

NetService Access Card Member Tutorial

www.NetServiceaccess.com



Features and Functionality Overview

This easy to use Internet-based solution allows Card members to:

- View and download up to twelve statements of transaction information
- View and download unbilled posted transactions
- View pending transaction approval and decline information
- View Level II and III data (when supplied by the merchant) for posted transactions
- View global transactions
- View credit limit and current balance
- Dispute a transaction
- Schedule, make or search for online payments (if applicable)
- Update street and e-mail addresses and telephone information (if applicable)
- Access organization messages

Contents

Register for Online Access
Register Another Account
General Account Information
Review Transactions
Account Maintenance
Dispute a Transaction
Pay Bill
My Profile
Help/Contact Us

Register for Online Access

Welcome to NetService

User Name

Password
 [Forgot your Password?](#)

Register for Online Account Access

Account Number

By clicking the Submit button, you expressly agree to be bound by all the [Terms of Service](#) relating to the use of this site.

[FAQ](#) | [Terms of Service](#) | [Privacy Policy](#) | [Contact Us](#)

NetService uses the VeriSign Global Server ID, which enables 128-bit SSL encryption with users of nearly all Web browsers almost anywhere in the U.S.

To begin using this easy-to-use online tool you will first need to **Register** your account.

Enter your account number in the login page. You will then be prompted to validate your account as shown in **Step 1**.

**Step 1:
Verify Your Account**

Step 2:
Create Your Profile

Step 3:
Congratulations!

Registration: Verify Your Account

Step 1 of 3

*required field

First Name*

Last Name*

Social Security Number*

Register for Online Access

Step 1: Verify Your Account	Registration: Create Your Profile
Step 2: Create Your Profile	Step 2 of 3
Step 3: Congratulations!	The information provided on this page will be used to identify you when you sign on.
	*required field
	Name <input type="text"/> Cardholder Account
	Account Nickname* <input type="text"/>
	Email Address <input type="text"/>
	Password Information
	User Name* <input type="text"/> (6-20 Characters)
	Password* <input type="text"/> (6-20 Characters)
	Verify Password* <input type="text"/>
	Security Question* <input type="text"/> Select One
	Security Answer* <input type="text"/>
	Verify Security Answer* <input type="text"/>
	<input type="button" value="Next"/> <input type="button" value="Cancel"/>

Step 2 of the registration process asks for additional information in order to complete your online profile.

Account Nickname is helpful if you have more than one account and want to add another under your same login profile later. This is discussed in more detail in the **Register an Account** section.

If you need to use the **Forget Your Password?** option you will be prompted for the Security Answer you designate in this step or by the Social Security Number entered in Step 1.

You will receive an **Email Confirmation** after successfully registering your account which will include your User Name.

Step 1: Verify Your Account	Registration: Congratulations!
Step 2: Create Your Profile	Step 3 of 3
Step 3: Congratulations!	Congratulations! You have successfully registered.
	A confirmation of your User Name will be sent to the email address you provided.
	Return to Sign On

Register Another Account

After logging in select **Register an Account** if you have additional accounts you would like to add to your profile.

Transactions | Pay Bill | Account Maintenance | My Profile | Help/Contact Us

Last Sign On: 17:31 on Mar 10, 2006
Account Holder (CSES)

[Register An Account](#)

Account Summary

Company Name	EDISON ENTERPRISES
Account Type	Individual
Credit Limit	\$15,000.00
Current Balance	\$0.00
Available Credit	\$15,000
Cash Available	\$5,250
Amount Overlimit	\$0.00

Billing Summary

Billing Cycle	24
Payment Due Date	Mar 27 2006

Review Transactions

Sign Off

Select period to review:

Review Authorizations:

Select Type	Select Duration
<input type="text" value="All"/>	<input type="text" value="1 day"/> <input type="button" value="Go"/>

[View Authorization Information](#)

Transaction Summary

Trans Date	Post Date	Transaction Description	Debits	Credits
There were no transactions for the selected period.				

Transactions | Pay Bill | Account Maintenance | My Profile | Help/Contact Us

Account Maintenance

Sign Off

Request Type

- Address/Phone Change
- Secure Correspondence
- Dispute a Transaction
- [Register An Account](#)

You may also access this from the link in the **Account Maintenance** section.

Transactions | Pay Bill | Account Maintenance | My Profile | Help/Contact Us

Register An Account

Sign Off

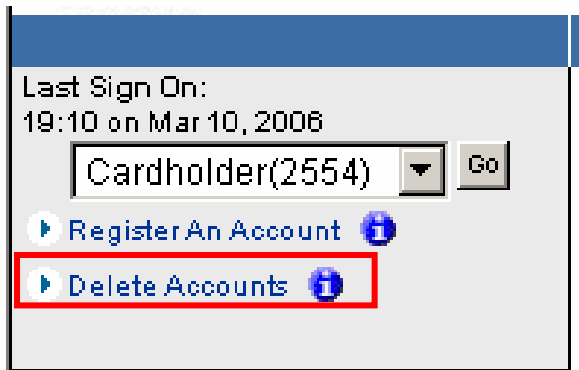
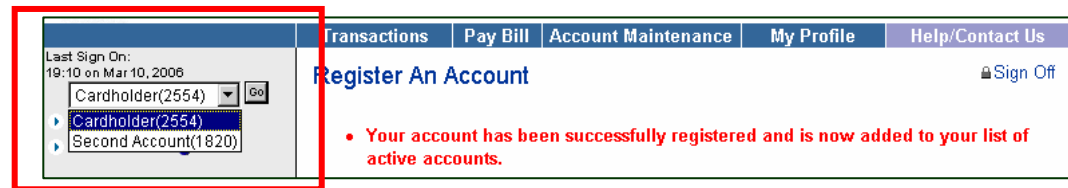
testTo register an additional account using the same User Name and Password as your previously registered account(s), enter the account number and validation information below.

*required field

Account Number*	<input type="text"/>
Account Nickname* <input type="button" value="i"/>	<input type="text"/>
Social Security Number*	<input type="text"/>

Register Another Account

For quick and easy access, additional accounts will then appear in the drop-down box located in the top of the left navigation bar.



Profiles with more than one account registered will also see the option to **Delete Accounts** in the top of the left navigation bar.

General Account Information

Once logged in, the **Review Transactions** page is displayed with current transactions posted since the last billing statement.

General account information is always displayed in the **left navigation bar** for quick reference and links to different areas of the site.

Important **Messages** from the bank or your company are also accessible from this section.

The **top navigation bar** provides additional quick links.

Transactions | **Pay Bill** | **Account Maintenance** | **My Profile** | **Help/Contact Us** | [Sign Off](#)

Review Transactions

Select period to review:

Review Authorizations:

Select Type: | Select Duration:

[View Authorization Information](#)

Transaction Summary

To download these transactions, select format:
(To download to Excel, select comma or tab delimited from the drop down box list.)

Please reference your paper statement for additional details and calculations.

Trans Date	Post Date	Transaction Description	Debits	Credits
10/28/2005	10/31/2005	M US AIRWAY 03713397010794	\$465.80	
11/06/2005	11/08/2005	M OLD CHICAGO 38	\$26.00	
11/07/2005	11/08/2005	M THE RIDGE	\$16.00	
11/08/2005	11/09/2005	M SS 57707 00314065	\$16.70	
11/08/2005	11/09/2005	M HERTZ RENT-A-CAR	\$206.30	
11/08/2005	11/09/2005	M HILTON HOTELS	\$96.31	
11/07/2005	11/09/2005	M PIZZA HUT ARKANSAS CIT	\$20.46	

Account Summary

Company Name: EDISON ENTERPRISES

Account Type: Individual

Credit Limit: \$15,000.00

Current Balance: \$0.00

Available Credit: \$15,000

Cash Available: \$5,250

Amount Overlimit: \$0.00

Billing Summary

Billing Cycle: 24

Payment Due Date: Mar27 2006

Min. Payment Due: \$0.00

Past Due Amount: \$0.00

Last Statement Date: Nov25 2005

Last Payment Date:

[Pay Online](#)

Download Center

[Go to Download Files Inbox](#)

Messages

Messages From Bank: Welcome

Messages From Company: Payment Due Dates

[View All Messages](#)

My Profile

T.A. EDISON

Email: ta.edison@email.com

PO BOX 1847

MILAN, OH 45123

Home Phone 8662223333

Work Phone 8663334444

[Update Profile](#)

[Change Address/Phone](#)

Review Transactions - Overview

From the **Transactions** tab, you can review your current transactions (unbilled), past billing statements, and authorizations that may not have posted to your account yet.

You may also download current and past transactions from this page.

The **Current Period** transaction page is shown here.

Transactions Pay Bill Account Maintenance My Profile Help/Contact Us

Last Sign On: 17:31 on Mar 10, 2008
Cardholder(2564)
Register An Account

Account Summary
Company Name: EDISON ENTERPRISES
Account Type: Individual
Credit Limit: \$15,000.00
Current Balance: \$0.00
Available Credit: \$15,000
Cash Available: \$5,250
Amount Overlimit: \$0.00

Billing Summary
Billing Cycle: 24
Payment Due Date: Mar 27 2008
Min. Payment Due: \$0.00
Past Due Amount: \$0.00
Last Statement Date: Nov 25 2005
Last Payment Date

Download Center
Go to Download Files/Inbox

Messages
Messages From Bank: Welcome
Messages From Company: Payment Due Dates
View All Messages

My Profile
T.A. EDISON
Email: ta.edison@email.com
PO BOX 1847
MILAN, OH 45123
Home Phone 8662223333
Work Phone 8663334444
Update Profile
Change Address/Phone

Review Transactions Sign Off

Select period to review: Current period Go

Review Authorizations:
Select Type: All Select Duration: 1 day Go
View Authorization Information

Transaction Summary
To download these transactions, select format: .qif (Quicken) Go
(To download to Excel, select comma or tab delimited from the drop down box list.)

Please reference your paper statement for additional details and calculations.

Trans Date	Post Date		Transaction Description	Debits	Credits
10/28/2005	10/31/2005	M	US AIRWA 03713397010794	\$465.80	
11/06/2005	11/08/2005	M	OLD CHICAGO 38	\$26.00	
11/07/2005	11/08/2005	M	THE RIDGE	\$16.00	
11/08/2005	11/09/2005	M	SS 57707 00314065	\$16.70	
11/08/2005	11/09/2005	M	HERTZ RENT-A-CAR	\$206.30	
11/08/2005	11/09/2005	M	HILTON HOTELS	\$96.31	
11/07/2005	11/09/2005	M	PIZZA HUT ARKANSAS CIT	\$20.46	

Memo Identifier – Memo items are not included in total amount purchased or number of purchases. The transaction is stripped to a central account but still appears for expensing purposes.

Review Transactions - Download

To **download transactions** select the format and click Go.

You will receive an e-mail when your transactions are available for download.

Once available, you can access your information from the **Download Center** using the **Download Files Inbox** section of the left navigation bar.

Status	Statement Period	File Name	Size	Request Date
Pending	Nov 25 2005	nq12712384.qif	817	Mar 15 2006

Review Transactions - Past

Transactions Pay Bill Account Maintenance My Profile Help/Contact Us

Last Sign On:
 17:31 on Mar 10, 2006
 Cardholder(2554)
[Register An Account](#)

Account Summary

Company Name EDISON ENTERPRISES
 Account Type Individual
 Credit Limit \$15,000.00
 Current Balance \$0.00
 Available Credit \$15,000
 Cash Available \$5,250
 Amount Overlimit \$0.00

Billing Summary

Billing Cycle 24
 Payment Due Date Mar 27 2006
 Min. Payment Due \$0.00
 Past Due Amount \$0.00
 Last Statement Date Nov 25 2005
 Last Payment Date

[Pay Online](#)

Download Center

[Go to Download Files Inbox](#)

Messages

Messages From Bank
 Welcome
 Messages From Company
 Payment Due Dates
[View All Messages](#)

My Profile

T.A. EDISON
 Email: ta.edison@email.com
 PO BOX 1847
 MILAN, OH 45123
 Home Phone 8662223333
 Work Phone 8663334444
[Update Profile](#)
[Change Address/Phone](#)

Review Transactions [Sign Off](#)

Select period to review:

11/25/2005 Go

Past Statement Summary

Previous Balance	\$0.00	Overlimit Fee	\$0.00	Total Purchases	\$0.00
Payment Due Date	12/26/2005	Late Fee	\$0.00	Total Credits	\$0.00
Last Payment Amount	\$0.00	Other Fees	\$0.00	Total Cash Advances	\$0.00
Past Due Amount	\$0.00	Purchase Finance Charge	\$0.00	Total Adjustments	\$0.00
Ending Balance	\$972.91	Cash Advance Finance Charge	\$0.00		

Transaction Summary

To download these transactions, select format: .qif (Quicken) Go
 (To download to Excel, select comma or tab delimited from the drop down box list.)

Please reference your paper statement for additional details and calculations.

Trans Date	Post Date	Transaction Description	Debits	Credits
10/28/2005	10/31/2005	M US AIRWA 03713397010794	\$465.80	
11/06/2005	11/08/2005	M OLD CHICAGO 38	\$26.00	
11/07/2005	11/08/2005	M THE RIDGE	\$16.00	
11/08/2005	11/09/2005	M SS 57707 00314Q85	\$16.70	
11/08/2005	11/09/2005	M HERTZ RENT-A-CAR	\$206.30	
11/08/2005	11/09/2005	M HILTON HOTELS	\$96.31	
11/07/2005	11/09/2005	M PIZZA HUT ARKANSAS CIT	\$20.46	
11/07/2005	11/09/2005	M HILTON WICHITA AIRPORT	\$17.00	
11/08/2005	11/10/2005	M CINCINNATI AIRPORT 986	\$33.00	
11/08/2005	11/10/2005	M COMFORT INN	\$75.34	

Review Transactions

Select period to review:

Current period Go

Current period
 02/06/2006
 01/05/2006
 11/07/2005
 10/05/2005
 09/05/2005
 08/05/2005
 07/05/2005
 06/06/2005
 05/05/2005
 04/05/2005

Summary
 Date Transaction
 Transactions for the

The drop-down box provides quick access to historical statement information. The last 12 statements of transactions are available for view and download.

Review Transactions - Past

Trans Date	Post Date	Transaction Description	Debits	Credits
10/28/2005	10/31/2005	M US AIRWA 03713397010794	\$465.80	
11/06/2005	11/08/2005	M OLD CHICAGO 38	\$26.00	
11/07/2005	11/08/2005	M THE RIDGE	\$16.00	

Click on the **Transaction Description** to view additional **Transaction Detail**.

Transactions	Pay Bill	Account Maintenance	My Profile	Help/Contact Us
Transaction Detail Sign Off				
Return to Transactions List				
Transaction Detail				
Merchant Information		Reference Number		
OLD CHICAGO 38 WICHITA , KS 672071772		15181635311025400270198		
Country Code		Merchant Category Code		
US - United States		5812		
Merchant Category Code Description				
EATING PLACES, RESTAURANTS				
Transaction Date	11/06/2005			
Posted On	11/08/2005			
Transaction Type	Purchase			
Amount	\$26.00			
Currency	US Dollar (USD)			
THIS IS A MEMO TRANSACTION:		Cardholder Name:	T. A. EDISON	
		Original Account Number:	xxxx-xxxx-xxxx-2555	

Review Transactions – Airline Addendum Detail

Transaction Detail Sign Off

[View Addendum Detail](#)
[Return to Transactions List](#)

Transaction Detail	
Merchant Information	Reference Number
MARRIOTT 33727 MIAMI A MIAMI , FL 331260000	55541865235004111318684

If the merchant is level II or III capable and they pass the data, it will also be included (sales tax, etc.) as part of the addendum detail.

If additional information is available for the selected transaction the **View Addendum Detail** link will be displayed in the top right corner of the Transaction Detail page.

Detail data will be formatted based upon the type of addendum, i.e. hotel, car rental, airline.

Addendum Detail Sign Off

[Return to Transaction Detail](#)
[Return to Transactions List](#)

Merchant Information			
Delta		Transaction Date	05/25/2005
Columbus, GA			
Addendum Detail			
Passenger Name	Charlie Brown	Departure Date	03/30/2005
Originating Airport Code	ATL	Travel Agency Code	188
Travel Agency Name	Columbus Travel	Ticket Number	987098709
Carrier Code (1)	D2	SVC Class Code (1)	A
Stop Over Code (1)	C	Destination Airport Code (1)	MKE
Fare Basis Code (1)	U12MMD	Flight Number (1)	4334
Departure Time (1)	12:35	Arrival Time (1)	03:45
Internet Indicator	Y		

Review Transactions – Hotel Addendum Detail

	Transactions	Pay Bill	My Profile	Help/Contact Us
Addendum Data				Sign Off
				Return to Transaction Detail Return to Transactions List
Merchant Information				
MARRIOTT 33727 MIAMI A		Transaction Date		08/23/2005
MIAMI , FL 331260000				
Addendum Data				
Daily Rate	\$0.00	Customer Service Phone Number	3056495000	
Addendum Sequence	01	Gift Shop Charges	\$0.00	
Program Code		Total Room Nights	00000	
Adjustment Amount	\$0.00	Other Service Code		
Ica Acquirer	00000003866	Billing Adjustment Indicator		
Amount Of Room Tax	\$0.00	Property Phone Number	3056495000	
Fire Safety Act Indicator	N	Amount Of Other Service	\$0.00	
Arrival Date	08/20/2005	Phone Charges	\$0.00	
Total Addendum	00	Detail Tax Amount	\$0.00	
Laundry Charges	\$0.00	Food Charges	\$0.00	
Departure Date	08/23/2005	Folio Number	000005476	
Bar Charges	\$0.00			

Sample Hotel Addendum Detail

Review Transactions – Car Rental Addendum Detail

		Transactions	Pay Bill	My Profile	Help/Contact Us
Addendum Data					Sign Off
					Return to Transaction Detail Return to Transactions List
Merchant Information					
HERTZ RENT-A-CAR MIAMI , FL 331320000			Transaction Date	08/22/2005	
Addendum Data					
Daily Rate	\$0.00	Customer Service Phone Number	8006544173		
Rental State Province	OK	Addendum Sequence	001		
Date Of The Rental Return	08/22/2005	Program Code			
Adjustment Amount	0000000.00	Maximum Free Miles	00000		
Rent Class	00	Return Location Id	MIAMI		
Amount Of Insurance	\$0.00	Ica Acquirer	00000003866		
Insurance Indicator		Billing Adjustment Indicator			
Rental Return State Code	USA	Tax Exempt Indicator	0		
Rental Return State	FL	Rental City Location	MIAMI		
Total Miles	00000	Renter Name	SADHOE /ERWIN		
Rate Per Mile	\$0.00	Days Rented	000		
Total Addendum	00	Rental Return City	MIAMI		
Detail Tax Amount	\$0.00	Check Out Date	08/21/2005		
Rental Agreement Number	629575402	Rental Rate Flag			
Rental Country	USA				

Sample Car Rental Detail

Review Transactions - Pending

Transactions Pay Bill Account Maintenance My Profile Help/Contact Us

Review Transactions Sign Off

Select period to review:
Current period

Review Authorizations:

Select Type: All
Select Duration: 1 day

Transaction Summary

Trans Date	Post Date	Transaction Description	Debits	Credits
There were no transactions for the selected period.				

To review your authorizations that might not have posted to your account select the type and duration then click Go.

For additional detail regarding an authorization, including decline reason, select the transaction. If the transaction was declined the reason will be displayed.

Review Transactions Sign Off

Select period to review: Current period

Review Pending Transactions:
Select Type: All
Select Duration: 7 days

Pending Transaction Summary

Date	Time	Type	Response	MCC	Amount
04/22/2005	1:24:30	Purchase	Approved	1234	75.25

Transaction Detail

Merchant Information
The Gap
Columbus, GA

Date: May 27 2004
Time: 1:35
Amount: \$95.00
Merchant Category Code: 1234

Response Reason: Not enough available

Currency Code: 048 - US Dollar (USD)
Pending Transaction Type: Purchase

Review Transactions - Pending

Transactions | Pay Bill | Account Maintenance | My Profile | Help/Contact Us

Review Transactions Sign Off

Select period to review: Review Authorizations: ⓘ

Current period ▾ Go Select Type: All ▾ Select Duration: 1 day ▾ Go

[▶ View Authorization Information](#)

Transaction Summary

Trans Date	Post Date	Transaction Description
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Selecting **View Authorization Information** will display additional general account spending parameter information such as merchant category code group names, daily limits, cycle limits, etc.

Transactions | Pay Bill | Account Maintenance | Profile/Alerts | Account Services

Authorization Information Sign Off

[▶ Return to Review Transactions](#)

Authorization Limits			
Account Number	xxxx-xxxx-xxxx-1234		
Single Purchase Limit	\$1500.00		
Authorization Checks			
Check Parent Single Purchase Limit	Y		
Check Parent Budgetary Limits	N		
Check Merchant Restrictions	Y		
Check Parent Merchant Restrictions	N		
Merchant Category Code Groups			
12345ABCDE	ABCDE12345	67890FGHIJ	FGHIJ67890
24680HIJK	KLMNO56798	13579JUGHY	PQRST89494
Type of Limit	Number of Authorizations	Amount of Authorizations	
Daily Limit	5	\$30.00	
Billing Cycle Limit	30	\$10,000.00	
Calendar Month Limit		\$0.00	

Account Maintenance - Overview

		Transactions	Pay Bill	Account Maintenance	My Profile	Help/Contact Us																
Last Sign On: 17:31 on Mar 10, 2006 Cardholder(2004) Register An Account		Account Maintenance				Sign Off																
Account Summary		Request Type																				
Company Name EDISON ENTERPRISES Account Type Individual Credit Limit \$15,000.00 Current Balance \$0.00 Available Credit \$15,000 Cash Available \$5,250 Amount Overlimit \$0.00		Address/Phone Change Secure Correspondence Dispute a Transaction Register An Account																				
Billing Summary		To get detailed information regarding any of the requests below, please click on the appropriate Request Type.																				
Billing Cycle 24 Payment Due Date Mar 27 2006 Min. Payment Due \$0.00 Past Due Amount \$0.00 Last Statement Date Nov 25 2005 Last Payment Date Pay Online		Request History 1 to 3 of 3																				
Download Center		<table border="1"> <thead> <tr> <th>Request Type</th> <th>Status</th> <th>Date Submitted</th> <th>Reference Number</th> </tr> </thead> <tbody> <tr> <td>Address/Phone Change</td> <td>Completed</td> <td>03/20/2006</td> <td>176</td> </tr> <tr> <td>Secure Correspondence</td> <td>Pending</td> <td>03/20/2006</td> <td>175</td> </tr> <tr> <td>Dispute a Transaction</td> <td>Submitted</td> <td>03/20/2006</td> <td>174</td> </tr> </tbody> </table>					Request Type	Status	Date Submitted	Reference Number	Address/Phone Change	Completed	03/20/2006	176	Secure Correspondence	Pending	03/20/2006	175	Dispute a Transaction	Submitted	03/20/2006	174
Request Type	Status	Date Submitted	Reference Number																			
Address/Phone Change	Completed	03/20/2006	176																			
Secure Correspondence	Pending	03/20/2006	175																			
Dispute a Transaction	Submitted	03/20/2006	174																			
Messages																						
Messages From Bank Welcome Messages From Company Payment Due Dates View All Messages																						
My Profile																						
T.A. EDISON Email: ta.edison@email.com PO BOX 1847 MILAN, OH 45123 Home Phone 8662223333 Work Phone 8663334444 Update Profile Change Address/Phone																						

The **Account Maintenance** tab provides additional quick links to several account maintenance features that are also accessible via your left navigation bar.

This page will also store an historical record of your requests for address/phone changes, secure correspondence requests and disputes.

Account Maintenance – Address/Phone Change

The screenshot shows a navigation menu with five tabs: Transactions, Pay Bill, Account Maintenance, My Profile, and Help/Contact Us. The 'Account Maintenance' tab is active. Below the tabs, the 'Account Maintenance' section is displayed, featuring a 'Request Type' dropdown menu. The 'Address/Phone Change' option is highlighted with a red box. Other options in the dropdown include 'Secure Correspondence', 'Dispute a Transaction', and 'Register An Account'. A 'Sign Off' link is visible in the top right corner of the menu.

The **Address/Phone Change** link will appear if your company has enabled this feature.

You may also reach this page directly from the left navigation bar under the **My Profile** section.

The screenshot shows the header of the 'Address/Phone Change Request' form. It features the same navigation tabs as the previous screenshot, with 'Account Maintenance' selected. The page title 'Address/Phone Change Request' is centered, and a 'Sign Off' link is in the top right corner.

Update your information and click Continue. You will be asked to Review and Confirm before the change is made.

All changes will be historically logged for your reference under the Account Maintenance tab.

*required field

Member Name	PIERRE RENOIR
Address Line 1*	C/O
Address Line 2	1871 RIVERBOAT ROAD
City*	SALT LAKE CITY
State	UT
Zip Code*	84123 - 0000
Home Phone	(111) 111 - 1111
Work Phone	(111) 111 - 1111

Continue Reset

Account Maintenance – Secure Correspondence

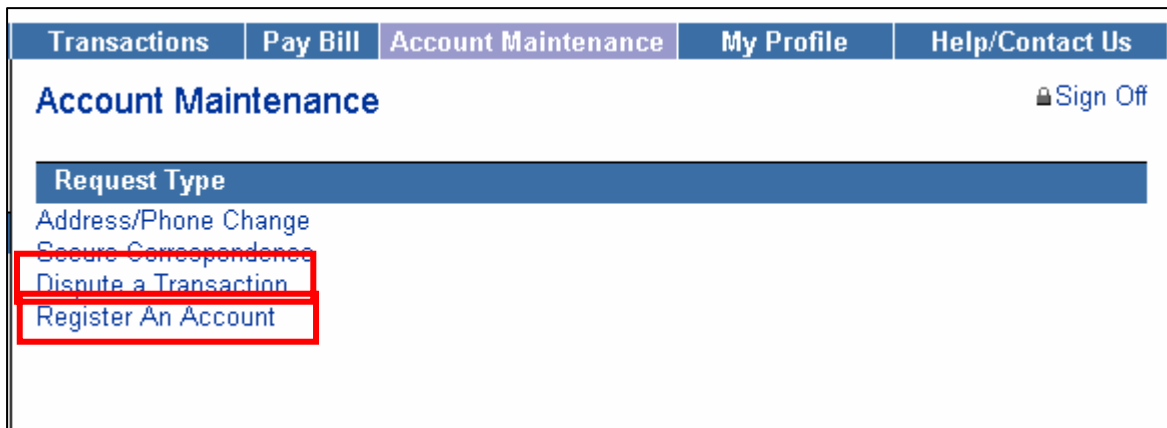
Transactions	Pay Bill	Account Maintenance	My Profile	Help/Contact Us
------------------------------	--------------------------	-------------------------------------	----------------------------	---------------------------------

<h3>Account Maintenance</h3> <table border="1"><tr><th>Request Type</th></tr><tr><td>Address/Phone Change</td></tr><tr><td>Secure Correspondence</td></tr><tr><td>Dispute a Transaction</td></tr><tr><td>Register An Account</td></tr></table>	Request Type	Address/Phone Change	Secure Correspondence	Dispute a Transaction	Register An Account	<table border="1"><tr><td><table border="1"><tr><td>Transactions</td><td>Pay Bill</td><td>Account Maintenance</td><td>My Profile</td><td>Help/Contact Us</td></tr></table><h3>Secure Correspondence</h3><p style="text-align: right;">Sign Off</p><p>The Secure Message Center enables you to send secured messages to a Customer Service representative. You may include personal account information with your message, as this will be transmitted securely.</p><p>All secure messages will be handled by the next business day. Please return to the Account Maintenance page for replies to the previously submitted messages.</p><p>For security reasons, please report a lost or stolen card immediately by calling Customer Service at 1-800-359-9227. Outside of the US, call us collect at 801-464-3232.</p><p>Subject* <input type="text"/></p><p>Message* <input type="text"/></p><p style="text-align: right;"><input type="button" value="Continue"/> <input type="button" value="Reset"/></p></td></tr></table>	<table border="1"><tr><td>Transactions</td><td>Pay Bill</td><td>Account Maintenance</td><td>My Profile</td><td>Help/Contact Us</td></tr></table> <h3>Secure Correspondence</h3> <p style="text-align: right;">Sign Off</p> <p>The Secure Message Center enables you to send secured messages to a Customer Service representative. You may include personal account information with your message, as this will be transmitted securely.</p> <p>All secure messages will be handled by the next business day. Please return to the Account Maintenance page for replies to the previously submitted messages.</p> <p>For security reasons, please report a lost or stolen card immediately by calling Customer Service at 1-800-359-9227. Outside of the US, call us collect at 801-464-3232.</p> <p>Subject* <input type="text"/></p> <p>Message* <input type="text"/></p> <p style="text-align: right;"><input type="button" value="Continue"/> <input type="button" value="Reset"/></p>	Transactions	Pay Bill	Account Maintenance	My Profile	Help/Contact Us
Request Type												
Address/Phone Change												
Secure Correspondence												
Dispute a Transaction												
Register An Account												
<table border="1"><tr><td>Transactions</td><td>Pay Bill</td><td>Account Maintenance</td><td>My Profile</td><td>Help/Contact Us</td></tr></table> <h3>Secure Correspondence</h3> <p style="text-align: right;">Sign Off</p> <p>The Secure Message Center enables you to send secured messages to a Customer Service representative. You may include personal account information with your message, as this will be transmitted securely.</p> <p>All secure messages will be handled by the next business day. Please return to the Account Maintenance page for replies to the previously submitted messages.</p> <p>For security reasons, please report a lost or stolen card immediately by calling Customer Service at 1-800-359-9227. Outside of the US, call us collect at 801-464-3232.</p> <p>Subject* <input type="text"/></p> <p>Message* <input type="text"/></p> <p style="text-align: right;"><input type="button" value="Continue"/> <input type="button" value="Reset"/></p>	Transactions	Pay Bill	Account Maintenance	My Profile	Help/Contact Us							
Transactions	Pay Bill	Account Maintenance	My Profile	Help/Contact Us								

Secure Correspondence provides a secure method to post questions to the bank. You will receive an e-mail notification by the next business day asking that you log-in and access Secure Correspondence to view the response to your question.

A history of your inquiries will always be accessible in the Account Maintenance section.

Account Maintenance



Dispute a Transaction allows you to easily dispute a transaction online within a few simple steps. The next several slides of information will review how to dispute a transaction.

Register An Account was reviewed earlier in this tutorial. This link is another quick way to access adding an account to your user profile.

Dispute a Transaction

To dispute a transaction online, select the posted transaction then click **Dispute Transaction** to begin.

Transactions Pay Bill Account Maintenance My Profile Help/Contact Us

Last Sign On: 17:31 on Mar 10, 2006
 Cardholder(2554)
[Register An Account](#)

Account Summary

Company Name EDISON ENTERPRISES

Account Type Individual
 Credit Limit \$15,000.00
 Current Balance \$0.00
 Available Credit \$15,000
 Cash Available \$5,250
 Amount Overlimit \$0.00

Billing Summary

Billing Cycle 24
 Payment Due Date Mar 27 2006
 Min. Payment Due \$0.00
 Past Due Amount \$0.00
 Last Statement Date Nov 25 2005
 Last Payment Date

[Pay Online](#)

Download Center

Go to Download Files Inbox

Messages

Messages From Bank
 Welcome
 Messages From Company
 Payment Due Dates
[View All Messages](#)

My Profile

T.A. EDISON
 Email: ta.edison@email.com
 PO BOX 1847
 MILAN, OH 45123
 Home Phone 8662223333
 Work Phone 8663334444

[Update Profile](#)
[Change Address/Phone](#)

Review Transactions [Sign Off](#)

Select period to review:

Review Authorizations: [View Authorization Information](#)

Select Type: Select Duration:

Transaction Summary

To download these transactions, select format:
 (To download to Excel, select comma or tab delimited from the drop down box list.)

Please reference your paper statement for additional details and calculations.

Trans Date	Post Date	Transaction Description	Debits	Credits
10/28/2005	10/31/2005	M US AIRWA 03713397010794	\$465.80	
11/06/2005	11/08/2005	M OLD CHICAGO 38	\$26.00	
11/07/2005	11/08/2005	M THE RIDGE	\$16.00	
11/08/2005	11/09/2005	M SS 57707 00314065	\$16.70	
11/08/2005	11/09/2005	M HERTZ RENT-A-CAR	\$206.30	
11/08/2005	11/09/2005	M HILTON HOTELS	\$96.31	
11/07/2005	11/09/2005	M PIZZA HUT ARKANSAS CIT	\$20.46	

Transactions Pay Bill Account Maintenance My Profile Help/Contact Us

Transaction Detail [Sign Off](#)

[Return to Transactions List](#)

Transaction Detail

Merchant Information
 OLD CHICAGO 38
 WICHITA , KS 672071772

Reference Number
 15181635311025400270198

Country Code
 US - United States

Merchant Category Code
 5812

Merchant Category Code Description
 EATING PLACES, RESTAURANTS

Transaction Date 11/06/2005
Posted On 11/08/2005
Transaction Type Purchase
Amount \$26.00
Currency US Dollar (USD)

THIS IS A MEMO TRANSACTION: **Cardholder Name:** T. A. EDISON
Original Account Number: XXXX-XXXX-XXXX-2555

Dispute a Transaction

You will then be prompted for the necessary information.

Depending upon the reason for the dispute you may be asked for further details. For example if the merchandise was returned, you will need to provide the date of the return.

After you click Submit a confirmation of the dispute will appear.

Transaction Dispute Request Sign Off

Attention: Dispute requests cannot be accepted without correct E-mail Address information. Please review the Email-Address displayed and make any necessary corrections.

Permanent changes to the E-mail Address must be made on the 'Update Profile' page. Permanent changes to the Home Phone and Business Phone must be made from the 'Account Maintenance' page.

Requestor	T. A. EDISON
Account Number	xxxx-xxxx-xxxx-2555
Home Phone	<input type="text" value="434"/> <input type="text" value="423"/> - <input type="text" value="2342"/>
Business Phone	<input type="text" value="706"/> <input type="text" value="123"/> - <input type="text" value="4321"/>
E-mail Address*	<input type="text"/>

Merchant Information

Merchant Information	OLD CHICAGO 38 WICHITA , KS 672071772
----------------------	---

Transaction Detail

Reference Number	24610435097592525237558
Transaction Date	02/07/2006
Amount	\$385.89
Transaction Type*	<input type="text" value="Select One"/>
Please select reason for dispute*	<input type="text" value="Please select one of the following reasons"/>

Please Note: Once a dispute has been submitted, it can only be cancelled by contacting Customer Service.

Dispute a Transaction

<p>Last Sign On: 17:31 on Mar 10, 2006 Cardholder(2554)</p> <p>Register An Account</p> <p>Account Summary</p> <p>Company Name EDISON ENTERPRISES</p> <p>Account Type Individual</p> <p>Credit Limit \$15,000.00</p> <p>Current Balance \$0.00</p> <p>Available Credit \$15,000</p> <p>Cash Available \$5,250</p> <p>Amount Overlimit \$0.00</p> <p>Billing Summary</p> <p>Billing Cycle 24</p> <p>Payment Due Date Mar27 2006</p> <p>Min. Payment Due \$0.00</p> <p>Past Due Amount \$0.00</p> <p>Last Statement Date Nov25 2006</p> <p>Last Payment Date</p> <p>Pay Online</p> <p>Download Center</p> <p>Go to Download Files Inbox</p> <p>Messages</p> <p>Messages From Bank Welcome</p> <p>Messages From Company Payment Due Dates</p> <p>View All Messages</p> <p>My Profile</p> <p>T.A. EDISON</p> <p>Email: ta.edison@email.com PO BOX 1847 MILAN, OH 45123 Home Phone 8662223333 Work Phone 8663334444</p> <p>Update Profile</p> <p>Change Address/Phone</p>	<p>Transactions Pay Bill Account Maintenance My Profile Help/Contact Us</p> <p>Account Maintenance Sign Off</p> <p>Request Type</p> <p>Address/Phone Change</p> <p>Secure Correspondence</p> <p>Dispute a Transaction</p> <p>Register An Account</p> <p>To get detailed information regarding any of the requests below, please click on the appropriate Request Type.</p> <p>Request History 1 to 3 of 3</p> <table border="1"> <thead> <tr> <th>Request Type</th> <th>Status</th> <th>Date Submitted</th> <th>Reference Number</th> </tr> </thead> <tbody> <tr> <td>Address/Phone Change</td> <td>Completed</td> <td>03/20/2006</td> <td>176</td> </tr> <tr> <td>Secure Correspondence</td> <td>Pending</td> <td>03/20/2006</td> <td>175</td> </tr> <tr> <td>Dispute a Transaction</td> <td>Submitted</td> <td>03/20/2006</td> <td>174</td> </tr> </tbody> </table>	Request Type	Status	Date Submitted	Reference Number	Address/Phone Change	Completed	03/20/2006	176	Secure Correspondence	Pending	03/20/2006	175	Dispute a Transaction	Submitted	03/20/2006	174
	Request Type	Status	Date Submitted	Reference Number													
	Address/Phone Change	Completed	03/20/2006	176													
	Secure Correspondence	Pending	03/20/2006	175													
	Dispute a Transaction	Submitted	03/20/2006	174													

Maintenance Request Details of your disputed item(s) will always be accessible from the Account Maintenance tab.

To view the history of your request simply select the item.

Maintenance Request Details Sign Off	
Please fax any required dispute information to the Card Services Department at 1-866-741-3092.	
Requester	Jeff Anderson
Account Number	XXXX-XXXX-XXXX-1234
Request Type	Transaction Dispute
Date Submitted	05/10/2005
Status	Approved
Request Detail	
Reason for Dispute	I cancelled this order, product, service or reservation
	Home Phone: (000)000-0000
	Business Phone: (000)000-0000
Additional Information	E-mail Address: janderson@tsys.com
	Cancellation Date: 04/30/2005
	Cancellation Number: 1234567890
Transaction Detail	
Merchant Name	The Gap
Merchant City, State	Columbus, GA
Merchant Zip	31901-0001
Confirmation Number	12345678901234567890
Transaction Date	05/10/2005
Amount	\$25.50
Transaction Type	Purchase
Back to Request History	

Pay Bill - Overview

Payments can be made online if your account depending on your account type or company set-up. Online payment allows you to:

- Create and manage payment accounts
- Schedule payments for current or future dates
- Maintain a scheduled payment date and/or amount
- Delete a scheduled payment

To access the **Make a Payment** screen you can select either **Pay Bill** from the top navigation bar or **Pay Online** located in the Billing Summary section of the left navigation.

The screenshot shows the 'Make a Payment' screen with the following sections:

- Navigation:** Transactions, **Pay Bill**, Account Maintenance, My Profile, Help/Contact Us
- Account Summary:** EDISON ENTERPRISES, Individual Account Type, \$15,000.00 Credit Limit, \$0.00 Current Balance, \$15,000 Available Credit, \$5,250 Cash Available, \$0.00 Amount Overlimit.
- Billing Summary:** 24 Billing Cycle, Mar27 2006 Payment Due Date, \$0.00 Min. Payment Due, \$0.00 Past Due Amount, Nov25 2005 Last Statement Date, Last Payment Date. The 'Pay Online' link is highlighted.
- Make a Payment Form:**
 - *required field
 - Select a payment account.* (Click the Account Name to edit a payment account.)
 - Table with columns: Account Name, Routing #, Account #, Cardholder Name.
 - Payment Amount*: Minimum Amount Due: \$0.00, Statement Amount: \$0.00, Other Amount [input] (no commas - e.g., enter 1000.10 for \$1,000.10)
 - Payment Date*: Due Date: 03/27/2006, Today, Other Date [input]/[input]/[input] (mm/dd/yyyy). Note: Payments made after 4:00 p.m. EST will post the next business day.
 - Confirmation Email Address* [input]
 - Submit, Reset buttons

Pay Bill – Add Payment Account

Transactions | **Pay Bill** | Account Maintenance | My Profile | Help/Contact Us

Make a Payment Sign Off

*required field

Add a Payment Account
Review Payment History

Select a payment account.*

Click the Account Name to edit a payment account.

Account Name	Routing #	Account #	Cardholder Name

Payment Amount*

Minimum Amount Due: \$0.00
 Statement Amount: \$0.00
 Other Amount
(no commas - e.g., enter 1000.10 for \$1,000.10)

Payment Date*

Due Date: 03/27/2006
 Today
 Other Date / /
(mm/dd/yyyy)
Note: Payments made after 4:00 p.m. EST will post the next business day.

Confirmation Email Address*

Transactions | **Pay Bill** | My Profile | Help/Contact Us

Add a Payment Account Sign Off

*required field Make a Payment

Account Name*
(25 alphanumeric characters)

Routing #*

Account #*

Account Type*
(Checking or Savings)

Account List

To edit a payment account select the Account Name.

Account Name	Routing #	Account #
My Bank Checking	103000017	*****5678

To make an online payment you must first set up a payment account.

Select the **Add a Payment Account** from the top right of the Make a Payment screen to begin.

Upon submission built in bank routing validation occurs real-time to ensure that a correct routing (ABA) number has been entered. If errors are encountered you will be prompted to re-enter the data, otherwise the account will be added to your payment Account List.

Pay Bill – Edit Payment Account

The screenshot shows the 'Pay Bill' interface with two main sections: 'Make a Payment' and 'Add a Payment Account'. Both sections have a navigation bar with 'Transactions', 'Pay Bill', 'My Profile', and 'Help/Contact Us'. The 'Pay Bill' tab is highlighted in red in both sections.

Make a Payment Section:

- Header: **Make a Payment** (with a 'Sign Off' link)
- Text: *required field
- Section: **Select a payment account.***
- Instruction: Click the Account Name to edit a payment account.
- Table:

Account Name	Routing #	Account #
<input checked="" type="radio"/> My Bank Checking	103000017	**
<input type="radio"/> My Credit Union Checking	103000017	**

Add a Payment Account Section:

- Header: **Add a Payment Account** (with a 'Sign Off' link)
- Text: *required field
- Text: [Make a Payment](#)
- Form fields:

- Account Name* (25 alphanumeric characters)
- Routing #* ⓘ
- Account #*
- Account Type* (Checking or Savings)

Buttons:

Account List Section:

- Text: To edit a payment account select the Account Name.
- Table:

Account Name	Routing #	Account #
<input checked="" type="checkbox"/> My Bank Checking	103000017	*****5678

To **Edit or Delete** an existing payment account click on the Account Name from the Make a Payment or Add a Payment Account screen.

Pay Bill – Edit Payment Account

Transactions	Pay Bill	My Profile	Help/Contact Us
Edit a Payment Account		Sign Off	
*required field		Add a Payment Account Make a Payment	
Account Name*	<input type="text" value="My Credit Union Checking"/> <small>(25 alphanumeric characters)</small>		
Routing #* ⓘ	<input type="text" value="103000017"/>		
Account #*	<input type="text" value="7878787878"/>		
Account Type*	<input type="text" value="Checking"/> <small>(25 alphanumeric characters)</small>		
<hr/>			
<input type="button" value="Submit"/>		<input type="button" value="Delete Account"/>	

The **Edit a Payment Account** allows you to modify or delete the payment account.

Pay Bill – Make a Payment

		Transactions	Pay Bill	Account Maintenance	My Profile	Help/Contact Us													
Last Sign On: 17:31 on Mar 10, 2006 Cardholder(2554) Register An Account		Make a Payment Sign Off																	
Account Summary Company Name: EDISON ENTERPRISES Account Type: Individual Credit Limit: \$15,000.00 Current Balance: \$0.00 Available Credit: \$15,000 Cash Available: \$5,250 Amount Overlimit: \$0.00		*required field Add a Payment Account Review Payment History																	
Billing Summary Billing Cycle: 24 Payment Due Date: Mar 27 2006 Min. Payment Due: \$0.00 Past Due Amount: \$0.00 Last Statement Date: Nov 25 2005 Last Payment Date:		Select a payment account.* Click the Account Name to edit a payment account.																	
Download Center Go to Download Files Inbox		<table border="1"> <thead> <tr> <th>Account Name</th> <th>Routing #</th> <th>Account #</th> <th>Cardholder Name</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="radio"/> My Bank Checking</td> <td>103000017</td> <td>*****5678</td> <td>Checking</td> </tr> <tr> <td><input type="radio"/> My Credit Union Checking</td> <td>103000017</td> <td>*****7878</td> <td>Checking</td> </tr> </tbody> </table>				Account Name	Routing #	Account #	Cardholder Name	<input checked="" type="radio"/> My Bank Checking	103000017	*****5678	Checking	<input type="radio"/> My Credit Union Checking	103000017	*****7878	Checking		
Account Name	Routing #	Account #	Cardholder Name																
<input checked="" type="radio"/> My Bank Checking	103000017	*****5678	Checking																
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Messages Messages From Bank: Welcome Messages From Company: Payment Due Dates View All Messages		Payment Amount* <input checked="" type="radio"/> Minimum Amount Due: \$0.00 <input type="radio"/> Statement Amount: \$0.00 <input type="radio"/> Other Amount: <input type="text"/> <small>(no commas - e.g., enter 1000.10 for \$1,000.10)</small>																	
My Profile T.A. EDISON Email: ta.edison@email.com PO BOX 1847 MILAN, OH 45123		Payment Date* <input checked="" type="radio"/> Due Date: 04/05/2006 <input type="radio"/> Today <input type="radio"/> Other Date: <input type="text"/> / <input type="text"/> / <input type="text"/> <small>(mm/dd/yyyy)</small> <small>Note: Payments made after 4:00 p.m. EST will post the next business day.</small>																	
		Confirmation Email Address* <input type="text"/>																	
		<input type="button" value="Submit"/> <input type="button" value="Reset"/>																	

Once a payment account is available you may then process your online payment request.

Pay Bill – Cancel or Confirm

Payment Confirmation Sign Off

[Review Payment History](#)

Payment Bank Account CB&T		
Routing #	Account #	Account Type
123123123	****5678	Savings
Payment Amount	\$10.00	
Payment Date	08/02/2005	

Note: Payments made after 4:00 p.m. EST will post the next business day.

From the **Payment Confirmation** screen you can select “Confirm” to continue processing or “Back” to modify or abort the payment.

After the payment is confirmed, the confirmation results screen is displayed with a confirmation number. An **Email Confirmation** will also be generated.

Payment Request Received - Thank You Sign Off

Your requested payment in the amount of \$10.00 has been recorded and will be posted to your account.

Payments made after 4:00 p.m. EST will post the next business day.

Your confirmation number for this payment is: 0000000000120

[Make a Payment](#)

Pay Bill – Payment History: View, Modify or Cancel

Payment History [Sign Off](#)

[Make a Payment](#)
[Add a Payment Account](#)

The last six months of payments are available for display.

Status	Payment Amount	Payment Date	Account Name
Open	\$2.00	08/23/2005	AB&C
Open	\$10.00	08/02/2005	CB&T

You may edit or delete payments until 4:00pm EST on the day the payment is scheduled to post.

Only Payments with an “Open” status can be modified or canceled.

An email confirmation will be sent to the designated email in the payment history of the changes made.

My Profile

<p>Last Sign On: 17:31 on Mar 10, 2006 Cardholder(2554) Register An Account</p> <p>Account Summary</p> <p>Company Name EDISON ENTERPRISES</p> <p>Account Type Individual Credit Limit \$15,000.00 Current Balance \$0.00 Available Credit \$15,000 Cash Available \$5,250 Amount Overlimit \$0.00</p> <p>Billing Summary</p> <p>Billing Cycle 24 Payment Due Date Mar 27 2006 Min. Payment Due \$0.00 Past Due Amount \$0.00 Last Statement Date Nov 25 2005 Last Payment Date</p> <p>Pay Online</p> <p>Download Center</p> <p>Go to Download Files Inbox</p> <p>Messages</p> <p>Messages From Bank Welcome Messages From Company Payment Due Dates View All Messages</p> <p>My Profile</p> <p>T.A. EDISON Email: ta.edison@email.com PO BOX: 1847 MILAN, OH 45123 Home Phone 8662223333 Work Phone 8669334444</p> <p>Update Profile</p> <p>Change Address/Phone</p>	<p>Transactions Pay Bill Account Maintenance My Profile Help/Contact Us</p> <p>Update Profile End Emulation Sign Off</p> <p>*required field</p> <p>Contact Information</p> <p>Email Address* <input type="text"/></p> <p>Password Information</p> <p>Old Password <input type="text"/> (6-20 characters)</p> <p>New Password <input type="text"/> (6-20 characters)</p> <p>Verify New Password <input type="text"/> (6-20 characters)</p> <p>Security Question <input type="text" value="What is your place of birth?"/> Security Answer <input type="text"/> Verify Security Answer <input type="text"/></p> <p>Account Nickname* <input type="text" value="Cardholder"/></p> <p><input type="submit" value="Submit"/> <input type="submit" value="Reset"/></p>
---	--

Select **Update Profile** from the left navigation or **My Profile** from the top navigation to change your e-mail address, password, security question and answer or account nickname.

An e-mail will be generated to your current e-mail advising of any updates made to your profile.

Help/Contact Us

Transactions	Pay Bill	My Profile	Help/Contact Us												
Frequently Asked Questions			Sign Off												
<table border="1"><thead><tr><th>Additional Information</th><th>Other sites</th></tr></thead><tbody><tr><td>Frequently Asked Questions</td><td></td></tr><tr><td>Terms of Service</td><td></td></tr><tr><td>Privacy Policy</td><td></td></tr><tr><td>More Information</td><td></td></tr><tr><td>Contact Us</td><td></td></tr></tbody></table>				Additional Information	Other sites	Frequently Asked Questions		Terms of Service		Privacy Policy		More Information		Contact Us	
Additional Information	Other sites														
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More Information															
Contact Us															
Security															
Registration															
Transactions															
Payments															
General Information															

This tab provides quick information to frequently asked questions about the online tool.

Congratulations!

You have completed the Tutorial and are ready to use this online tool to review transactions, make payments, update your information and more!