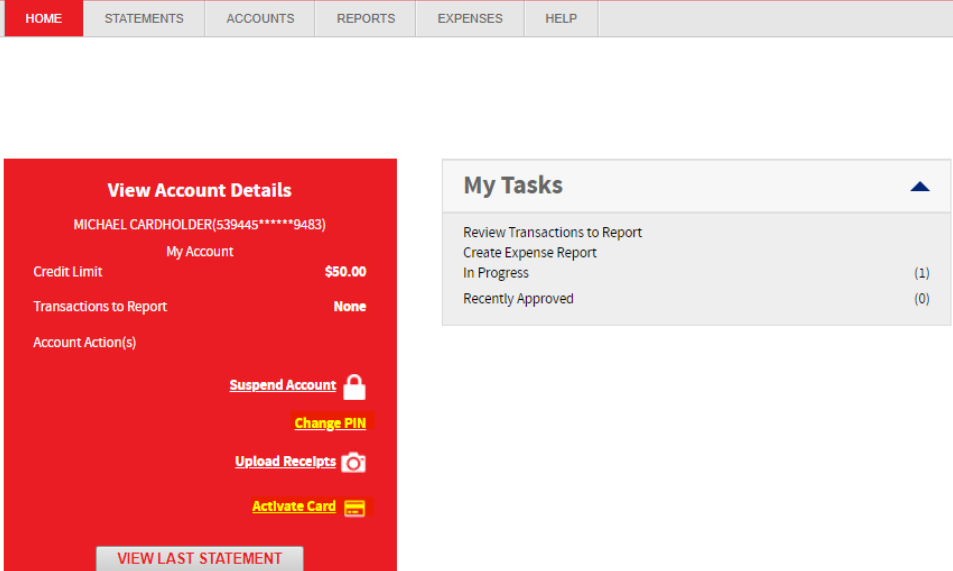
### 16.3 Cardholder Card Activation and PIN Setting

Cardholders will need to activate their cards by calling 1 855-805-4337 and following the IVR prompts. 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 transactions where cards are inserted or swiped.***

They will need their Verification ID whenever calling in. They will also need their expiration date and CVV code (the three-digit number on the back of the card) to activate their card.

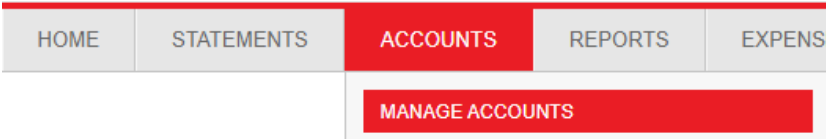
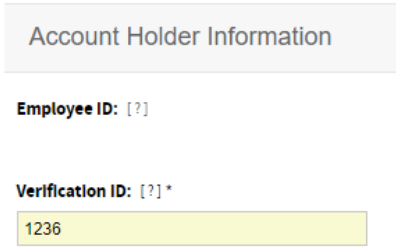

They will need their 16-digit card number to set their PIN.

**Cardholders can also activate their card and set their PIN from the landing page of CentreSuite or in the mobile app.**

Action/Information	
1	<p>Click on the links in the red panel and follow the instructions.</p>  <p>The screenshot shows a navigation bar with 'HOME' highlighted in red. Below it, a red panel titled 'View Account Details' for 'MICHAEL CARDHOLDER(539445*****9483)' contains the following information:</p> <ul style="list-style-type: none"> <li>My Account</li> <li>Credit Limit: \$50.00</li> <li>Transactions to Report: None</li> <li>Account Action(s):             <ul style="list-style-type: none"> <li>Suspend Account (with lock icon)</li> <li>Change PIN (highlighted in yellow)</li> <li>Upload Receipts (with camera icon)</li> <li>Activate Card (highlighted in yellow)</li> </ul> </li> </ul> <p>At the bottom of the red panel is a 'VIEW LAST STATEMENT' button. To the right, a 'My Tasks' panel lists: Review Transactions to Report, Create Expense Report (1), In Progress (1), and Recently Approved (0).</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:

Action/Information	
1	<p>Choose <b>Manage Accounts</b> from the dropdown menu.</p> 
2	<p>Scroll down to <b>Account Holder Information</b> 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 <b>Submit</b>. 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 or the mobile app 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 miss-use 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, 877-598-7799.

### **Consider Expense Management Reporting**

As your program grows you should have your cardholders review transactions and submit expense reports.

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.