CentreSuite® Cardholder FAQ's

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

What is the M&T Bank Customer Service Telephone Number?

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

How do I activate my card?

Dial into 1-800-443-8671 - Option 3. You will need to enter the full 16 digit card number, expiration date and the first 5 digits of your designated 9 digit ID number. If you do not enter the correct information the card will not be activated. Contact your Program Administrator to ensure you are entering the proper information.

Logging on to CentreSuite

How do I self-register to use CentreSuite?

To self-register, you need to know the self-registration URL address, and the following information (depending on the options selected by the organization):

- Account number
- Name on the Card
- Expiration date
- Employee ID
- Social Security Number (Your designated 9 digit number assigned by your Admin. If you have questionson this field please contact your Program Administrator.

While the account number is always required, some sites require users to enter some or all of the additional information noted above. Please check with your Program Administrator to learn the self-registration URL address and which self-registration information requirements apply to your organization.

I forgot my password. What do I do?

Click the *Forgot your password?* link on the CentreSuite logon page. Your password hint will be emailed to you. You can also reach out to your Program Administrator.

By default, your CentreSuite password must have the following characteristics:

- *Minimum of 7 and maximum of 25 characters*
- *Must contain both a lower case AND upper case letter*
- *Must contain a numerical value*

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

<u>Account is locked</u>:
Click the *Reset Logon credentials?* link on the CentreSuite logon page or contact your Program Administrator to unlock and/or reset the password. Incorrectly entering the password three times will lock the account.

<u>Invalid User ID</u>:
Click the *Forgot your User ID?* link on the CentreSuite logon page or contact the Program Administrator for your proper User ID.

<u>Invalid Password</u>:
Click the *Forgot your password?* link on the CentreSuite logon page. Your password hint will be emailed to you or contact the Program Administrator.

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" or "Back to Results" button in any of the screens in CentreSuite. Always use the "Previous" 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

How do I locate my statement in CentreSuite?
From the Homepage in the View Account Details box, there is a VIEW LAST STATEMENT box. Click on that to open your last statement. Or, under the Statements Tab in CentreSuite, click on Account Activity,click on Account Details, access the Statements Tab and the last 6 months of statemnts will display there.

I am logging on for the first time. Why can't I see my statement?
If your organization has just implemented CentreSuite, the first cycle may not have occurred yet. Statements are created only on cycle dates. You may be able to view your transactions by going to View Transaction List, which is a real-time snapshot of your transactions for the current cycle.

Why did I receive email notification that my statement is ready before the end of the statement cycle?
After self-registration, an account holder will get a statement notification email if previous statements are available online.

I can't see my statements, even though I have had account activity. But I can see activity when I go to View Transaction List. Why?
A flag at the bank level needs to be set for your statement image to be received. Ask your Program Administrator to verify that this flag has been set so you can see your statements.

I have previous statements, but no current statement. Is something wrong?
Did you have transactions during your last cycle period? If no transactions occurred, a statement is not created for you to view.

Why can't I view statements, transaction list, or account summary?
The real-time connection may be unavailable. It is possible that you do not have any posted transactions for the cycle period.

The statement cycle has ended, but I did not receive a statement notification email.
Validate that the email address for the user ID is correct. Was the statement created? If so, contact the Program Administrator to ensure that statement email notification is active and you are set as the card owner.

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 you are individual bill and you need to make a payment, 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?
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.

Where can I see my real time available balance in CentreSuite?
From the Statements Tab, access Account Activity, View the Account Details. This displays the current posted balance, the real time available to spend balance that includes all outstanding authorizations, and shows your current credit limit. You can also call the number on the back of your card 1-800-443-8671, press 1 for cardholder and listen to your options which include your available to spend amount.

Expenses

Why are no approvers listed when I submit an expense report?
Contact the organization administrator and verify that approvers are setup for the user.

Why can't I edit the transaction allocation for my transactions?
A transaction that has already been mapped, locked or submitted for approval cannot be edited. Contact your approver to reject the expense report back to you or contact your Program Administrator with your changes.

Can I view my current transactions from the Statements Tab?
Yes, under Statements, Account Activity, click on Transactions Tab, your current cycles transactions will display here or you can choose what cycle you would like to see.

Where else can I view my transactions?
If you have access to the Expenses Tab, you can view your transactions there. You can narrow down your search, change the date range, or use the advance search option to find a specific transaction or type of transactions. Within this section there are 24 months of history available.

Payments

I didn't get a payment notification email. Why not?
Are you set up for individual bill? If yes, contact your Program Administrator to make sure that Payment Email Notification is active for your organization. If your organization is responsible for making payments on your card, you will not receive a payment notification email.

Whenever I enter my payment information, I get rejected for my bank account routing number.
CentreSuite does a check on the routing numbers entered. Validate that you are entering your routing number correctly.

I made a payment yesterday, but I don't see it posted. Why not?
You may not have made the cutoff time for payment delivery. CentreSuite only displays payment information for payments generated from the application. Consult your Program Administrator.

What is the cutoff time to make a payment in CentreSuite so it will be available the next day?
All payments made via the CentreSuite platform must be made prior to 5pm ET in order to 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 two days).