

eZBusiness User Guide

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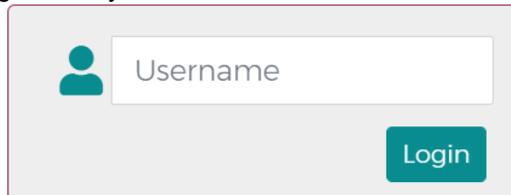
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Getting Started

Logging In

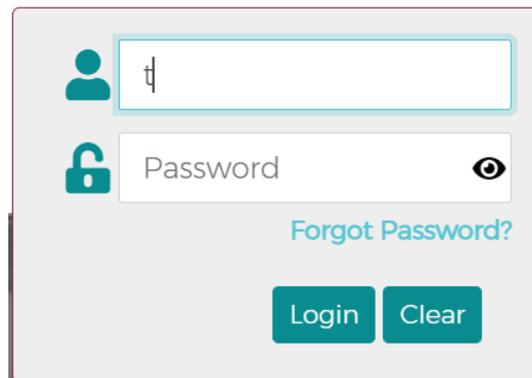
Upon your first login to the **eZBusiness** site, users must change their password and create a **Security Account**. After you log in for the first time and change your password, you must set up your security questions and answers. The system prompts you in a few steps to set this up. **NOTE:** Your credentials will no longer be valid if you fail to access the system within a 6-month period.

1. From the **eZBusiness** landing page, enter your **Username**.



A screenshot of a login form. It features a teal person icon to the left of a text input field containing the placeholder text "Username". To the right of the input field is a teal button labeled "Login".

2. As you begin typing your **Username**, the **Password** field displays. Enter your temporary **Password** and click **Login**.

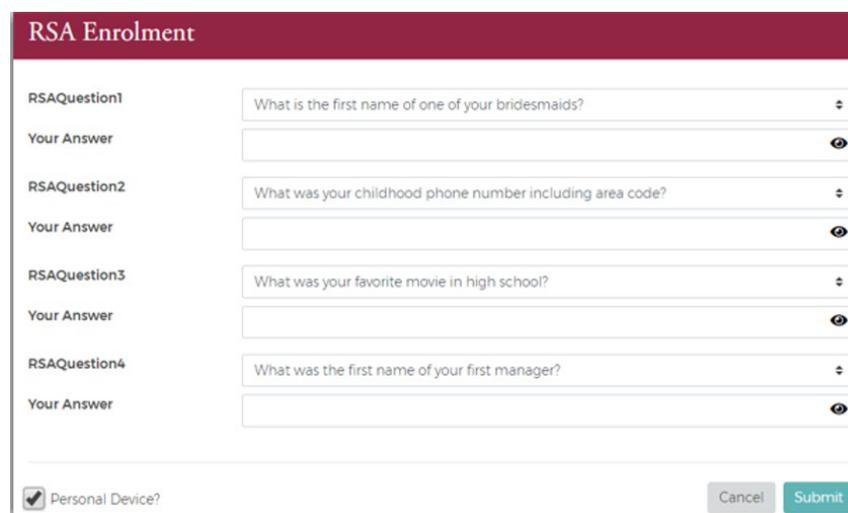


A screenshot of a login form. The "Username" field is active, showing a cursor and the letter "t". Below it is a "Password" field with a teal lock icon to its left and a teal eye icon to its right. Below the password field is a teal link that says "Forgot Password?". At the bottom are two teal buttons: "Login" and "Clear".

3. Once you enter your **Username** and **Password**, the **Change Password** window will be displayed. Enter your **Current Password** and **New Password**. Then click **Submit**.

NOTE: Passwords must be a minimum of 8 characters and include at least 1 number, special character and lowercase letter.

4. A pop-up will be displayed telling you that you have successfully changed your password. Click **OK**.
5. After changing your password, the **RSA Enrollment** page is displayed to set up your security questions. Answer the questions and if you are using a personal device, click the **Personal Device** box, then click **Submit**.



A screenshot of the "RSA Enrolment" page. The title "RSA Enrolment" is at the top in a dark red header. Below are four security questions, each with a dropdown menu for the question and a text input field for the answer. The questions are: "What is the first name of one of your bridesmaids?", "What was your childhood phone number including area code?", "What was your favorite movie in high school?", and "What was the first name of your first manager?". Each answer field has a teal eye icon to its right. At the bottom left is a checkbox labeled "Personal Device?" which is checked. At the bottom right are two buttons: "Cancel" and "Submit".

6. A pop-up will be displayed telling you that you have successfully enrolled in RSA. Click **OK**. On the following screen, your default landing page will be displayed.

IMPORTANT! If the Admin user registers a computer/device, the system recognizes that Admin user and they are less likely challenged at future logins. It is important that public devices are not registered.

Out of Band Authentication

Out of Band Authentication is a form of authentication that sends a one-time security code to the user via phone call, text or email. Out of Band Authentication may be required if the system detects logins from a device other than the one where security questions were originally set up, the user did not register their computer or device when they previously logged in, geographic locations of consecutive logins are different or if the login was not consistent with the user's login behavior.

1. For **Email** and **Text**, click on the option that you prefer



Additional Security For Your Protection

Select your code delivery method

Email Text Phone

Registered Email XXXXXXXXumar@fsglobal.com
Registered Phones
☉ (XXX) XXX-1268

Cancel

2. The security code will be sent to you via the chosen method, and a **Security Code** window will be displayed. Enter the **Security Code** that was sent via email or text. If you are on a private computer, select "**This is a private computer. Please register it.**" and click **Continue**.



Security Code

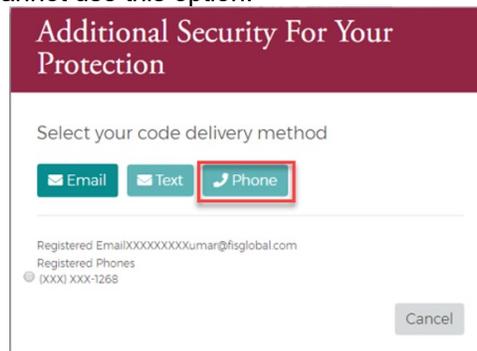
Enter Your Security Code

SecurityCodePlaceHold [ResendSecurityCode](#)

This is a private computer. Please register it.

Cancel Continue

3. For **phone**, click on the phone option. **NOTE:** Foreign phone numbers, or registered phone numbers with extensions or where IVR must be navigated, cannot use this option.



Additional Security For Your Protection

Select your code delivery method

Email Text Phone

Registered Email XXXXXXXXumar@fsglobal.com
Registered Phones
☉ (XXX) XXX-1268

Cancel

- The security code will be displayed, and an automated call is generated to the phone number registered to your account in eZBusiness. When the call is received, press the pound key (#), followed by the security code displayed on your screen. Once the security code is verified, the **Continue** option is enabled. If you are on a private computer, select **"This is a private computer. Please register it."** and click **Continue**

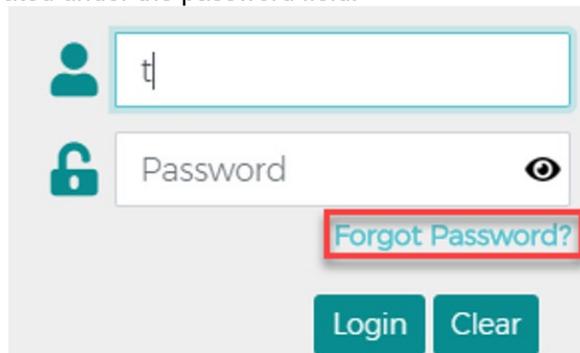


The screenshot shows a 'Security Code' window with a maroon header. Below the header is a text input field containing 'SecurityCodePhone 008878'. Underneath is a 'CallInProgressNote' button and a 'Help' link. At the bottom, there is a checkbox labeled 'This is a private computer. Please register it.' which is checked. To the right of the checkbox are 'Cancel' and 'Continue' buttons.

Forgot Password

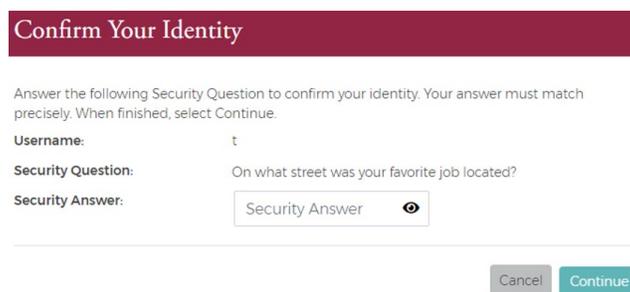
The forgot password feature allows you to reset your password by following the series of steps below.

- Click **Forgot Password** located under the password field.



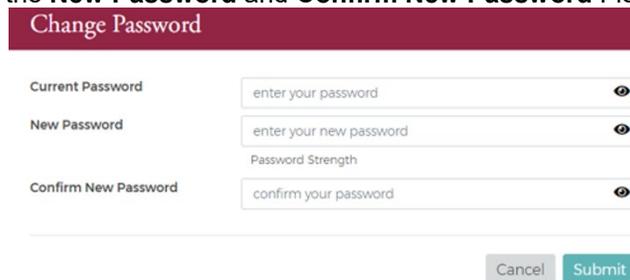
The screenshot shows a login form with a 'Forgot Password?' link highlighted in a red box. The form includes a username field with 't', a password field with a lock icon and an eye icon, and 'Login' and 'Clear' buttons.

- The **Confirm Your Identity** window will be displayed. Enter the **Security Answer** and click **Continue**. Once you successfully answer, a temporary password will be sent to the email address registered to the eZBusiness account.



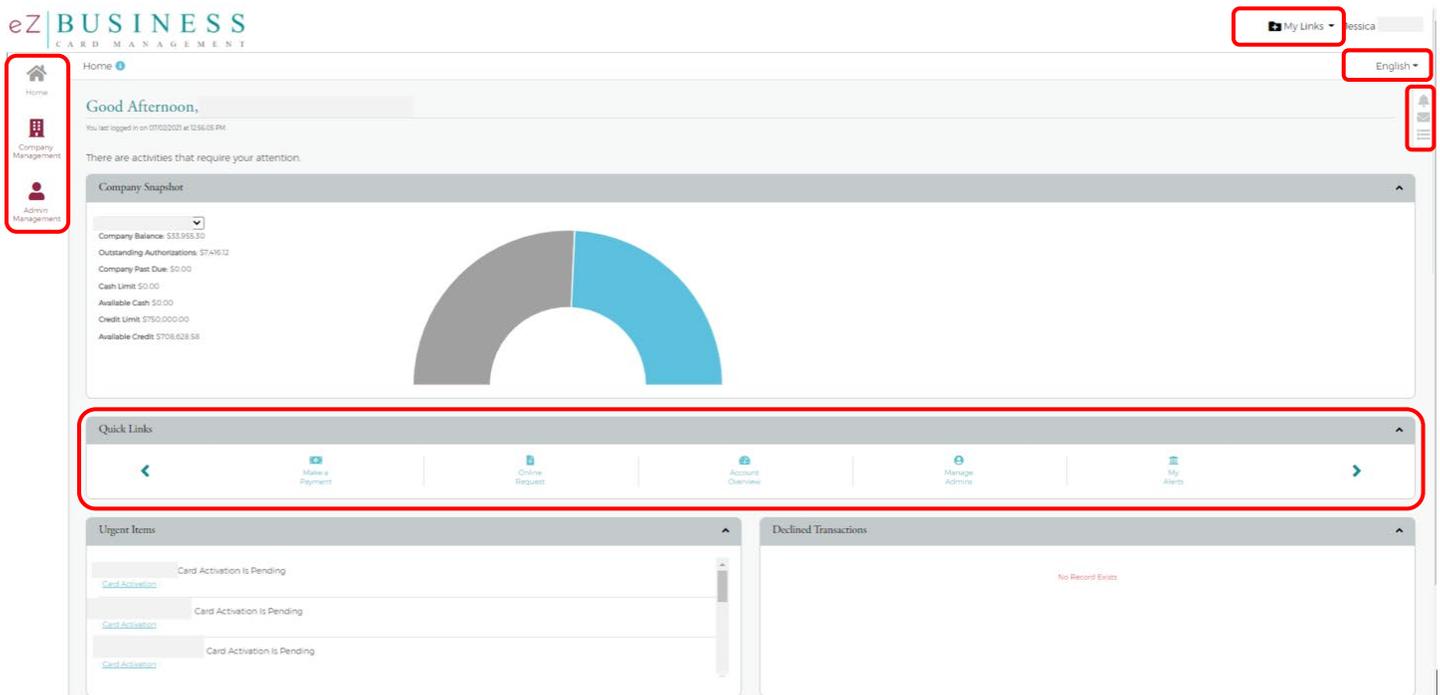
The screenshot shows a 'Confirm Your Identity' window with a maroon header. Below the header is a text input field containing 't'. Underneath is a 'Security Question' field with the text 'On what street was your favorite job located?'. Below that is a 'Security Answer' field with 'Security Answer' entered. At the bottom right are 'Cancel' and 'Continue' buttons.

- Once you receive the email with your temporary password, go back to the eZBusiness login page to enter your Username and temporary password, then click **Login**. From there, you will be prompted to select your **New Password** by entering in the **New Password** and **Confirm New Password** Field.



The screenshot shows a 'Change Password' window with a maroon header. Below the header are three text input fields: 'Current Password' (with placeholder 'enter your password'), 'New Password' (with placeholder 'enter your new password'), and 'Confirm New Password' (with placeholder 'confirm your password'). Each field has an eye icon to the right. Below the fields is a 'Password Strength' indicator. At the bottom right are 'Cancel' and 'Submit' buttons.

Home Page Overview



The table below describes the elements of the **Home** page.

Element	Description
Side Navigation Bar	Link to the modules within eZBusiness that you have access to.
Language Option	Based on the financial institution's setup, additional languages are available. To change the language, select from the drop-down list.
Links	There are two quick link options on the home page: → A drop-down list at the top of the page → A Quick Links section in the middle of the page.
Company Snap Shot	Provides a snapshot of company's financial status.
Urgent Items	Provides information related to items that require immediate attention
Declined Transactions	Provides information related to Declined Transactions related to the company.

Navigating eZBusiness

The left-hand side menu is used to navigate. Click on an icon, and a list of sub-menu icons display allowing you to navigate to pages to perform different functions.

Important Information

The right-hand side menu displays a snapshot of important items such as Alerts, Messages, and your To-Do List.

Site Help

These icons are found throughout the site to provide additional information on all topics.



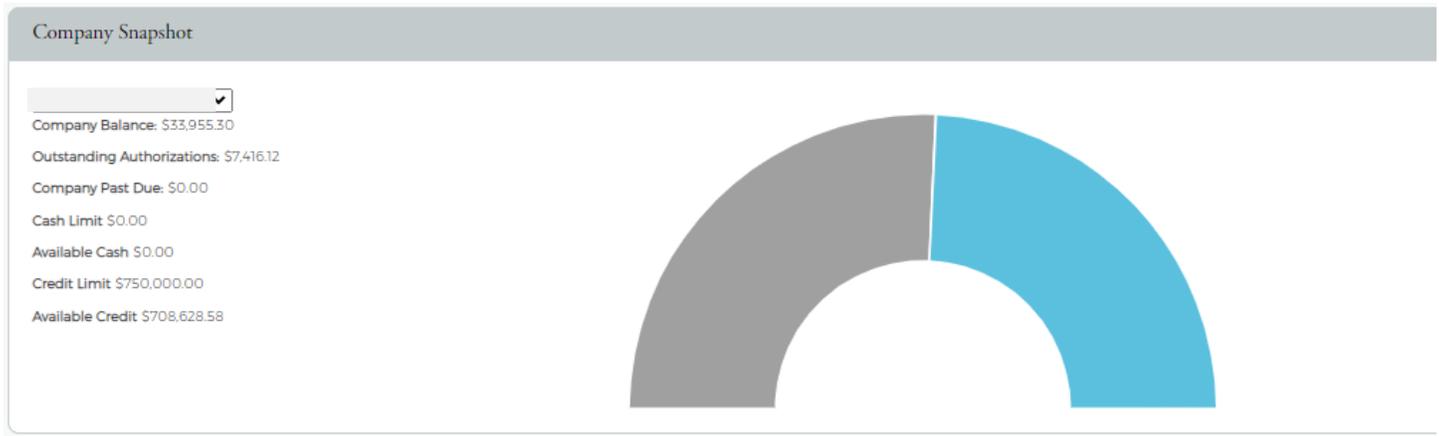
Company Home Page

The **Company Home Page** provides insight into high-level information. From the home page, Admins can:

- View financial details
- Access available features
- Access transactions
- View items that require immediate attention

Company Snapshot

The company snapshot provides a high-level view of the financial details.



The **Company Snapshot** displays:

- Company Available Balance
- Outstanding Authorizations
- Company Amount Due
- Company Due date
- Cash Limit
- Available Cash
- Credit Limit
- Available Credit

Home Page Quick Links

The **Quick Links** bar is located on the **Home** page and allows you to add a link to the pages you use most. Go to the page that you want to add and click the **+** icon next to **My Links**. You can also delete a page from our **Quick Links** bar by clicking the **Delete** icon next to that page within the list. **Quick link** examples are:

- Make a payment
- Reports
- Online Request
- Account Overview
- Manage Admins
- My Alerts
- Urgent Items
- Decline Transaction
- Company Activity



Creating Company Alerts

The **Company Alert** feature in **eZBusiness** provides information so that the **Company Administrator** can:

- Anticipate potential credit problems
- Ensure payment timeliness
- Be notified of other events that may occur
- Use preventive measures or follow-up activity

To access the **Alert** option, perform the following steps:

1. Click **Company Management** and then click **Search Company**.
2. The **Company Search Results** screen is displayed. Click on the **Online Request** icon.



Company Search Results

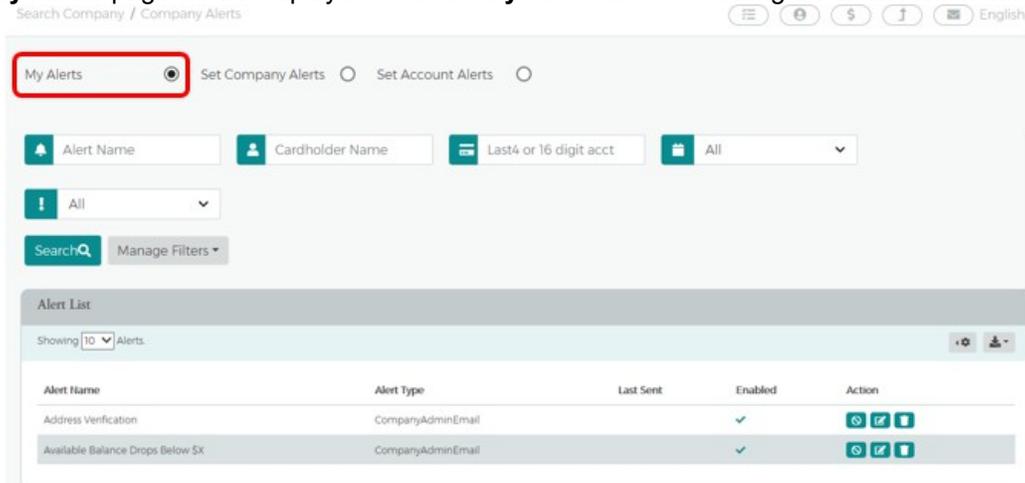
Showing 10 Companies

System	Association	Corporation	Company	Company Name	Company Nickname	Status	Actions
B2K	85	880001	00000211	EZBUSINESS ENROLLMENT TEST		Open	    
B2K	85	880001	00000214	EZBUSINESS FLEET	EZBUSINESS FLEET	Open	    

3. From the **Online Requests** (top navigation bar) page, click the **Alert** icon.



4. The **Company Alerts** page will be displayed. Click on **My Alerts** to view existing alerts an Admin has added.



Search Company / Company Alerts

My Alerts Set Company Alerts Set Account Alerts

Alert Name Cardholder Name Last4 or 16 digit acct All

All

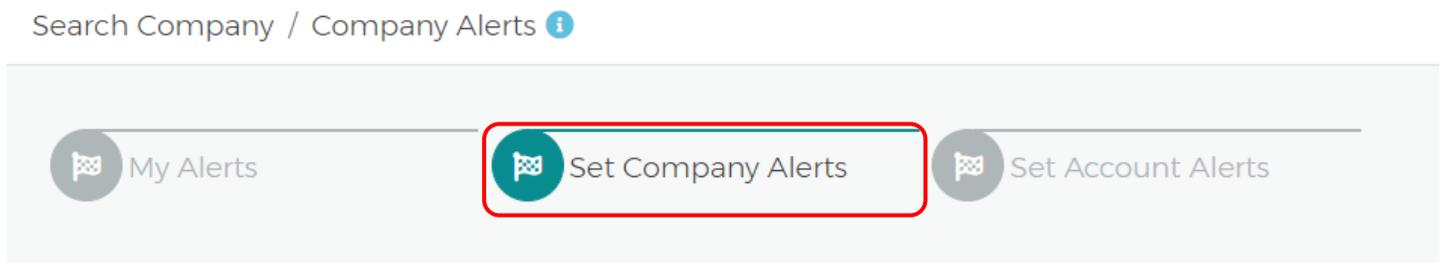
Search Manage Filters

Alert List

Showing 10 Alerts

Alert Name	Alert Type	Last Sent	Enabled	Action
Address Verification	CompanyAdminEmail		✓	  
Available Balance Drops Below \$X	CompanyAdminEmail		✓	  

5. To create new company alerts, click the **Set Company Alerts** button on the **Company Alerts** page.



Search Company / Company Alerts

My Alerts **Set Company Alerts** Set Account Alerts

Once the **Company Alerts** page displays, the Admin can:

- Select the Alert(s) Type
- Select variable data
- Select the Admins that should be alerted
- Select "ADD"

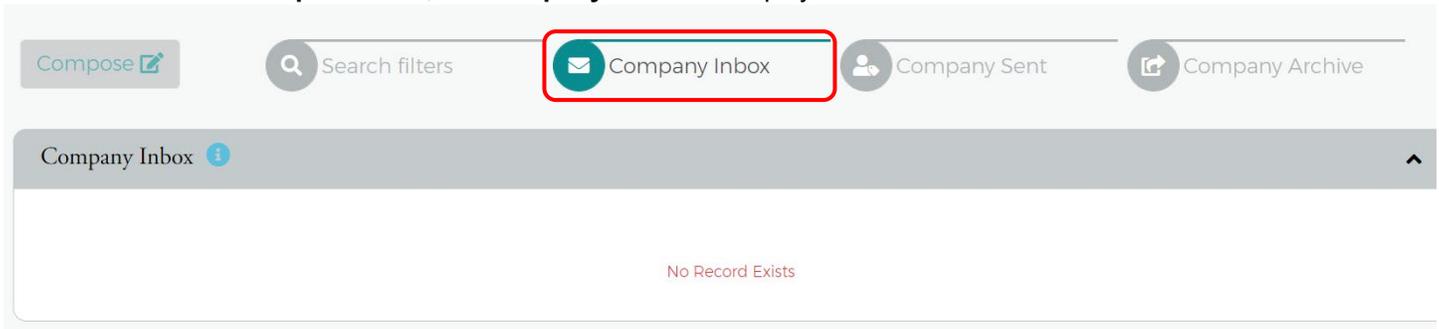
Messages

The Bank will send important updates through the Messages feature. Make sure to check your messages often to ensure you don't miss any important information.

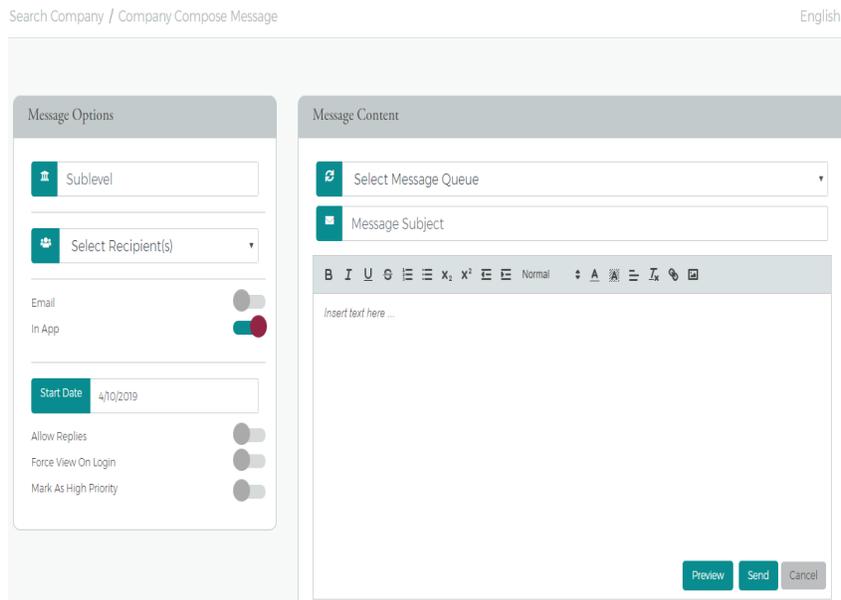
1. The **Message** icon appears on the top right-hand side as an envelope. Within your Quick Link tab, if added as a quick link or by clicking on the **Company Management** icon and selecting **Search Company**. From the **Company Search Results** page, click the **Online Request** (envelope) icon.



2. From the **Online Requests** icon, the **Company Inbox** will display.



3. To send messages, click on the **Compose Message** icon. Toggle **In App** to message automatically within the eZBusiness Platform. Alternatively, you may select **Email** to correspond with a recipient directly. Complete the fields and click **Send**.

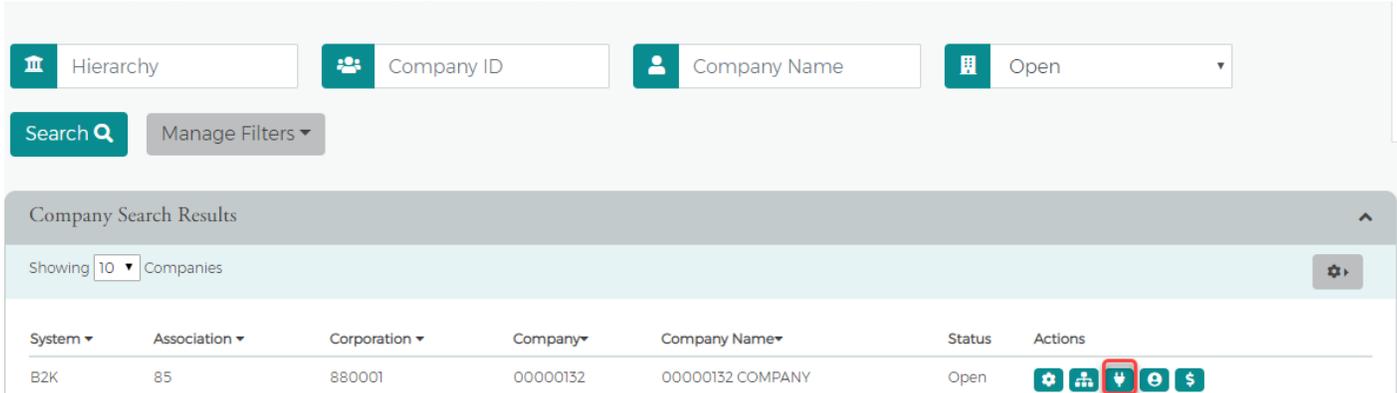


NOTE: Message Subject should be less than **128** characters. Message Body should be less than **4500** characters.

Online Service Requests

Accessing Online Service Requests

1. Click on the **Company Management** icon and select **Search Company**.
2. The **Company Search Results** page will display then select **Online Requests**.

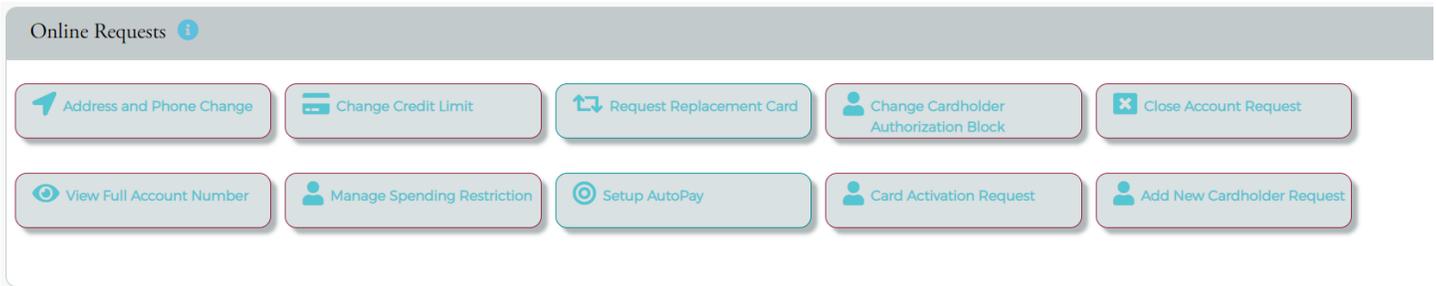


Company Search Results

Showing 10 Companies

System	Association	Corporation	Company	Company Name	Status	Actions
B2K	85	880001	00000132	00000132 COMPANY	Open	    

3. The following page will display all of your **Online Request** options. Click on the option you would like to perform.

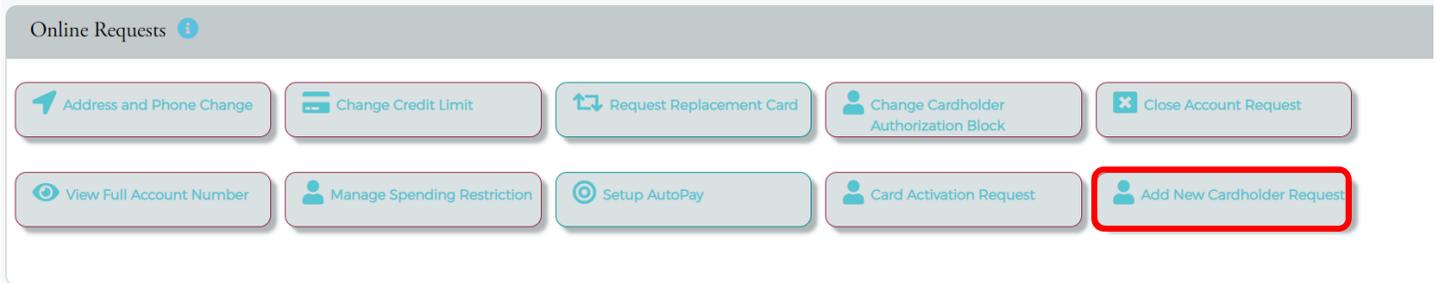


Online Requests

- Address and Phone Change
- Change Credit Limit
- Request Replacement Card
- Change Cardholder Authorization Block
- Close Account Request
- View Full Account Number
- Manage Spending Restriction
- Setup AutoPay
- Card Activation Request
- Add New Cardholder Request

Add New Cardholder

1. From the **Online Requests** page, select **Add New Cardholder Request**.



Online Requests

- Address and Phone Change
- Change Credit Limit
- Request Replacement Card
- Change Cardholder Authorization Block
- Close Account Request
- View Full Account Number
- Manage Spending Restriction
- Setup AutoPay
- Card Activation Request
- Add New Cardholder Request

2. The **Add New Cardholder** page will display. **NOTE:** All yellow fields are required fields.
 - a. **Sublevel ID/Name & Product:** In most cases, your company will only have one **Sublevel**, which will be your **Default** option. For companies with multiple **Sublevels**, select the appropriate **Sublevel** you'd like to have your new card order attached to. The **Product** code indicates No Cash Back Rewards or 1% Cash Back Rewards. Select the appropriate **product** to continue.

<p>Sublevel ID/Name</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #fff9c4;"> ↓ PACIFIC WESTERN BANK- Default ▼ </div>	<p>Product</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #fff9c4;"> ☰ MC BUS NO REWARDS (MI ▼ </div>
--	---

- b. **Product Details:** Enter the **Credit Limit** desired for your new cardholder and the **Number of Plastics** you'd like this cardholder to be issued. The **Alternate Company Name** field may be left blank, so the company name on file defaults.

Product Details ^

Credit Limit:

Order Plastic Now

Number Of Plastics:

Alternate Company Name to be printed in place of Company Name:

(Note: Company Name will default if left blank)

- c. **Cardholder Details:** All yellow fields are required fields.
 - i. **SSN or Tax ID:** This information is not used for credit reporting purposes but verification purposes. If your cardholder does not have an SSN, any 9 digit number will be sufficient. **NOTE:** They must be aware of the last 4 digits selected for card activation and identification purposes.
 - ii. **Primary Address:** The address provided in this section is also used as the cardholder's Billing Address. If you'd like the card sent to an alternate address, please utilize **Rush Card Delivery**.
 - iii. **Phone Numbers:** This information is kept on file and used for Fraud Detection purposes. Please provide phone numbers your cardholders can accept automated phone calls or text messages from so they may help identify possible fraud immediately.

Cardholder Details ⓘ

Details

Prefix: Prefix First Name: First Name Middle Name: Middle Name
 Last Name: Last Name Suffix: Suffix Employee ID: Employee ID
 Employee Cost Center: Employee Cost Center SSN or Tax ID: SSN or Tax ID Email: Email

Primary Address

Address: Address Address Line 2: Address Line 2 Address Line 3: Address Line 3
 City: City State: State Zip Code: Zip Code
 Foreign Address:

Statement Address same as Primary Address:

Statement Address

Address: Address Address Line 2: Address Line 2 Address Line 3: Address Line 3
 City: City State: State Zip Code: Zip Code
 Foreign Address:

Phone 1

Mobile Phone: Mobile Phone Business Phone: Business Phone Home Phone: Home Phone
 Other Phone: Other Phone Other Phone Type: Other Phone Type

d. **Rush Card Delivery:** This section is used to rush cards to an Alternate Mailing address or to rush cards to the address on file. Toggle the **Rush Card Details** option to open. All yellow fields are required. **NOTE:** A signature is required for all rushed items.

If this section is not utilized, the card will be sent regular mail, 7 – 10 Business days.

Rush Card Delivery ⓘ

Rush Card Details

Rush Card requests must be submitted by 1:00 pm EST to be processed on the same day.

Signature Required: Shipping Instructions: Shipping Instructions Contact phone: Contact phone
 Special Instructions: Card Mailing Address: Card Mailing Address Contact Phone Extension: Contact Phone Extension

Card Mailing Address

Rush cards request must be sent to a Physical Address (NO PO Box)

Address: Address Address Line 2: Address Line 2 Address Line 3: Address Line 3
 City: City State: State Zip Code: Zip Code
 Foreign Address:

e. **Auto Pay:** This section is not required for Company Billed Programs; however, it may be utilized for Individually Billed programs. If you would like to set up **Auto Pay** for your Individually Billed cardholder, toggle **Auto Pay Details** to expand. All yellow fields are required and may require an entire statement cycle before effective.

Auto Pay ⓘ

Auto Pay Details

To Enroll in this service, provide the requested information. Please be sure to continue to make payments to the account until you receive confirmation from Client Support about the date the first AutoPayment will be made for the account. If you would like to cancel AutoPay for this account, please contact Client Support.

Autopay Account Type: Autopay Account Type Bank Account Name: Bank Account Name Bank Account Number: Bank Account Number
 Routing Transit Number: Routing Transit Number Autopay Option: Autopay Option Frequency: Frequency
 Day: Day Percentage: Percentage Fixed Amount: \$ Fixed Amount: \$

- f. **Auto Enrollment:** This section is used to automatically register your new cardholder to eZCard. eZCard allows your cardholder to view transaction history, process disputes, update contact information and more. All yellow fields are required fields. Upon hitting **Submit**, an email will be sent to your new cardholder with their new eZCard credentials.



Auto Enrollment ?

Auto Enrollment Details ?

Email: Username: Password:

Verify Password: Password Strength:

- g. **Memo:** This section may be utilized to provide the cardholder's email address or any other notations you'd like to add to your card order.



Memo ?

- h. Now that all fields have been completed, hit **Submit** to be directed to the review page. If all information is correct, click **Confirm** to process your new card order. A **Successfully Submitted** notification will appear once completed.

Address and Phone Change – Cardholders

1. From the **Online Requests** screen, select **Address and Phone Change**.



Online Requests ?

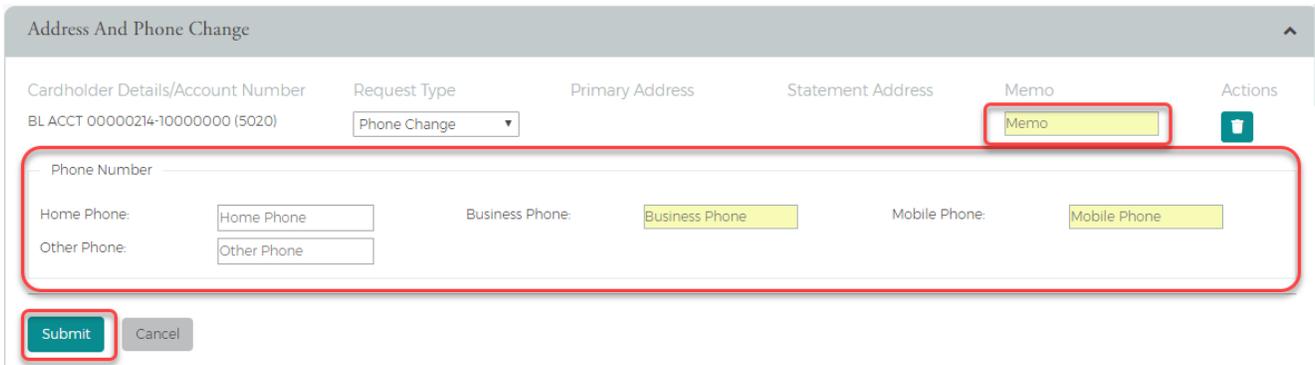
2. The **Address and Phone Change** screen will display. Start entering in the cardholder's name in order to populate the name suggestions. Select the cardholder name from the drop-down box to add.



Address And Phone Change ?

Cardholder Details/Account Number:
 Request Type:
 Primary Address:
 Statement Address:
 Memo:
 Actions:

3. Select the **Request Type** from the drop-down menu to populate additional fields. The **Request Type** options are **Address Change**, **Phone Change** and **Address & Phone Change**. Once you've entered in the updates, add a **Memo** and hit **Submit**.



Address And Phone Change ?

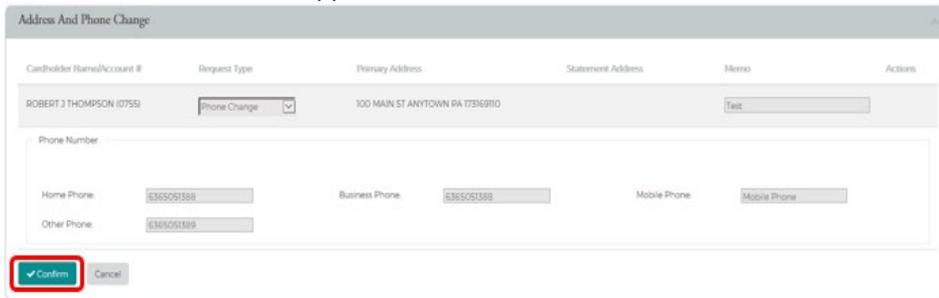
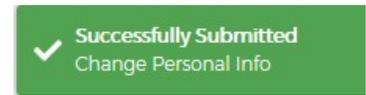
Cardholder Details/Account Number: BL ACCT 00000214-10000000 (5020)
 Request Type:
 Primary Address:
 Statement Address:
 Memo:
 Actions:

Phone Number:

Home Phone:
 Business Phone:
 Mobile Phone:

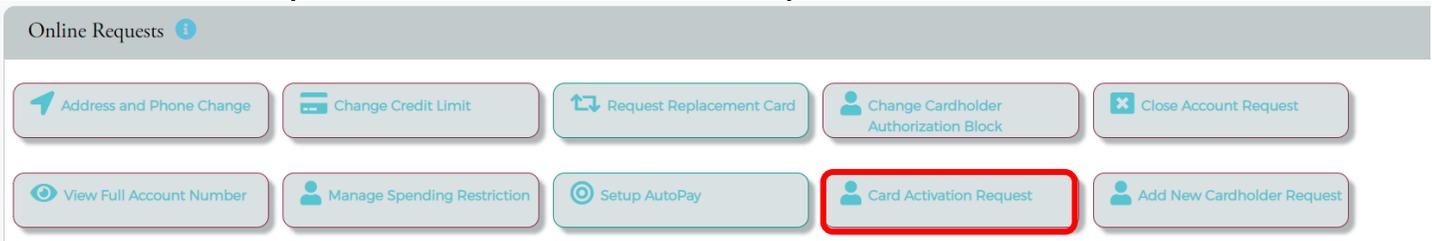
Other Phone:

- The review page will display. Review the information entered and click **Confirm**. Once completed, a **Successfully Submitted** notification will appear.

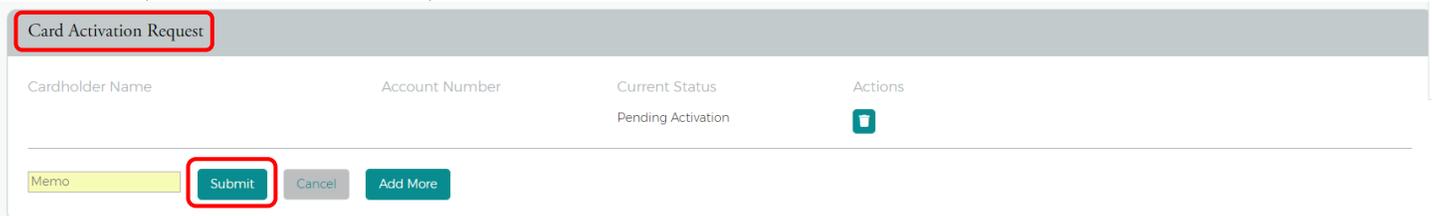



Card Activation Request

- From the **Online Requests** screen, select **Card Activation Request**.



- The **Card Activation Request** screen will display along with a list of **Cards Pending for Activation** right below. You can either enter the cardholder's name in the **Search Cardholder** section or toggle ON from the **Cards Pending for Activation** list to automatically generate them in the **Card Activation Request** section. Once all the cardholders are selected, and a memo is entered, click **Submit**.



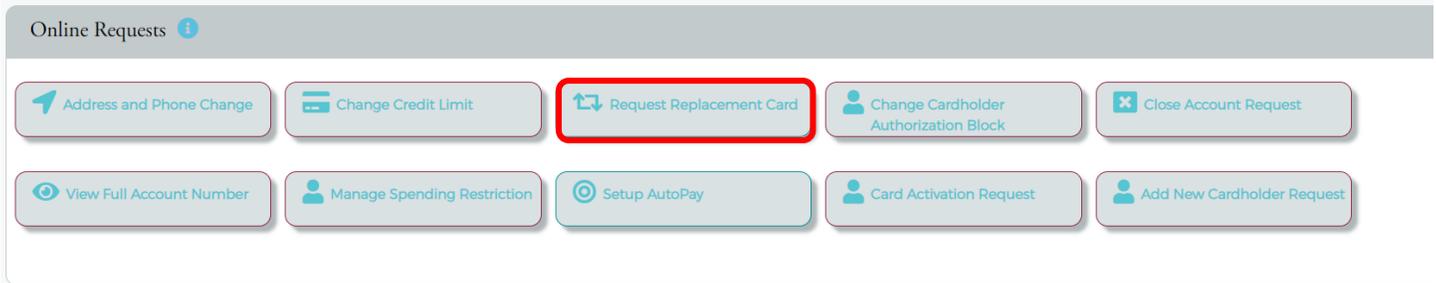

- The review page will display, ensure all information is correct, then click **Confirm**.



Request Replacement Card

IMPORTANT! This feature is not intended for lost or stolen cards. If you feel an account is Lost, Stolen or Compromised, please contact Pacific Western Bank immediately at 800.350.3557 option 6 > option 2 OR after hours at 844.316.1958

1. To request a replacement card per **Damaged Card**, **Name Change** or **Magnetic Strip Invalid**, select **Request Replacement Card** from the **Online Requests** screen.



Online Requests ⓘ

Address and Phone Change	Change Credit Limit	Request Replacement Card	Change Cardholder Authorization Block	Close Account Request
View Full Account Number	Manage Spending Restriction	Setup AutoPay	Card Activation Request	Add New Cardholder Request

2. The **Card Replacement/Services Request** screen will display. Start entering in the cardholder's name to generate the cardholder list drop-down to select the cardholder. Once you select the cardholder's name, they will appear within your request.



Card Replacement/ Services Request ⓘ

Cardholder Details	Account Number	Reason	Memo	Actions
<input type="text" value="Search Cardholder"/>		<input type="text" value="Reason"/>	<input type="text" value="Memo"/>	

3. Select the appropriate **Reason** within the **Reason** field, enter a **Memo** and then click **Submit**.



Card Replacement/ Services Request ⓘ

Cardholder Details	Account Number	Reason	Memo	Actions
JILL AARON MD	3308	<input type="text" value="Reason"/>	<input type="text" value="Memo"/>	

4. The review page will display. Confirm the information is correct and click **Confirm**. A **Successfully Submitted** notification will appear once completed.



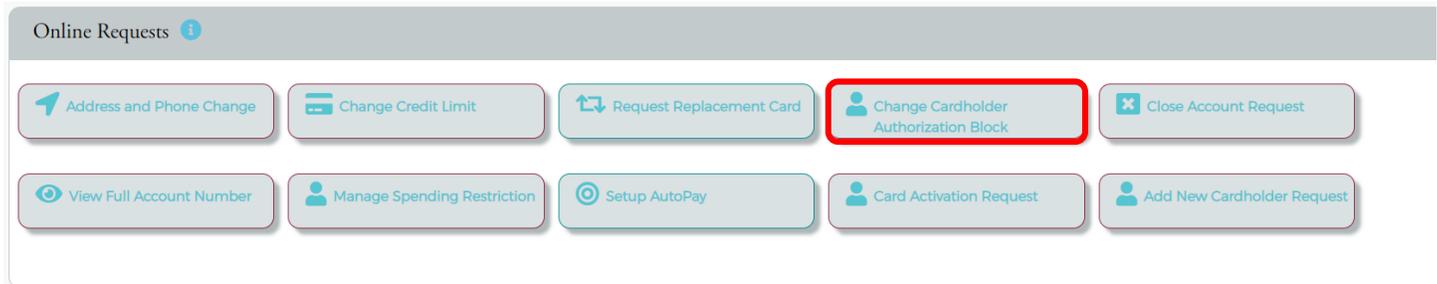
Card Replacement/ Services Request ⓘ

Cardholder Details	Account Number	Reason	Memo	Actions
JILL AARON MD	3308	<input type="text" value="Damaged Card"/>	<input type="text" value="Test"/>	

Change Cardholder Authorization Block

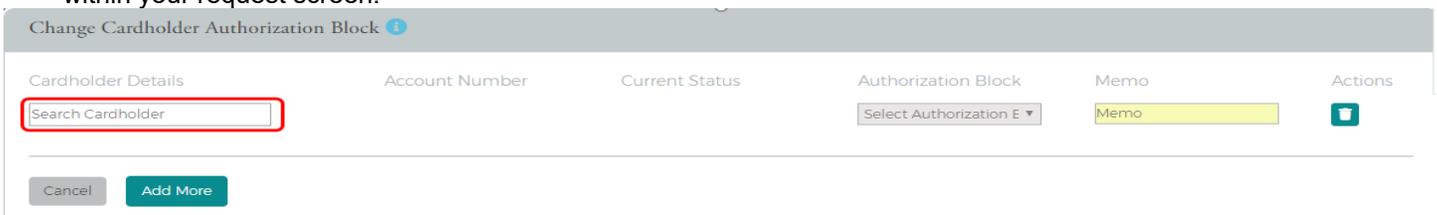
Change Cardholder Authorization Block allows the Admin to impose or remove a real-time cardholder authorization block at the account level. This block prevents additional approved authorizations on the account until an Admin removes the block. To complete the **Change Cardholder Authorization Block** online request, perform the following steps.

1. From the **Online Requests** screen, select **Change Cardholder Authorization Block**.



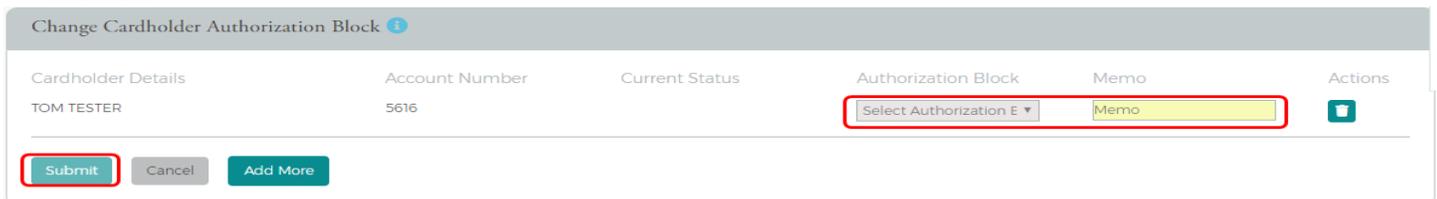
The screenshot shows the 'Online Requests' header with a list of request types. The 'Change Cardholder Authorization Block' button is highlighted with a red border.

2. The **Change Cardholder Authorization Block** screen will display. Start entering the cardholder's name to generate the cardholder list drop-down and select the cardholder name. Once you select the cardholder's name, they will appear within your request screen.



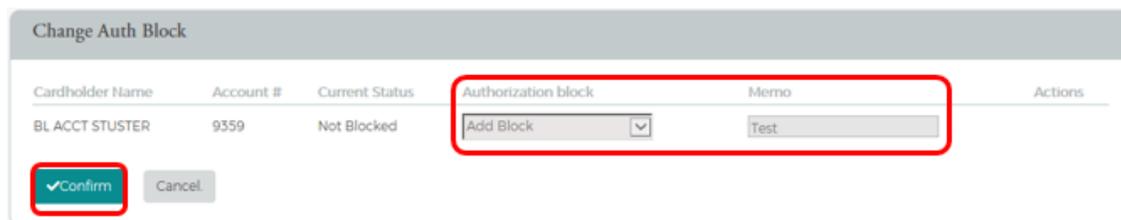
The screenshot shows the 'Change Cardholder Authorization Block' form. The 'Search Cardholder' input field is highlighted with a red border. Below the input field are 'Cancel' and 'Add More' buttons.

3. Within the **Authorization Block** drop-down, select whether you are adding or removing a block, add a **Memo**, then click **Submit**.



The screenshot shows the 'Change Cardholder Authorization Block' form with 'TOM TESTER' entered in the search field. The 'Authorization Block' dropdown menu is set to 'Select Authorization E' and the 'Memo' field contains 'Memo'. Both the dropdown and the memo field are highlighted with a red border. The 'Submit' button is also highlighted with a red border.

4. The **Change Cardholder Authorization Block** review page will display. Ensure the information is correct and click **Confirm**. A **Successfully Submitted** notification will appear once completed.



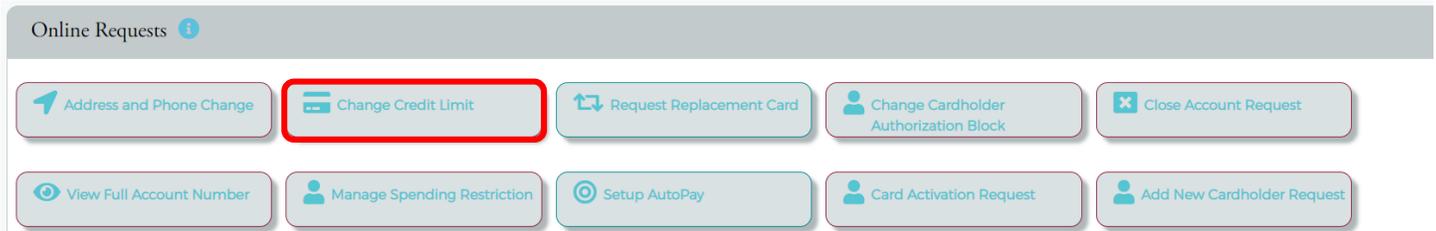
The screenshot shows the 'Change Auth Block' review page. The 'Authorization block' dropdown is set to 'Add Block' and the 'Memo' field contains 'Test'. Both the dropdown and the memo field are highlighted with a red border. The 'Confirm' button is also highlighted with a red border.

NOTE: This Service Request is a real-time process, and the Memo field serves as a notation.

Change Credit Limits

The **Change Credit Limit** option allows you to increase or decrease a cardholder's credit limit permanently or temporarily in real-time.

1. From the **Online Requests** screen, select **Change Credit Limit**.

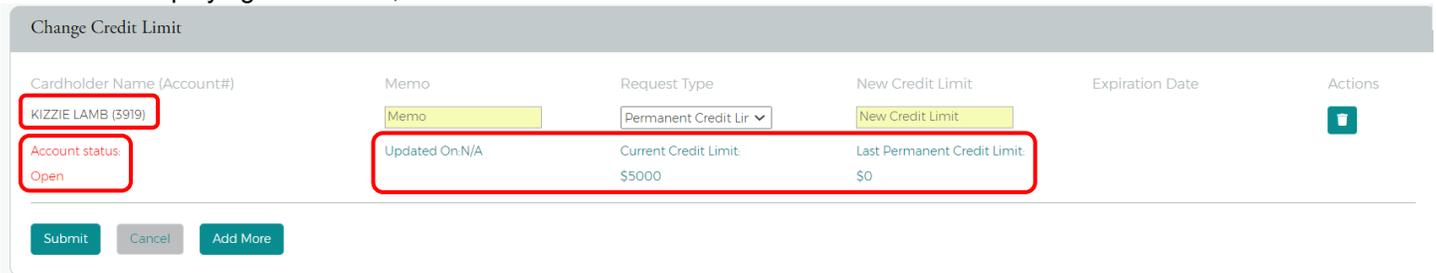


Online Requests i

Address and Phone Change | **Change Credit Limit** | Request Replacement Card | Change Cardholder Authorization Block | Close Account Request

View Full Account Number | Manage Spending Restriction | Setup AutoPay | Card Activation Request | Add New Cardholder Request

2. The **Change Credit Limit** screen will display. Start entering the cardholder's name to generate the cardholder list drop-down and select the cardholder name. Once you select the cardholder's name, they will appear within your request screen displaying their status, credit limit and last credit limit increase.

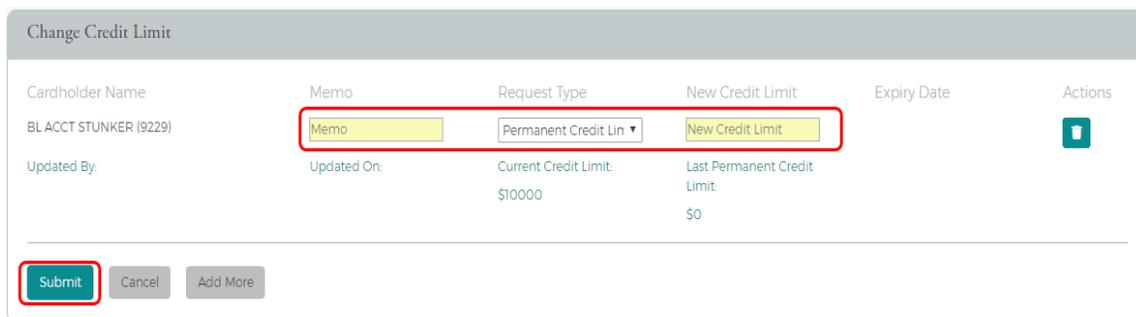


Change Credit Limit

Cardholder Name (Account#)	Memo	Request Type	New Credit Limit	Expiration Date	Actions
KIZZIE LAMB (3919)	Memo	Permanent Credit Lin	New Credit Limit		
Account status: Open	Updated On: N/A	Current Credit Limit: \$5000	Last Permanent Credit Limit: \$0		

Submit | Cancel | Add More

3. For a **Permanent Increase**, select **Permanent Credit Limit Change** under the **Request Type** drop-down, enter the desired credit limit within the **New Credit Limit** field, add a **Memo** and click **Submit**.

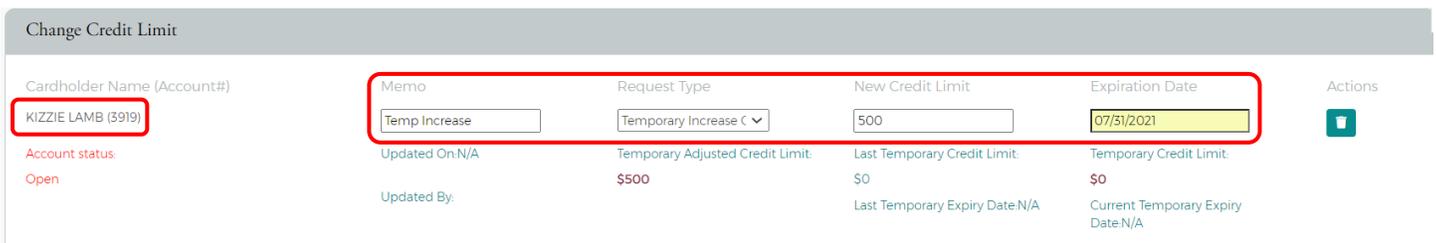


Change Credit Limit

Cardholder Name	Memo	Request Type	New Credit Limit	Expiry Date	Actions
BL ACCT STUNKER (9229)	Memo	Permanent Credit Lin	New Credit Limit		
Updated By:	Updated On:	Current Credit Limit: \$10000	Last Permanent Credit Limit: \$0		

Submit | Cancel | Add More

4. For **Temporary Credit Limit** increases, select **Temporary Increase Credit Limit Change** under the **Request Type** drop-down. Enter the amount of the Temporary Increase under the **New Credit Limit** field. **NOTE: The amount you enter is in addition to the cardholder's current credit limit.** Lastly, enter the **Expiration Date** you'd like this increase to end.



Change Credit Limit

Cardholder Name (Account#)	Memo	Request Type	New Credit Limit	Expiration Date	Actions
KIZZIE LAMB (3919)	Temp Increase	Temporary Increase C	500	07/31/2021	
Account status: Open	Updated On: N/A	Temporary Adjusted Credit Limit: \$500	Last Temporary Credit Limit: \$0	Temporary Credit Limit: \$0	
	Updated By:		Last Temporary Expiry Date: N/A	Current Temporary Expiry Date: N/A	

- The review page will display. Confirm the information is correct and click **Submit**. A **Successfully Submitted** notification will appear once completed.

Change Credit Limit

Cardholder Name (Account#)	Memo	Request Type	New Credit Limit	Expiration Date	Actions
Account status: Open	Updated On:N/A	Permanent Credit Lir	New Credit Limit		
		Current Credit Limit: \$5000	Last Permanent Credit Limit: \$0		

NOTE: This Service Request is a real-time process, and the Memo field serves as a notation. If you have additional questions, please contact us at 800.350.3557 option 6 > option 2 OR after hours at 844.316.1958.

IMPORTANT! Do not process this request if the account is in a Closed or Blocked status.

The **Change Credit Limit** service request cannot be submitted under any of the following conditions for Individually Billed or Centrally Billed Accounts:

- Requested credit limit change cannot exceed the company limit.
- Requested credit limit change must be different than the cardholder's current credit limit.
- If the Service Request cannot be completed in real-time, it will be routed to Pacific Western Bank's Incoming Messages queue to be addressed within 1-2 business days.

Close Account Request

IMPORTANT! This feature is not intended for lost or stolen cards. If the Service Request cannot be completed in real-time, it will be routed to Pacific Western Bank's Incoming Messages queue to be addressed within 1-2 business days. For a lost or stolen card, please contact us immediately at 800.350.3557 option 6 > option 2 OR after hours at 844.316.1958.

- From the **Online Requests** screen, select **Close Account Request**.

Online Requests

Address and Phone Change

Change Credit Limit

Request Replacement Card

Change Cardholder Authorization Block

Close Account Request

View Full Account Number

Manage Spending Restriction

Setup AutoPay

Card Activation Request

Add New Cardholder Request

- The **Request To Close Accounts** page will display. Start entering the cardholder's name to generate the cardholder list drop-down and select the cardholder name. Once you select the cardholder's name, they will appear within your request screen.

Request To Close Accounts

Cardholder Details	Account Number	Reason	Memo	Actions
<input style="border: 2px solid red;" type="text" value="Search Cardholder"/>		Reason	Memo	

3. Select the **Reason** for closing the account, enter in a **Memo**, then click **Submit**.

Request To Close Accounts ⓘ

Cardholder Details	Account Number	Reason	Memo	Actions
TOM TESTER	5616	Reason	Memo	

4. The **Request to Close Account** review page will display. Review the information is correct and click **Confirm**. A **Successfully Submitted** notification will appear once completed.

Request To Close Accounts ⓘ

Cardholder Details	Account Number	Reason	Memo	Actions
TOM TESTER	5616	No Longer Employec	Test	

View Full Account Number

1. To temporarily view a full account number, go to the **Online Requests** screen, select **View Full Account Number**.

Online Requests ⓘ

2. The **View Full Account Number** page will display. Start entering the cardholder's name to generate the cardholder list drop-down and select the cardholder. Once you select the cardholder's name, they will appear within your request screen.

View Full Account Number ⓘ

Cardholder Details	Account Number	Reason	Memo	Actions
Search Cardholder		Reason	Memo	

3. Select the **Reason**, enter in a **Memo** and click **Submit**.

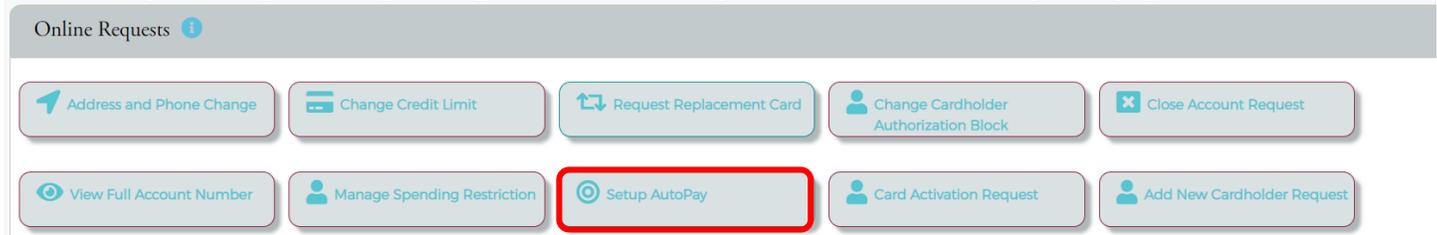
View Full Account Number ⓘ

Cardholder Details	Account Number	Reason	Memo	Actions
TOM TESTER	5616	Reason	Memo	

- The review page will display. Ensure the information is correct and click **Confirm**. Upon clicking confirm, the full account number will display on your existing page. Once you click **Go Back**, you will no longer be able to view the full card number.

Setup AutoPay

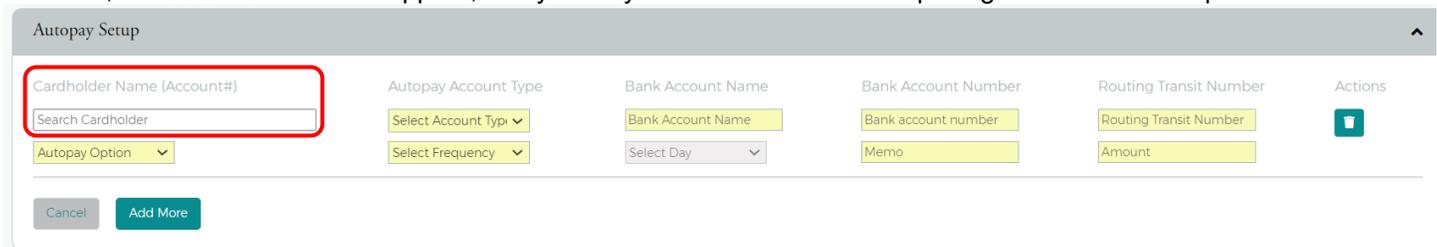
- To set up recurring **Auto Payment**, go to the **Online Requests** screen, select **Setup Autopay**.



Online Requests ?

- Address and Phone Change
- Change Credit Limit
- Request Replacement Card
- Change Cardholder Authorization Block
- Close Account Request
- View Full Account Number
- Manage Spending Restriction
- Setup AutoPay**
- Card Activation Request
- Add New Cardholder Request

- The **Autopay Setup** screen will display. For **Individual Billed** accounts, start entering the cardholder's name to generate the cardholder list drop-down and select the cardholder. For **Company Billed** accounts, enter BL within the **Search Cardholder** field so that the billing account name will populate in your drop-down. Once the billing account populates in the drop-down, select it and it will generate within the field. Once the **Search Cardholder** field has been filled, the **Submit** button will appear, and you may move forward with completing the rest of the required fields.

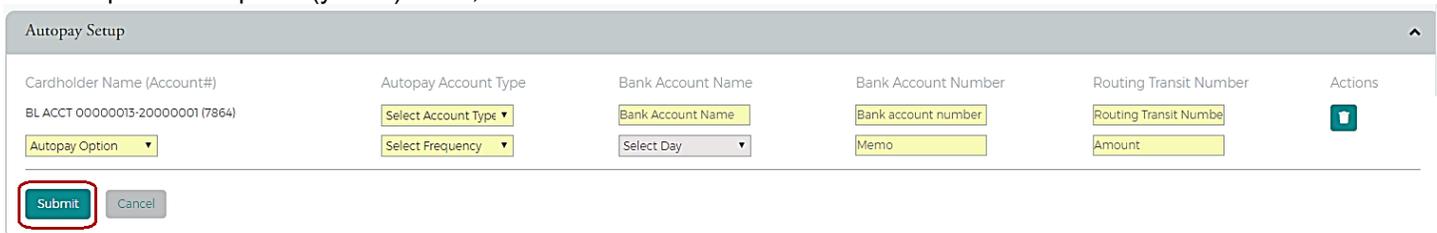


Autopay Setup ^

Cardholder Name (Account#)	Autopay Account Type	Bank Account Name	Bank Account Number	Routing Transit Number	Actions
Search Cardholder	Select Account Type	Bank Account Name	Bank account number	Routing Transit Number	
Autopay Option	Select Frequency	Select Day	Memo	Amount	

Cancel Add More

- Complete all required (yellow) fields, then click **Submit**.

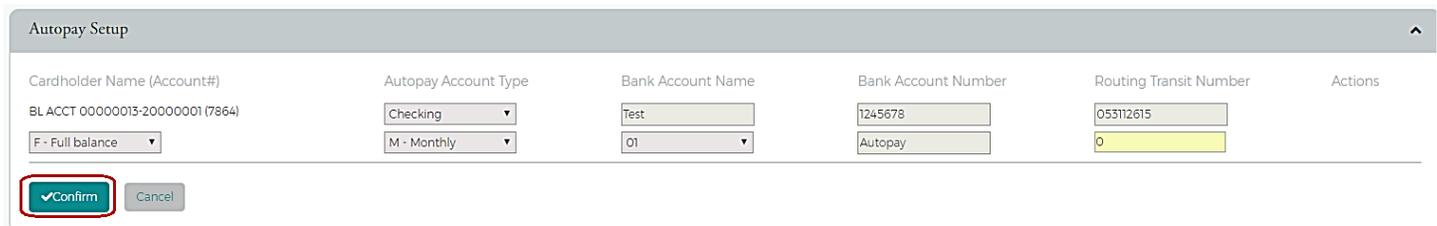


Autopay Setup ^

Cardholder Name (Account#)	Autopay Account Type	Bank Account Name	Bank Account Number	Routing Transit Number	Actions
BL ACCT 00000013-20000001 (7864)	Select Account Type	Bank Account Name	Bank account number	Routing Transit Number	
Autopay Option	Select Frequency	Select Day	Memo	Amount	

Submit Cancel

- The review page will display. Ensure the information is correct and click **Confirm**. A **Successfully Submitted** notification will appear once completed.



Autopay Setup ^

Cardholder Name (Account#)	Autopay Account Type	Bank Account Name	Bank Account Number	Routing Transit Number	Actions
BL ACCT 00000013-20000001 (7864)	Checking	Test	1245678	053112615	
F - Full balance	M - Monthly	01	Autopay	0	

Confirm Cancel

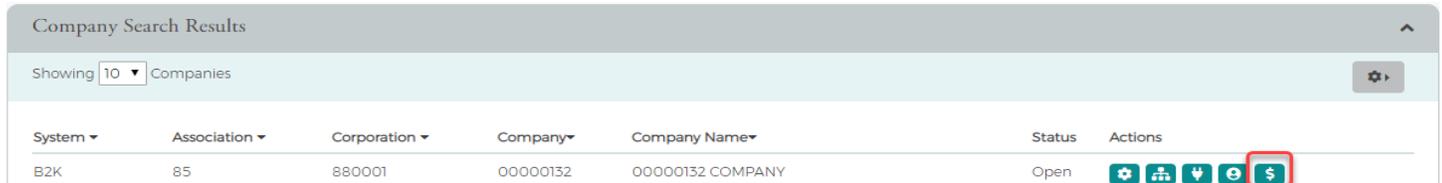
NOTE: This request can take up to an entire payment cycle before effective.

Payments

Adding a Payment Account

Before you can process a one-time payment, you must add a **Payment Account**. The **Payments** page allows you to set up multiple checking or savings accounts to be used as **Payment Accounts** to pay your bill online. You can create an unlimited number of **Payment Accounts**. Once a **Payment Account** is created, it can be used immediately to make an online payment.

1. To access the **Payment** page, go to **Company Management** and select **Search Company**. On the **Company Search Results** page, click on the **Payments (\$)** icon.

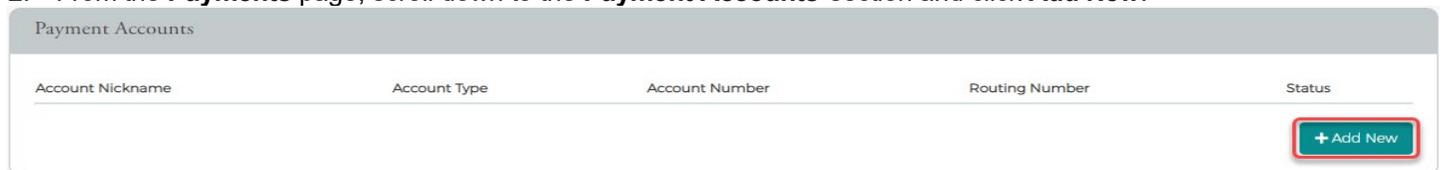


Company Search Results

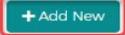
Showing 10 Companies

System	Association	Corporation	Company	Company Name	Status	Actions
B2K	85	880001	00000132	00000132 COMPANY	Open	    

2. From the **Payments** page, scroll down to the **Payment Accounts** section and click **Add New**.



Payment Accounts

Account Nickname	Account Type	Account Number	Routing Number	Status
				

3. The payment information fields will display. Complete all the fields and click **Save**. A **Successfully Submitted** notification will appear once completed.



Payment Accounts

Account Type: Financial Inst Name: Name on Account: Routing Number: Account Number: Account Nickname:

NOTE: The **Payment Accounts** section lists all of the active and deleted **Payment Accounts**, which can be used to pay the cardholder's accounts online.

Changing a Payment Account

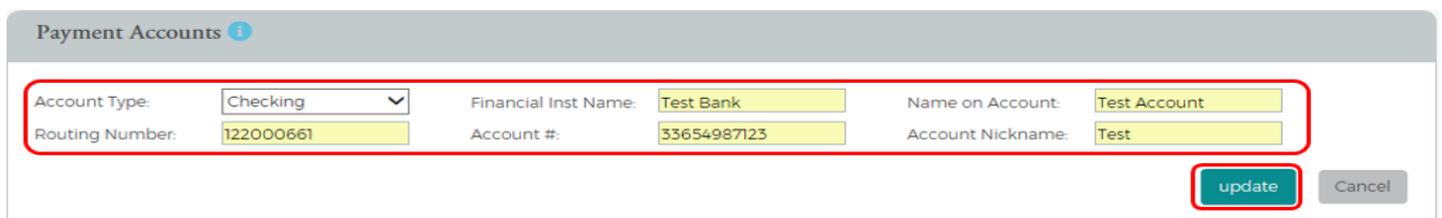
1. From the **Payments** page, click on the **Edit Payment Account** icon next to the account that you want to update.



Payment Accounts

Account Nickname	Account Type	Account #	Routing Number	Status
Hanery	Saving	448508000034759	122000661	Active
 				

2. The **Payment Account** fields will appear. Make any necessary changes and click **Update**. A **Successfully Submitted** notification will appear once completed.



Payment Accounts

Account Type: Financial Inst Name: Name on Account:

Routing Number: Account #: Account Nickname:

Making a One-Time Payment

Admins may make payments to individual and billing commercial card accounts. The one-time payment feature allows you to schedule one or more online payments for a current or future payment date (up to 60 days out) for up to 10% more than the statement balance. Anything greater will need to be processed by the credit card team. Once the payment is made, the payment amount is automatically deducted from the designated account. Additional questions can be addressed at 800.350.3557 option 6 > option 2 or at creditcards@pacwest.com

NOTE: Before making a payment, you must first have a **Payment Account** set up. Click **+ Add New** to get started.

Company Billed programs can make a payment towards the Billing Account or an individual cardholder account. If an individual cardholder is selected, it will provide that cardholder's availability; however, the payment will roll up to the billing account. If the program is Individually Billed, you may pay down the selected cardholder(s) directly. If a specific cardholder needs availability, you may also process a **Temporary Increase** within the **Online Requests** section.

1. From the **Payments** page, select the account(s) that you are making a payment on by clicking the **Checkmark** icon next to the account(s) and click **Make Payments**.

Payments submitted after 5PM EST on a business day will be credited to your account on the following business day
Please Add At least One Payment Account

Account Number First Name Last Name Employee ID
Virtual Indicator Cardholder Status Minimum Payment

Search

Select Accounts To Make Payments

Showing 10 Select all

Cardholder	Account Number	Account Type	Employee ID	Due Date	Last Statement	Account Balance	Minimum Payment
<input checked="" type="checkbox"/> BL ACCT 000	0000	Billing		07/27/2021	\$30,564.01	\$53,793.31	\$0.00
<input checked="" type="checkbox"/> KRISTEN MBOJANA	547	Memo		07/27/2021	\$0.00	\$21,272.73	\$0.00
<input checked="" type="checkbox"/> JACQUELINE SUAREZ	547	Memo			\$0.00	\$6,972.32	\$0.00
<input checked="" type="checkbox"/> MARK DI TARGIANI	547	Memo		07/27/2021	\$0.00	\$3,489.31	\$0.00
<input checked="" type="checkbox"/> ALLISON KOLB	547	Memo			\$0.00	\$3,384.13	\$0.00
<input checked="" type="checkbox"/> TOM WEBSTER	547	Memo		07/27/2021	\$0.00	\$3,074.21	\$0.00
<input checked="" type="checkbox"/> KAREN BRUMSEY	547	Memo		07/27/2021	\$0.00	\$2,782.75	\$0.00
<input checked="" type="checkbox"/> CAROLYN PHAM	547	Memo			\$0.00	\$2,577.74	\$0.00
<input checked="" type="checkbox"/> TODD KAPLAN	547	Memo			\$0.00	\$1,634.44	\$0.00
<input checked="" type="checkbox"/> RODRIGO LOPEZ	547	Memo			\$0.00	\$1,516.63	\$0.00

Showing 1 - 10 (17) Payments Results

First << 1 2 3 4 5 6 7 8 9 10 >> Last

Make Payments Show Payment History Reset

NOTE: You can also view payment history by clicking on **Show Payment History** at the bottom of the **Select Accounts To Make Payments** section.

2. The **Make Payments** page will display. Complete all the required fields and click the **\$Pay** icon when completed.

Payments submitted after 5PM EST on a business day will be credited to your account on the following business day
Please Add At least One Payment Account

ACH Payments

Make Payments ? ACH Payments

Payment Accounts	Cardholder Account	Amount	Payment Date	Memo	Send payment email confirmation to
<input type="text" value="BL ACCT 0010000001"/>	BL ACCT 0010000001	<input type="text" value="\$"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text"/>	<input type="text"/>

Authorization and Signature

I hereby electronically consent to and authorize this writing an electronic funds transfer in the amount(s) mentioned above from the foregoing account in payment to the Credit Card mentioned above. By clicking on the "Make Payment" button I subscribe my electronic signature to the funds transfer authorization.

NOTE: Payments received by 2:00 p.m. PT will post and be available the next business day. Payments received after 2:00 p.m. PT will post in two business days, e.g. (payment made after 2:00 p.m. PT on 7/26/2021 will post and be available 7/28/2021). If a payment is made on a Friday before 2:00 p.m. PT, it will be available on Saturday. If the payment is made after 2:00 p.m. PT on Friday, it will post on Monday or the following business day.

If you need immediate availability, please contact the credit card team at 800.350.3557 option 6 > option 2 or via email at creditcards@pacwest.com. Proof of payment will need to be provided.

3. Once completed, you will see a **Payment Saved** notification on the bottom right-hand side of your screen and the pending payment(s) within your **Payment History** section.

Payment History ?

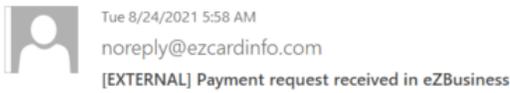
Cardholder Name	Payment Accounts	Amount	Date To Make Payment	Payment Date	Admin User	Payment type	Status
BL ACCT 00000457		\$1.00	08/24/2021	08/24/2021	jw	One Time	Pending
BL ACCT 00000457		\$1.00	08/24/2021	08/24/2021	jw	One Time	Pending

Payment Accounts

Account Nickname	Account Type	Account Number	Routing Number
Testing	Checking	*6789	122238200

✔ Payments Saved

4. Promptly following your **Payment Saved** notification, you will receive a **Payment Confirmation** email from noreply@ezcardinfo.com. This email will contain your **Payment Confirmation** number within the body of the email.



i We removed extra line breaks from this message.

Dear Jessica: This alert is being sent to advise you that your payment request has been received.
 Confirmation #: BH02467440 Payment Date: 8/24/2021 Payment Amount: \$1.00 You may cancel this payment up until 5:00 PM EST on the Payment Date.

** Please do not reply to this email alert.

NOTE: Payments may be canceled up until 2 p.m. PT of the Payment Date. To do so, click on the **Delete** (trash can) icon within your **Payment History** section and click **Confirm**.

Payment History *i*

Cardholder Name	Payment Accounts	Amount	Date To Make Payment	Payment Date	Admin User	Payment type	Status
BL ACCT 0000	****6789	\$1.00	08/24/2021	08/24/2021		One Time	Pending  
BL ACCT 0000	****6789	\$1.00	08/24/2021	08/24/2021		One Time	Pending  

Go Back

Upon confirming, you will see a **Payment Deleted Successful** notification on the bottom of your screen, the payment displaying as **Canceled** within your **Payment History** section, and an email confirmation advising the payment has been canceled.

Payment History *i*

Cardholder Name	Payment Accounts	Amount	Date To Make Payment	Payment Date	Admin User	Payment type	Status
BL ACCT 000	****6789	\$1.00	08/24/2021	08/24/2021		One Time	Canceled
BL ACCT 000	****6789	\$1.00	08/24/2021	08/24/2021		One Time	Pending  

Go Back

Payment Accounts

Account Nickname	Account Type	Account Number	Routing Number
Testing	Checking	*6789	122238200

 **Payment Deleted Successful**

Create Recurring Payments

Company Billed programs have the option to set up a **Recurring Payment Plan**. This feature is currently not available to individual cardholder accounts. If you have a Company Billed program and do not see this option available to you, you may request this through 800.350.3557 option 6 > option 2 or at creditcards@pacwest.com

- To set up a **Recurring Payment Plan**, select the **Billing Account** from the **Select Accounts to Make Payments** section and click **Create Recurring Payment Plan**.

Select Accounts To Make Payments

Showing 10 Select all

Cardholder	Acc	Account Type	Employee ID	Due Date:	Last Statement	Account Balance	Minimum Payment
<input checked="" type="checkbox"/> BL ACCT 00000457-10000000	547	Billing		08/26/2021	\$103,088.12	\$221,529.58	\$0.00
<input checked="" type="checkbox"/> KRISTEN MBOIJANA	547	Memo		08/26/2021	\$0.00	\$29,350.16	\$0.00
<input checked="" type="checkbox"/> CAMERON E KING	547	Memo		08/26/2021	\$0.00	\$28,767.80	\$0.00
<input checked="" type="checkbox"/> TOM WEBSTER	547	Memo		08/26/2021	\$0.00	\$22,867.11	\$0.00
<input checked="" type="checkbox"/> JACK HELFRICH	547	Memo		08/26/2021	\$0.00	\$22,662.55	\$0.00
<input checked="" type="checkbox"/> JACQUELINE SUAREZ	547	Memo		08/26/2021	\$0.00	\$22,261.63	\$0.00
<input checked="" type="checkbox"/> ELIZABETH HILLESTAD	547	Memo		08/26/2021	\$0.00	\$19,742.72	\$0.00
<input checked="" type="checkbox"/> CAROLYN PHAM	547	Memo		08/26/2021	\$0.00	\$16,206.44	\$0.00
<input checked="" type="checkbox"/> BRADY MANESS BREWER	547	Memo		08/26/2021	\$0.00	\$15,475.22	\$0.00
<input checked="" type="checkbox"/> WILLIAM TESSAR	547544****8649	Memo		08/26/2021	\$0.00	\$12,355.88	\$0.00

Showing 1 - 10 (171 Payments Results) First << 1 2 3 4 5 6 7 8 9 10 >> Last

- On the following page, select the **Payment Account** you'd like to use and create your desired **Recurring Schedule** by selecting one of the following (**Minimum Payment, Account Balance, Statement Balance, Fixed Monthly, Fixed Weekly, Fixed Bi-Weekly**) from the **Recurring Schedule** drop-down box then click **Save**.

New Recurring Payments ?

Account Number: 547544****

Payment Account:

Recurring Schedule:

Start Date:

Days before due date:

- Once saved, you will see a **Recurring Payment Saved** notification on the bottom right-hand side of your screen and your **Recurring Schedule** set up within your **Recurring Payments** section.

Recurring Payments

Account Number	Payment Accounts	Recurring Schedule	Amount to Pay	Start Date	Payment Day	
547544*	Testing	Statement Balance	Monthly Statement Balance	08/28/2021	1	 

[Go Back](#)

Payment Accounts

Account Nickname	Account Type	Account Number	Routing Number	Status	
Testing	Checking	*6789	122238200	Active	 

✓
 Recurring Payment Saved
 for 547544****8512

Viewing Payment History

The payment history for an account consists of all payments that have been made within the eZBusiness from the last eighteen months, including pending and canceled payments. Payments with a pending status may be updated or canceled the same day if completed before 2:00 p.m. PT.

1. From the **Payments** page, select the account(s) that you want to view by clicking the **Checkmark** icon next to the account(s) and click **Show Payment History**.

Select Accounts To Make Payments

Cardholder	Account	Account Type	Employee ID	Due Date	Last Statement	Account Balance	Minimum Payment
<input checked="" type="checkbox"/>	BL ACCT CLADDER	448508****7409	Billing	123	\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	JAMES VEHICLE	448508****5533	Individual		\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	PETERSON P	448508****5574	Individual		\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	JACKSON J	448508****5582	Individual		\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	HENRY VEHICLE	448508****5558	Individual		\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	BL ACCT CLOVERS	448508****0438	Billing		\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	FLEET VEHICLE	448508****5566	Individual		\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	TOM TESTER	448508****5616	Individual		\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	TOM TESTER	448508****5616	Individual		\$0.00	\$0.00	\$0.00
<input checked="" type="checkbox"/>	BL ACCT CLOVERS	448508****0438	Billing		\$0.00	\$0.00	\$0.00

Showing 1 - 10 (11 Payments Results) First << 1 2 >> Last

Make Payments
Show Payment History
Create Recurring Payment Plan
Show Recurring Payment Plans
Reset

2. The **Payment History** section will display for the account(s) you selected. To edit or cancel a payment, select the edit icon to the right.

Payment History

Cardholder Details	Payment Accounts	Amount	Date To Make Payment	Payment Date	Missing Element: AdminUser--eZBPayments	Missing Element: PaymentType--eZBPayments	Status
John Test	123456**7800	394	02/02/2019	18/01/2019	J.Admin1	One Time	Pending 
Jane Test	876543**2100	268	02/02/2019	18/01/2019	J.Admin1	One Time	Pending 
John Test	123456**7800	394	02/08/2019	18/01/2019	J.Admin1	One Time	Pending 
Sample Test	876543**2100	268	02/01/2019	18/01/2019	J.Admin1	One Time	Pending 

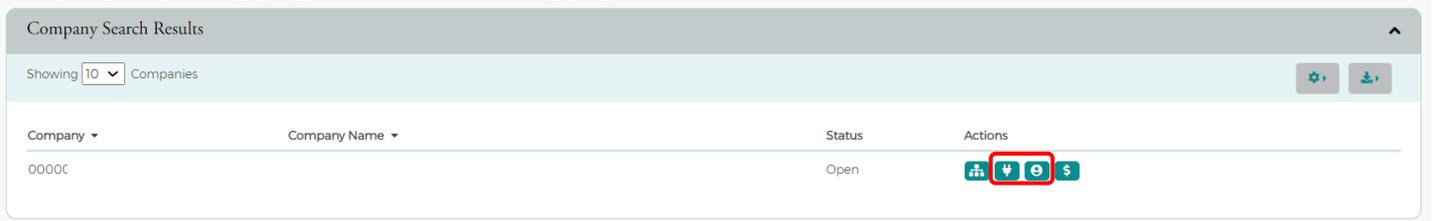
Go Back

Reporting

Company Reporting

The **Company Reporting** page allows you to view and download **Transaction Reporting** or **Credit Lines** for a company or cardholder. **Transaction Reporting** provides additional information you may not see within your monthly statements, such as MCC Codes, MCC Descriptions, and Reference Numbers.

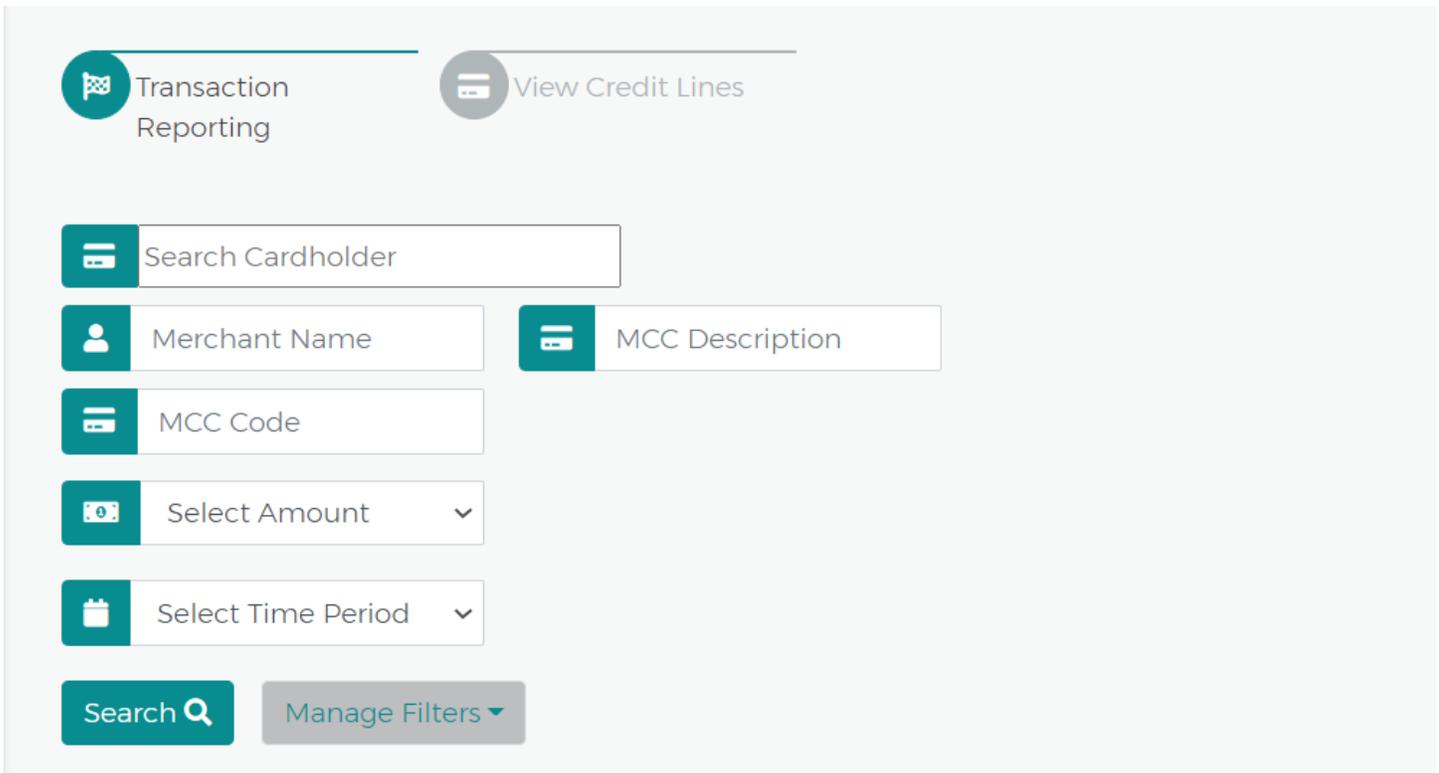
The **Company Reporting** page can be accessed from the **Online Request** or **Account List** pages. To access, go to **Company Management** and select **Search Company**. The **Online Requests** or **Account List** icons will direct you to the **Company Reporting** (flag) icon on the following page.



1. Once you have accessed either the **Online Request** or **Account List** pages, click on the **Company Reporting** (flag) icon on the top right-hand side of your screen.

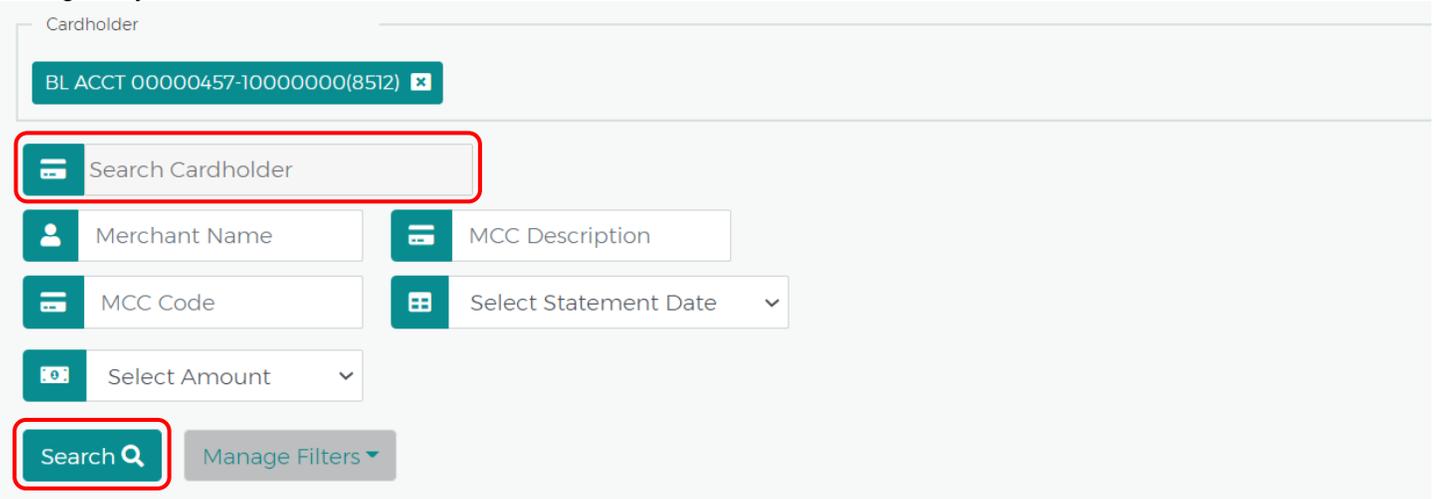


2. The **Company Reporting** page will display.



- To start your search, enter the name of the cardholder you would like to view. To view the entire company, you will need to view the billing account by searching BL and selecting the billing account option within the drop-down. To search multiple cardholders, continue to add all cardholders via the **Search Cardholder** section. Once complete, click **Search**. If a cardholder is not selected, you will see duplicated transactions from cardholders and the billing account.

NOTE: To manager your search criteria, you can **Manage Filters** and click **Save**. **Manage Filters** is located to the right of your **Search** button.



Cardholder

BL ACCT 00000457-10000000(8512) x

Search Cardholder

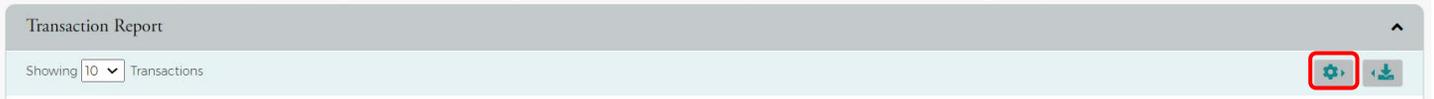
Merchant Name MCC Description

MCC Code Select Statement Date

Select Amount

Search Manage Filters

- Once your **Transaction Report** has loaded, you can manage what information you would like to be displayed in your report by clicking on the **Configured Columns** drop-down. A max of eight options are allowed.



Transaction Report

Showing 10 Transactions

- To download your report, click on the **Download** button to display your download options. Reports are downloadable to CSV, Excel, Text, QFX, QBO and QIF.



Transaction Report

Showing 10 Transactions

All Columns

CSV Excel Text QFX QBO QIF

Statements

Statements are viewable via PDF format. The last 24 months are kept on file. If additional statements are needed, please reach out to the credit card team at creditcards@pacwest.com. To view your PDF statements, complete the following:

1. Go to **Company Management** and select **Search Company**. From the following page, select the **Account List** icon.

Company Search Results			
Showing 10 Companies			
Company	Company Name	Status	Actions
00000457	PACIFIC WESTERN BANK	Open	   

2. From the **Account List**, select the cardholder you would like to pull PDF statements for by clicking on the **Account Number** link as shown below. If you would like to view the company as a whole, select the Billing Account number.

Cardholder Search Results								
Showing 10 Cardholders								
Corporation	Account Number	Employee ID	Cardholder	Username	Status	Account Balance	Credit Limit	Actions
880096	4715 ***** 992957 ✓		TEST ADDNEWCH		Open	\$0.00	\$500.00	 
88008L	4142 ***** 319486 ✓		TEST WADDELL		Closed	\$0.00	\$1.00	 

3. From the following **Account Detail** page, select More from the Account Balance Information section.

Account Balance Information	
Account Balance:	\$28,528.74
Cash Balance:	\$0.00
Pending Balance:	\$0.00
More	

4. Select the **View Statements** link within the **Statement & Payment Information** section.

Statement and Payment Information				
Last Statement Amount:	\$30,564.01	View Statements	Last Payment Date:	07/08/2021
Last Statement Date:	06/30/2021		Account open date:	02/29/2016 
Minimum Payment Due:	\$0.00		Expiration Date:	12/2049
Payment Due Date:	07/27/2021		Last Activity Date:	07/12/2021
Last Payment Amount:	\$30,564.01			

5. The **Statement Details** page will display. Click on any row to be directed to the **Statement and Payment Information** page.

Statement Details ⓘ

Showing 10 Statements 

Account Number	Cardholder Name	Statement Date ▼	Balance ▼	Min Due ▼
BL ACCT 0000	0000000	06/30/2021	\$30,564.01	\$935.45
BL ACCT 0000	0000000	05/31/2021	\$41,561.39	\$1,265.37
BL ACCT 0000	0000000	04/30/2021	\$110,632.03	\$4,848.29
BL ACCT 0000	0000000	03/31/2021	\$49,947.44	\$1,516.95

6. From the **Statement and Payment Information** page, click on the **View Images** (eye) icon.

NOTE: Ensure to have your Pop-Up Blockers turned off; otherwise, you will not be directed successfully.

Statement and Payment Information ⓘ

Statement dated 06/30/2021 

Cycle To Date Activity

Current Purchases:	\$28,528.74	Current Payments:	\$30,564.01	Current Credits:	\$0.00
Current Cash Advances:	\$0.00				

7. To view your PDF statements, click on the **Statements** link.

Welcome BL ACCT 00000- 00000000 [Download Adobe Acrobat Reader](#)

Documents ▲ **Account** ▲

Statements (24)8512

8. If it is your first time viewing PDF statements online, you may be asked to register by entering your email address, and clicking **Accept** to continue.

Welcome! Please read this brief introduction and click Accept to begin viewing your statement images online.

- eStatements are accessible for viewing, downloading, and saving with the use of Adobe Acrobat Reader 7 or higher.
- Notice! Please do not mail your payment with your online statement REMITTANCE COUPON.

Statements may not appear if your account has met the following conditions for a given month.

- You did not have a balance on your account and did not have any new transactions during a statement period
- Your account number recently changed. You can only view statements for your current account number

If you need additional assistance with your account, please contact Customer Service.

 Print

Email

Transactions

View Declined Transactions

1. To view **Declined Transactions**, go to **Company Management** and select **Search Cardholder**. Type in the cardholder's first or last name and select **Search**.
2. From the **Cardholder Search Results**, select the **View Account Details** (eye) icon.

Cardholder Search Results

Showing 50 Cardholders

Corporation	Account Number	Employee ID	Cardholder	Username	Status	Account Balance	Credit Limit	Actions
88002Q					Open	\$0.00	\$10,000.00	 
88002Q					Open	\$0.00	\$5,000.00	 

3. Under the **Important Information** section, the decline message will be present if applicable. Select the checkmark icon next to the message.

Back To Account List

BRAD SMITH

Important Information 

The declined Transaction of \$281.99 has occurred.

Account Balance Information

Account Balance:	\$6,173.05
Cash Balance:	\$0.00
Pending Balance:	\$0.00

User Enrollment Details

User Enrollment Status / User Activity:	Enrolled
User Account Status(Locked / Unlocked):	Unlocked
User Profile Status(Locked / Unlocked):	Unlocked

View Authorization Details

Authorization Details show all Approved and Declined Authorizations one specific cardholder has recently experienced in the past 30 days. Since billing accounts are non-transactional accounts, you cannot utilize this feature with the billing account. You must view all cardholders individually. **Authorization Details** will not provide the decline reasoning as the **Declined Transactions** feature does.

1. To view **Authorization Details**, go to **Company Management** and select **Search Company**. On the following page, select the **Account List** icon.

Company Search Results

Showing 10 Companies

Company	Company Name	Status	Actions
0000C	PACIFIC WESTERN BANK	Open	  

2. The following page will display all of the **Accounts**. Click on the **Authorizations** (arrow) icon.

Accounts 1

Showing 10 Accounts ⚙️ 📄

Cardholder Name	Account Number	Hierarchy	Status	Balance	Credit Limit	Available Credit	Username	Actions
		PACIFIC WESTERN BANK	Closed	\$0.00	\$10,000.00	\$10,000.00		
		PACIFIC WESTERN BANK	Closed	\$0.00	\$5,000.00	\$5,000.00		
		PACIFIC WESTERN BANK	Closed	\$0.00	\$4,000.00	\$4,000.00		
		PACIFIC WESTERN BANK	Closed	\$0.00	\$5,000.00	\$5,000.00		

3. Once selecting the **Authorizations** icon, you will be directed to the **Authorization Details** page for the specific cardholder you've chosen. The **Authorization Details** page will display the date of Authorization or Decline, Amount, MCC Code, MCC Descriptions, Merchant Name and Status. i.e., Approved, Declined or Verification.

Authorization Details

Showing 10 Pending Transactions 📄

Date	Amount	MCC	MCC Description	Merchant Name	Status
07/09/2021 21:31	\$24.84	5812	Eating Places Restaurants	TST* DUTCH GOOSE	Approved
07/09/2021 17:33	\$0.00	7941	Commercial Sports Professional Sports	ORACLE PARK TICK	Verification
07/09/2021 17:33	\$3,000.00	7941	Commercial Sports Professional Sports	ORACLE PARK TICK	Approved
07/08/2021 05:40	\$368.35	7011	Hotels Motels Resorts - Lodging	SILVERADO RESORT	Approved

Dispute a Transaction

If a cardholder does not recognize a transaction, did not receive the item, or believes that a transaction does not belong to their account, the transaction may be disputed by filing a transaction dispute claim. **NOTE:** A Transaction Dispute claim or status of a Transaction Dispute claim can also be filed or inquired via phone at 800.600.5249.

IMPORTANT! All dispute claims must be received within 60 days of the statement closing date. For company billed programs, do not file a claim under the billing account. You must locate the cardholder and file the claim under that specific cardholder's transaction history. Filing a claim under the billing account will result in a delay and require you to fix your claim submission.

1. To review Transaction History for a cardholder, go to **Company Management** and select **Search Company**. Select **Account List** and click on the **Account Number** for the cardholder you would like to view. From the cardholder's **Account Detail** page, click the **More** button in the **Account Balance Information** section to see all the account balance details.

Account Balance Information ^

Account Balance:	\$0.00
Cash Balance:	\$0.00
Pending Balance:	\$0.00

More

2. In the **Account Balance Summary** section, click on the **View Details** link next to the **Account Balance**.

Account Balance Information x

Account Balance Summary

Account Balance:	\$0.00	View Details	Credit Limit:	\$500.00
Cash Balance:	\$0.00		Cash Limit:	\$0.00
Pending Balance:	\$0.00	View Pending Balance Decline Transaction	Past Due Amount:	\$0.00 \$
Available Credit:	\$500.00		Overlimit Amount:	\$0.00
Available Cash:	\$0.00		Disputed Amount:	\$0.00

Statement&Payment Information

Last Statement Amount:	\$0.00	View Statements	Last Payment Date:	N/A
Last Statement Date:	04/01/2019		Account open date:	03/31/2019
Minimum Payment Due:	\$0.00		Expiration Date:	04/2022
Payment Due Date:	04/26/2019		Last Activity Date:	N/A
Last Payment Amount:	\$0.00			

- From the following page, scroll down to **Transaction Details**. The most recent cardholder activity will automatically display; however, you may search different dates or amounts within the **Search** grid above. Click on the item you would like to **Dispute**.

Transaction Details

Description Reference Categories

Post Date

Trans Date

Amount

Search Manage Filters

Showing 10 transactions

Originating Account	Posting Date	Trans Date	Description	Categories	Reference	Amount
ROBERT J THOMPSON 4672****180755	04/30/2019	01/02/2019	IN 'J FUELS LLC	Home Repair	24692169003100654343996	\$59.53
ROBERT J THOMPSON 4672****180755	04/30/2019	01/02/2019	IN 'J FUELS LLC	Home Repair	24692169003100654344028	\$74.38

- From the **Transaction Details** screen, click the link next to **Dispute Status**.

Transaction Details

[Back to Transaction details](#)

Detail Information

Post Date:	03/05/2019	Merchant Country Code:	US	Merchant Group:	AL
Transaction Date:	03/05/2019	Sales Tax:	0	Merchant ID:	372048809886
Merchant Name:	AMERICAN AIRO010283423537	Reference Number:	24431069066978002013342	Transaction Code:	05
Transaction Amount:	\$30.00	Merchant City:	FORT WORTH	Reason Code:	00
Currency Code:	USD	Past Due Amount:	N/A	Transaction Type:	Purchase
Original Amount:	\$30.00	Merchant State:	TX	Original Account Number:	4715****948351
Original Currency:	USD	Merchant Zip:	24501	Diverted To Account:	4715****948351
MCC / SIC:	3001	MCC Description:	American Airlines		
Dispute Status:	click here to dispute				

Addendum Data

No Record Exists

- The **Dispute a New Charge** page will display. Complete all required (yellow) fields in order to populate your **Submit** options. Once completed, select **Print and Submit Electronically** located at the bottom of your screen. **NOTE:** Once submitted successfully, a reference number will generate.

Dispute a New Charge

Please fill the below form to dispute a transaction.

Customer Name	ALLISON KOLB	Account Number	547544****8807	Merchant	DOORDASH DASHPASS
Reference Number	8250509122800001018776	Transaction Date	2021-08-16T00:00:00Z	Posted Date	2021-08-17T00:00:00Z
Transaction Amount	\$9.99	Dispute Amount	\$9.99		

To start the dispute process please answer the below question. Your answer is important as it will allow us to process your dispute as effectively as possible.

Card Provided Yes No

I did not make this charge, nor did I authorize it.

I did not make this charge, nor did I authorize it.

My Credit card is In Possession

Please describe your attempt to resolve this dispute with the merchant in the space for additional information below.

Note: Please be advised that when you declare that you did not authorize the transaction, operating regulations require that the account be closed to prevent any further unauthorized activity. If you have not already closed your account please contact the lost stolen number on the back of your card to close your account. If your account is not closed at this time, by completing this form you give us permission to close your account. A new account number and card may be received within 10 business days of us receiving the request.

Additional Information Please provide any additional information that would be helpful in processing your dispute, including any interaction with the merchant, if applicable.

I have never used Door Dash.

Important Information

- Please allow at least 3 business days to begin processing. Length of entire dispute/fraud process varies based on complexity of claim.

Additional Information

A dispute or fraud case may also be initiated over the telephone. The associates answering these calls are also able to provide status updates and answer questions regarding dispute or fraud cases. If you choose to contact us directly, please use the following number:

NEW YORK LEAGUE PAYMENTS
PO BOX 4521
CAROL STREAM
IL
601974521
(844) 216-1958
Fax: 1-727-570-8810

[Print And Submit Electronically](#) [Print And Submit Manually](#) [Cancel](#)

- To view the status of a dispute, you may click the **gavel** icon next to the amount within the cardholder's **Transaction History**. You can also select the **View Disputes** (gavel) icon located on the top right-hand side of your **Online Requests** screen or your **Accounts List** screen. If you need to speak to a representative about your dispute, please contact our chargebacks team at 800.600.5249.



Showing 10 transactions

Originating Account	Posting Date	Trans Date	Description	Categories	Reference	Amount
CITY JONES(5532****311032)	02/10/2019	02/08/2019	AMZN Mktp US*MITR8L90	Entertainment	55432869040200764332233	\$32.17
CITY JONES(5532****311032)	02/11/2019	02/11/2019	VEHICLE MAINTENANCE MA	Charitable Giving	55429509043717469856335	\$95.00
CITY JONES(5532****311032)	02/21/2019	02/19/2019	SAFEWAY #0342	Groceries	55310209052975016350312	\$20.00 

Admin Management

Adding Admin Users

Existing Admin users may add additional Admin users for Full Access or View Only rights. To do so, complete the following:

1. From the left-hand side, select **Admin Management** and click **Admin Profiles**. The following page will display all existing users and their current roles.
2. Select the desired **Profile Name** (role) by clicking the **Create Admin User** icon under **Actions**. **NOTE:** All yellow fields are required fields.
 - a. **Corp 1 No Admin Conversion Accts:** No longer used
 - b. **Basic with Admin:** Full Admin rights, i.e., New Cardholder Requests, Limit Changes, Payments, etc.
 - c. **Advanced Admin:** Full Admin rights plus the ability to set MCC Restrictions
 - d. **Company Deletes:** No longer used
 - e. **Admin View Only:** No rights with ability to review reports or transaction history
 - f. **Admin View w/ Enable Payments:** No rights except processing Payments and viewing reports or transaction history

Profile Search Results

Showing 25 Profile Result ⚙️ 📄

Profile Name	Admin Users	Actions
Corp 1 No Admin Conversion Accts	1	 
Basic With Admin	6	 
Advanced Admin	0	 
Company Deletes	0	 
Admin View Only	0	 
Admin View w/Enable Payments	0	 

3. From the **Create Admin User** screen, start by selecting a **Username** and **Password** for your new user. Both **Username** and **Password** are case sensitive.
 - a. Username requirements: Minimum of 8 characters and a maximum of 21 characters
 - b. Password requirements: Minimum of 8 characters and a maximum of 15 characters. Must contain one uppercase and one lowercase letter and must contain at least one number and one special character. Password cannot contain spaces nor match the Username.

Username & Password

Username:

Password:

Verify Password: Password Strength:

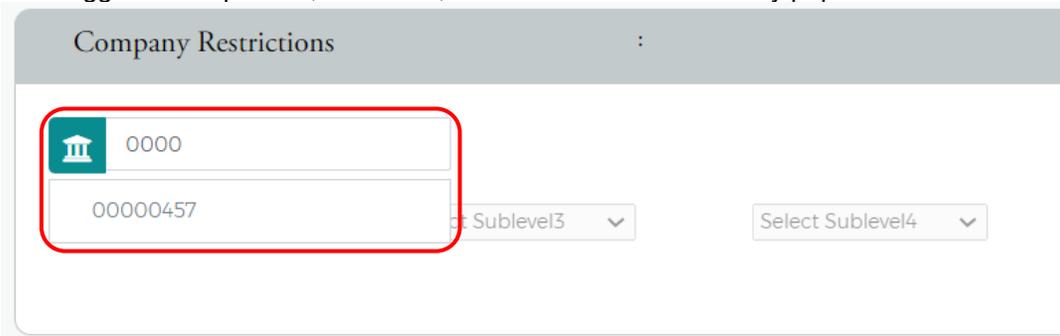
4. Set a **Company Restriction**. **This is a required field even though it is not colored yellow**. **Company Restrictions** help designate what credit card company the Admin will be able to view. Each company is set to a specific **Company ID** number. To locate your **Company ID** number, go to **Company Management** and select **Search Company**. Your **Company ID** number is located at the top of your screen to the right of your **Company Name**.

Once you have located your **Company ID** number, enter it in the **HierarchyLevel** field.



The screenshot shows the 'Company Restrictions' form. The 'HierarchyLevel' field is highlighted with a red box. Below it are dropdown menus for 'Select Sub level2' through 'Select Sublevel6', and an 'Add Restriction 1' button.

As you start typing in your **Company ID** number, your full 9-digit version will populate in a drop-down box. You must click on the suggested drop-down; otherwise, the number will not correctly populate in the **HierarchyLevel** field.



The screenshot shows the 'Company Restrictions' form. The 'HierarchyLevel' field is highlighted with a red box. A dropdown menu is open, showing '0000' and '00000457'. The '00000457' option is selected. Below the dropdown are dropdown menus for 'Select Sublevel3' and 'Select Sublevel4'.

Upon clicking on the **Company ID** number from your drop-down box, you will see a message stating, "**Selected company does not have further sub levels**". This is not an error message, but a notification confirming your account only has one sub-level; this is normal.

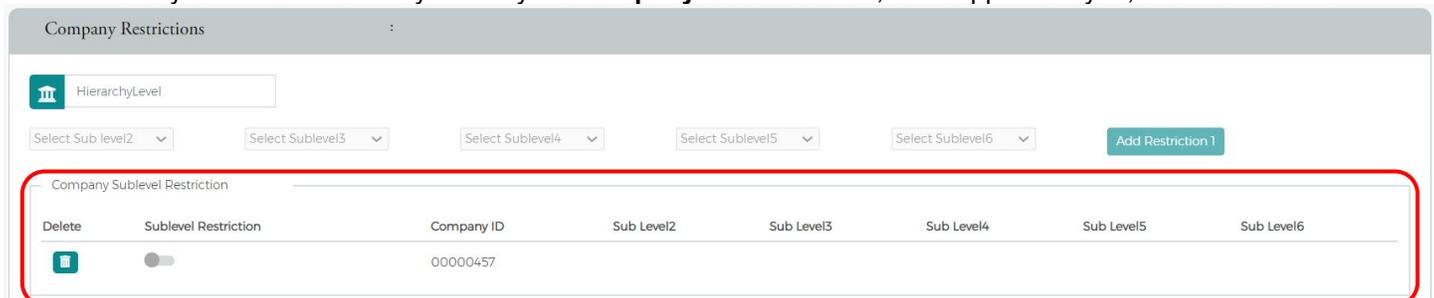


Click **Add Restriction 1**



The screenshot shows the 'Company Restrictions' form. The 'HierarchyLevel' field now contains '00000457'. The 'Add Restriction 1' button is highlighted with a red box. Below it are dropdown menus for 'Select Sub level2' through 'Select Sublevel6'.

Once you have successfully added your **Company ID Restriction**, it will appear for you, as shown below.



The screenshot shows the 'Company Restrictions' form. The 'HierarchyLevel' field is highlighted with a red box. Below it are dropdown menus for 'Select Sub level2' through 'Select Sublevel6', and an 'Add Restriction 1' button. A table titled 'Company Sublevel Restriction' is shown below, with one entry highlighted by a red box.

Delete	Sublevel Restriction	Company ID	Sub Level2	Sub Level3	Sub Level4	Sub Level5	Sub Level6
	<input type="checkbox"/>	00000457					

5. Add in the new users **Personal Information**.

- a. **Credit Limit:** The maximum amount a Full Admin rights user is allowed to Change Credit Limits, order New Cardholders, etc. In most cases, this amount matches the company's credit limit. For **View Only**, enter \$0.
- b. **Phone & Email Address:** This information is used to complete Out of Band Authentication and provide Username and Password information. Please ensure the information provided here is the best contact information for the new Admin. **NOTE:** Foreign phone numbers, or other numbers with extensions or where IVR must be navigated, won't be able to complete the Out of Band Authentication process.

Personal Information

Salutation: Suffix:

First Name: Middle Name: Last Name:

Address: Address Line 2: Address Line 3:

City: State: Postal Code:

Foreign Address: Country:

Mail Drop: Tax ID: Department: Credit Limit:

Phone 1:

Phone 2:

EmailAddress 1:

EmailAddress 2:

6. **Admin Roles** is a secondary confirmation of the **Profile Name** (role) you selected previously. If the new user is **Basic with Admin** (full Admin rights user), then toggle on **Basic with Admin**. If the new user is **View Only**, toggle on **View Only**, etc. Only select one **Admin Role**.

Admin Roles

[Admin View Only](#)
 [Advanced Admin](#)
 [Corp 1 No Admin Conversion Accts](#)
 [Company Deletes](#)

[Basic With Admin](#)
 [Admin View w/Enable Payments](#)

7. **Company Admin Roles** is used to assign other roles to your new Admin user to be able to modify or assist with things such as password resets, unlocking profiles or creating new admin users. If the new user is **Basic with Admin** (full Admin rights), you want to toggle on all roles to assist any user with password resets, etc. If the new user is **View Only**, you will only select **View Only**.

Company Admin Roles

[Admin View Only](#)
 [Advanced Admin](#)
 [Corp 1 No Admin Conversion Accts](#)
 [Company Deletes](#)

[Basic With Admin](#)
 [Admin View w/Enable Payments](#)

8. **Reporting Roles** requires no action. It is normal to see red verbiage.

Reporting Roles

Please create reporting role at this level to map reporting role to Admin User.

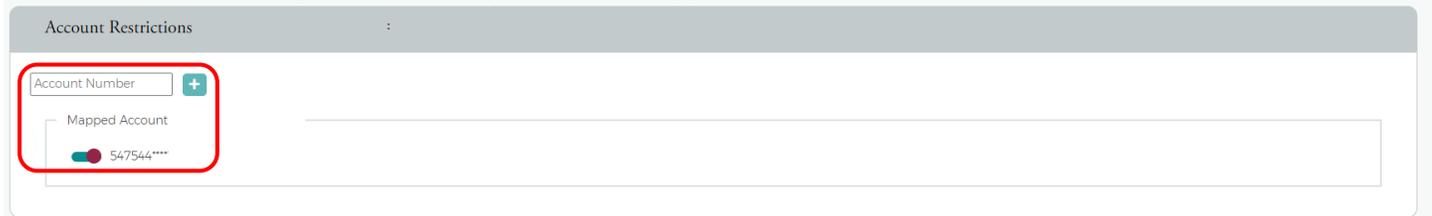
9. **Company Profile Restrictions** require no action. You may click **Create Admin User** unless you would like to create **IP Address** or **Account Restrictions**.



10. **IP Restrictions** is not a mandatory field; however, if you only want your new Admin to be able to log in from a certain IP address, you can add this type of restriction here by entering an IP Address and clicking the plus (+) sign. When you have successfully added this restriction, it will appear under **Mapped IP Addresses**.



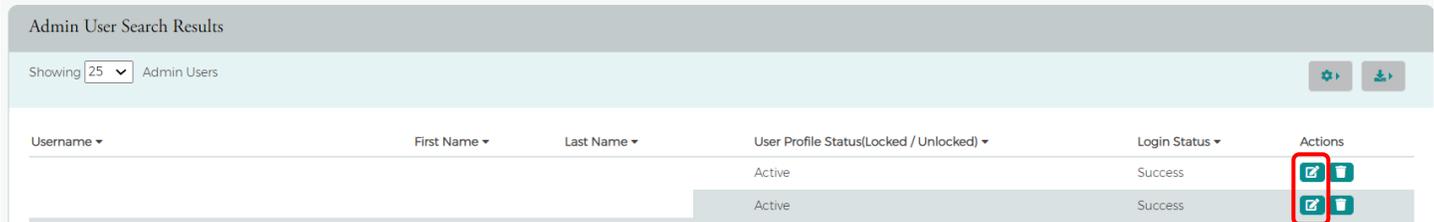
11. **Account Restrictions** is not a mandatory field however can be utilized to restrict your new users to viewing specific cardholder accounts. To add this restriction, enter the full Account Number and click the plus (+) sign. Once the account has been successfully added, it will appear under **Mapped Account**.



12. Click **Create Admin User** to complete. Once you've created your new Admin user, two automatic emails will be sent to their email address, providing their new login credentials.

Unlocking & Resetting Admin User Accounts

- To unlock an Admin user account, for failed security questions or password attempts, go to **Admin Management** and select **Admin User Search**. From the **Admin User Search Results** page, click on the **Manage Admin User** icon under **Actions**.

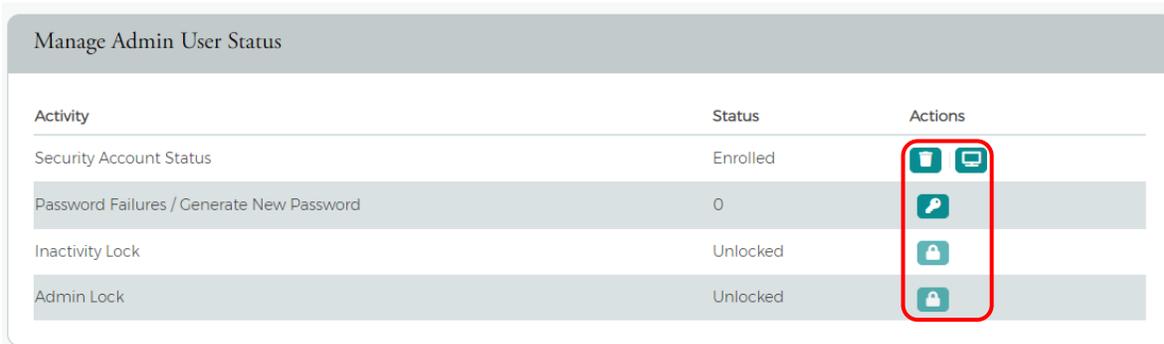


Admin User Search Results

Showing 25 Admin Users

Username	First Name	Last Name	User Profile Status(Locked / Unlocked)	Login Status	Actions
			Active	Success	 
			Active	Success	 

- On the following page under the **Manage Admin User Status** section, a few **Actions** can be performed:
 - Reset Security Questions by clicking on the Delete (trash can) icon. By doing this, you can reset the Admin's security questions, forcing the Admin to choose new questions on their next login.
 - Reset Password Failed Attempts by clicking on the Reset (open lock) icon. This action clears out their failed attempt count back to zero, allowing them to try logging in again if the password is known.
 - Issue a Temporary Password by clicking on the Change Password (key) icon. Password requirements are a minimum of 8 characters and a maximum of 15 characters. Must contain one uppercase and one lowercase letter and must contain at least one number and one special character. Password cannot contain spaces or match the Username.
 - Lock Profile by clicking on the Lock (closed lock) icon. This action will lock the Admin's access from eZBusiness.



Manage Admin User Status

Activity	Status	Actions
Security Account Status	Enrolled	 
Password Failures / Generate New Password	0	
Inactivity Lock	Unlocked	
Admin Lock	Unlocked	

All actions are effective immediately. If a temporary password is issued, it will automatically notify your Admin user via email.

Unlock Cardholder from eZCard

Cardholders registered for eZCard can be unlocked by calling eZCard support directly at 866.604.0380 or by an Admin by following the steps below.

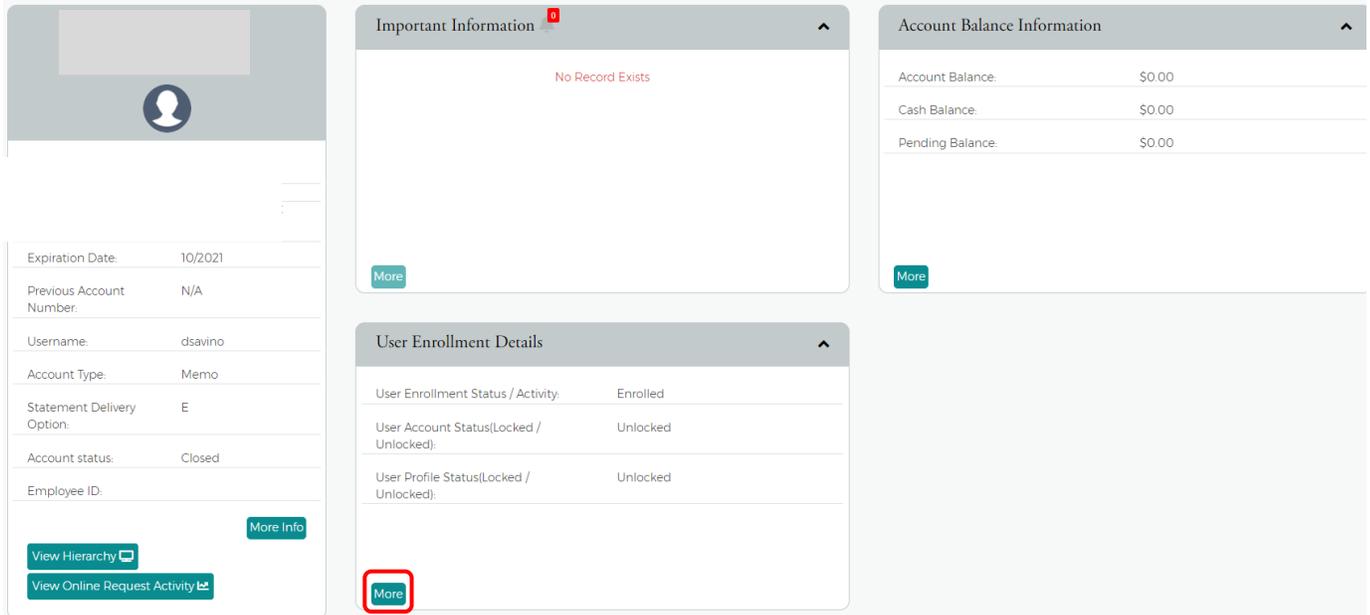
- Go to **Company Management** and select **Search Cardholder**.
- From the **Cardholder Search Results** page, locate the cardholder you'd like to unlock and click on the **Account Details** (eye) icon. Cardholders who have **Usernames** are registered for eZCard. Those who do not may register for the service by going to www.pacwest.com, clicking **SIGN IN** on the top right-hand side, and selecting **Card Holders**.

Cardholder Search Results

Showing 10 Cardholders

Corporation	Account Number	Employee ID	Cardholder	Username	Status	Account Balance	Credit Limit	Actions
88002Q	547544**			Kparryl!	Open	\$0.00	\$10,000.00	 
88002Q	547544**			middleton6	Open	\$0.00	\$5,000.00	 
88002Q	547544**			kbrumsey	Open	\$1,925.00	\$20,000.00	 

3. From the **Cardholder Details** page, click the **More** button within the **User Enrollment Details** section.



The screenshot shows the Cardholder Details page for user dsavino. The User Enrollment Details section is expanded, showing the following information:

- User Enrollment Status / Activity: Enrolled
- User Account Status(Locked / Unlocked): Unlocked
- User Profile Status(Locked / Unlocked): Unlocked

A red box highlights the **More** button at the bottom of the User Enrollment Details section.

4. Within the **User Enrollment Details** section, you may reset the password fail count by clicking on the **Reset** (crossing arrows) icon OR generate a Password Reset by clicking on the **Generate Password** (key) icon. The amount of failed attempts will list under the **Status** column. Once you click **Generate Password**, a temporary password will automatically be sent to the cardholder's email. The temporary password will be valid for 10 days.

User Enrollment Details

Activity	Status	Last Activity Date	Actions
User Enrollment Status / Activity	Enrolled	06/05/2019	  
User Security Status (RSA)	Enrolled	06/05/2019	  
Security Inactivity Lock	No	04/07/2021	
Password Failures / Generate New Password	1		 
User Account Status(Locked / Unlocked)	Unlocked		
User Profile Status(Locked / Unlocked)	Unlocked		
Allow Cardholder Payments	UnBlocked	02/04/2021	
Last Activity	N/A		