Commercial Credit Card Online Servicing Platform

A guide for card program administrators

Accessing the Platform

To access our new Commercial credit card servicing platform, please [click here.]

For an optimal experience utilizing our new commercial credit card servicing platform, please use one of the following browsers:

- Microsoft Windows Version of Edge
- Google's most current version of Chrome™
- Apple's most current version of Safari®
- Mozilla's most current version of Firefox

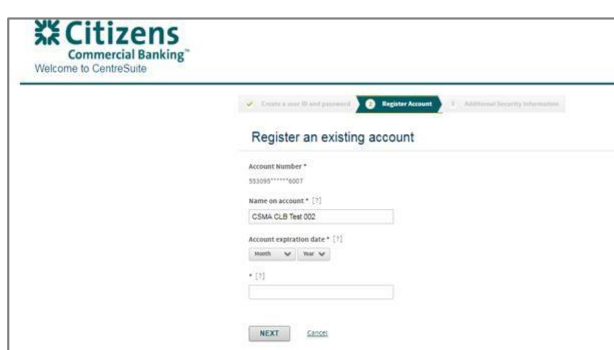
How to Login to the Platform

When using our new commercial credit card online servicing platform for the first time, you will need to **register** and **create a new user ID and password**. To register as a program administrator, you will need:

- Account Number
    - Make sure to use your company account number which can be found in recent communications from Citizens about the new platform.
    - Your account is structured with a master umbrella account that all cards roll up to. This provides you flexibility if you add cards in the future to be able to view at the top level. The company account is what should be used to ensure you have administrative functionality on the system. This is true even if you have the only card in the account. Note: Your company account number is NOT on any plastics.

- Name
- Email
- Mobile phone number
- Business tax ID number

You will be prompted to create a user ID and password and, also to setup security questions. Your account will then be setup as the administrator.



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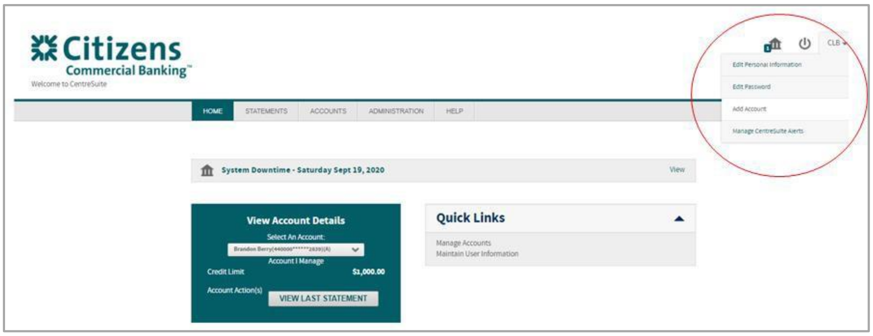
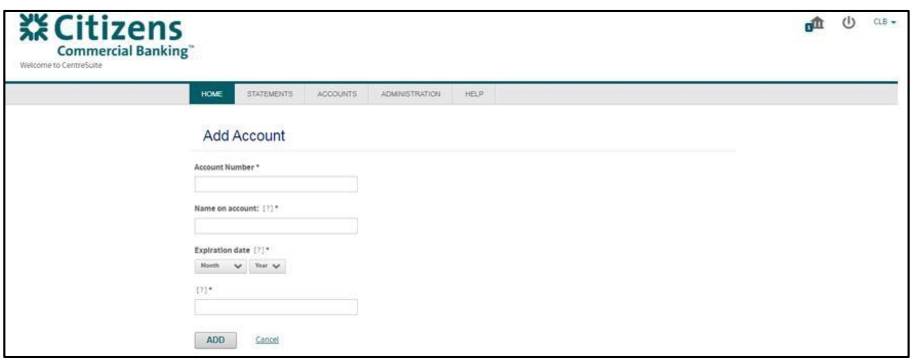
If as Administrator, you also have a card that is part of the card program, you will want to add your individual card to the account. Go to the right menu bar and choose "add account."



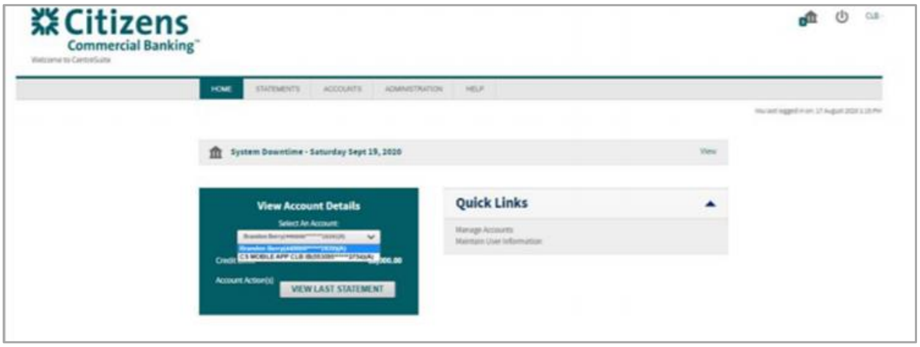
Add individual card information including:

- Your card account number
- Name on the card account (this should be your first name/last name)
- Card expiration date



On the home screen, the dropdown box now has an option to choose between your admin account and your individual card.

- Choose the card account from the dropdown for options to maintain PIN or suspend card.
- For most actions, you will want to choose the Admin account in the dropdown.

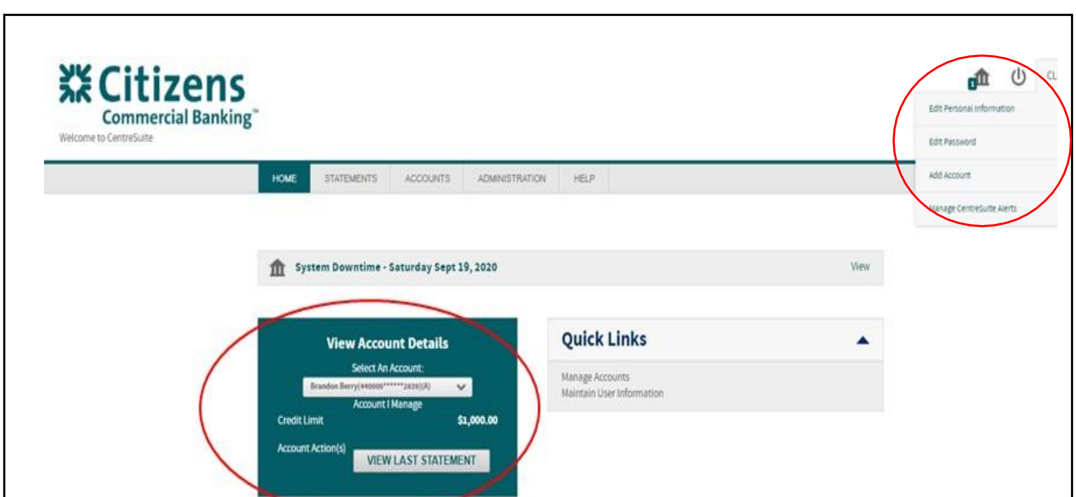


Navigating the New Site

Home Screen

The “View Account Details” block allows you to manage the overall account by selecting your company account from the dropdown. Here you have the option to view your last billing statement. This area also allows you to select to manage your individual card by choosing your card account from the dropdown. You can view your last card statement, suspend your individual card (a new feature that allows cardholders to freeze their card against use if they have misplaced it), and manage your PIN on your individual card.

The right navigation bar allows you to edit personal information, password, statement delivery options (paper and/or online) for your card – your billing statement will automatically be online. Whether you receive paper or not will be based on your current settings. You can also add an account and manage e-mail alerts such for payment due, past due, approaching credit limit or over credit limit.



Top Navigation Bar

Statements Menu

The statements drop down allows you to view account activity (transactions), make a payment on your account, view or change the bank accounts from which to make a payment on your card account, or view authorization requests (whether approved, declined, marked as fraud, etc.). For customers that use QuickBooks to download transactions, please see the guides below that will provide instructions on how to convert your account:

QuickBooks®

- For customers that use QuickBooks, you can download your transactions into this software. The Citizens Bank Financial institution link can be found by searching for **Citizens Bank—Business Credit Card.**

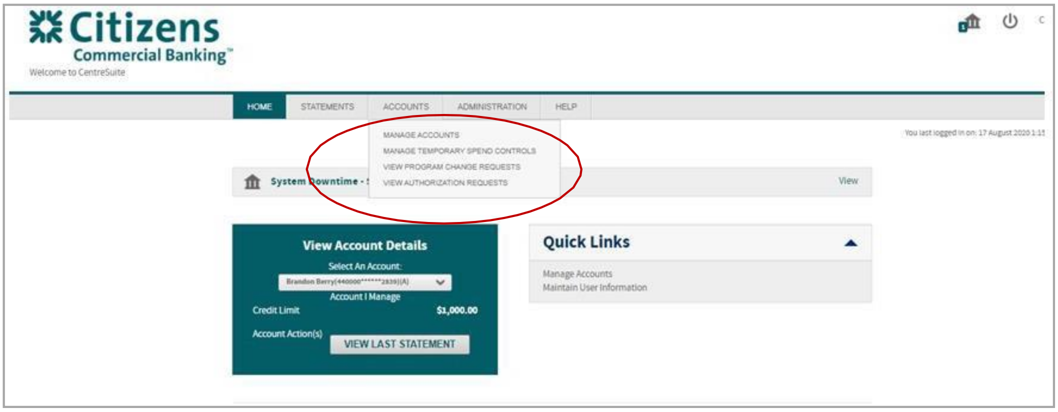
  - If you are linking to QuickBooks with this account for the first time, please click on the below Intuit QuickBooks support article with steps new users would take to set up their account in QuickBooks.

    QuickBooks Bank Feed Set Up Instructions

Accounts Menu

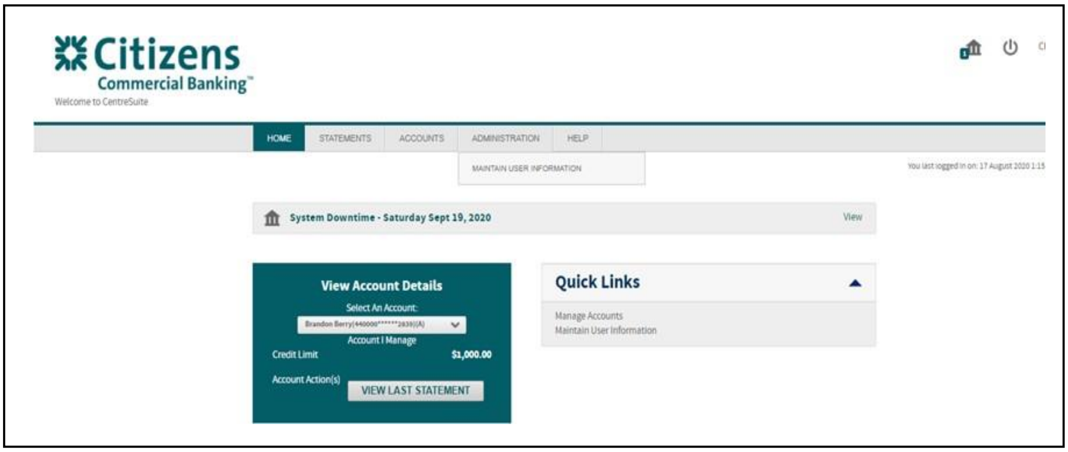
Most of the options under accounts let card program administrators search for the specific card under their company account that they want to perform an action on or view. Options under accounts include:

- Managing accounts
  - Change address, email, phone numbers
  - Add a temporary card limit, single purchase limit and cash advance limit
  - Create merchant category controls. There are 11 pre-set categories already created for you to choose from. For example, if "airlines" is chosen, you can determine an employee card that can only be used for purchasing airline tickets or can be prohibited from purchasing airline tickets (by choosing to include/exclude).
  - Manage temporary credit limits. This allows you to search for past or current limits and gives more options for setting as well as ability to cancel them.
  - View program change request and view all prior requests that were made



Administration Menu

The administration menu item allows you to maintain user information on any account (the company or cards) and allows you to unlock a card account if the cardholder forgot their password and was locked out of their account.



Navigating the Mobile App

The CentreSuite mobile app[1] will provide many of the features and functionality that are available in the desktop version. To use the mobile app, first download the "CentreSuite Mobile" app from the Apple App Store®, or Google Play™.

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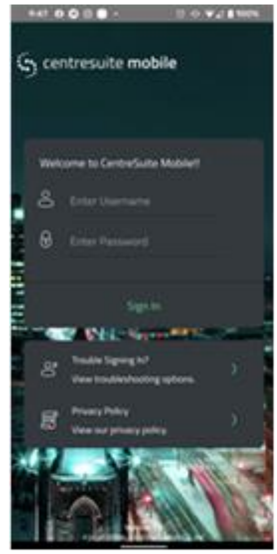
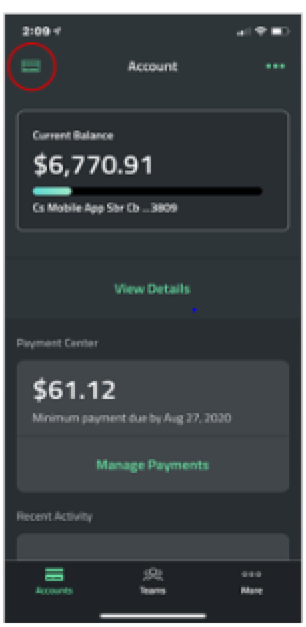
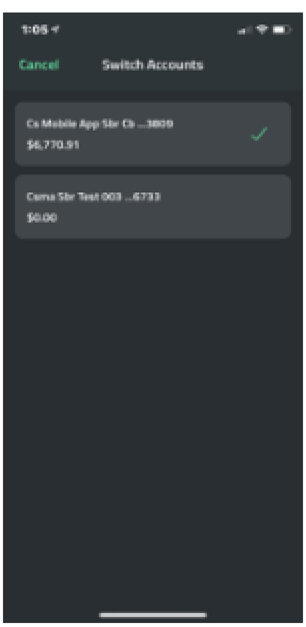


Logging into the Mobile App

- Once you have registered in the desktop – you can use your desktop username and password to sign into the mobile app.
- First time logging in from your dev ice, the system will end a passcode to your email account on file that you need to enter within 30 minutes. You want to make sure you have accurate email information in the desktop.





Navigating the Mobile App

- Once you have logged in, you will see a snapshot of your account.
- Click on Team Members in bottom menu to view employee card details. You can enter as little as the first character or even an asterisk to bring up the list of all cards under the account.
- Team Member – Card Actions
  - Submit Real-time Credit Limit Increases
  - Change Single Purchase Limit
  - Change/Add/Remove Merchant Category Group
- Click the green card in the upper left-hand corner to switch between your admin view and your individual card account.
- In the middle of the screen, click on view details to see pertinent payment and account information.
- Click on “manage payments” to make a payment or change the bank account source for the payment.
- Scroll down to see recent transactions on card status including (pending, posted, declined).

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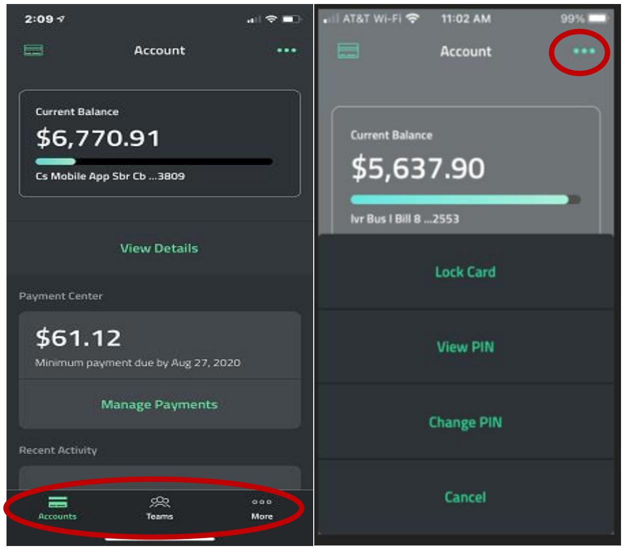
The three dots on the top right hand of the screen provide you with a menu that will allow you to:

- Lock or unlock your card
- View or maintain your pin

The menu at the bottom takes you back to your account details, view team member cards or view reports. "More" provides production support, bank messages, privacy and is where you can change your password, enable/disable or face recognition or sign out.



[1]Wireless Carrier, text and/or data charges may apply.

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