

# 360Control Business Credit Card Management System

Reference Guide



# Updates:

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## August 2023

- Combined multiple guides into one.

# Table of Contents

## 360Control Business Credit Card Management System

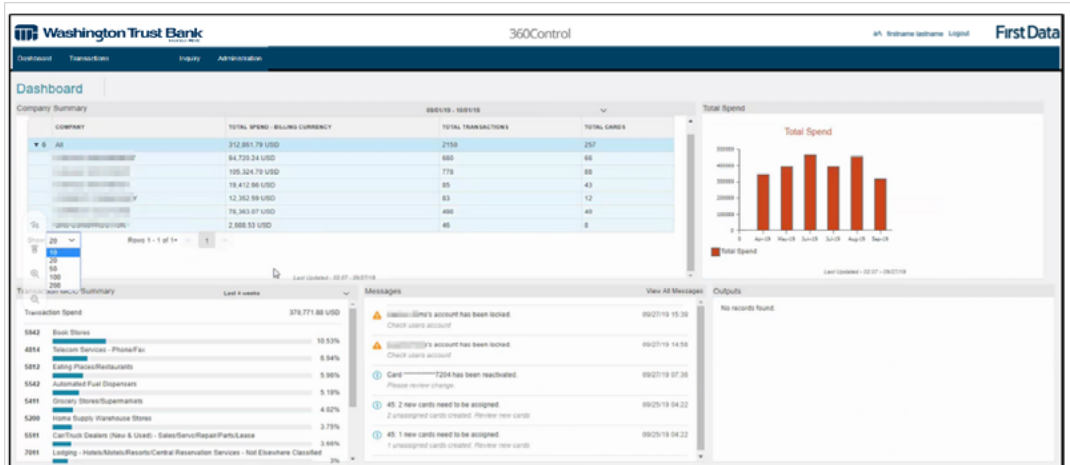
Making a Payment.....	4
Statements .....	10
Viewing Card Authorizations and Declines.....	14
View Transactions.....	16
Transaction Reports .....	20
Ordering New Cards and Setting Up New Admins.....	24
Managing Cards.....	28

# Making a Payment

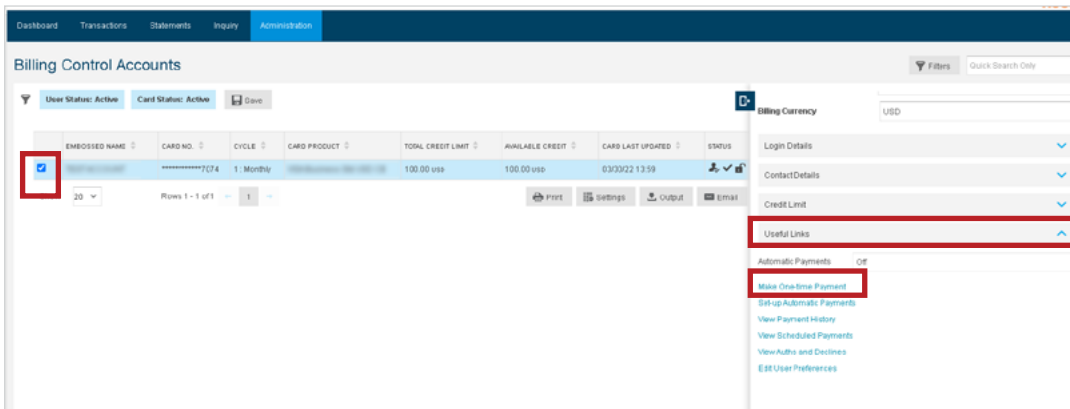
## 360Control Reference Guide

### Make a One-time Payment

From the 360Control **Dashboard**, click on the **Administration** tab. If your company uses corporate billing, select **Billing Control Accounts**.



Check the box in the left-hand column so the **Billing Control Account Details** panel displays. Scroll down and select **Payments & Links**. Then click on **Make One-Time Payment**.



Before the first payment can be made, a **Payment Account** must be set up.

Click **Add** and enter the payment account number and bank routing number. This can be a Washington Trust Bank or an external bank deposit account.

Washington Trust Bank 360Control eA first name lastname Logout fiserv.

Dashboard Transactions Statements Inquiry Administration

### Online Payment

Card - 0329

The online payment service allows you to pay your credit card bill online using your existing checking or savings account. Allow 3-5 business days for your payment to be processed. A (NSF) fee may apply if you do not have sufficient funds in your bank account to cover the transaction

#### Payment Information

Card Number: \*\*\*\*\*0329

Embossed Name: WASHINGTON TRUST BANK

Payment Due Date: 04/11

Payment Date:  Pay Now  Future Payment Date (04/08/2022)

#### Account Details for Payment

Account Number: [Redacted]

Account Type:  Checking  Savings

Business Account:

#### Card Summary

**MANAGE PAYMENTS**

Make One-time Payment

Set-up Automatic Payments

View Payment History

View Scheduled Payments

**ACCOUNT MAINTENANCE**

View My statements

View Auths and Declines

Washington Trust Bank 360Control eA first name lastname Logout fiserv.

Dashboard Transactions Statements Inquiry Administration

### Add Account

#### Account Details

Account Number: [Input Field]

Confirm Account Number: [Input Field]

Routing Number: [Input Field]

Confirm Routing Number: [Input Field]

Account Type:

Business Account:  Yes

#### Card Summary

**MANAGE PAYMENTS**

Make One-time Payment

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**ACCOUNT MAINTENANCE**

View My statements

View Auths and Declines

When complete, click on **Submit**. You will receive a pop-up confirmation.

✓ Status
✕

The Account has been successfully added.

Close

To return to the Payment page click on **Edit**.

The screenshot shows the 360Control interface for Washington Trust Bank. It displays account information for Card Number \*\*\*\*\*0329 and Account Number \*\*\*\*\*4267. The account type is set to Checking. Under the Payment Date section, 'Pay Now' is selected with a date of 04/08/2022. The Payment Amount section shows 'Last Statement Balance: 20.25' as the selected option. A comment field is present with an 'Edit' button highlighted in red. Other buttons like 'Update', 'Add', 'Delete', and 'Add Comment' are also visible.

Select the **Payment Date** and **Payment Amount** and click on **Submit**. Click on the box to agree to the terms and conditions.

The Confirmation dialog box contains the following text:  
**Confirmation**  
I, firstname lastname, authorize Washington Trust Bank (Issuer), including through any service provider, to initiate an ACH debit from my bank account number \*\*\*\*\*4267 and routing number 125100089 (Designated Bank Account) in the amount of 1.00 USD (the Payment). I also authorize Issuer, including through any service provider, to initiate an ACH credit or debit to my Designated Bank Account to resolve any error related to the Payment.  
This authorization is effective as of 04/07/2022 and will remain in full force and effect until a reasonable time after I provide Issuer with notice that I revoke my authorization. I may provide Issuer with notice that I revoke my authorization by contacting Issuer at the number provided in the Contact Us section. I agree to notify Issuer of any change to my electronic contact information. I also agree that the Payment complies with the NACHA operating rules and all applicable US laws.  
By marking "X", I agree to the above terms and conditions.  
[ ]  
PLEASE PRINT A COPY OF THIS PAGE FOR YOUR RECORDS. ALTERNATIVELY, CONTACT ISSUER AT THE NUMBER PROVIDED IN THE CONTACT US SECTION TO LEARN HOW YOU CAN OBTAIN A COPY.

Click on **Confirm**.

### Confirmation ×

Payment Amount	1.00 USD
Payment Date	Pay Now
Institution Name	WASHINGTON TRUST BANK
Account Type	Checking account
Routing Number	121000248
Account Number	*****4267

Back Confirm

Your payment is now complete.

### ✓ Status ×

Message: Thank you. Your request to make a payment has been successfully completed. You will receive an email confirmation for your payment.

Close Print

From this page you can also access your payment history and view scheduled payments.

Washington Trust Bank 360Control aA firstname lastname Logout fiserv.

Dashboard Transactions Statements Inquiry Administration

### View Payment History

Card-0329

TRANSACTION DATE	POSTING DATE	DESCRIPTION	AMOUNT
02/25/22	02/25/22	PAYMENT - THANK YOU	-21.00
01/28/22	01/28/22	PAYMENT - THANK YOU	-50.00

Show 20 Rows 1 - 2 of 2 1

Print Settings Output

**Card Summary**

MANAGE PAYMENTS

Make One-time Payment

Set-up Automatic Payments

View Payment History

View Scheduled Payments

**ACCOUNT MAINTENANCE**

View My statements

View Auths and Declines

Washington Trust Bank 360Control aA firstname lastname Logout fiserv.

Dashboard Transactions Statements Inquiry Administration

### View Scheduled Payments

Card-0329

Filters

Save

PAYMENT DATE	TYPE	PAYMENT STATUS	INSTITUTION	ROUTING	ACCOUNT NUMBER
04/07/22	Pay Now	Scheduled	WASHINGTON TRUST BANK	01100002	*****4267

Show 20 Rows 1 - 1 of 1 1

Print Settings Output

**Card Summary**

MANAGE PAYMENTS

Make One-time Payment

Set-up Automatic Payments

View Payment History

View Scheduled Payments

**ACCOUNT MAINTENANCE**

View My statements

View Auths and Declines

If your business account is set up for individual card billing, you can access individual card accounts under the **Administration** tab by selecting **Users & Cards**.

Click the box to the left of the cardholder's name and the **Users & Card Details** panel will display. Click the full details button.

Washington Trust Bank 360Control aA firstname lastname Logout fiserv.

Dashboard Transactions Statements Inquiry Administration

### Users & Cards

+ Add Filters Quick Search Only

User Status: Active Card Status: All Save

	#	FULL NAME	CARD NUMBER	PROFILE	CREDIT LIMIT	USER VIEWPOINT	CARD
<input type="checkbox"/>		weasleyg		PA Administrator		Web Test (1000 USD)	
<input type="checkbox"/>	1	GEORGE WEASLEY	*****0089	Cardholder	500.00 USD	Card Only	03/29/22
<input type="checkbox"/>	1	GEORGE WEASLEY	*****0295	Cardholder	100.00 USD	Card Only	03/29/22
<input checked="" type="checkbox"/>	1	GEORGE WEASLEY	*****0303	Cardholder	100.00 USD	Card Only	04/07/22
<input type="checkbox"/>	1	GEORGE WEASLEY	*****0311	Cardholder	100.00 USD	Card Only	03/17/22

Show 20 Rows 1 - 5 of 5 1

Print Settings Output Email

**User & Card Details**

weasleyg

User details

Full Name: GEORGE WEASLEY

User Status: Active

Profile: Cardholder

User Viewpoint: Card Only

Card details

Embossed Name: GEORGE WEASLEY



Click on **Make One-Time Payment**.

The screenshot shows the Washington Trust Bank 360Control interface. The top navigation bar includes 'Dashboard', 'Transactions', 'Statements', 'Inquiry', and 'Administration'. The main content area is titled 'Users & Cards > Full Details'. On the left, there are sections for 'User' (with a card number \*\*\*\*0303), 'User Details' (with fields for First Name, Last Name, Employee ID, and User Status), and 'Login Details' (with a Username field and a 'Check Username' button). On the right, there is a 'Card Summary' section with a 'MANAGE PAYMENTS' button and a 'Make One-time Payment' button highlighted in a red box. Below that are links for 'Set-up Automatic Payments', 'View Payment History', and 'View Scheduled Payments'. A 'CARD DETAILS' section includes 'Contact Details', 'Order A Replacement Card', and 'Limit and strategy'.

The screenshot shows the 'Payment Information' and 'Account Details for Payment' sections. The 'Payment Information' section includes fields for 'Card Number' (\*\*\*\*0303), 'Embossed Name' (DEBORAH WENLEY), 'Payment Due Date' (04/11), 'Payment Date' (with radio buttons for 'Pay Now' and 'Future Payment Date'), and 'Payment Amount' (with radio buttons for 'Last Statement Balance: 15.76', 'Current Minimum Payment Due: 15.76', 'Statement Minimum Payment Due: 15.76', 'Current Balance: 15.76', and 'Other Payment Amount:'). The 'Account Details for Payment' section includes 'Account Number' (with a dropdown menu), 'Account Type' (with radio buttons for 'Checking' and 'Savings'), and 'Business Account' (with radio buttons for 'No' and 'Yes'). There are 'Update', 'Add', and 'Delete' buttons, and an 'Edit' button.

From here, the process is the same for adding a payment account and making a payment.

# Statements

## 360Control Reference Guide

Access your company credit card statements the day after they are processed. No more waiting for statements to arrive in the mail.

From the 360Control **Dashboard** click on **Statements**.

The screenshot shows the Washington Trust Bank 360Control Dashboard. The 'Statements' tab is highlighted in red. The dashboard is divided into several sections:

- Company Summary:** Shows a balance of 32,447.00 USD, Available Credit of 117,553.00 USD, and a Credit Line of 150,000.00 USD. Total Cards: 73. Last updated: 07-27-2022.
- Total Spend:** A bar chart showing spend from May 21 to April 22. The highest spend is in April 22.
- Transaction MCC Summary:** A table showing spend by merchant category for the last 4 weeks. The top categories are:

MCC	Merchant Category	Spend
6814	RESTAURANTS - FINE DINE	240
5399	SOFTWARES - BUSINESS	17.5
5495	Computer/Software/Software	3.4
5815	DRIVING RANGE (GAS STATION) - GROSS/NET/STATION/STATION	3.1
5640	RENTALS	2.4
7399	Business Services - All Checkmate Classified	4.0
7333	Commercial Printing/Printing	

The **Statement** screen displays the company billing account, if your business uses corporate billing, as well as individual cardholder statements. Click on the **greater than** symbol in the right-hand column to select the account. This will display your statements.

The screenshot shows the Washington Trust Bank 360Control Statements screen. The 'Statements' tab is selected. The screen displays a table of statements with the following columns:

MEMBER NAME	CARD NUMBER	BILLING ACCOUNT	CARD TYPE	ENTRY LEVEL	USER	COMPANY	CLOSING BALANCE	
*****	*****2380	*****3143	ACHIEVE				20,702.48 USD	>
*****	*****2257	*****3143	ACHIEVE					>
*****	*****2256	*****3143	ACHIEVE				0.00 USD	>
*****	*****2291	*****3143	ACHIEVE					>
*****	*****2239	*****3143	ACHIEVE				0.00 USD	>
*****	*****2237	*****3143	ACHIEVE				0.00 USD	>
*****	*****2215	*****3143	ACHIEVE				0.00 USD	>
*****	*****2223	*****3143	ACHIEVE				--	>
*****	*****2239	*****3143	ACHIEVE				0.00 USD	>
*****	*****2029	*****3143	ACHIEVE				0.00 USD	>
*****	*****2050	*****3143	ACHIEVE					>
*****	*****2451	*****3143	ACHIEVE				0.00 USD	>
*****	*****2441	*****3143	ACHIEVE				0.00 USD	>
*****	*****2514	*****3143	ACHIEVE				--	>

Click on the **greater than** symbol to bring up the statement you will wish to view. It will appear as a PDF.

**Cardholder Name** [Redacted] **Account Number** [Redacted] **VISA** Page 1 of 3

**Washington Trust Bank**

Account Information		Account Summary	
Statement Closing Date	03/22/2022	Previous Balance	\$13,724.15
Credit Limit	\$150,000.00	- Payments and Credits	\$14,180.37
Available Credit	\$126,126.00	<b>+/- Finance Charge(net)</b>	<b>\$0.00</b>
Cash Credit Limit	\$150,000.00	+ Purchases	\$21,249.70
Available Cash	\$126,126.00	+ Cash Advances	\$0.00
		+ Other Charges	\$0.00
		<b>= New Balance</b>	<b>\$20,793.48</b>

**Payment Information**  
 Payment Due Date: 04/16/2022      Minimum Payment Due: \$624.00      New Balance: \$20,793.48

Post Date	Trans Date	Reference	Description	Amount
			TOTAL FEES FOR THIS PERIOD	
			TOTAL INTEREST FOR THIS PERIOD	
03/16	03/16			-\$13,724.15
02/24	02/22			\$732.00
02/27	02/25			\$45.23
03/03	03/01			\$730.03
03/06	03/03			-\$331.44
02/27	02/24			\$43.20
02/27	02/25			\$7.00
03/18	03/17			\$77.50
02/21	02/20			-\$39.00

**Remit Payment to:** WASHINGTON TRUST BANK, PO BOX 2127 SPOKANE, WA 99210-2127  
**Mail Inquiries To:** P.O. BOX 2127 SPOKANE, WA 99210-2127  
**Questions?** Call Customer Service: 800-788-4578, Lost or Stolen Card: 800-788-4578

**We appreciate your business!**

WASHINGTON TRUST BANK  
 PO BOX 2127  
 SPOKANE, WA 99210-2127

Account Number [Redacted]  
 New Balance [Redacted]  
 Minimum Payment Due \$624.00

Payment Due Date: [Calendar showing 04/16/2022 highlighted]

Please include your account number on your check.

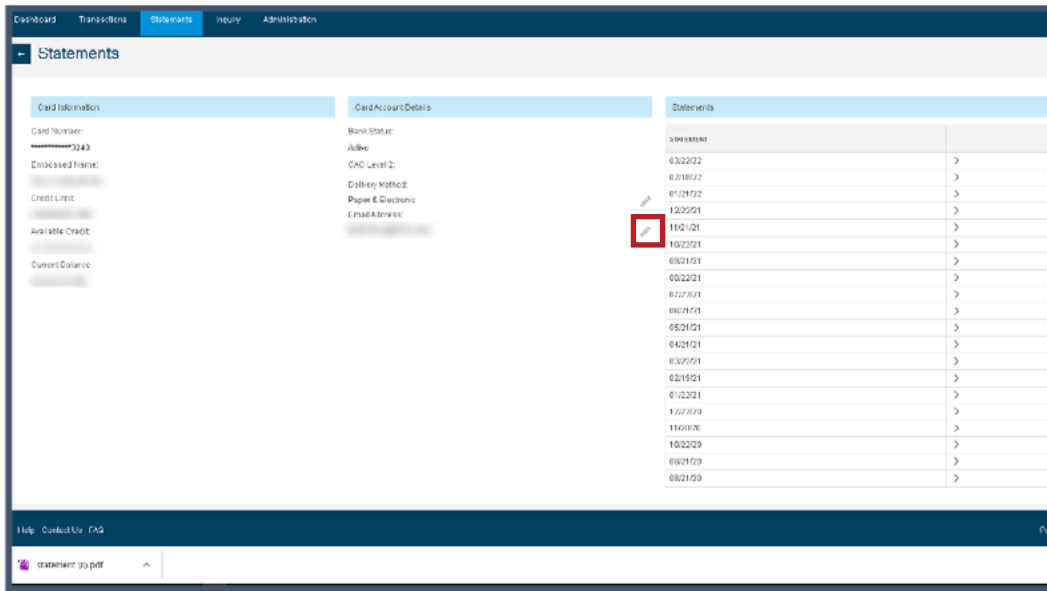
New address, phone number or e-mail? Check the box to the left and print changes on back.

Amount Enclosed \$ [Input field]

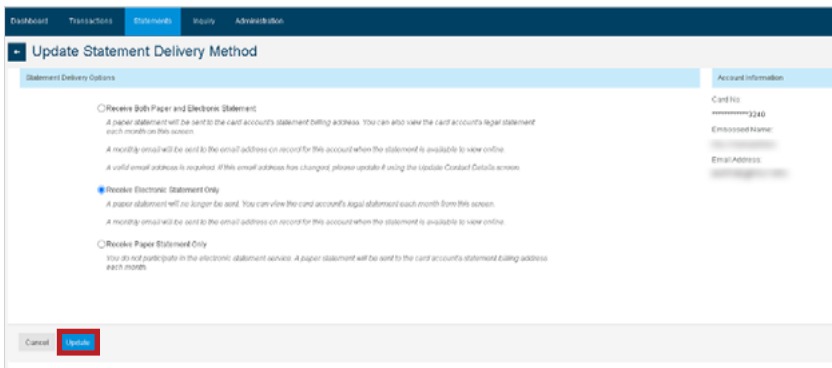
WASHINGTON TRUST BANK  
 PO BOX 2127  
 SPOKANE, WA 99210-2127

From here you can print or download the statement by selecting **Save As**.

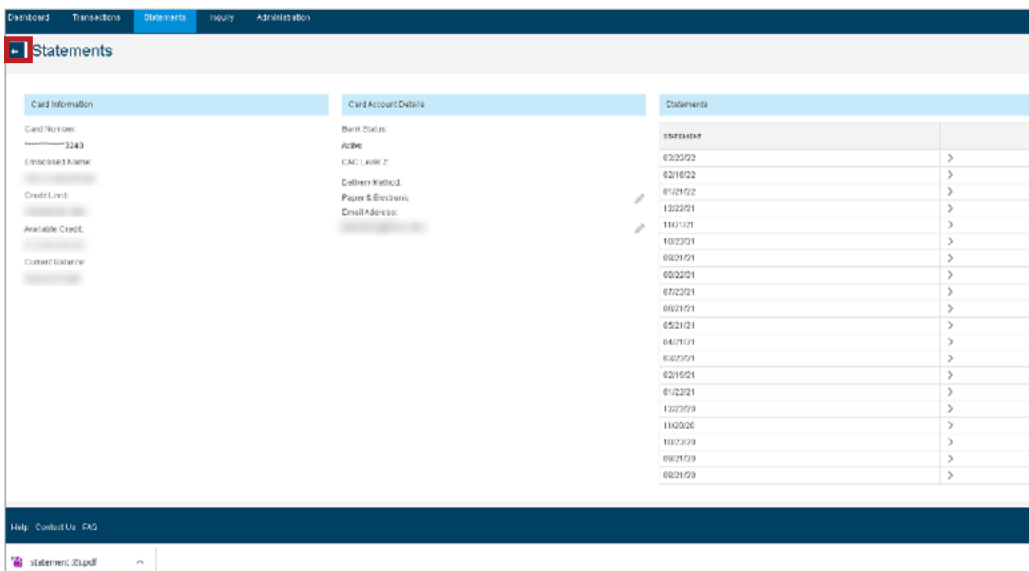
From this page you can also change your statement delivery method. For example, if you wanted to turn off receiving paper statements in the mail, click on the **pencil symbol** to the right of **Delivery Method**.



Select the delivery method desired and click **Update**.



To select another account, click on the **left arrow**.



You can also add or update the email address to receive monthly notifications that your statement is available by clicking the **pencil symbol** to the right of the email address, entering the new information and clicking **Submit**.

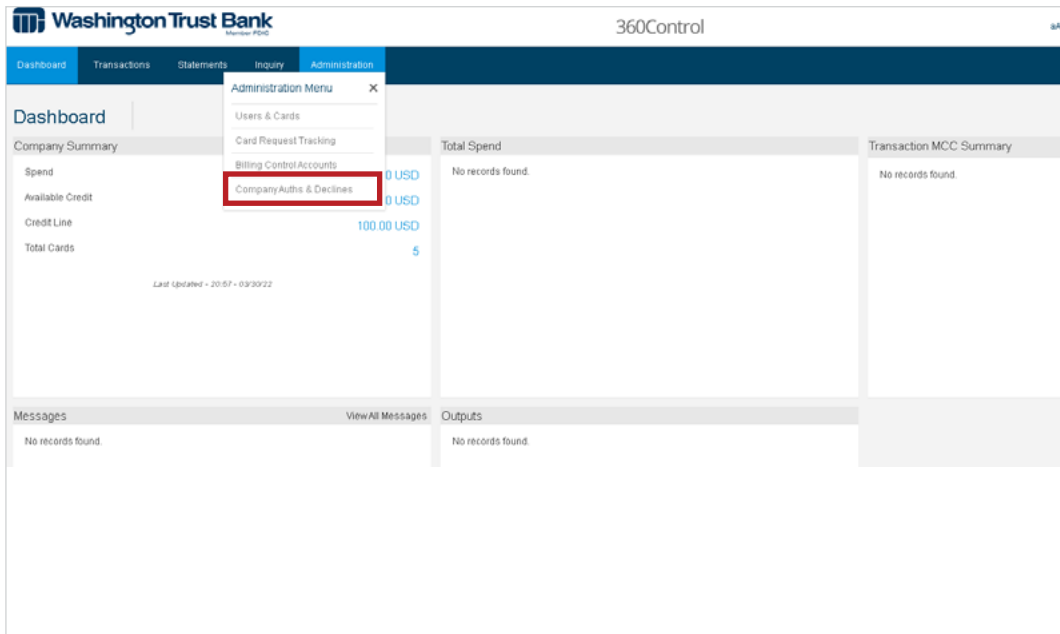
The screenshot displays the Washington Trust Bank 360Control interface. The top navigation bar includes 'Dashboard', 'Transactions', 'Statements', 'Inquiry', and 'Administration'. The 'Statements' section is active, showing a table of statements with columns for 'Statement' and 'Email Address'. A modal window titled 'Change Email Address' is open, featuring a 'Current Email' field and an 'Enter New' field. A red box highlights the 'Current Email' field, and another red box highlights the 'Submit' button. A pencil icon next to the 'Email Address' column header indicates the edit function.

# Viewing Card Authorizations and Declines

## 360Control Reference Guide

View approved and declined card authorizations, in other words transactions that have been declined and transactions that have been approved but have not yet posted to the cardholder's account. Please note that approved card authorizations reduce the available card balance.

From the 360Control **Dashboard** click on **Administration** and select **Company Auths & Declines**.



This page displays all current company activity in real time.

The screenshot displays the 'Company Authorizations and Declines' page. It includes a dropdown for 'Select Company Name' set to 'WASHINGTON TRUST BANK' and a 'Show Decline Only' checkbox. Below is a table of transactions with columns for Account, Cardholder, Transaction Date, Merchant, MCC, Amount, Result, Expanded Reason Code, and Decline Reason.

ACCOUNT	CARDHOLDER	TRANSACTION DATE	MERCHANT	MCC	AMOUNT	RESULT	EXPANDED REASON CODE	DECLINE REASON
*****	*****	06/23/23	ST. MICHAEL'S HEALTH CENTER	5814	16.40	Auth	MA	Merchandise authorization approved
*****	*****	06/23/23	ST. MICHAEL'S HEALTH CENTER	5999	4.50	Auth	MA	Merchandise authorization approved
*****	*****	06/23/23	ST. MICHAEL'S HEALTH CENTER	5732	31.61	Auth	MA	Merchandise authorization approved
*****	*****	06/23/23	ST. MICHAEL'S HEALTH CENTER	5411	9.72	Auth	MA	Merchandise authorization approved
*****	*****	06/23/23	ST. MICHAEL'S HEALTH CENTER	8559	649.00	Auth	MA	Merchandise authorization approved
*****	*****	06/23/23	ST. MICHAEL'S HEALTH CENTER	8299	414.90	Auth	MA	Merchandise authorization approved
*****	*****	06/23/23	ST. MICHAEL'S HEALTH CENTER	3826	102.46	Auth	MA	Merchandise authorization approved
*****	*****	06/23/23	ST. MICHAEL'S HEALTH CENTER	5814	50.00	Auth	MA	Merchandise authorization approved
*****	*****	06/23/23	ST. MICHAEL'S HEALTH CENTER	5411	55.23	Auth	MA	Merchandise authorization approved
*****	*****	06/23/23	ST. MICHAEL'S HEALTH CENTER	5814	10.30	Auth	MA	Merchandise authorization approved
*****	*****	06/23/23	ST. MICHAEL'S HEALTH CENTER	5912	31.09	Auth	MA	Merchandise authorization approved

This is a quick and easy way to monitor your company card activity, keep an eye out for any suspicious transactions, as well as investigate any declined card situations. Click the **Show Decline Only** button to quickly locate all transaction attempts that have been declined.

## Company Authorizations and Declines

Select Company Name:

Show Decline Only

ACCOUNT	CARDHOLDER	TRANSACTION DATE	MERCHANT	MCC	AMOUNT	RESULT	EXPANDED REASON CODE	DECLINE REASON
*****	*****	06/15/23	*****	5734	1177.20	Declined		LOST CARD

Show 20 Rows 1 - 20 of 1107+ 1 2 3 4 5 - 56

Scrolling to the right will provide the reason the card was declined. Reasons include – the card was reported lost, the transaction would bring the card balance over the credit limit, or an invalid CVV code is being entered. Many declines are easy to resolve by making an interim payment, temporarily increasing a credit limit or verifying that the merchant is using the correct CVV number on the back of the card; however, if you ever have questions about your transactions or need support, Washington Trust Bank is here to assist you.

# View Transactions

## 360Control Reference Guide

### Viewing and Managing Cardholder Transactions

From the **Dashboard** select the **Transactions** tab.

The screenshot shows the Washington Trust Bank 360Control interface. The 'Transactions' tab is selected. The 'Company Summary' table displays the following data:

Company	TOTAL SPEND - BILLING CURRENCY	TOTAL TRANSACTIONS	TOTAL CARDS
All	212,851.79 USD	2179	257
Washington Trust Bank	84,728.24 USD	890	85
Washington Trust Bank	105,324.79 USD	779	85
Washington Trust Bank	18,412.86 USD	85	43
Washington Trust Bank	12,362.89 USD	83	12
Washington Trust Bank	79,363.87 USD	498	49
Washington Trust Bank	2,588.93 USD	45	8

The 'Transaction Summary' table shows the following data:

Transaction	Transaction Amount	Post Date
5942 Book Stores	379,771.88 USD	09/27/19 15:35
4914 Amazon Services - Prime/Fax	18.93%	09/27/19 14:55
5942 Long Prescription	6.94%	09/27/19 07:36
5942 Automatic Fuel Disbursements	5.96%	09/25/19 04:22
5941 Grocery Stores/Supermarkets	5.19%	09/25/19 04:22
5269 Home Supply Warehouse Stores	4.82%	09/25/19 04:22
5911 Car Wash Detailing Wash & Wax - Subcontractor/Partners/Lease	3.79%	09/25/19 04:22
7019 Lodging - Hotels/Motels/Resorts/Confer/Recreation Services - Not Elsewhere Classified	3.68%	
		3%

The **Transactions** page displays all cardholder transactions that have posted to company card accounts. Transactions are posted in alphabetical order by first name. Check the filter for the transaction date range and adjust as needed. To filter transactions by posting date click on the filter, select **Add New Filter**, followed by **Post Date**, add the date range and then click on **Apply**.

The screenshot shows the Washington Trust Bank 360Control interface with the 'Transactions' tab selected. A 'Filters' dialog box is open, showing the following filters:

- Transaction Status: All
- Post Date: 03/01/2022 - 03/24/2022

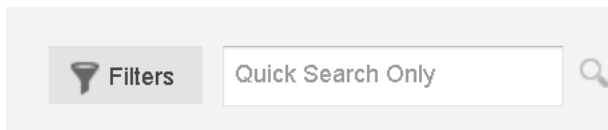
The 'Apply' button is highlighted in red.

The screenshot shows the Washington Trust Bank 360Control interface with the 'Transactions' tab selected. The 'Filters' dialog box is open, and the 'Apply' button is highlighted in red. Below the dialog box, the 'Transactions' table is visible, showing the following data:

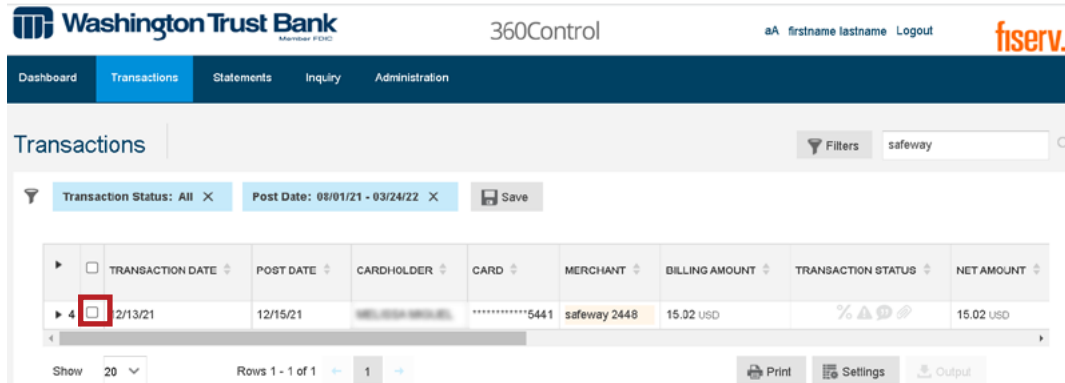
Transaction	Transaction Date	Post Date	Cardholder	Card	Merchant	Billing Amount	Transaction Status
	03/18/22	03/20/22	*****3307	*****3307	Huggins Hardware	81.00 USD	% ⚠️ 📄
	03/23/22	03/24/22	*****3307	*****3307	Wash	2,550.00 USD	% ⚠️ 📄
	02/28/22	03/01/22	CATE WILLIAMS	*****3315	Wash	18.00 USD	% ⚠️ 📄
	02/28/22	03/01/22	CATE WILLIAMS	*****3315	Washington and Shore Hwy	185.00 USD	% ⚠️ 📄
	02/28/22	03/01/22	CATE WILLIAMS	*****3315	Wash	112.80 USD	% ⚠️ 📄
	03/01/22	03/02/22	CATE WILLIAMS	*****3315	Wash	168.00 USD	% ⚠️ 📄



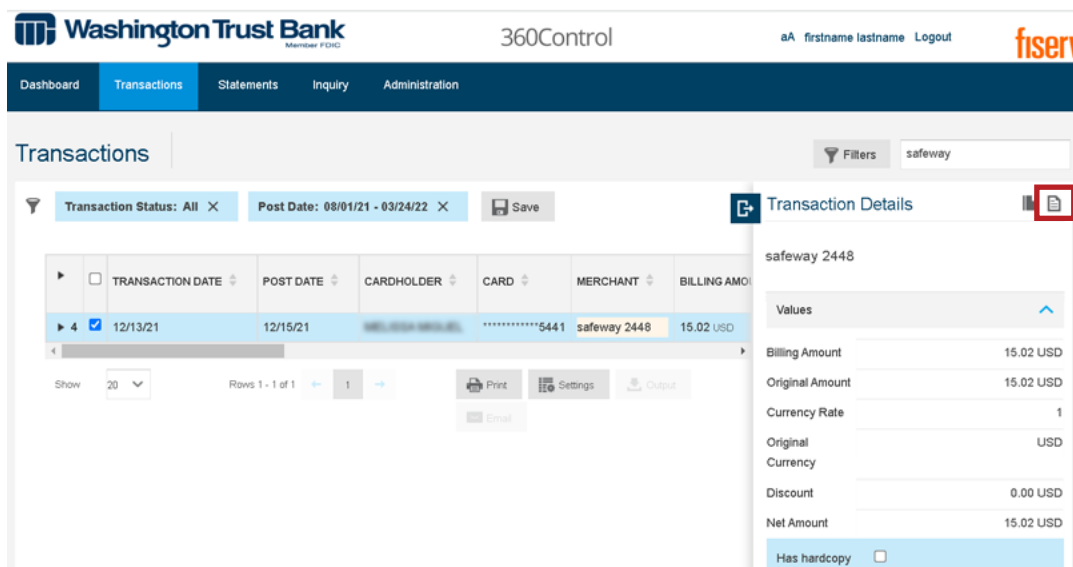
Use the **Quick Search Only** box to locate specific cardholders, merchants or transaction amounts.

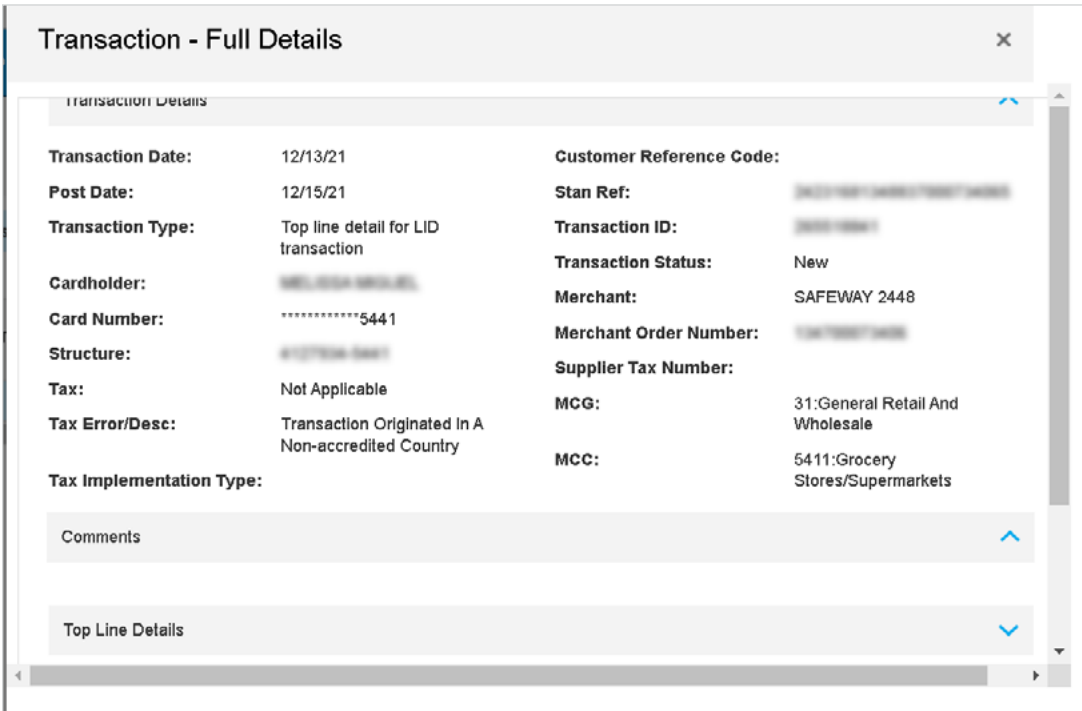


Clicking on the box to the left of the transaction date will provide additional information about the transaction and provide the opportunity to attach a receipt or add a comment.

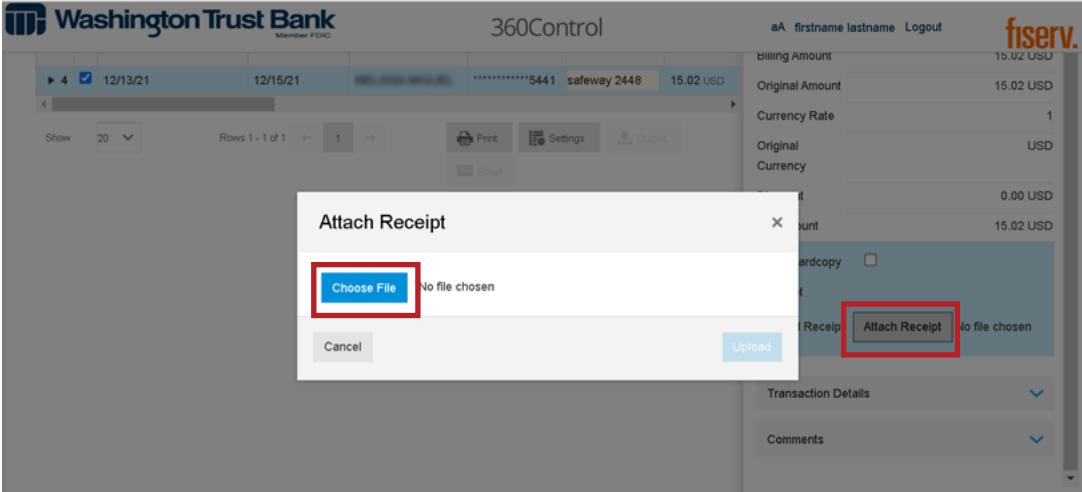


Click on the **Transaction Details** icon for additional information regarding the transaction.

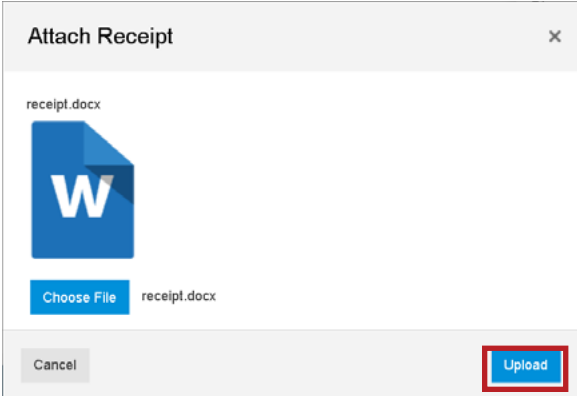




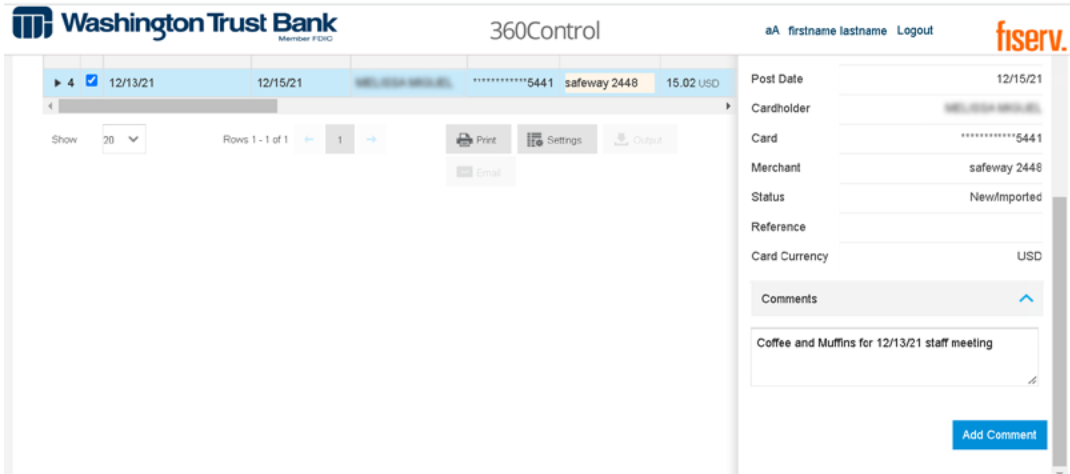
To attach a receipt to this transaction scroll down and click on the **Attach Receipt** button and then select **Choose File**.



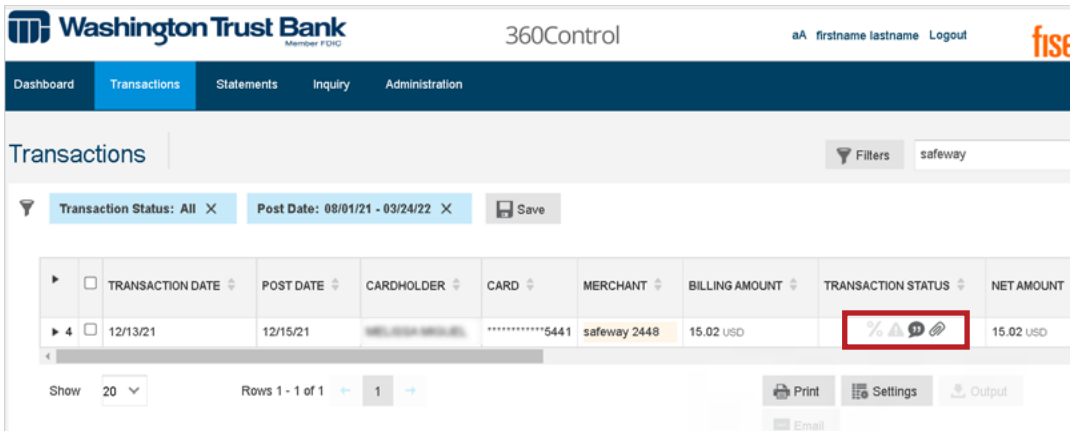
Select the file from your desktop and click **Upload**.



You can also choose to include a comment about the transaction by selecting the **Comments** button, entering transaction information and clicking **Add Comment**.

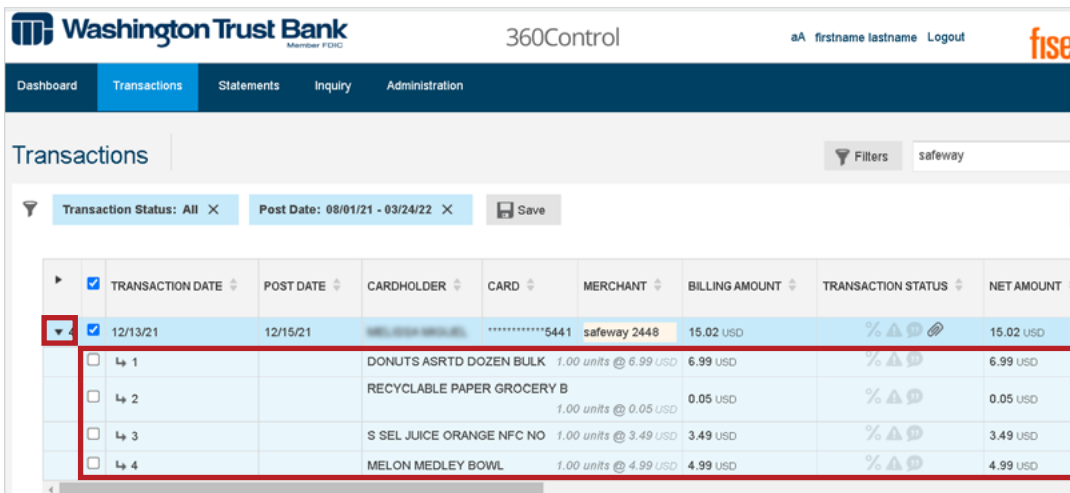


The paperclip and an equals sign icons indicate there is an attached receipt and a comment attached to the transaction.



Please note that cardholders can access their individual accounts in 360Control to attach receipts and enter comments to their transactions.

If there is a number to the left of the transaction, click on the arrow and an itemized list of the purchase will display.

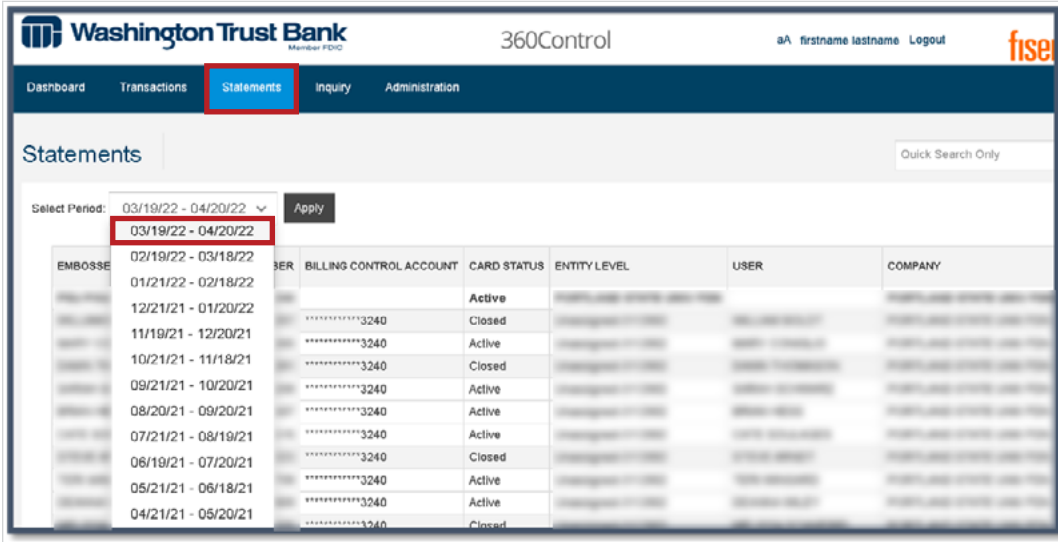


# Transaction Reports

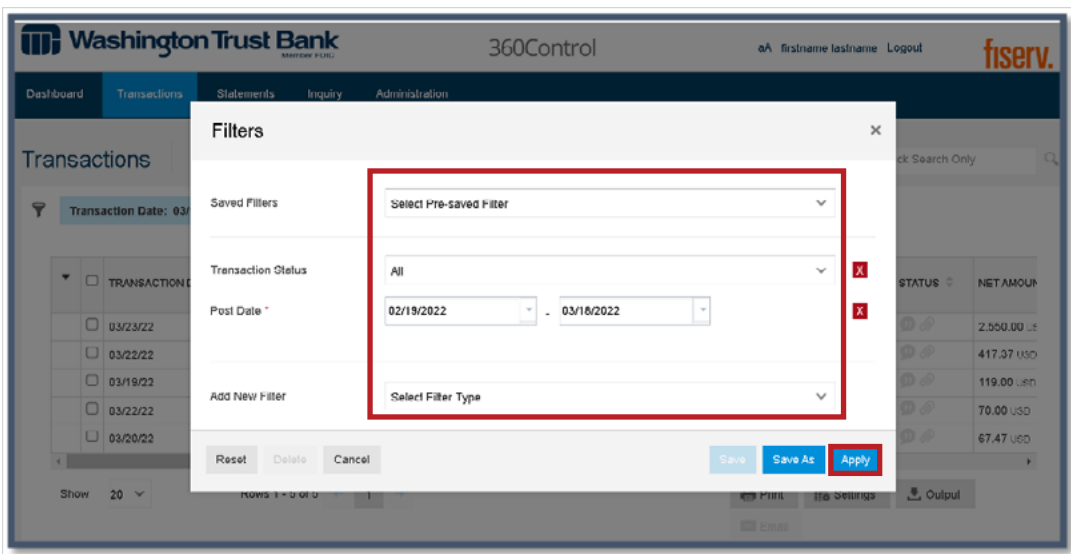
## 360Control Reference Guide

### Create a Transaction Report

As an example, to create a transaction report from the company's most recent statement cycle, from the **Dashboard**, click the **Statements** tab to find the beginning and end dates of the last statement.



Then return to the **Transactions** tab and click on **Filters**. Under **Add New Filter** select **Post Date** and add the statement beginning and end dates, then click on **Apply**.



Scroll to the bottom and click on **Settings**. Click on the checked boxes under the **List Settings** column to remove the columns from the display.

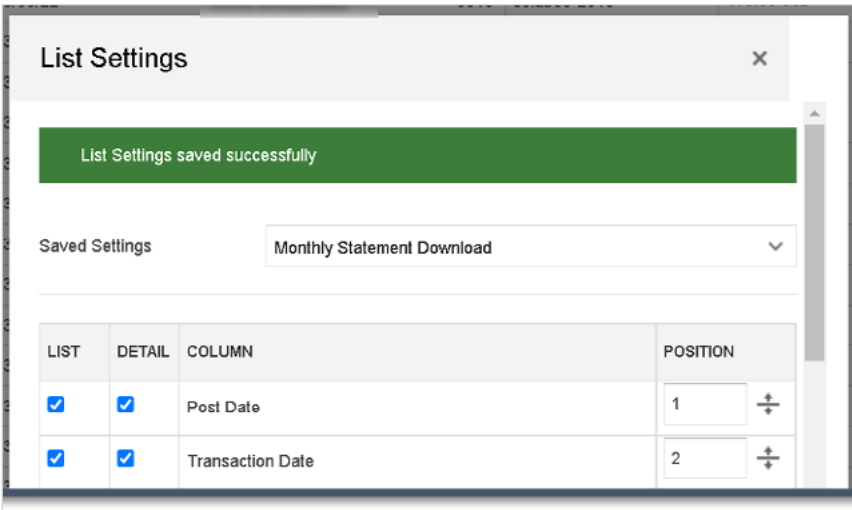
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Tax Done <input checked="" type="checkbox"/> Disputed <input checked="" type="checkbox"/> Comments <input checked="" type="checkbox"/> Receipt	1
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tax Amount	8
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tax Rate	9
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tax Code	10
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Reference	11
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Card Currency	12
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Transaction Currency	13
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Currency Rate	14

Click **Apply** then the **Settings** button again.

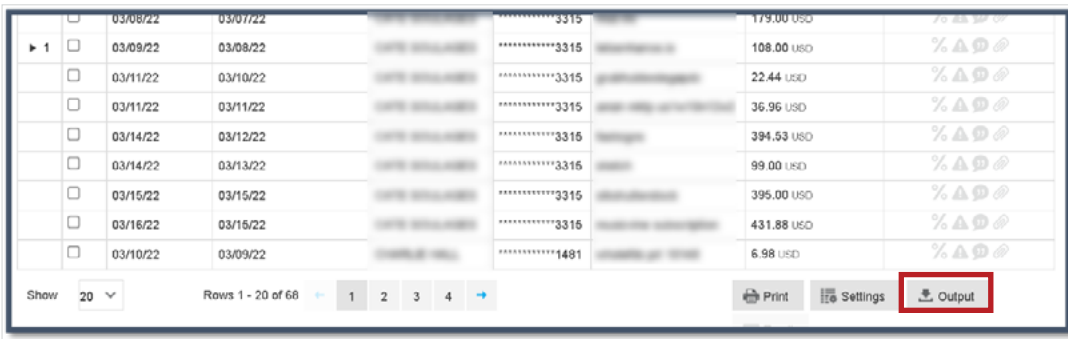
Now you can change the position of your columns by updating the position number or dragging the column heading up or down. Click **Apply**.

LIST	DETAIL	COLUMN	POSITION
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Transaction Date	2
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Post Date	1
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Cardholder	3
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Card	4
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Merchant	5
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Billing Amount	6
		Transaction Status	
		<input checked="" type="checkbox"/> Transaction Status	
		<input type="checkbox"/> Enhanced Data Type	

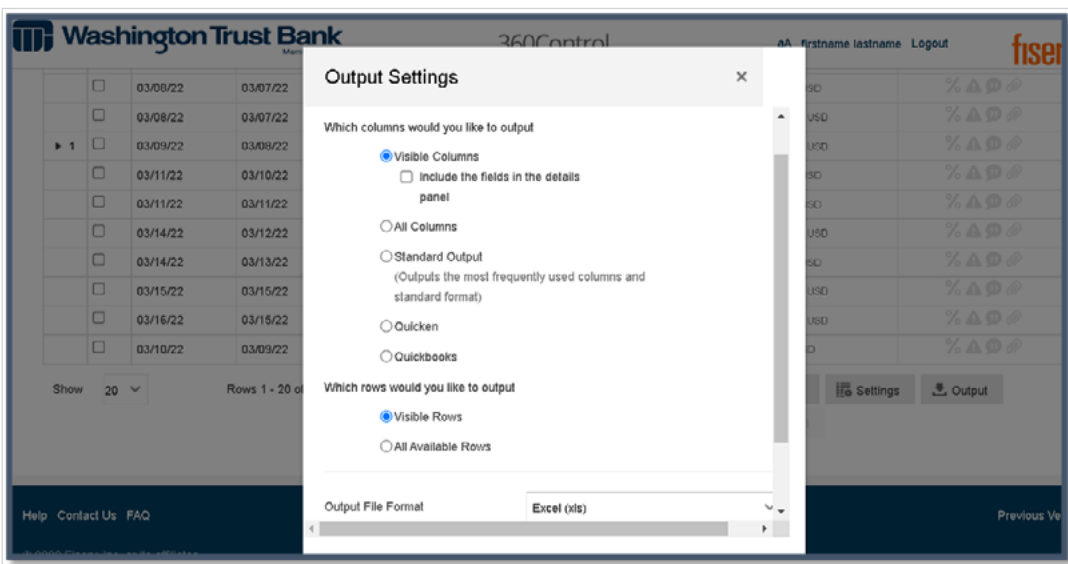
Click on **Save As** to name and save this format for future reports.

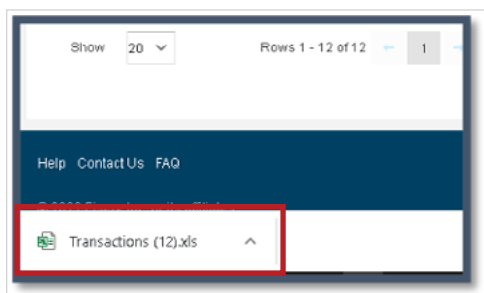


You also have the option to download the transaction report to an Excel spreadsheet or a format compatible with Quicken or QuickBooks. Click on the **Output** button at the bottom of the page.



Select **Output Settings** and click on **Output File**. The report will appear at the top of your screen.





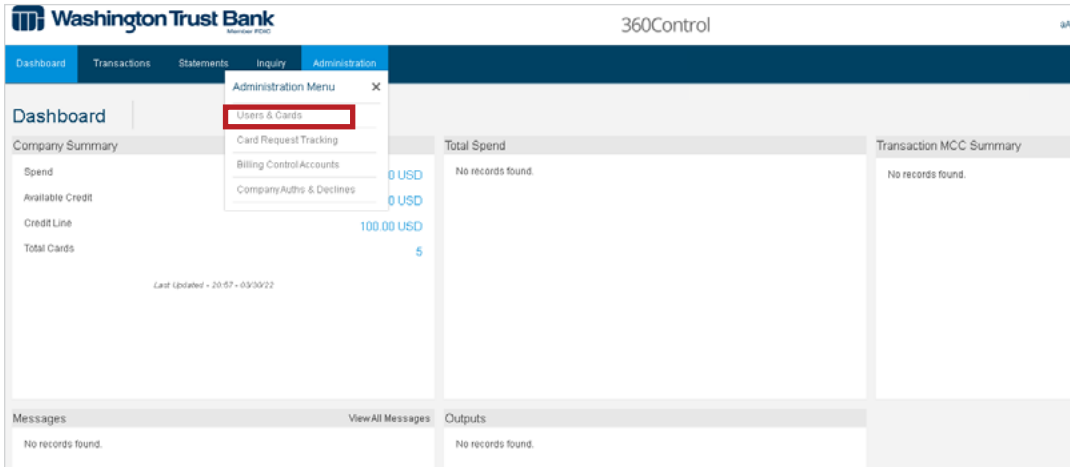
Please note that the downloaded report contains all the columns that are included in the default transaction display.

# Ordering New Cards and Setting Up New Admins

## 360Control Reference Guide

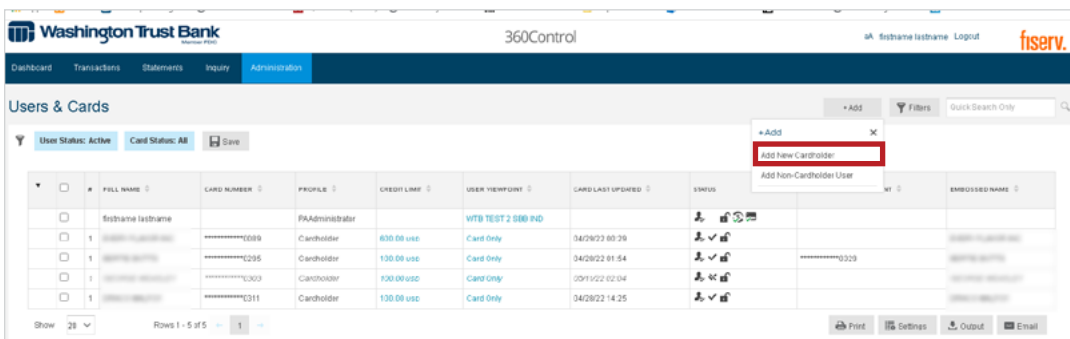
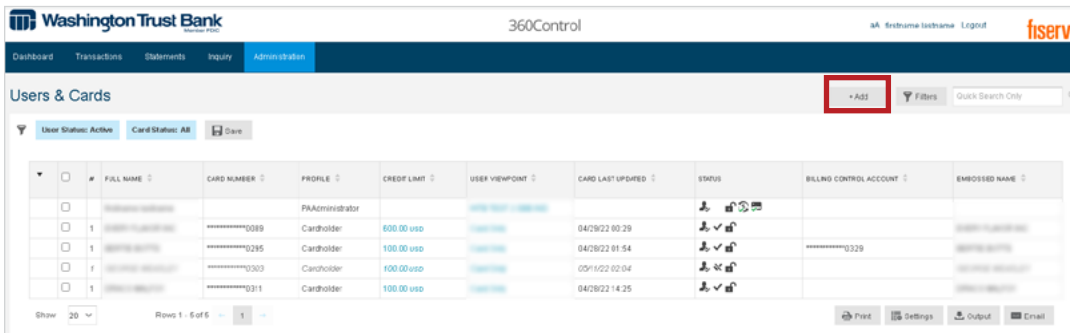
### Adding a New Cardholder

From the 360Control **Dashboard** click on **Administration** and select **Users & Cards**.



### To create a New Cardholder

Click the **+Add** button on the top right of your screen and select **Add New Cardholder**.



Complete the required account, cardholder, limit and contact information. You can also elect the have the card sent to an alternate address. When complete click on **Next**.



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Dashboard Transactions Statements Inquiry Administration

Users & Cards > Add New Cardholder

\*\*\*\*\*0329 - \*\*\*\*\*

Card User

Account Details

Cardholder Name (embossed name)\*

Name Format Please ensure the embossed name is in the following format: "Last Name, First Name Initial" E.g. "Doe, John M". This will be printed as "John M Doe" on the plastic.

Business Name WTB WIZARDING SB

Limit Details

Credit Limit\* 100

Cash Credit Limit 0

Strategy\* NONE - NONE

Card Contact Details

Business Name

Street Address\*

City\*

State/Province\*

Postal Code\*

Work Phone\*

Home Phone

Mobile Phone 5099795846

Plastic Shipping Address

Do you want the plastic sent to the Statement Address?

No

Yes

Business Name

Street Address

City

State/Province AK - Alaska

Postal Code

Email Address\*

CAS Details

Cost Allocation Group

Restricted Access Group

Default CAC Level 2

Default CAC Level 3

Next

Click on **Profile** to select **Cardholder** and on **Viewpoint** to select the company name. When complete, click on **Submit**.

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Dashboard Transactions Statements Inquiry Administration

Users & Cards > Add New Cardholder

\*\*\*\*\*0329 - \*\*\*\*\*

Card User

Associated User Details

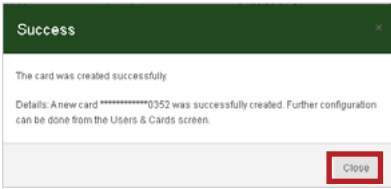
Profile\* Cardholder

Viewpoint\* WTB WIZARDING SB

Previous

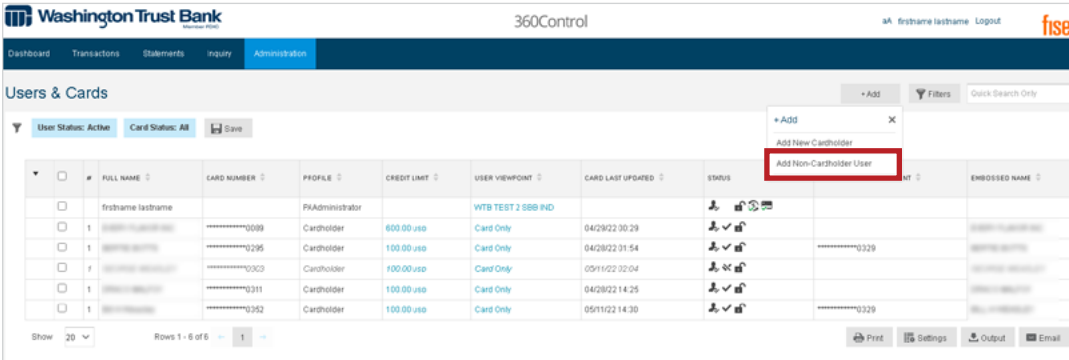
Submit

Your new card has been created and will be received within 7-10 business days.



## Setting Up New Admins

To add additional 360Control Program Administrators, click the **+Add** button on the **Users & Cards** page and select **Add Non-Cardholder User**.

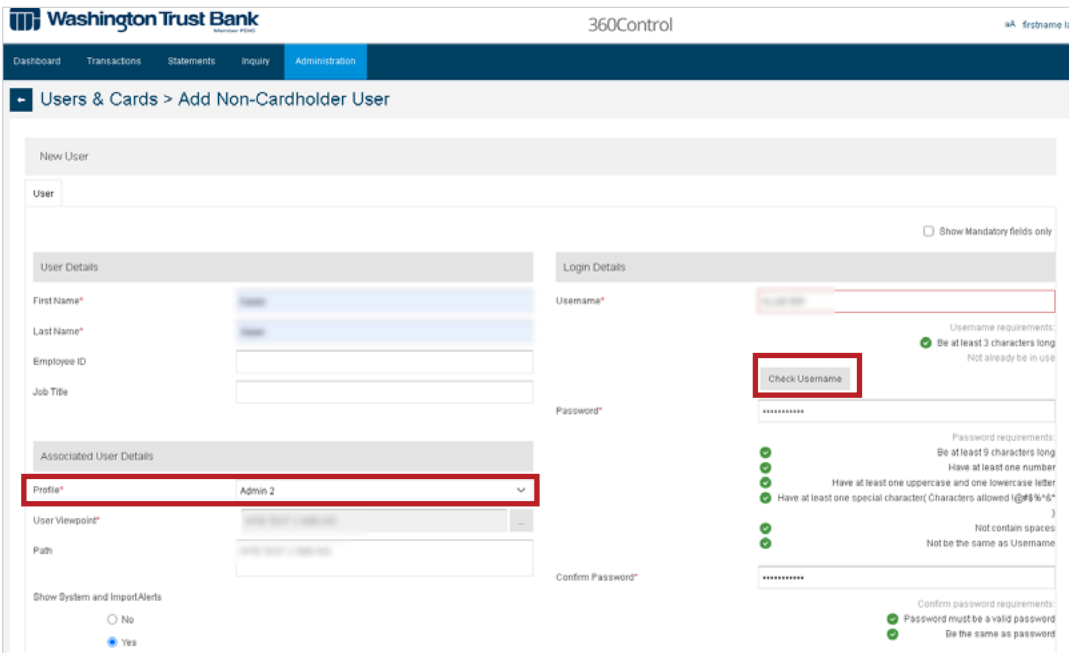


Complete the mandatory fields designated with an asterisk including the user profile. There are three types of 360Control profiles – Program Admins have full access to 360Control including the ability to add additional Admins. View Only users have access to view and download information; however, they cannot conduct maintenance or add cards or admins within 360Control. Admin Twos have the same access as Program Admins except they cannot add additional Admins.

Next, if needed, select the company under **User Viewpoint**.

Create a username and password for the new user. Be sure to click on **Check Username** to be sure the name has not already been assigned in the 360 Platform. Finally, be sure to click on **Reset Password** at Login.

When complete, click **Submit**. Your new user has been created. When creating new Admin Users, an email will not be generated. The user id and temporary password will need to be provided to the new user.



... Your Mother's Maiden Name

Verification Information

Reset Password at Login

Contact Details

Address Line 1

Address Line 2

Address Line 3

Address Line 4

Email Address\*

Phone 1 Work\*

Phone 2 Mobile

Cancel Submit

**Success** ✕

The user details have been successfully updated.

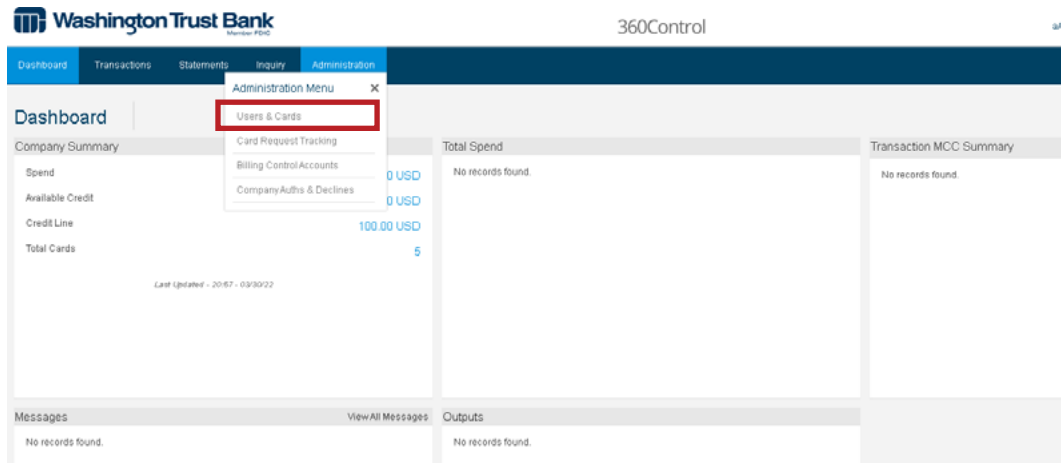
Close

# Managing Cards

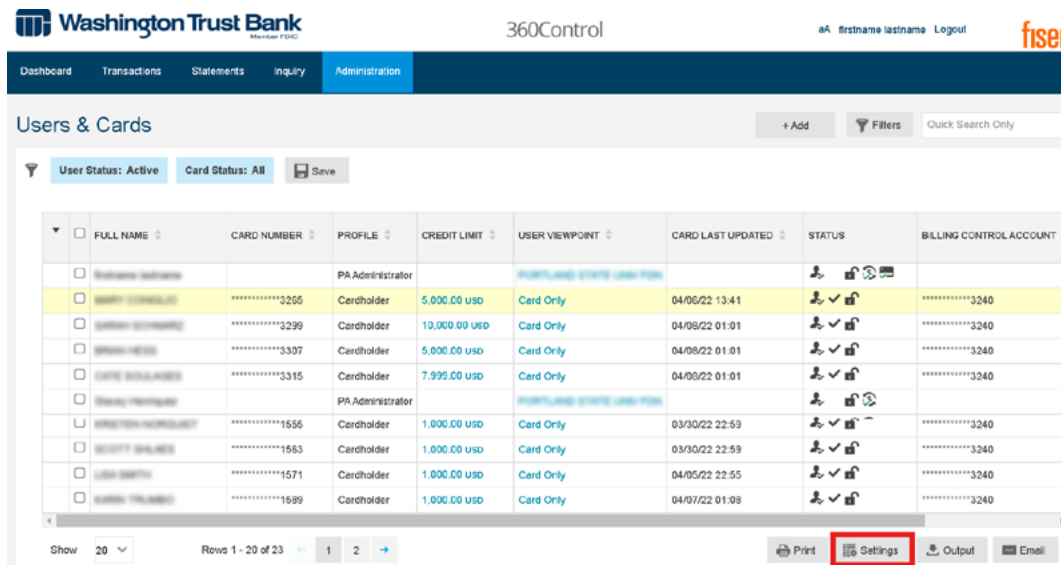
## 360Control Reference Guide

This section provides information on managing credit cards in 360Control including, resetting a cardholder's user ID and/or passwords, updating cardholder contact information, activating a newly issued card, ordering a replacement card, closing a suspended card, changing a card limit, and setting a travel notification.

From the 360Control **Dashboard**, click on **Administration** and select **Users & Cards**.



This page displays a list of your cardholders as well as all 360Control admin users. This display is configurable and we highly recommend adding in the **Available Balance** column by selecting the **Settings** button at the bottom of the page.



Under the **Credit Limit** section, click on **Available Credit** and click on **Apply**.

**List Settings**

Login Details

Regular Login

Contact Details

Card Details

**Credit Limit**

LIST	DETAIL	COLUMN
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Credit Limit
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Available Credit
<input type="checkbox"/>	<input type="checkbox"/>	Authorization Strategy
<input type="checkbox"/>	<input type="checkbox"/>	Single Transaction Limit
<input type="checkbox"/>	<input type="checkbox"/>	Cash Credit Limit

Reset Delete Save Save As Apply

You can click on the **Settings** button again to move the **Available Credit** column so that it displays next to the credit limit. Click **Save** and **Apply**.

Now you have a snapshot of your cardholders and their available credit balances. This is helpful for determining cardholders who are approaching their limit. An interim payment or temporary line increase may be desired.

**Users & Cards** + Add Filters Quick Search Only

User Status: Active Card Status: All Save

	FULL NAME	CARD NUMBER	PROFILE	CREDIT LIMIT	AVAILABLE CREDIT	USER VIEWPOINT	CARD LAST UPDATED	STATUS
<input type="checkbox"/>	EMERY CORREIA	*****3265	Cardholder	5,000.00 USD	4,946.00 USD	Card Only	04/06/22 13:41	👤 ✓ 🗑️
<input type="checkbox"/>	EMERY CORREIA	*****3299	Cardholder	10,000.00 USD	7,430.00 USD	Card Only	04/08/22 01:01	👤 ✓ 🗑️
<input type="checkbox"/>	EMERY CORREIA	*****3307	Cardholder	5,000.00 USD	246.00 USD	Card Only	04/08/22 01:01	👤 ✓ 🗑️
<input type="checkbox"/>	CARLE WILLIAMS	*****3315	Cardholder	7,999.00 USD	5,685.00 USD	Card Only	04/08/22 01:01	👤 ✓ 🗑️
<input type="checkbox"/>	EMERY CORREIA	*****5799	Cardholder	13,000.00 USD	11,059.00 USD	Card Only	04/08/22 01:01	👤 ✓ 🗑️
<input type="checkbox"/>	EMERY CORREIA	*****8009	Cardholder	3,000.00 USD	349.00 USD	Card Only	04/08/22 01:01	👤 ✓ 🗑️

Click on the box next to the cardholder's name and the **Users & Cards** details panel will display. Click on the full details button for a more user-friendly display.

**Washington Trust Bank** Member FDIC 360Control aA firstname.lastname Logout fiserv.

Dashboard Transactions Statements Inquiry Administration

**Users & Cards** + Add Filters Quick Search Only

User Status: Active Card Status: All Save

	FULL NAME	CARD NUMBER	PROFILE	CREDIT LIMIT	AVAILABLE CREDIT	USER VIEWPOINT
<input checked="" type="checkbox"/>	EMERY CORREIA	*****3265	Cardholder	5,000.00 USD	4,946.00 USD	Card Only
<input type="checkbox"/>	EMERY CORREIA	*****3299	Cardholder	10,000.00 USD	7,430.00 USD	Card Only
<input type="checkbox"/>	EMERY CORREIA	*****3307	Cardholder	5,000.00 USD	246.00 USD	Card Only
<input type="checkbox"/>	CARLE WILLIAMS	*****3315	Cardholder	7,999.00 USD	5,685.00 USD	Card Only
<input type="checkbox"/>	EMERY CORREIA	*****5799	Cardholder	13,000.00 USD	11,059.00 USD	Card Only
<input type="checkbox"/>	EMERY CORREIA	*****8009	Cardholder	3,000.00 USD	349.00 USD	Card Only
<input type="checkbox"/>	CHARLE HALL	*****1481	Cardholder	1,000.00 USD	1,000.00 USD	Card Only
<input type="checkbox"/>	WILLIAM WILLIAMS	*****5441	Cardholder	5,000.00 USD	5,000.00 USD	Card Only

**User & Card Details**

Selected Items: (2)

User details

Full Name: - -

User Status: Active

Profile\*: Cardholder

User Viewpoint: Card Only

Card details

If your individual cardholders have access to their card account information in 360Control, you can use this screen to view or update their user ID and change their password. This is especially helpful when cardholders have either let their passwords expire or have forgotten them. Be sure to provide the cardholder with the temporary password you entered and check the **Reset Password at Login** box so the cardholder can set their own password. You may also need to unlock the cardholders' user status if they have made too many unsuccessful attempts.

Select **Contact Details** to update cardholder contact information by clicking on the **Edit** button, making your updates and clicking **Submit**.

## Activate a New Card

Activate new cards on your cardholders' behalf by selecting **Activate Card** and clicking **OK**. Please note that if the Activate Card selection does not display, the card is already active.

The screenshot shows a user management interface. On the left, there are sections for 'User Details' (First Name, Last Name, Employee ID, User Status) and 'Login Details' (Username, Password, User Account Status). A 'Show Mandatory fields only' checkbox is present. On the right, a 'Card Summary' sidebar is visible, with 'CARD DETAILS' highlighted in red. Under 'CARD DETAILS', the 'Activate Card' option is selected.

An 'Info' dialog box with a close button (X) in the top right corner. The text inside reads: 'Your card will now be activated. Please choose OK to continue'. At the bottom, there are two buttons: 'Cancel' and 'OK', with the 'OK' button highlighted by a red square.

## Order a Replacement Card

Under **Card Details**, select **Order A Replacement Card**. Ordering a replacement card will not change the account number and this function should not be used for a card that is lost or stolen. Contact Priority Service for any lost/stolen situations.

This screenshot is similar to the first one, but the 'CARD DETAILS' sidebar is highlighted in red, and the 'Order A Replacement Card' option is selected. The 'Activate Card' option is also visible but not selected. The 'Info' dialog box is not present.

You have the option to add a comment and click on **Submit**.

Washington Trust Bank Member FDIC 360Control aA firstname lastname Logout fiserv

**Current Account Details**

Card Number: \*\*\*\*\*0295  
 Embossed Name: [REDACTED]  
 Business Name: [REDACTED]  
 Street Address: 717 W SPRAGUE AVE  
 City: SPOKANE  
 State: WA  
 Zip: 99201-3922

**Comment**

Comment: **Damaged**

Buttons: Cancel, Submit

**Right Sidebar:**  
 Make One-time Payment  
 View Payment History  
 View Scheduled Payments  
**CARD DETAILS**  
 Activate Card  
 Contact Details  
 Order A Replacement Card  
 Limit and strategy  
 Account status  
**ACCOUNT MAINTENANCE**  
 View My statements  
 View Auths and Declines  
 Add/Edit Travel Notification

The new card will arrive in the mail in 7-10 business days.

**Status**

Message: The replacement card was ordered successfully.

Buttons: Close

## Suspend an Account

Click on **Account Status** to temporarily block a card.

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Dashboard Transactions Statements Inquiry Administration

**Users & Cards > Full Details**

**User**

User: Card \*\*\*\*1605

Show Mandatory fields only

**User Details**

First Name\*: [REDACTED]  
 Last Name\*: [REDACTED]  
 Employee ID: [REDACTED]  
 User Status: Active

**Login Details**

Username: [REDACTED] ✓  
 Username requirements:  
 ✓ Be at least 3 characters long  
 ✓ Not already be in use  
 Check Username  
 User Account Status\*: Unlocked

**Card Summary**

**MANAGE PAYMENTS**  
 Make One-time Payment  
 View Payment History  
 View Scheduled Payments

**CARD DETAILS**  
 Activate Card  
 Contact Details  
 Order A Replacement Card  
 Limit and strategy  
**Account status**



Click **Edit** and select **Suspended** from the **Change to** drop down box. Make a selection from the **Reason** drop down box. Please note the **Reason** is for informational purposes and does not impact the account change time frame. Next, select a time frame from the **Reset After** options. Then click **Submit**.

The screenshot shows the 'Account Change' section of a web form. The 'Change to' dropdown menu is set to 'Suspended'. The 'Reason' dropdown menu is set to 'Suspended-90 Days'. The 'Reset After' section has radio buttons for 'Do not reset', '1 week', '2 week', and '1 Month from Today', and a selected option 'Choose a Date' with a date picker set to '07/28/2022'. The 'Edit' button is highlighted with a red box. There are also 'Cancel' and 'Submit' buttons at the bottom of the form.

## Close an Account

Please note that if you have a card with fraudulent activity, do not close the account or order a replacement card in 360Control. Contact our Priority Service at 800.788.4578 as soon as possible to report suspected fraud.

To close an account, select **Closed** in the **Change to** drop down box and select a **Reason**. There is no reset option for closed account. Click on **Submit**. The account is closed in real time.

The screenshot shows the 'Account Change' section of a web form. The 'Change to' dropdown menu is set to 'Closed'. The 'Reason' dropdown menu is set to 'Closed-Cardholder Termined'. The 'Reset After' section has radio buttons for 'Do not reset', '1 week', '2 week', and '1 Month from Today', and a selected option 'Choose a Date' with a date picker set to '07/28/2022'. The 'Submit' button is highlighted with a red box. There are also 'Cancel' and 'Edit' buttons. The page header includes 'Washington Trust Bank', '360Control', and 'fiserv.'.

## Change a Cardholder Credit Limit

To increase or decrease cardholders credit limits, click on **Limit and strategy**.

The screenshot shows the 'Users & Cards > Full Details' page in the 360Control system. The 'User' section displays 'Card \*\*\*\*1605'. The 'User Details' section includes fields for First Name, Last Name, Employee ID, and User Status (Active). The 'Login Details' section includes Username, Password, and User Account Status (Unlocked). The 'Card Summary' sidebar on the right contains sections for 'MANAGE PAYMENTS' and 'CARD DETAILS'. The 'Limit and strategy' option under 'CARD DETAILS' is highlighted with a red box.

From this page, click the **Edit** button and update to the desired new credit limit. If this is a permanent change, select **Do not reset**. If the limit is temporary, select when you would like the temporary limit to expire. When complete, click **Submit**.

The screenshot shows the 'Limit Details' form in the 360Control system. The 'Card Number' is \*\*\*\*0089 and the 'Embossed Name' is \*\*\*\*. The 'Strategy' is 'WASH - WASHINGTON TRUST'. The 'Credit Limit' is 600. The 'Reset After' section has radio buttons for 'Do not reset', '1 week', '2 week', '1 Month from Today' (selected), and 'Choose a Date' (04/29/2022). The 'Edit' button is highlighted in a red box. The 'Submit' button is also highlighted in a red box.

Your cardholder's credit limit has been adjusted in real time.

The screenshot shows a success message dialog box titled 'Status'. The message reads: 'Message: The details were changed successfully. Details: The card will be re-set on 5/28/22'. A 'Close' button is highlighted in a red box.

## Setting a Travel Notification

Setting a travel notification will ensure that your cardholders experience minimal disruptions from suspicious transaction alerts and card declines while traveling. To begin, select **Add/Edit Travel Notifications**.

The screenshot shows the Washington Trust Bank 360Control interface. The top navigation bar includes the bank logo, "360Control", a user profile "aA firstname lastname", and a "Logout" link. The "fiserv." logo is in the top right. The main content area is divided into three sections: "Account Details" (Card Number: \*\*\*\*0089, Embossed Name: \*\*\*\*), "Limit Details" (Strategy: WASH - WASHINGTON TRUST, Credit Limit: 600), and "Reset After" (radio buttons for "Do not reset", "1 week", "2 week", "1 Month from Today" (selected), and "Choose a Date" with a date picker set to 04/29/2022). A "Comment" section is also present. On the right, a sidebar menu lists various actions, with "Add/Edit Travel Notification" highlighted in a red box. A "Submit" button at the bottom right is also highlighted in a red box.

From this screen select the travel destination and date details, then click **Submit**.

The screenshot shows the "Add/Edit Travel Notification" form. At the top, there is a back arrow, the title "Add/Edit Travel Notification", and the card number "Card - 0311" and cardholder name "DRACO MALFOY". Below this, it lists "Selected States: CA- California, USA, NC- North Carolina, USA, WI- Wisconsin, USA,". The "Destination" section has a red box around it, containing radio buttons for "Domestic" (selected) and "International". To the right, a "Select States" dropdown menu is highlighted in a red box. Below it, a text area prompts the user to list locations separated by commas. The "Date of Travel" section has a red box around it, showing "From: 04/30/2022" and "To: 05/05/2022". There is a "Remove Travel Notification" checkbox. At the bottom, a "Cancel" button is on the left and a "Submit" button is on the right, both highlighted in red boxes.

The screenshot shows a success message dialog box with a green header and a white body. The header contains a checkmark icon and the word "Success". The body contains the text "Travel Notification has been added successfully". At the bottom right, there is an "OK" button highlighted in a red box.