Creating New Accounts

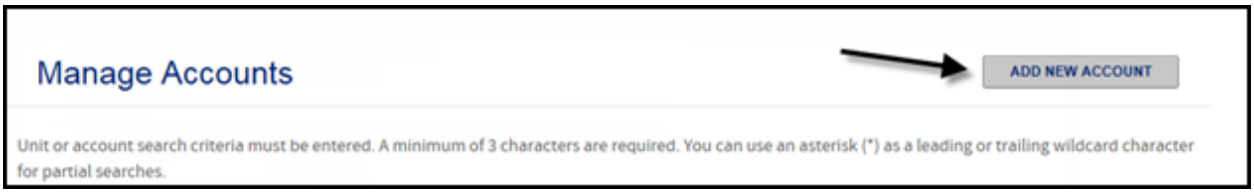
The following information provides guidance to help Administrators with using the CentreSuite® by TSYS card management platform.

When a new employee needs a card account established, the information can be entered into the CentreSuite system by the program administrator. Depending on your company's site settings, the information can be processed in real-time, creating a new card number and scheduling a new plastic for delivery.

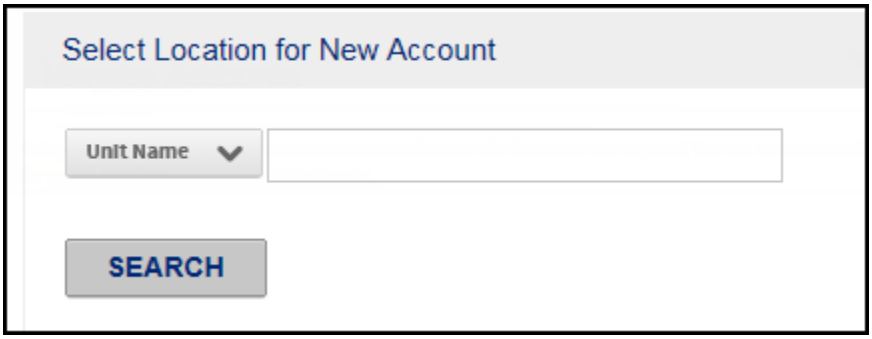
Important: Depending on your settings, certain fields described below may have different labels or may not display as documented.

TO CREATE A NEW ACCOUNT

1. To create a new account, on the Search for Account page click Add New Account.

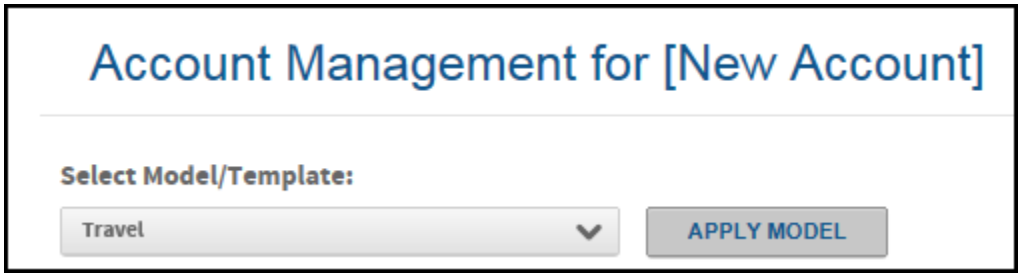


2. If your company has multiple hierarchy units defined for groups of cards, such as geographic region or departments, the Select Location for New Account page is displayed. If your company does not have units defined, skip to step 5. You can search for a unit by selecting either Unit Name or Unit Number from the drop-down list and specifying unit information for the location you wish the new card to be assigned to in the associated field. You can use an asterisk (*) as a leading or trailing wildcard character in partial searches.



3. Click Search. The search results are displayed below. You can click the Hierarchy icon ( ) to display the unit location with your hierarchy
4. Select the unit and click Next. The Account Management for New Account page is displayed.

5. If you have created card models to streamline your new card creation process, select the card model from the Select Model/Template list and click Apply Model. The fields defined in the card model are applied.



6. Complete any additional or required account management fields. See *Account Data Fields* below for more information.
7. When all fields are complete, click Submit (located at the bottom of the page) to submit the request real-time. Click Submit with Note to open a dialog. This is where you choose the request delivery method (manual or real-time), attach a note of up to 250 characters, and select whether the note is marked important.

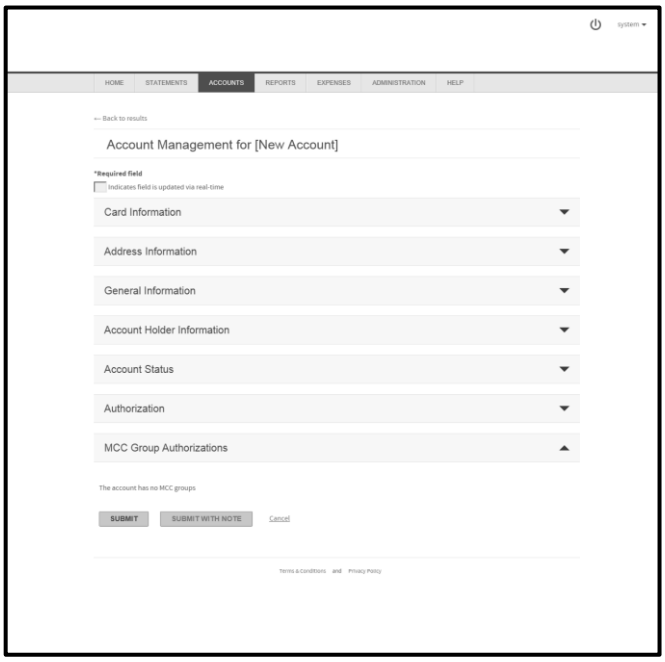
Account Data Fields

Important: Depending on your system settings, certain fields described below may have different labels or may not display as documented.

Required fields are marked with an asterisk (*).

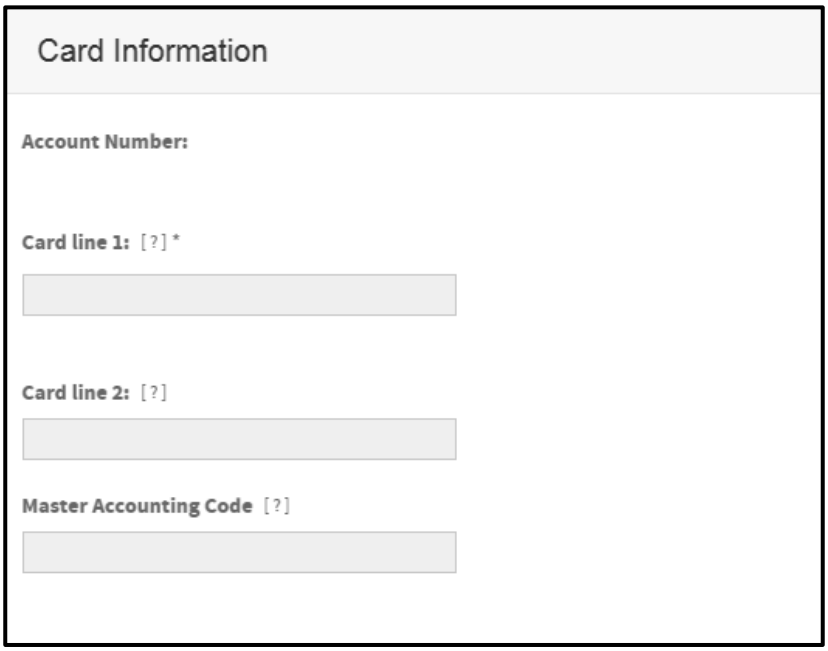
The Account Management page can contain the following sections:

- Card Information
- Address Information
- General information
- Account Holder Information
- Account Status
- Authorization
- Merchant Category Code Group (MCCG) Authorizations



Card Information

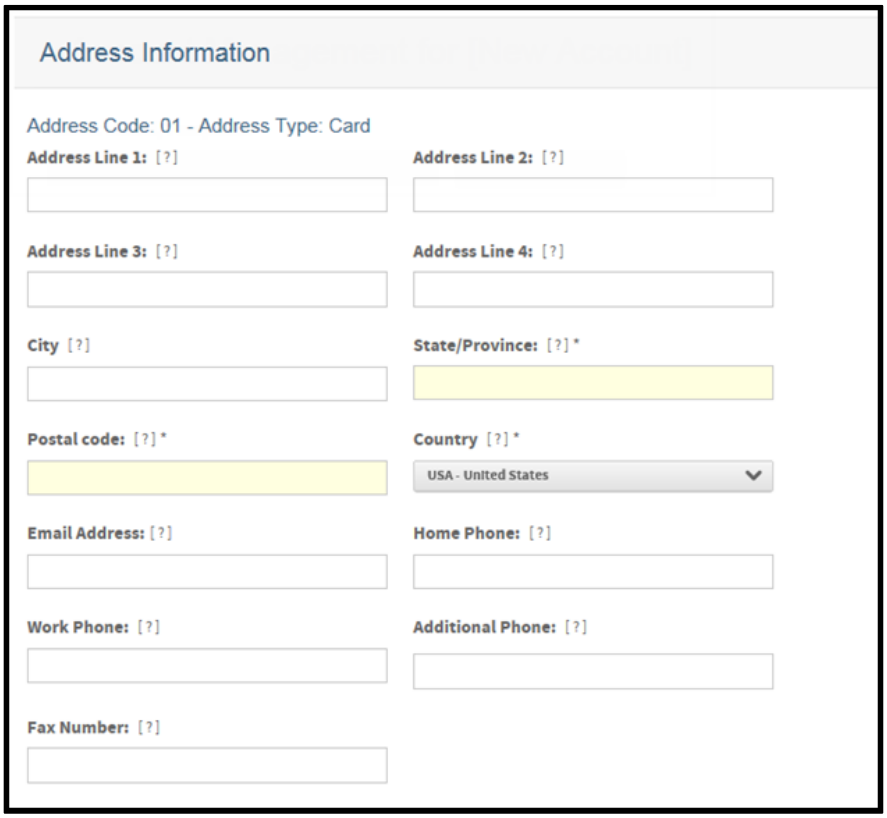
The following fields are displayed for the Card Information section:



- Account Number *(shown for both new account creation and existing account modification)*: Account number for the card. When you begin the new card account request process, this field is blank.
- Card line 1: Name on the card account, as it will appear on the card. Do not use punctuation. Use an asterisk (*) after the first name or middle initial but before the last name to ensure proper alphabetization of names. If the name for the card does not include a person's name, place an asterisk at the end of the line. For example:
  - John Q*Adams
  - Alex*Hamilton
  - Jefferson Resources*
- Card line 2: Additional account information that is displayed under Card line 1. Typically, this field is used to display your organization's name. Do not use punctuation.
- Master Accounting Code: Default account allocation code to be assigned to transactions made with the card.

Address Information

The following fields are displayed for address support.

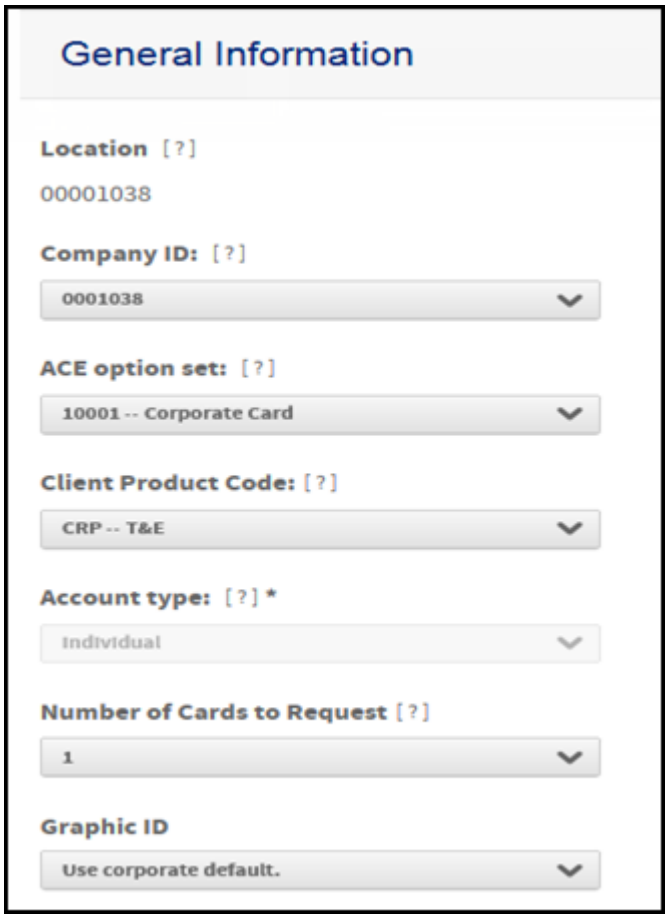


- **Address Line 1:** Billing or identifying addresses for this card. Do not use punctuation.
  Address Line 2
  Address Line 3
  Address Line 4
- **City:** City for the account address. Do not use punctuation.
- **State/Province:** Two-character state or province code for the account address.
- **Postal code**: Postal code or ZIP code for the account address. Do not use hyphens or spaces. For the ZIP code, enter either the 5-digit or 9-digit code. For information about non-U.S. addresses, contact your financial institution.
- **Country**: Country for the account address. Select the country name from the drop-down list.
- **Email Address:** Account holder's email address.
- **Home Phone:** Account holder's home telephone number.
- **Work Phone:** Account holder's work telephone number.
- **Additional Phone:** Additional phone number for the account holder, if required.
- **Fax Number:** Account holder's fax number.

Note: For the account holder's home, work, and fax numbers, specify the full telephone number. Do not use hyphens, spaces, parentheses, or other punctuation. Example 3035551234.

General Information

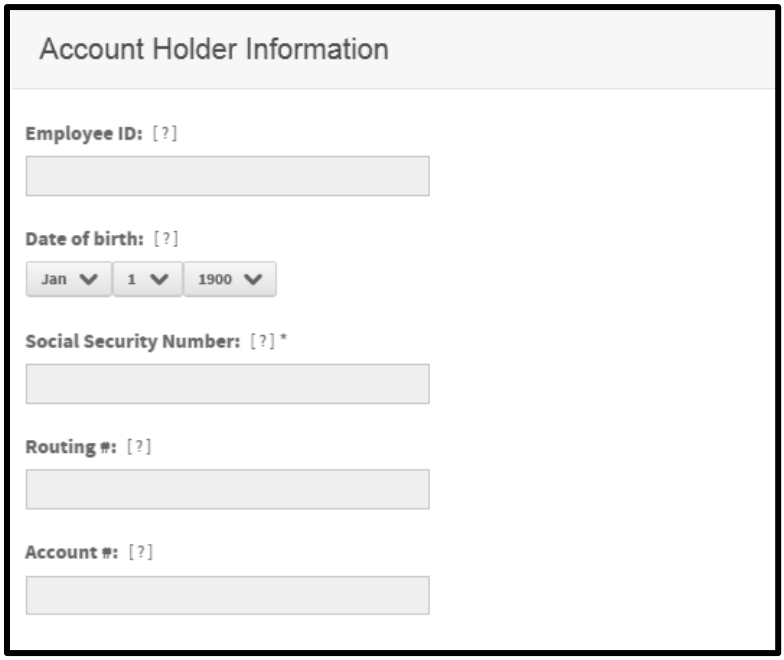
Some or all of the fields described below may be displayed depending on your permissions and site settings.



- **Location:** Department or division associated with the account. This field is used primarily for reporting.
- **Company ID:** Processor's billing system ID number for the site the account is assigned to.
- **ACE option set:** ACE option set for the account.
- **Client Product Code:** Bank Client Product Code for the account.
- **Account type:** Type of account. The new account is created as Individual.
- **Bill type:** Determines whether the account balance is paid by the organization or the individual assigned to the account. Your corporate account determines the bill type for the new card account. Possible values are Central and Individual.
- **Number of Cards to Request:** Number of plastic cards to be created for the account
- **Card Mailer Delivery Type:** Method used for plastic card delivery. Hover your cursor over the Info icon for the code descriptions.
- **Language Code:** Indicates the primary language of the account.
- **Print Statement Option:** Indicates the statement delivery option for the account.
- **Card Option Set:** 4-digit code for the card processing option set applied to the account.
- **Mailer Option Set:** 4-digit code for the card mailer option set applied to the account.
- **Card Hold Code:** Client-defined code that indicates the hold code for plastic card delivery.
- **Graphic ID:** Indicates whether the Graphic ID option on the plastic card will be set using corporate default values.
- **Graphic ID Option:** Indicates which graphics are printed on the plastic card during the embossing and encoding routines.

Account Holder Information

The following fields are displayed for account holder support.

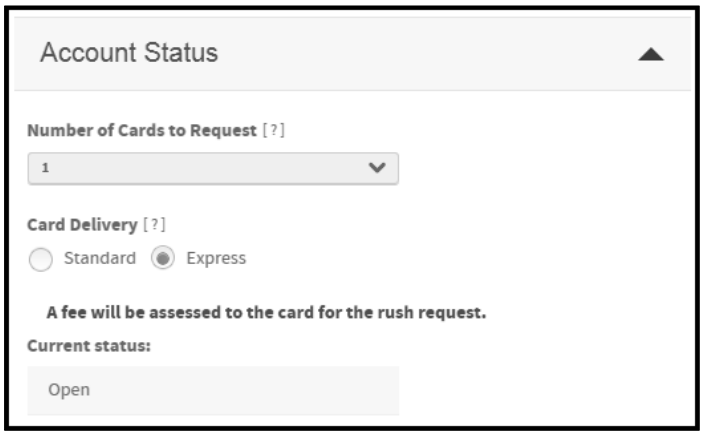


- **Employee ID:** Account holder's company issued number. You can use numbers, letters, punctuation, and spaces.
- **Activation Password:** Security password used for activation or verification.
- **Date of birth:** Birth date of the account holder. Select the date from the drop-down lists.
- **Unique Identifier:** Account holder identifier that is used for verification. Depending on site settings, examples can include Social Security Number (SSN), Social Insurance Number (SIN), or other identifiers. Use numbers only, without hyphens, spaces, or other punctuation. This field can have a maximum of 10 characters.

  Note: The label of the Unique Identifier field can be different, depending on the setting specified in the Custom Label field during site setup.
- **Routing #** *(checking or savings):* Bank routing number of the checking or savings account specified in the **Account #** field. For a new non-individual bill account, leave this field blank.
- **Account #** *(checking or savings):* Checking or savings account number (also known as a Demand Deposit Account number). For a new non-individual bill account, leave this field blank.

Account Status

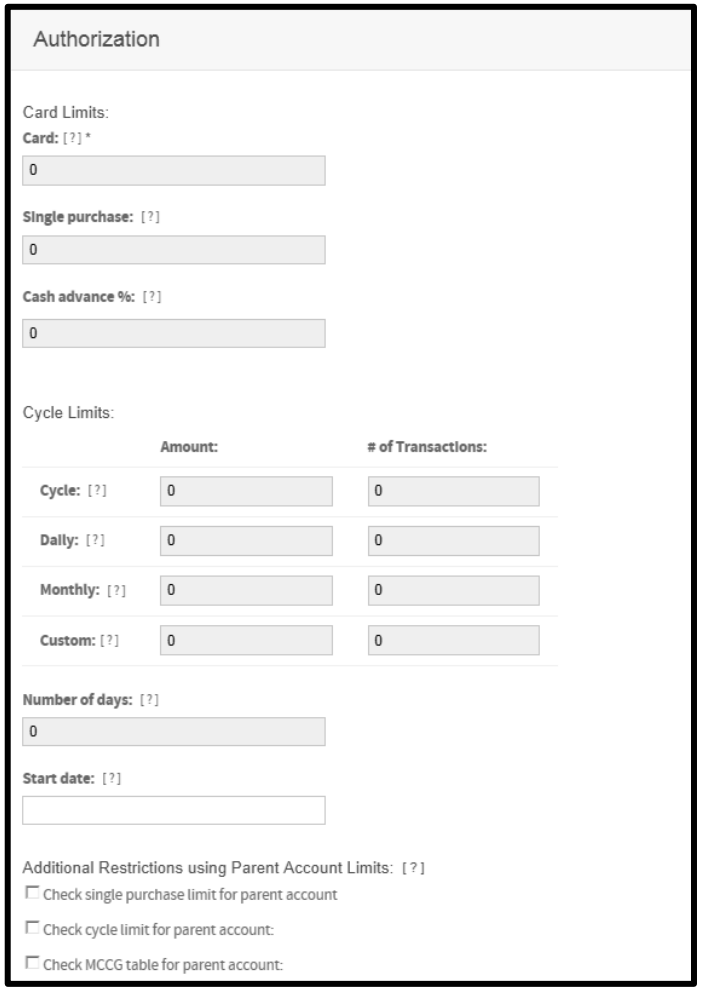
The following fields are displayed for account status support.



- **Number of Cards to Request:** Select the number of cards to request for the account from the drop down list.
- **Card Delivery:** Select whether the card(s) will be sent Standard or Express delivery.
- **Current status:** Current status for the account.

Authorization

The following fields are displayed for authroization support.



Card Limits

- **Account option set:** Authorization option set to be assigned to the account. Select from a drop-down list.

  Note: This field is only available if Account Authorization Option Sets, on Site Setup, is set to Display.
- **Card:** Total charge amount allowed for this card, in whole numbers only, and no punctuation. For example, type **5000** for five thousand dollars.
- **Single purchase:** Maximum monetary amount allowed for a single purchase, in whole numbers only and no punctuation. For example, type **5000** for five thousand dollars.
- **Cash advance %:** Percentage or monetary amount of the total card limit allowed for cash advances. Do not include decimals or punctuation.

Cycle Limits

For each of the cycle limit fields, leave the field blank or enter **0** (zero) to indicate that the field is not used.

- **Cycle Amount:** Total spending amount allowed per cycle.
- **Cycle # of Transactions:** Total number of purchases allowed per cycle.
- **Daily Amount:** Total spending amount allowed per day.
- **Daily # of Transactions:** Total number of purchases allowed per day.
- **Monthly Amount:** Total spending amount allowed per month.
- **Monthly # of Transactions:** Total number of purchases allowed per month.
- **Custom Amount**: Total spending amount allowed per custom time period.

- **Custom # of Transactions:** Total number of purchases allowed per custom time period.
- **Number of days** *(required if values are entered in Custom fields above):* Number of days before card limit is reset.
- **Start date** *(required if values are entered in Custom fields above):* Start date of the period. Click the Calendar icon to select a date from the calendar.

Additional Restrictions using Parent Account Limits

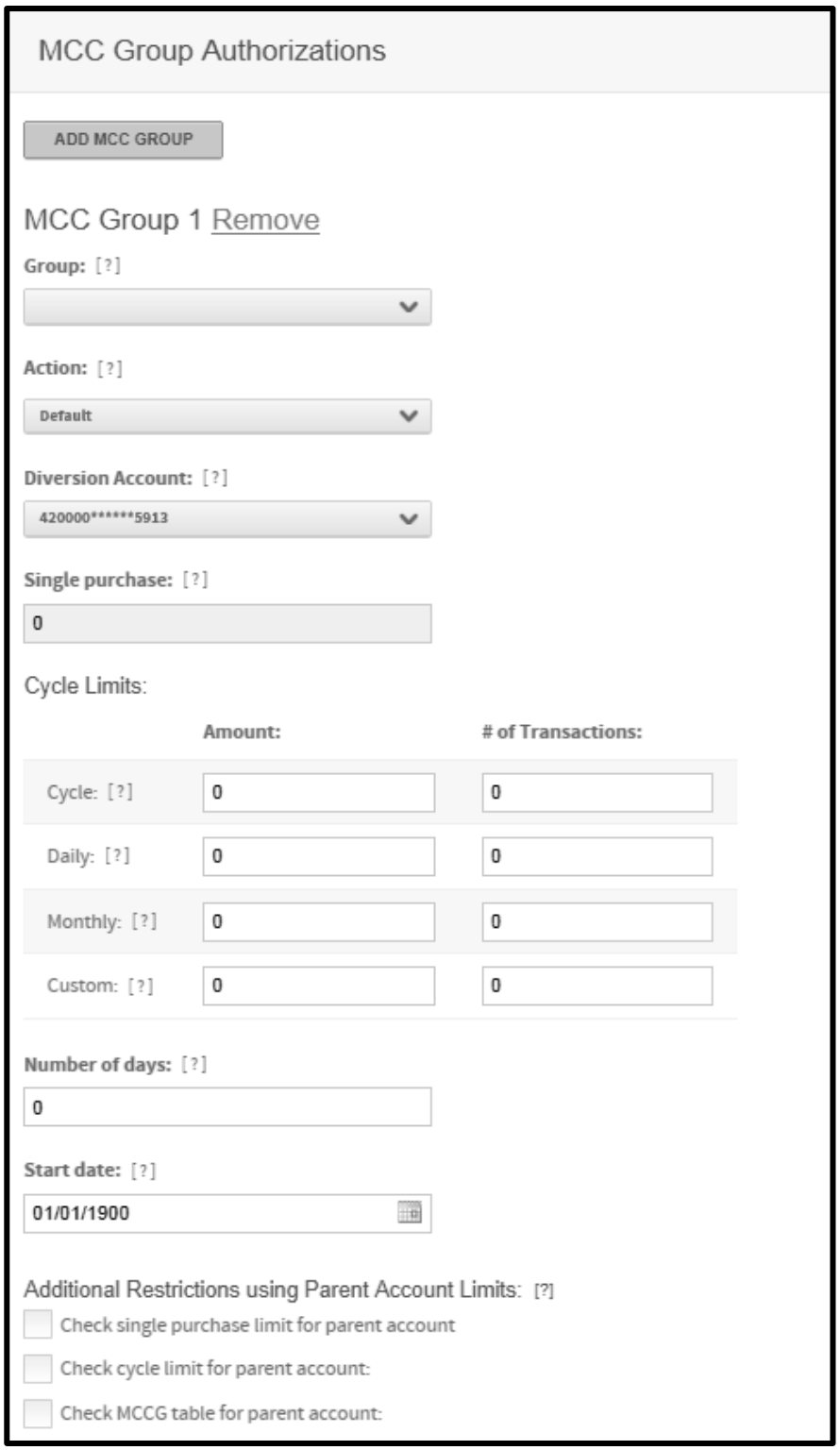
- **Check single purchase limit for parent account:** Select to apply parent account purchase limits to the account.
- **Check cycle limits for parent account:** Select to apply parent account cycle limits to the account.
- **Check MCCG table for parent account:** Select to apply parent account Merchant Category Code Group (MCCG) limits to the account.

MCC Group Authorizations

Note: Depending on your permissions and site configuration, some of the buttons or fields described below may not be displayed.

The Merchant Category Code (MCC) Group Authorization fields define card limits for MCC groups. Up to eleven MCC groups can be assigned to one account.

- **Option set:** Bank-defined group of MCC groups to be assigned to the account. This field is only displayed if MCC Group Authorization Option Sets, on Site Setup, is set to Display.
- **Group:** Select an MCC group from the Group list. The MCC group controls the type of merchants the account holder is allowed to make purchases with.
- **Action:** Select one of the following actions for this MCC group from the Action list.
  - **Include** - Allows the account holder to make purchases with merchants with MCC codes within the selected group.
  - **Exclude** - Prevents the account holder from making purchases with merchants with MCC codes within the selected group.
  - **Refer** - Refers all authorizations to customer service.



- **Divert** - Activates the Diversion Account field and allows you to select a different diversion account from the list. This action will divert the authorization to the specified diversion account. When this action is selected, you must also select the appropriate diversion account using the Diversion Account field.
- **Bypass** - Ignores the card's available credit limit and uses the corporate account's authorization limits set for the MCC group.
- **Default** - Applies single purchase limit and velocity checks to authorizations.
- **Single purchase** - Maximum monetary amount allowed for a single purchase for this MCC group, in whole numbers only, no punctuation. For example, enter 5000 for five thousand dollars.

MCC group cycle limits

For each of the following fields, leave blank or enter **0** (zero) to indicate that the field is not used.

- **Cycle Amount**: Total spending amount allowed per cycle for this MCC group.
- **Cycle # of Transactions**: Total number of purchases allowed per cycle for this MCC group.
- **Daily Amount**: Total spending amount allowed per day for this MCC group.
- **Daily # of Transactions**: Total number of purchases allowed per day for this MCC group.
- **Monthly Amount**: Total spending amount allowed per month for this MCC group.
- **Monthly # of Transactions**: Total number of purchases allowed per month for this MCC group.
- **Custom Amount**: Total spending amount allowed per custom time period for this MCC group.
- **Custom # of Transactions**: Total number of purchases allowed per custom time period for this MCC group.
- **Number of days** *(required if values are entered in custom fields above):* Number of days before card limit is reset.
- **Start date** *(required if values are entered in custom fields above)*: Start date of period. Click the Calendar icon by each field to select a date from a calendar.

Additional Restrictions using Parent Account Limits

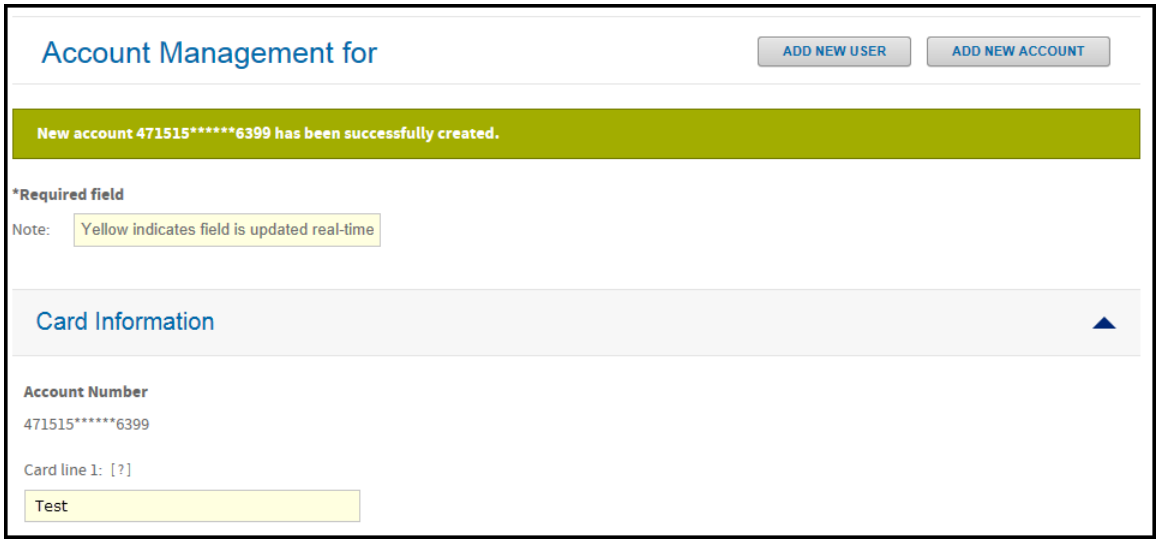
The MCCG restrictions override parent account limits only if parent account limits are set for this account and they apply only to the MCC group for which they are set.

- **Check single purchase limit for parent account:** Select to override this account's parent account purchase limits for this MCC group.
- **Check cycle limits for parent account:** Select to override this account's parent account cycle limits for this MCC group.

- **Check MCCG table for parent account:** Select to override this account's parent account MCCG limits for this MCC group.

ADD NEW USER

The following steps assume the user has completed the new account process.



1. Click ADD NEW USER. The Add New User page will display. The cardholder's first and last name will display from the fields in the new account process. The email address will display if that field was provided while completing the new account process. Location and Branding will display based on the unit selection when creating a new account.
2. Enter a user ID and password. Click SAVE.
3. A confirmation message window will display. Confirm user access to the account by selecting the Add Access check box. Click YES to confirm and close the window.

4. The Access Detail page will display. You can verify the information is correct for the user in the table.

5. To change account, user, or unit information, click the radio button and update accordingly. To delete, account, user, or unit information, click the delete icon. Click SAVE.

QUESTIONS?

Should you have additional questions or need further assistance, contact Regions Client Services at 1-800-760-1983.