

# CentreSuite – Quick Reference Guide

## New Process for Common Card Management Functions

*The following information provides guidance to help Administrators with using the CentreSuite® by TSYS card management platform.*

With the recent upgrade to the new card management platform, CentreSuite, certain processes have changed. Use the below steps to guide you through these new processes for common card management functions:

### NEED COMMERCIAL CARD ASSISTANCE?

For further assistance with performing the following functions, please contact the following Commercial Card support teams:

- **Reporting Fraud:** If you suspect that you have been a victim of fraud, or need assistance with modifying an incorrect fraud declination, contact **Regions Fraud Monitoring at 1-855-662-8647** (option 1, 1).
- **Overriding a Decline:** For assistance with overriding a decline code relating to Velocity Controls, MCC Groups, and International Transactions placed on a card (where the transaction was authorized), contact **Regions Commercial Card Client Services**.\*

\*Regions Commercial Card Client Services can be reached at **1-888-934-1087** or [commercialcardsupport@regions.com](mailto:commercialcardsupport@regions.com).

- Please **call** the support line for **urgent requests**. Due to the heavy call volume at this time, please expect longer than normal wait times.
- For **all other card requests and inquiries**, please email the card support inbox. For emailed requests, you will receive a response within 2-3 business days after receipt.

### ADDITIONAL CENTRESUITE SELF-SERVICE FUNCTIONS

Program Administrators have the ability to perform the following self-service actions within CentreSuite:

- Editing MCC Groups
- Changing Velocity Controls
- Executing Off-Cycle / Ad-Hoc Payments
- Ordering Cards (see the next page for instructions for ordering new cards)

### ACTIVATING CARDS

Card activation can no longer be initiated through either the Regions Intersect or CentreSuite card management platforms. Going forward, cardholders should call 1-800-716-8003 and provide the following information to activate a card:

- 16-digit card number
- 4-digit access code\*

\*The 4-digit access code is the security code that was provided to Regions by the Program Administrator when the Commercial Card Program was originally established. Most likely the access code will be either the cardholder's Social Security Number (SSN) or the company's Tax Identification Number (TIN). If the Program Administrator does not remember the code, please call Regions Commercial Card Client Services.

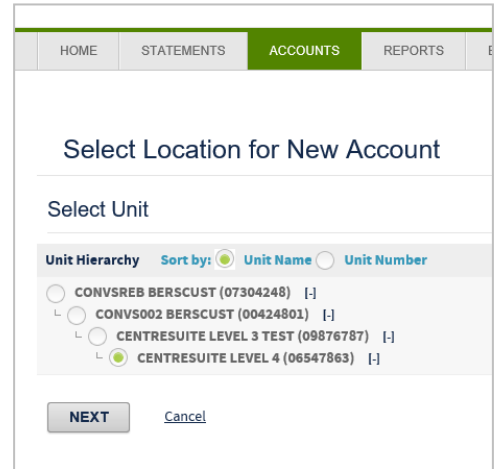
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## INSTRUCTIONS FOR ORDERING NEW CARDS

When ordering a new company card, there are unique client data fields required within CentreSuite. These data variables are specific to each separate Company ID and were sent to Program Administrators in March 2020. For new programs, this information will be included with the Welcome Email from Regions. If you did not receive the email and need help with obtaining the data sets, please reach out to Regions Commercial Card Client Services at 1-888-934-1087, or your Regions Commercial Card Account Manager.

### Steps for ordering new cards within CentreSuite:

1. After logging in to CentreSuite, go to the **Accounts** tab, then select **Manage Accounts**.
2. Click **Add New Account**.
3. Select the appropriate **Unit** option within the hierarchy selection list; be sure to click the **+** sign to select the correct reporting structure. **Note: Do not** click on the first option listed which is the Super Company reporting selection.
4. Click **Next**.
5. Complete all required fields noted with an asterick (\*).
6. Within the **General Information** section, use the data sets specific to your Company ID to complete the fields.



**Note:** The **Super Company ID** (i.e., Company Number; will auto-populate within the field).

- a. **Company ID** (i.e., central billing)
  - b. **ACE Option Set** (see the section below for details)
  - c. **Card Option Set**
  - d. **Mailer Option Set\*: M700** (this is a static number for all card programs)
  - e. **Chip Option Set**
7. Once complete, click **Submit**.

## ACE OPTION SET SELECTIONS

The ACE Option Set options are:

- **70000** – PCD (Purchasing Card)
- **70002** – TNE (Travel & Expense)
- **70006** – Blackbaud Cards

## NEED FURTHER ASSISTANCE?

As always, your Regions support teams are here to help. Should you need additional CentreSuite assistance please do not hesitate to reach out to to Regions Commercial Card Client Services at 1-888-934-1087, or your Regions Commercial Card Account Manager.

