CentreSuite® Company Administrator FAQ's

This document was created to provide more information on CentreSuite® Company Administrator FAQs.

How do I contact M&T Bank Customer Service?

For Administrators:

- 1-800-443-8671 - Option 4, Monday – Friday 8am – 5pm ET
- Commercialcards@mtb.com, Monday – Friday, 8am – 5pm ET
- 1-800-443-8671- Option 8, Fraud, 24/7/365

For Cardholders:

- 1-800-443-8671- Option 1, Monday – Friday 6am -9pm, Saturday and Sunday 9am – 5pm ET

Logging on to CentreSuite

What do I do when I logon and one of the following messages is displayed?

Account is locked:
The options are: Self Help on the login screen. Choose *Reset Logon Credentials?* and follow directions to unlock your account.

If applicable, contact another internal Program Administrator to unlock you or contact the bank to unlock and/or reset the password. Incorrectly entering the password three times will lock the account.

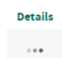
Invalid User ID:
The options are: Self Help on the login screen. Choose *Forgot your User ID?* and follow directions to obtain your proper User ID. If applicable, contact another internal Program Administrator or contact the bank to obtain your proper user ID.

Invalid Password:
The options are: Self Help on the login screen. Choose *Forgot your password?* to request a password hint, or if applicable, contact another internal Program Administrator or contact the bank to reset the password.

How do I search for a User in CentreSuite?

You can locate a user by accessing the Administration Tab, choose Maintain User Information and search for your user. You can search by seeing all of your users within your company by using the Corp Number or Corp name to search. You can also search by individual by User ID, First Name, Last name, Email address, Status (active/inactive) or by Security Profiles used within your program. The * sign is the wild card search key. If only partial information is known, use the * key in front of, after or both within the information you do know. Ex. Last Name: Rom*, any last name starting with ROM will display. User ID: *19, this will display any User ID that ends with 19. If you are not sure where the information is you can place the * around what you input: *19* any User ID that has a 19 within it will display.

How do I reset a password for one of my Users?

Locate your user by accessing the Administration Tab, choose Maintain User Information and search for your user.
Once the user is located, click on the Details symbol 

to access the user information. Across the top of the screen, you can choose: Reset Security Questions (this will force the User to choose 5 more questions to answer), Reset Password (this automatically sends an email to the user with a temporary password for the user to input when logging in, then they can choose their own password), last, if you scroll down to the bottom of the Edit Personal Information screen, you will see Logon Status (Active YES OR NO, Locked YES OR NO) If it is set to Locked YES, Click on the Active YES to unlock the cardholder.

Hitting the browser "BACK" button will not always work. What is your recommendation for the best way to move back through screens?

We do not recommend using the “Back” button in any of the screens in CentreSuite. Always use the “Previous screen” or “Back to Results” buttons in CentreSuite navigation.

Will CentreSuite "time out" if I do not logout and haven't used it for a while?
Yes, CentreSuite times out after 15 minutes of inactivity.

How often will the system require a password change?
90 Days.

Which Internet Browsers are supported by CentreSuite?
Supported browsers include: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox.

Statements

Can I use the statement remittance on my statement received via CentreSuite to mail in a payment?
No, your payment cannot be processed this way. If necessary, you can make a payment through CentreSuite or by calling M&T Bank Customer Service at 1-800-443-8671.

How long is authorization and decline information available and where can I view it?
Authorization information is available for 7 days. Decline information is available for 30 days. View Authorization Requests can be located either under the Statements Tab or the Accounts Tab. Search for the Account you would like to view and the authorizations will display. You can choose all auths or only approvals or only declines. As an administrator, you can choose the Corporate Card Billing Account and you will be able to view ALL of the authorizations (approvals and/or declines) for the whole program.

How do I access my cardholder’s statements?
Hover over the Statements Tab, Choose Account Activity. Here you can search for the cardholder’s statements. Either select Accounts I manage or Search for Statements. You can search by Name, Account Number, (if you only know the last 4 digits use the wildcard “*” to search, for example: *1234), Unit name or Unit Number. Once your results display, click on the DETAILS to the right of the user. Here are the Account Details for that cardholder. You can view current balance, real time available to spend (including any outstanding auths) and credit limit. *From here, you can click on the Statements Tab and see the last 6 months of statements for that user.*

How do I access the Corporate Billing statement?
Search by Unit Number, Unit name, Name on Account, or Account Number. The corporate statement will be in the name of your Program/Company. When you locate the account, click on the DETAILS to the right of the account. Click on the Statements Tab and the last 6 months of statements for the program will be displayed.

Where can I see how much my payment will be and the dues date?
By accessing the Statements Tab, Account Activity, the Account Details display. On the left there is the current program information, on the right is the Statement Summary, which provides the statement balance, the payment amounts due and the due date. This information can also be located on the corporate billing statement.

Where can I view my programs overall spending limit, how much is available and the current balance?
Hover over the Statements Tab, Choose Account Activity. Search by Unit Number, Unit name, Name on Account, or Account Number. The Corporate Account will be in the name of your program/company. When you locate the account, click on the DETAILS to the right of the account. Here are the Account Details for the whole program. You can view current balance (total posted transactions), real time available to spend (including any outstanding auths for the whole program) and credit limit for the program.

Payments

How do I set up the ability to make payments from my checking account to the Card Program via centreSuite?
If this functionality is enabled, Access the Statements Tab, go to My Bank Accounts, click on Add New Bank Account and complete the information on the screen. You will need your bank account number and routing information.

How do I make a payment (monthly or off cycle) to my program?
If this functionality is enabled, Access the Statements Tab, choose Payments, search for the Billing Account Number or Individual Account number you would like to make a payment to. Select the appropriate account, click Continue, complete or validate the Payment Details screen, and submit. An off cycle payment to the overall company account will free up credit for the whole program.

How can I see if the payment was submitted?
By accessing the Payment Queue, within the Payments section.

Can I make a payment directly to a cardholder's card?
Yes, however, if the payment is made to the individual card, this will free up the available credit on that card, however, the payment also rolls up to the company overall available credit limit, therefore those funds are available to the company as a whole. **For Best Practice, we suggest always making the payment to the company limit, and if a cardholder needs more available, complete a Temporary Increase for that cardholder.**

What is the cutoff time to make a payment in CentreSuite so it will be available the next day?
All payments made **before** 5pm ET via the CentreSuite platform will be processed that business night and available the next day. If you have access to this functionality, it is located within the Statements Module drop down, called *Payments*.

Any payment made **after** 5pm ET, will be processed the next business night and be available on that following business day (essentially 2 days).

Reports

What users have access to saved reports, scheduled events and report outputs?
The link "Security Permissions" controls access to reports and data mapping tools. The users who create saved reports, scheduled events, and report outputs have access to those items.

When do scheduled events create outputs?
Scheduled events will be created after 3pm Mountain Time.

How long are reports and mappers available in the output log?
In the Output Log, report files will be available for 10 days and mapper files will be available for 30 days.

Why can't a user locate a standard report?
The user may not have the proper security permissions. Please check the report security permissions for the user.

Program Change Requests

When searching for program change requests (PCRs), I don't find an option to select non real-time requests. How can I find those requests?
You can order the Search Results grid by column. Sort the grid by the Real-Time column. You can now select non-real-time requests for printing.

When I try to print out the program change requests, I get to a window showing the requests I want, but I do not get a Print Dialog box. How do I print the requests?
In the window that shows you the selected requests, choose File>Print from the menu. The Print dialog appears. Click *Print* to print the request.

Under View Program Change Requests, I don't see a Closed status. Why not?
CentreSuite does not have a separate closed status for program change requests. Once the

bank has marked your request as Received, it is closed. For Program Administrators, the default is not to show a Received request status.

Who can review Notes submitted with Program Change Requests?
Notes submitted with Program Change Requests are for client internal use only not reviewed by M&T Bank.

Accounts

I am trying to create a new account, but I can't find the proper MCC group to assign. I can see others, but not the one I need.
The list of available MCC groups is the list of all MCC groups tied to cards currently in your organization. If this is a new MCC group, or one that has never been used with a card, that MCC group will not be available.

Please contact the bank for additional assistance. They will be able to add the MCC group into CentreSuite so you can access it.

I changed my name. How can I make the change in CentreSuite?
You can NOT make changes to card line one (your name) in the Accounts module. You must contact the bank to make this change for you and reissue the card in the new card is needed.

When I am reviewing an account profile, the real-time boxes do not appear for me to make edits. Why not?
Real-time editing is not available for this user if:

- The site is not activated for real-time edits
- The user does not have edit rights set to Grant in the user access profile
- Real-time communications are currently unavailable

An Administrator can't submit change requests. Why not?
The user access profile for that person has that selection set to *Deny*. If appropriate, change the access to *Grant*.

Administration

Do I need to setup Security Access profiles?
By default, each organization is given three standard profiles: Program Administrator, Organization Manager and Account Holder. Each profile is given privileges based on the modules you have access to. You can adjust the standard profiles, rename the existing profiles, or create new profiles. If you are not set up with an access profile, you will not have security permissions needed to perform various tasks.

A user that was just created logs on and only has access to Home, Help, and Log Off menu options. What is wrong?
Typically, this is because the user has not been granted access to any accounts or units. To grant access, log on to the system, locate the user (Administration>Maintain Users) and then click the Edit link in the Access column for that user. The Access for [User] window opens where you can add access for that user. All users need to be tied to a specific card, multiple cards or a whole unit. You will then assign a security profile and if applicable an approval profile before hitting “Save”.

Expenses

When selecting more than one additional search criteria item, why do I not get the results I am expecting?
When a user selects multiple additional search criteria, the transactions displayed must meet all of the selections. The filter is working with "AND" logic.

Can you create an expense report for another individual?
Yes, if the user has access to the account or by using the emulation feature.

Why can’t I see cardholder’s expense reports?
In order to see a cardholder’s expense report, you must be set as an approver for the cardholder in CentreSuite. Please contact the bank for assistance.

Why can't I edit the transaction allocation for my transactions?

A transaction that has already been mapped or locked cannot be edited.

My Expense Reports are no longer visible in my list of Recently Approved Expense Reports. Why?

Recently approved Expense Reports are available in the list of Recently Approved Expense Reports for 10 days. After 10 days, you can search for your approved expense reports on the Search Expense Reports tab located under Expenses>Manage Expense Reports. Another option to see any status of Expense Reports, an Admin can run the Expense Report in the Reports Module.