eZ | BUSINESS
CARD MANAGEMENT

Company Administrator Guide

ezbusinesscardmanagement.com

FOR SUPPORT-RELATED INQUIRIES
PHONE: 877.346.1412
EMAIL: COMMERCIALCARDS@HTLF.COM
MONDAY–FRIDAY, 8:00 a.m.–6:00 p.m. CT
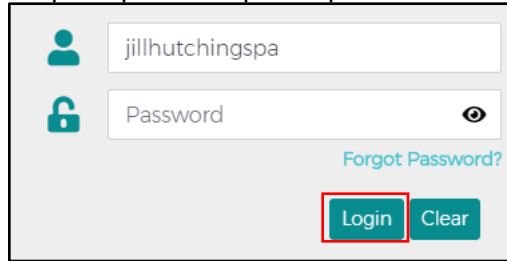
PAYMENT SOLUTIONS

CONTENTS

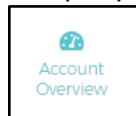## LOGIN PROCESS

Login with username (email address) & temporary password. First time users will be prompted to update password on initial login.

LISTING OF ACCOUNTS

Step 1: From the home screen, choose Account Overview from Quick Links **OR** from your company hierarchy screen, select 🟢 under Actions.

NOTE: To include Virtual Accounts, check the box next to Virtual Accounts in the top right.
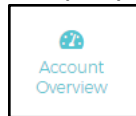
VIEW COMPANY CREDIT LIMIT

Step 1: From the home screen, choose Account Overview from Quick Links **OR** from your company hierarchy screen, select 🟢 under Actions.

Step 2: Select the Billing Account.

BL ACCT 00000220-20000002   *********6103

Step 3: Choose More in the Account Balance Information section.

Account Balance Information	
Account Balance:	$0.00
Cash Balance:	$0.00
Pending Balance:	$0.00

More

Account Balance Summary will include the current company balance and the credit limit.

PENDING AUTHORIZATIONS AND DECLINES

Step 1: From the home screen, choose Account Overview from Quick Links **OR** from your company hierarchy screen, select 🟢 under Actions.
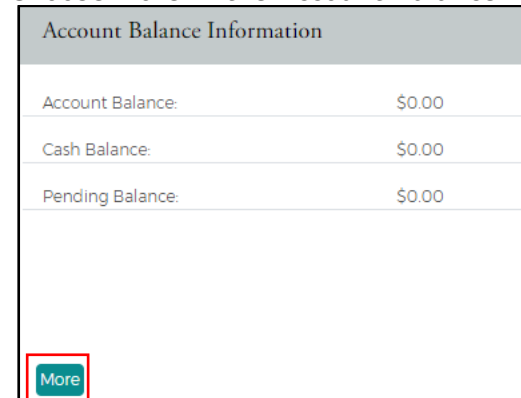

Step 2: Select the Billing Account.

BL ACCT 00000220-20000002   **********6103

Step 3: Choose More in the Account Balance Information section.

| Account Balance Information	
Account Balance:	$0.00
Cash Balance:	$0.00
Pending Balance:	$0.00

More

Step 4: Select View Pending Balance to view current authorizations or Declined Transactions to view current declines.

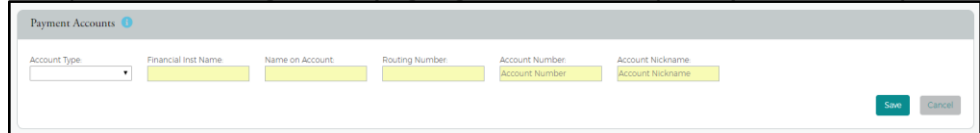| Pending Balance:	$0.00 View Pending Balance
	Declined Transactions

ADD A PAYMENT ACCOUNT

Step 1: From the home screen, choose Make a Payment from Quick Links *OR* from company hierarchy screen, select 💲 under Actions.

Make a Payment
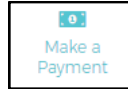
Step 2: Choose ＋Add New in the bottom right to add a payment account.

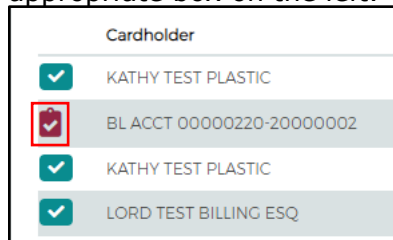**Step 3:** Complete remaining fields (highlighted fields required), followed by Save.

Payment Accounts
Account Type | Financial Inst Name | Name on Account | Routing Number | Account Number | Account Nickname
Save Cancel

MAKE A PAYMENT

Step 1: From the home screen, choose Make a Payment from Quick Links *OR* from company hierarchy screen, select 💲 under Actions.

Make a Payment
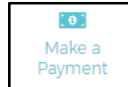
For **consolidated billing**, select the **Billing Account** by checking the appropriate box on the left.

Cardholder
✔ KATHY TEST PLASTIC
☑ BL ACCT 00000220-20000002
✔ KATHY TEST PLASTIC
✔ LORD TEST BILLING ESQ

For **individual billing**, choose the account by checking the appropriate box on the left of the account you wish to make a payment.

Step 2: Choose Make Payments .

Step 3: Complete the fields listed, including the email address to send a confirmation, followed by Pay.
Note: Payments submitted after 5:00 p.m. ET will be credited to your account on the following business day.

VIEW PAYMENT HISTORY

Step 1: From the home screen, choose Make a Payment from Quick Links *OR* from company hierarchy screen, select 💲 under Actions.

Make a Payment

Step 2: Choose Show Payment History from the bottom right.

UPDATE CREDIT LIMIT

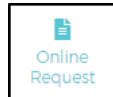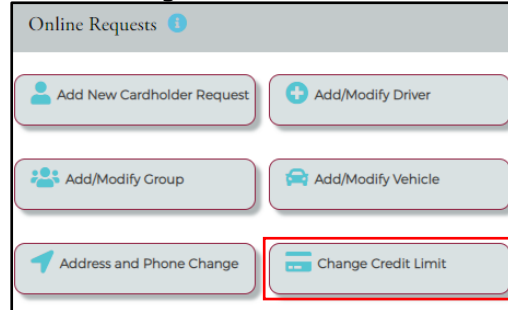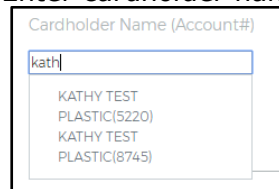**Step 1:** From the home screen, choose Online Request from Quick Links **OR** from the Company Hierarchy screen, select 🔌 under Actions.

📄
Online
Request

Step 2: Select Change Credit Limit from Online Requests.

Online Requests ⓘ

👤 Add New Cardholder Request	➕ Add/Modify Driver
👥 Add/Modify Group	🚗 Add/Modify Vehicle
➤ Address and Phone Change	💳 Change Credit Limit

Step 3: Enter cardholder name or last four of account number.

Cardholder Name (Account#)

kath

KATHY TEST
PLASTIC(5220)
KATHY TEST
PLASTIC(8745)

Step 4: Complete remaining fields: memo, request type and new credit limit, followed by Submit for **permanent limit** updates.

| Cardholder Name (Account#)	Memo	Request Type	New Credit Limit
KATHY TEST PLASTIC (5220)	test	Permanent Credit Lim ▾	10000
	Updated On:	Current Credit Limit:	Last Permanent Credit Limit:
	12/31/1899 06:00 PM	$100	$0

Submit   Cancel

Step 5: For **temporary limit** updates, choose Temporary Credit Limit from the request type drop down, choose the **amount to increase the limit by** and the expiration on that temporary increase, followed by Submit.

Cardholder Name (Account#)	Memo	Request Type	New Credit Limit	Expiration Date
KATHY TEST PLASTIC (5220)	test	Temporary Credit Lim ▾	Credit Limit Increased I	mm/dd/yyyy
Updated By:	Updated On:	Temporary Adjusted Credit Limit:	Last Temporary Credit Limit:	Last Temporary Expiry Date:
	12/31/1899 06:00 PM	$	$0	12/31/1899 06:00 PM

Submit   Cancel

Updates can also be made from the account listing screen.

Step 1: From the home screen, choose Account Overview from your Quick Links **OR** from your company hierarchy screen, select 🟢 under Actions
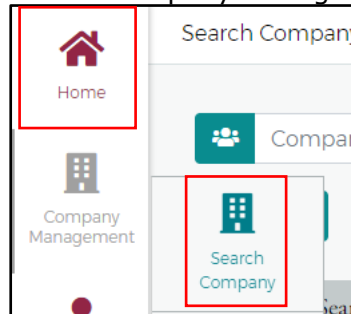
🕑
Account
Overview
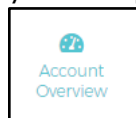
Step 2: Select ✏ next to the credit limit and refer to steps above.
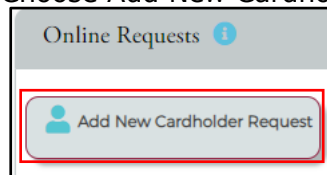
ADD NEW ACCOUNT

To ensure account is created on the correct billing account, follow the instructions below.

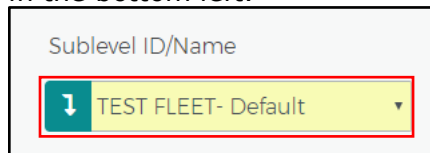**Step 1:**   Choose Company Management, followed by Search Company

Step 2:   Select View Hierarchy ⊞ under Actions **OR** from the Company Hierarchy screen, select 🔌 under Actions.

Step 3:   Choose Add New Cardholder Request under Online Requests.

Ensure you select the correct Sublevel ID/Name. This is the billing account you wish the new account to roll into.

Step 4:   Complete the remaining required fields highlighted in yellow, followed by Submit in the bottom left.


Notes:
- For Type Processing, choose 50 – Corporate Account.
- If utilizing custom plastics, submit requests for new cards to **CommercialCards@htlf.com**. Please indicate in that communication the use of custom plastics.
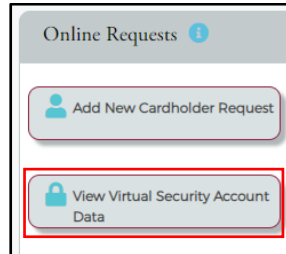- Please allow 7-10 business days for new cards to arrive.

VIRTUAL CARDS

VIEW ACCOUNT INFORMATION

Step 1: From the home screen, choose Online Request from Quick Links **OR** from the Company Hierarchy screen, select 🔌 under Actions.
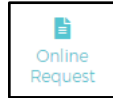
Step 2: Select View Virtual Security Account Data.

Step 3: Type the name of the account under Cardholder Name, followed by Submit.
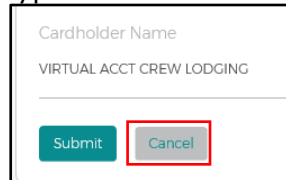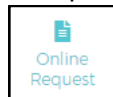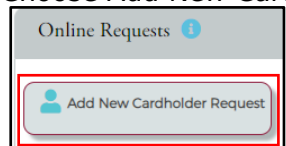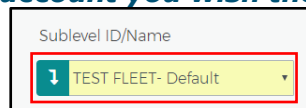
ORDER NEW VIRTUAL ACCOUNT

Step 1: From the home screen, choose Online Request from Quick Links **OR** from the Company Hierarchy screen, select 🔌 under Actions.
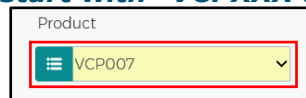
Step 2: Choose Add New Cardholder Request under Online Requests.

Step 3: *Ensure you select the correct Sublevel ID/Name. This is the billing account you wish the new account to roll into.*

Step 4: *Next, ensure you select the correct Product. The Virtual Card product will start with "VCPXXX or VCBXXX"*
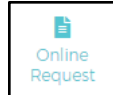
Step 5: Complete the remainder of the form, including all required fields highlighted in yellow, followed by Submit. The Virtual Card information can be accessed immediately by following the steps above.
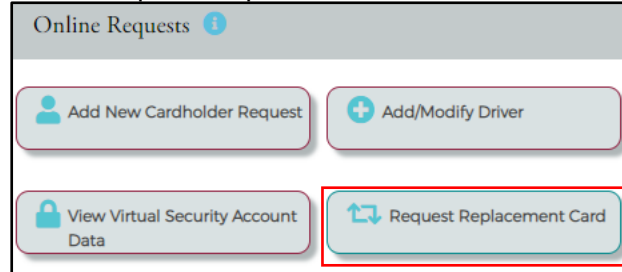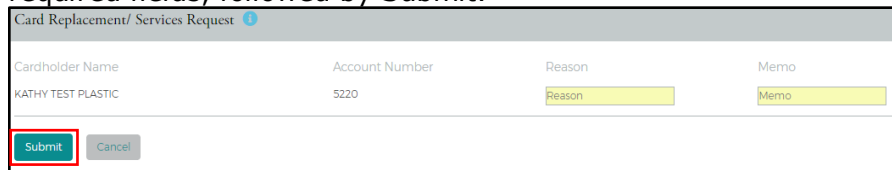
REQUEST REPLACEMENT CARD

Step 1:   From the home screen, choose Online Request from Quick Links **OR** from the Company Hierarchy screen, select 🔌 under Actions.

📄
Online
Request

Step 2:   Select Request Replacement Card from Online Requests.

Online Requests ℹ️

👤 Add New Cardholder Request   ➕ Add/Modify Driver

🔒 View Virtual Security Account Data   � Request Replacement Card

Step 3:   Enter the cardholder name for replacement, and complete the highlighted required fields, followed by Submit.
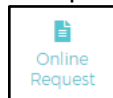
Card Replacement/ Services Request ℹ️

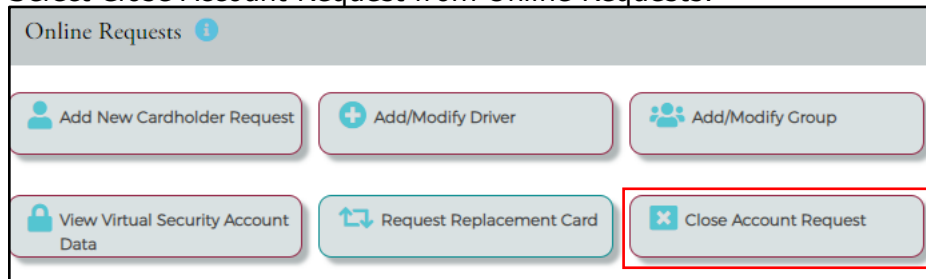| Cardholder Name	Account Number	Reason	Memo
KATHY TEST PLASTIC	5220	Reason	Memo

Submit   Cancel

Note: Please allow 7-10 business days for new plastics to arrive.

CLOSE ACCOUNT

Step 1:   From the home screen, choose Online Request from Quick Links **OR** from the Company Hierarchy screen, select 🔌 under Actions.

📄
Online
Request

Step 2:   Select Close Account Request from Online Requests.

Online Requests ℹ️

👤 Add New Cardholder Request   ➕ Add/Modify Driver   👥 Add/Modify Group

🔒 View Virtual Security Account Data   ↻ Request Replacement Card   ❌ Close Account Request

Step 3:   Enter the account name to close, and complete the highlighted required fields, followed by Submit.

Request To Close Accounts ℹ️

Cardholder Name	Account Number	Reason	Memo
KATHY TEST PLASTIC	5220	Reason	Memo

Submit   Cancel
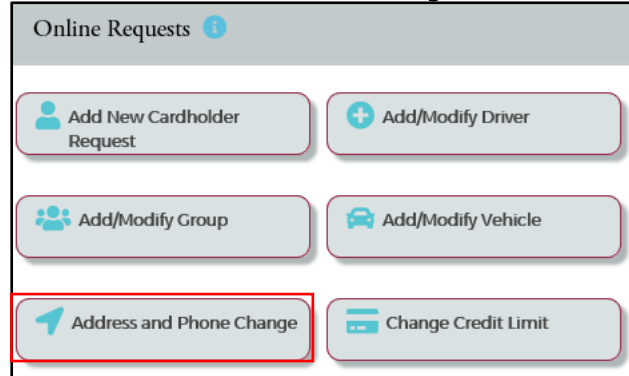
UPDATE CARDHOLDER CONTACT INFORMATION
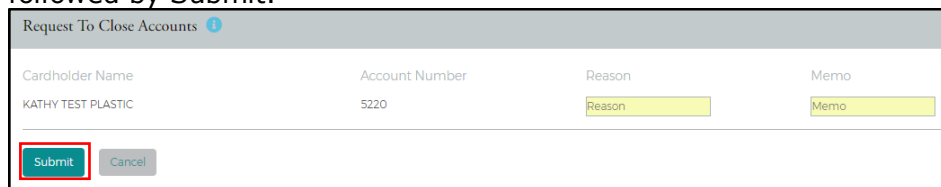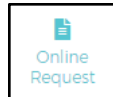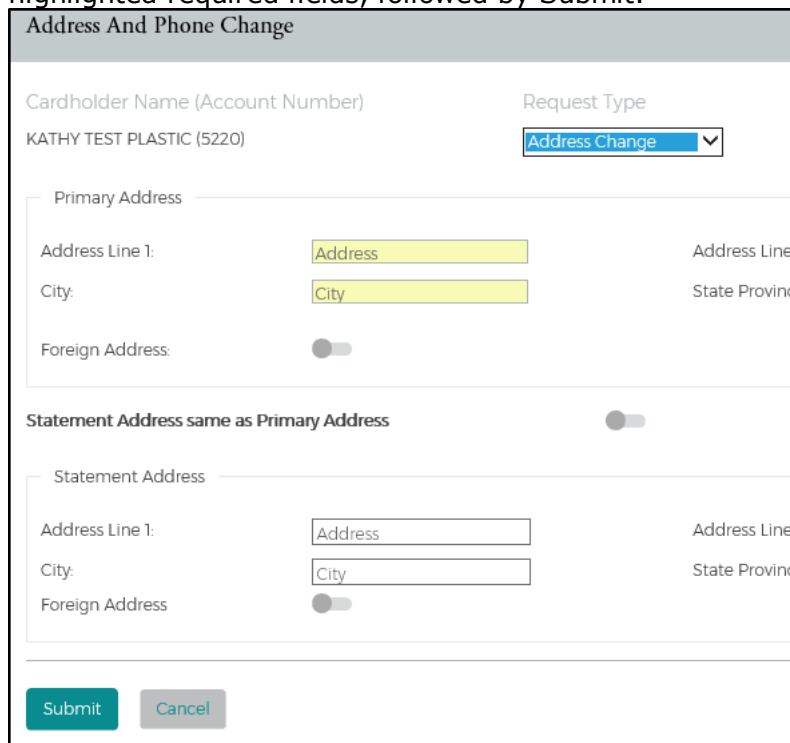
Step 1: From the home screen, choose Online Request from Quick Links **OR** from the Company Hierarchy screen, select 🔌 under Actions.

📄
Online
Request

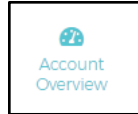**Step 2:** Select Address and Phone Change from Online Requests.

Online Requests ⓘ

👤 Add New Cardholder Request	➕ Add/Modify Driver
👥 Add/Modify Group	🚗 Add/Modify Vehicle
🧭 Address and Phone Change	💳 Change Credit Limit

Step 3: Enter the cardholder account to update, request type and complete the remaining highlighted required fields, followed by Submit.

Address And Phone Change

Cardholder Name (Account Number)   Request Type
KATHY TEST PLASTIC (5220)   Address Change ▾

Primary Address

Address Line 1:   Address   Address Line

City: City   State Provinc

Foreign Address: ⬤○

Statement Address same as Primary Address   ⬤○

Statement Address

Address Line 1:   Address   Address Line

City: City   State Provinc

Foreign Address: ⬤○
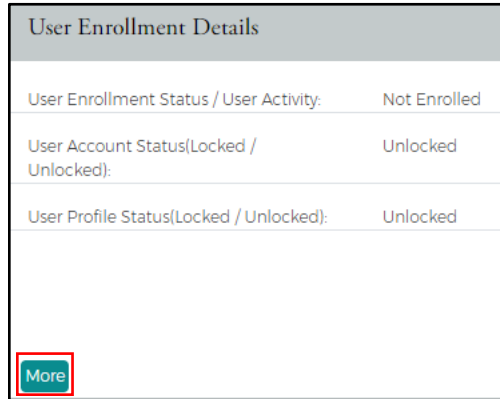
[Submit]   [Cancel]

ENROLL A CARDHOLDER IN EZCARD

Step 1:   From the home screen, choose Account Overview from your Quick Links **OR** from your company hierarchy screen, select 🅴 under Actions.
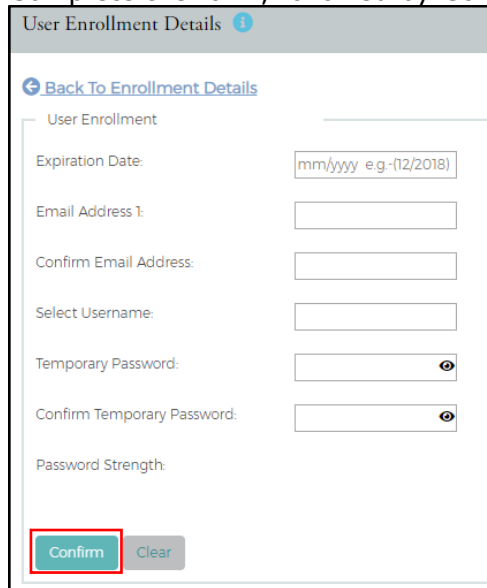

Step 2:   Select the Account to enroll.

KATHY TEST PLASTIC   *********5220

Step 3:   Select More in the User Enrollment Details box.

User Enrollment Details

User Enrollment Status / User Activity:	Not Enrolled
User Account Status(Locked / Unlocked):	Unlocked
User Profile Status(Locked / Unlocked):	Unlocked

More

Step 4:   Select 👤 under actions of User Enrollment Status / User Activity.

Activity	Status	Last Activity Date	Actions
User Enrollment Status / User Activity	Not Enrolled		👤 🖥

Step 5:   Complete the form, followed by Confirm to complete enrollment.

User Enrollment Details ℹ

⬅ Back To Enrollment Details

— User Enrollment

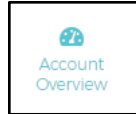|	
Expiration Date:	mm/yyyy e.g.-(12/2018)
Email Address 1:	
Confirm Email Address:	
Select Username:	
Temporary Password:	👁
Confirm Temporary Password:	👁
Password Strength:	

Confirm   Clear

Note: The expiration date must match the expiration date on the account. The detail box to the left lists the expiration date.

Expiration Date:	06/2023
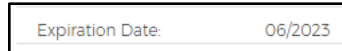
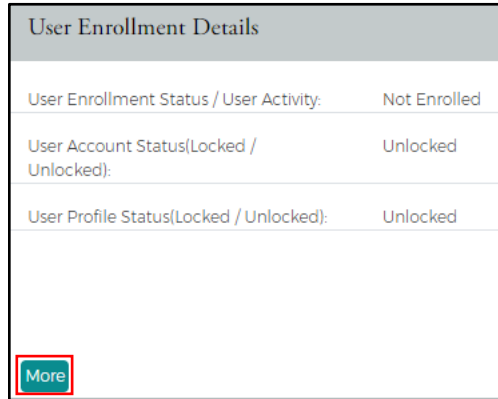## RESET A CARDHOLDER'S PASSWORD OR UNLOCK A USER FOR EZCARD

Step 1: From the home screen, choose Account Overview from Quick Links **OR** from your company hierarchy screen, select 🅔 under Actions.

Step 2: Select the Account to update password or unlock.

KATHY TEST PLASTIC   **********5220**

Step 3: Select More in the User Enrollment Details box.

User Enrollment Details	
User Enrollment Status / User Activity:	Not Enrolled
User Account Status(Locked / Unlocked):	Unlocked
User Profile Status(Locked / Unlocked):	Unlocked

More

Step 4: Choose 🔑 to the right of Password Failures / Generate New Password to update. If user is locked out, select 🔒 to unlock.

Activity	Status	Last Activity Date	Actions
User Enrollment Status / User Activity	Enrolled	08/19/2019	📋 ⤫ 🖥
User Security Status (RSA)	Unlocked		📋 🔒 🖥
Security Inactivity Lock	No	01/01/0001	🔒
Password Failures / Generate New Password	0		🔑
User Account Status(Locked / Unlocked)	Unlocked		🔒
User Profile Status(Locked / Unlocked)	Unlocked		🔒

EMULATE A USER IN EZCARD

Step 1: From the home screen, choose Account Overview from Quick Links **OR** from company hierarchy screen, select 💬 under Actions.
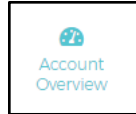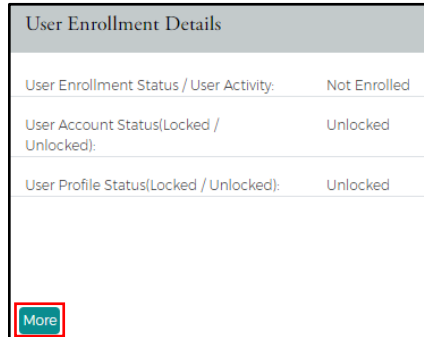
Step 2: Select the Account to emulate.

KATHY TEST PLASTIC   *********5220

Step 3: Select More in the User Enrollment Details box.

User Enrollment Details	
User Enrollment Status / User Activity:	Not Enrolled
User Account Status(Locked / Unlocked):	Unlocked
User Profile Status(Locked / Unlocked):	Unlocked

More

Step 4: Choose 👤 under the cardholder name on the left side.

KATHY TEST PLASTIC
🗑 👤
*********5220
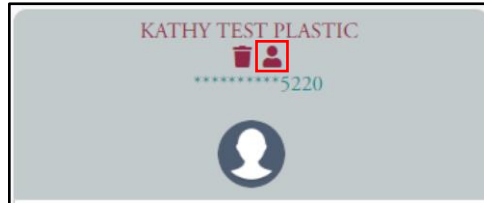
Note: Any action taken while emulating is completing a task on behalf of the user. For example, making a payment while emulating will initiate a true payment.
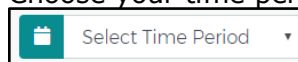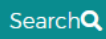
DOWNLOAD TRANSACTIONS

Step 1: From the home screen, choose Account Overview from Quick Links **OR** from company hierarchy screen, select 💬 under Actions.
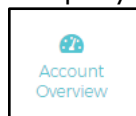
Step 2: Select 🏁 in the top right corner.

Step 3: Choose your time period.

📅 Select Time Period ▾

Step 4: Select Search🔍 .

Step 5: Select ⬇ under Transaction Report in the bottom right to choose the file type (QBO, CSV, Excel, etc.) for the export.