JHA Card Processing Solutions™

JH Credit Processing™

360Control: Program Administrator

Reference Guide

June 2021

Introduction

The 360Control commercial card management system enables you to manage commercial card transactions through a web-based user interface. This tool is designed to provide greater visibility and control of expenses. 360Control was designed to empower a business to manage certain aspects of a card program, including their accounting needs.

There are four main reasons why a company would use 360Control:

- User Management
- Card Management
- Reporting
- Accounting (Cost Allocation)

There are two default roles in the system:

- Program Administrators
- Cardholders

Program Administrators (PAs) maintain their user and card details via the 360Control system. They have the ability to create and maintain user and card accounts, set spending limits and strategies, and run reports and inquiries.

Cardholders can view card transactions, statements, authorizations or declines on their card accounts, and update their personal information.

This manual provides documentation about the program administrator's key features in 360Control. Available features vary by business.

Accessibility Compliance

Screens in the 360Control application are designed in compliance with the *Web Content Accessibility Guidelines (WCAG) 2.0 AA* standards to meet the needs of end users with disabilities and to ensure compatibility with screen reader tools.

Supported screen readers include:

- VoiceOver for Apple Safari® versions 5.1.7 and 7.02
- JAWS 13 for Microsoft® Internet Explorer version 9
- JAWS 13 for Mozilla® Firefox version 27

Web Browser Compatibility

The 360Control user interface (UI) is currently compatible with the following web browsers:

- Microsoft® Internet Explorer versions 8.0, 9.0, 10.0, and 11.0
- Mozilla® Firefox (latest version)
- Apple Safari® (latest version)
- Google Chrome™ (latest version)

Before Using 360Control

360Control automatically completes card setup with details from the Commercial Card File (CCF) file received from the mainframe via nightly batch. Cardholders are created using information in the file such as:

- Account number
- Billing cycle
- Billing unit
- Currency
- User details

In order to use 360Control, await instructions from your issuer. The issuer establishes the company record to link to 360Control. Until this is complete, the PA is not able to see any business-related information.

Each new card created is assigned to a pool with other unassigned cards. PAs can move the cards to their relevant place within the organization's hierarchy.

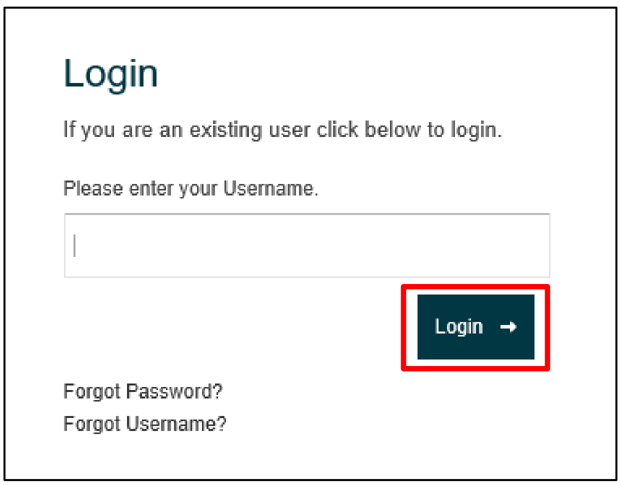
PAs can amend each card to display the correct details such as approver name and hierarchy entity. 360Control allows the PA to make real-time updates to card information such as credit limits and authorization strategies. The hierarchy is discussed in detail in an intermediate 360Control training session.

System Login

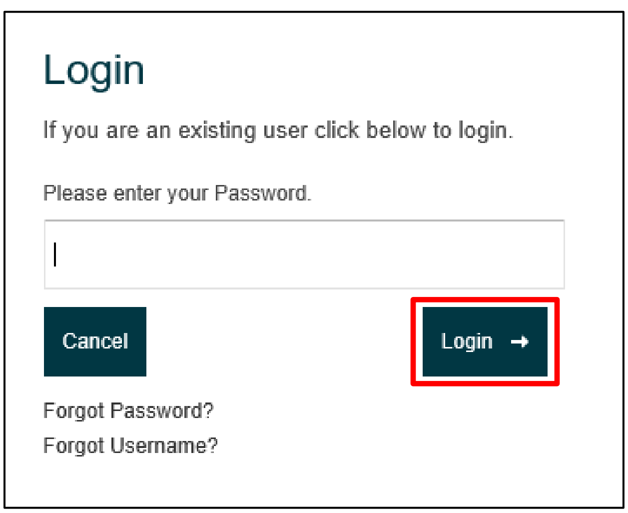
Log in to 360Control using the information provided by the issuer. If you have not received a 360Control URL or a username, please contact your issuer to gain access.

Follow these steps to log in to 360Control.

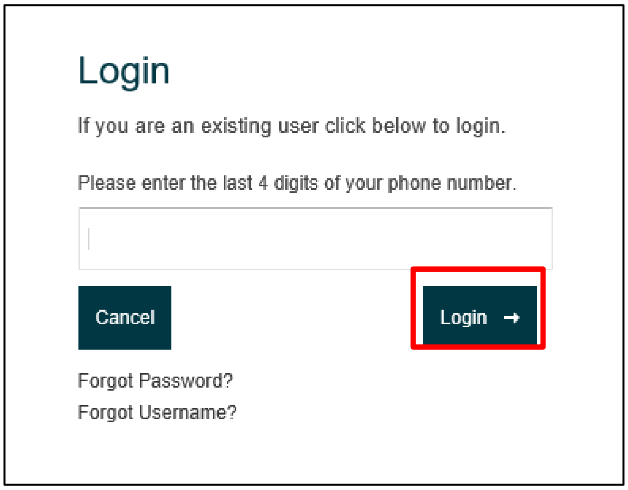
1. Type the **Username** assigned to you by your issuer.
2. Click **Login**.



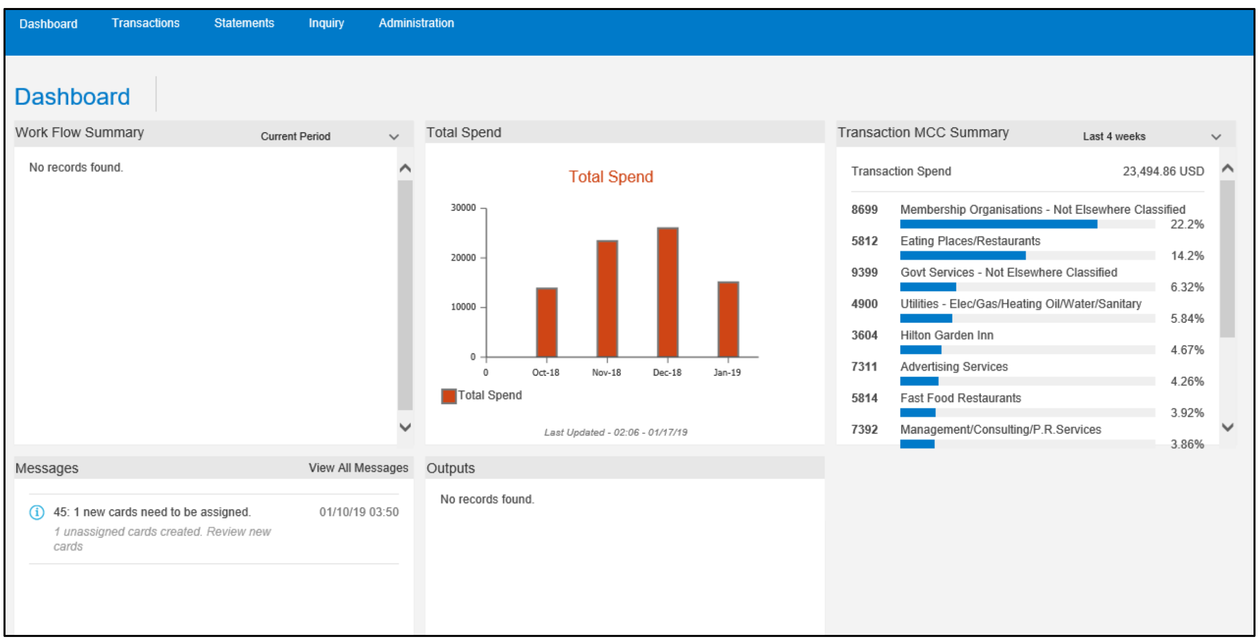
3. Type your **Password**.
4. Click **Login**.



5. Type the answer to your security question.
6. Click **Login**.



Your dashboard displays.



NOTE

Your account will be locked if you enter login credentials incorrectly three consecutive times.

Switch between UI Versions

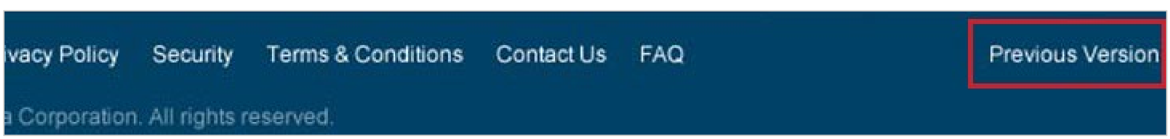
While the new 360Control User Interface (UI) undergoes a redesign, both the old and new UIs are available for use. Program Administrators and Cardholders always default to the Redesigned UI. Users should only have to navigate to the Redesigned UI if they have navigated to the Previous Version.

To access the new UI, click the **Redesigned UI** link in the top right corner of any interface window. To return to the previous UI, click the **Previous Version** link in the bottom right corner of any interface window.

This guide was designed to outline all the functionality within the Redesigned UI first, and then reviews the Previous Version.

To access the Redesigned UI, click the **Redesigned UI** link at the top right of your screen.

To access the Previous Version, click the **Previous Version** link at the bottom of any screen when you are in the Redesigned UI.



Below is a breakdown of what can be accessed at a high level, via the Redesigned UI and Previous Version.

Redesigned UI	Previous Version
All Transaction Related Details	Manage Service Profiles
View/Print Statements	Access Business Event Audit Logs
Run Inquiries	Manage Email Templates
Conduct Administrative Functions including: • Add New Cardholders • Add New Non-Cardholders • Review Cardholder Details	Conduct other less common Administrative Functions including: • Company Preferences • Build/Manage Exports • Manage Hierarchy Structure • Manage Cost Allocation Systems

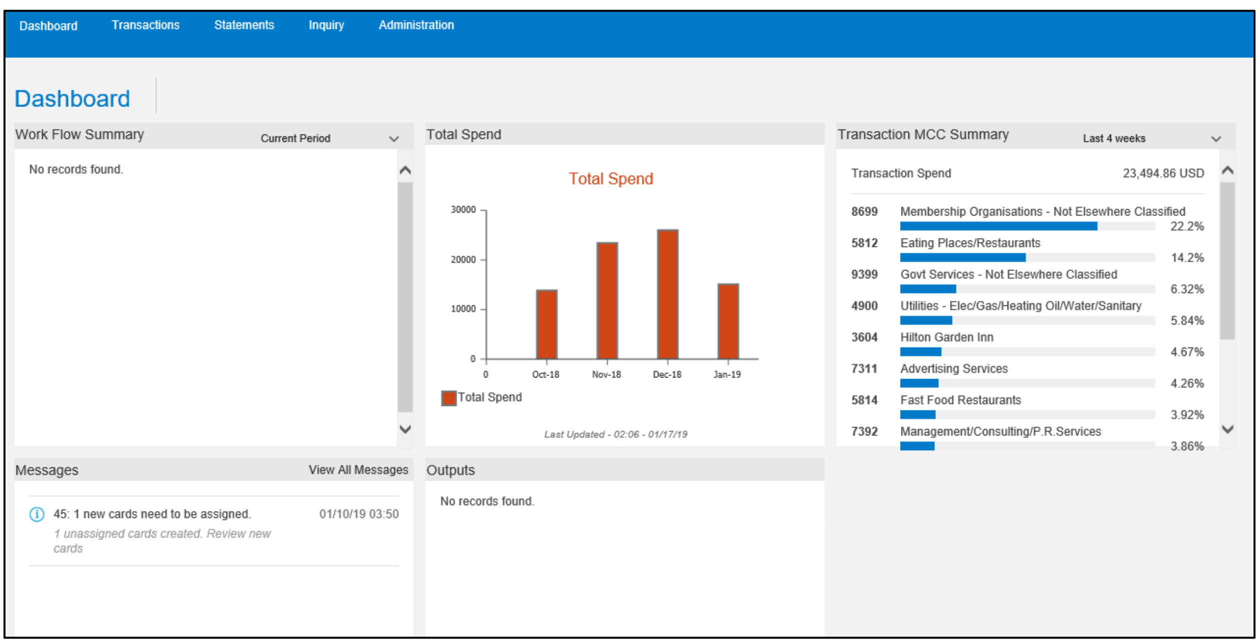
CAUTION
Any changes you make to your organization's hierarchy can have major impacts to your reporting and import files. Hierarchies and Cost Allocation Systems are discussed in detail in an Intermediate lesson of 360Control. To make changes to your hierarchy, please reach out to your issuer for assistance.

Dashboard

The *Dashboard* is the program administrator's homepage, and the information displayed provides a personalized overview of the company. The *Dashboard* is the first screen a user sees in the Redesigned UI.

The content a program administrator (PA) sees on their dashboard is based on their program administrator type. The administrator types include:

- PA at the top of the hierarchy, e.g., Headquarters. Can see all cards in an organization.
- PA not at the top of the hierarchy, e.g., Department Head. Can see all cards in their department.
- PA Cardholder, e.g., a PA anywhere in the hierarchy with their own card.



The *Dashboard* is divided into sections that are customized based on your user profile. For example, when a PA does not have access to alerts, the *Messages* widget does not display. The PA can have up to five different widgets on their dashboard.

The information contained on the dashboard can include items such as:

- **Work Flow Summary:** Pie chart indicating volume of transactions imported, reviewed, and/or approved in the application.
- **Transactions MCC Summary:** Bar graph showing transaction volume by top 10 merchant category codes.
- **Total Spend:** Bar graph showing totals by month.
- **Messages:** Outlined to-do list. For example, users who have locked themselves out of the system display here for the PA to unlock.
- **Outputs:** Files generated which contain either details from screens or exported items to QuickBooks and Quicken.

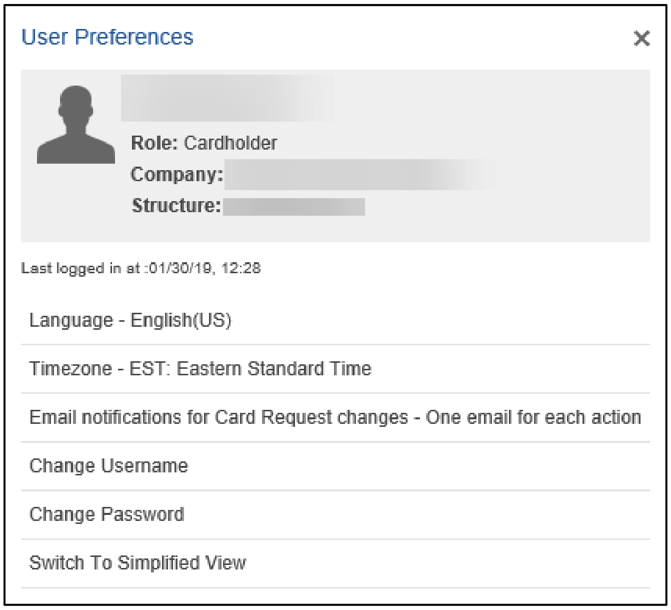
> **NOTE**
> Click **Dashboard** in the top header from any screen to return to your dashboard.

User Preferences

360Control allows you to change certain preferences. Access *User Preferences* by clicking your name at the top right corner of the screen.

The *User Preferences* screen provides the ability to change the following:

- Language
- Time zone
- Email Notifications for Card Request Changes
- Username
- Password
- Simplified View/Full View



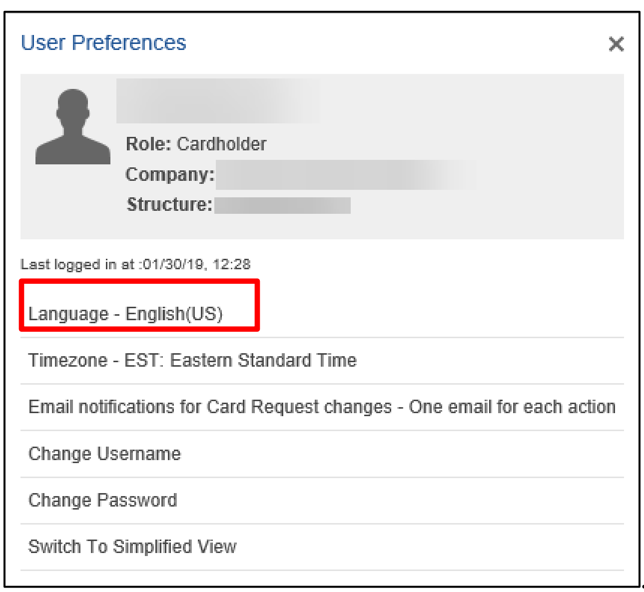
The current settings are listed for language, time zone, and email notification for card request changes.

Language

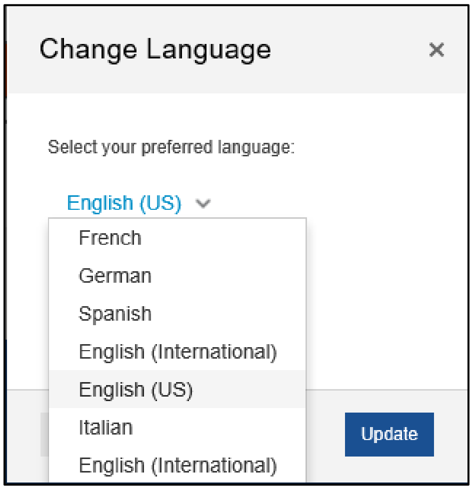
Cardholders can change their language settings to a preferred language.

Follow these steps to change the onscreen language.

1. Access User Preferences.
2. Click **Language**.



The *Change Language* screen displays.



3. Select your preferred language.
4. Click **Update**.

A confirmation dialog displays.

5. Click **OK**.

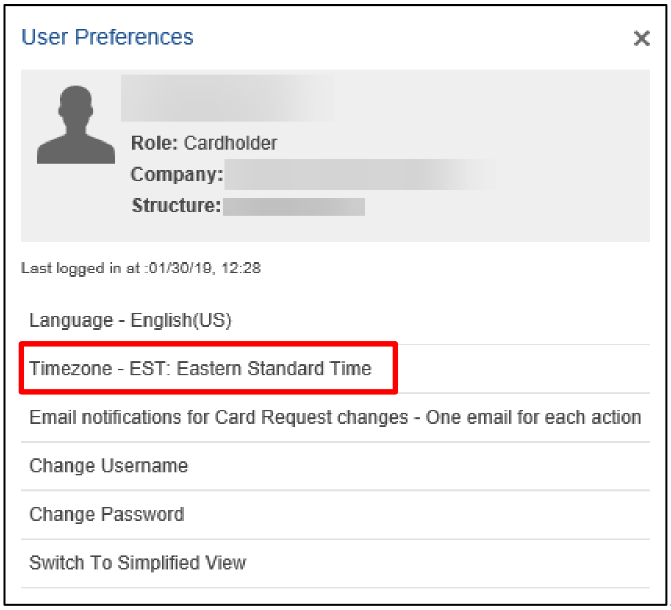
The change takes effect on your next login.

Time Zone

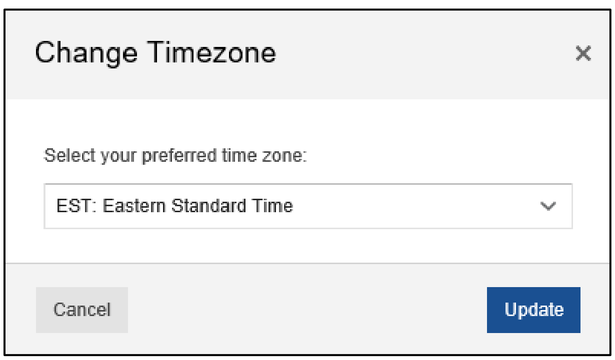
Cardholders can change their time zone setting.

Follow these steps to change the time zone.

1. Access User Preferences.
2. Click **Timezone**.



The *Change Timezone* screen displays.



3. Select your preferred time zone.
4. Click **Update**.

A confirmation dialog box displays.

5. Click **OK**.

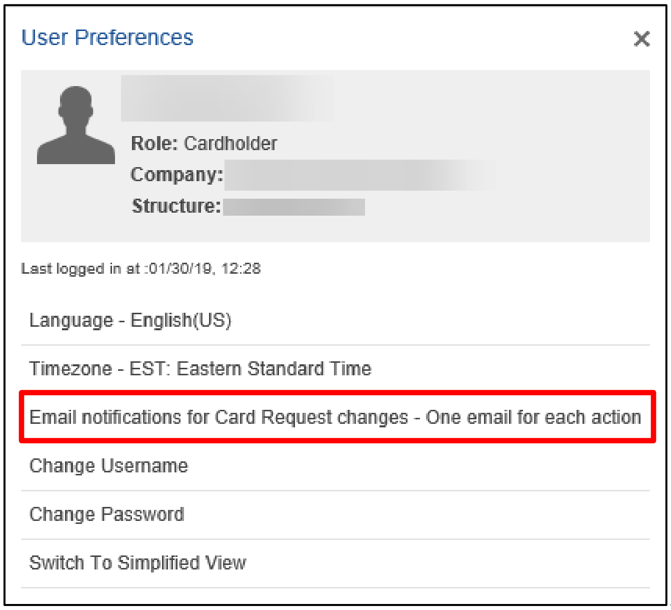
The change takes effect on your next login.

Email Notifications for Card Request Changes

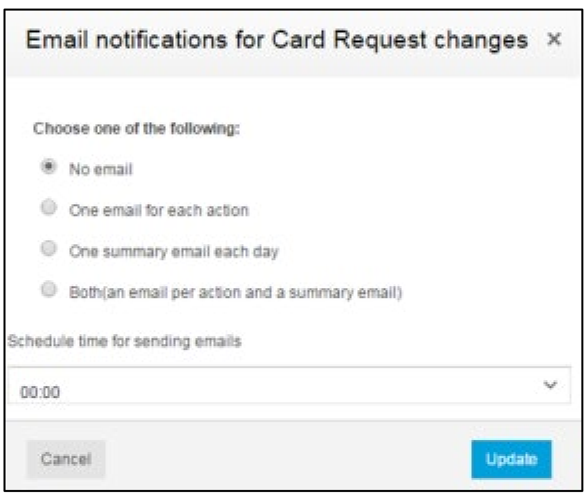
Cardholders can change the frequency of email notification for card request changes.

Follow these steps to change your email preferences.

1. Access User Preferences.
2. Click **Email Notification for Card Request Changes**.



The *Email Notification for Card Request* changes screen displays.



3. Select your preferred email notification options.
4. Select the time you'd like to receive emails from the **Schedule time for sending emails** drop-down menu.
5. Click **Update**.

A confirmation dialog box displays.

6. Click **OK**.

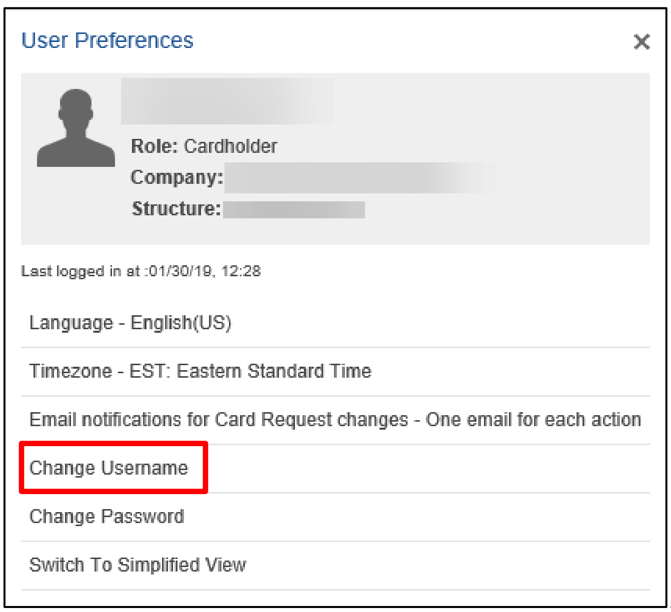
The change takes effect on your next login.

Change Username

Cardholders can change their usernames at any time. A default username is provided when the cardholder registers their card for the first time. The username can be changed to fit the cardholder's needs. However, each username must be unique. Common usernames may already be in use and cannot be duplicated. For example, if user Mary Smith attempts to change her username to *MSMITH*, it is likely to already be in use. She would need to create a different username.

Follow these steps to change your username.

1. Access User Preferences.
2. Click **Change Username**.



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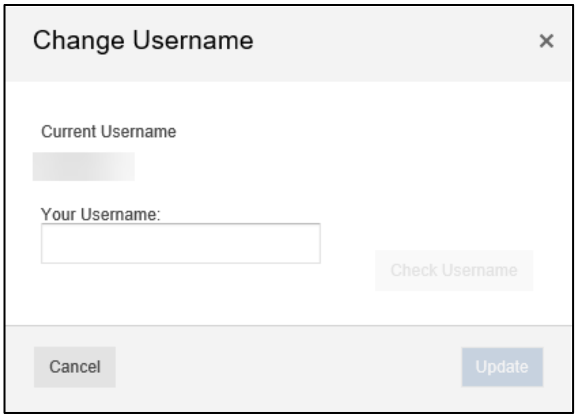
The *Change Username* screen displays.



1. Type a new username in the **Your Username** field.
    - The new username must be at least three characters long and cannot be in use by another system user.
2. Click **Check Username** to make sure the username is available.
3. Click **Update**.

A confirmation screen displays.

4. Click **OK**.

Change Password

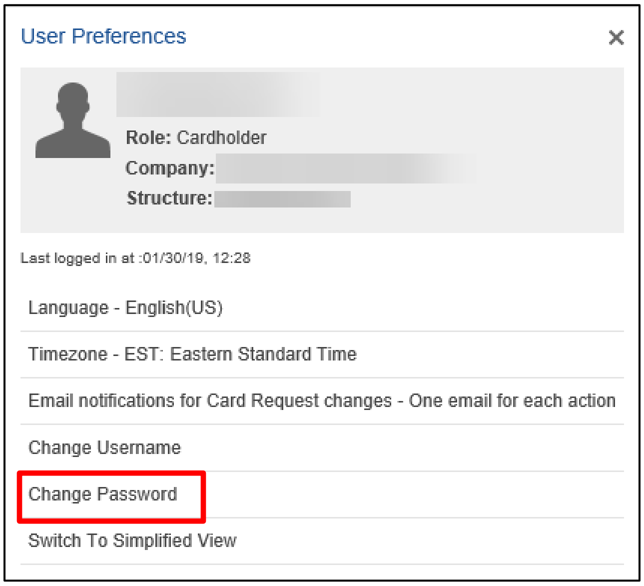
Cardholders can change their password at any time. A company may restrict how many times a user can change their own password (for example, once every 90 days). If the system does not allow a user to change their password, the user should request a password change through their program administrator.

These are the password requirements:

- Minimum of 8 characters
- No more than two identical consecutive characters
- Must have both upper- and lowercase characters
- Must have both numeric and alpha characters
- Cannot be the same as the username
- Blanks are not allowed
- Cannot be any of your four previous passwords

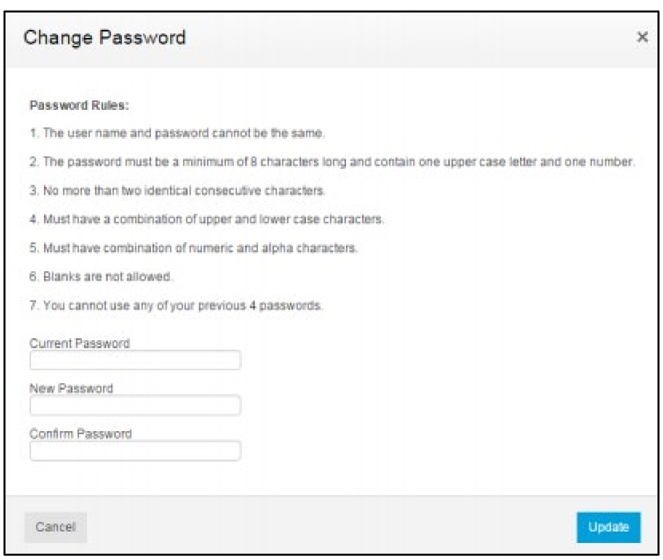
Follow these steps to change your password.

1. Access User Preferences.
2. Click **Change Password**.



The *Change Password* screen displays.

3. Type your current password, new password, and new password again.
4. Click **Update**.



NOTE

Review the password rules to make sure your new password meets the correct requirements.

A confirmation dialog box displays.

5. Click **OK**.

Simplified View or Full View

The Simplified View displays a list of transactions for a selected time period. For each transaction, the transaction date, the name of the merchant originating the transaction, and the billing amount of the transaction are shown.

The Full View displays a larger number of transaction details. In this view, you can customize the fields displayed on screen. A filter function enables you to display only transactions meeting specific criteria.

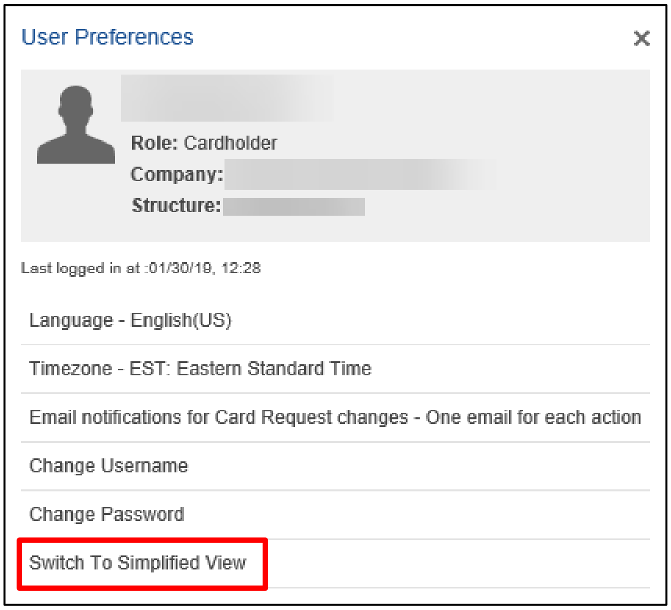
In addition, you can do the following:

- Allocate cost codes to transactions, provided this feature is enabled for your company
- Split transaction amounts
- Add comments to transactions
- Mark a transaction as disputed

This guide reviews the Full View first, then reviews the Simplified View.

Follow these steps to switch between each view.

1. Access User Preferences.
2. Click **Switch to Simplified View**.



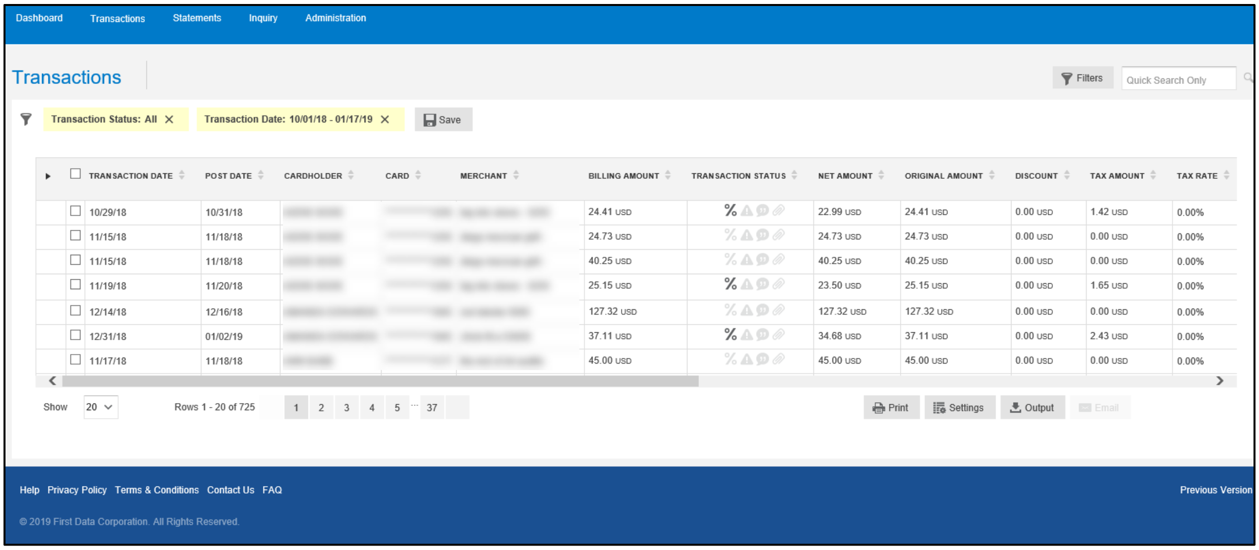
The *Transactions* screen on the Simplified View displays.

NOTE
When you switch from the Simplified View to the Full View, the dashboard displays.

Transactions

The **Transactions** tab allows users to review the details of all card transactions. A default filter is set to display your cycle to date and all transaction status types. The default filters cannot be removed but can be changed.

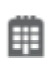
Click the **Transactions** tab to access the *Transactions* screen.



These columns are available in the *Transactions* screen:

- Transaction Date: Date the transaction took place.
- Post Date: Date the transaction posted to the account.
- Cardholder: The cardholder's name.
- Card: The last four digits of the card used for the transaction.
- Merchant: Place the transaction took place.
- Billing Amount: The amount of the transaction that has been billed to the account.
- Transaction Status: Icon descriptions of the transactions.

 Indicates when a transaction includes air or train travel.

 Indicates hotel-related transactions

 Indicates car rental transactions

 When highlighted, indicates a receipt is attached.

 When highlighted, indicates a comment has been added to the line item.

 When highlighted, indicates that the line item is being disputed.

 When highlighted, indicates tax has been applied to the line item.

- Net Amount: Dollar and cent amount of the transaction, excluding any assessed tax amount or merchant discount.
- Original Amount: Total dollar and cent amount of the transaction in the original currency.
- Discount: Merchant-provided amount displaying sale.
- Tax Amount: Dollar and cent cost.
- Tax Rate: Percentage rate of sales tax.
- Tax Code: Client-defined code representing the sales tax rate.
- Reference: Merchant-defined reference number identifying the customer.
- Card Currency: Currency for transaction to the card.
- Transaction Currency: Currency in which the transaction occurred.
- Currency Rate: Currency exchange rate applied to the transaction when it occurred in a foreign country.

Each column includes an up and down arrow. This allows you to change how information is sorted and organized.

> **NOTE**
> There may be additional columns when the business has defined Cost Allocation Levels and Codes.

Quick Search

PAs may search for specific transactions on the *Transactions* screen.

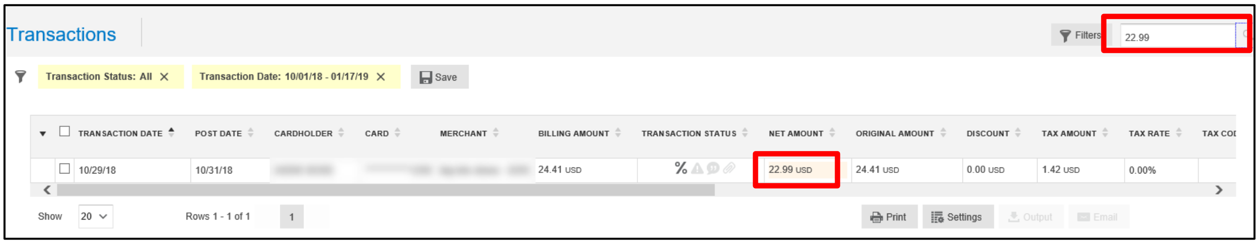
Follow these steps to conduct a Quick Search.

1. Type your search criteria in the **Quick Search Only** field in the top right corner of the screen.

2. Click the **magnifying glass** or press **Enter**.

The search results appear.

In the example below, *22.99* was entered in the **Quick Search** field and one result populated.



NOTE

The search criteria entered in the **Quick Search** field can include most anything, such as the cardholder's name, merchant name, or transaction amount. Only exact matches to the criteria entered will populate.

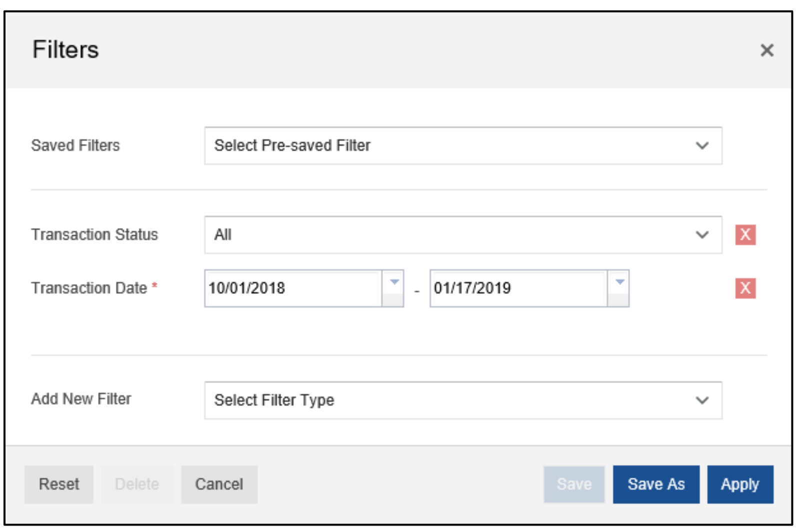
Filters

PAs can use filters on their transaction search or access previously pre-saved filters through the *Filters* screen.

Follow these steps to add a filter to your transaction search.

1. Click the **Filters** button on the top right corner of your screen.

The *Filters* popup screen displays.



2. If you have a previously Saved Filter and wish to use it again, select the **Filter** name from the *Saved Filters* drop-down menu.

3. To filter using a transaction status, select the appropriate status from the **Transaction Status** drop-down menu. Options include:
    - Approved
    - Reviewed
    - Disputed
    - New/Imported
    - Exported
    - Unexported

4. To change the date range of the transaction search, either type or select the drop-down menu in the **Transaction Date**.
    - When you select the drop-down menu, a calendar appears. The PA can select the date from the calendar.

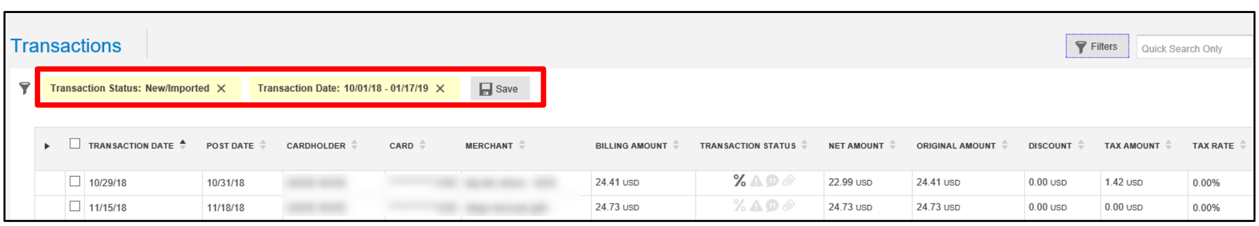
5. To add additional filter fields, select the appropriate status from the **Add New Filter** drop-down menu. Additional options include:
    - Billing Amount
    - Billing Currency
    - Card
    - Cardholder
    - Comments
    - Cost Allocation
    - Cost Allocation Status
    - Country of Origin
    - Entity
    - First Name
    - Last Name
    - Level
    - MCC Code Desc

- Merchant
- Merchant Identifier
- Original Currency
- Post Date
- Receipted
- Stan Ref
- Tax Code Desc
- Tax Error No./Desc
- Tax Status
- Transaction Type

NOTE
To clear any transaction filtering options, click the red **X** on the corresponding line item.

6. Click **Apply**.

The search results display the transactions with the new applicable filters. The filters which have been added appear at the top of the screen.

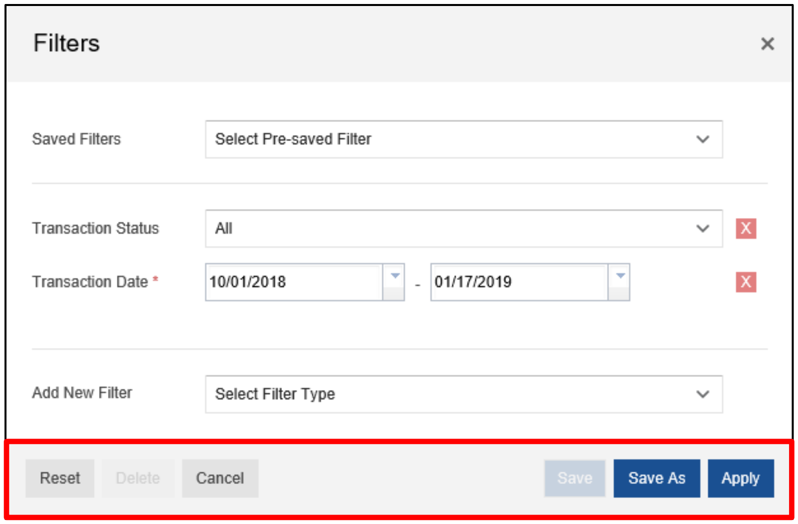


Users can click the **X** next to the filter to remove it. The search results automatically update. You may also click the **Save** icon to retain the filter for future use.

These are additional functions in the *Filters* popup.

- Reset: Removes all filter criteria which has been set.
- Delete: If a pre-saved filter has been selected, a PA can delete it.
- Cancel: Returns the user back to the *Transactions* screen.

- Save: If a pre-saved filter has been selected, the PA can update the search criteria within it.
- Save As: Saves the search criteria to the Saved Filters drop-down menu.
- Apply: Sets the filters to the *Transaction* screen display.



Transaction Details

Each row of the transaction table contains information about the transaction. Depending on the merchant, additional rows, also known as *line items,* may display additional details. These may include unit cost, quantity, and description of goods. These details require extra lines in the transaction table.

A transaction always has at least one line of information. The line displayed for all transactions is called the *top line*. It contains the transaction information common to most transactions, such as transaction dates, cardholder name, cardholder account identifier, and merchant name.

Arrow icons in the first column identify transactions with additional lines. The number following this icon is the number of additional lines. Click the arrow to display the additional lines.

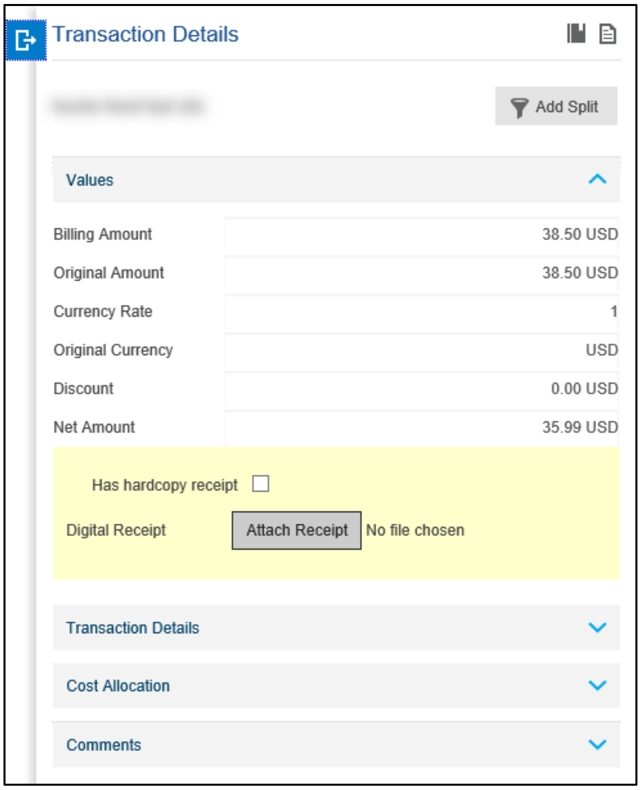
Transaction Details Sidebar

Display additional details about a specific transaction in the *Transaction Details* screen.

The *Transactions Details* sidebar also contains controls that enable you to do the following:

- Display or print all details for the transaction
- Allocate the transaction to a cost code if your company uses this feature
- Split a transaction
- Dispute a transaction or remove a dispute
- Attach a digital transaction receipt
- View transaction details
- View transaction trace details
- Attach a receipt image
- Input free text entry Cost Allocation codes
- Export details from the screen to a file

To open the *Transaction Details* sidebar, select the transaction from the main list. The sidebar opens on the right side of the screen.



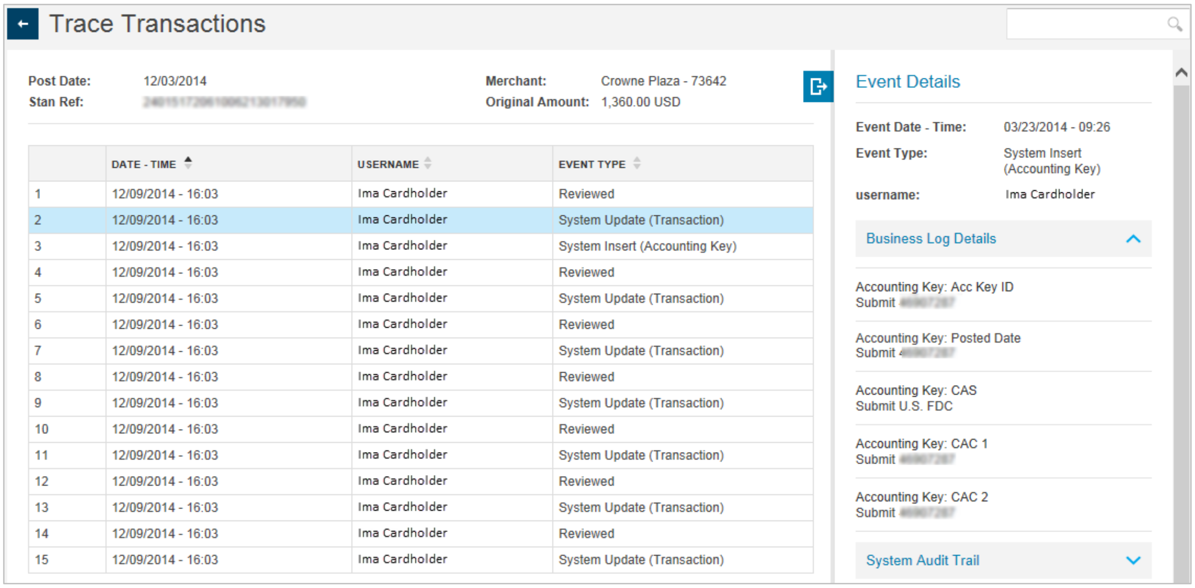
The *Transaction Details* sidebar contains four drawers:

- Values
- Transaction Details
- Cost Allocation
- Comments

Trace

The **Trace** icon allows the user to access the *Trace Transactions* screen. This screen displays the transaction history.

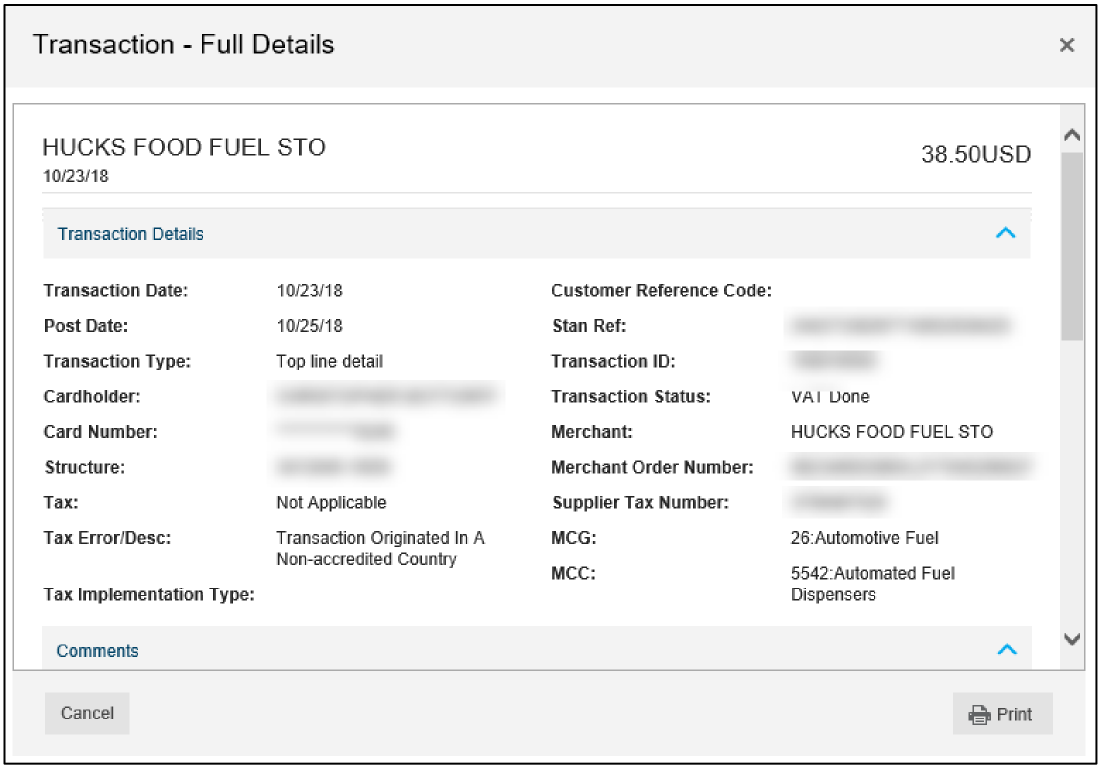
The **Trace** icon provides a direct link from the *Transaction Processing* screen to the *Business Log - Transaction Trace* screen. This allows the user to view the course of a transaction's history through its lifecycle within 360Control. Users can select a top line, line item or split line transaction, and view or card events. This log includes the name of the user who performed the action. You can select a single transaction on the *Transactions* window and click the **Trace** icon to display a dialog box.



Full Details

The **Full Details** icon allows the user to switch to the Full Details view of the transaction. PAs can use the Full Details, if preferred, to view the transaction details. The information in the Full Details view is the same as using each drawer in the sidebar; the information is arranged differently but the same details appear.

Click the icon and the *Transaction – Full Details* popup screen appears.



NOTE

You can also Print the full details for a specific transaction by clicking the **Print** button in this screen.

Split Transactions

Split transactions divide a top line or line item on the *Transactions List* screen into multiple line amounts for tax coding and cost coding at a more detailed level by using split transactions. Split lines are treated as additional data. Any type of transaction can be split unless the transaction has been exported or approved. Approved transactions must be unapproved before splitting them. In addition, you cannot dispute a split portion of a transaction.

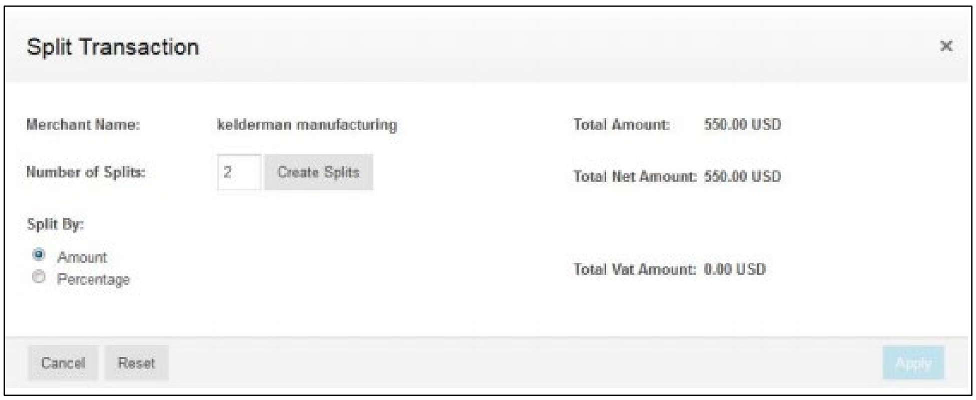
NOTE

Some companies do not use the Export and Transaction Approval features.

Follow these steps to split a transaction.

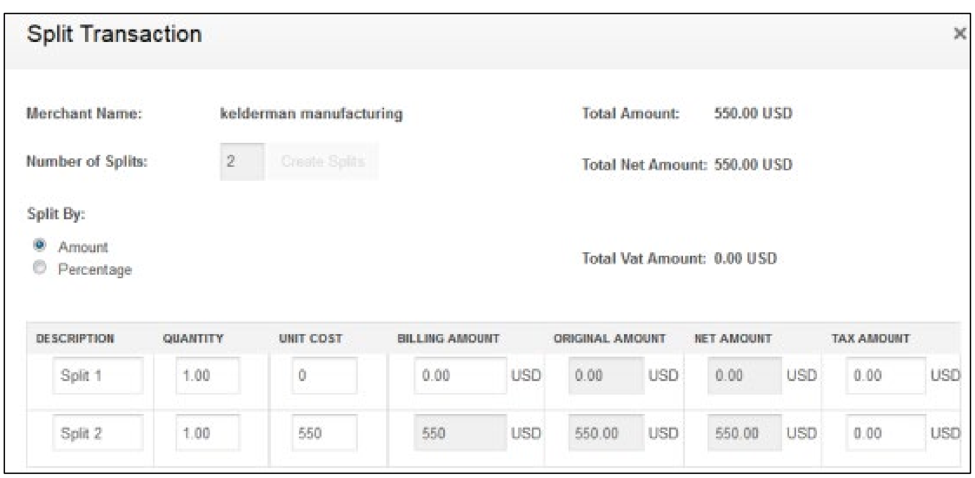
1. Locate the **transaction** or line item.
2. Display the *Transaction Details* sidebar.
3. Click **Add Split**.

The *Split Transaction* dialog box displays.



4. In the *Number of Splits* screen, enter the **number of lines** you want the selected transaction or line item divided.
5. Click one of the **Split By** options:
   - Click **Amount** to enter a specific amount in each split line.
   - Click **Percentage** to divide the transaction amount into percentages of the total amount.
6. Click **Create Splits**.

This displays the appropriate number of rows to the *Split Transaction* dialog box.



The *Description, Quantity, Unit Cost,* and *% Split* fields are filled with default values. You can override the default values by typing over them.

7. Take one of the following actions depending on your selection in the *Split By* section:
   - When **Amount** is selected: Complete the **Description**, **Quantity**, and **Unit Cost** fields in each row. Complete the **Billing Amount** field in the top row(s).
     - The last row automatically calculates the remaining billing amount.
   - When **Percentage** is selected: Enter the **percentages** of the total amount in the **% Split** field in each row. Enter percentages as whole numbers, such as 30 and 70, or as fractional percentages, such as 33.33 or 12.5.
     - The percentages adjust so that the total percentage is 100%.
8. Click **Apply** to save the information and split the transaction or line. This displays a confirmation that the split took place.
9. Click **OK** to close the dialog box.

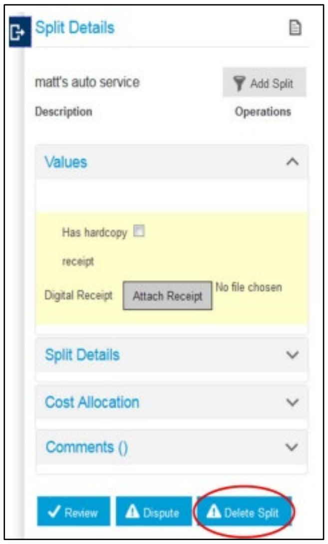
The split transaction immediately appears on the *Transaction* screen.

Delete a Split Transaction

Follow these steps to delete a split transaction.

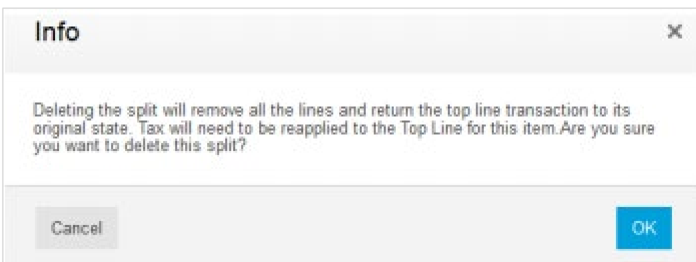
1. Locate the transaction or line item.
2. Display the *Transaction Details* sidebar.
3. Click the **Arrow** icon in the left column to display the split lines.
4. In any of the transaction's split lines, select the check box to display the *Split Details* sidebar.

5. Scroll to the bottom of the *Split Details* sidebar until the **Delete Split** button appears.



6. Click Delete Split.

A confirmation dialog box displays.



7. Click **OK** to confirm the deletion.

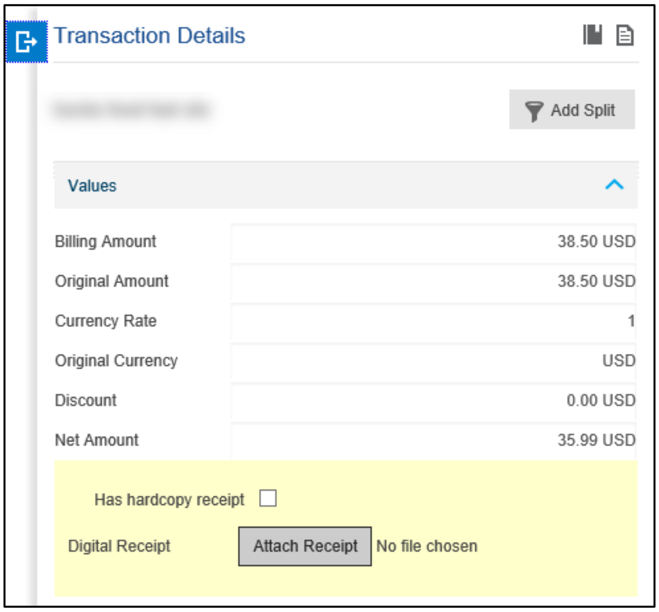
Values

The **Values** drawer provides specific information regarding the transaction amount.

The **Values** drawer holds the following information:

- Billing Amount
- Original Amount
- Currency Rate
- Original Currency
- Discount
- Net Amount
- Attach Receipt

The information in the **Values** drawer is read-only, expect for Attach Receipt.



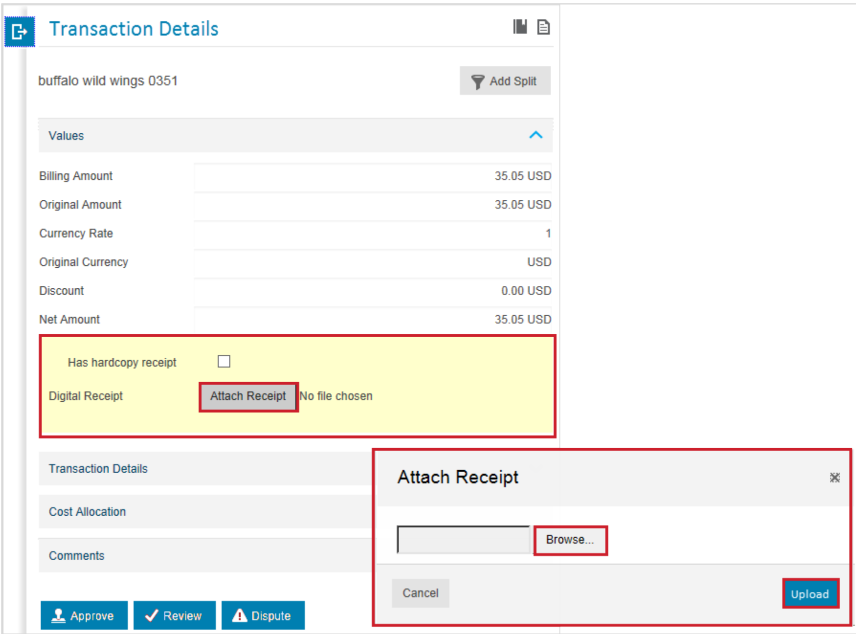
NOTE
You can click the blue carat icon to minimize each drawer for easier navigation.

Attach Receipt

You can attach a copy of a receipt to a transaction using the attach receipt function. This is typically used by a cardholder or a non-cardholder. A non-cardholder could be an administrator who is over someone else's card. This functionality is not typically used by the PA. PDF and Microsoft Word are acceptable formats accepted in the system.

Follow these steps to attach a receipt.

1. Select the transaction that you wish to attach the receipt to.
2. Scroll to the yellow area of the *Values* section in the *Transaction Details* sidebar.
3. Click the **Attach Receipt** button.
4. Click the **Browse** button to navigate to your receipt.
5. Click the **Open** button to attach the receipt to the transaction.
6. Click the **Upload** button to complete the attachment.



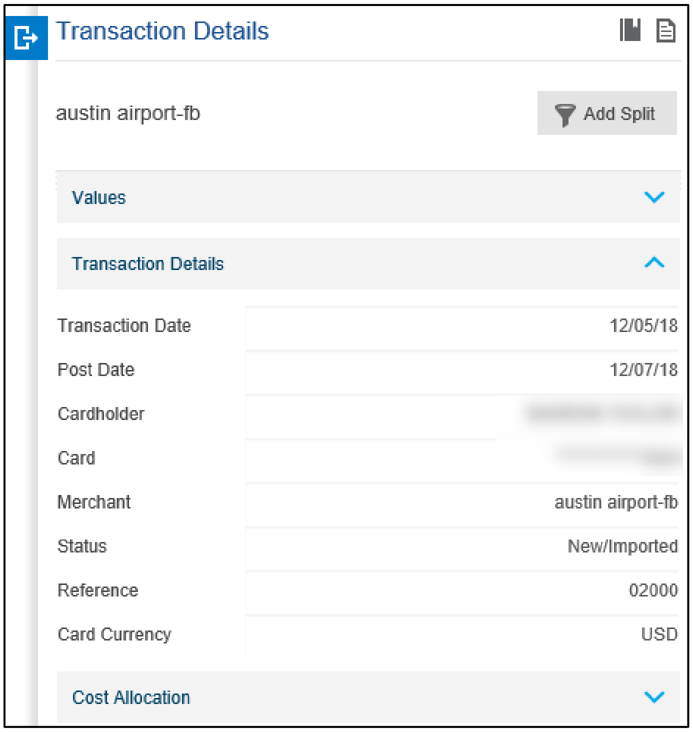
NOTE

A cardholder can click the **Has hardcopy receipt** check box to indicate they sent a hardcopy of the receipt for review.

Transaction Details

The Transaction Details is a read-only drawer which provides the following information:

- Transaction Date
- Post Date
- Cardholder
- Card
- Merchant
- Status
- Reference
- Card Currency



Cost Allocation

Cost Allocation allows companies to assign their transactions to a specific cost centers or general ledgers.

There are three different types of levels a PA could view in the **Cost Allocation** drawer:

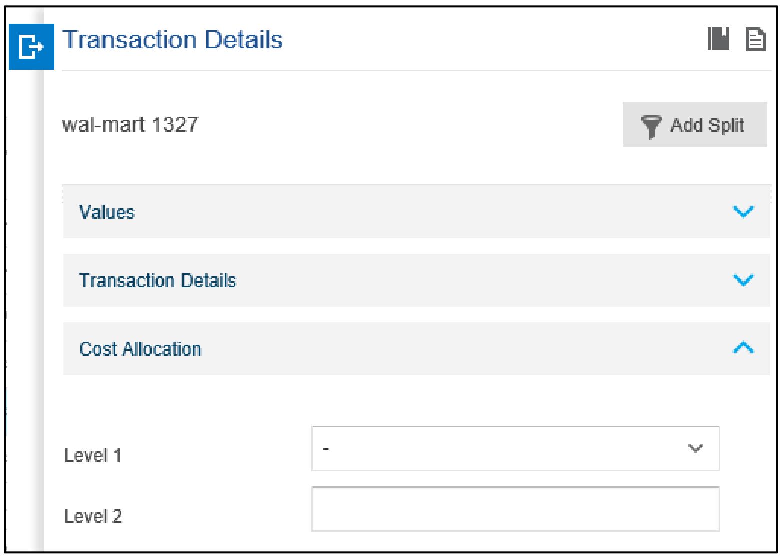
- Free text (A PA can type in the cost allocation)
- Drop-down (Pre-loaded list of cost allocation codes from which a user can select)
- Automation (At CCF import; a code is applied to the transaction based on the merchant type)

The default cost allocation codes are entered in free text fields, based on levels on the *Transaction* screen. This is useful for codes that cannot be pre-defined or stored in 360Control.

Follow these steps to add a Cost Allocation Code to a transaction.

1. Select a transaction to open the *Transaction Details* sidebar.
2. Click the carat to open the **Cost Allocation** drawer.
3. Click in one of the text entry fields to activate.
4. Enter your text.
5. Click out of the text entry field to save.

The cost allocation code is automatically assigned.



NOTE

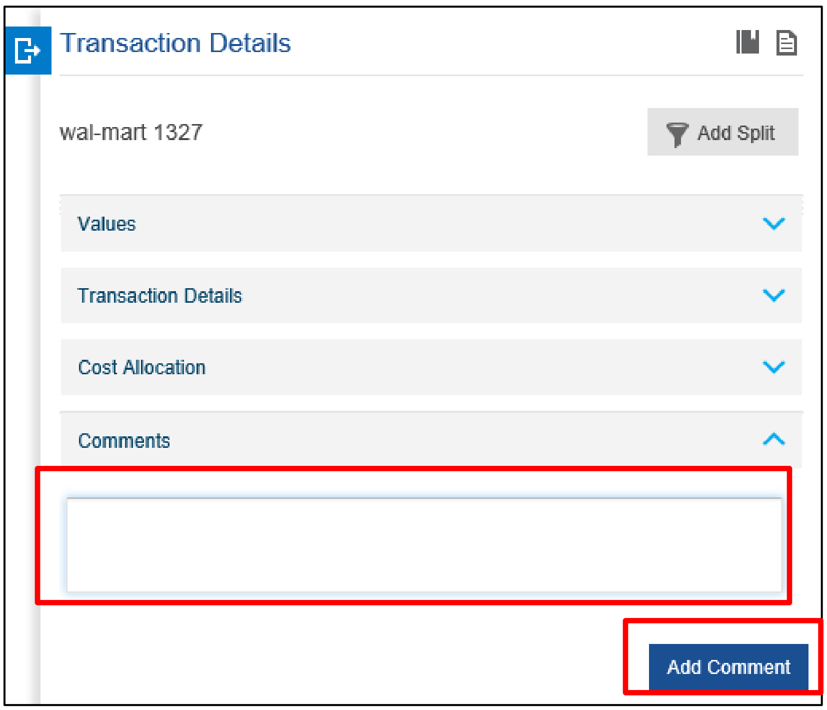
If you are set up with the drop-down method, select the appropriate cost allocation code from the drop-down menu. If you are set up with the automated method, the cost allocation code is automatically prefilled. The user cannot change the code if it was automatic.

Comments

Comments are usually left through the transaction approval process. If a cardholder or an administrator has a specific request, or if the approver has to decline the transaction, a comment can be left to communicate with other parties.

Follow these steps to leave a comment on a transaction.

1. Select a transaction to open the *Transaction Details* sidebar.
2. Click the carat to open the **Comments** drawer.
3. Type in your text in the comments field.
4. Click **Add Comment**.



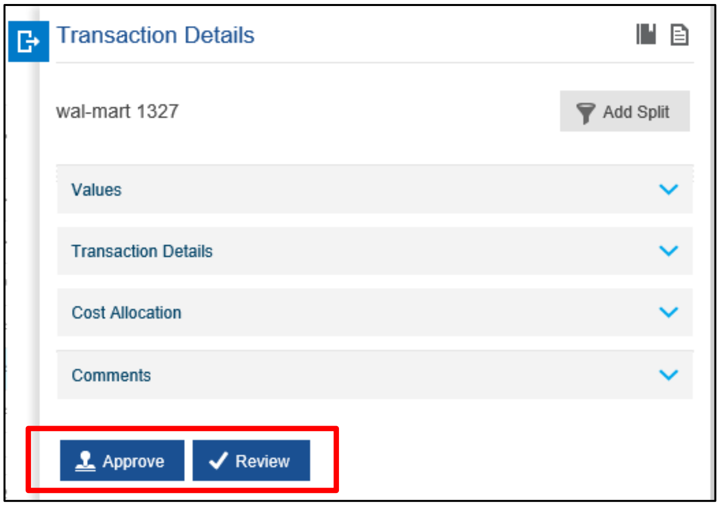
Workflows

There is additional functionality within the *Transaction Details* sidebar located at the bottom of the screen. These buttons display when a business has chosen to implement the Transaction Review and Transaction Approval process.

Refer to the [*Approvers in 360Control*] section in the Previous Version UI on how to establish this process and [Appendix B] for more information.

This functionality in the *Transaction Details* sidebar includes:

- Approve/Unapprove
- Review/Unreview



NOTE

The image above does not show the Unapprove or Unreview button. This button appears when a transaction has previously been approved.

Review/Unreview

The review function is not typically utilized by the PA. The review button is the first step a cardholder takes when they have completed adding their transaction details, such as assigning cost allocation codes and uploading receipts. The review function allows the cardholder to indicate the transaction is ready for approval.

NOTE

If your company is set up with this functionality, the PA can send an automated email that notifies approvers to see if there are any transactions from their cardholders which need to be approved. The PA can also see, through the status column on the *Transactions* screen, if there are transactions that need to be approved. Once approved, the status indicator will update from reviewed to approved.

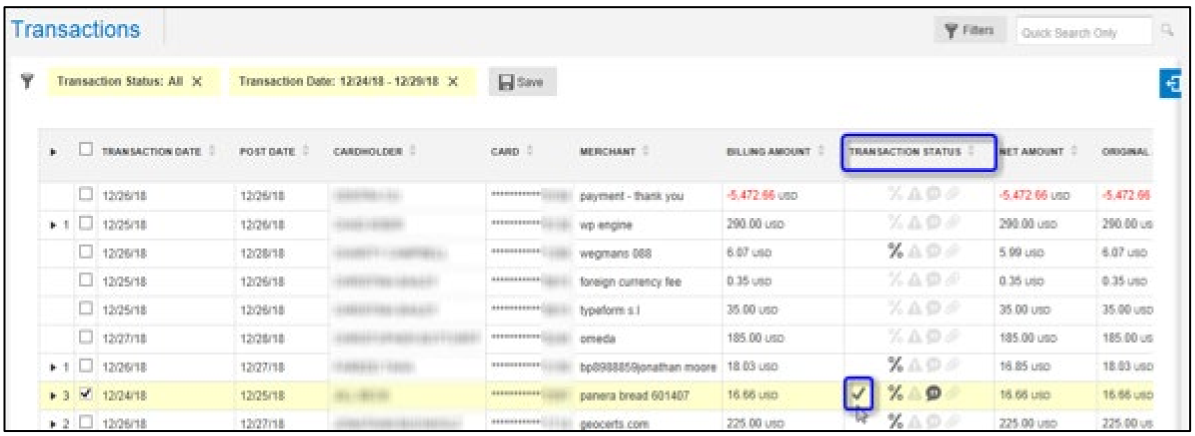
Reviewing a transaction includes the following activities:

- Reviewing your list of Transactions for a date range
- Adding Split Lines (optional if transaction needs to be split)
- Uploading Transaction Receipts
- Assigning Cost Allocation Codes

Once a transaction has been marked *Reviewed* by the Cardholder, then a Transaction Approver is responsible for reviewing all the details provided by the Cardholder and then approving the transaction, or any aspect of the transaction.

To submit the reviewed transaction, click the **Review** button. Two confirmation popup boxes display confirming the transaction has been reviewed.

The transaction line item displays a checkmark indicating the transaction has been Reviewed.



Approve/Unapprove

The **Approve** tab allows the PA to approve the transactions that they review. When the dialog box appears, click the **OK** button to approve the selected transaction(s). The approved transaction(s) is then marked for export to the general ledger.

The **Unapprove** button activates when a transaction is approved. If the transaction was approved in error, click the **Unapprove** button and then click the **OK** button to unapprove the transaction.

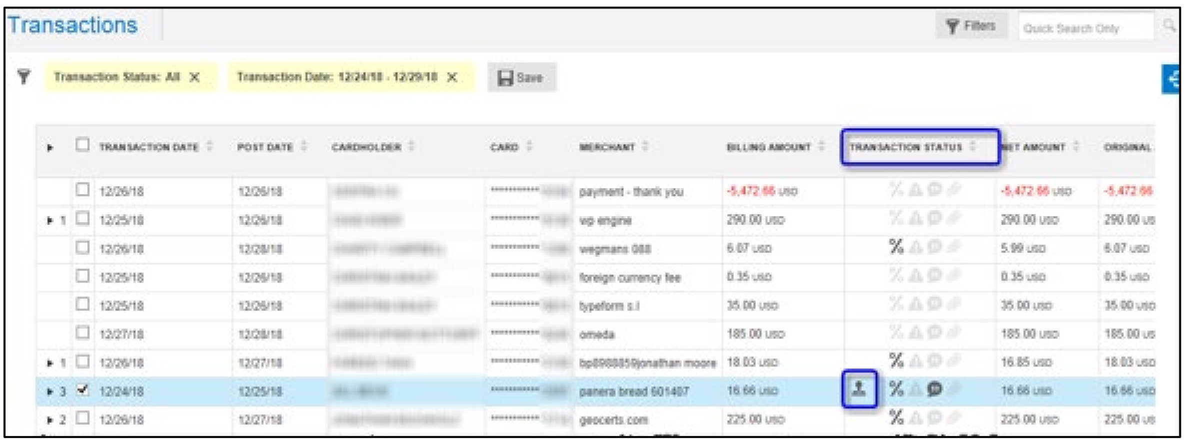
> **NOTE**
> This functionality is not enabled in 360Control by default. The transaction processing workflow is enabled via the Service Profile, in addition to having at least one non-cardholder user designed as a transaction approver (either a Viewpoint or Responsibility Based).

Approving a transaction includes the following activities:

- Reviewing the transaction a Cardholder has marked *Reviewed*
- Validate the transaction is for an approved business expense
- Assign Cost Allocation Codes, if the Cardholder has not done so already.

To Approve a reviewed transaction, click the **Approve** button. Two confirmation popup screens display confirming the transaction has been reviewed.

The transaction line item displays a stamp icon indicating the transaction has been Approved.



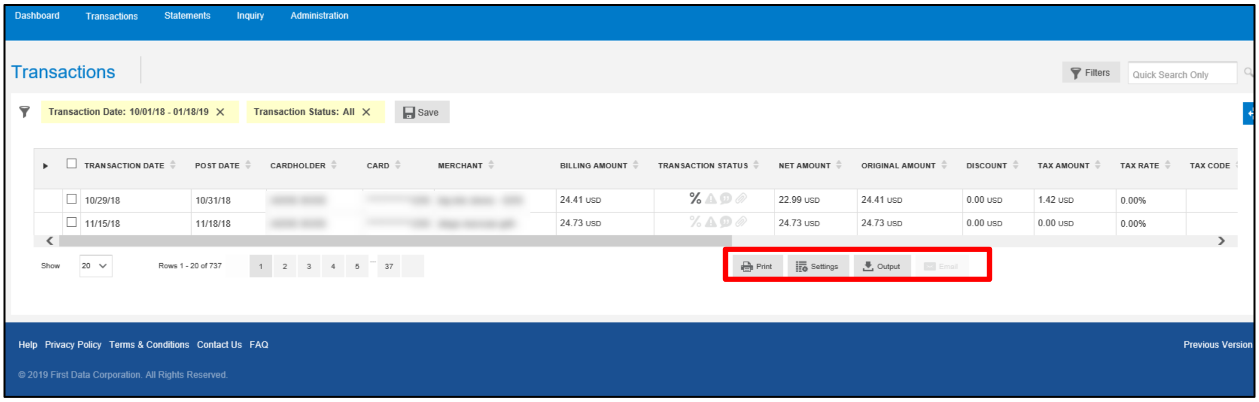
Transactions can also be Unreviewed and Unapproved.

Additional Functionality

At the bottom of the *Transactions* screen, additional features are available to the user.

These features include:

- Print
- Settings
- Output
- Email



Print

Users can print the *Transactions* screen by clicking the Print button located at the bottom of the screen. This is not to be used to print a statement. To print a statement, refer to the Statement section of this guide.

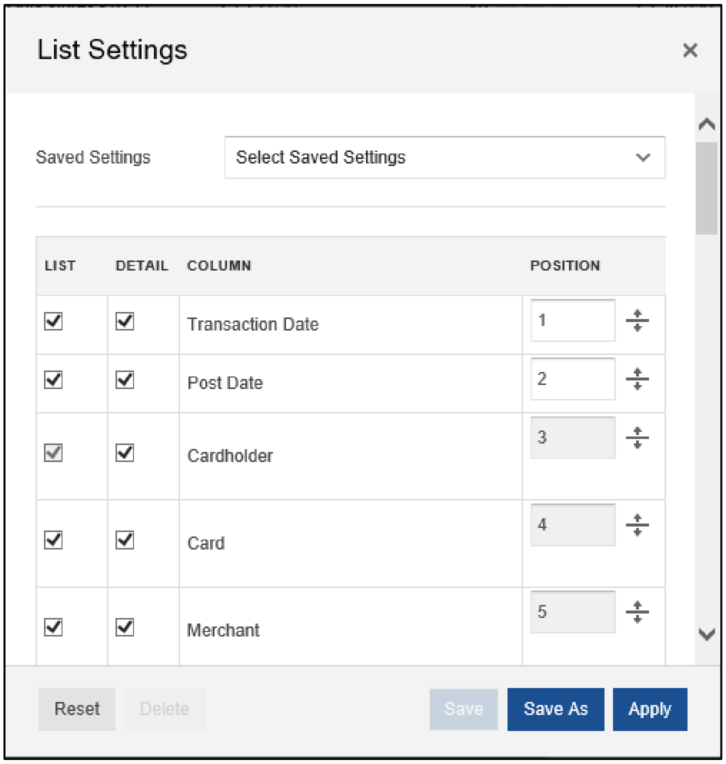
Settings

Users can customize the elements displayed or reorganize the position of the columns on the *Transactions* screen. There may be information that is not pertinent to the business and users may wish to remove data elements from their view.

Follow these steps to change or reorganize the order.

1. Click the **Settings** button at the bottom of the screen.

The *List Settings* screen displays.



2. Click the check box(es) under the *List/Detail* column to add or remove the column from the *Transactions* screen.
3. Click in the *Position* column and assign the columns in numerical order that you wish to display.
4. Click **Apply**.

The changes apply immediately to the *Transactions* screen.

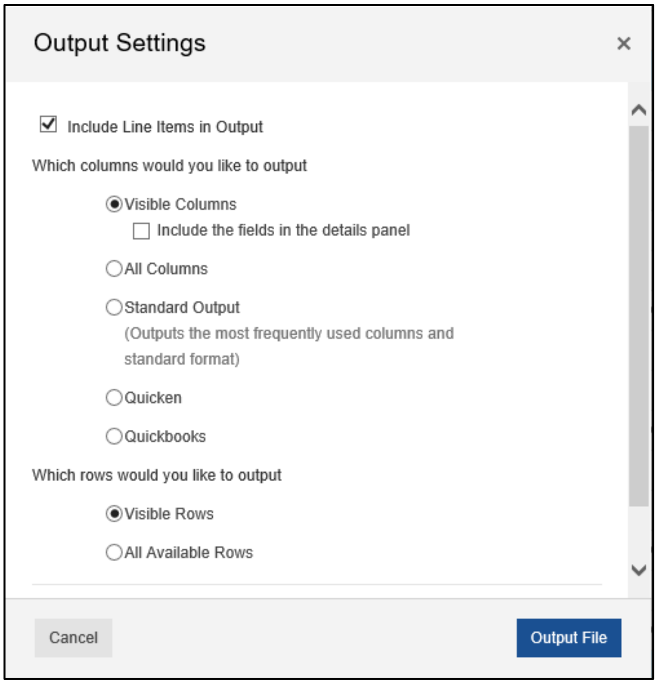
Output

Data from 360Control screens are exportable in a number of file formats.

Follow these steps to create an exportable file.

1. Click the **Output** button at the bottom of the *Transactions* screen.

The *Output Settings* dialog box displays.



There are several settings from which you can select:

- **Visible Columns (default):** Only columns in the current view are exported. If you have hidden columns from the view, they will not be exported.
- **All Columns:** All columns, including any hidden columns, are exported in either comma separated values (CSV) format or Microsoft® Excel®.
- **Standard Output:** This option includes a default set of the most commonly used columns, in Excel® format.
- **Quicken:** This option exports columns required for use with Intuit® Quicken® software. You must have an Intuit ID and contract in place to use this output option.
- **QuickBooks:** This option exports columns required for use with Intuit QuickBooks® software. You must have an Intuit ID and contract in place to use this output option.

You can also choose the file format to export into. Available default options include:

- Excel®
- CSV

The format may vary if the setting selected is Quicken or QuickBooks.

2. Click Output File.

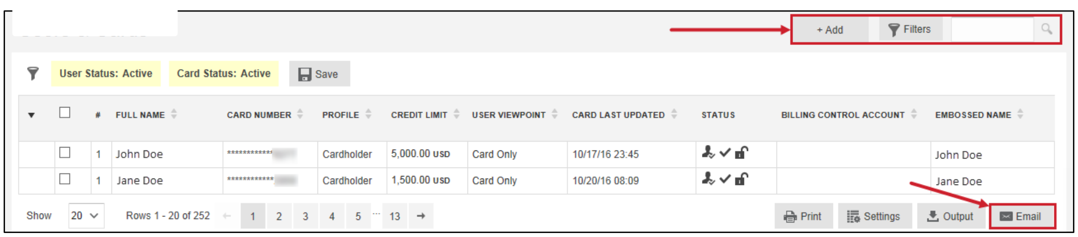
A popup screen appears indicating if the user wants to save or open the file.

Email

Prior to sending an email, a PA must first define the outbound message content using Email Templates in the Previous Version UI. If a template is not created, you can send an ad-hoc email. You can also edit email templates before they are sent. It is not necessary to individually select transactions or users in the filtered list.

Follow these steps to send an email.

1. Set your **Filter** criteria to yield a list of cardholders/users to which you want to send an email.
2. Click the **Email** button.



3. Select the target email template.
4. Input or modify your email **From Address**.
5. Input or modify your email **Subject**.
6. Input or modify your email content.
7. Click the **Submit** button.

The email message is sent to all cardholders/users within the filter.

Statements

The 360Control *Statement/eStatement* screen enables you to view transactions by statement cycle period. If you are set up on consolidated pay, you can review the statement at the control level to view all payments made on the control account. The statement view may vary based on whether your version of 360Control includes eMessenger.

eMessenger is an optional module that allows you to view the following:

- Manage eStatement preferences
- Change Delivery Method (Paper vs Electronic)
- View List of PDF statements to download

With eMessenger
The first time the user accesses the statement screen, a popup directs them to enroll in their statement delivery method; either paper or electronic. Once enrolled, the regulated monthly eStatement is available for download. By default, the system retains three months of historical eStatements.

The default storage period is three months.

Without eMessenger
Without eMessenger, users view the standard statement screen, which allows them to select a date range and view the transactions for that period. Statements cannot be downloaded.

The default storage is a 12 month rolling cycle period without eMessenger.

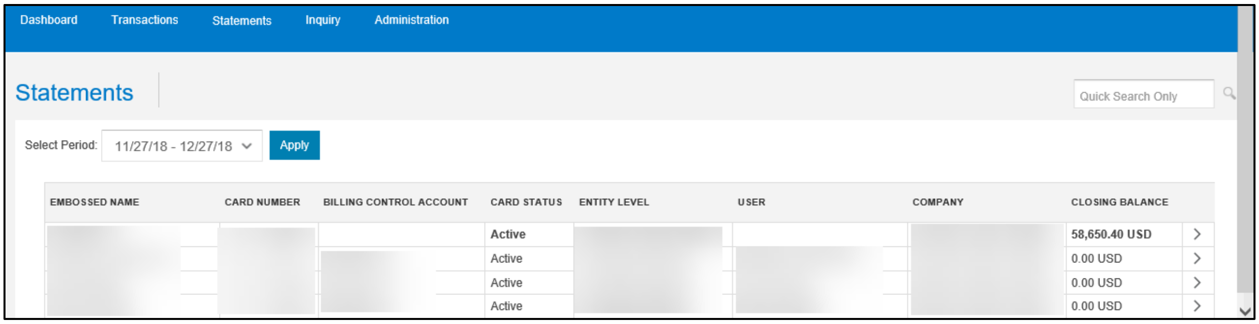
View/Print Statements

Follow these steps to access current and historical statements.

1. Click the **Statements** tab.

The *Statements* screen appears and contains the following:

- Embossed Name
- Card Number
- Billing Control Account
- Card Status
- Entity Level
- User
- Company
- Closing Balance



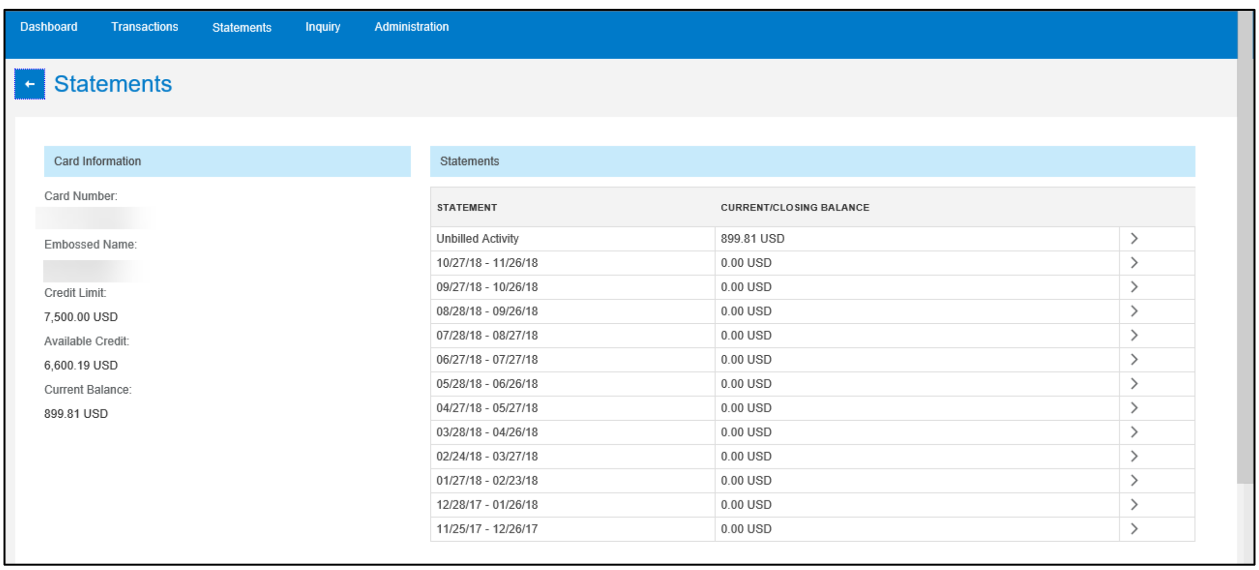
NOTE

If you are a control account user, select either All Cardholders or My Card from the drop-down menu. You can also select the cycle period of which statement to view. This is not reflected in the screenshot above.

If you are set up with eMessenger, move to the eMessenger section in the *Statement* section of this guide. If not, continue below.

2. Click the carat on the right column to expand the Statement Details.

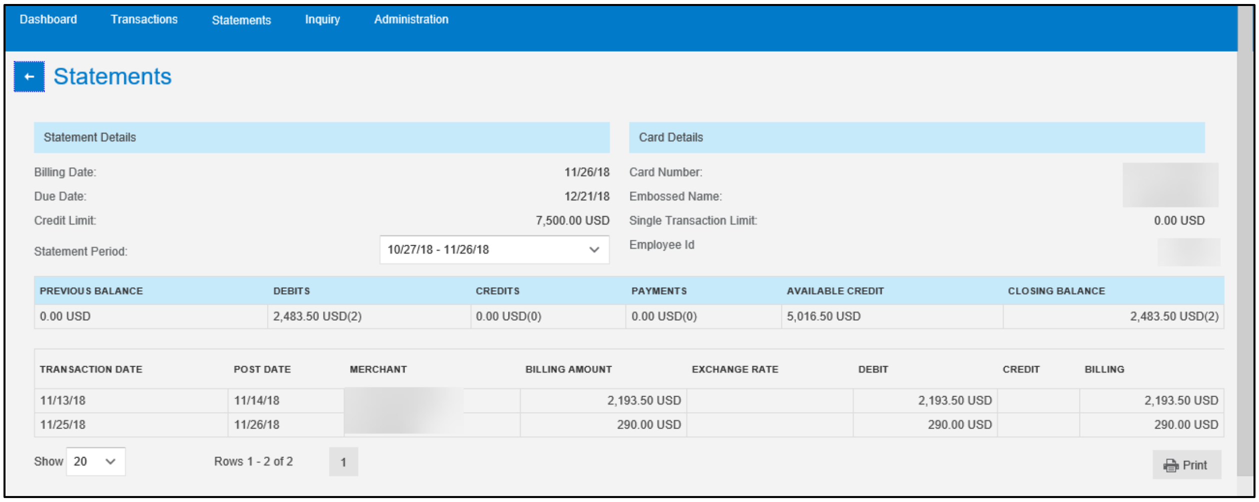
The *Statements* screen displays.



Statement Details displays 12 previous statement cycle periods.

3. If you wish to view transactions which took place during a statement cycle, click the carat next to the date you wish to view.

The *Statements* screen displays.



This *Statements* screen contains the following information:

- Statement Details
- Card Details
- Transactions for that statement cycle

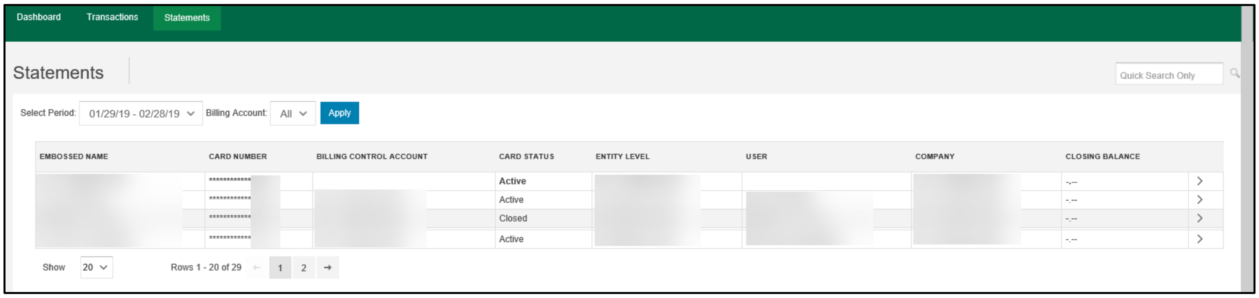
To download a statement, click the **Print** button to generate a PDF that you can save to your PC. When downloading a statement, this is not a regulated card statement. This is just a PDF document of the transactions referenced on the screen.

To return to the previous screen, click the **Back** button next to the screen title.

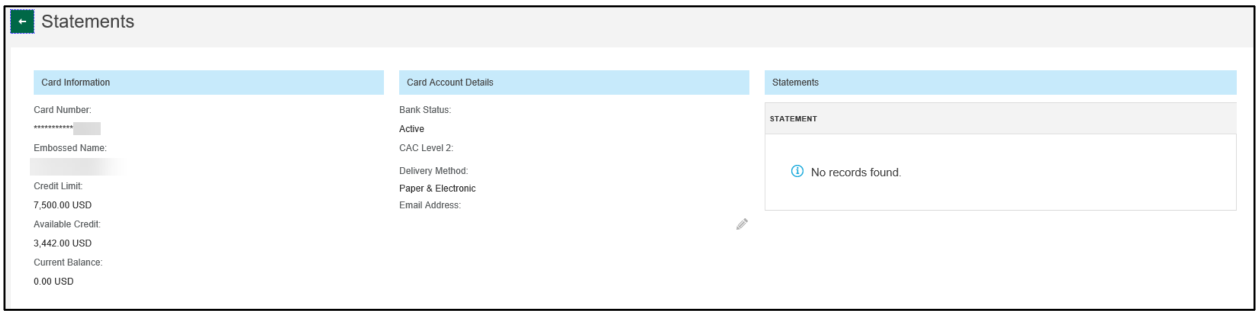
Follow these steps if you have eMessenger set up.

1. Click the **Statements** tab.

The *Statements* screen displays.



- Select a **date** from the **Select Period** drop-down menu.
- Click the carat on the right column to expand the Statement Details.

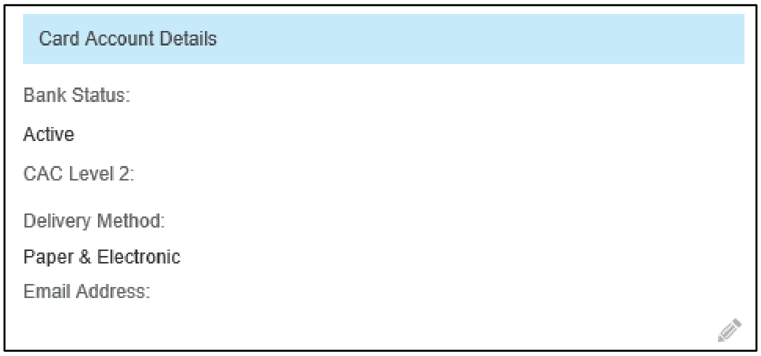


The *Statement Details* screen displays the following:

- Card Information: Read-only
  - Card Number
  - Embossed Name
  - Credit Limit
  - Available Credit
  - Current Balance
- Card Account Details
  - Bank Status
  - Cost Allocation Level
  - Delivery Method
  - Email Address
- Statements: List of eStatements (if enrolled)

Follow these steps to change the delivery method.

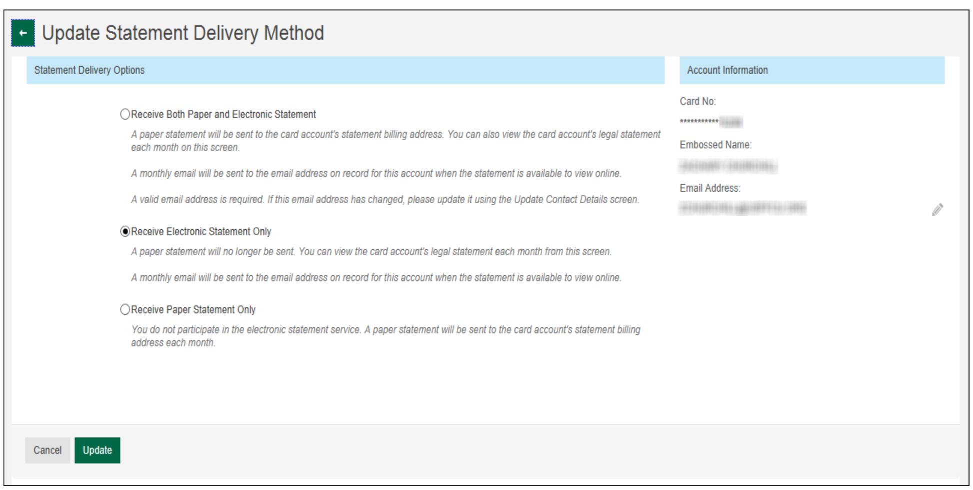
1. Click the **pencil** icon under the Card Account Details column.



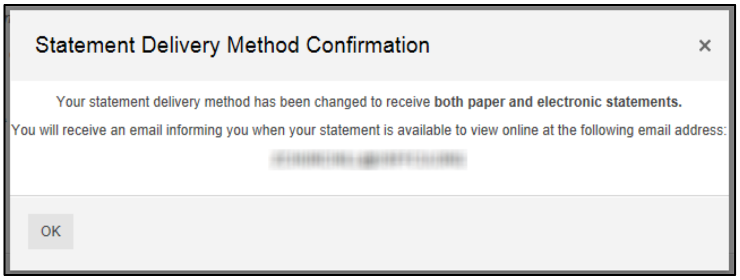
The *Update Statement Delivery Method* screen displays.

2. Select the radio button next to the delivery method you want. The options are:
   - Paper
   - Electronic
   - Paper & Electronic

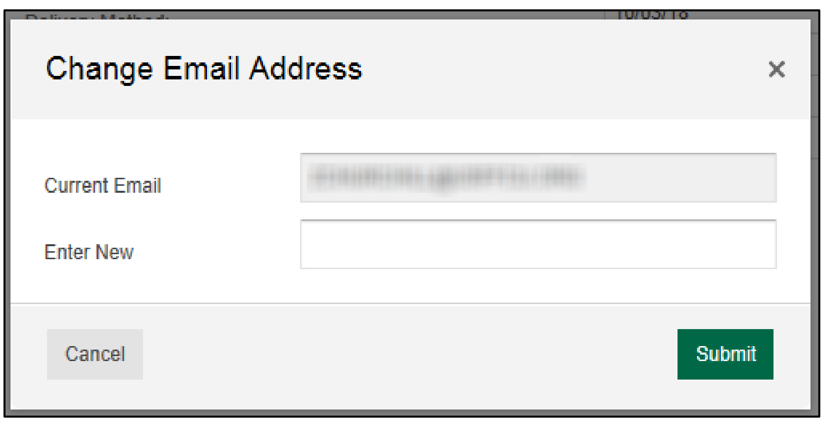
3. Click Update.



A confirmation dialog box displays.



NOTE
You must have an email address on file in order to sign up for the electronic statements. If you do not have an email address on file, the system prompts you to enter one.



Inquiry

The **Inquiry** tab provides users with the ability to view data online and output (export) to a file. Inquiries are on-demand reporting which are meant to be filtered or viewed.

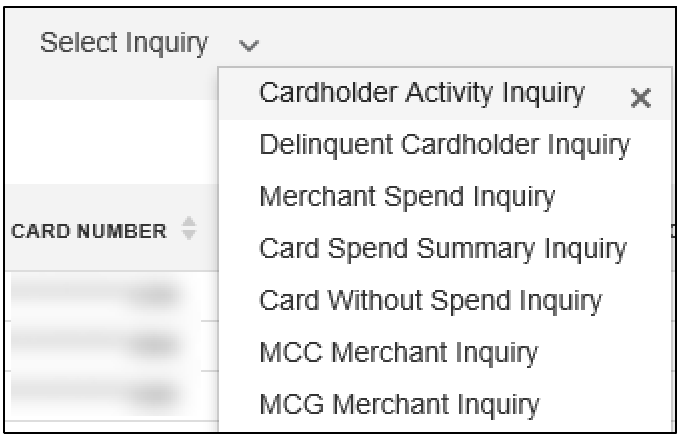
When you click the **Inquiry** tab, it defaults to the *Cardholder Activity Inquiry* screen. There are other screens which you can access by using the drop-down menu from the Select Inquiry menu.

Other available inquires include:

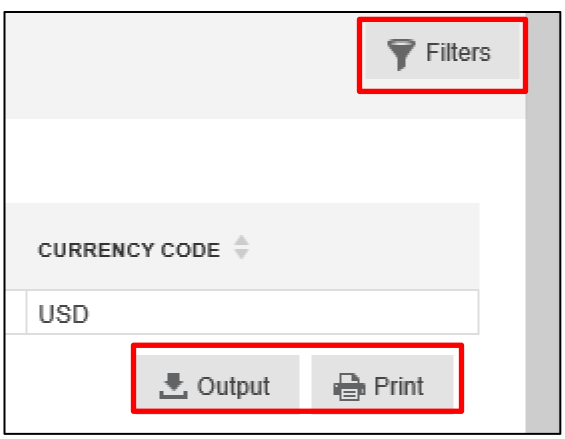
- Cardholder Activity Inquiry
- Delinquent Cardholder Inquiry
- Merchant Spend Inquiry
- Card Spend Summary Inquiry

- Card Without Spend Inquiry
- MCC Merchant Inquiry
- MCG Merchant Inquiry

The inquiries are set at the Service Profile level. If you do not have access to a specific inquiry, reach out to your financial institution to request access.



Each inquiry allows users to utilize filters, create an output and print what is seen on the screen. The **Filters** button is located on the top right of the screen. The **Output** and **Print** buttons are located on the bottom right of the screen. To perform any of these functions, click the corresponding buttons. Follow the steps earlier in the guide if you need assistance with using filters, creating an output, or printing.

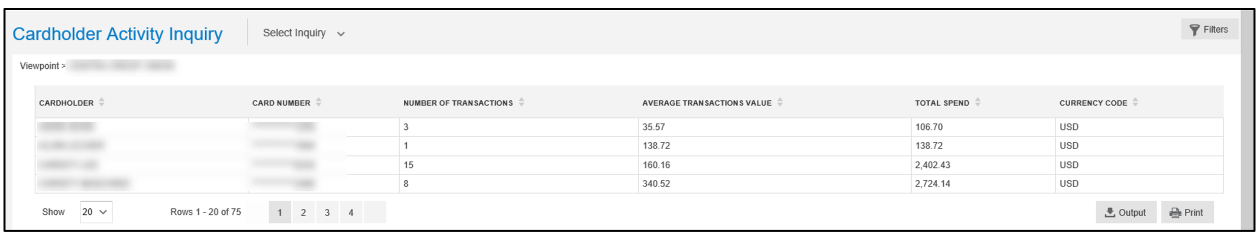


Cardholder Activity Inquiry

The Cardholder Activity Inquiry yields a list of all cards that have had transaction activity under a company program for a specific duration.

This inquiry includes the following information:

- Cardholder
- Card Number
- Number of Transactions: Number of card transactions for the filtered criteria
- Average Transactions Value: Average dollar value of the card transactions for the cardholder for the filtered criteria
- Total Spend: Total dollar spend for all of the cardholder’s transactions for the filtered criteria
- Currency Code



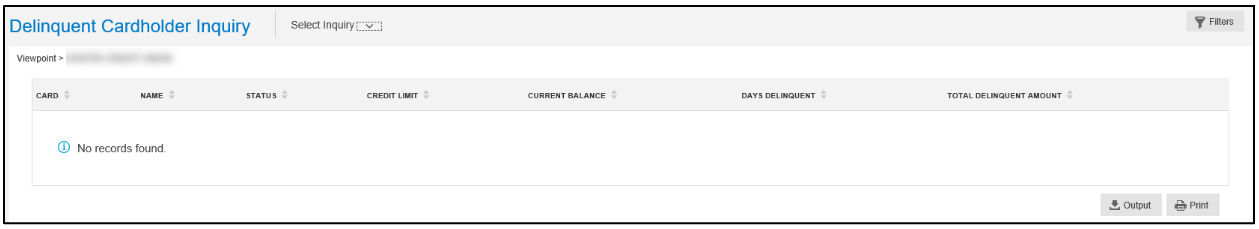
Delinquent Cardholder Inquiry

The Delinquent Cardholder Inquiry yields a list of all cardholders that have not made a payment by the due date and are currently delinquent.

This inquiry includes the following information:

- Card: Card Number
- Name
- Status: Current status of the card
- Credit Limit: Total CL
- Current Balance: Balance on the card account since the last batch update to 360Control

- Days Delinquent: Number of days, without payment, since the payment due date
- Total Delinquent Amount: Total amount delinquent, which may include late fees and/or penalties.



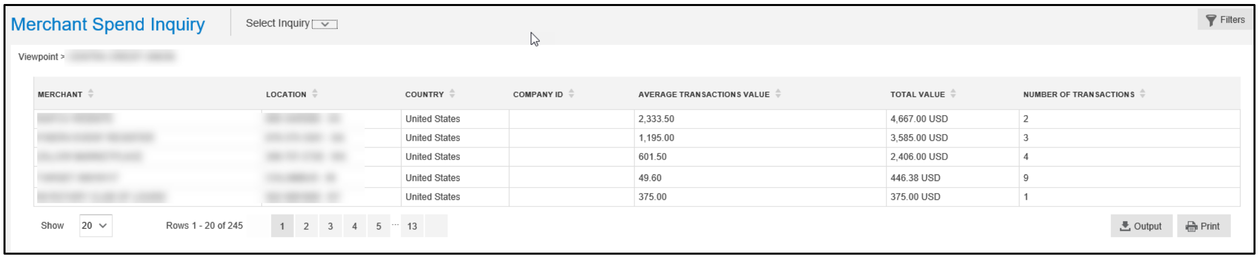
NOTE
This likely only benefits a company with individual pay accounts.

Merchant Spend Inquiry

The Merchant Spend Inquiry yields a list of spend by merchant for all active cards under a company program for a specific duration.

This inquiry includes the following information:

- Merchant: Names of merchants that acquired the card transactions
- Location: Location of merchant. This can consist of a city/state or phone number, whichever is sent by the merchant in the electronic details of the transaction
- Country
- Company ID
- Average Transaction Value: Average card transaction value spent at the merchant
- Total Value/Trans No: Total dollar spent at the merchant
- Number of Transactions: Total number of card transactions for the merchant

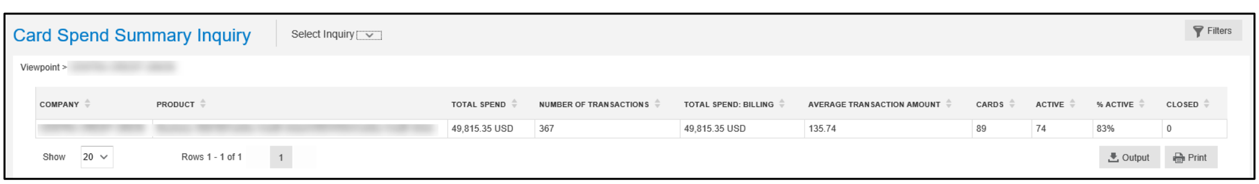


Card Spend Summary Inquiry

The Card Spend Summary Inquiry yields the total dollar spend by all cards under a company program.

This inquiry includes the following information:

- Company: Name of the business in 360Control
- Product: Card product type
- Total Spend: Total amount of spend for the company
- Number of Transactions: Total number of card transactions
- Total Spend: Billing: Total amount billed to the business
- Average Transaction Amount
- Cards: Total number of active cards in the business program
- Active: Total number of cards that were active during the filtered period and the percentage is included in parenthesis.
- Closed: Total number of closed accounts during the filtered date range

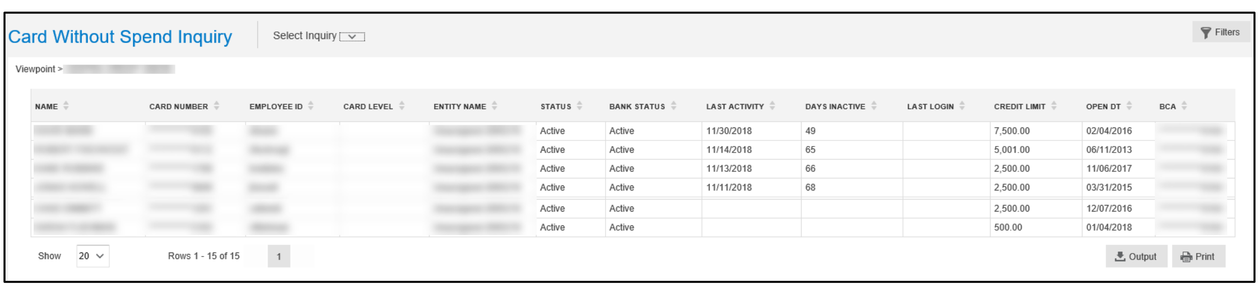


Card Without Spend Inquiry

The Card Without Spend Inquiry yields a list of all cards that were not active under a company program for a specific duration.

This inquiry includes the following information:

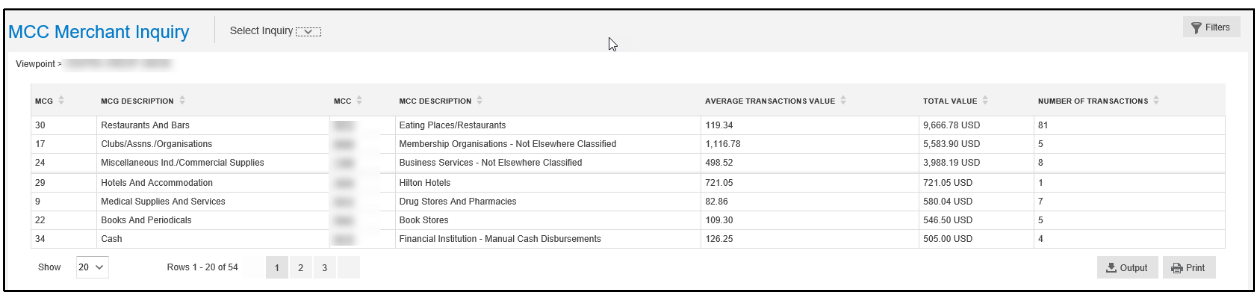
- Name
- Card Number
- Employee ID: If available
- Card Level: If a company has a defined hierarchy structure; the level the card is assigned to
- Entity Name: If a company has a defined hierarchy structure; the entity to which the card is assigned. If no defined hierarchy structure, the default is *Unassigned-#####*.
- Status: Current status of card
- Bank Status: Current status of card account
- Last Activity: Last date there was activity on the card account
- Days Inactive
- Last Login: Last date the cardholder logged into 360Control. If a cardholder has never completed the self-registration, this field is blank.
- Credit Limit
- Open Date
- BCA: Billing Control Account; only when the business card program is set up as consolidated pay with sub-accounts.



MCC Merchant Inquiry

The MCC (Merchant Category Code) Inquiry yields a list of card activity by MCC. This inquiry includes the following information:

- MCG Code: The merchant category group code representing the category of merchants where your cardholder spent
- MCG Description: The description corresponding to the MCG code
- MCC Code: Represents the type of merchant within the group, e.g., Fast Food vs. Bar/Tavern
- MCC Description: The description corresponding to the MCC code
- Average Transaction Value: Average card transaction value for the MCC
- Total Value/Trans No: Total dollars spend for the MCC and the number of card transactions in parenthesis.


MCC Merchant Inquiry | Select Inquiry | Filters

Viewpoint > [illegible]

MCG	MCG DESCRIPTION	MCC	MCC DESCRIPTION	AVERAGE TRANSACTIONS VALUE	TOTAL VALUE	NUMBER OF TRANSACTIONS
30	Restaurants And Bars	[illegible]	Eating Places/Restaurants	119.34	9,666.78 USD	81
17	Clubs/Assns./Organisations	[illegible]	Membership Organisations - Not Elsewhere Classified	1,116.78	5,583.90 USD	5
24	Miscellaneous Ind./Commercial Supplies	[illegible]	Business Services - Not Elsewhere Classified	498.52	3,988.19 USD	8
29	Hotels And Accommodation	[illegible]	Hilton Hotels	721.05	721.05 USD	1
9	Medical Supplies And Services	[illegible]	Drug Stores And Pharmacies	82.86	580.04 USD	7
22	Books And Periodicals	[illegible]	Book Stores	109.30	546.50 USD	5
34	Cash	[illegible]	Financial Institution - Manual Cash Disbursements	126.25	505.00 USD	4

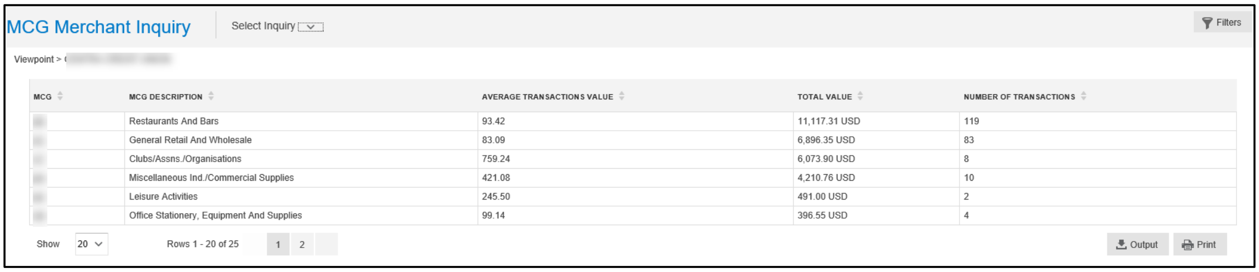
Show 20 | Rows 1 - 20 of 54 | 1 2 3 | Output | Print

MCG Merchant Inquiry

The MCG (Merchant Category Group) Inquiry yields a list of card activity by MCG. This inquiry includes the following information:

- MCG Code: Represents the category of merchants where your cardholders spend
- MCG Description: The description corresponding to the MCG code
- Average Transaction Value: Average card transaction value for the MCG
- Total Value: Total dollars spent for the MCG

- Number of Transactions: Number of card transactions for the MCG



MCG	MCG DESCRIPTION	AVERAGE TRANSACTIONS VALUE	TOTAL VALUE	NUMBER OF TRANSACTIONS
	Restaurants And Bars	93.42	11,117.31 USD	119
	General Retail And Wholesale	83.09	6,896.35 USD	83
	Clubs/Assns./Organisations	759.24	6,073.90 USD	8
	Miscellaneous Ind./Commercial Supplies	421.08	4,210.76 USD	10
	Leisure Activities	245.50	491.00 USD	2
	Office Stationery, Equipment And Supplies	99.14	396.55 USD	4

Administration

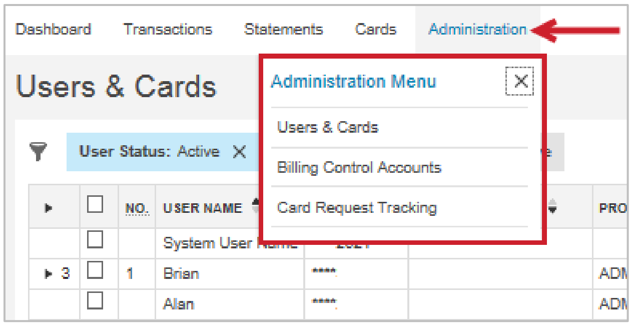
The **Administration** tab in the new user interface combines user and card management functions into one location for ease of use. The **Administration** tab allows PAs to view information on multiple cardholders simultaneously. PAs can use filters and paging to easily locate the cards and users that require attention.

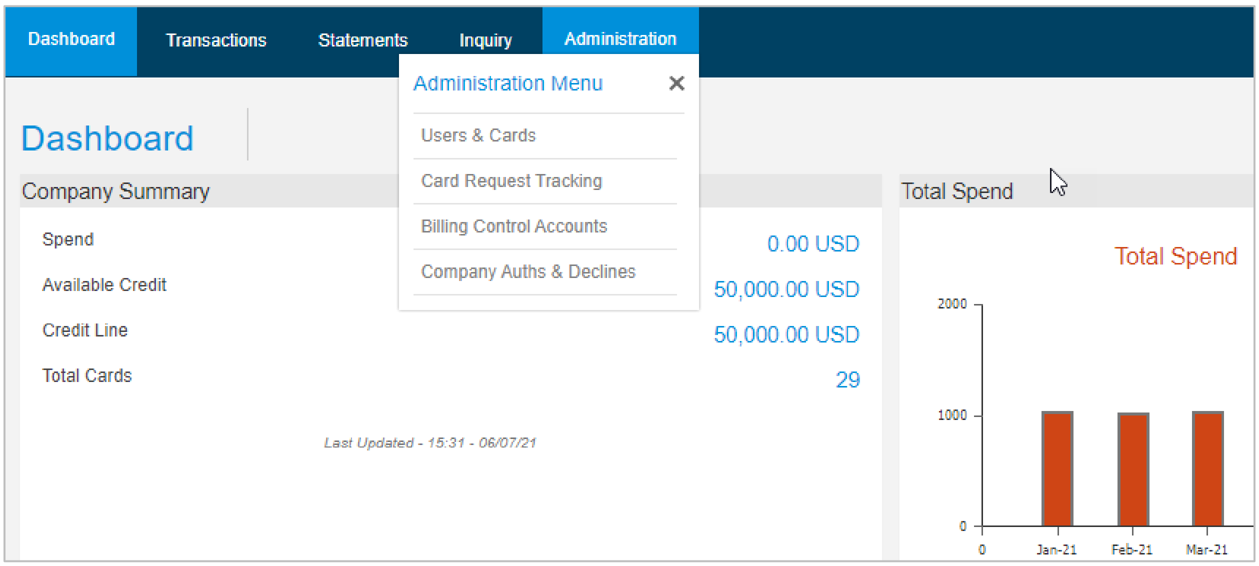
Administration Menu

Click the **Administration** tab to access the *Administration Menu*.

The *Administration Menu* consists of four options:

- Users & Cards: Used to add and edit user and card details
- Billing Control Accounts (BCA): Used to view the details on a BCA (also known as a control account in the mainframe)
- Card Request Tracking: Used to access the Card Tracking screen to view real time card requests
- Company Auths & Declines: Used to view authorizations and declines





Users & Cards

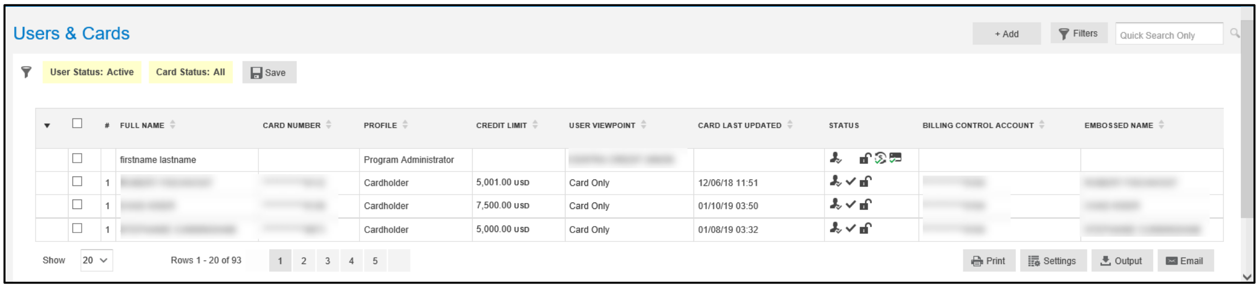
The **Users & Cards** window displays a list of all users and cards within your company. The columns that display are configured by the issuer. By default, the **Users & Cards** window is filtered by users and cards with an **Active** status. Users can change the data that appears by selecting different filters.

The following summary information is available in the columns within the *Users & Cards* screen:

- Full Name
- Card Number
- Profile
- Credit Limit
- User Viewpoint

- Card Last Updated
- Status
- Billing Control Account
- Embossed Name

Users can also click the check box next to the card or user to open the *User & Card Details* sidebar.



+Add

PAs can add two types of users:

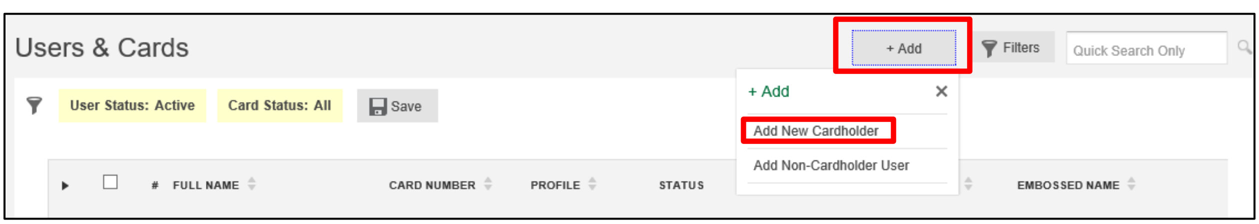
- New Cardholder
- Non-Cardholder User

A new cardholder will have a new card assigned to them and can have their own access into 360Control. A non-cardholder user is any user that does not have a card assigned to them, including PAs and Viewpoint or Responsibility-Based Users. Non-Cardholder users may serve as backups to the administrator or may have auditing responsibilities.

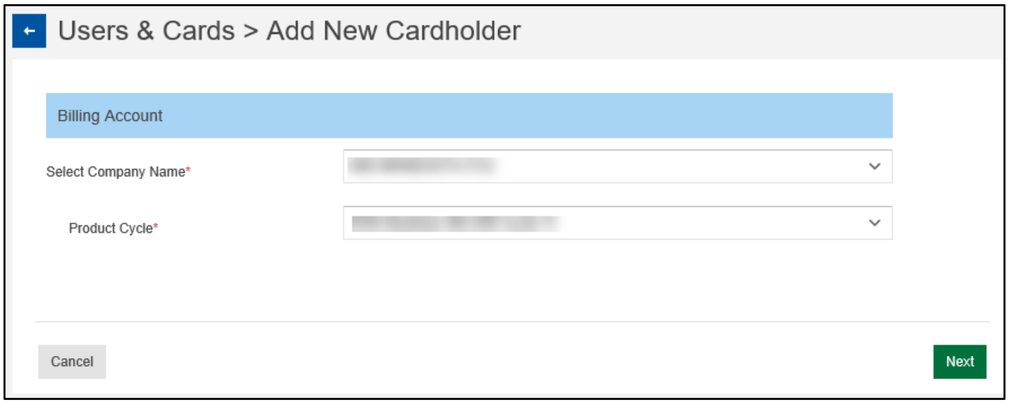
Add New Cardholder

Follow these steps to add a new cardholder.

1. Click the **+Add** button and select **Add New Cardholder**.

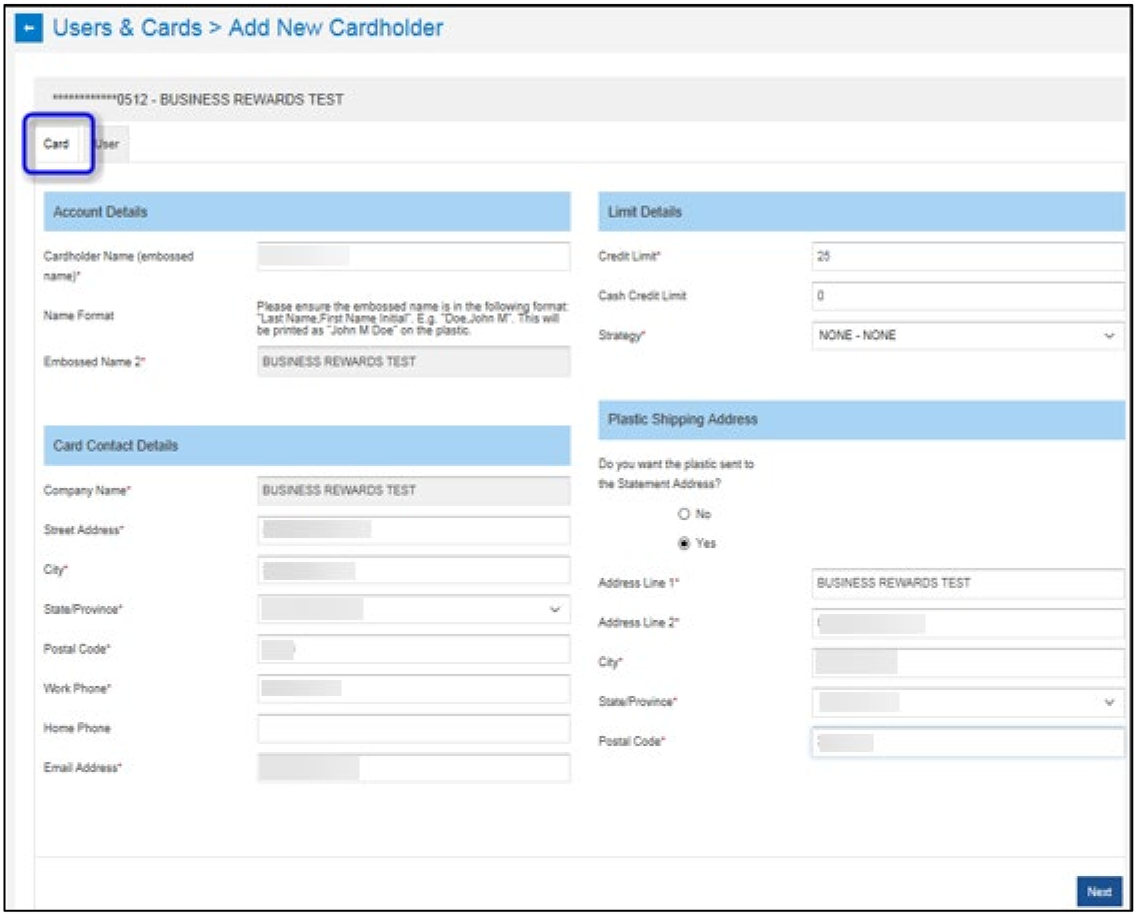


2. Select an option from the **Select Company Name** and **Product Cycle** drop-down menus.
3. Click the **Next** button.



NOTE
360Control knows if the new cardholder is being set up on an individual or consolidated pay account. These steps describe how to establish a new cardholder on an individual pay account. If you are adding a sub-account to a consolidated pay account, the Product Cycle field is replaced with a Billing Control Account drop-down menu list. If there are multiple Billing Controls Accounts, you can select which one to add the sub-account to. It is possible to have, both, an individual and consolidated pay account. In this case, 360Control provides relevant choices for you to pick from.

4. Complete all the card required fields as indicated by a red asterisk.
5. Click the **Next** button.

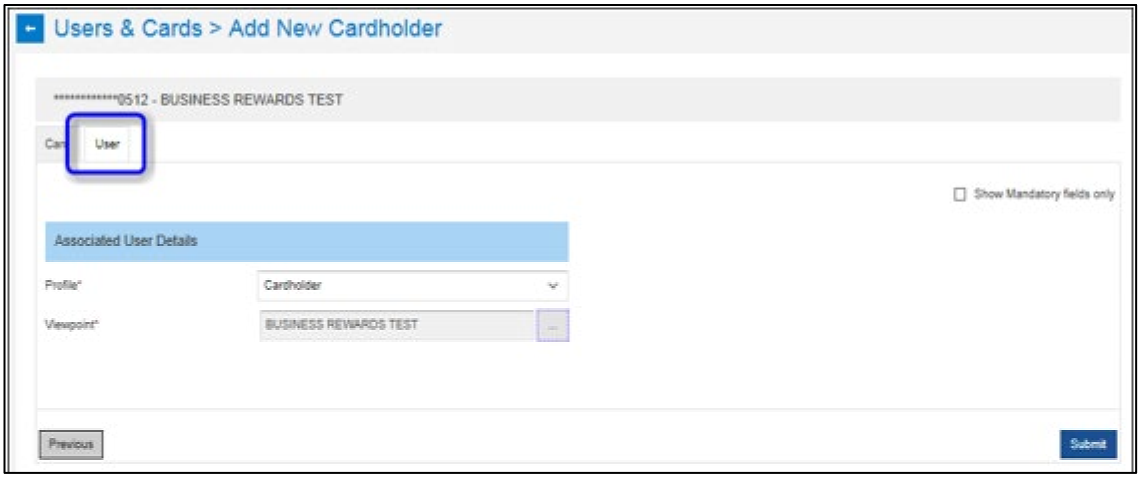


NOTES

- When adding sub accounts in a consolidated pay situation, review the overall credit limit placed on the Control Account and/or for the business as a whole. Adding a sub-account can potentially impact existing sub-account cardholders and their spending if the new sub-account ends up using a large portion of the available credit.
- Authorization Strategies are added at the issuer level and made available to businesses so that Program Administrators can apply the strategy to accounts. The drop-down menu of strategies cannot be modified at the business/program level.

The **User** tab displays.

6. Click the **Submit** button.

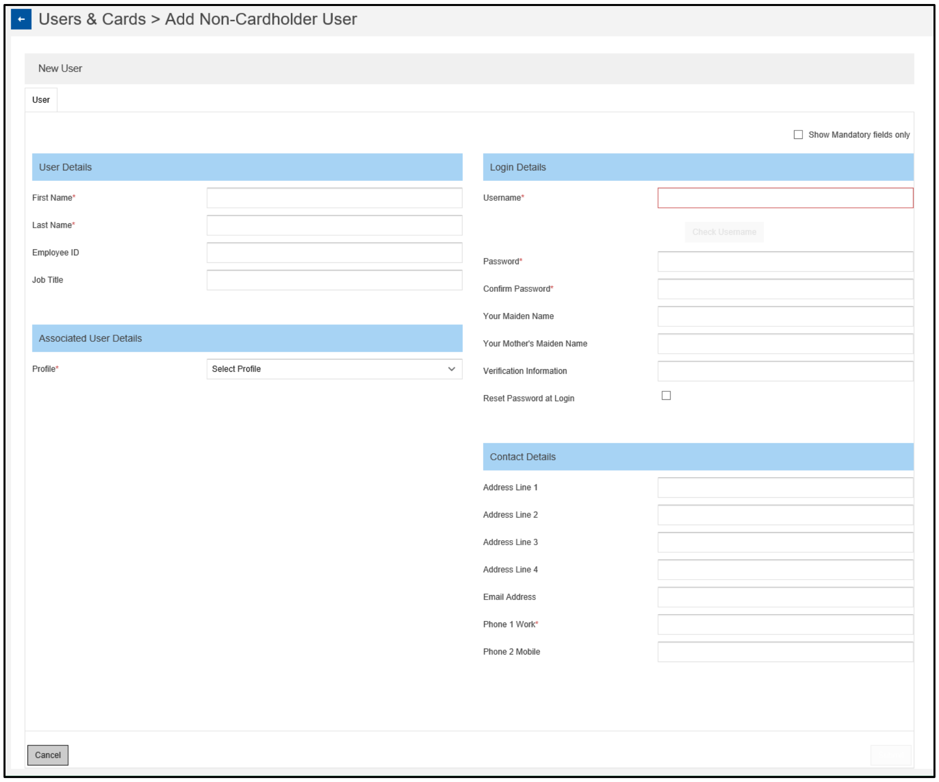


The cardholder has been created. A plastic is automatically mailed to the cardholder. The cardholder will need to activate their card when it is received.

Add a Non-Cardholder User

Follow these steps to add a non-cardholder user.

1. Click the **+ADD** button and select **Add Non-Cardholder User** from the **Add** menu. This opens the **Add Non-Cardholder User** window.
2. If desired, select the **Show All Fields** check box to show all fields (to add an email address).
3. Complete the required fields as indicated by a red asterisk.
4. If desired, click the (…) button in the **Approver Workflow** field to select an **Approver Type**.
5. Click the **Submit** button to save the update.



NOTE

When assigning a username, click **Check Username** to ensure the username is available.

By default, a non-cardholder's responsibility is based on their position within their organization's structure. They are viewpoint approvers that see all cardholders beneath their position in the structure.

Non-cardholders can also be a responsibility-based approver, with cardholders assigned to them regardless of their position in the structure. Refer to the Approver Workflow Field document in Appendix A of this guide for additional information.

The table below displays the two approver types in 360Control.

Approver Type	Description
Card Request Approver	**Description:** A user that reviews and/or approves card requests, which is a functionality of 360Control that allows real-time updates to card account details, e.g., address, phone, credit limit.

Approver Type	Description
	Viewpoint based: Access to review and/or approve any card requests at, or below, the user's specified level within the company's hierarchy structure. **Example:** A user that is not designated as a Program Administrator, such as a department's Card Administrator, and that needs to review and/or approve all card requests under his/her department. The user profile is setup as **Card Request Approver** **› Viewpoint** based, and the user would be assigned to a specific Level and/or Entity with the company's hierarchy structure.
	Responsibility based: Access to review and/or approve any card requests for any card to which the user is assigned. **Example:** A user that is not designated as a Program Administrator, but someone who is responsible for specific card account(s), and that needs to review and/or approve any changes to details on those accounts. The user profile is setup as **Request Approver › Responsibility** based, and then the user is assigned to one or more card accounts from within the Card Management functions.
Transaction Approver	**Description 1:** A user that reviews and/or approves transactions for cardholders. **Description 2:** A user that needs to see transactions for cards not issued to him/her.
	Viewpoint based: Access to review and/or approve any card transaction at, or below, the user's specified level within the company's hierarchy structure. **Example:** A user that is not designated a Program Administrator, such as a manager of a specific department, needs to see all card transactions under his/her department. The user profile is setup as **Transaction Approver › Viewpoint** based, and the user is

Approver Type	Description
	assigned to a specific Level and/or Entity with the company's hierarchy structure.
	Responsibility based: Access to review and/or approve any transaction for any card to which the user is assigned. **Example:** A non-cardholder user, such as an Executive Assistant, is setup with access to 360Control to see card activity for one or more of their supported cardholder(s). The user is setup as **Transaction Approver > Responsibility** based, and the user is assigned to one or more card accounts from within the Card Management functions.

Filters

By default, the **Users & Cards** window is filtered by users and cards with an **Active** status. Users can change the data that appears by selecting different filters.

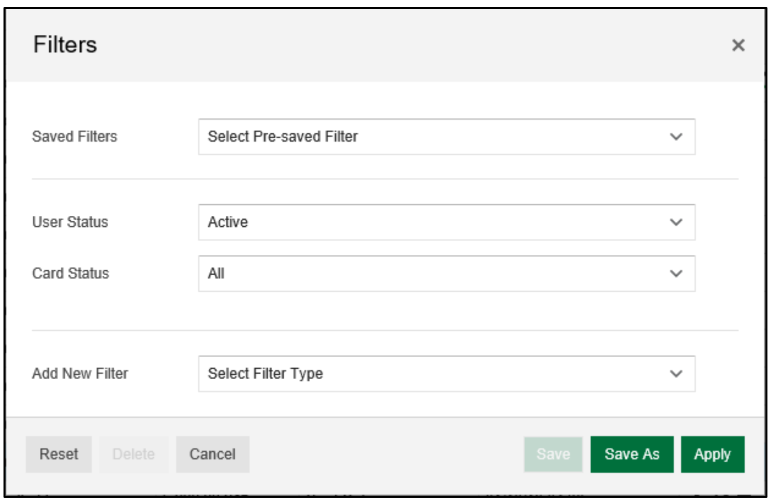
Follow these steps to select a different filter.

1. Click the **Filters** button.
2. Select the option(s) that you wish to filter the data by or select a Saved Filter.

- Options Include:
    - Saved Filters
    - User Status
        - All Users
        - Active
        - Expired
    - Card Status
        - Inactive
        - Active
        - Replaced
        - Closed
        - Unsetup

- Add New Filter
  - User
  - Hierarchy
  - Cost Allocation
  - Card Setup
  - Card Limits and Dates
  - Card Lifecycle
  - Cardholder
  - Approvers

3. Click **Apply**.



The *User & Cards* screen is automatically updated.

Users can also utilize the buttons available to:

- Reset the current filters
- Delete Saved Filters
- Cancel the current filter build
- Save an updated version of a previously saved filter
- Save a new filter

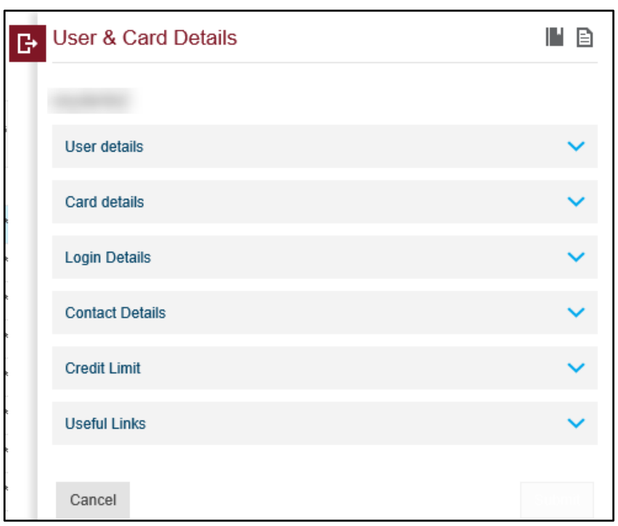
Refer to the Filters section earlier in the guide and follow those steps if needed.

User & Card Details

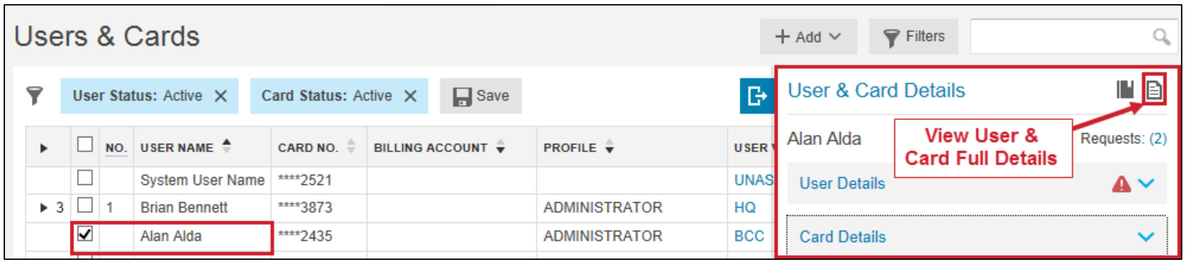
To view summary details for the users or cards displayed, click the check box next to the card or user you wish to review. This opens the **User & Card Details** panel, which provides a summary of the card and user information.

The *User & Card Details* sidebar contains following information:

- Card Full Details
- User Details
- Card Details
- Login Details
- Contact Details
- Credit Limit
- Useful Links



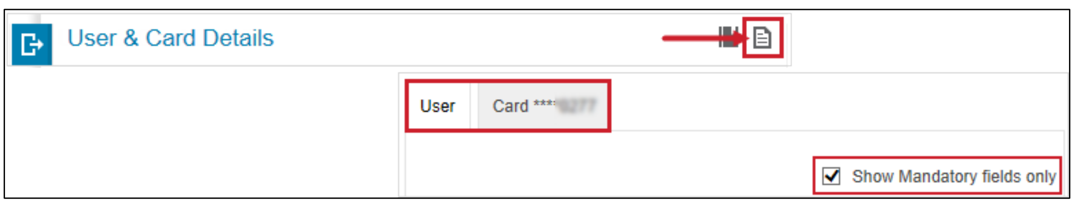
To view the full details for a card or user, click the **View User & Card Full Details** icon in the panel.



Card Full Details

To view a user or card's full details, click the **View Details Panel** icon on the *User & Card Details* panel. This opens the **User & Cards Full Details** window. This window contains two tabs:

- **Card**: This contains information pertaining to Card Details, Contact Details, Limit Details and Approval Workflow, and CAS Details.
- **User**: This tab contains information pertaining to User Details, Associated User Details, and Login Details.



Use the **Next** and **Previous** buttons to navigate between the two tabs. To view only the required fields on these tabs, select the **Show Mandatory fields only** check box. User and card details can be changed on these two tabs. Click the **Submit** button to save changes made on these tabs.

> **NOTE**
> The *Card Full Details* panel is not available on billing control accounts.

Card Full Details Menu

The *User & Cards Full Details* panel contains a menu, located on the right side of the window that displays useful links used to perform commonly requested services or review information. The menu contains three headers:

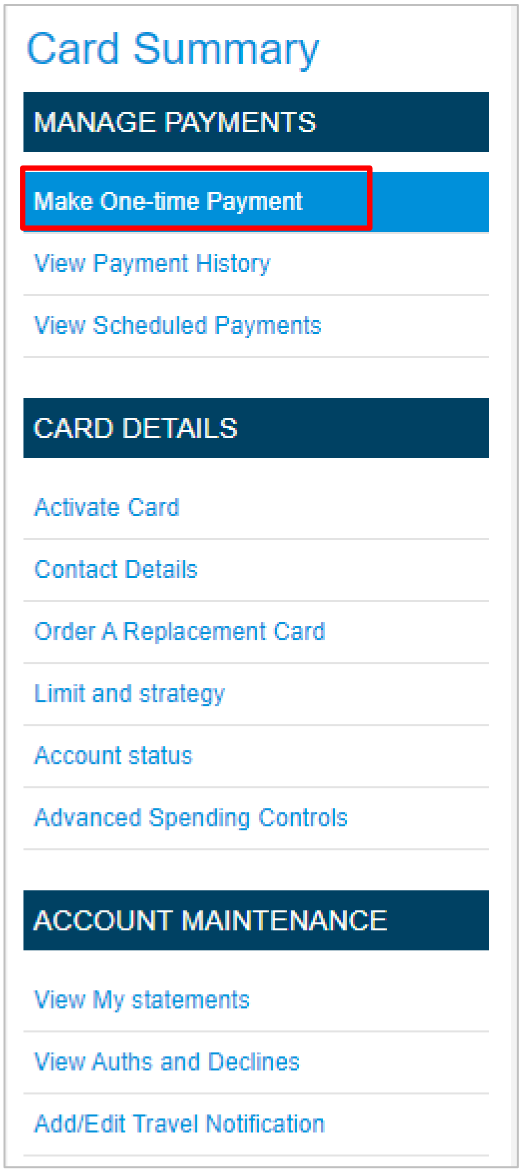
- Manage Payments
  - Make One Time Payment
  - Set-up Automatic Payments

- Card Details
    - Activate Card: PAs can activate cards on behalf of the cardholder.
    - Contact Details: Used for self-service updates to contact information on a card.
    - Order a Replacement Card: Used to request a replacement for card.
        - Do not use this to order a replacement card if the card is Lost/Stolen. Follow your normal procedures for those statuses.
    - Limit and Strategy: Used to manage card account limits and authorization strategy assignment.
    - Account Status: Used to view/add comments on the account and/or to view/change the account status. Status changes can be permanent or temporary.
- Account Maintenance
    - View Auths and Declines

Make One Time Payment
If a program has an individual pay option, the PA can use this function to make a one-time payment on a card or the control account. When a program has the consolidated pay option, the PA can make the payment only to the control account. The PA does not have the ability to make a payment to a specific card.

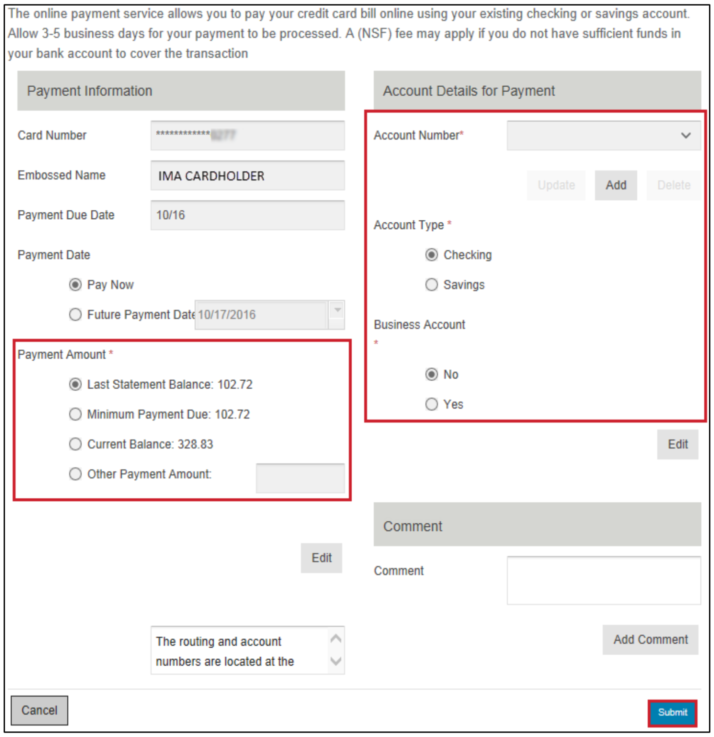
Follow these steps to make a one-time payment.

1. Click the icon to open the *Card Full Details* menu.
2. Click the **Make One-Time Payment** link.



The *One-Time Payment* popup appears.

3. Enter the payment amount.
4. Choose the **Account Type** (checking or savings) and select if this is a business account.
5. Enter the Routing Number, Account Number and confirm the account number.
6. Click the **Submit** button.



NOTE

An error message appears when the routing number is invalid.

After you click the **Submit** button, a window appears that allows you to review the payment details and edit them before submitting the payment. If all the details are correct, click the **Submit** button to approve the payment. 360Control automatically sends the requestor an email notification that the payment was processed.

Additional Payment Information

- Payment cut-off time is 5pm EST.
- PayPoint (payment processor) payment gateway creates the following at 6pm EST:
    - ACH/Settlement file via TeleCheck out to FED
    - Payment Data/TAPTRANS posting file to FD Host
- TeleCheck processes ACH debit/settlement to cardholder's payment funding account.
    - RTN/Acct specified by user in 360Control
- Debit is processed via ACH SEC WEB with 1 day effective.

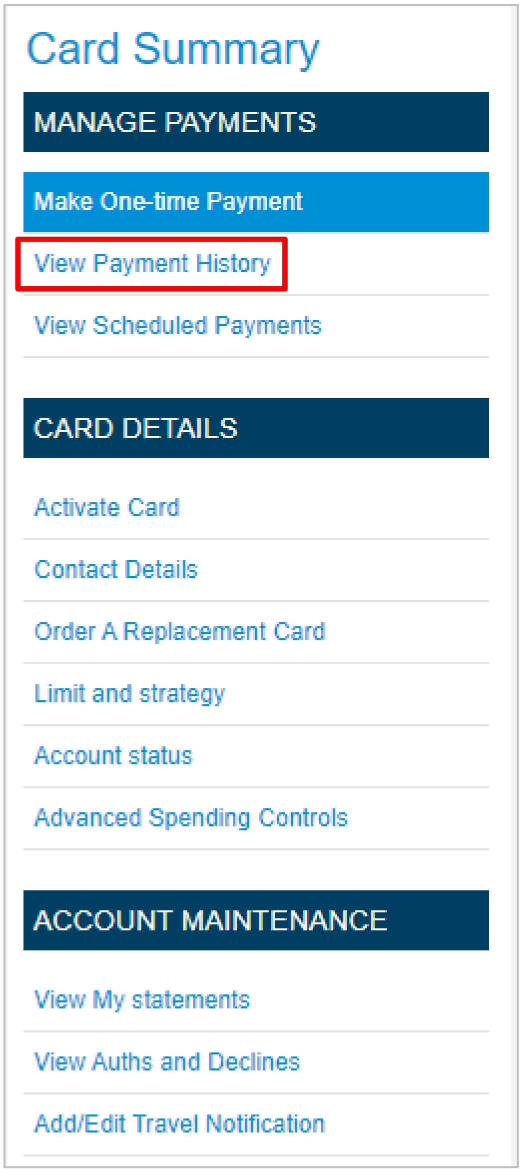
- FD receives TAPTRANS and posts payment to cardholder account via overnight batch processes.
    - Cardholder can expect to see the credit the following day.
- Typically, one should expect to see the payment activity via *TapTrans (TT)* screen under code/ID *PSP*.
- Payments can be made from other institutions.

View Payment History

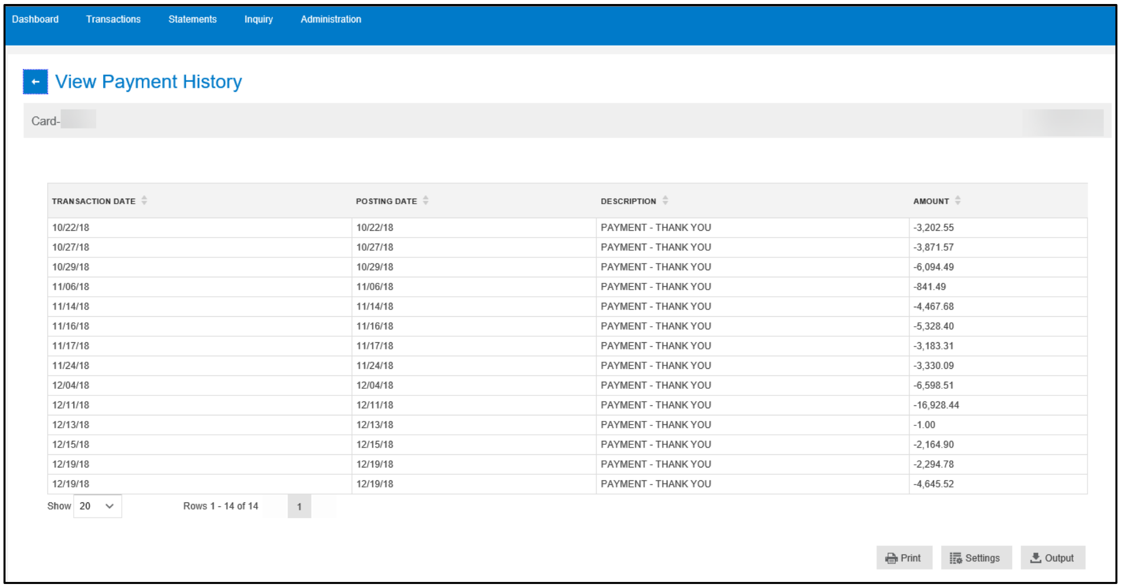
PAs can view payment history made on an account. Click **View Payment History** to see when payments were made on your account.

Follow these steps to view payment history.

1. Click the icon to open the *Card Full Details* menu.
2. Click the **View Payment History** link.



The *View Payment History* screen displays.



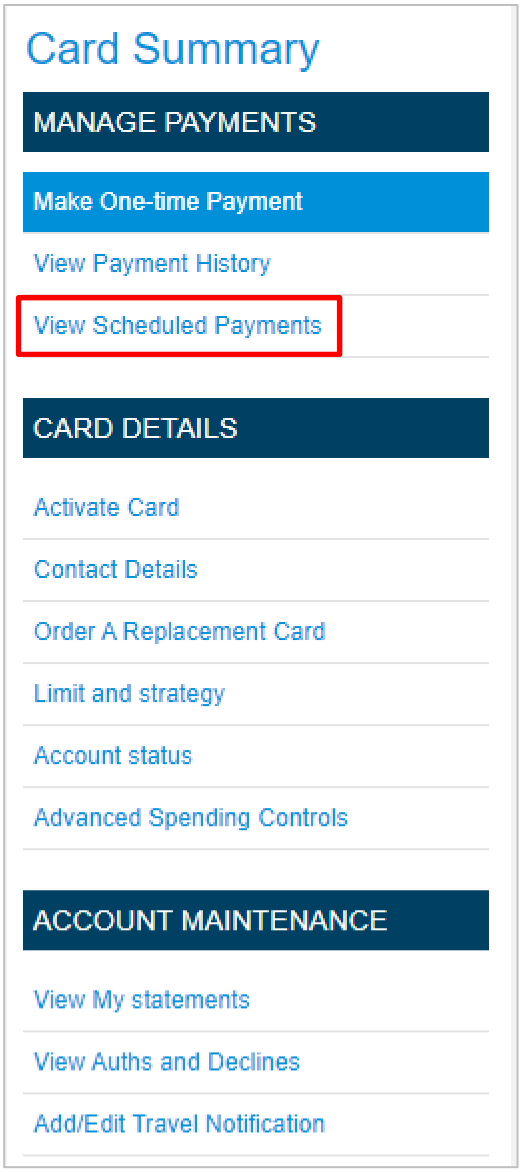
TRANSACTION DATE	POSTING DATE	DESCRIPTION	AMOUNT
10/22/18	10/22/18	PAYMENT - THANK YOU	-3,202.55
10/27/18	10/27/18	PAYMENT - THANK YOU	-3,871.57
10/29/18	10/29/18	PAYMENT - THANK YOU	-6,094.49
11/06/18	11/06/18	PAYMENT - THANK YOU	-841.49
11/14/18	11/14/18	PAYMENT - THANK YOU	-4,467.68
11/16/18	11/16/18	PAYMENT - THANK YOU	-5,328.40
11/17/18	11/17/18	PAYMENT - THANK YOU	-3,183.31
11/24/18	11/24/18	PAYMENT - THANK YOU	-3,330.09
12/04/18	12/04/18	PAYMENT - THANK YOU	-6,598.51
12/11/18	12/11/18	PAYMENT - THANK YOU	-16,928.44
12/13/18	12/13/18	PAYMENT - THANK YOU	-1.00
12/15/18	12/15/18	PAYMENT - THANK YOU	-2,164.90
12/19/18	12/19/18	PAYMENT - THANK YOU	-2,294.78
12/19/18	12/19/18	PAYMENT - THANK YOU	-4,645.52

View Scheduled Payments

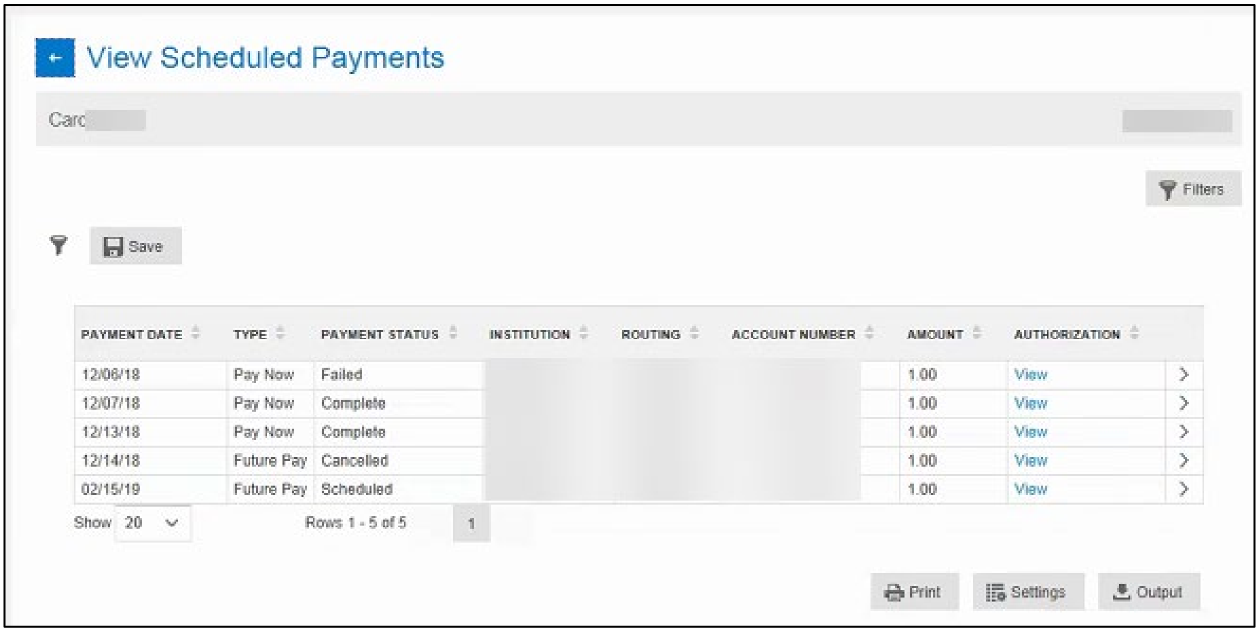
PAs can view scheduled payments made on an account. Also, if an autopay is set up, you can turn it off here.

Follow these steps to view scheduled payments.

1. Click the icon to open the *Card Full Details* menu.
2. Click the **View Scheduled Payments** link.



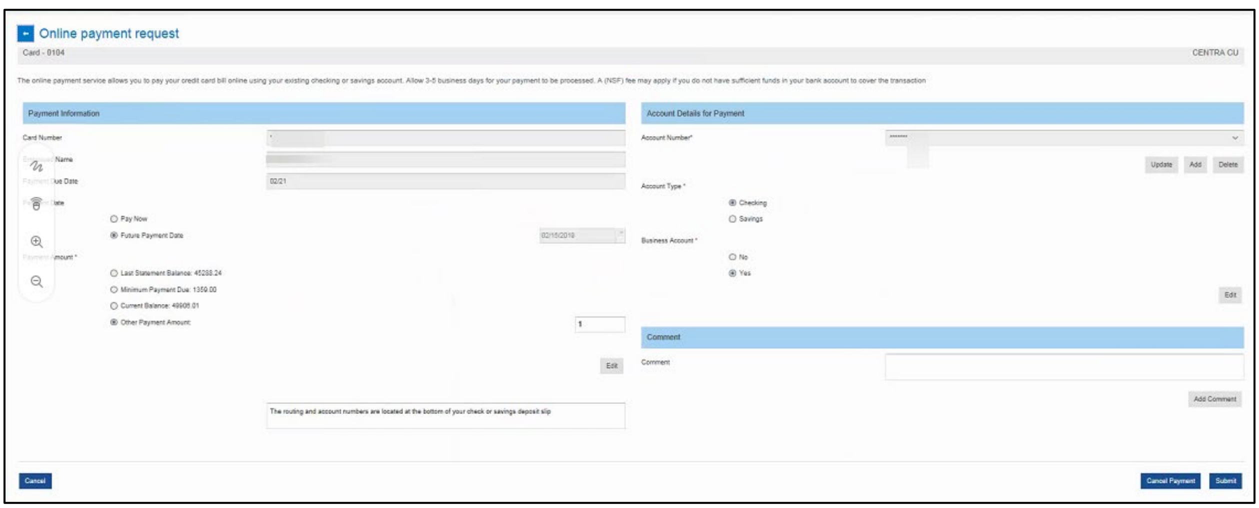
The *View Scheduled Payments* screen appears.



When a payment has the payment status of Scheduled, it can be edited or cancelled.

3. To cancel or edit the payment, click the carat in the right column.

The *Online Payment Request* screen appears.



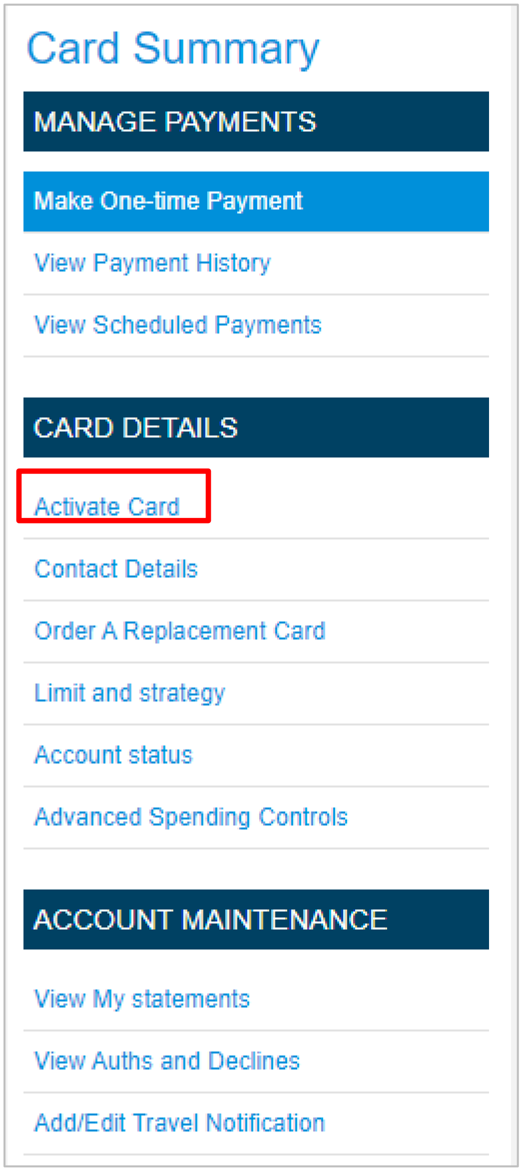
4. To edit, click the **Edit** button in the left column. To cancel, click **Cancel Payment** on the bottom right column.

Activate Card

PAs can activate a card on behalf of a cardholder. This option appears only when a card is inactive and needs to be activated. When the card is already activated, this option does not display.

Follow these steps to activate a card.

1. Click the icon to open the *Card Full Details* menu.
2. Click the **Activate Card** link.



A popup message appears informing you that the card has been activated.

3. Click **OK** to continue.

A confirmation dialog screen appears confirming the card has been activated.

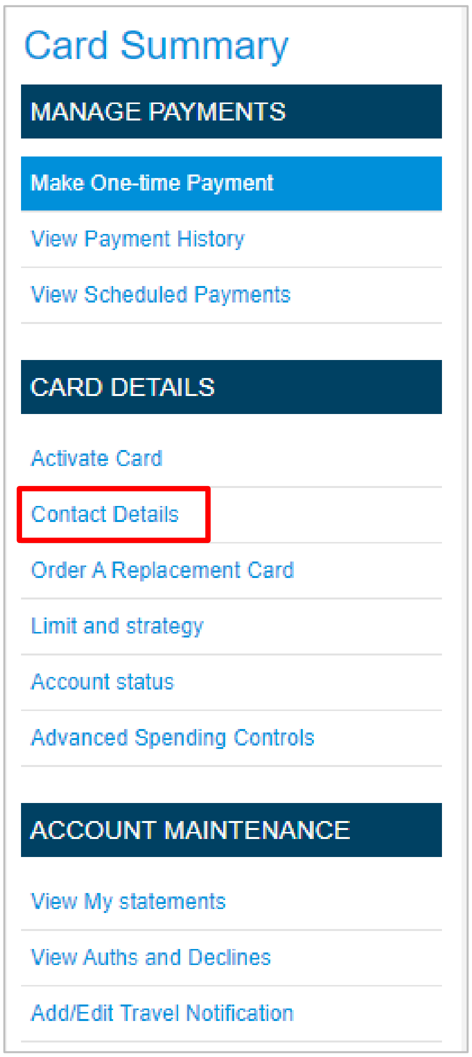
NOTE
If you refresh the page, the Activate Card option no longer appears since the card is already active.

Contact Details

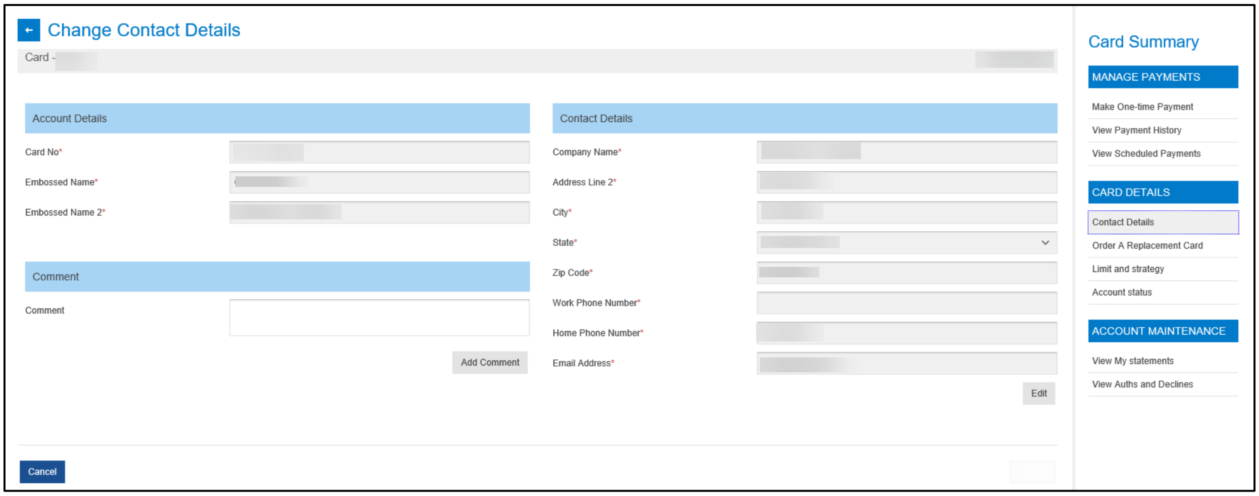
PAs can view a cardholder's contact details.

Follow these steps to view contact details.

1. Click the icon to open the *Card Full Details* menu.
2. Click the **Contact Details** link.



The *Change Contact Details* screen appears.



Click the **Edit** button if changes are needed.

Order a Replacement Plastic

To order a replacement plastic, the account must be active and open.

The following status restricts a PA from ordering a replacement plastic:

- Internal:
    - N: Credit Balance
    - O: Over limit
    - D: Delinquent
    - X: Delinquent and Over limit

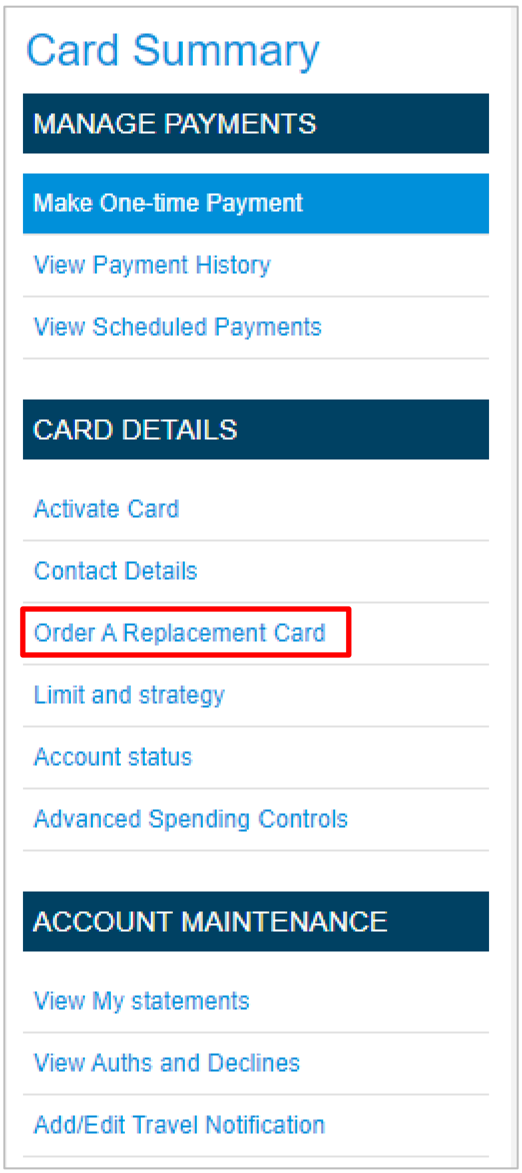
- External:
    - A: Authorization Prohibited
    - B: Bankrupt
    - C: Closed
    - D: Delinquent
    - E: Revoked
    - F: Frozen
    - I: Interest Accrual Prohibited
    - L: Lost

    - U: Fraud
    - Z: Charge Off

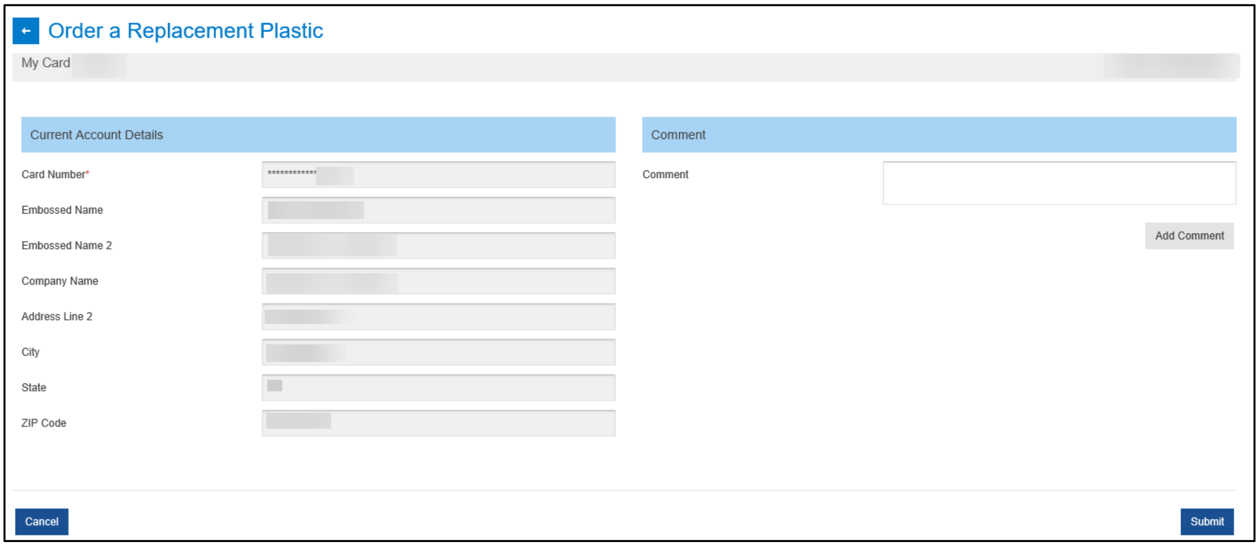
- If the address was changed in the previous three weeks

Follow these steps to order a replacement card.

1. Click the icon to open the *Card Full Details* menu.
2. Click the **Order a Replacement Card** link.



The *Order a Replacement Plastic* screen appears.



3. Confirm the information and click **Submit**.

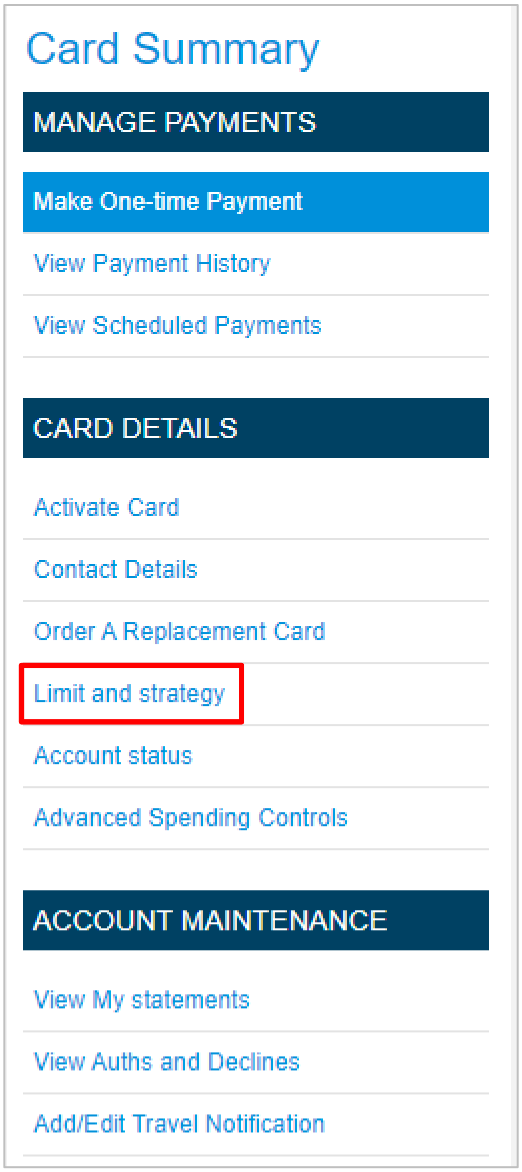
A replacement card is ordered. You should receive it within 7-10 business days.

Limit and Strategy

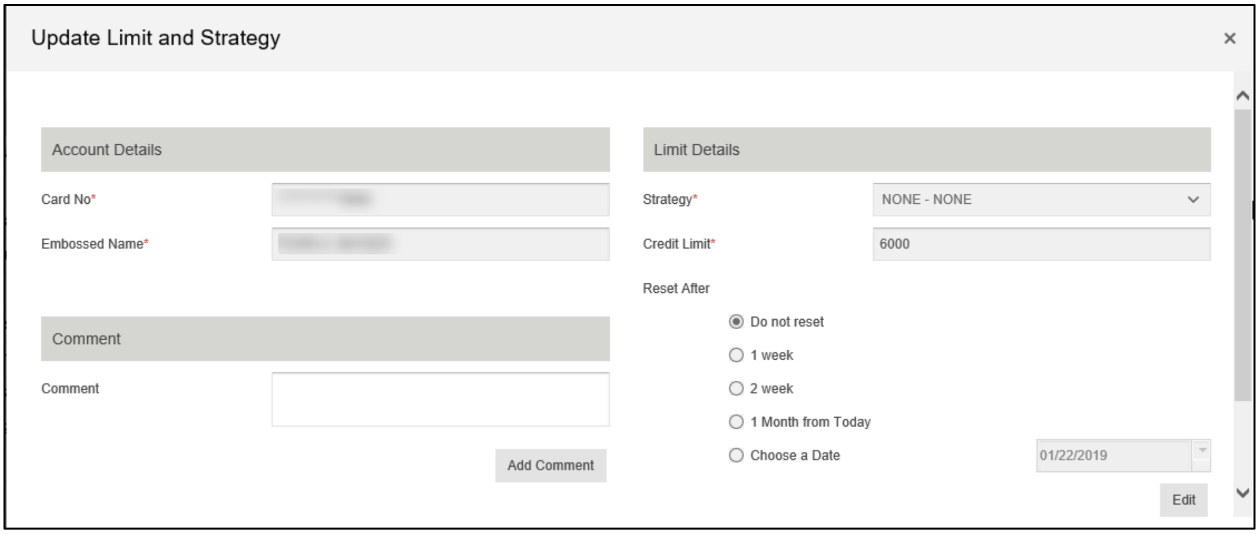
PAs can change a cardholder's credit limit and authorization strategy. Before making changes to the credit limit and strategy, click **View Auths and Declines** from the card summary menu to see if there are any authorizations or declines on the card.

Follow these steps to change a cardholder's credit limit or strategy.

1. Click the icon to open the *Card Full Details* menu.
2. Click the **Limit and Strategy** link.



The *Update Limit and Strategy* screen appears.



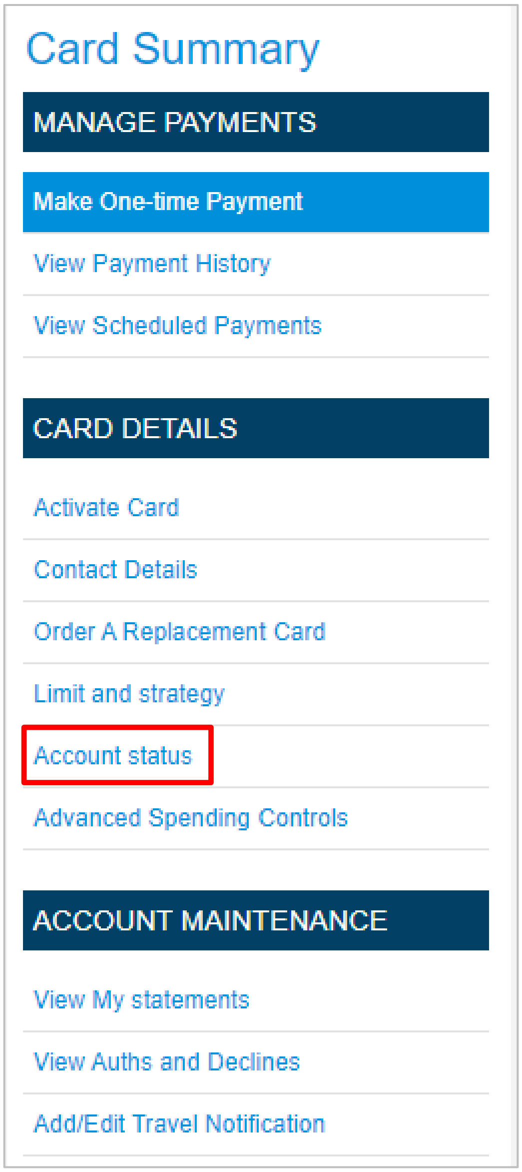
3. Click the **Edit** button.
4. Select the appropriate option from the Strategy drop-down menu.
5. Update the amount in the Credit Limit field
6. Update the cash Credit Limit, if applicable.
7. Click the **Submit** button.

Account Status

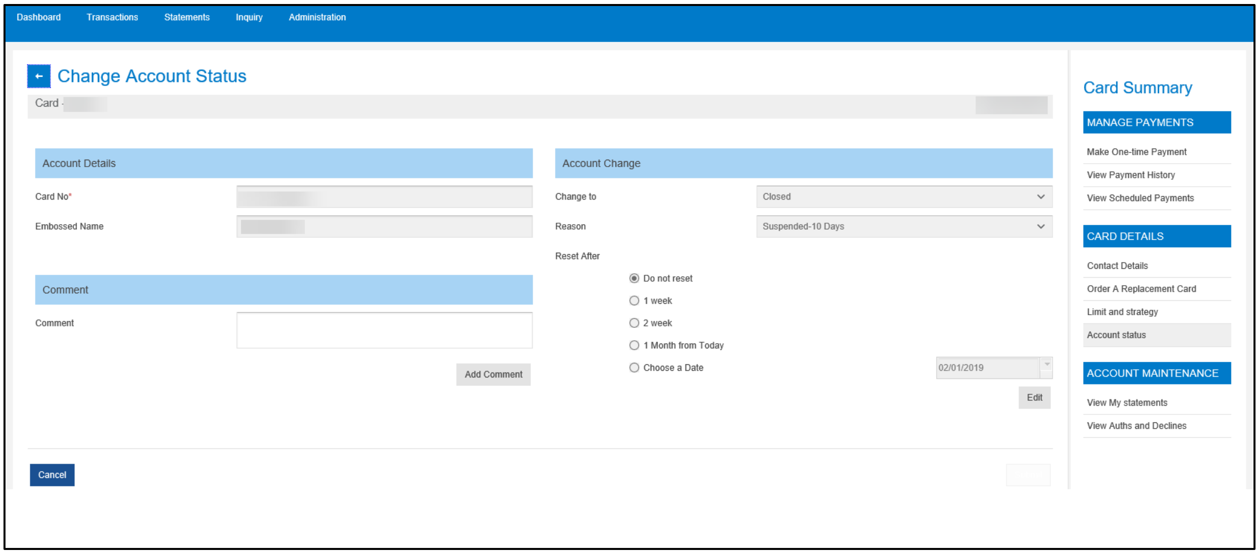
PAs can change the status of a closed or suspended account.

Follow these steps to change the status of an account.

1. Click the icon to open the *Card Full Details* menu.
2. Click the **Account Status** link.



The *Account Status* screen appears.



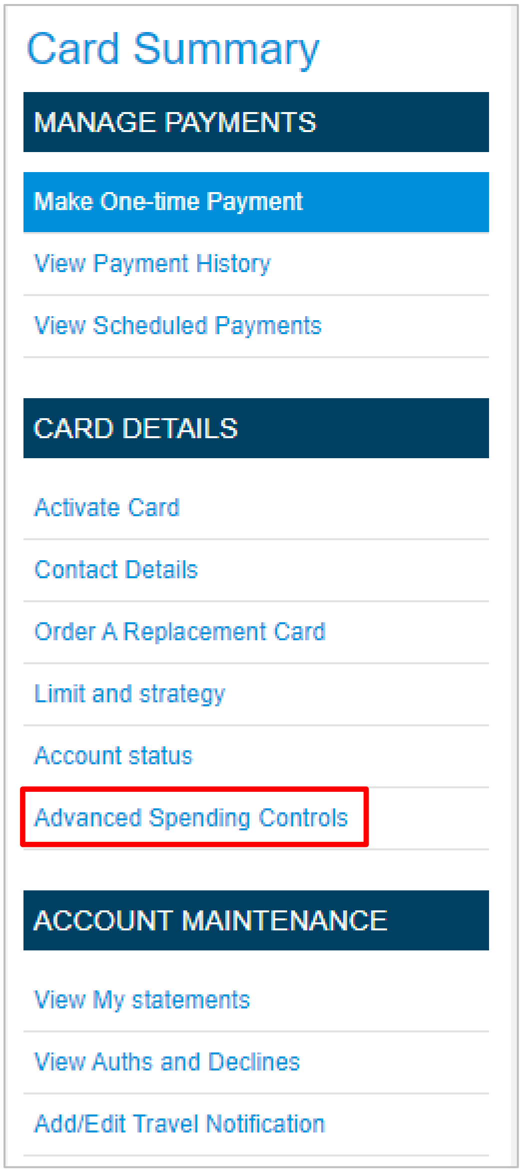
3. Click the **Edit** button.
4. Click the **Change to** drop-down menu and select the updated account status.
   - Closed
   - Suspended
5. Select the **Reason** from the drop-down menu.
6. If needed, select the appropriate **Reset After** radio button.
7. Click the **Submit** button.

> **NOTE**
> Click the **Cancel** button to end the update.

Advanced Spending Controls

Use Advanced Spending Controls to view and create MCC rules for cards. Rules are associated with MCCs and can include limits on the number and amount of transactions and hours of the day when transactions will not be authorized. These authorizations controls changes take place in real time. Changes made to accounts via this functionality will have an immediate effect on where a cardholder can spend.

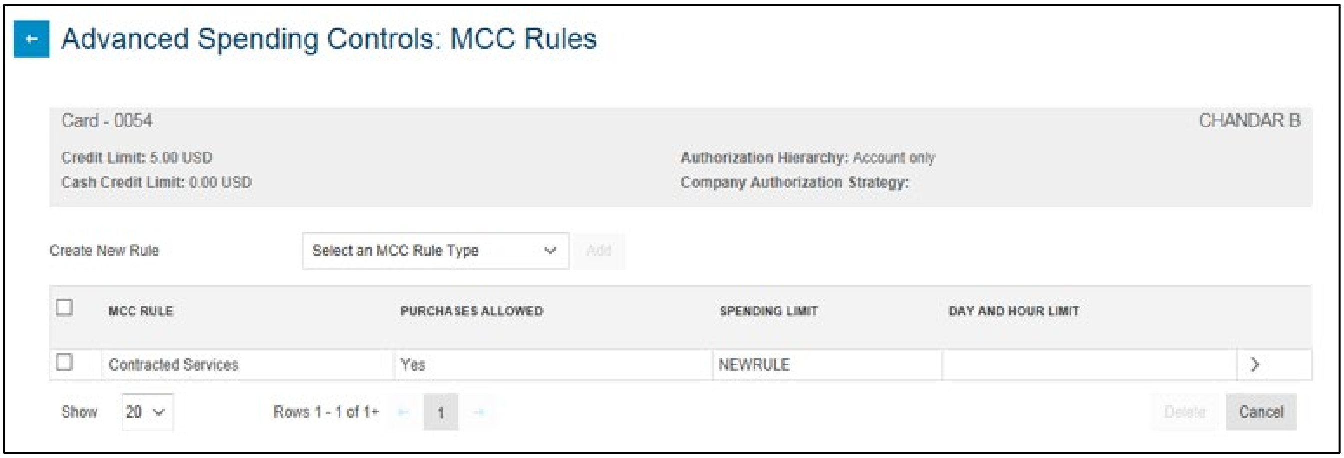
In conjunction with company level COV's, the strategy display will show users the authorization strategy that has been assigned to the company by an issuer.



Follow these steps to access the Advanced Spending Controls.

1. Click the icon to open the *Card Full Details* menu.
2. Click the **Advanced Spending Controls** link.

The *Advanced Spending Controls: MCC Rules* screen appears.



This screen includes:

- Card: Masked card number
- Cardholder Name
- Credit Limit
- Cash Credit Limit
- Authorization Hierarchy
- Company Authorization Strategy
- Create New Rule and Add button
    - MCC Group
    - MCC Range
    - MCC Code
- Selection check box: Use the check box to select an MCC Rule in the list screen to update and delete.
- MCC Rule column: Description of the MCC Rule
- Purchases Allowed column: Indicates whether the purchases are allowed for the MCC Rule (Yes/No)
- Spending Limit column: Indicates whether the rule has a spending limit
- Day and Hour Limit column: Indicates whether the rule has a day/time limit

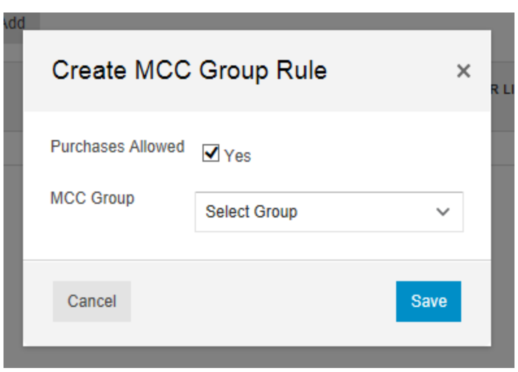
Create New MCC Group Rule

Follow these steps to create a new MCC Group Rule.

1. Select **MCC Group** from the *Create New Rule* drop-down menu.
2. Click **Add**.

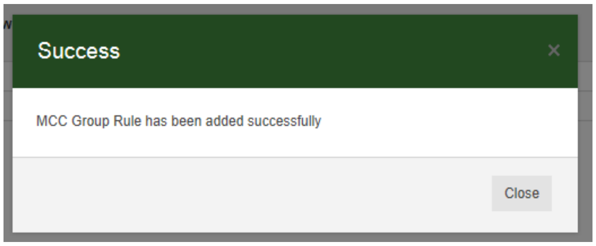
The *Create MCC Group Rule* popup displays.

3. Select the box next to *Purchased Allowed* to indicate whether or not the rule allows spending.
4. Select an *MCC Group* from the **MCC Group** drop-down list.
    - Contracted Services
    - Airlines
    - Auto Rental
    - Hotels and Motels
    - Transportation
    - Utilities
    - Retail Stores
    - Automobile and Vehicles
    - Clothing Stores
    - Miscellaneous Stores
    - Service Providers
    - Personal Service Providers
5. Click **Save**.



A success dialog box displays.

6. Click **Close**.



The newly created rule appears on the *Advanced Spending Controls*: *MCC Rules* screen.

	MCC RULE	PURCHASES ALLOWED	SPENDING LIMIT	DAY AND HOUR LIMIT	
☐	Clothing Stores	No			>
☐	Contracted Services	Yes	NEWRULE		>
☐	Retail Stores	No			>

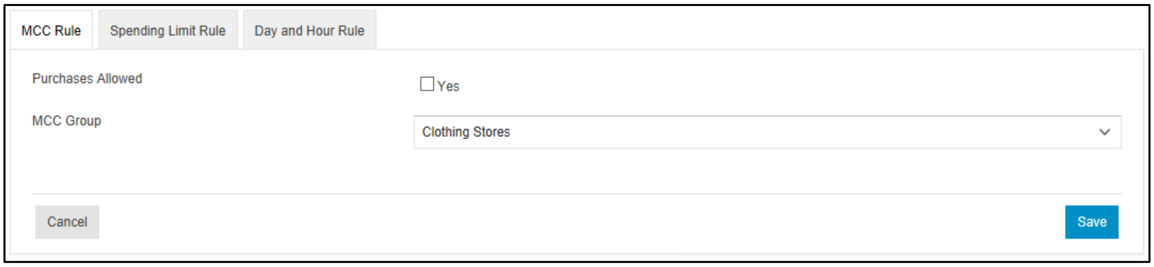
7. Click the arrow on right side of the newly created rule to open the *Limits for MCC Rule* panel.

The *Limits for MCC Rule* screen displays the following tabs:

- MCC Rule: Contains the information specified when the rule was added. Use this tab to review and/or make edits.
- Spending Limit Rule: Contains several options to configure Spending Limits for this MCC rule group.
- Day and Hour Rule: Enables users to restrict authorizations during specific hours within each day for an MCC rule. During the selected hours, the system applies a restriction to the cardholder to prevent transactions from authorizing during that time. The hours are represented in Central Time.

8. Review and Edit the **MCC Rule** tab, as necessary.
    - Purchases Allowed: Indicated whether or not this rule allows purchases.
    - MCC Group: Group assigned when the rule was added

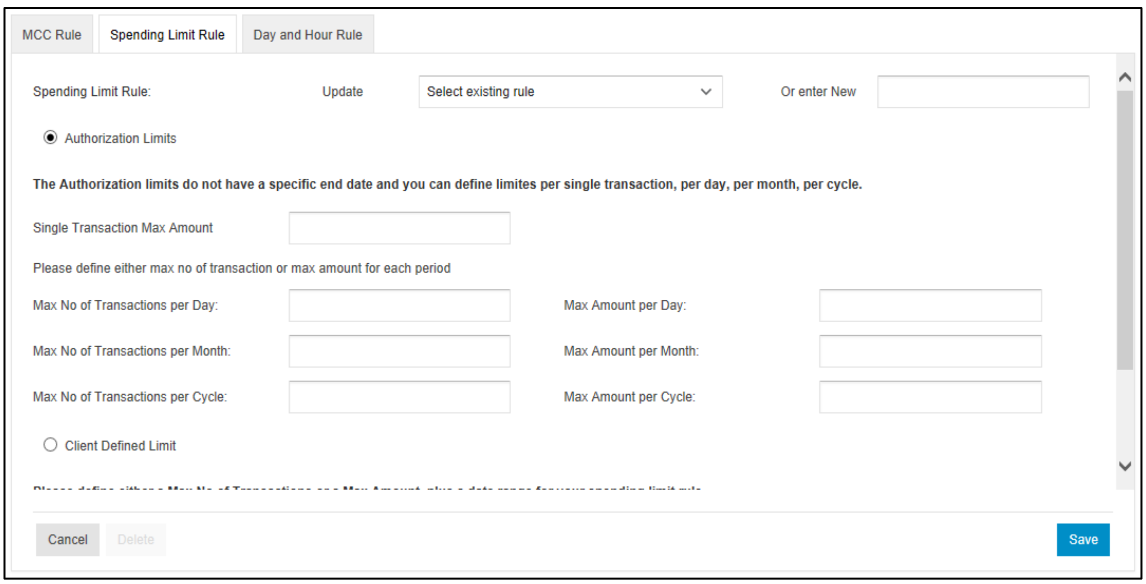
9. Click the **Save** button if any edits were made.



10. Click the **Spending Limit** tab and make edits, as necessary.

  - Spending Limit Rule: Use the Update drop-down menu to select an existing Spending Limit rule or use the Enter New field to add a new Spending Limit Rule name.

NOTE
The form dynamically changes depending on your selection.

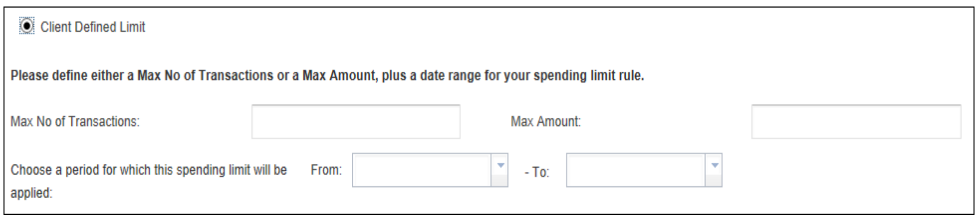


- Authorization Limits: If a new Spending Limit Rule was selected and authorization limits are being used, specify the following:
  - Single Transaction Max Amount
  - Max No of Transactions Per Day
  - Max Amount Per Day
  - Max No of Transactions per Month
  - Max Amount per Month
  - Max No of Transactions per Cycle

- Max Amount per Cycle

NOTE
The authorization limits do not have a specific end date and you can define limits per a single transaction, per day, per month and per cycle.

- Client Defined Limit: If a new Spending Limit Rule was selected and client defined limits are being used, specify the following:
  - Max No of Transactions
  - Max Amount
  - Choose a period for which this spending limit will be applied.



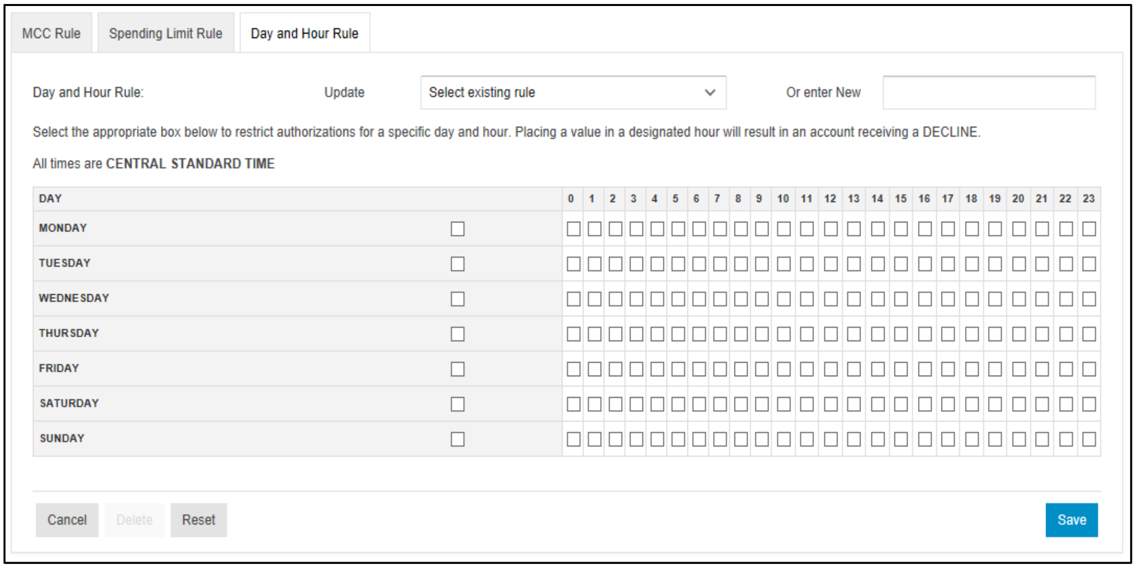
11. Click the **Save** button.

A success dialog box displays.

12. Click **Close**.
13. Click the **Day and Hour Rule** tab and make edits, as necessary.
    - Day and Hour Rule: Use the **Update** drop-down menu to select an existing Day and Hour rule or use the **Enter New** field to add a new Day and Hour Rule name.
      - Placing a checkmark for Day automatically places checkmarks for all hours (all day).

NOTE
The form dynamically changes based on your selection.

14. Click the **Save** button.



A success dialog box displays.

15. Click the **Close** button.

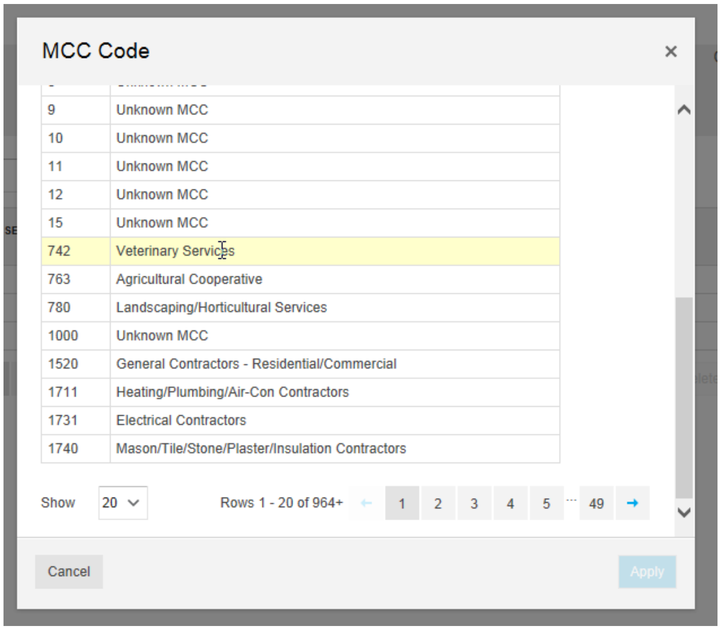
Create New MCC Code Rule

Follow these steps to create a new MCC Code Rule.

1. Select **MCC Code Rule** from the Create New Rule drop-down menu.
2. Click **Add**.

The *Create MCC Group Rule* popup displays.

3. Select the box next to *Purchased Allowed* to indicate whether the rule allows spending.
4. Click the **Edit** button to launch the **MCC Code** drop-down list.
5. Locate the MCC Code Rule and click **Apply**.



6. Click the **Save** button.

The MCC Code appears on the *Advanced Spending Controls*: *MCC Rules* screen.

7. Click the arrow on right side of the newly created rule to open the *Limits for MCC Rule* panel.

The *Limits for MCC Code* screen displays the following tabs:

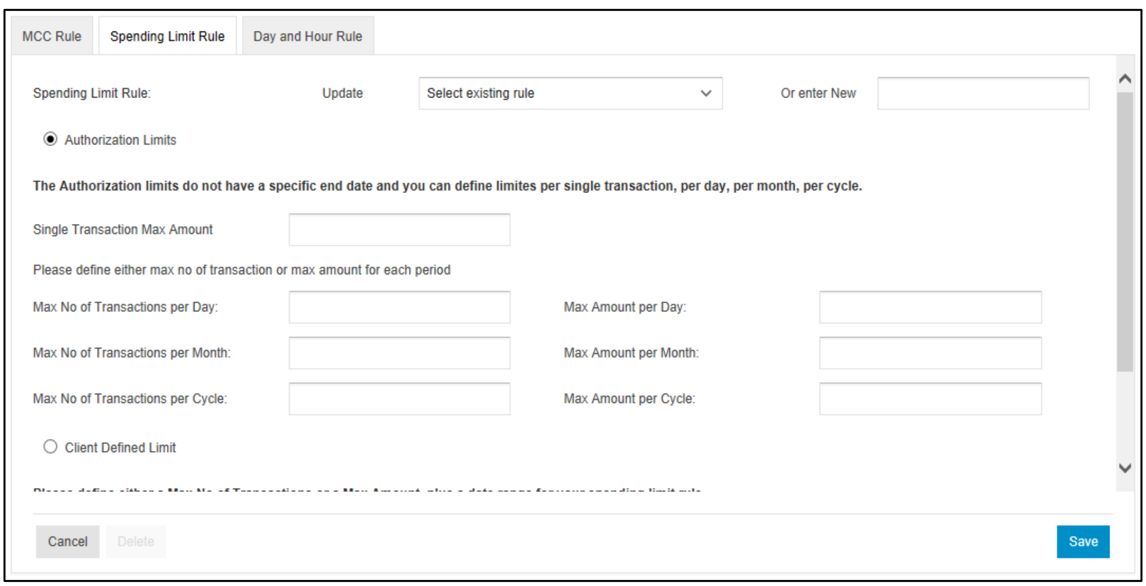
- MCC Code: Contains the information specified when the code was added. Use this tab to review and/or make edits.
- Spending Limit Rule: Contains several options to configure Spending Limits for this MCC Code group.
- Day and Hour Rule: Enables users to restrict authorizations during specific hours within each day for an MCC Code. During the selected hours, the system applies a restriction to the cardholder to prevent transactions from authorizing during that time. The hours are represented in Central time.

8. Review and edit the **MCC Code** tab as necessary.
    - Purchases Allowed: Indicated whether or not this code allows purchases.
    - MCC Code: Code assigned when the code was added
9. Click the **Save** button.

10. Click the **Spending Limit** tab and make edits as necessary.
    - Spending Limit Rule: Use the **Update** drop-down menu to select an existing Spending Limit or use the **Enter New** field to add a new Spending Limit name.

NOTE

The form dynamically changes based on your selection.



Authorization Limits: If a new Spending Limit Rule was selected and authorization limits are being used, specify the following:

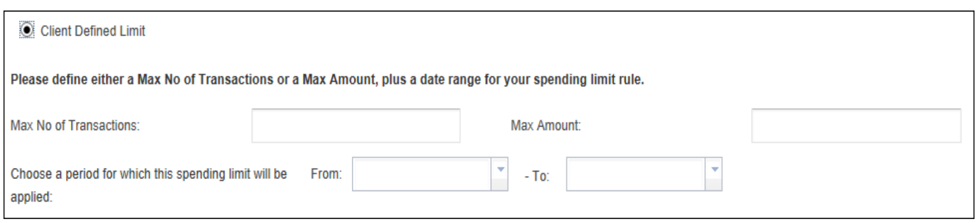
- Single Transaction Max Amount
    - Max No of Transactions Per Day
    - Max Amount Per Day
    - Max No of Transactions per Month
    - Max Amount per Month
    - Max No of Transactions per Cycle
    - Max Amount per Cycle

NOTE

Authorization limits do not have a specific end date. In addition, you can define limits per a single transaction, day, month, and cycle.

Client Defined Limit: If a new Spending Limit Rule was selected and client defined limits are being used, specify the following:

- Max No of Transactions
- Max Amount
- Choose a period for which this spending limit will be applied.



11. Click the **Save** button.

A success dialog box displays.

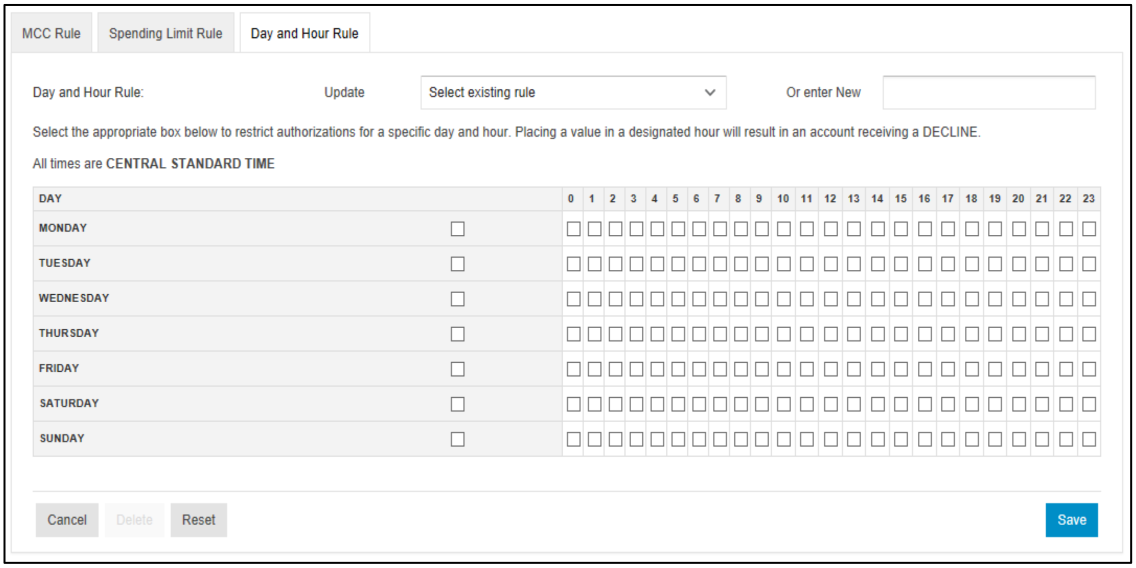
12. Click **Close**.
13. Click the **Day and Hour Rule** tab and make edits as necessary.

Day and Hour Rule: Use the **Update** drop-down menu to select an existing Day and Hour rule or use the **Enter New** field to add a new Day and Hour Rule name.

- Selecting **Day** automatically selects all hours (all day).

NOTE
The form dynamically changes based on your selection.

14. Click the **Save** button.

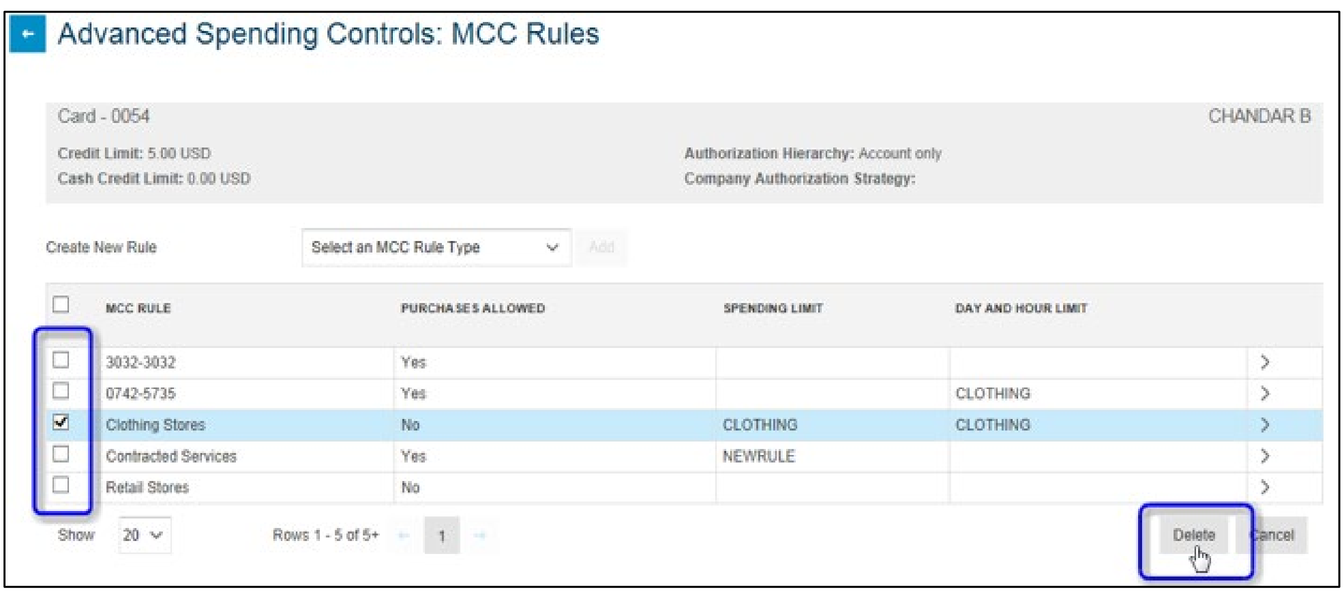


A success dialog box displays.

15. Click the **Close** button.

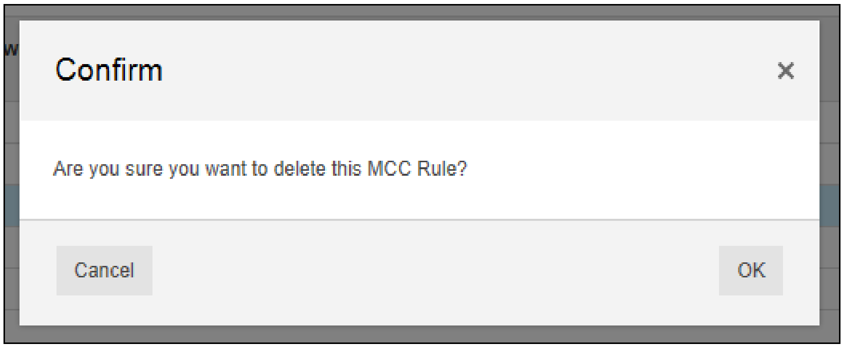
Delete an MCC Rule
Follow these steps to delete an MCC Rule or Code.

1. Select the rule and click the **Delete** button.



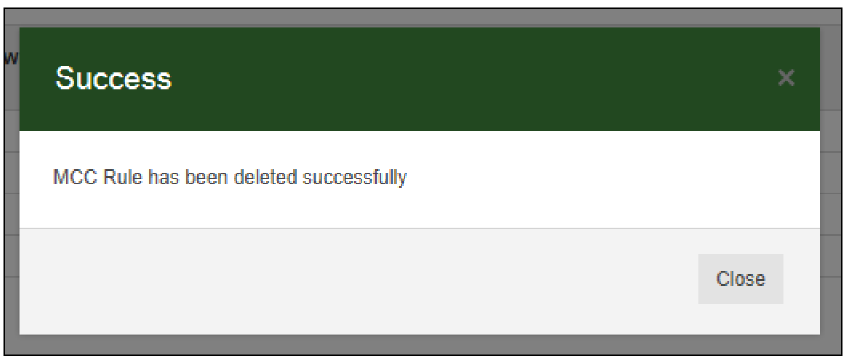
A confirmation dialog box displays.

2. Click the **OK** button.



A success message displays.

3. Click the **Close** button.

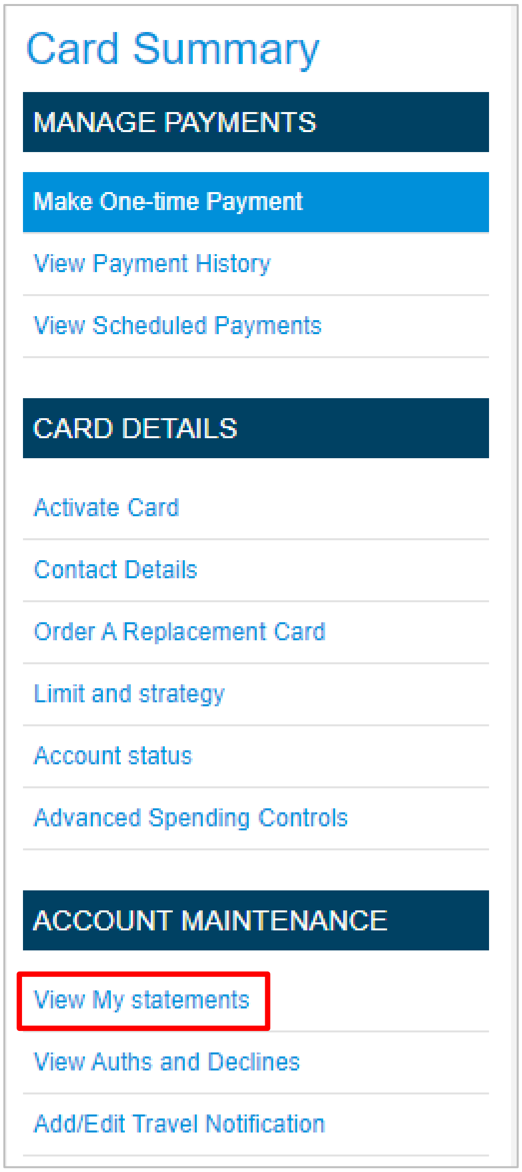


View My Statements

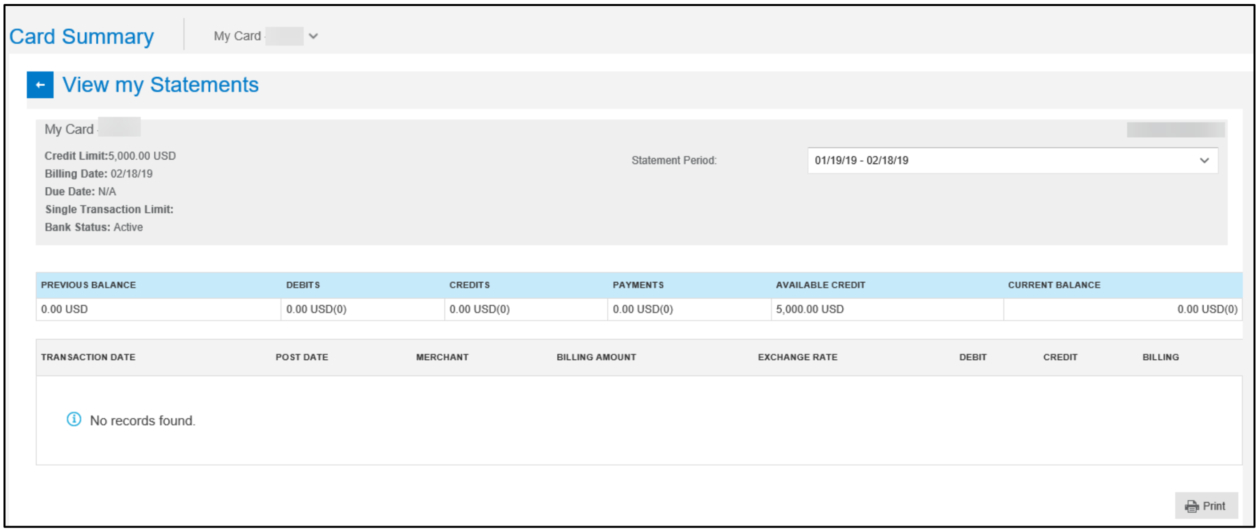
PAs can view statements for specific cardholders.

Follow these steps to view statements.

4. Click the icon to open the *Card Full Details* menu.
5. Click the **View My Statements** link.



The *View My Statements* screen appears.



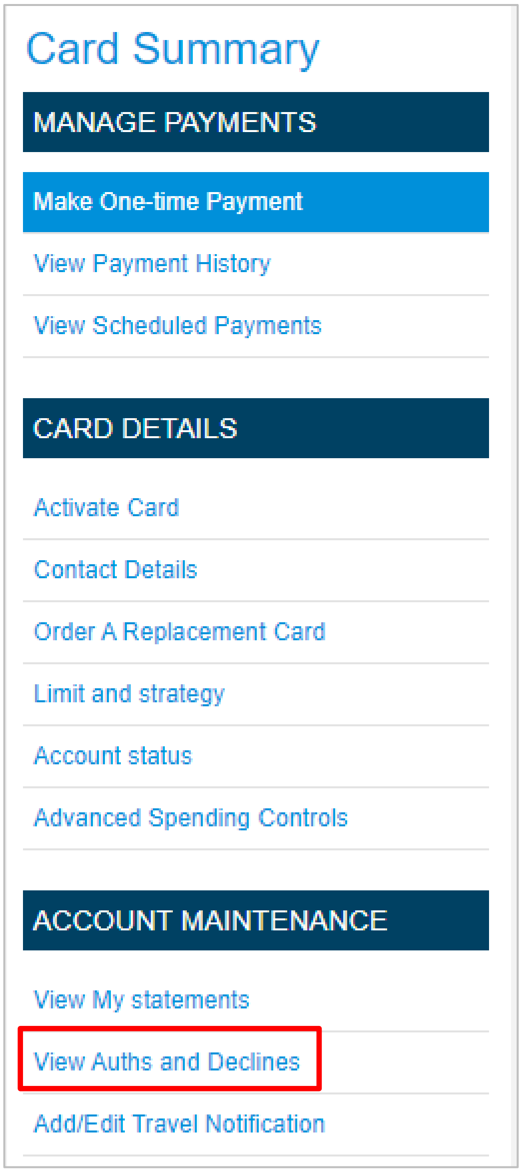
The transactions within the statement appear. Click the **Statement Period** drop-down menu to access different statement periods.

View Auths and Declines

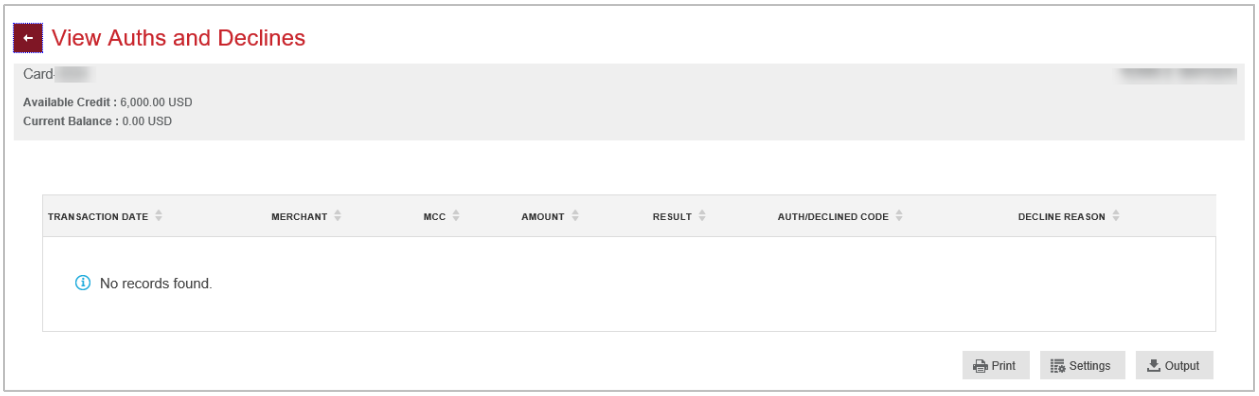
PAs can view authorizations and declines which shows recent card transaction authorization requests and/or declined transactions and their details.

Follow these steps to view authorizations or declined transactions.

1. Click the icon to open the *Card Full Details* menu.
2. Click the **View Auths and Declines** link.



The *View Auths and Declines* screen displays the status of all card transactions in descending order.



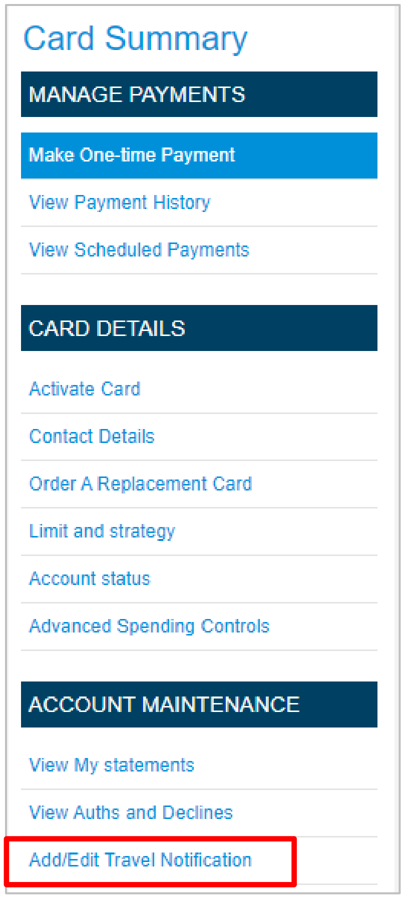
Add/Edit Travel Notification

PAs can add or edit travel notifications for cardholders traveling domestically or internationally.

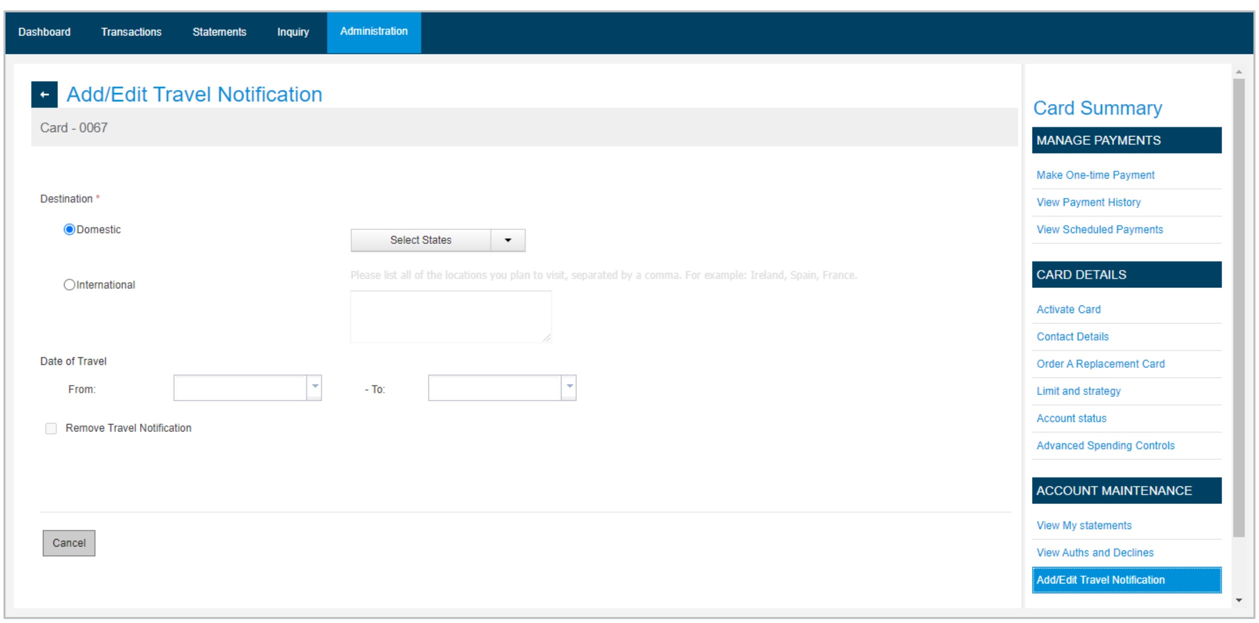
Adding a Travel Notification

Follow these steps to add a travel notification.

1. Click the icon to open the *Card Full Details* menu.
2. Click the **Add/Edit Travel Notification** link.



The *Add/Edit Travel Notification* screen appears.



3. Select the radio button next to **Domestic** or **International**.
    a. When Domestic is chosen, select the state from the drop-down menu.
    b. When International is chosen, enter the name of the country or countries in the field. Separate multiple countries with a comma.
4. Select the **From** and **To** travel dates.
5. Click **Submit**.

Editing a Travel Notification
When a travel notification exists on the account, the information appears when you select the **Add/Edit Travel Notification** hyperlink.

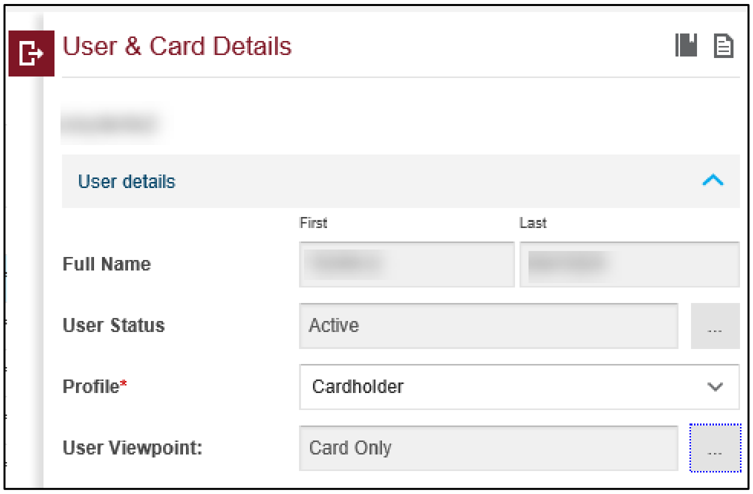
To edit a travel notification, click the **Add/Edit Travel Notification** hyperlink, make the appropriate changes, and click **Submit**.

To delete a travel notification, select the check box next to **Remove Travel Notification**.

User Details

User Details contains the following:

- User's Full Name
- User Status
- Profile
- User Viewpoint



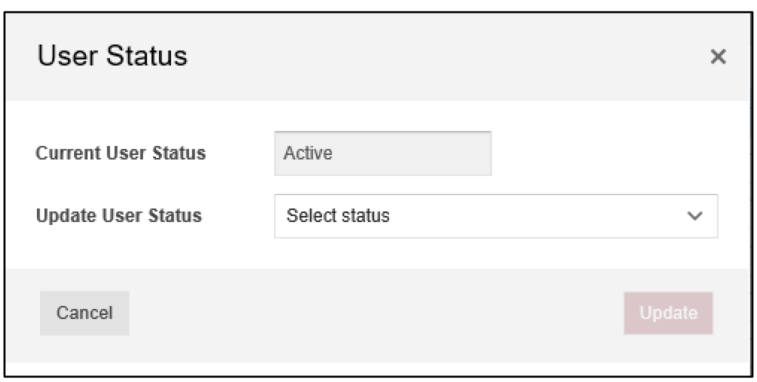
User Status

You can change a user's status from Active to Expire or vice versa. There is no delete functionality. For example, if the employee has left the company, the PA would expire the user's account. The account can be reactivated in the future.

Follow these steps to change a user's status.

1. Click the blue carat to expand the *User Details* section.
2. Click the **...** icon next to the User Status to open the User Status menu.

The *User Status* screen appears.



3. Click the **Update User Status** drop-down menu and select the new status for the user.
4. Click **Update**.

The status change is effective immediately.

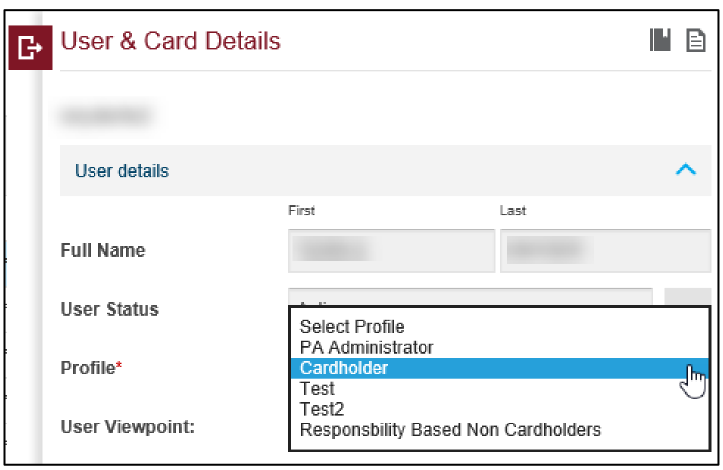
> **NOTE**
> You cannot expire a user with an active card. Ensure all cards are closed before selecting **Expire**. If you deactivate a user in error, select **Reactivate User** from the **Update User Status** drop-down menu. Then click **Update**.

User Profile

User profiles define a user's activities and functionality within 360Control. This is the user's Service Profile assignment. For example, when a cardholder is created, they are automatically set to the *Cardholder* Service Profile. The cardholder's profile provides limited functionality within 360Control. If this cardholder is also a program administrator, the cardholder's status needs to be updated to Program Administrator.

Follow these steps to edit a User Profile.

1. Click the check box next to the user you wish to edit.
2. Select an option from the **Profile** drop-down menu.
3. Click the **Submit** button to save the change.



> **NOTE**
> User Profiles may vary by company. The options are configured when 360Control is implemented for your organization.

User Viewpoints

All users must have a Viewpoint assigned to them. A viewpoint is defined as the user's point of view within the company's structure. Both users and cards have assigned viewpoints.

The viewpoint assignment is extremely important for a Program Administrator. The PA is set, by default, at a Headquarter level. This allows the PA to view all cards for their business.

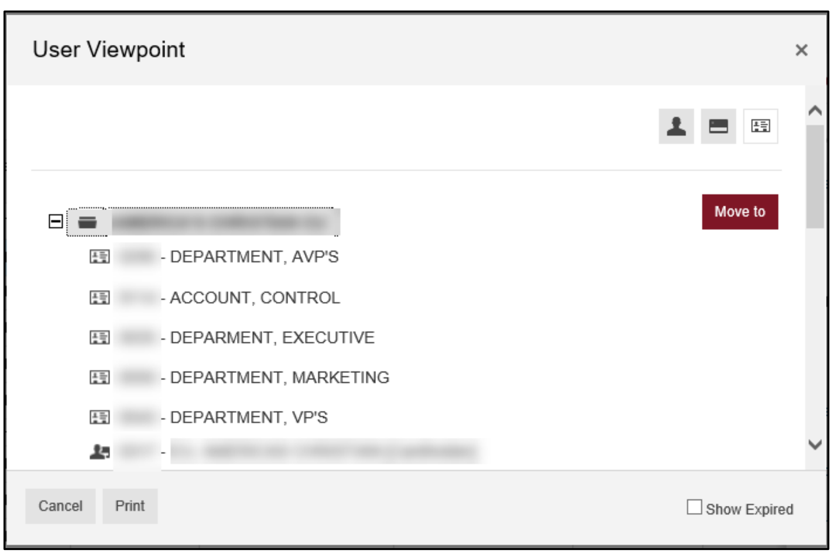
A PA can also define a viewpoint at multiple levels and assign specific viewpoint levels for others to view cards. For example, a viewpoint can be set for a manager to view only their own and direct reports' cards.

Viewpoints are also helpful to the PA for reporting needs and cost allocation assignments. For reporting, the PA can retrieve data based on different levels within their structure. For cost allocation, PAs can build cost allocation systems based on the viewpoint structure.

Follow these steps to assign a user Viewpoint.

1. Click the check box next to the user you wish to edit.
2. Click the … icon on the **User Viewpoint** line.

The *User Viewpoint* screen displays.



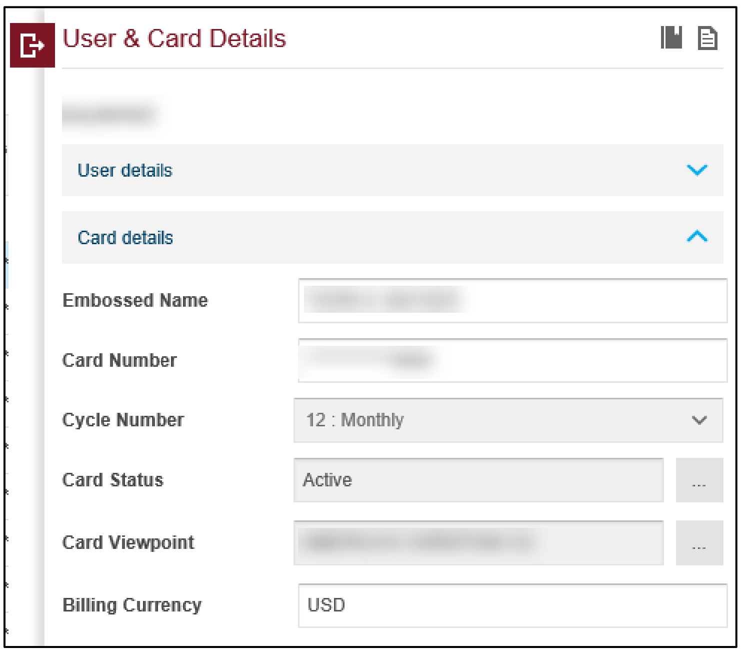
3. Select the area you wish to move the user into. Then click the **Move to** button.

The change is effective immediately.

Card Details

The **Card Details** drawer displays the following:

- Embossed Name
- Card Number
- Cycle Number
- Card Status
- Card Viewpoint
- Billing Currency



The Embossed Name, Card Number, Cycle Number and Billing Currency are view-only features.

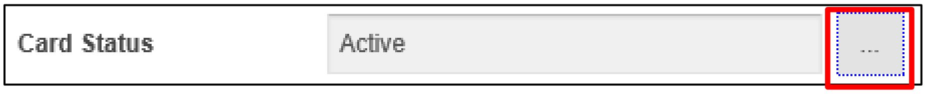
Card Status

PAs can change the status of a card to close or suspend.

Follow these steps to change the status of a card.

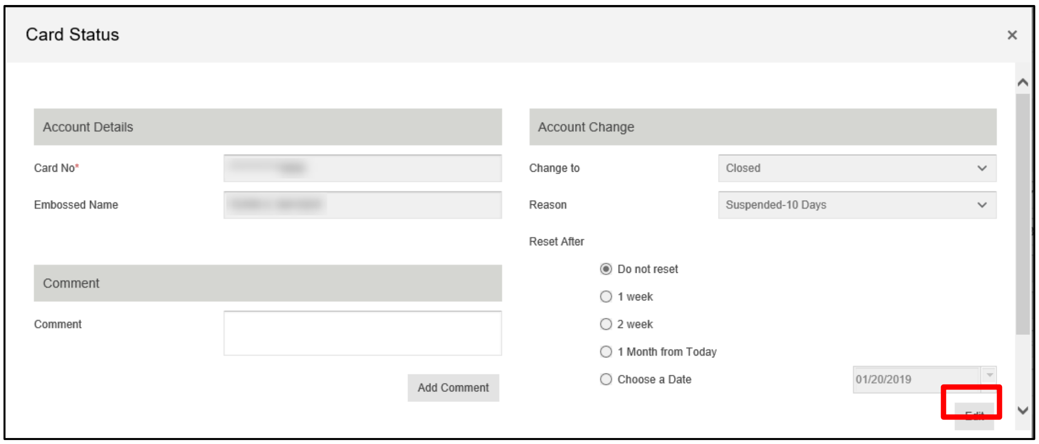
1. Click the check box next to the user you wish to edit.
2. Click the carat to expand the *Card Details* section.

3. Click the **...** icon in the card status field.



The *Card Status* screen displays.

4. Click the **Edit** button to make changes to the account status.



NOTE

Changes cannot be made until **Edit** is selected.

5. Select the new status from the **Change To** drop-down menu.
6. Select an option from the **Reason** drop-down menu.
7. Choose an option from the **Reset After** field.
8. Click the **Submit** button to save the changes.

NOTES

- Click **Cancel** at the bottom of the window if you need to cancel the update prior to clicking the **Submit** button.
- Change an external status on a card within 360Control only to a Closed status. All other external statuses must be made within the mainframe.
- Closed status does not change real time. 360Control reduces the credit limit to zero and the account status is changed during overnight processing.
- Lost/Stolen cannot be utilized within 360Control. Follow your normal procedures for a Lost/Stolen card.
- If the Change To is modified to Suspended, the credit limit is reduced to zero. This change does not affect the status of the card.
    - This functionality will fail if the issuer has minimum credit limit set in PCF. If it fails, the Suspend functionality is not available.

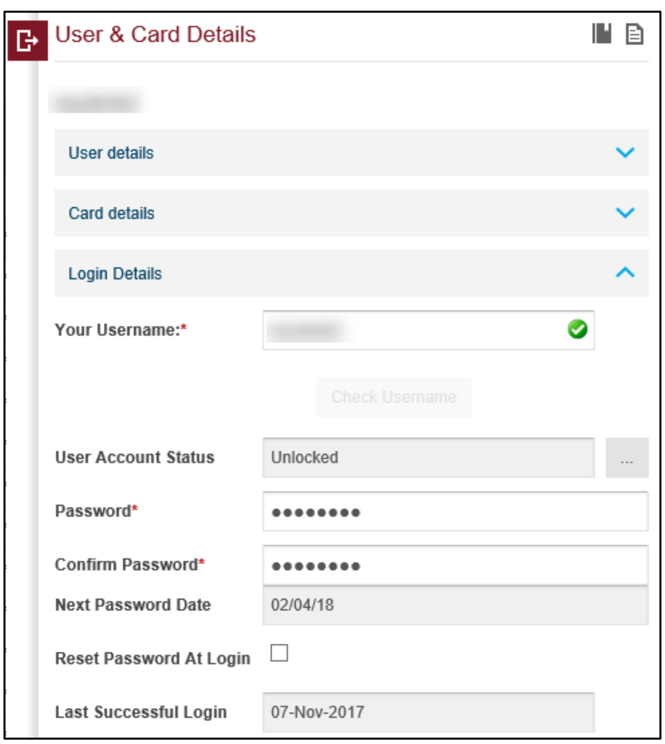
- Closed cards cannot be reopened in 360Control. This change must be completed on the mainframe.

Card Viewpoint
The card viewpoint is specific to the card and how the card is being utilized. This is important for reporting. For example, a cardholder is defaulted and set up as the Card Only viewpoint. This provides the cardholder with the ability to see their own card in 360Control. When a PA pulls reporting, they can track the Card Only viewpoint to capture the cardholder's spending.

Login Details

The **Login Details** drawer displays the following:

- Cardholder's username
- User account status
- Protected password
- Password date, if applicable
- Reset password check box
- Last successful Login date



Your Username

PAs can change the username for a user. To do this, click in the **Your Username** field and type over the existing username. The **Check Username** field notifies the PA if the username entered is available.

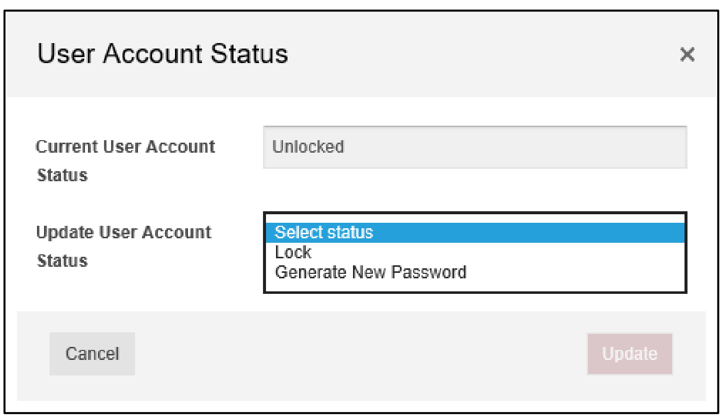
User Account Status

360Control allows the PA to lock a user's profile to prevent logging in or unlock a profile. A profile is locked when a user has been inactive too long, or when they enter their password or security question incorrectly too many times.

Follow these steps below to lock or unlock a user's password.

1. Click the check box next to user you wish to edit.
2. Click the carat to expand the **Login Details** drawer.
3. Click the **…** icon in the User Account Status field.

The *User Account Status* popup displays.



4. Select **Locked** or **Unlocked** from the drop-down menu.
5. Click the **Update** button.

NOTE

The PA can select **Generate New Password** from the Update User Account Status drop-down menu. This emails an auto-generated password to the cardholder.

Password Reset

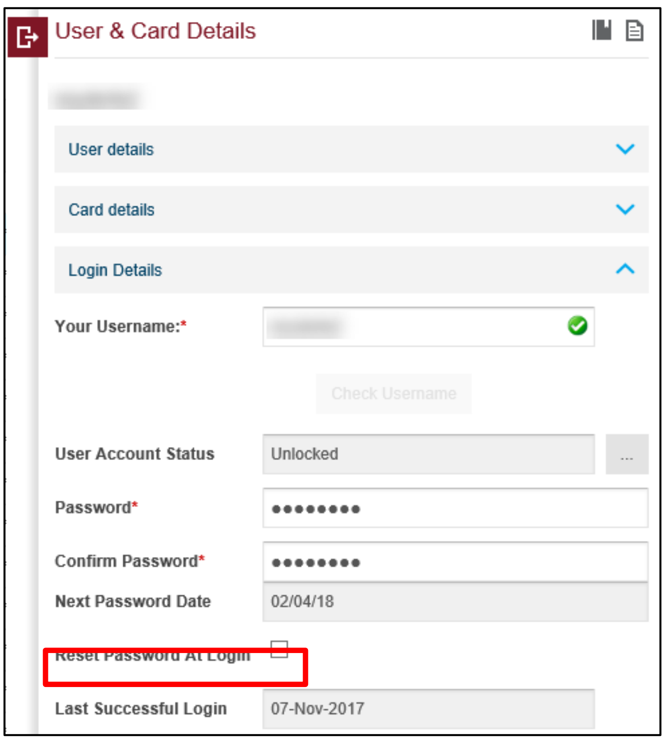
When a cardholder forgets their password, they can request a password reset. The PA may then assign a new password.

Follow these steps to reset a user's password.

1. Click the check box next to the user you wish to edit.
2. Click the carat to expand the **Login Details** drawer.
3. Click the check box next to *Reset Password at Login*.

NOTE
The PA can select this check box if they want to have the cardholder change their password when they log in.

4. Click the **Submit** button.



NOTES

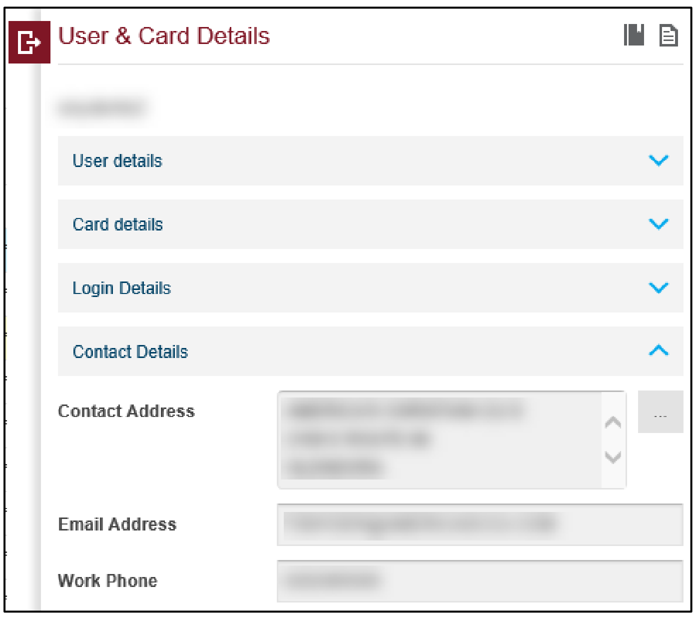
- 360Control allows the PA to send an email with a temporary password to the unlocked user so they can reset their password on login.
- The PA can also overwrite the existing password. To do this, type over the existing password with a new temporary password and provide the user with the temporary password. Check **Reset Password at Login** to require the user to change their password at login.

- The PA cannot reset their own password. Either the issuer or another PA within the company needs to reset the password.

Contact Details

The **Contact Details** drawer displays the following:

- Contact Address
- Email Address
- Phone Number

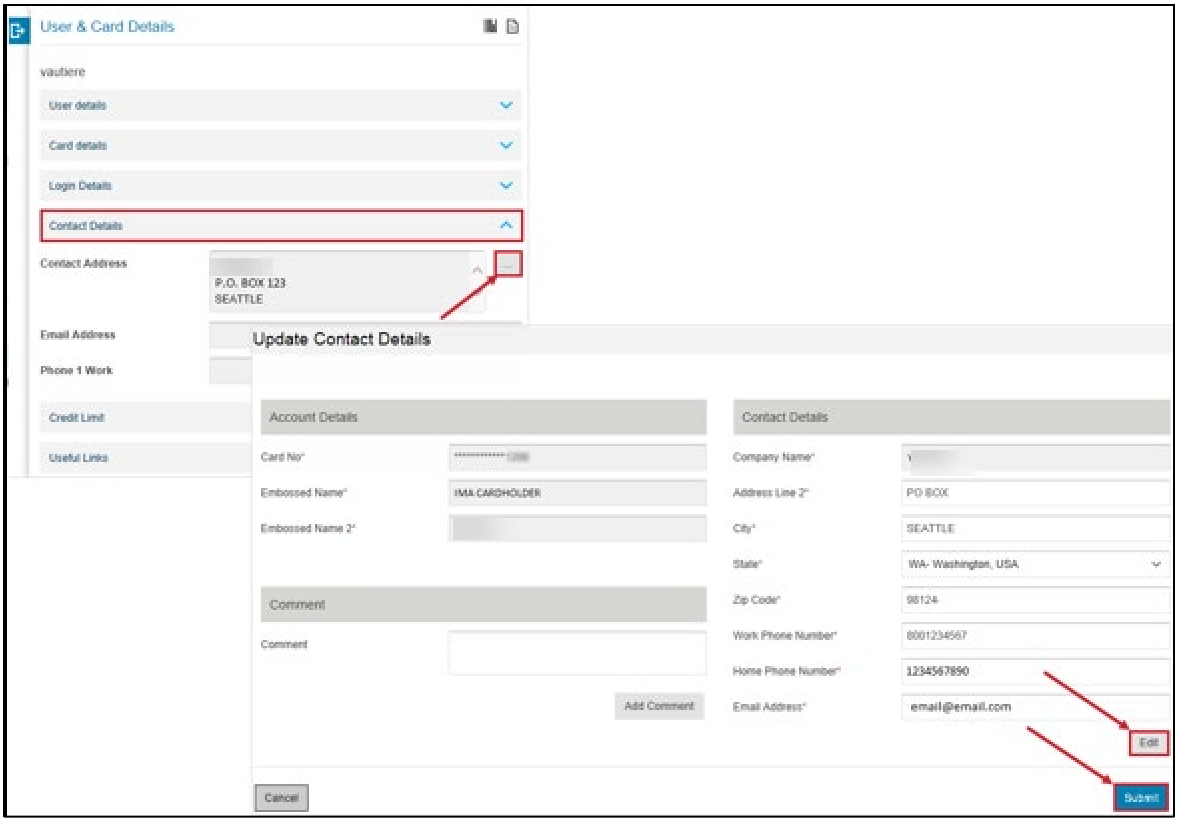


Follow these steps to update the contact details for the cardholder.

1. Click the check box next to user you wish to edit.
2. Click the carat to expand the **Contact Details** drawer.
3. Click the … icon next to **Contact Address**.

The *Update Contact Details* screen displays.

4. Enter the new Contact Address, Email Address and/or Phone number.
5. Click the **Submit** button.

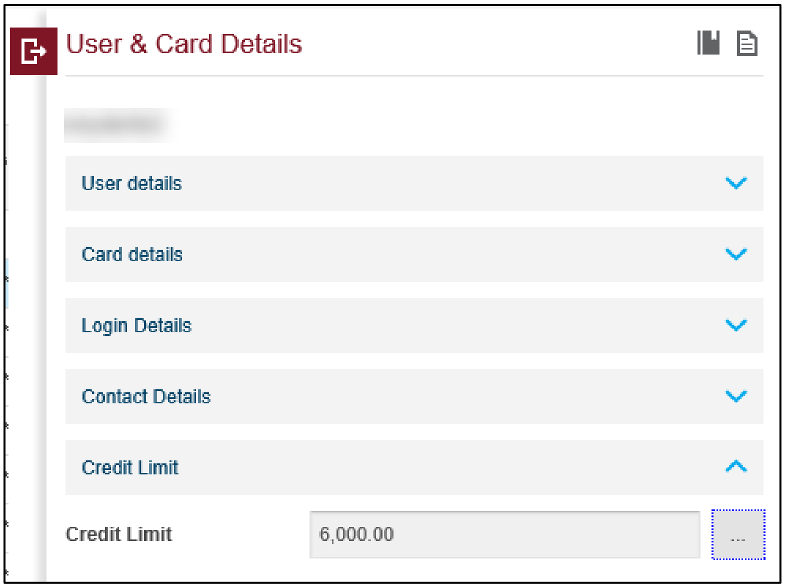


NOTE

For security purposes the PA cannot change their own contact information. Another PA within the company or the issuer can update their contact information.

Credit Limit

The **Credit Limit** section allows you to update the authorization strategy and/or credit limit for the cardholder. Prior to making changes to the authorization strategy or credit limit, click the carat to expand the *Useful Links* section and then click the **View Auths & Declines** link to review the recent authorizations and declines on the card.



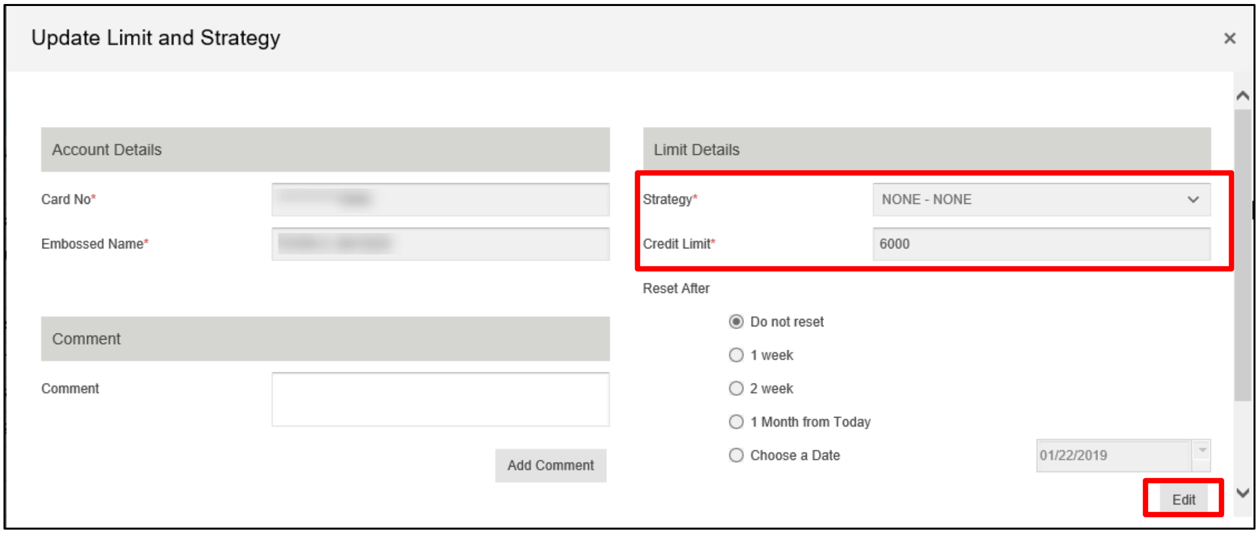
To review more information, refer to the Useful Links section later in this guide.

Follow these steps to update the authorization strategy or credit limit on an account.

1. Click the check box next to the user you wish to edit.
2. Click the card to expand the **Credit Limit** drawer.
3. Click the … icon next to the user's **Credit Limit**.

The *Update Limit and Strategy* popup screen appears.

4. Click the **Edit** button.
5. Select the appropriate option from the **Strategy** drop-down menu.
6. Update the amount in the **Credit Limit** field
7. Update the Cash Credit Limit, if applicable.
8. Click the **Submit** button.



NOTES

- Only the Issuer has the ability to change the credit limit on a control account on the mainframe. This cannot be done within 360Control. The PA has the ability to increase the credit limit for a sub account in 360Control.
- The PA can choose only from the Authorization Strategies that the Issuer has made available to them. Contact your issuer for further assistance if you need an Authorization Strategy that is not listed.
- Enter the credit limit in whole dollars.
- Credit limit increases take effect real-time.
- A memo is automatically made to the account in the mainframe when a credit limit increase is made.

You can choose to have 360Control automatically reset the authorization strategy to its previous value after a specified time interval of one week, two weeks, one month, or a specified date. The default option is not to reset. If you choose to reset, it occurs the following business day.

Follow these steps to reset the authorization strategy.

1. Click the radio button next to the appropriate **Reset After** option.
2. Enter notes in the **Comment** field.
3. Click the **Submit** button to submit the changes.

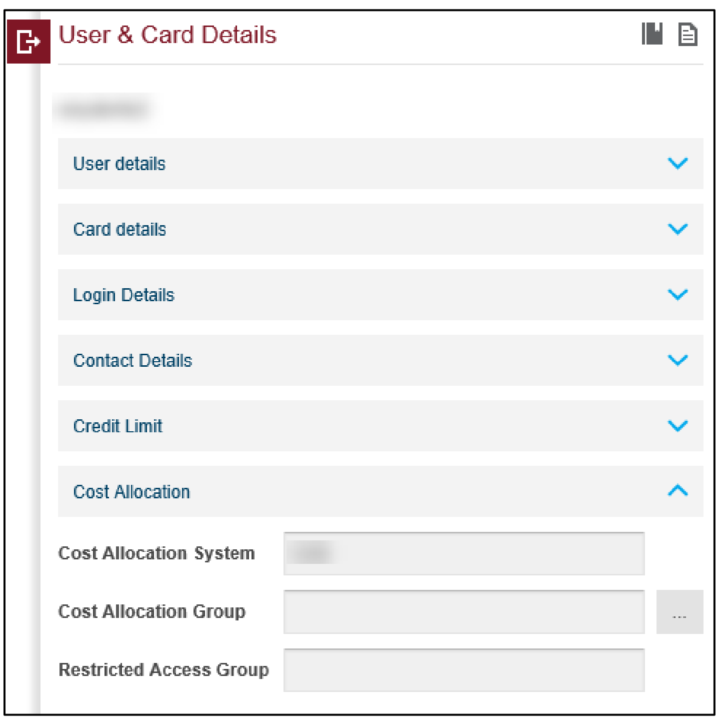
The options other than Do Not Reset are indications of a temporary credit limit increase. Inform the employee of the end date of the temporary credit limit increase to limit the amount of declines.

Cost Allocation

Cost allocation helps PAs with their accounting and reporting recordkeeping.

The following information is in the **Cost Allocation** drawer:

- Cost Allocation System: Defaults to CAS
    - Companies can set their own cost allocation depending on their hierarchy structure. They may also build a set of CASs to allocate cost based on their different levels.
- Cost Allocation Group: Companies build a CAG to relate the card back to the merchant details.
- Restricted Access Group: Set for a specific group of cardholders; instead of a CAS, create a Restricted Access Group to place them into groups. This option is not editable.

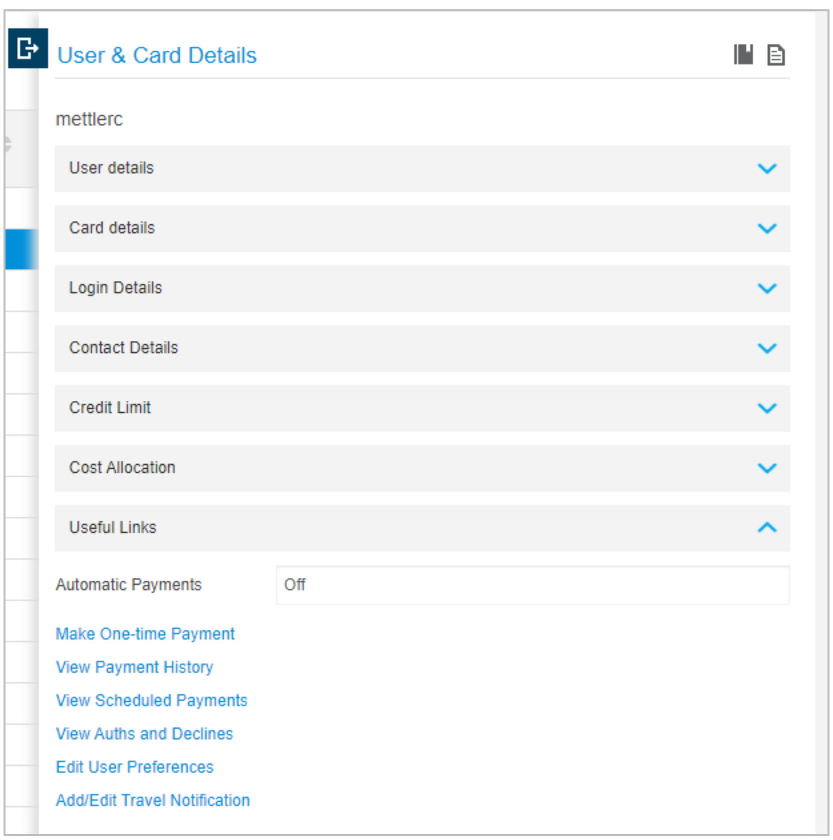


Useful Links

The **Useful Links** drawer contains links to functions that allow the PA to access tasks frequently requested by the issuer. These include:

- Make a One Time Payment
- Set up Automatic Payments
- View Payment History
- View Scheduled Payments
- View My Rewards
- View Authorizations and Declines
- Edit User Preferences
- Add/Edit Travel Notification

Make One-Time Payments, View Payment History, View Scheduled Payments, View Auths and Declines, and Add/Edit Travel Notification steps are discussed earlier in the *Card Full Details* section. Refer to the Card Full Details section for the steps.



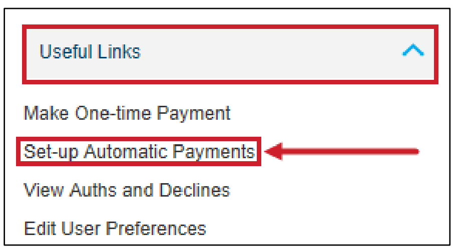
Automatic Payments

A PA can schedule automatic payments for a cardholder when the card program has an individual pay option. Control accounts are eligible for AutoPay in 360Control. Consolidated pay accounts do not allow automatic payments to be setup. The option for automatic payments does not display for consolidated pay accounts.

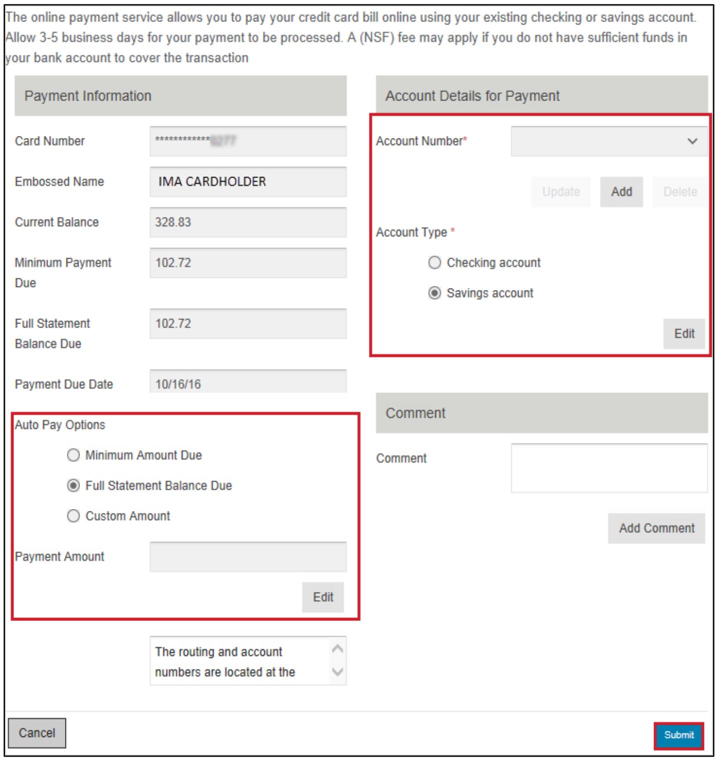
To turn off AutoPay, navigate to *View Scheduled Payments*.

Follow these steps to schedule recurring automatic payments.

1. Click the check box next to the user you wish to edit.
2. Click the carat to expand the **Useful Links** drawer.
3. Click the **Set-up Automatic Payments** link.



4. Select an automatic payment option from the drop-down menu.
5. Enter a payment amount.
6. Click **Checking** or **Savings** from the drop-down menu.
7. Enter the Routing Number and Account Number, then confirm the account number.
8. Click the **Submit** button.



After you click the **Submit** button, a window appears that allows you to review the payment details and edit them before submitting the information. If all the details are correct, click the **Submit** button to approve the automatic payment. 360Control automatically sends the requestor an email notification that automatic payment setup is complete.

> **NOTE**
> The **Turn Auto Pay Off** button is enabled once the automatic payment set-up is complete. Click it to cancel automatic payments.

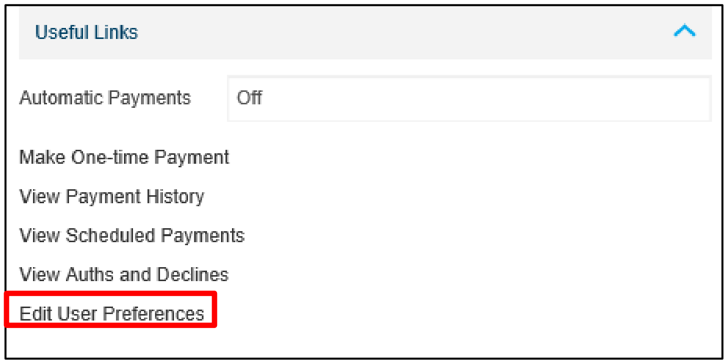
Edit User Preferences

The *Edit User Preferences* screen displays the following:

- Language
- Time Zone
- Password
- Username
- Email Preferences

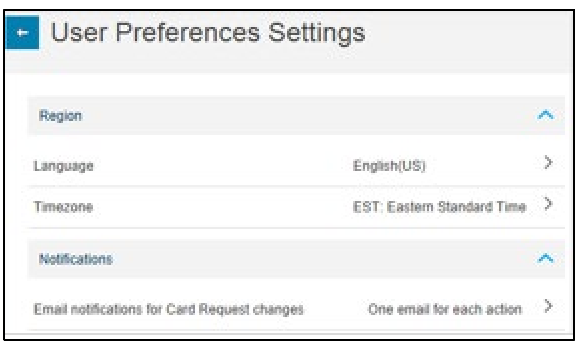
Follow these steps to edit user preferences.

1. Click the check box next to the user you wish to edit.
2. Click the carat to expand the **Useful Links** drawer.
3. Click the **Edit User Preferences** link.



The *User Preferences Settings* screen displays.

4. Make the appropriate changes to the user's preference.
5. Click the **Update** button.



Billing Control Accounts

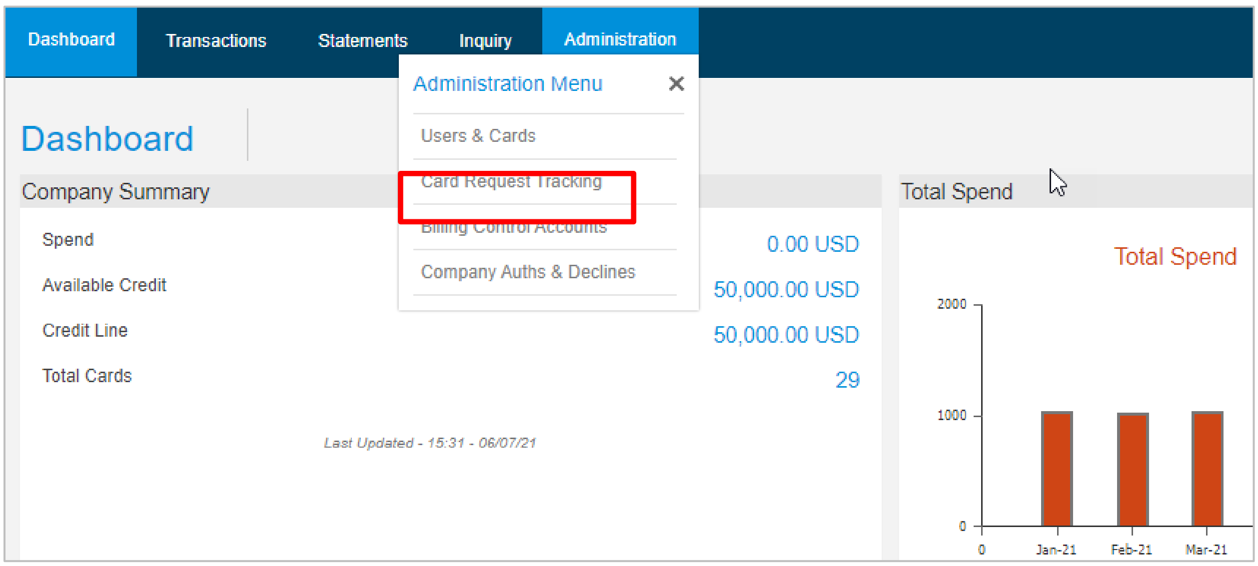
The Billing Control Accounts' primary function is to make payments on consolidated pay accounts.

The columns in the *Billing Control Accounts* screen are:

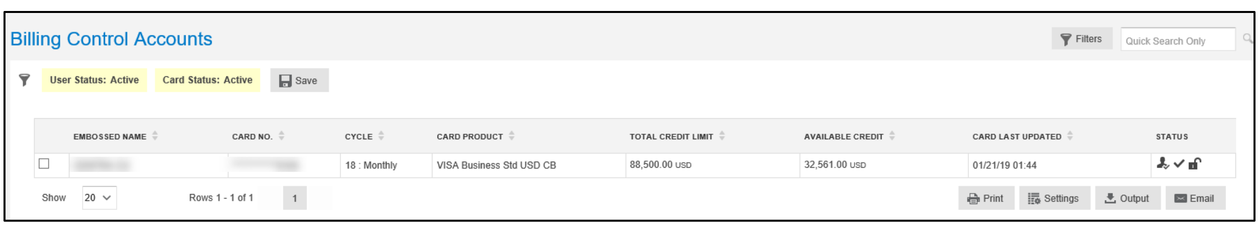
- Embossed Name
- Card Number
- Cycle

- Card Product
- Total Credit Limit
- Available Credit
- Card Last Updated
- Status

To access the Billing Control Accounts, click **Billing Control Accounts** on the **Administration** tab.



The *Billing Control Accounts* screen appears.

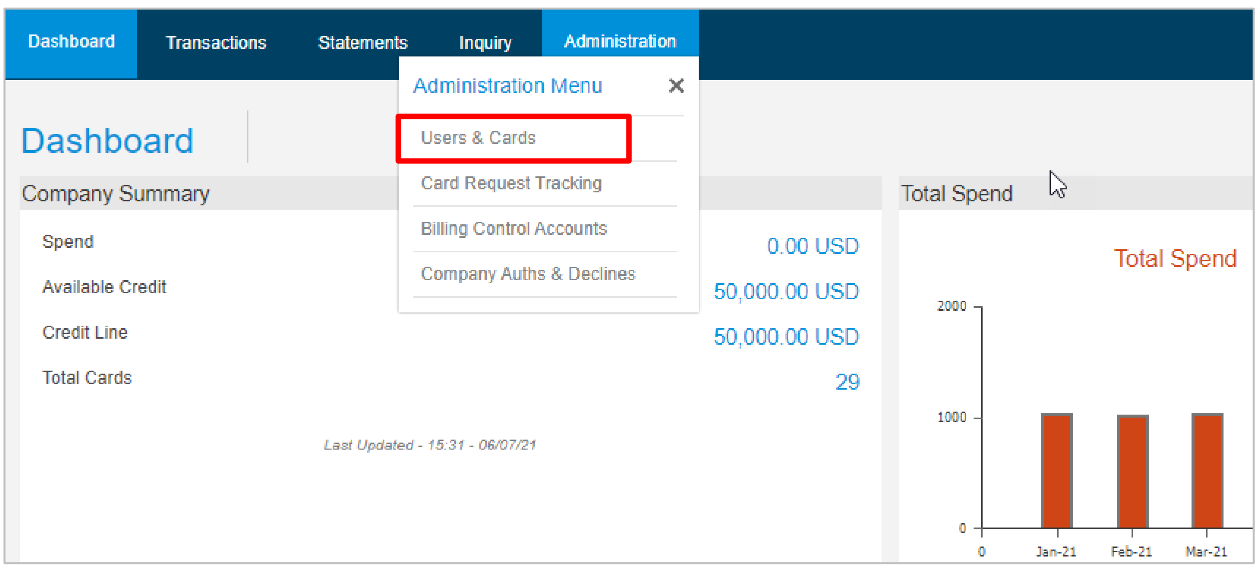


Click the name of the account you wish to access. The *Billing Control Account* details sidebar displays. The main functionality to perform is to make a one-time payment. Follow the *Make One Time Payment* instructions in the *User Details* section earlier in this guide.

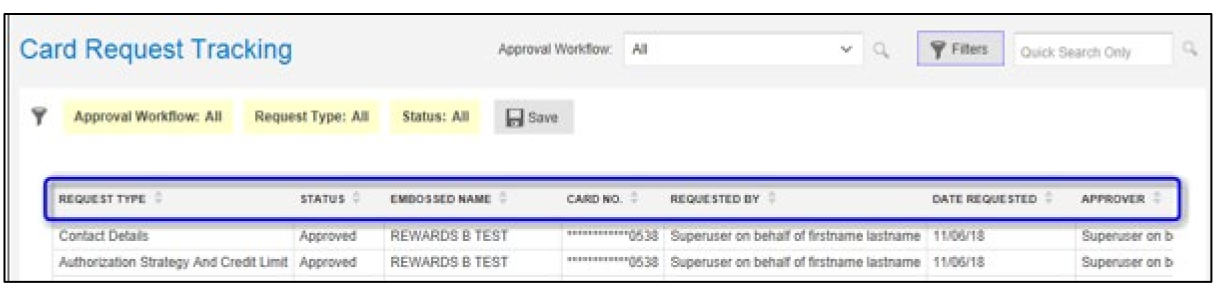
Card Request Tracking

The Card Request Tracking option is a record keeper for real-time card details changes, such as credit limit or authorization strategy changes. The *Card Request Tracking* screen is an important tool for the Program Administrator, as it provides quick visibility into the Card Requests that have been submitted by other Program Administrators or other Non-Cardholder users.

Card Request Tracking is typically used when there is a card request approval process in place. For example, if a PA wants to increase a cardholder's credit limit, and the company preferences are set to Company Approver Required, this requires an additional approval step. The request is submitted and placed into a Pending status. An alternate PA will go into Card Request Tracking to view if there are any pending card requests and decide whether to Approve or Reject.



The *Card Request Tracking* screen appears.



The *Card Request Tracking* screen contains eight columns by default. These columns can be altered through the **Settings** button.

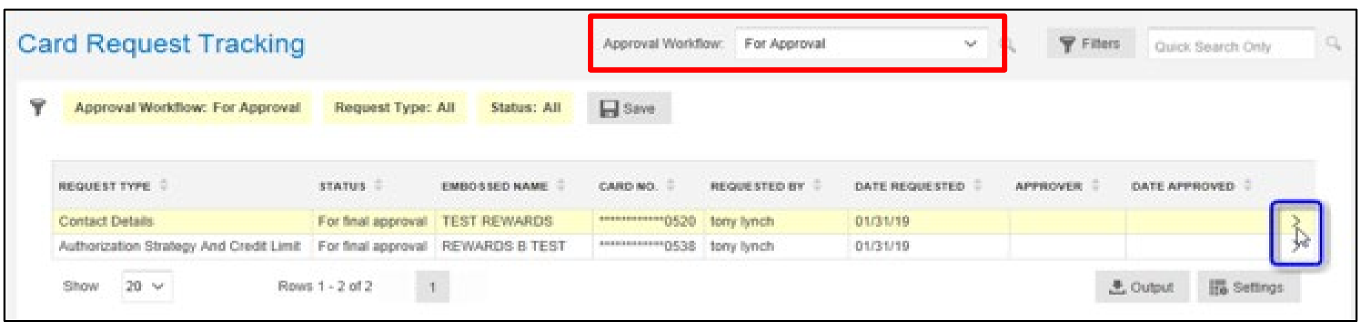
- Request Type: The Card Request Type
- Status: Card Request Status
- Embossed Name: Embossed name on the card account
- Card No: The masked credit card number
- Date Request: Date that the Card Request was submitted
- Approver: The user that approved the Card Request
- Date Approved: Date on with the Card Request was approved

Card Request Review/Approval/Reject Workflow

If you have set up an approver/reviewer workflow, requests are sent to the *Card Request Tracking* screen for a program administrator to approve.

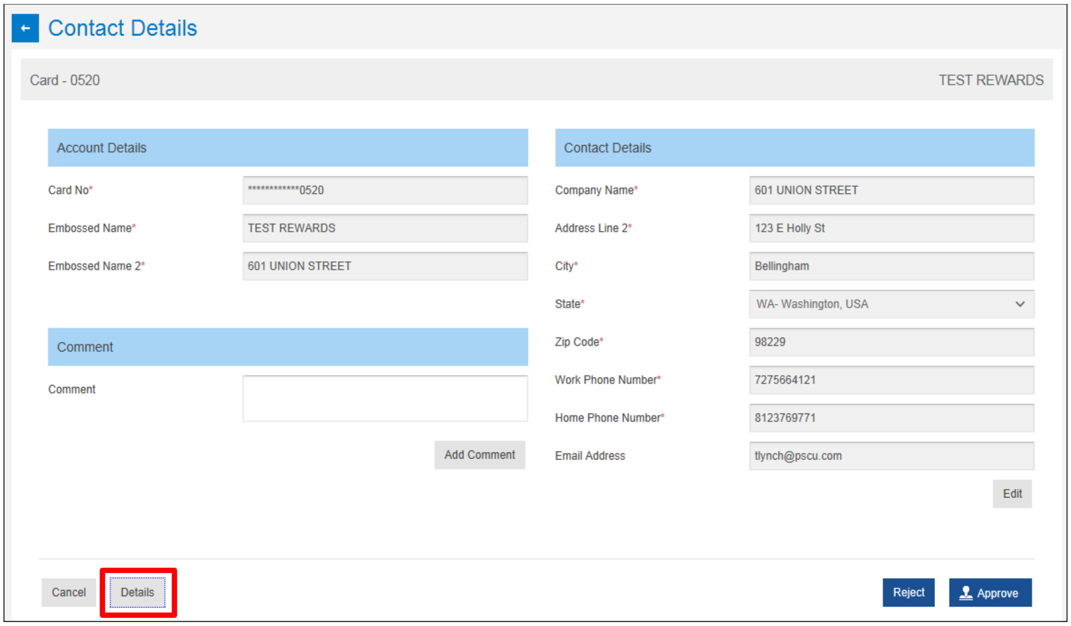
Follow these steps to approve or reject a request.

1. Change the **Approval Workflow** to **For Approval** from the drop-down menu.
2. Click the arrow on the right side of the request line to open the Details View.



The Details View displays.

3. Review the request.
4. Click the Details button.

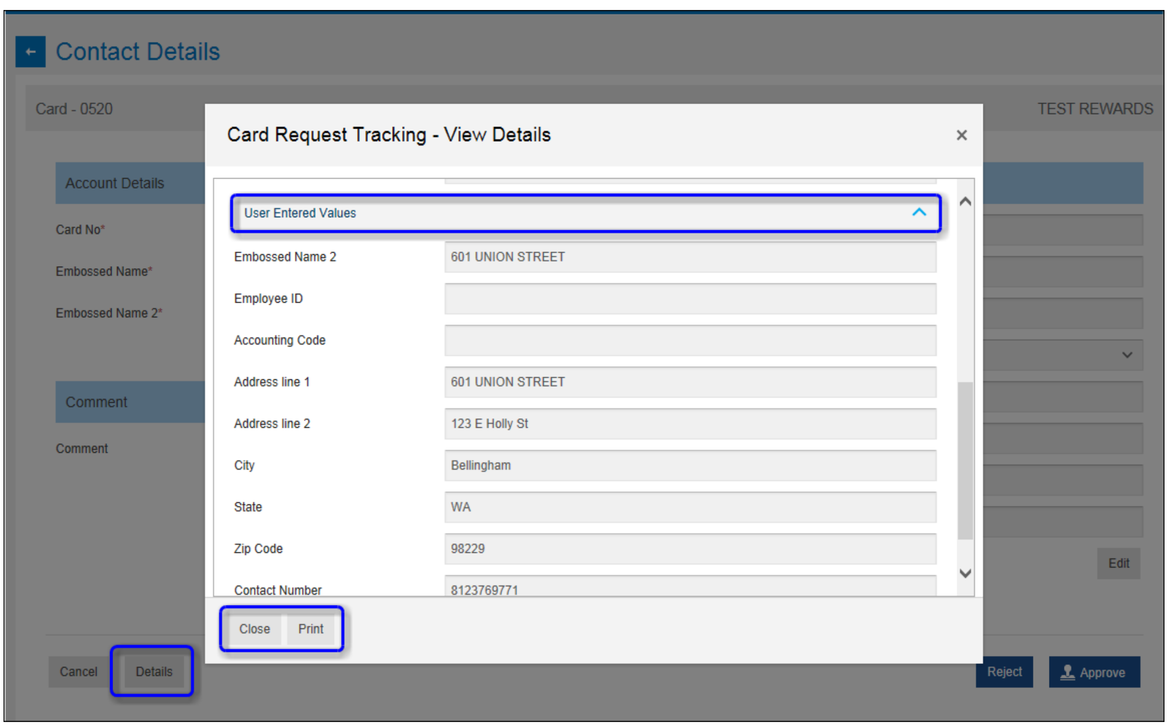


The *Card Request Tracking – View Details* popup displays.

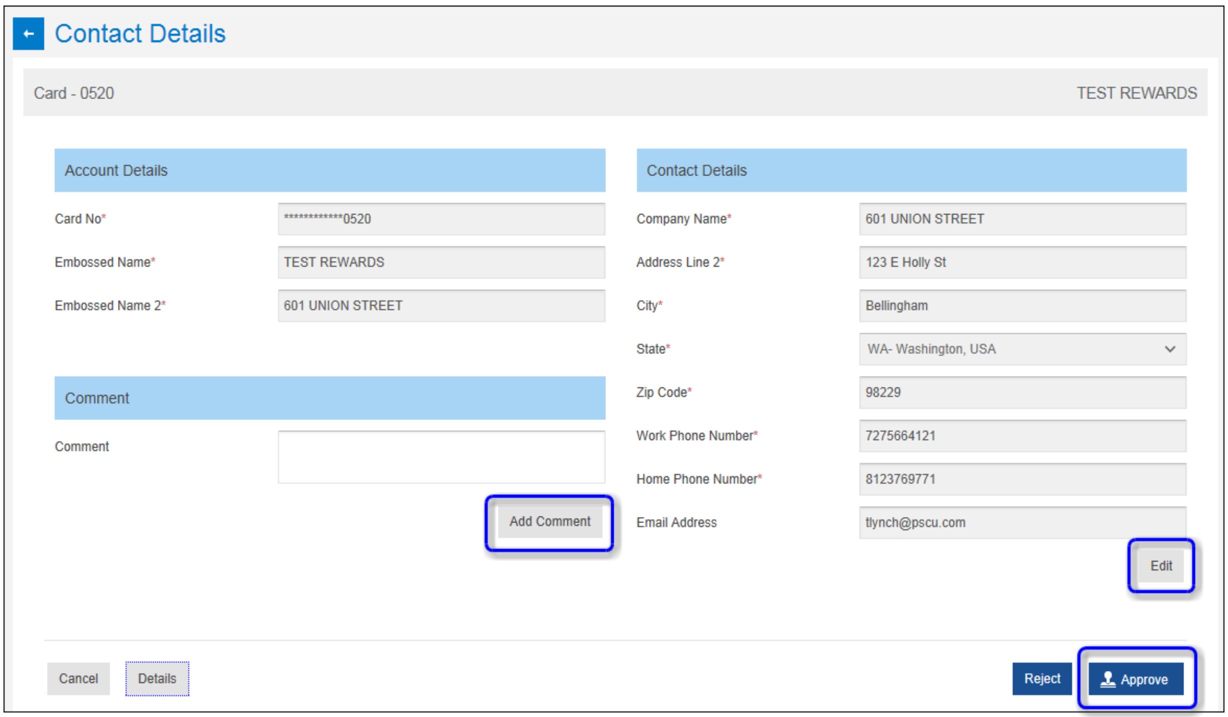
5. Navigate to the User Entered Values to review what the requestor has entered.

NOTE

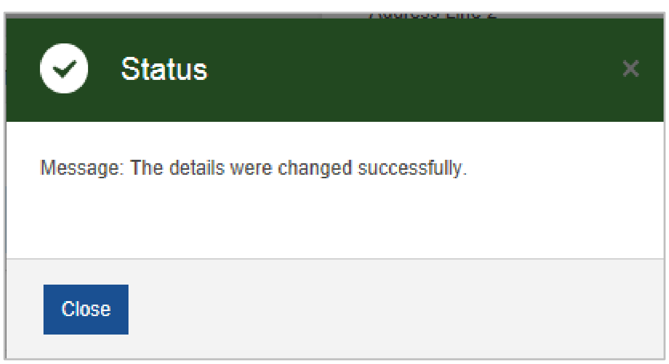
Click the **Print** button to send the details to a PDF or network printer.



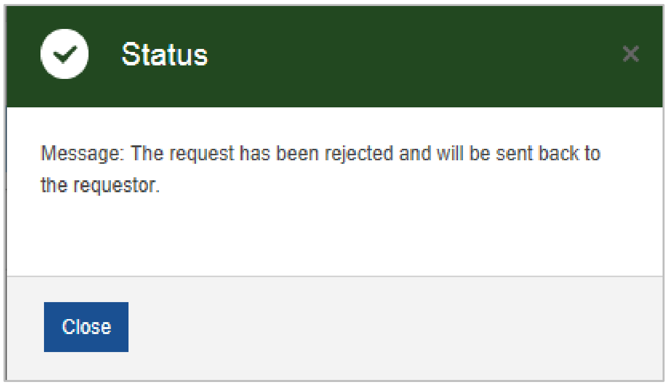
6. Click the **Close** button to close the popup screen.
7. If necessary, click the **Add Comment** button to input additional comments. Comments are kept in 360Control for historical records.
8. If necessary, click the **Edit** button to make any further edits to the Card Request. This varies based on the Card Request Type.
9. Click **Approve** or **Reject**.



When the request is approved, the following message displays:



When the request is rejected, the following message displays:

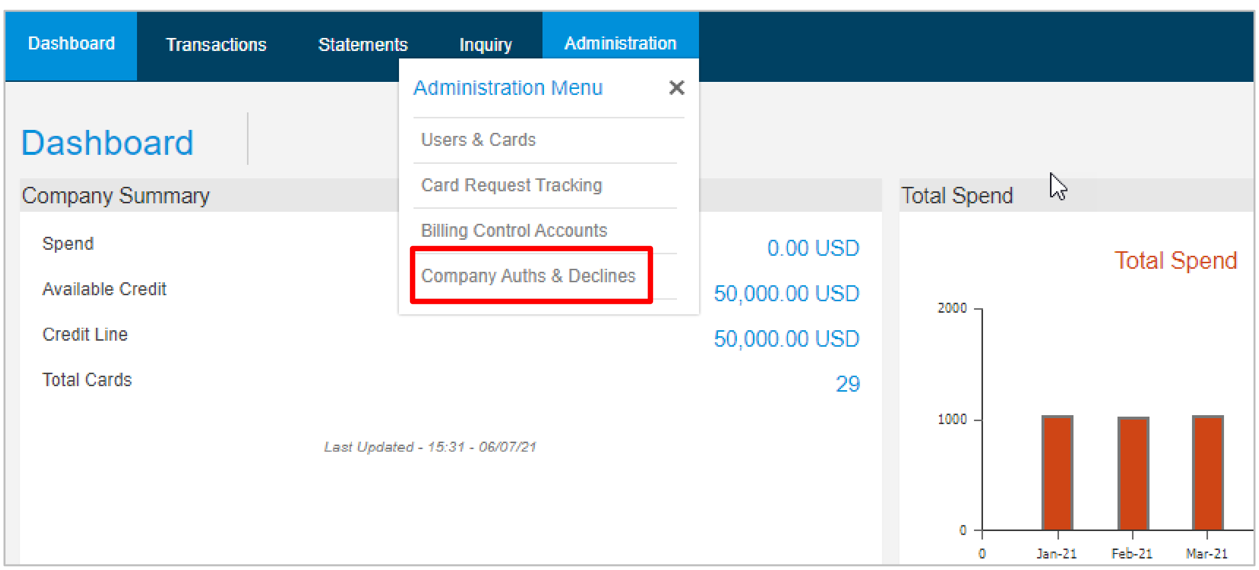


Card Requests are real-time, so once a Card Request has been approved, it is sent to the mainframe to update the respective card details. Automated emails are also sent out from the system to notify the Program Administrator and the cardholder.

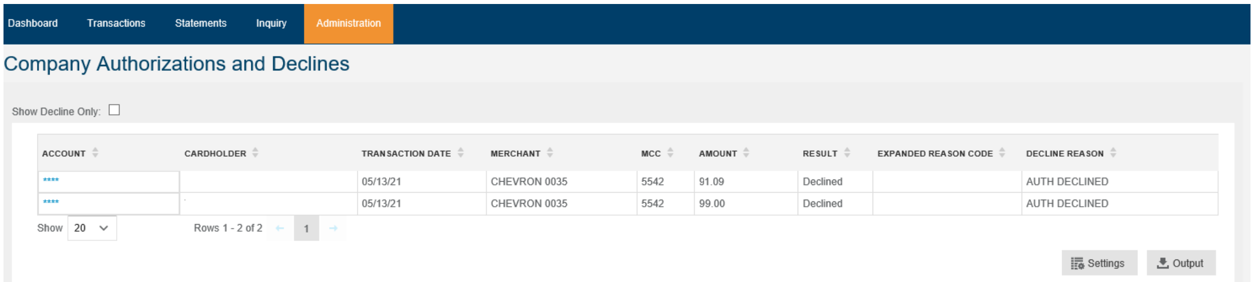
Company Auths and Declines

PAs can view authorizations and declines through 360Control.

To view them, click **Company Auths and Declines** from the **Administration Menu**.



The *Company Auths and Declines* screen appears.



PAs can click the account number to drill down into the transaction to view transaction details.

Previous Version

The procedures in this section are completed in the previous version of the user interface (UI). Refer to the Switch between UI versions earlier in the guide to review how to move between the two UIs.

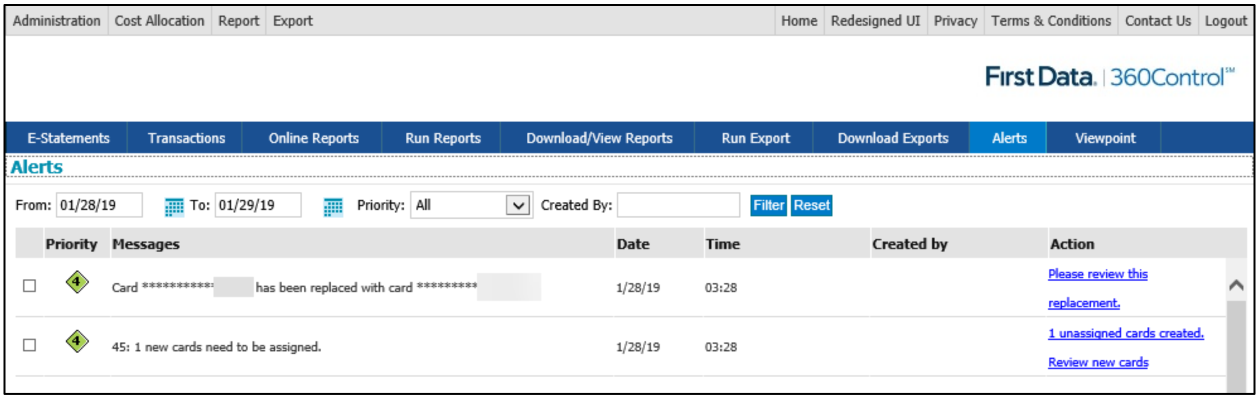
There is functionality present within the Previous Version which is not going to be utilized. As functionality within 360Control is updated to the Redesigned UI, the guide will be updated to reflect these changes.

PAs should only use the previous version of 360Control for the following:

- Some Administrative functions
- Reporting

Alerts

The *Alerts* screen is the default landing screen in the Previous Version for Program Administrator user types. The *Alerts* screen indicates what actions need to be taken by the PA. This screen provides the same information as the *Messages* screen in the Redesigned Version.



Administration

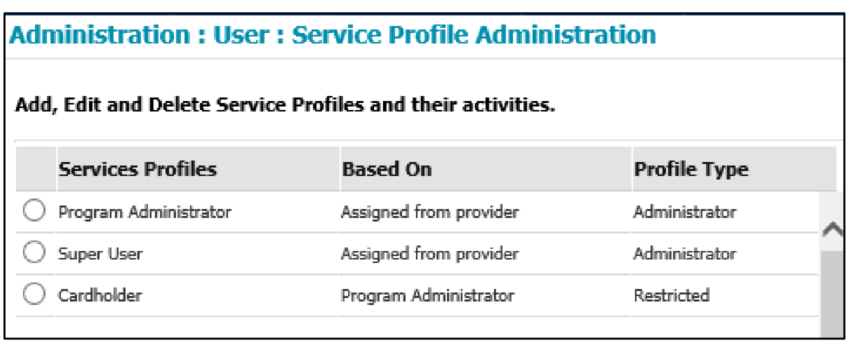
There are multiple reasons to access the **Administration** tab in the previous version.

These reasons are to manage the following:

- Service Profile
- Company Preferences
- Email Templates

Service Profile

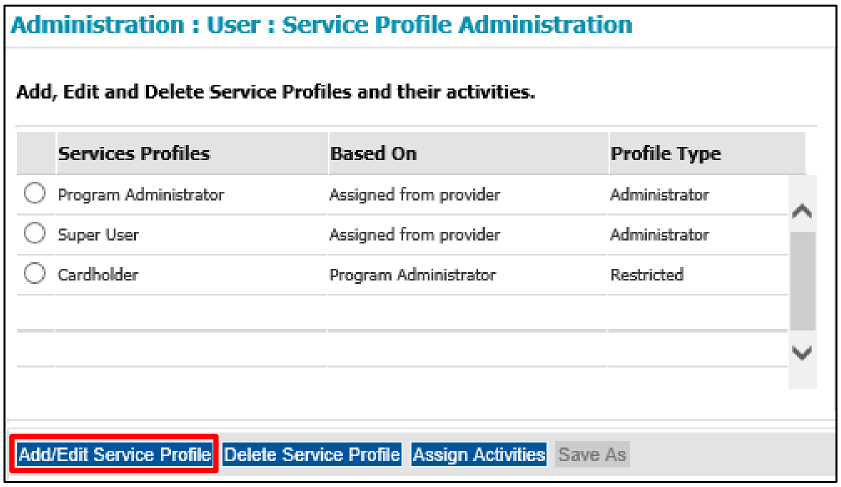
A Service Profile is a defined group of activities linked together by name, e.g., Manager. It defines the role that a user has in 360Control. The default roles in 360Control are Program Administrator and Cardholder. Users with a card account default to the Cardholder Service Profile. PAs can update users by changing their Service Profile assignment, as necessary.



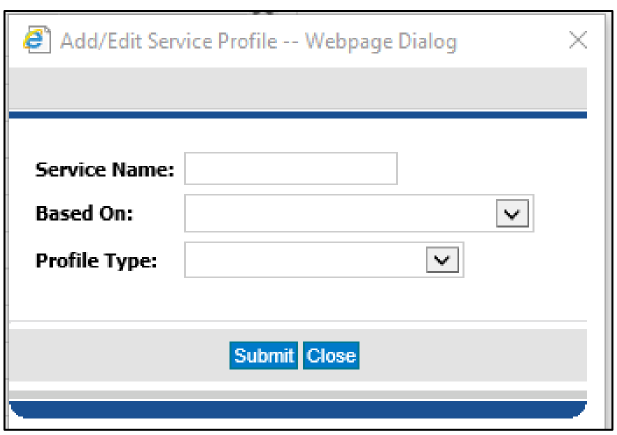
Add a Service Profile

Follow these steps to add a new service profile.

1. Follow the path: Administration> User >Service Profile Administration.
2. Click Add/Edit Service Profile.



The *Add/Edit Service Profile* popup screen displays.



3. Type <the new profile name>, for example, Manager, in Service Name.
4. Choose an existing profile on which to base the new profile.
5. The Profile Type defaults to Restricted.
6. Click the Submit button.

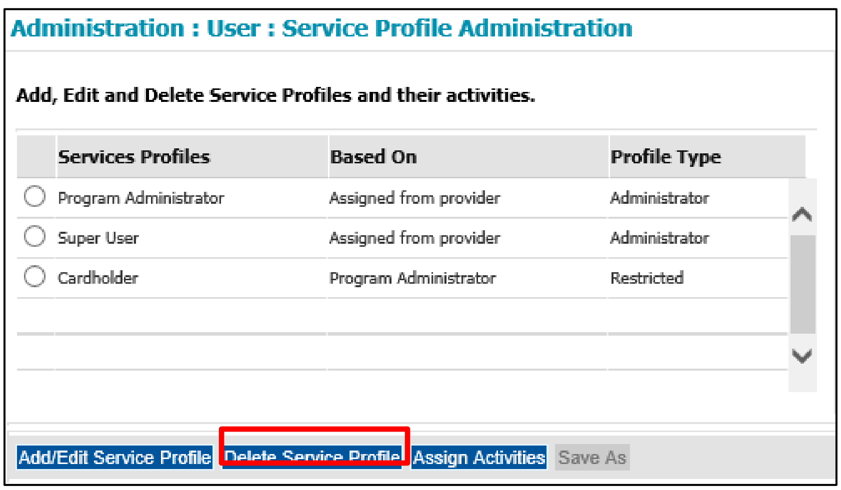
NOTES

- **Never** edit the default Service Profiles **Program Administrator** and **Cardholder.**
- To edit an existing profile, click the radio button of the profile you wish to edit before step 2 and follow the remaining steps.
- There is no limit to the number of Service Profiles that you can add to 360Control. The PA can add additional Service Profiles as needed.

Delete Service Profile

In order to delete a Service Profile, all users must be assigned to another profile first. To delete a service profile, complete the following steps.

1. Select the service profile that is no longer required.
2. Click the Delete Service Profile button.

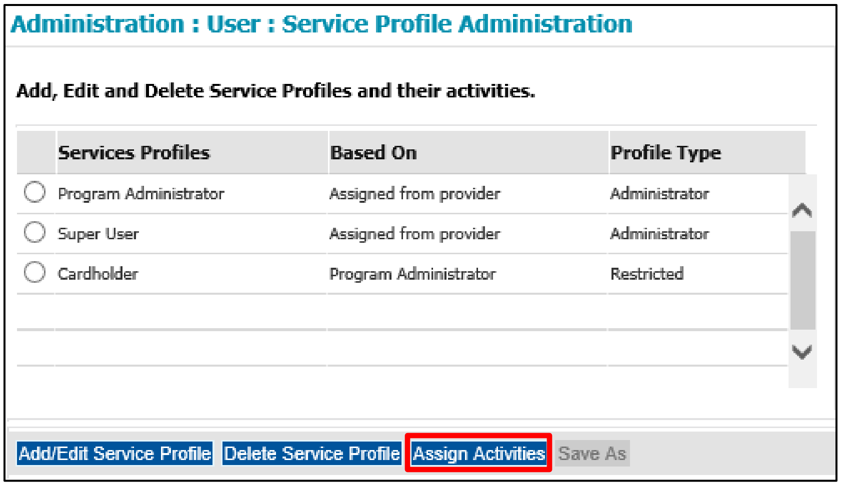


Assign Activities to a Service Profile

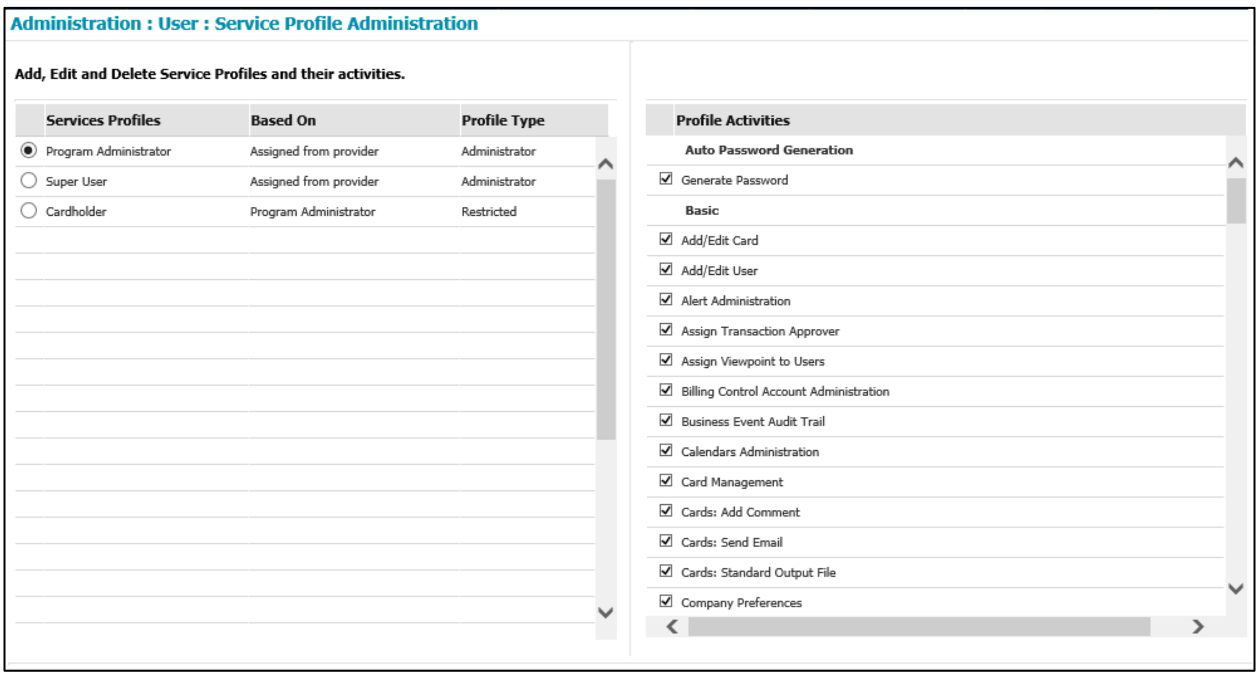
An activity is a function within 360Control. Activities can be enabled or disabled in the Service Profiles.

Follow these steps to assign an activity to a service profile.

1. Select the new service profile and click **Assign Activities**.



A list of services, and their related activities, appears in the right hand panel.



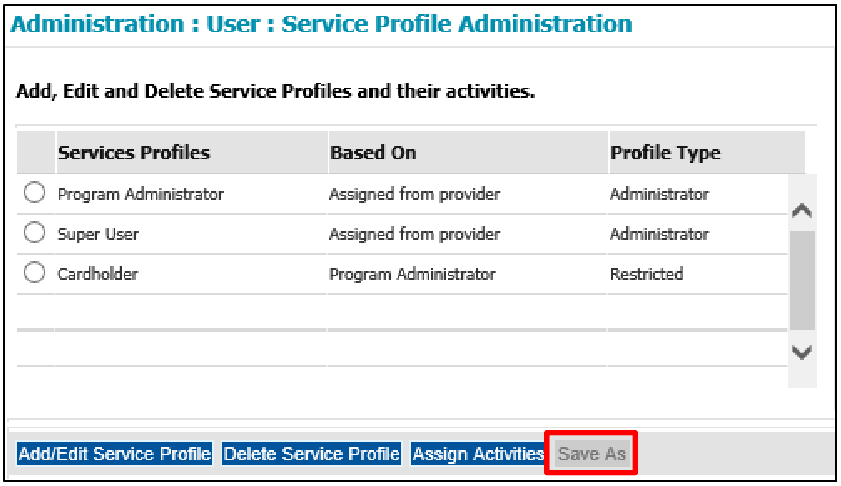
2. Click the check boxes to select the activities to assign to the profile.
3. When all activities are selected, click **Save Profile Activities**.

The new profile is saved.

Refer to Appendix C for a full list of Service Profile Activities and definitions.

Save As

You can copy an existing Service Profile and carry over the assigned activities to a new Service Profile. To do this, select the Service Profile and click the **Save As** button.

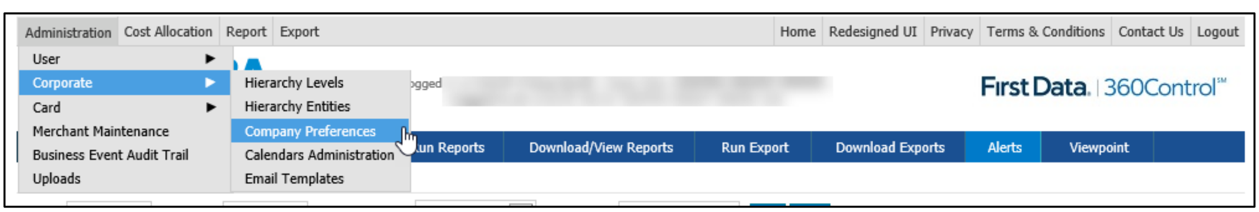


Company Preferences

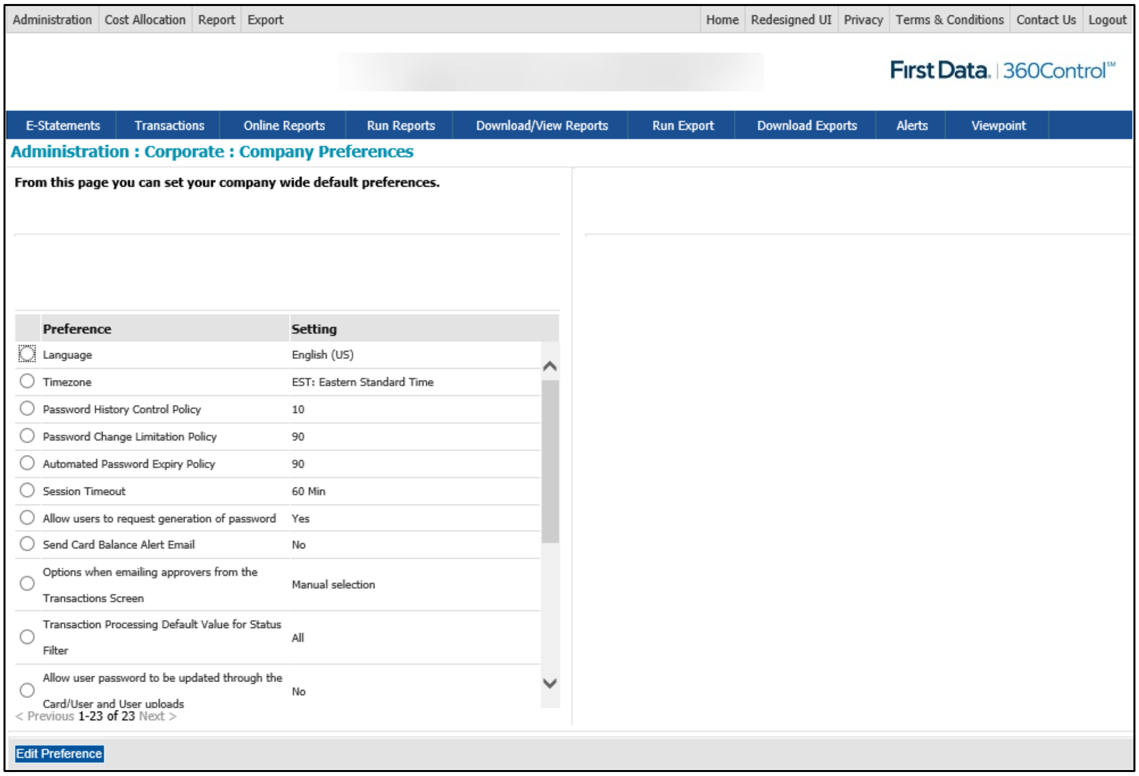
The *Company Preferences* screen allows the program administrator to set preferences at a company level.

Follow these steps to access the Company Preferences.

1. Click the **Administration** tab on the top left corner.
2. Hover over the **Corporate** option.
3. Click **Company Preferences**.



The *Company Preferences* screen displays.



The *Company Preferences* screen displays a list of the available preferences and their current default setting. The default setting for language is English (US) and the time zone is Eastern Standard Time (EST).

The PA can set the following preferences on the *Company Preferences* screen:

- Language
- Time zone
- Password History Control Policy*
- Password Change Limitation Policy*
- Automated Password Expiry Policy*
- Session Timeout
- Allow Users to Request Generation of Password
- Send Card Balance Alert Email
- Option When Emailing Approvers from the *Transactions* screen
- Transaction Processing Default Value for Status Filter
- Allow User Password to be Updated through the Card/User and User Uploads

- Number of Approval Levels for Program Management
- Email Notification for Card Request Changes
- Display Style to use for *Card Management* screen
- Default Card Type for Card Management Filter
- *Transactions* screen: Show View Addendum by Default
- *Transactions* screen: Suppress Line Items from Output File

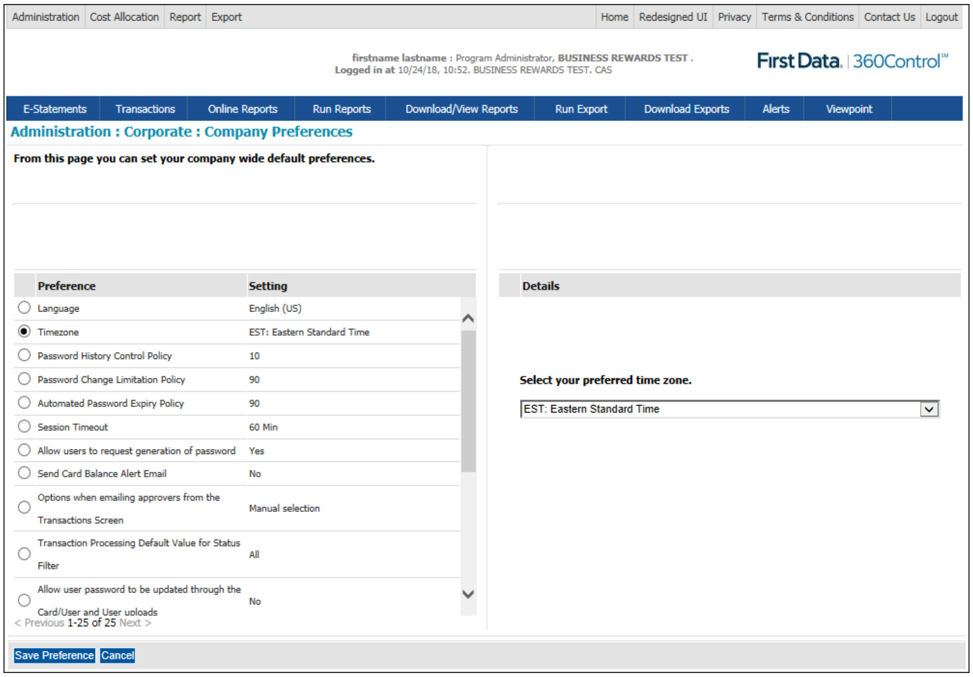
> **NOTE**
> The preferences with an asterisk are company preferences which cannot be modified by a Program Administrator.

Change Default Time Zone

The company default time zone is set to Eastern Standard Time (EST). All users logging on to the company will have this time zone.

Follow these steps to change the default time zone.

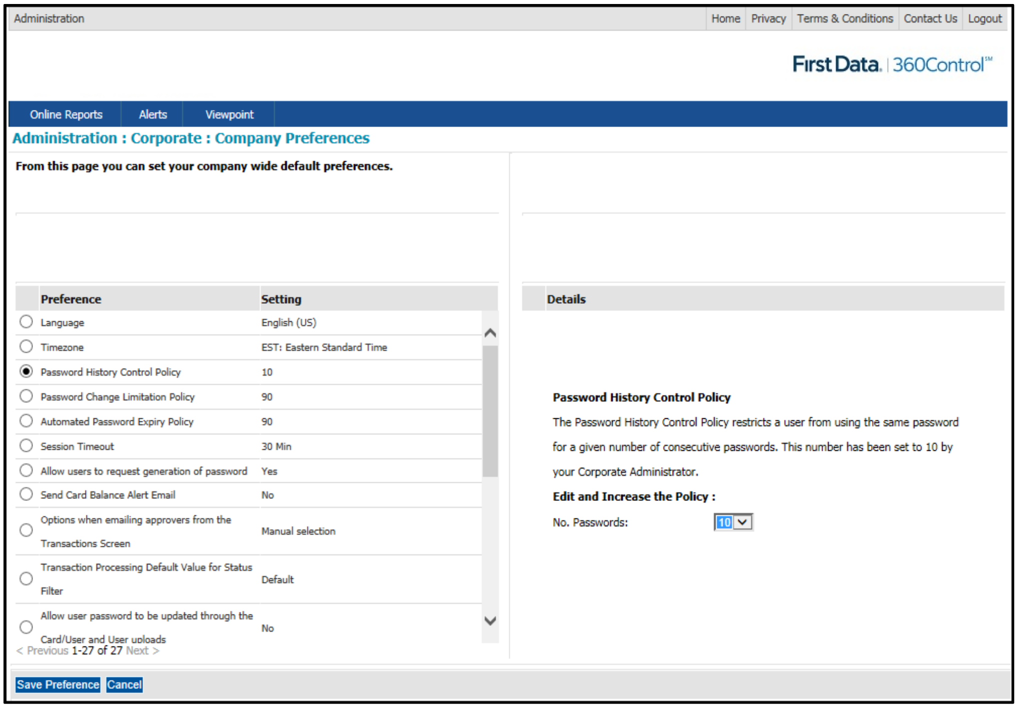
1. Follow the path: **Administration > Corporate > Company Preferences**.
2. Click the radio button next to **Timezone**.
3. Click **Edit Preference** in the left panel. The right panel opens.
4. Click your preferred time zone, and then click **Save Preference**.



A dialog box appears stating that the preferences change on the next log in. The right panel closes, and the setting is updated in the preference list.

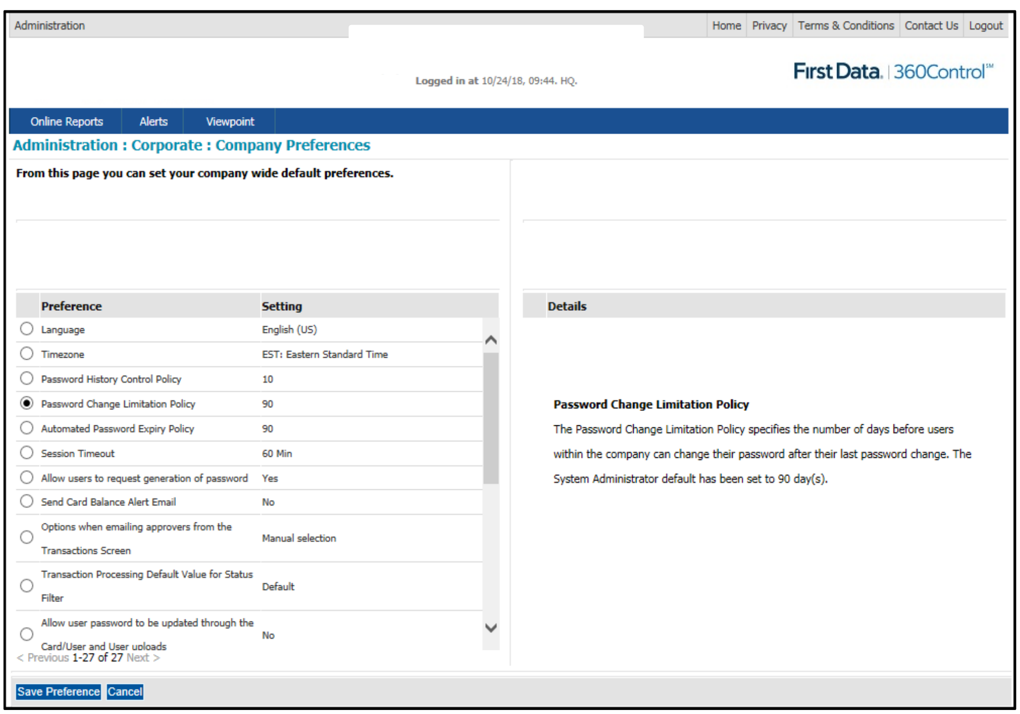
Password History Control Policy

The **Password History Control Policy** restricts a user from using the same password for a given number of consecutive passwords. The default is ten. This is set at the Group Service Provider (GSP) level.



Password Change Limitation Policy

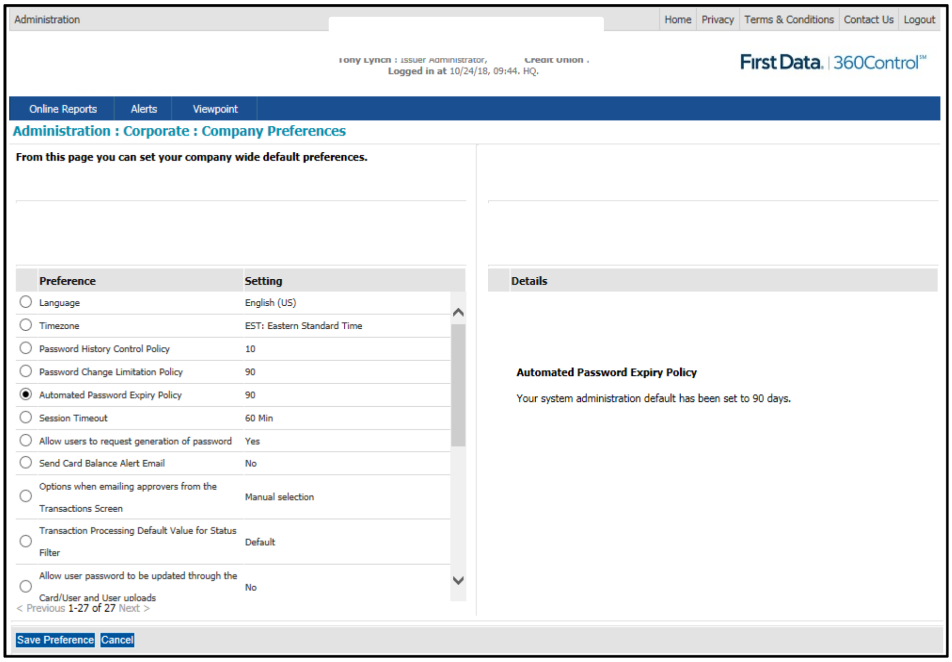
The policy restricts the user from changing their password within the defined period of time. The default is 90 days. This is set at the Group Service Provider (GSP) level.



Automated Password Expiry Policy

The policy controls the defined period of time a password is valid. The default is 90 days. This is set at the Group Service Provider (GSP) level.

Follow the steps here to update this functionality.

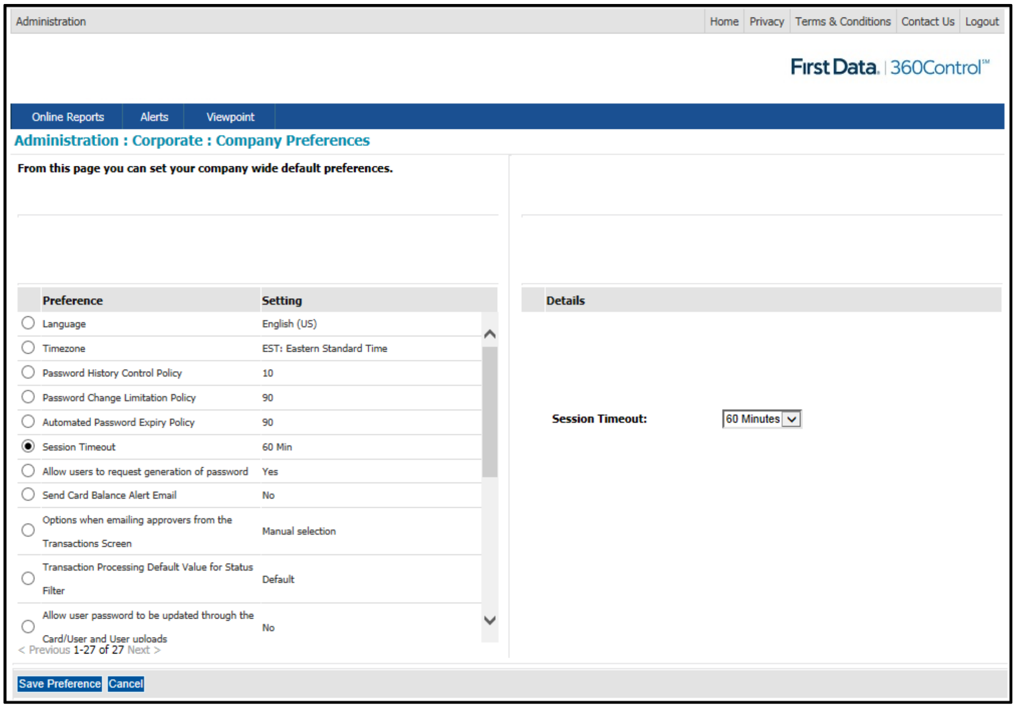


Session Timeout

The program administrator can set the session timeout for all the users in the system. The default is 60 minutes. This security feature forces the application to close during periods of inactivity.

Follow these steps to edit this preference.

1. Follow the path: **Administration>Corporate>Company Preferences.**
2. Click the radio button next to **Session Timeout**.
3. Click **Edit Preference** in the left panel, the right panel opens.
4. Select your preferred number of minutes, and then click **Save Preference**.
    - The preferences change on the next log in.

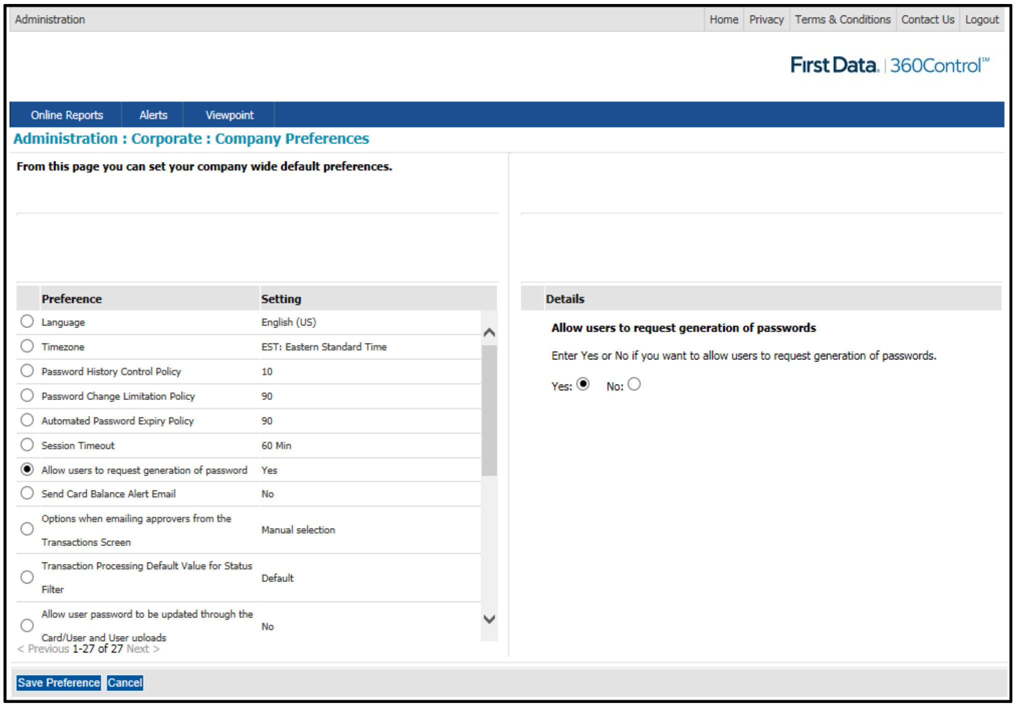


For security purposes, the recommended session timeout is 10 minutes or fewer.

Allow Users to Reset Their Passwords

Complete these steps to activate this functionality for the user.

1. Follow the path: **Administration>Corporate>Company Preferences**.
2. Click the radio button next to **Allow users to request generation of password**.
3. Click **Edit Preference**.
4. Click **Yes**, and then click **Save Preference**.



NOTE

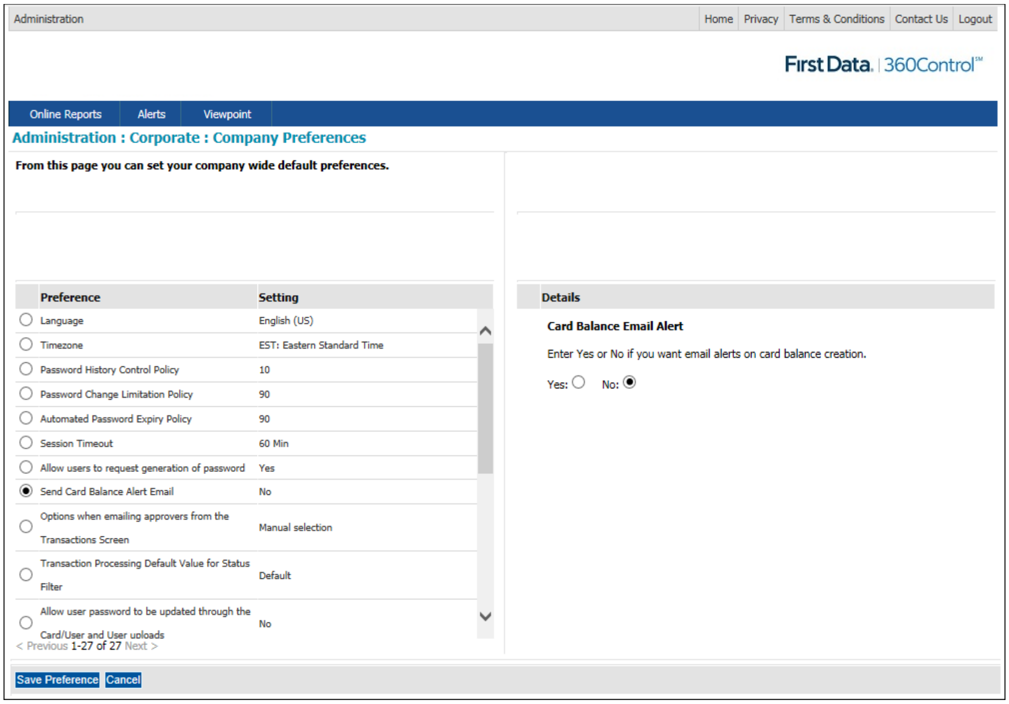
For 360Control to validate a user and send them a new username or password, the user must have an email address assigned to them in the **User Management** screen.

Send Card Balance Alert E-mail

To generate an e-mail alert to the company cardholder at statement cycle, follow these steps.

1. Follow the path: **Administration>Corporate>Company Preferences**.
2. Click the radio button next to **Send Card Balance Alert E-Mail**.
3. Click **Edit Preference** in the left panel. The right panel opens.
4. Select **Yes** or **No**, and then click **Save** Preference.

The preferences change on the next log in.



This allows PAs to send an automated email alerting the cardholder that their statement is ready to be viewed. This is under the automated email template, not the custom or scheduled template.

Options When Emailing Approvers from the Transaction Screen

Each business, at a program level, can set up an approval process for transaction/account functions. There can be two types of users at a business:

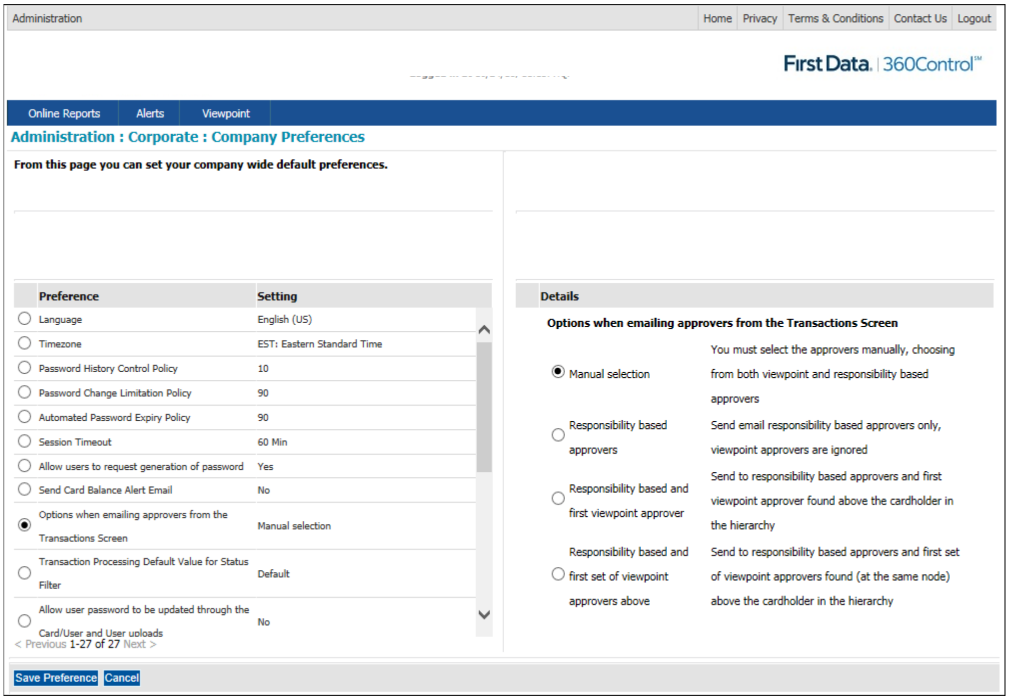
- Responsibility based approver: Someone assigned to specific accounts
- Viewpoint approver: Someone assigned to a group of accounts by hierarchy level.

This Company Preference sets the stage for using the email function from the *Transactions* screen when using the Transaction Review/Approval process. When the *Transactions* screen is filtered by Reviewed Transactions, this preference enables the ability to email Transaction Approvers directly from the screen.

Follow these steps to set the options.

1. Follow the path: **Administration > Corporate > Company Preferences**.
2. Click the radio button next to **Options When Emailing Approvers from the Transaction Screen.**

3. Click **Edit Preference** in the left panel. The right panel opens.
4. Select the option you wish to assign, and then click **Save Preference**. The preferences change on the next log in.



Transaction Processing Default Value for Status Filter

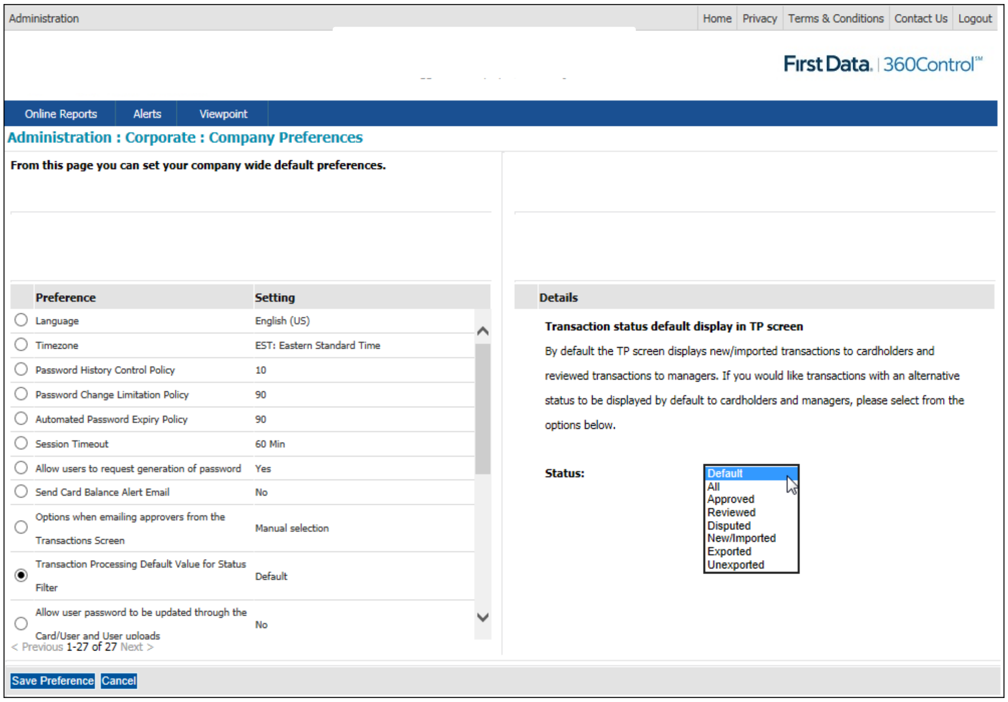
Each business can determine the transaction status default value to use in the *Transactions* screen filter criteria.

By default, the *Transaction Processing* screen displays new and imported transactions to cardholders and reviewed transactions to managers. If you would like transactions with an alternative status to display by default to cardholders and managers, then select one of the other system options.

Follow these steps to set the options.

1. Follow the path: **Administration›Corporate›Company Preferences**.
2. Click the radio button next to **Transaction Processing Default Value for Status Filter**.
3. Click **Edit Preference** in the left panel. The right panel opens.

4. Select the status from the drop-down menu, and then click **Save Preference**. The preferences change on the next log in.



Allow User Password Update via User Upload

For all issuers, cardholder users are created automatically via CCF batch processing. Use of the User Upload file should be for non-cardholder user types only.

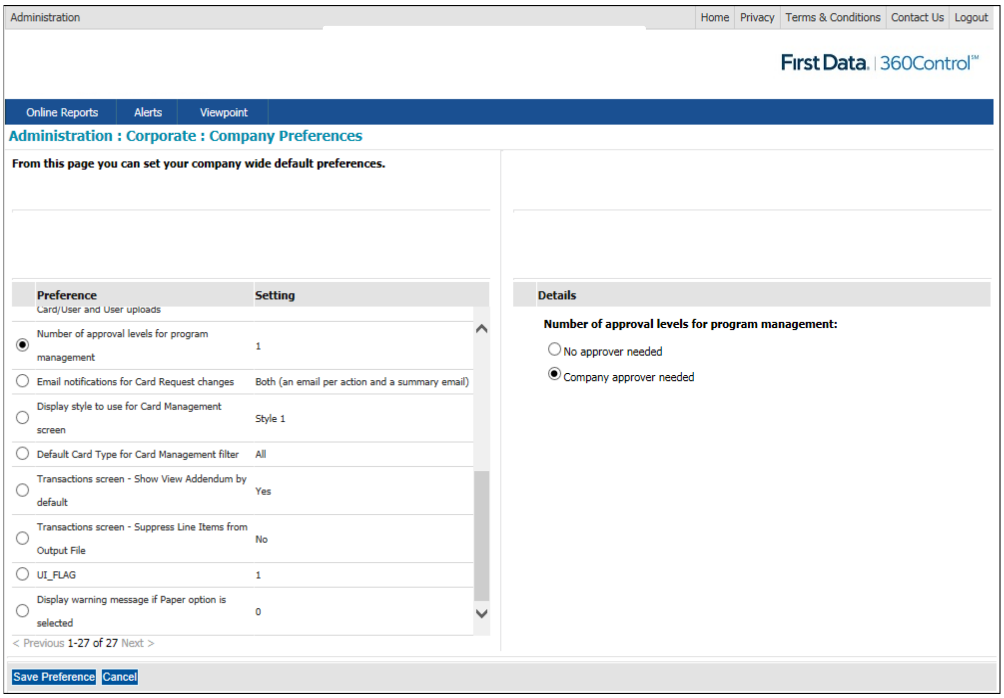
Number of Approval Levels for Program Management

Each business, at a program level, can determine whether or not they want to employ an approver process for Card Request changes.

The company preference options are:
No approver needed: Anyone can set up, with the appropriate Service Profile Activities, to submit Card Request changes in real time.
Company approver needed: One user, with the appropriate Service Profile Activities, can submit Card Request changes. They get flagged in pending status until another user, with the appropriate Service Profile Activities, logs in to review and/or approve/deny the changes.

Follow these steps to set the option.

1. Follow the path: **Administration>Corporate>Company Preferences**.
2. Click the radio button next to **Number of Approval Levels for Program Management**.
3. Click **Edit Preference** in the left panel. The right panel opens.
4. Select the appropriate radio button, and then click **Save Preference**. The preferences change on the next log in.



Email Notification for Card Request Changes

Each business, at a program level, can determine whether or not they want to have the system send outbound communications to administrator users when Card Request changes have been submitted. This pertains only to approved changes.

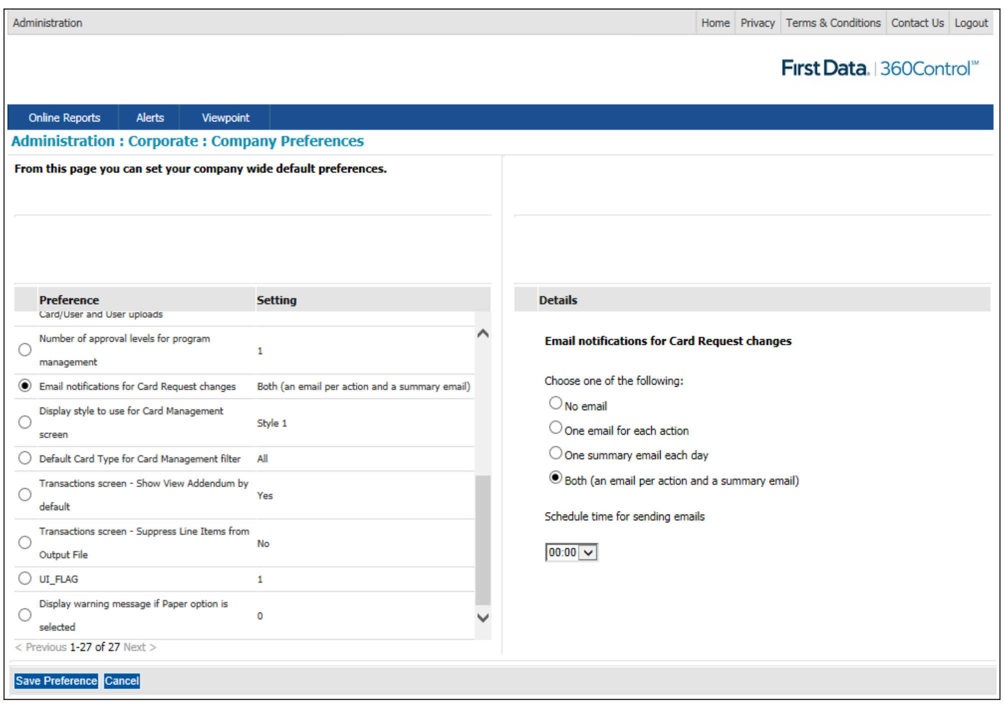
The company preference options are:

- No email: No notifications
- One email for each action: Each Card Request submitted triggers a notification email

- One summary email each day: All Card Requests submitted in the day are batched to one email
- Both (an email per action and a summary email): Combination of both
- The business can also schedule a specific time of the day for the summary emails to be triggered.

Follow these steps to set the option.

1. Follow the path: **Administration > Corporate > Company Preferences.**
2. Click the radio button next to **Email Notifications for Card Request Changes**.
3. Click **Edit Preference** in the left panel. The right panel opens.
4. Select the appropriate radio button, and then click **Save Preference**. The preferences change on the next log in.



Display Style to User for Card Management Screen

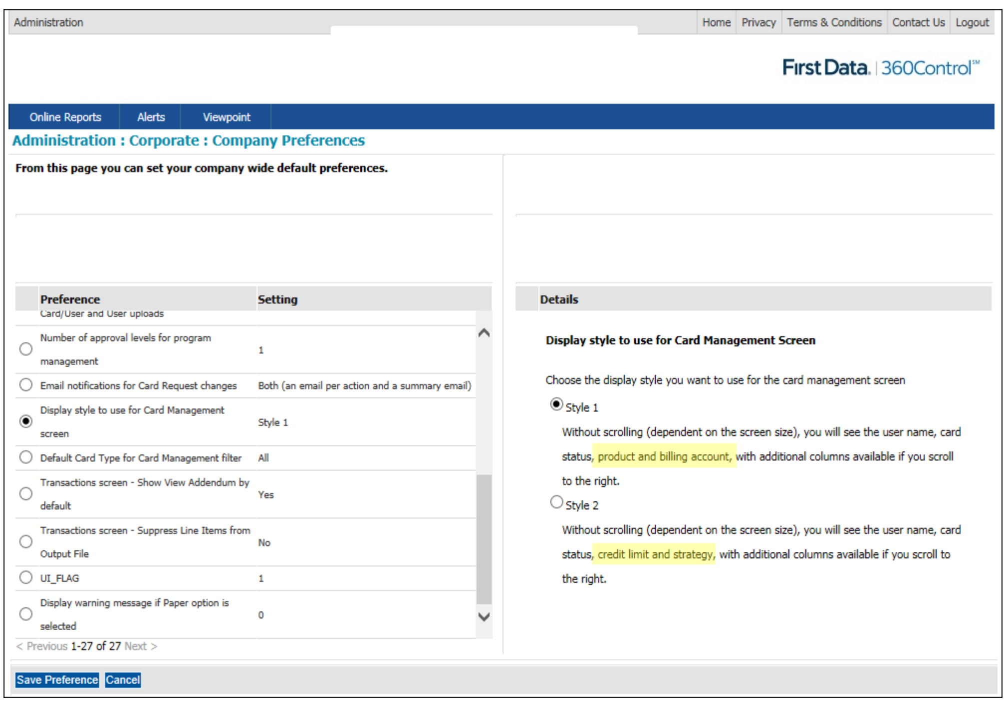
Each business, at a program level, can determine the default view for two columns in the *Card Management* screen.

Below are the two styles available:

- Style 1: Without scrolling, depending on the screen size, you will see the username, card status, and product and billing account, with additional columns available when you scroll to the right.
- Style 2: Without scrolling, depending on the screen size, you will see the username, card status, credit limit and strategy, with additional columns available when you scroll to the right.

Follow these steps to change the style.

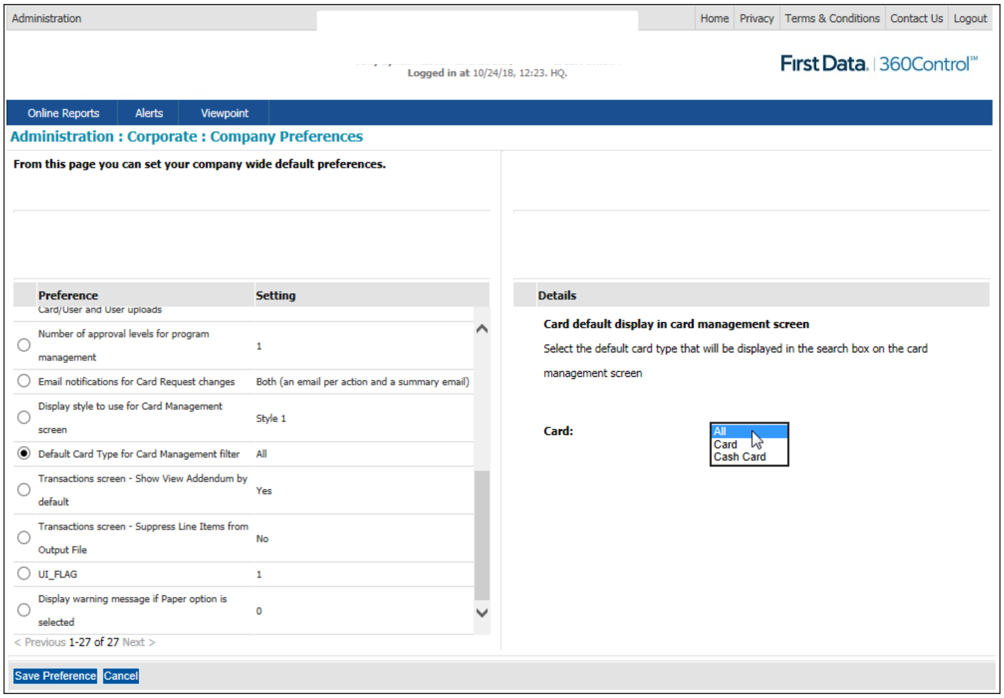
1. Follow the path: **Administration › Corporate › Company Preferences**.
2. Click the radio button next to **Display Style to User for Card Management Screen**.
3. Click **Edit Preference** in the left panel. The right panel opens.
4. Select the appropriate radio button, and then click **Save Preference**. The preferences change on the next log in.



Changes take effect on the next login.

Default Card Type for Card Management Filter

This pertains only at the Program Level. However, there is only one card type in model. Therefore, this company preference should always be at default value *All*.



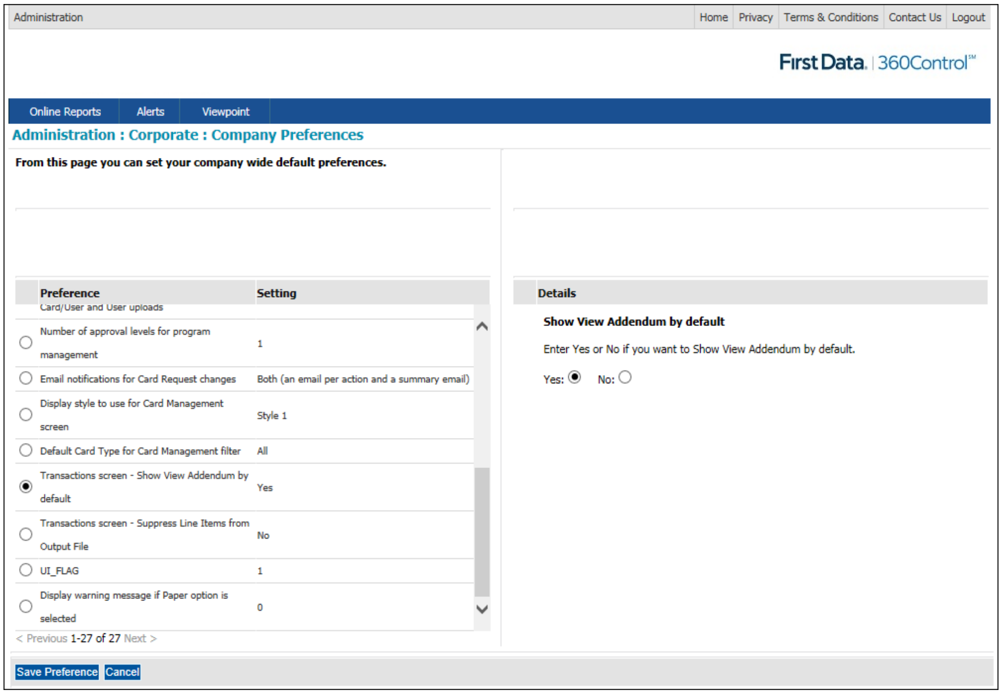
Transaction Screen: Show View Addendum by Default

Some transactions from some merchants may contain additional transaction data. Each business, at a program level, can specify whether or not to show this additional data by default.

Follow these steps to change the setting.

1. Follow the path: **Administration › Corporate › Company Preferences.**
2. Click the radio button next to **Transaction Screen – Show View Addendum by default**.
3. Click **Edit Preference** in the left panel. The right panel opens.
4. Select the appropriate radio button, and then click **Save Preference**.

The preferences change on the next login.



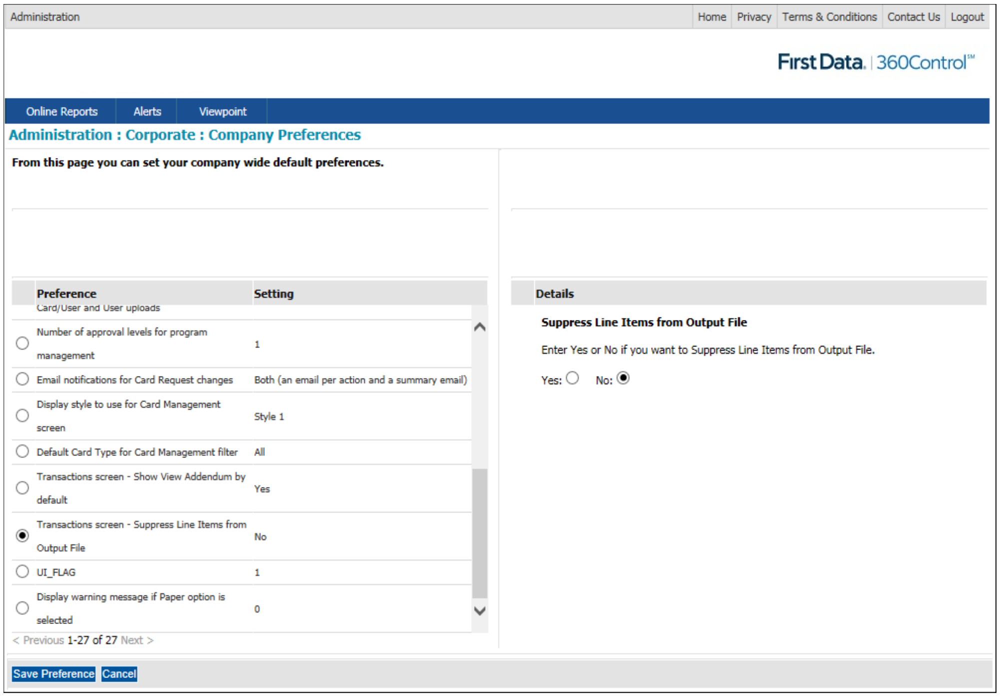
Transaction Screen: Suppress Line Items from Output File

Transactions in 360Control can contain additional addenda data or splits, where additional lines of data are added to define the cost allocation. Each business, at a program level, can specify whether or not to include transaction line items when selecting to output the details of the *Transactions* screen to an Output File.

Follow these steps to change the setting.

1. Follow the path: **Administration › Corporate › Company Preferences**.
2. Click the radio button next to **Transaction Screen: Suppress Line Items from Output File**.
3. Click **Edit Preference** in the left panel. The right panel opens.
4. Select the appropriate radio button, and then click **Save Preference**.

The preferences change on the next login.



The default value is **No** but the changes take effect upon next login.

Email Templates

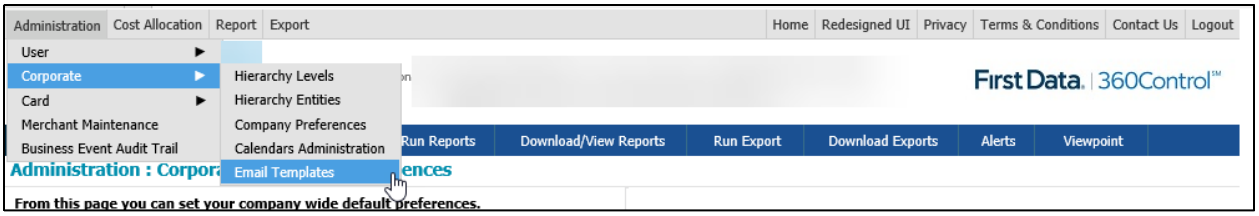
Program Administrators have the ability to add and edit custom email messages. PAs have access to different message types: **Automated, Custom** and **Scheduled**.

PAs can create custom email templates to use for communicating to their users. PAs can also access automated (i.e., system-generated) email templates, such as the email sent to a cardholder when they complete the self-registration process and receive their initial temporary password. Scheduled email templates are also automated messages that can be set up to be generated on a scheduled frequency when certain conditions apply.

Below are the different types of email templates available:

- Automated: System generated emails when certain conditions apply.
- Custom: Admin users define custom email templates.
- Scheduled: System generated emails sent at scheduled times.

To access e-mail templates, select **Administration›Corporate›Email Templates**.

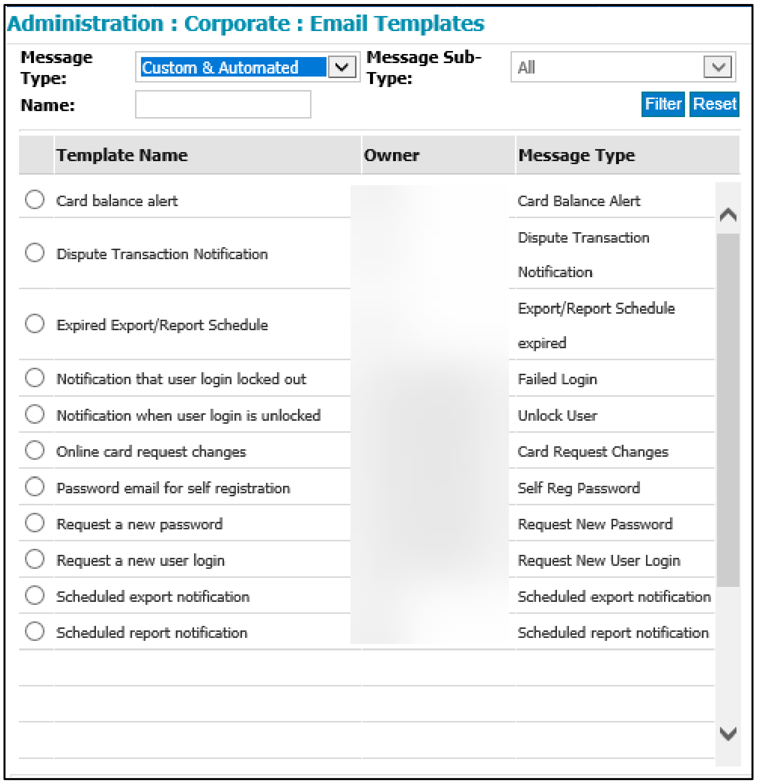


The *Email Templates* screen displays. The following is a list of automated email templates available:

- Card balance alert
- Dispute transaction notification
- Expired Export/Report Schedule
- Notification that user login locked out
- Notification when user login is unlocked
- Online card request changes
- Password email for self-registration
- Request a new password
- Request a new user login
- Scheduled export notification
- Scheduled report notification

The following is a list of scheduled email templates available:

- Review Transactions Notification
- Approve Transactions Notification
- Review Available Credit Notification
- Inactive User Notification



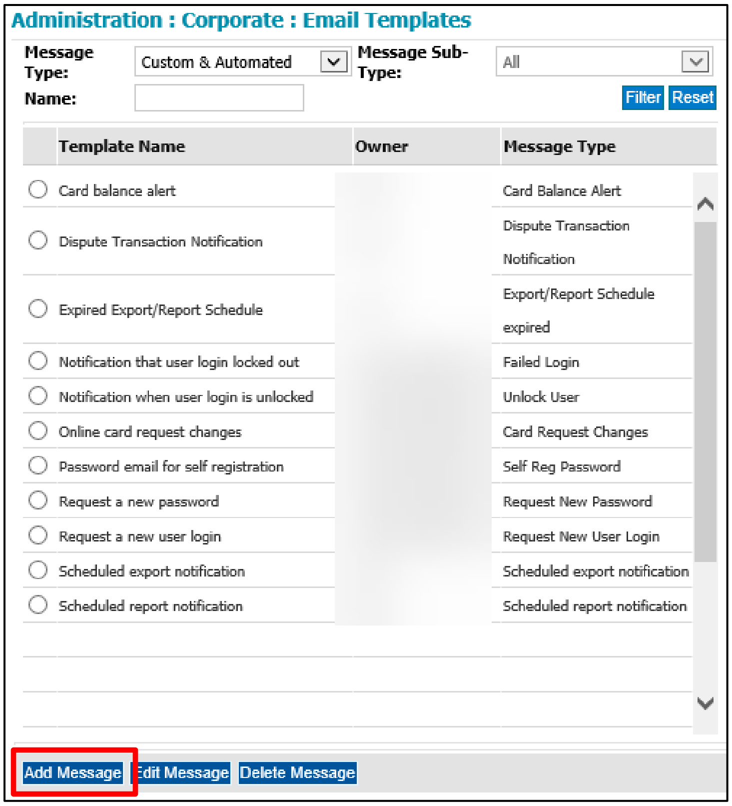
Most of the email templates contain the following information:

- Template Name: Not editable
- Message Type: Not editable
- From Address (editable): Default email address is 360Control@firstdata.com
    - Can be masked with a custom *email from* address
- Language
- Subject: Editable

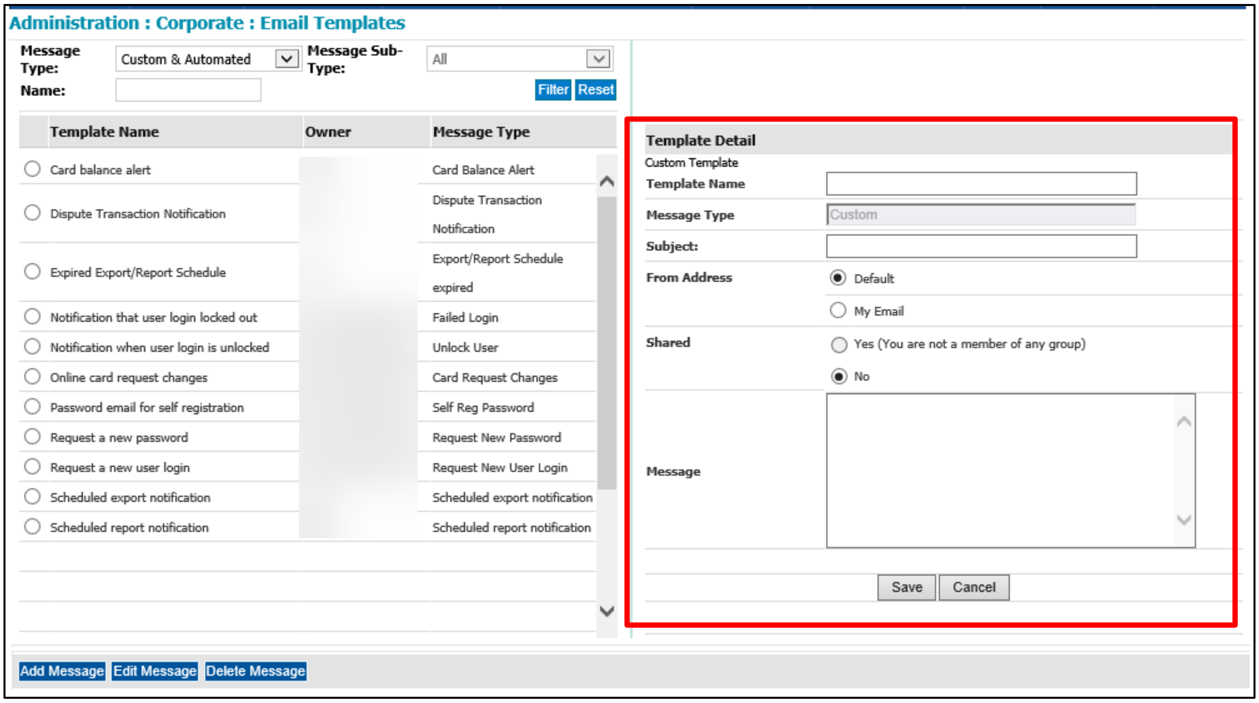
Create a New Custom E-mail Template

Follow these steps to create a new custom email template.

1. Follow the path: **Administration>Corporate>Email templates**.
2. Click the **Add Message** button.



3. On the right side of the screen, enter a **Name** for the template and a **Subject**.
    - The **Shared** fields default to **No**.
4. Type the message.
5. Click the **Save** button.



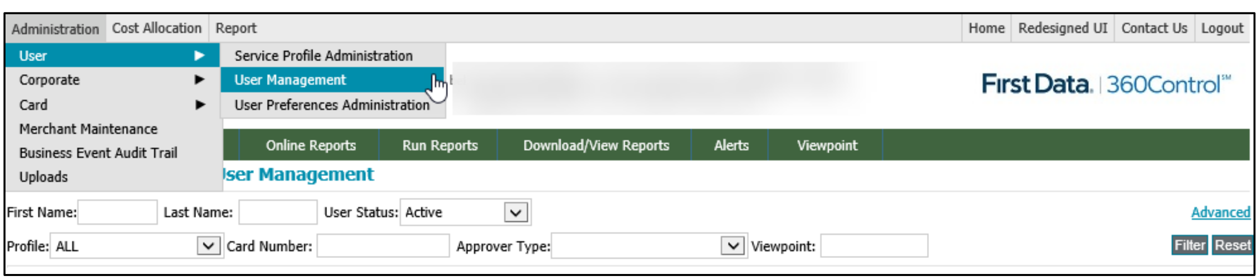
NOTE

Automated and Scheduled emails should never be deleted, but they can be edited. Custom emails can be deleted and edited.

User Management

The **User Management** menu is used to establish Email Template Groups.

To access e-mail templates select **Administration > User > User Management**.



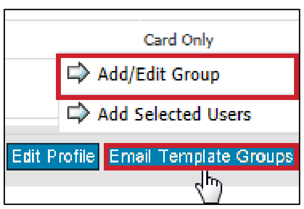
Add/Edit Email Template Groups

Email Template Groups provides access to an email template. Custom email templates are typically used. Groups of users can be added to access the custom email templates. Email groups manage who has access to specific communications.

For example, if there are multiple levels within a hierarchy, users within the level can be assigned to group-specific levels, allowing them to send emails specific to their level.

Follow these steps to set up an email group.

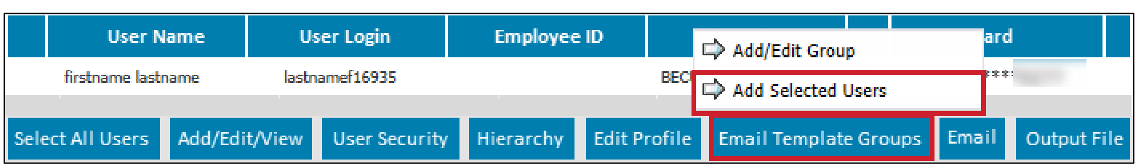
1. Follow the path: **Administration > User > User Managemen**t.
2. Click **Email Template Groups** on the bottom of the window.
3. Select **Add/Edit Group**.
4. Select **Add New**, enter the group name, and then click the **Close** button.
    - You can also edit and delete groups from this screen and remove users from existing groups.



Add Users to Email Groups

Follow these steps to add a user to an email group.

1. Select the user(s) you want to add to the group.
2. Click **Email Template Groups**, and then select **Add Selected Users**.



3. From the drop-down list, select the group to which you want to add them.
4. Click the **Add New** button.

NOTE

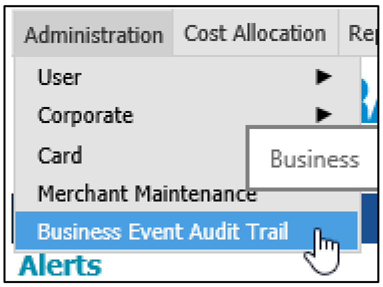
A user can only belong to one group at a time. Remove the user from one group before adding them to another group. 360Control prompts you to select one group if you attempt to assign the user to a second one.

Business Event Audit Trail

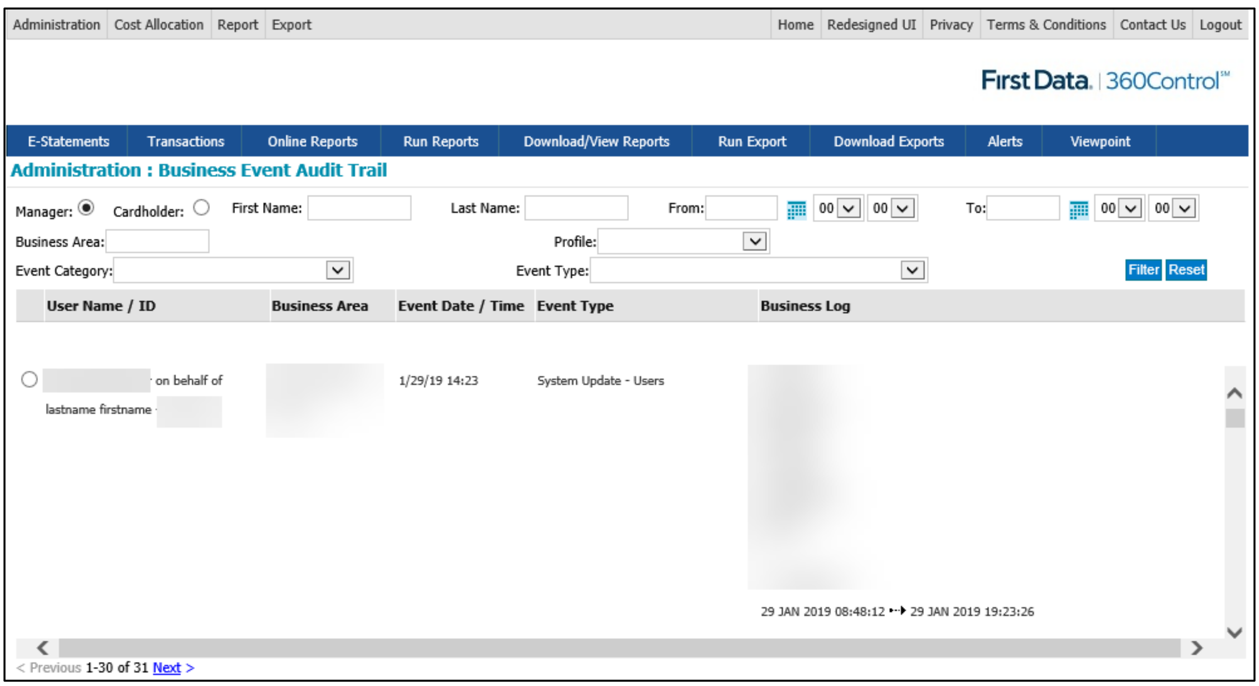
The Business Event Audit Trail is your record of all actions performed in 360Control, even for actions complete while in an Issuer viewpoint session. Business Event Audit Trail is available at Issuer and Program Levels.

Follow these steps to access the Business Event Audit Trail.

1. Follow the path: **Administration>Business Event Audit Trail**



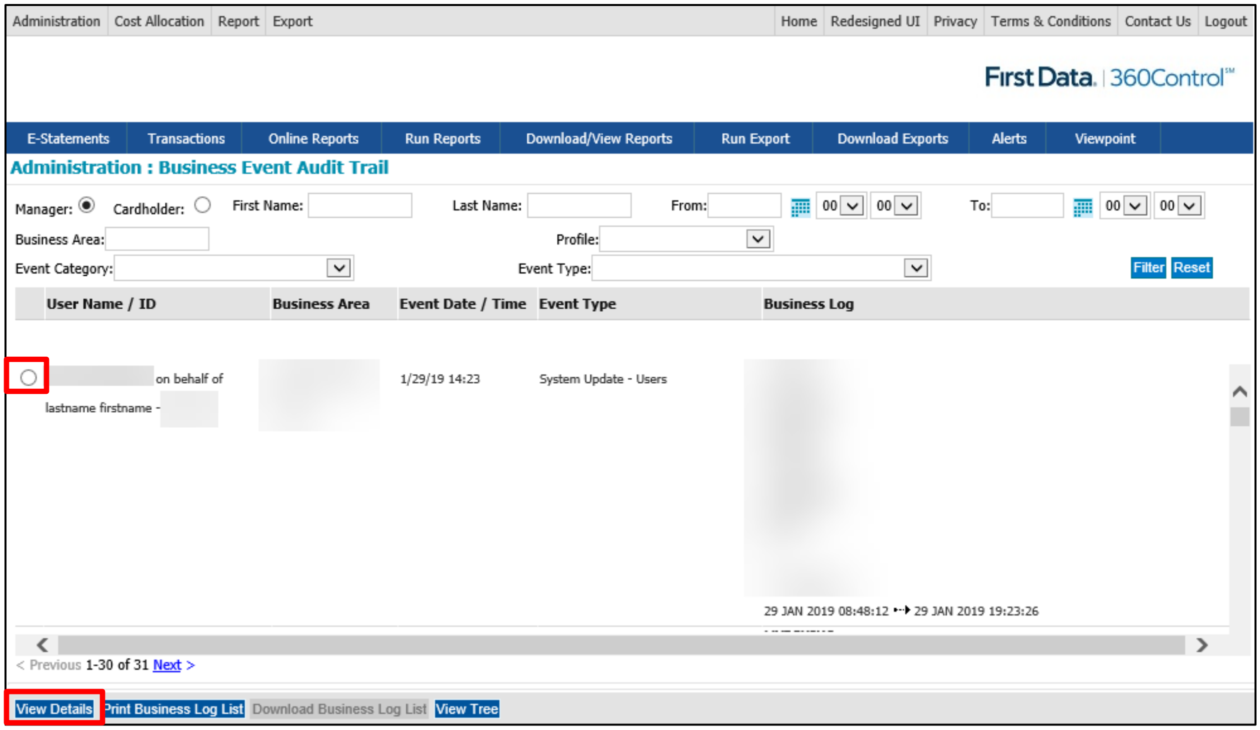
The *Administration*: *Business Event Audit Trail* screen displays.



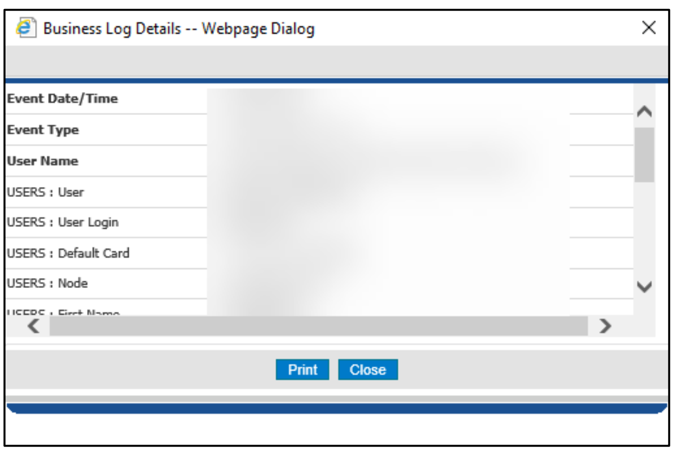
NOTE

You can use the filter criteria to narrow down your search results.

2. From the resulting list of activity, select a radio button for an audit entry and click the **View Details** button.



A popup screen displays the event history.



- Use the **Print** button to send the Business Log Details to a network printer.
- Use the **Close** button to close the *Business Log Details* screen.
- Use the **Print Business Log List** to send the entire Business Event Audit Trail list currently on the screen to a network printer.

Cost Allocation

The **Cost Allocation** tab allows PAs to establish additional cost allocation codes, cost allocation systems and Cost Allocation Groups.

A default Cost Allocation System is already built and waiting for further configuration based on how a company wants to allocate costs.

How to create Cost Allocation codes are discussed in an intermediate training of 360Control.

Reports

There are several different types of reports, also referred to as enquiries, available in 360Control. These reports can be tailored to extract the required data and are available in a number of different formats (.PDF, .RTF, and .XLS).

Online Reports (Enquiries)

Enquiries allow the user access to information on transaction spend by Merchant Category Group (MCG), Merchant Category Code (MCC), Merchant and cardholder.

The information returned to the user varies based on their viewpoint in their organization's hierarchy. A user at the top of the hierarchy can view transaction spend for all cardholders in the company.

There are some standard online report options available. The options you see are based on your organization's requirements.

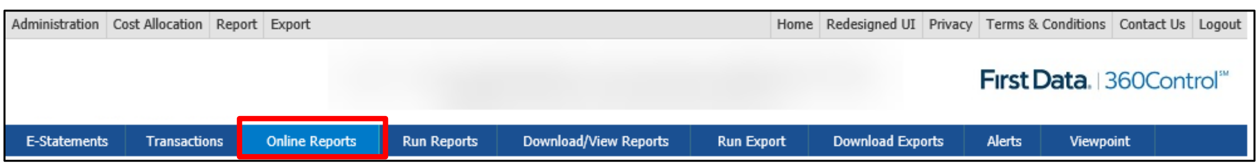
- **Merchant Category Group**: Displays spend by MCG code.
    - Click the **MCG Code** link to view a breakdown of information for each MCC in the group.
- **Merchant Category Code:** Displays spend by MCC and merchant.
    - Click the **MCC Code** link to view a breakdown of spend for each vendor associated with the MCC.
    - You can then click a vendor link to view information about the cardholders who made purchases from the vendor.

- **Merchant Spend**: Displays total spend by merchant.
- **Transaction Lifecycle:** Display transactions in the review/approval process or the cost allocation process.
- **Inactive Cards Enquiry:** Displays cards that have not been active since a selected date.
    - Also shows the last login date of the cardholder and the number of days inactive.
- **Card Spend Summary:** Displays a summary of the card spend for your company.

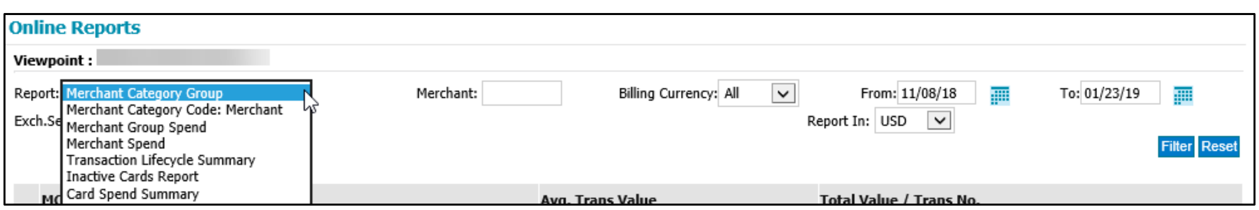
Each option displays a filtering toolbar that can be used to further narrow the results and provides a button for producing output files containing the displayed information. The information appears in the order of highest to lowest spend.

Follow these steps to access Online Reports.

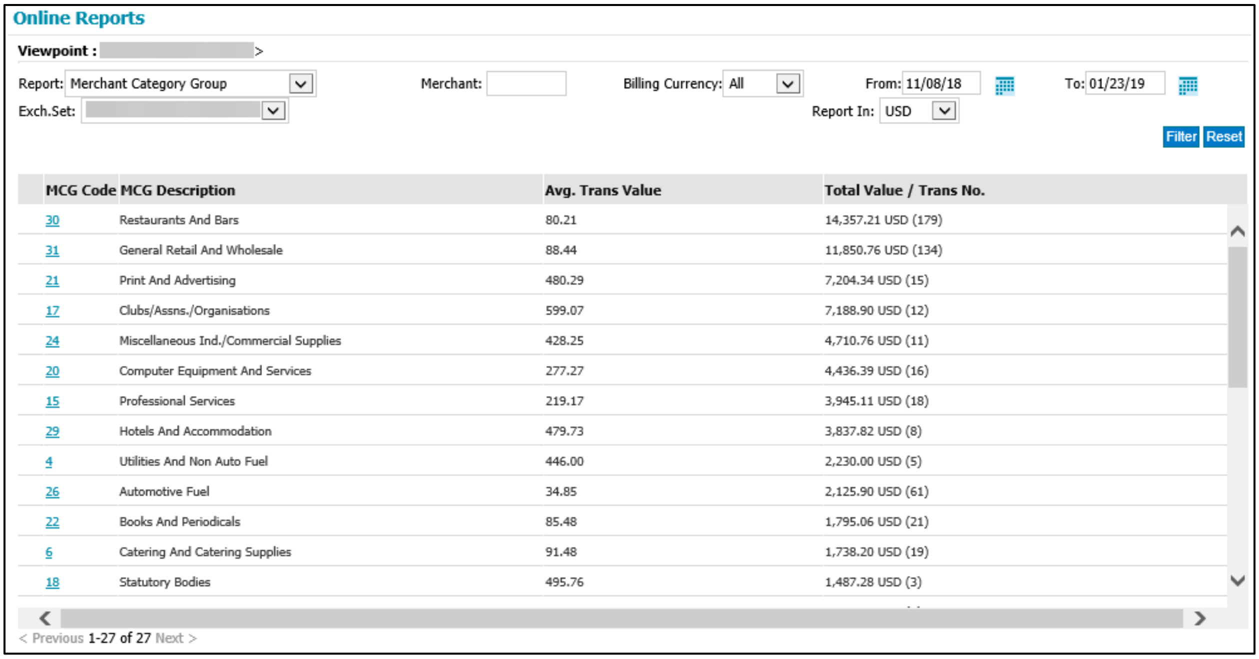
1. Click the **Online Reports** button.



2. Select an option from the **Report** drop-down menu.
3. Select the date range you wish to run the report from.
4. Click the **Filter** button.



The report displays. Below is an example of the Merchant Category Group report.

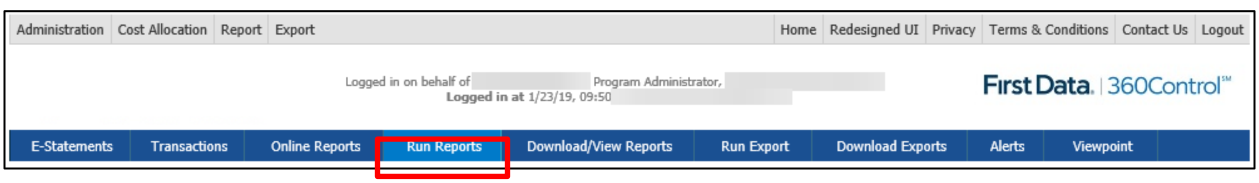


Run Reports

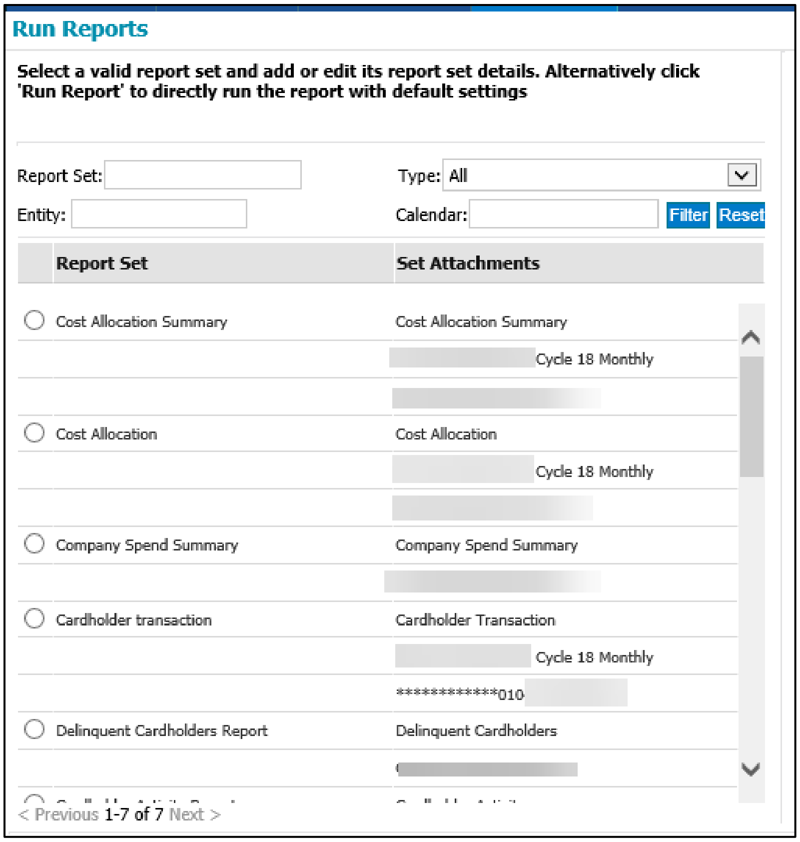
These reports under the **Run Reports** tab can be produced in .HTM, which is viewable in a browser window, and .PDF, .RTF, or .XLS formats, which are available for download.

Follow these steps to run these reports.

1. Click the **Run Reports** tab.



The *Run Reports* screen displays.



2. Click the radio button next to the desired report.
3. Enter report dates and output type.

This queues the report which is run in batch mode. The user is notified when the report is available for download in the *Download Reports* screen.

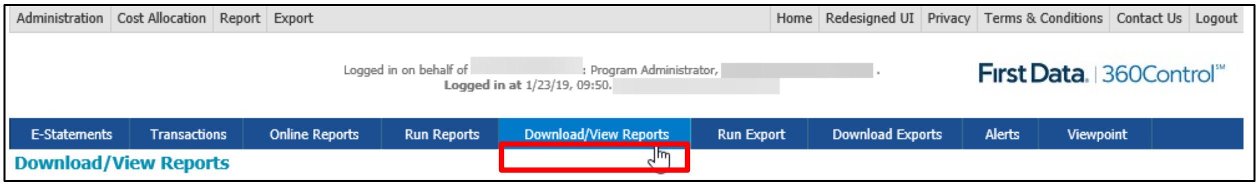
> **NOTE**
> If you click **Run Report** without defining the dates, the report defaults to the current billing period.

Download/View Reports

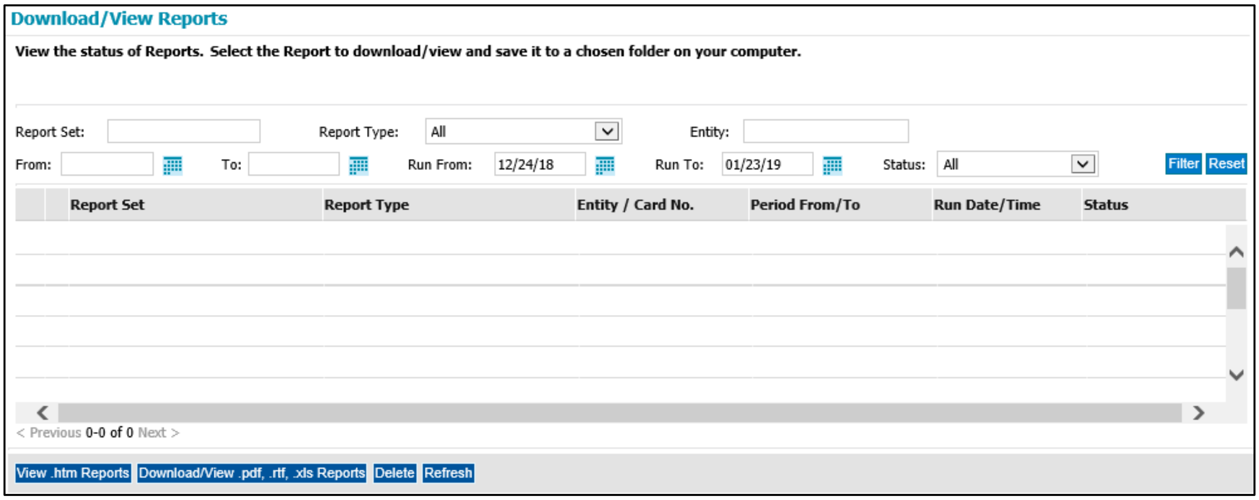
When you have gone through the steps of running a report, the report generated on the **Download/View Reports** tab. This tab allows PAs to download or view those reports.

Follow the steps below to download or view reports.

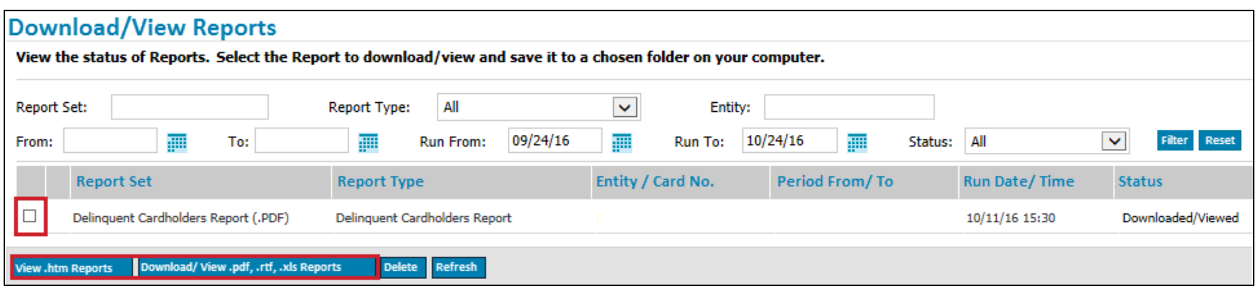
1. Click the **Download/View Reports** tab.



The *Download/View Reports* screen displays.



2. Select the report you wish to download.
3. Click the **View.htm Reports** button or **Download/View .pdf .riff .xls Reports** button.



The report opens in a separate window. Completed reports are returned with one of the following statuses:

- Reports that are already created and available for download appear on the **Download Reports** window with a status of **Ready**.
- Reports with a status of **Scheduled** or **In Progress** have not finished downloading.
- Failed reports have a status of **Failed Errors** or **Failed No Data**.

- Reports that have already been downloaded or viewed have a status of **Downloaded/Viewed.**

Viewpoint

A user's viewpoint determines the content that they see in 360Control. Viewpoints work with a company's hierarchy to narrow down what each user sees within their hierarchy level.

Viewpoint functionality in 360Control allows a user to select a new viewpoint anywhere below his or her current viewpoint. This typically means the user views a smaller collection of data. The ability to change a viewpoint is available to any user at the manager/approver level.

Follow these steps to change a viewpoint.

1. Click the **Viewpoint** tab.
2. Use the hyperlinks to drill down into the Corporate Hierarchy.
3. Select the node you wish to view and click the **Set as New Viewpoint** button.
    - Navigate away from the current screen for the viewpoint change to take effect.

To go back to the original viewpoint, complete the following steps.

1. Click the **Viewpoint** tab.
2. Click the **Restore Original Viewpoint** button.
    - Navigate away from the current screen for the viewpoint change to take effect.

Approvers in 360Control

As discussed earlier in the guide, there are two types of approvers available within 360Control:

- Transaction Approver
- Request Approver

Transaction Approver

Businesses can set up a process where they require the cardholder to review their transactions and possibly upload receipts and/or add cost allocation codes. If this is the case, the business will designate another user as an approver.

At the Program level, users can be setup as one of the following Transaction Approver types:

- None: User will not be a Transaction Approver.
- Viewpoint: User is required to approve transactions that are marked *Reviewed* by Cardholders within their same viewpoint structure or below.
- Responsibility-Based: User is required to approve Reviewed transactions on card accounts to which the user has been assigned.

Request Approver

Businesses can set up a process by which they require a system of dual control for making real time card detail updates, e.g., credit limit and authorization strategy changes, where one user requests to edit the card details and another user reviews the request and takes action to either approve or deny the requested change.

At the Program level, users can be set up with the following Request Approver status:

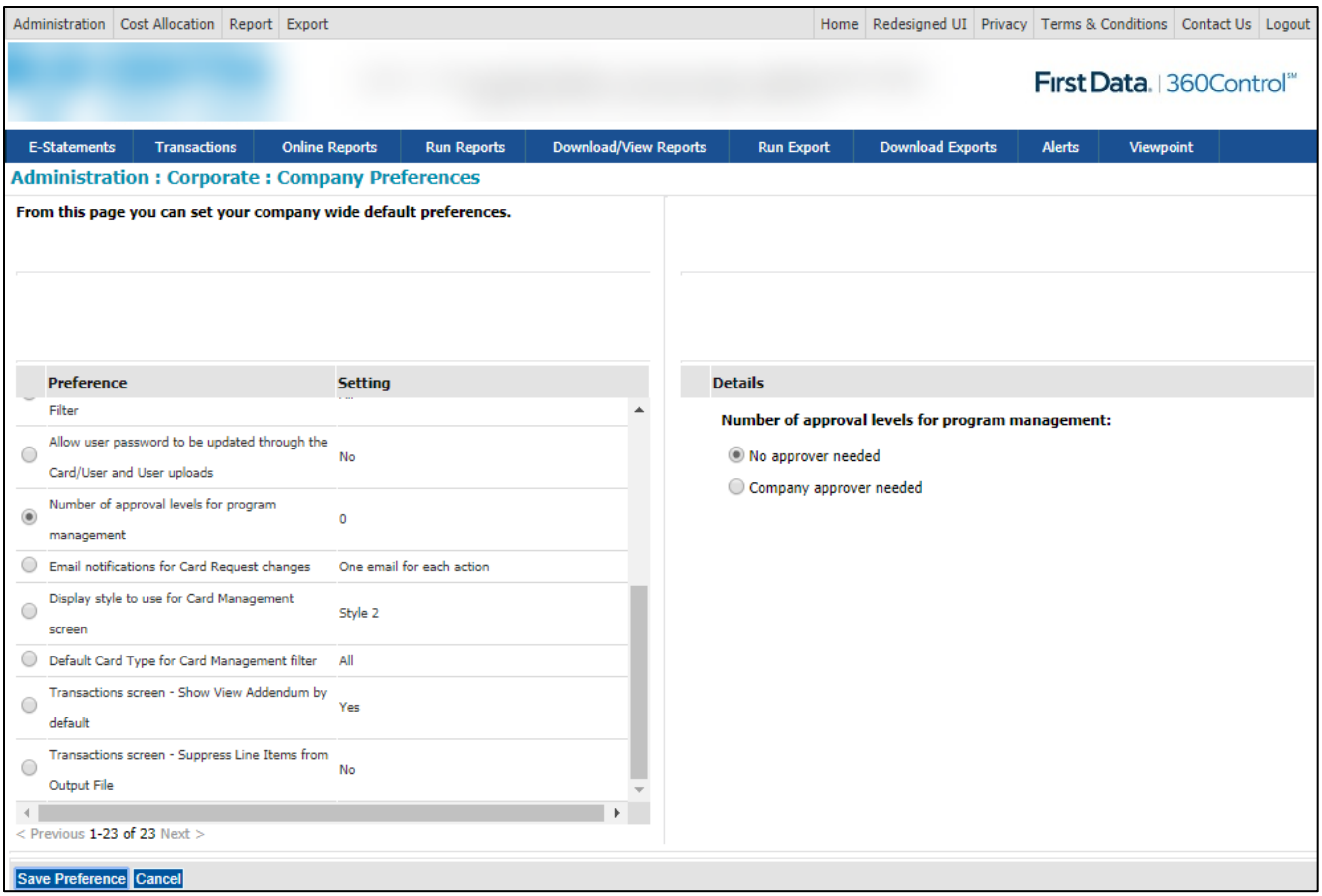
- None: User will not be a Card Request Approver.
- Viewpoint: User is required to review/approve pending Card Requests that have been queued up by another user within their same viewpoint structure or below.
- Responsibility-Based: User is required to review/approve pending Card Requests that have been queued up by another user for specific card accounts to which the user has been assigned.

The steps below outline how to set up both types of Approvers.

Enabling the Program Management (i.e., Card Request) approver process for your company:

1. Follow the path: Administration > Corporate > Company Preferences.
2. Select the **Number of approval levels for program management** radio button.
3. Click **Edit Preference**.

The *Details* area opens in the right panel.



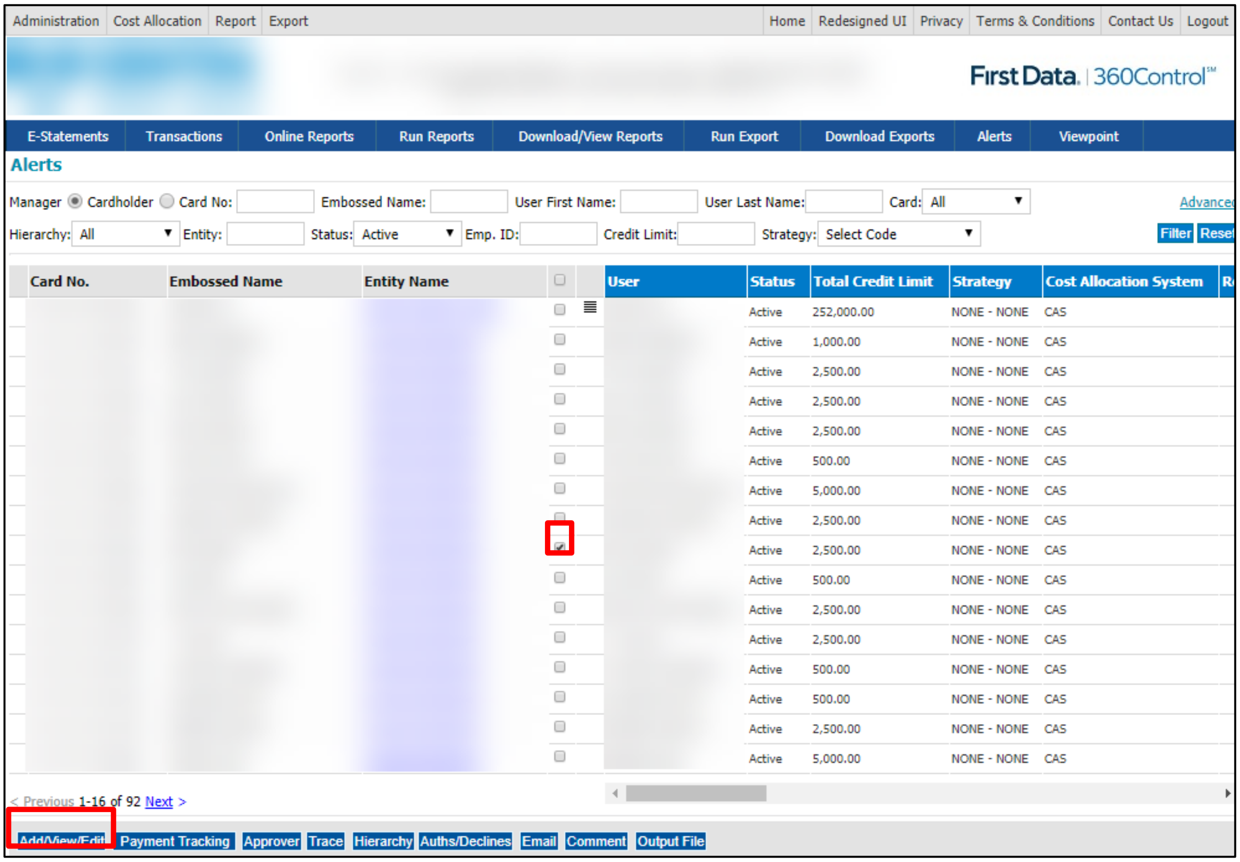
4. Click the **Company approver needed** radio button.
5. Click **Save Preference**.

The setting on the left panel next to the preferences changes from a *0* to a *1*.

Next, you will need to designate your company's Transaction and/or Card Request Approver(s).

Designating Approvers:

1. Follow the path: **Administration > User > User Management**.
2. Click the **Add/Edit/View** button.



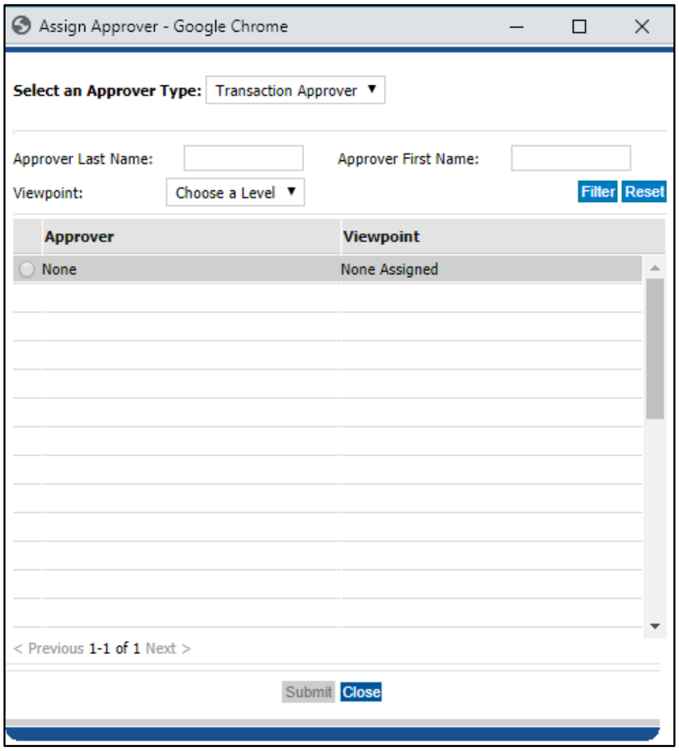
3. In the *User Is A* section, select the Approver Type.
    - Viewpoint
    - Responsibility-Based

NOTE
When Viewpoint is chosen, be sure the user's Viewpoint is correct. If so, the approver is set. No other action required. When Responsibility-Based is chosen, continue to the next steps to assign the approver to card(s).

4. Follow the path: **Administration > Card > Card Management**
5. Select the card(s) which you want to designate an Approver and click the

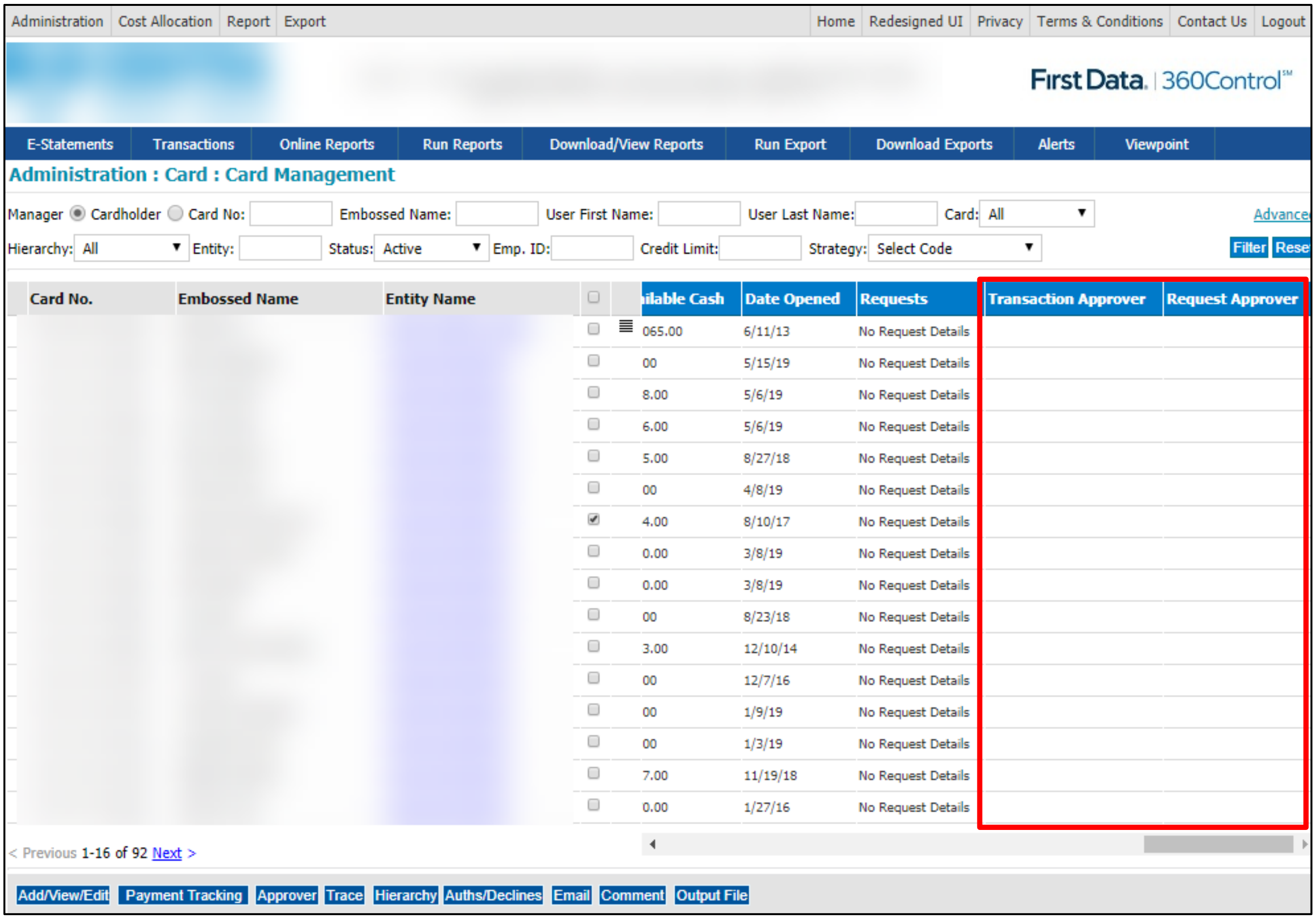
Approver button.

The *Assign Approver* popup appears.



6. Select an **Approver Type** from the drop-down menu.
7. Search for the Approver name.
8. Click the radio button next to the Approver's name and click the **Submit** button.

The Approver change has been updated. Scroll to the right of the *Card Management* screen to verify this change has been implemented. The Approver's name will display under the appropriate Approver type.



NOTE

The image above does not have an approver process in place.

Appendix A: Transaction Lifestyle Status Flags

Symbol	Description
	New
	New/Comments
	New/Disputed
	New/Comments/Disputed
	New/Airline
	New/Airline/Comments
	New/Airline/Disputed
	New/Airline/Comments/Disputed
	New/Rental
	New/Rental/Comments
	New/Rental/Disputed
	New/Rental/Comments/Disputed
	New/Lodge
	New/Lodge/Comments
	New/Lodge/Disputed
	New/Lodge/Comments/Disputed
	New/Tax Done
	New/Tax Done/Comments
	New/Tax Done/Disputed
	New/Tax Done/Comments/Disputed
	New/Tax Done/Airline
	New/Tax Done/Airline/Comments
	New/Tax Done/Airline/Disputed
	New/Tax Done/Airline/Comments/Disputed
	New/Tax Done/Rental
	New/Tax Done/Rental/Comments
	New/Tax Done/Rental/Disputed
	New/Tax Done/Rental/Comments/Disputed
	New/Tax Done/Lodge
	New/Tax Done/Lodge/Comments
	New/Tax Done/Lodge/Disputed

Symbol	Description
	New/Tax Done/Lodge/Comments/Disputed
Reviewed	
	Reviewed
	Reviewed/Comments
	Reviewed/Disputed
	Reviewed/Comments/Disputed
	Reviewed/Airline
	Reviewed/Airline/Comments
	Reviewed/Airline/Disputed
	Reviewed/Airline/Comments/Disputed
	Reviewed/Rental
	Reviewed/Rental/Comments
	Reviewed/Rental/Disputed
	Reviewed/Rental/Comments/Disputed
	Reviewed/Lodge
	Reviewed/Lodge/Comments
	Reviewed/Lodge/Disputed
	Reviewed/Lodge/Comments/Disputed
	Reviewed/Tax Done
	Reviewed/Tax Done/Comments
	Reviewed/Tax Done/Disputed
	Reviewed/Tax Done/Comments/Disputed
	Reviewed/Tax Done/Airline
	Reviewed/Tax Done/Airline/Comments
	Reviewed/Tax Done/Airline/Disputed
	Reviewed/Tax Done/Airline/Comments/Disputed
	Reviewed/Tax Done/Rental
	Reviewed/Tax Done/Rental/Comments
	Reviewed/Tax Done/Rental/Disputed
	Reviewed/Tax Done/Rental/Comments/Disputed
	Reviewed/Tax Done/Lodge
	Reviewed/Tax Done/Lodge/Comments
	Reviewed/Tax Done/Lodge/Disputed
	Reviewed/Tax Done/Lodge/Comments/Disputed

Symbol	Description
Approved	
	Approved
	Approved/Comments
	Approved/Disputed
	Approved/Comments/Disputed
	Approved/Airline
	Approved/Airline/Comments
	Approved/Airline/Disputed
	Approved/Airline/Comments/Disputed
	Approved/Rental
	Approved/Rental/Comments
	Approved/Rental/Disputed
	Approved/Rental/Comments/Disputed
	Approved/Lodge
	Approved/Lodge/Comments
	Approved/Lodge/Disputed
	Approved/Lodge/Comments/Disputed
	Approved/Tax Done
	Approved/Tax Done/Comments
	Approved/Tax Done/Disputed
	Approved/Tax Done/Comments/Disputed
	Approved/Tax Done/Airline
	Approved/Tax Done/Airline/Comments
	Approved/Tax Done/Airline/Disputed
	Approved/Tax Done/Airline/Comments/Disputed
	Approved/Tax Done/Rental
	Approved/Tax Done/Rental/Comments
	Approved/Tax Done/Rental/Disputed
	Approved/Tax Done/Rental/Comments/Disputed
	Approved/Tax Done/Lodge
	Approved/Tax Done/Lodge/Comments
	Approved/Tax Done/Lodge/Disputed
	Approved/Tax Done/Lodge/Comments/Disputed

Symbol	Description
Exported	
	Exported
	Exported/Comments
	Exported/Disputed
	Exported/Comments/Disputed
	Exported/Airline
	Exported/Airline/Comments
	Exported/Airline/Disputed
	Exported/Airline/Comments/Disputed
	Exported/Rental
	Exported/Rental/Comments
	Exported/Rental/Disputed
	Exported/Rental/Comments/Disputed
	Exported/Lodge
	Exported/Lodge/Comments
	Exported/Lodge/Disputed
	Exported/Lodge/Comments/Disputed
	Exported/Tax Done
	Exported/Tax Done/Comments
	Exported/Tax Done/Disputed
	Exported/Tax Done/Comments/Disputed
	Exported/Tax Done/Airline
	Exported/Tax Done/Airline/Comments
	Exported/Tax Done/Airline/Disputed
	Exported/Tax Done/Airline/Comments/Disputed
	Exported/Tax Done/Rental
	Exported/Tax Done/Rental/Comments
	Exported/Tax Done/Rental/Disputed
	Exported/Tax Done/Rental/Comments/Disputed
	Exported/Tax Done/Lodge
	Exported/Tax Done/Lodge/Comments
	Exported/Tax Done/Lodge/Disputed
	Exported/Tax Done/Lodge/Comments/Disputed

Appendix B: Approver Workflow Field

In order to understand this field, one must understand that the approver function carries two different meanings in 360Control:

1. An *approver* can be any user (cardholder or non-cardholder) who is responsible for reviewing and/or approving either card transactions and/or card update requests.
    - This is typically reserved for Program Administrators or Managers only.
    - This approver type functionality is dependent upon additional configuration that is not typically enabled by default during a 360Control implementation.

2. An *approver* can also be any user (cardholder or non-cardholder) who has a business need to see only specific cards within the organization, as opposed to a Program Administrator-type user who would need to see all cards.
    - Typically, this is an employee who is in a support role needing to access one or more card accounts within the organization.
    - Typically, this would also require the Program Administrator to have defined their hierarchy structure (Levels and Entities) in 360Control.

For either meaning above, an approver user is further defined as either *Viewpoint-based* or as *Responsibility-based*. Each approver-based type is defined as follows.

Viewpoint-based approvers are responsible for viewing and/or approving card transactions or card update requests for cards within the user's specified level of the company hierarchy and below.

- This is based on the user's position within their organization's structure.
- It is also dependent upon the organization having defined the hierarchy structure (i.e., Levels and Entities) in 360Control.

Responsibility-based approvers are responsible for viewing and/or approving any card transactions or card update requests for specific card accounts to which the user is assigned.

Appendix C: Service Profile Activities

Default Settings for Each Level	Company		Description
	PA	CH	
Generate Password	X		Allows user to send a new password via email to another user. Works in conjunction with the Company Preferences and enables the **Password** button on the *User Management* screen.
Bank Enquiries			
Company Spend			Enables the **Online Reports** quick link and activates the *Company Spend* report. Quick view into the spend for each company that the Issuer has onboarded.
MCG/MCG/Merchant			Enables the **Online Reports** quick link and activates the *Issuer Merchant Category Group Spend* and *Issuer Merchant Category Spend* reports. Quick view into the spend by merchant for each company that the issuer has onboarded.
Merchant Spend Enquiry			Enables the **Online Reports** quick link and activates the *Issuer Merchant Spend* report. Quick view into the spend by merchant for each company that the issuer has onboarded.
Screen Usage Statistics			Enables the **Online Reports** quick link and activates the *Screen Usage Statistics* report. Quick view to see 360Control screen usage for each company that the issuer has onboarded.
Self-Registration Statistics			Enables the **Online Reports** quick link and activates the *Self Registration Statistics* report. Quick view to see cardholder self-registration statistics for each company that the issuer has onboarded.
Basic			
Add/Edit Card	X		Allows access to edit cards via web services.
Add/Edit User	X		Allows access to add new non-cardholders and to administration of existing users.
Alert Administration	X		Allows access to the *Alerts* screen. Shows alerts for when users get locked out, etc.
Assign Transaction Approver	X		If using the review and approve process for transaction data, allows PA to assign an approver to cards.
Assign Viewpoint to Users	X		Allows PA to assign a hierarchy viewpoint to a user, thus setting their manager flag to **Y**.

Default Settings for Each Level	Company		Description
	PA	**CH**	
Billing Control Account Administration	X		Allows user to edit details of a BCA. Must be checked if the PA wants to make payments on the control account.
Business Event Audit Trail	X		Access to the *Business Event Audit Trail* screen, showing a log of every action performed on 360Control.
Calendars Administration	X		Allows access to the *Calendars Administration* screen where the user can create reporting, exporting, and tax calendars.
Card Management	X		Access to the *Card Management* screen (required for all PAs).
Cardholder Reconciliation			N/A
Cards: Add Comment	X		Allows a PA to add a comment to a card.
Cards: Send Email	X		Allows a PA to send an email to cardholders from the *Card Management* screen.
Cards: Standard Output File	X		Allows a PA to download an Excel® file for all the information on the *Card Management* screen.
Cards: Upload Output File			N/A
Close Card	X		Enables the option to change a card status to Closed.
Company Preferences	X		Allows the PA to set company level settings, such as time zone, language etc.
Create User Output File	X		Allows the PA to download an Excel® file of all the information on the *User Management* screen.
Display Log Issue			N/A
Display Online Help			N/A
Edit Auth Strategy			N/A
Email Template Group Management	X		Allows a user to create a group of users who would have access to specific email templates in order to send them out to other users.
Email Template Management	X		Allows a bank to define the text of automated emails sent from 360Control. Companies may override the bank defined text.
Expire User	X		Allows a PA to expire a non-cardholder. Users will automatically expire if their card is closed.
Lock User	X		Allows a PA to lock a user's account in 360Control so that they cannot log in.

Default Settings for Each Level	Company		Description
	PA	CH	
Merchant Administration	X		Allows a PA to view all the merchants that have been used.
Merchant Group Management	X		Admins to see the merchants where their cards are commonly used, and manager preferred merchant information (for reporting).
Merchant Price List Management			N/A
Move Card	X		Allows a PA to move a card only when a corporate hierarchy is used.
Re-Open Closed Card			N/A
Reactivate Expired User	X		Allows a PA to reactivate a user that has been expired.
Reassign Card to User			N/A
Replace Card	X		Enables **Replace Card** button on the *Card Management* screen.
System Audit Trail			N/A
Unlock User	X		Allows the PA to unlock a user.
Upload Cards and Users			N/A
Upload Price List			N/A
Upload Transaction Approvers for Cards	X		Allows users to upload transaction approvers and link them to the cards. This is responsibility-based.
Upload Users	X		Allows user to upload non-cardholders into the system.
User Management	X		Allows access to the *User Management* screen.
User Preference Administration	X	X	Allows access to the *User Preferences* screen where the user can change their own preferences such time zone, language, etc.
Users: Send Email	X		Allows users to send an email from the *User Management* screen (either an ad-hoc email or choose and email template).
Viewpoint	X		Allows the user to change viewpoint to a lower user
Card Request			
Activate Card	X	X	Enables the New Card Activation workflow.
Advanced Spending Controls	X		Enables the Advanced Spend Controls workflow.

Default Settings for Each Level	Company		Description
	PA	**CH**	
Card Application Request			N/A
Card Request Tracking	X		Allows access to the *Card Request Tracking* screen where the user can view their real-time card requests.
Card Request Tracking: Create Output File	X		Allows a PA to download an Excel® file with all the information on the *Card Request Tracking* screen.
Card Request Tracking: Details	X		Allows a PA to see more details of web service requests.
Card Request Validation			N/A
Display Auths and Declines	X		Enables the **Display Auths/Declines** buttons for cards.
Online Payments	X	X	Activates the **Online Payment** buttons for control accounts and/or individual pay accounts.
Payment Tracking for Card Request	X	X	Enables the **Payment Tracking** button to access pending or processed payment information, and to cancel pending payments.
Pre-Populate Create Card Fields			N/A
Propagate Fields to Accounts			N/A
Replacement Plastic	X	X	Allows the PA to order a replacement plastic.
Request New Card	X		Allows the PA to create a new card.
Request for Account Status Change	X		Allows the PA to change the status on a card.
Request for Contact Details Change	X		Allows the PA to change the demographics on a card account.
Request for Limit and Strategy Change	X		Allows the PA to change the credit limit and/or strategy on a card account.
Rewards			N/A
Scheduled Auto Payment	X	X	Allows the PA to set up a scheduled autopayment.
View Plastic: Shipping Address	X		Allows the PA to select an alternate plastic shipping address when creating a new account.
Cardholder's Card Requests			
Activate Card	X	X	Enables the new card activation workflow.

Default Settings for Each Level	Company		Description
	PA	CH	
Display Auths and Declines	X	X	Displays auths and declines for a user's own card.
Manage Card Account	X		Allows access from the *eStatement* screen for cardholder to do real-time updates.
Payment Tracking For a Cardholder's Card Request	X	X	Allows access to the *Payment Tracking* screen for a user's own card.
Request a Replacement Card	X	X	Allows the cardholder to order a replacement plastic.
Request a Scheduled Auto Payment	X	X	Allows the cardholder to set up a scheduled auto-payment.
Request an Online Payment	X	X	Allows the cardholder to make a one-time online payment to their card.
Request an Account Status Change	X		Allows a cardholder to change the status on their card account.
Request for Contact Details Change	X		Allows the cardholder to change the demographics on their card account.
Request for Limit and Strategy Change	X		Allows a cardholder to change the credit limit and/or strategy on their card account.
Rewards			N/A
Cost Allocation Advanced			
Associations	X		Allows users to set up cost allocation associations between different levels.
Favorites	X		Allows users to set up a list of favorite cost allocation codes.
Restricted Access Groups	X		Allows the PA to set up groups of cost allocation codes and assign those groups to cardholders so the cardholders see only a restricted list of cost codes.
Cost Allocation Basic			
CAS Levels and Codes	X		Allows access to the *Levels And Codes* screen so a PA can set up cost allocation systems, levels, and codes.
Cost Allocation Groups	X		Allows the PA to set up groups of cost allocation codes and assign those groups to cardholders so codes are defaulted to transactions upon import.
Import Mapping Rules	X		Allows PA access to the *Mapping Rules* screen to set up MCC mappings, and others.
Procurement Mapping Rules	X		Allows PA access to the *Mapping Rules* screen to set up default mappings.

Default Settings for Each Level	Company		Description
	PA	CH	
Upload Card Cost Allocation Mapping	X		Allows PA access to upload cost allocation mappings between cards and codes.
Upload Cost Allocation Codes	X		Allows PA access to upload cost allocation codes.
Upload MCC Cost Allocation Mapping	X		Allows PA access to upload cost allocation mappings between MCC and Level 1 codes.
E-Statement			
E-Statement	X	X	Allows user access to the *eStatements* screen.
Email Templates			
Advanced Email Scheduling	X	X	Allows PA to schedule approval reminder emails, etc. for all billing units.
Email Scheduling	X	X	Allows PA to schedule approval reminder emails etc. for the main organization.
Enquiries			
Card Spend Summary	X		Allows access to the *Card Spend Summary* inquiry.
Cardholder Activity Inquiry	X		Allows access to the *Cardholder Activity* inquiry (Redesigned UI).
Delinquent Cardholder Inquiry	X		Allows access to the *Delinquent Cardholder* inquiry (Redesigned UI).
Enquiries: Create Output File	X		Allows user to create an output file from any of the inquiries.
Enquiries: Email	X		Allows user to send an email from the *Inquiries* screen.
Inactive Cards Enquiry			Allows access to the *Inactive Cards* inquiry where users can see cards with little to no activity.
Inquiries	X		Allows access to the *Inquiries* screen (Redesigned UI).
MCG/MCC/Merchant	X		Allows access to the *MCG/MCC/Merchant* inquiry.
Merchant Group Spend Inquiry			Allows access to the *Merchant Group Spend* inquiry.
Merchant Spend Inquiry	X		Allows access to the *Merchant Spend* inquiry.
Transaction Lifecycle Summary	X		Allows access to the *Transaction Lifecycle Summary* inquiry.
Exports			
Download Export Data	X		Allows access to the *Download Export* screen.

Default Settings for Each Level	Company		Description
	PA	CH	
Export Format	X		Allows access to the *Export Format* screen so users can set up an export format.
Export Scheduling	X		Allows users to schedule exports to run at defined times.
Export Set	X		Allows access to the *Export Sets* screen so a user can set up an export set.
Run All Exports	X		Allows user to run all exports (real and dummy).
Run Dummy Export Only	X		Allows user to run only dummy exports.
Reports			
Airline City Pairs Report			N/A
Cardholder Activity Report	X		Allows PA to run the canned *Cardholder Activity* report.
Cardholder Transaction Report	X		Allows PA to run the canned *Cost Cardholder Transaction* report.
Company Spend Summary Report	X		Allows PA to run the canned *Company Spend* report.
Cost Allocation Report	X		Allows PA to run the canned *Cost Allocation* report.
Cost Allocation Summary Report	X		Allows PA to run the canned *Cost Allocation Summary* report.
Delinquent Cardholders Report	X		Allows PA to run the canned *Delinquent Cardholders* report.
Merchant Spend Report	X		Allows PA to run the canned *Merchant Spend* report.
Non-Domestic Spend Report			N/A
Price Discrepancy Report			N/A
Report Administration	X		Allows PA access to set up canned reports.
Report Scheduling	X		Allows PA access to schedule canned reports.
VAT Report			N/A
Transaction Processing			
Allocate Tax			N/A
Approve Own Transactions			N/A

Default Settings for Each Level	Company		Description
	PA	CH	
Cardholder Transaction Approval			Allows a cardholder to approve their own transactions.
Cardholder Transaction Review	X		Allows a cardholder to review their own transactions.
Cost Allocation	X	X	Allows users to assign cost allocation codes to a transaction.
Dispute Transaction	X	X	Allows a user to dispute a transaction.
Manager Transaction Approval	X		Allows a manager user to approve other cardholder's transactions.
Manager Transaction Review	X		Allows a manager user to review other cardholder's transactions.
Mark Transaction C.A. Complete	X		Allows PA to cost allocate a cardholder's transaction.
Mark Transaction Tax Complete	X		Allows PA to assign tax to a cardholder's transactions.
Request a Transaction Receipt	X		Allows a user to request a receipt for a transaction (via the host).
Transaction Split	X	X	Allows a user to split a transaction.
Transactions: Create Output File	X	X	Allows a user to output an Excel® doc of the transactions.
Transactions: Email	X		Allows a user to send an email to remind cardholders to review/approve transactions.
Undispute Transaction	X	X	Allows a user to undispute a transaction.
View Transactions	X	X	Gives view-only access to the *Transactions* screen (when no other entitlement is turned on).
User Defined Hierarchy			
Structure Administration	X		Allows the user to access to the hierarchy levels and *Hierarchy Entities* screen and to add/edit the hierarchy structure.
Upload Structure	X		Allows the user to access the hierarchy upload template on the *Uploads* screen and to upload the template.
Users & Card Administration (Redesigned UI Only)			
Add Billing Control Account			N/A
Add New Cards	X		Allows PA to add new cardholders (create card).

Default Settings for Each Level	Company		Description
	PA	**CH**	
Add Non-Cardholder Users	X		Allows PA to add non-cardholder users.
Billing Control Accounts	X		Allows PA to access the *Billing Control Accounts* screen.
Edit Billing Control Accounts	X		Allows PA to edit a billing control account.
E-Mail	X		Allows PA to send an email from the *Users & Cards* screen.
Output	X	X	Allows PA to create an Excel® file output of the data on the screen.
Trace	X	X	Allows PA to view the audit trail on a card or user.
Update Card Status	X		Allows PA to update the status of a card.
Update User Account Status	X		Allows PA to update the status of a user account.
Update User Profiles	X		Allows PA to update a user's profile.
Update User Status	X		Allows PA to update a user's status.
Update Viewpoint	X		Allows PA to update the viewpoint of another user.
Users & Cards Screen	X	X	Allows access to the *Users & Cards* screen.