



# Alerts and Notifications

## Administrator's Guide

**Version 2.0**

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## Overview

Protecting your Mastercard cardholders from fraud and identity theft is a top priority. That's why we offer the Alerts and Notifications program to help you improve security around your cards and minimize risk.

With Alerts and Notifications, your cardholders receive text messages any time the internal risk analysis system identifies a suspicious transaction. Then, your cardholder can reply to the message confirming whether or not the transaction was fraudulent.

- If the cardholder confirms fraud, the card will go into a locked-down state, and each additional transaction will be declined. However, the cardholder will receive a text message with each declined transaction, allowing them to override the declined authorization.
- If they override, they can swipe their card again and continue the transaction as normal, only if it is for the same amount and from the same merchant.
- If the cardholder receives a declined transaction they don't recognize, there's no need to respond as it was not authorized.

As an optional benefit to our fraud detection alerts, you can also elect to receive text notifications if a card is declined for non-fraudulent activity, such as if you enter an incorrect PIN/ID at a point of sale. You can correct the error and rerun the transaction for approval in these cases.

*Note: Decline notifications are optional, but you must be enrolled to receive fraud alerts to select decline notifications.*

The Alerts and Notifications program is extremely beneficial to cardholders who travel regularly, as they can continue to use their business cards even if their card number is compromised. As a program administrator, use this guide to help you manage your Alerts and Notifications program. Several program components exist in the iConnectData (ICD) web portal.

If you are not already signed up for Alerts and Notifications, contact your Account or Relationship Manager today!

*Note: Standard data and text rates will apply. These rates are dependent on the cardholder's phone carrier.*

## **Enroll into Alerts and Notifications Program**

Contact a Representative to set up your account to access Alerts and Notifications. During setup, you will receive consultation from your Customer Relations Rep on the best method for mass enrolling your cardholder base.

Enrollment happens at the customer ID level, and the following data is required:

- The account number, mobile phone number, and email address of each cardholder you want to enroll. An enrollment email will be sent to these cardholders to instruct them on enrolling. See [enrollment email samples](#).
- An 8-character abbreviation of your company's name will be displayed on each alert. The abbreviation should be something the cardholder will immediately recognize. For example, if your company name is ABC Company Inc., you can request the abbreviation to be ABC Comp.
- An optional Administrator email address(es) for receiving the same alerts your cardholders receive.

### **Best Practice:**

Notify your cardholders that they will receive Enrollment Emails once their mobile phone numbers are enrolled. This will ensure no cardholders miss the email and forget to enroll.

### **Enrollment Emails for Alerts and Notifications**

See below for a sample of the enrollment emails.

## ***Enrollment Email for Corpay***

### **Welcome to Corpay's Alerts and Notifications Program**

As a Corpay Corporate Mastercard cardholder, you have been entrusted by your employer to make business related purchases on behalf of your organization. One of the security features of your Corpay Mastercard is an Alerts and Notifications system that allows you to authorize or deny transactions that are flagged as being suspicious as well as notify you of declined transactions that are non-fraudulent (e.g. an incorrect PIN number) via text message from your mobile phone.

**Note:** Message frequency varies. Message and data rates may apply.

In order to take advantage of the Alerts and Notifications security feature **simply take the following action:**

- **Text the word IN to 57911 using the mobile phone associated with your corporate card**
- **You will receive a return text message confirming your enrollment**

Once you enroll, you will only receive text messages when Corpay's fraud detection system flags a purchase as being suspicious or for non-fraudulent activity, including the reason for the decline, so you can take action to correct the error.

Please enroll as soon as possible to ensure the security of your corporate card and your organization's funds.

For more information about the value of this program, you can visit [resourcecenter.comdata.com/a-n](http://resourcecenter.comdata.com/a-n). Full terms and conditions are included below. For all other questions, contact your organization's corporate card administrator. Thank you.

For Corpay's Terms and Conditions, please click [here](#).

For Corpay's Privacy Policy, please click [here](#).

## Types of Alerts and Notifications

See below for the various texts you can receive as part of the program and their appropriate responses.

*Note: ABC Comp is an example company name.*

Cardholder Response	Response Message
<b>IN</b>	<p>ABC Comp Card Alert: Card ending in 1234 is now enrolled. Msg&amp;Data Rates may apply. Msg freq varies. Text HELP for help, STOP to cancel</p> <p>Alerte de carte ABC Comp : Merci d'avoir enregistré votre numéro de téléphone finissant par 1234 dans Alertes et notifications. Répondez AIDE pour recevoir de l'aide, STOP pour annuler.</p>
<b>IN</b> ( <i>phone number not found</i> )	<p>ABC Comp Card Alert: Your phone number is not subscribed for any services. Reply HELP for help.</p> <p>Note: Your cardholder will receive this message if you did not register their phone number.</p> <p>Alerte de carte ABC Comp : Votre numéro de téléphone ne correspond à aucun service. Répondez AIDE pour recevoir de l'aide.</p>

### Suspicious Activity Alert

Suspicious Activity Alert (transaction approved)	Suspicious Activity Alert (transaction declined)
<p>ABC Comp Card Alert: Card 1234 was used for \$12345678.00 at Merchant 1234567 on MM/DD. Trans 456. Text CNF to confirm or DEN to deny purch.</p> <p>Alerte de carte ABC Comp : Carte 1234 utilisée pour \$12345678.00 au marchand 1234567 le MM/DD. Trans 456. Répondez CNF pour confirmer ou REF pour refuser.</p>	<p>ABC Comp Card Alert: Card 1234 declined for \$12345678.00 at Merchant 1234567 on MM/DD. Trans 456. Text CNF to confirm or DEN to deny purch.</p> <p>Alerte de carte ABC Comp : Carte 1234 rejetée pour \$12345678.00 au marchand 1234567 le MM/DD. Trans 456. Répondez CNF pour confirmer ou REF pour refuser.</p>

Cardholder Response	Response Message
<b>CNF</b> ( <i>confirm, transaction approved</i> )	<p>ABC Comp Card Alert: Thank you for your response regarding transaction 456 at Merchant 1234567</p> <p>Alerte de carte ABC Comp : Nous vous remercions pour votre réponse concernant la transaction 456 chez 1234567</p>
<b>CNF</b> ( <i>confirm, transaction declined</i> )	<p>ABC Comp Card Alert: Thank you for your response regarding transaction 456. Override status enabled. Try purchase again</p> <p>Alerte de carte ABC Comp : Nous vous remercions pour votre réponse concernant la transaction 456. Le mode Réserve a été activé. Recommencez l'achat</p>
<b>DEN</b> ( <i>deny</i> )	<p>ABC Comp Card Alert: You have denied trans 456. Your card is now in Hobble Home status. Contact your Admin for a new card. This card will be blocked in 10 days</p> <p>Alerte de carte ABC Comp : Refus de la transaction 456. Votre carte est désormais en mode Hobble Home. Contactez votre Admin pour recevoir une autre carte. Cette carte sera bloquée dans 10 jours.</p>

### Transaction Declined Message

ABC Comp Card Alert: Purch on 1234 for \$12345678.00 at Merchant 1234567 on MM/DD declined. Text ORD to req Override status. Trans778.

Alerte de carte ABC Comp : Achat sur 1234 pour \$12345678.00 au marchand 1234567 le MM/DD refusé. Répondez ORD pour demander le statut d'annulation. Trans778.

Cardholder Response	Response Message
<b>ORD</b> ( <i>override</i> )	<p>ABC Comp Card Alert: Your transaction (TxnID \$1XN) has been marked for override. Please try your transaction again.</p>

Cardholder Response	Response Message
	<p>Note: Only used if the suspicious transaction was performed by the cardholder.</p> <p>Alerte de carte ABC Comp : Votre transaction (TxnID \$1XN) a été marquée pour annulation. Recommencez votre transaction.</p>
<p><b>ORD, CNF, DEN</b> (<i>transaction not found</i>)</p>	<p>ABC Comp Card Alert: No outstanding transactions found.</p> <p>Note: This message will be received if the cardholder responds after the notification times out (1 hour).</p> <p>Alerte de carte ABC Comp : Aucune transaction en cours n'a été trouvée.</p>
<p><b>ORD, CNF, DEN</b> (<i>multiple transactions found</i>)</p>	<p>ABC Comp Card Alert: Multiple card trans require confirmation. Check previous text msgs and reply *(TEXT), followed by trans ID #.</p> <p>Alerte de carte ABC Comp : Transactions à confirmer. Vérifiez vos textos et répondez *(TEXTE), suivi du # d'ID de la transaction.</p>

## HELP and STOP

You can reply HELP or STOP to any of the messages you receive. See below for a list of HELP and STOP responses.

Cardholder Response	Response Message
<p><b>HELP</b> (or INFO, AIDE)</p>	<p>Notification: You have opted out. You will not receive additional messages. Reply HELP or call Customer Service</p> <p>Notification: Vous vous êtes désinscrit. Vous ne recevrez pas de messages supplémentaires. Répondez AIDE ou appelez le service client</p>



Cardholder Response	Response Message
<b>HELP</b> (phone number not found)	ABC Comp CardAlert: You are not signed up for this service. Txt STOP to cancel.
<b>STOP</b> (or <i>QUIT, UNSUBSCRIBE, END, CANCEL</i> )	Card Alert: Message freq varies. Msg&Data rates may apply. Alerte de carte: Des tarifs de msg et de données peuvent s'appliquer.
<b>STOP</b> (phone number not found)	ABC Comp CardAlert: You are not signed up for this service. Txt STOP to cancel.
<b>Jiberish</b> (#@%\$^&&*)	ABC Comp CardAlert: We do not recognize your request.

### Monthly Reminder Message

Cardholders will receive a monthly reminder text reminding them of their Alerts and Notifications subscription. This text does not require a response and is intended to only remind them of their enrollment and benefits:

You are subscribed to ABC Comp CardAlert: Msg freq varies. Msg&DataRtsApply Text Stop 2 stop.

### Admin Email Alerts

See below for a list of emails you can receive for your cardholder alerts. Each email contains the original message sent to your cardholder.

#### ***Admin Email (Suspicious Activity)***

The following text message was sent to your cardholder by the Alerts and Notifications system due to suspicious activity. Please see below for card and transaction information.

ABC Comp Card Alert: Card 1234 was used for \$12345.99 at Merchant 1234 on MM/DD. Trans 123. To confirm or deny this transaction, please *\*click here*.

**Note:** *\*The link in the email will direct you to the ICD login page, where you can manage the transaction from the Card Alerts Manager.*

***Admin Email (Suspicious Fraud)***

The following text message was sent to your cardholder by the Alerts and Notifications system due to suspected fraud. Please see below for card and transaction information.

ABC Comp Card Alert: Card 1234 declined for \$12345678.00 at Merchant 1234567 on MM/DD. Trans 456. Text CNF to confirm or DEN to deny purch. To allow this transaction, please \*click here.

**Note:** \*The link in the email will direct you to the ICD login page, where you can manage the transaction from the Card Alerts Manager.

***\*Admin Email (Confirmed Fraud)***

Card 8888 is now actively declining all transactions based on a DEN response for transaction (TxnID \$1XN). Be advised that this card will only be available for ORD activity by the cardholder and then automatically blocked within 10 Days. Please take appropriate action to replace the card immediately. For card reorder convenience, please reference the additional cardholder data.

Cust ID: XXXXX

Employee Number: 27222X0228MAR87

***Admin Email (Cardholder Opt Out)***

You are being notified that the following card 8888 has Opted Out of the Alerts and Notification program. The cardholder is statused Unenrolled, and details are viewable under the Enrollment Tab on Card Alerts Manager. If this action was done in error, please re-enroll the cardholder through your ICD New Card Maintenance Tab. Once you have accessed the Cardholder Account, ensure the Mobile Phone box is checked, and update the screen by clicking SAVE. This action will resend Email Notification to the Cardholder for participation.

**Note:** \*Regarding the confirmed fraud email, see the *Replacing a Card* section for more information on ordering a new card.

# Types of Decline Notifications

As part of Alerts and Notifications, you can enroll your cardholders to receive transaction decline notification texts. Each notification describes the reason for the card decline at the point of sale (POS). For example, if a transaction declines because the cardholder used an expired card, they will receive a text with that description.

Decline notifications allow cardholders to stay aware of reasons for card declines, so they are not required to call us or their card program administrator for clarification.

**Note:** Currently, there are not decline notifications for every reason a card can be declined. The following notifications relate to the most common declines based on our research. Contact a representative if your cardholder's card is declined, and they do not receive a decline notification.

Auth Decline Notification in ICD	Text Notification Sent to Cardholder
54: INACTIVE DRIVER	ABC Comp Decline Alert: CARD IS NOT ACTIVE Text STOP to cancel
51: INVALID UNIT NR	ABC Comp Decline Alert: INVALID VEHICLE # TRY AGAIN Text STOP to cancel
939: MCC IS NOT AVAILABLE (CLOSED)	ABC Comp Decline Alert: MCC/TXN NOT ALLOWED Text STOP to cancel
811: PROMPTED DATA IS REQUIRED	ABC Comp Decline Alert: POS ERROR. PROMPTED DATA REQUIRED Text STOP to cancel
785: TRANSACTION AMOUNT LIMIT EXCEEDED	ABC Comp Decline Alert: TRANSACTION AMOUNT LIMIT EXCEEDED Text STOP to cancel
784: INVALID EXPIRATION DATE	ABC Comp Decline Alert: INVALID EXPIRATION DATE KEYED Text STOP to cancel

Auth Decline Notification in ICD	Text Notification Sent to Cardholder
31: TRIP NR IS INVALID	ABC Comp Decline Alert: INVALID PROMPTED ID # KEYED. TRY AGAIN. Text STOP to cancel
9999: UNKNOWN ERROR DETECTED	ABC Comp Decline Alert: UNKNOWN ERROR DETECTED. TRY AGAIN. Text STOP to cancel
1098: INTERNET PURCHASES NOT ALLOWED	ABC Comp Decline Alert: INTERNET TRANSACTION NOT ALLOWED. Text STOP to cancel
1097: INTERNATIONAL PURCHASES NOT ALLOWED	ABC Comp Decline Alert: INTERNATIONAL TRANSACTION NOT ALLOWED. Text STOP to cancel

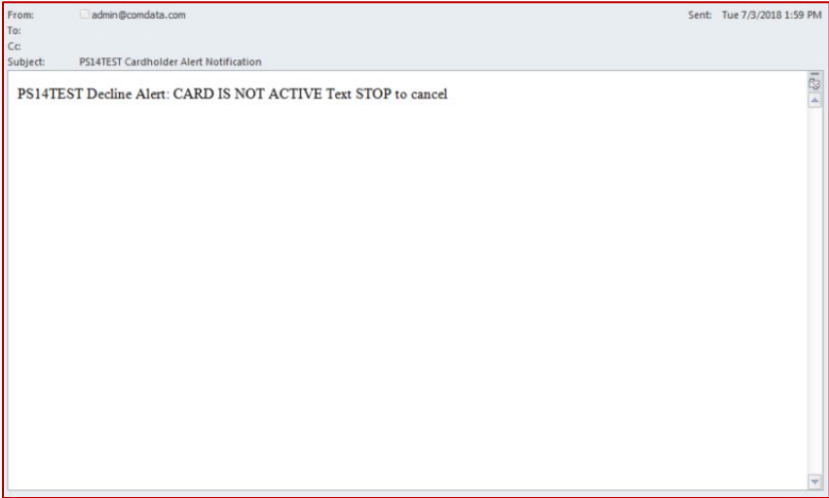
The following notifications require the cardholder to call their program administrator:

Auth Decline Notification in ICD	Text Notification Sent to Cardholder
1220: AVAILABLE AMOUNT LESS THAN REQ MINIMUM OF 1.01	ABC Comp Decline Alert: CONTACT YOUR CARD ADMIN. Text STOP to cancel
50: CUSTOMER NOT ACTIVE	ABC Comp Decline Alert: CONTACT YOUR CARD ADMIN. Text STOP to cancel
75: NO (CO. NO CREDIT/CUT OFF)	ABC Comp Decline Alert: CONTACT YOUR CARD ADMIN. Text STOP to cancel
853: OPEN CUSTOMER/MARKETER RELATIONSHIP NOT FOUND	ABC Comp Decline Alert: CONTACT YOUR CARD ADMIN. Text STOP to cancel
854: MARKETER CLOSED TO THIS CUSTOMER	ABC Comp Decline Alert: CONTACT YOUR CARD ADMIN. Text STOP to cancel

Auth Decline Notification in ICD	Text Notification Sent to Cardholder
787: CYCLE AMOUNT LIMIT EXCEEDED	ABC Comp Decline Alert: CYCLE AMOUNT LIMIT EXCEEDED. Text STOP to cancel
789: CYCLE TRANSACTION COUNT EXCEEDED	ABC Comp Decline Alert: CYCLE TRANSACTION COUNT EXCEEDED. Text STOP to cancel
786: DAILY AMOUNT LIMIT EXCEEDED	ABC Comp Decline Alert: DAILY AMOUNT LIMIT EXCEEDED. Text STOP to cancel
788: DAILY TRANSACTION COUNT EXCEEDED	ABC Comp Decline Alert: DAILY TRANSACTION COUNT EXCEEDED. Text STOP to cancel
785: TRANSACTION AMOUNT LIMIT EXCEEDED	ABC Comp Decline Alert: TRANSACTION AMOUNT LIMIT EXCEEDED. Text STOP to cancel

**Administrator Email Sample**

You can elect to receive Administrator emails each time a decline notification is sent to a cardholder. The Decline Notification emails will include the same information the cardholder will receive.



## Decline Notifications Best Practices

Follow these best practices in using and educating your cardholders on decline notifications:

- If your cardholder receives a decline notification but has not used their card, instruct them to contact us immediately by calling the number on the back of the card. This may be a case of fraudulent use.
- Cardholders cannot respond to decline notifications. These messages are intended as notifications only and do not require a response.

## Enrolling Cardholders into Alerts & Notifications

Alerts and Notifications allow cardholders to be enrolled through iConnectData (ICD) card management features or web services. This practice is beneficial when you have several new and existing cardholders to enroll or replace a fraudulent card. We offer multiple ways to enroll cardholders:

### Enroll Cardholders with New Card Order

When you need to order Mastercards, you can enroll cardholders into Alerts and Notifications at the same time. This process is beneficial for enrolling new employees.

1. Log in to ICD and select **Manage > New Card Order**.
2. Select an account code and customer ID to order a MasterCard. If you have only one account code and customer ID, these fields will automatically be filled in.
3. The page refreshes to display the **Card Action** drop-down. Select **New Card**.
4. The page refreshes to display a Purchasing Profile drop-down and Punch Card Options radio buttons. Select the card's purchasing profile and the Punch Card radio button.

MASTERCARD CARD ORDER / ACCOUNT INFORMATION

Account	Customer ID	Card Action	Purchasing Profile	Punch Card Options
MASTERCARD REGRESSION INC- MC180	ICD MASTERCARD REGRESSION - 72015	New Card	[001] DRIVER FUEL ONLY(...)	<input checked="" type="radio"/> Punch Card <input type="radio"/> Ghost Card

Reset Continue

5. After making your selections, click **Continue**. If needed, click **Reset** to clear your choices and start over.
6. The page refreshes to display additional fields needed to enter details on your card order. These fields will match the profile you selected. For example, if you select a vehicle card profile, you must complete fields to order a vehicle card. Complete each field as needed and click **Continue** at the bottom of the page. Required fields are denoted with a red asterisk.

**Note:** The information you enter here will be punched into the card and programmed into the magnetic stripe. While some information can be changed after ordering the card, the values entered in the **First Name** and **Last Name** fields will be embossed on the card.

## EMPLOYEE CARD FIELDS

**EMPLOYEE CARD**

Customer ID 72015	First Name*	Last Name*	
Employee Number*	Status Active	Driver License Number	Drivers License State/Province -- Select One --
Mobile # (ie:1234567890)	Email Address	CC Email Address	

**VEHICLE INFO**

Vehicle Number*	VIN #	License Plate Number	Registration Expires
Vehicle Description	Miscellaneous #1	Miscellaneous #2	Miscellaneous #3
Trip Number	Trailer Number		

Cancel
Continue

## VEHICLE CARD FIELDS

### VEHICLE CARD

Customer ID 72015	Vehicle Type* Vehicle	Additional Information TRUCK	Vehicle Number* 1234
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The combined information in the 3 fields above is limited to 24 characters. 17 [VEHICLE TRUCK 1234]

Employee Number* 1234	Status Active	Driver License Number	Drivers License State/Province -- Select One --
Mobile # (ie:1234567890)	Email Address	CC Email Address	

### VEHICLE INFO

Vehicle Number 1234	VIN #	License Plate Number	Registration Expires
Vehicle Description	Miscellaneous #1	Miscellaneous #2	Miscellaneous #3
Trip Number	Trailer Number		

[Cancel](#) [Continue](#)

**Note:** Make a note of the following:

- To enroll the cardholder in Alerts and Notifications, you must order the card first and then enroll the cardholder by editing the card. See *Enroll Cardholders with New Card Maintenance* for more information.
  - The **First Name** and **Last Name** fields will not accept numeric values (example: CARD1, VEHICLE1).
7. Complete the shipping address fields, then click **Submit**.

**SHIPPING FIELDS** (see table below for instructions for field definitions)

### SHIPPING ADDRESS

ATTN: *	Shipping Address* Card Address	Shipping Method* United Postal Service
---------	-----------------------------------	---

PLEASE ENTER ADDRESS

Company Name:*	Address 1:*	Address 2:	Recently Used Addresses Select an Option
City: *	State: * -- Select One --	Zip Code: * ⓘ	Miscellaneous :

[Cancel](#) [Submit](#)



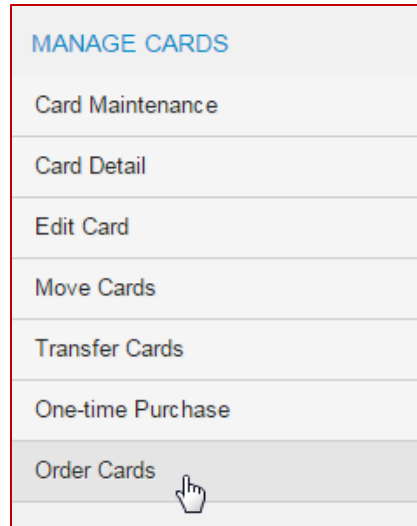
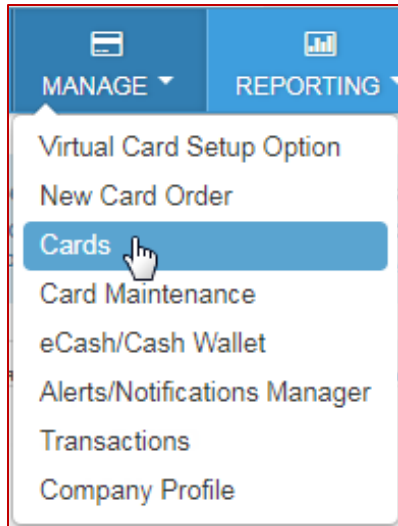
8. A Card Order Confirmation window opens, confirming the submission of your order. Review the details in the window to ensure the order was processed accurately. Click **OK** to exit.

Field	Description
<b>ATTN</b>	The person, department, entity, etc., responsible for receiving the card. Defaults to the name of the user logged into ICD
<b>Shipping Address</b>	<ul style="list-style-type: none"> <li>• Customer Address: The address on file for the selected customer ID.</li> <li>• Account Address: The address on file for the selected account code.</li> <li>• Card Address: Allows you to enter a custom address. Card Address contains a Recently Used Addresses drop-down that will save your five most recently entered card addresses. You can change and overwrite these addresses at any time.</li> </ul>
<b>Shipping Method</b>	<p>Select a delivery method. Depending on your preferred delivery vendor, options include:</p> <ul style="list-style-type: none"> <li>• FedEx Two-day (2nd Air)</li> <li>• UPS 2nd Day</li> <li>• FedEx International Priority</li> <li>• UPS Ground</li> <li>• FedEx Priority Overnight</li> <li>• UPS Worldwide Expedited</li> </ul> <p><b>Note:</b> You must accept the associated card fees if you select an expedited shipping method (FedEx Priority Overnight or UPS Next Day Air). In addition, any next-day order must be placed by 10:45 AM Central Standard Time to meet next business day delivery. You cannot place expedited orders for P.O. Box addresses.</p>

## Enroll Cardholders with Traditional Card Order

If you do not use or cannot access the New Card Order feature, you can use the instructions below to enroll cardholders using ICD's traditional card order feature.

1. Log in to ICD and select **Manage > Cards > Order Cards**.



2. The Card Maintenance page displays if your default account code and customer ID are not a Mastercard account. Select an account code and customer ID to order a Mastercard.

A screenshot of the 'Card Maintenance' form. The form has a title 'Card Maintenance'. It contains several fields and options: 'Account Number:' with a dropdown menu showing 'MC180 - MASTERCARD REGRESSION'; 'Customer ID:' with a dropdown menu showing 'MCREG - MC REGRESSION STANDARD CUST'; 'Customer ID Drop Down Sort by:' with radio buttons for 'Customer Name' and 'Customer ID Number' (the latter is selected); 'Search By:' with radio buttons for 'Employee/Vehicle Number' (selected), 'Card Number', and 'Last Name'; and a 'Search Value:' text input field. Below these fields is a blue 'Submit' button. At the bottom of the form, there is a note: 'If you leave Search Value blank and click "Submit", you'll get a Card List.'

3. Select a **Profile Purchasing Number** and the **Punch Card** radio button. Then, click **Continue**.

A screenshot of the 'Add a Card' form. The form has a title 'Add a Card'. It contains several fields and options: 'Customer ID:' with the value 'MCREG'; 'Purchasing Profile Number:' with a dropdown menu showing '[001] DRIVER FUEL ONLY (Employee)'; and 'Punch Card Options:' with radio buttons for 'Punch Card' (selected) and 'Ghost Card'. Below these fields are two blue buttons: 'Continue' and 'Cancel'.

4. Complete each field to set up the card order (required fields denoted by a red asterisk). If the card's customer ID is set up for Alerts and Notifications, an Email Notifications and Mobile Alerts check box is displayed at the bottom of the page.

Edit an Employee Card

\* indicates a required field

Card Number:  Search

Employee/Vehicle Number:

[View Card List](#)

Account Code: MC180 Add  
Customer ID: 20015 Replace  
First Name: GERMIE Move  
Last Name: GERMIE One-time Purchase  
Card Number: 556735XXXXXX5231 Merchant Limits  
Card Expiration Date: 0122 Recycle Card Limit

\* Employee Number:

Status:

Purchasing Profile Number:

GL Code Transaction Assignment Profile:

\* Vehicle Number:

Trip Number:

Trailer Number:

Driver's License Number:

Driver License State/Province:

VIN:

Vehicle Description:

License Plate Number:

Registration Expires (MMYY):

Miscellaneous #1:

Miscellaneous #2:

Last Activity Date: 00/00/00  
Last Activity Time: 00:00  
Level 3 Prompting Required: N

Card Address:

Attention to:

Ship To:

Address 1:

Address 2:

City:

State / Province:

Postal Code:

Cardholder Contact Information:

Email Notifications:

Mobile Alerts:

Mobile Number:

Cardholder E-Mail Address:

\*\*CC E-Mail Address:

\*CC E-Mail only applies to Cardholder Usage Reports

Confirm Cancel Merchant Limits Move Card One-time Purchase

5. Select Mobile Alerts for the cardholder to receive text fraud alerts and decline notifications. Then, complete the Mobile Number and Cardholder Email Address fields.

**Note:** The Mobile Number field accepts only 10 digits, and the Cardholder E-mail Address field accepts only a valid email address (example: user@domain.com). Any invalid entries will display an error. After saving it, the system will add a country code to the mobile number.

Cardholder Contact Information:

Email Notifications:

Mobile Alerts:

Mobile Number:

Cardholder E-Mail Address:

\*\*CC E-Mail Address:

6. Complete all necessary details on the Card Order page and select **Confirm**. Upon confirming your order, a Cardholder Enrollment email will be sent to the cardholder.

Card Add Confirmation

Status: Card Add was successful. Card was punched.

Account Code: BB000  
Customer ID: AAAAA  
First Name: TEST  
Last Name: TEST  
Employee Number: 8888888888888888  
Card Number: 5567000000000000  
Card Expiration Date: 5555  
Card Status: Active  
Purchasing Profile Number: 001 REG 1 EMPLOYEE  
GL Code Transaction Assignment Profile: No Profile Assigned  
Vehicle Number:  
Trip Number:  
Trailer Number:  
Driver's License Number:  
Driver License State/Province:  
VIN:  
Vehicle Description:  
License Plate Number:  
Registration Expires (MMYY): 0000  
Miscellaneous #1:  
Miscellaneous #2:

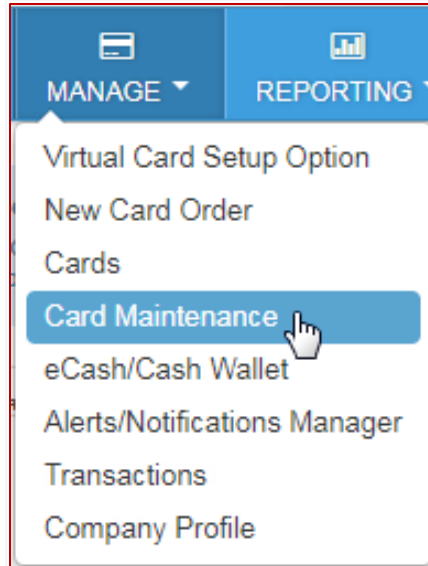
Address Information for Card Order

Attention to: JANE MIA  
Ship To: COMPANY  
Address 1: 5301 MARYLAND CIRCLE  
Address 2: PO BOX 71565  
City: ABERDEEN  
State / Province: SD  
Postal Code: 57402  
Delivery Method: UPS 2ND DAY  
Cardholder E-Mail Address:  
CC E-Mail Address:

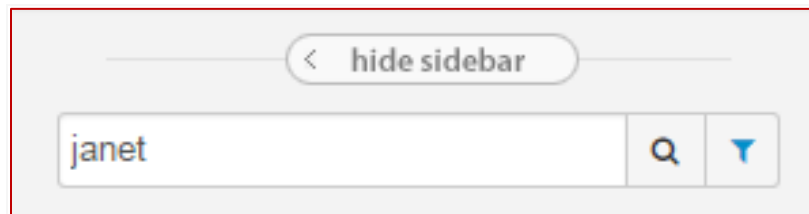
## Enroll Cardholders with New Card Maintenance

Existing cardholders can be enrolled using New Card Maintenance or Traditional Card Maintenance. These features are beneficial for enrolling cardholders after a card replacement or card move.

1. Log in to ICD and select **Manage > Card Maintenance**.



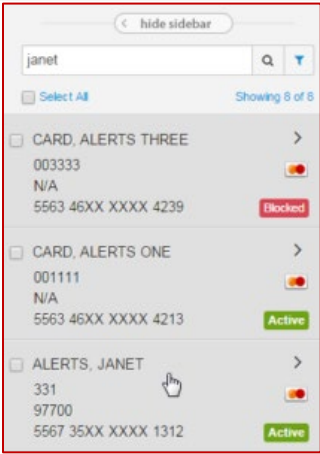
2. Enter your search criteria (card number, cardholder's first or last name, employee ID, or unit/vehicle number) and then select the search button. You can enter as few as two letters or numbers. Select the filter button to narrow your results.



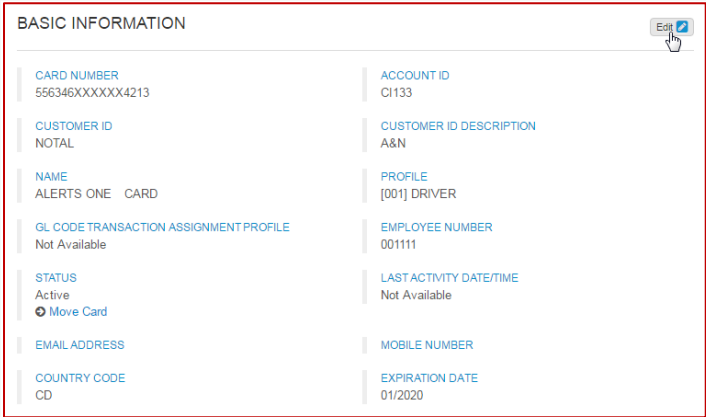
**Note:** Select the filter button to narrow your results. The options include Sort By, Show only, Account, and Customer ID. See the table below for the option definitions.

Option	Description
<b>Sort By</b>	Sort results by the cardholder's first or last name, card number, card status, employee ID, or unit number.
<b>Show Only</b>	Sort results by card status: active, blocked, permanently blocked, fraud, lost, stolen, deleted, assigned, or unassigned.
<b>Account</b>	Displays a drop-down of all your account codes. Select one to filter by account.
<b>Customer ID</b>	Displays a drop-down of all your customer IDs. Select one to filter by customer ID. <b>Note:</b> You must select an account code before selecting a customer ID.

3. Click on a card from the results list to view the card's details.





4. Select **Edit** in the Basic Information section.



5. If the card's customer ID is set up for Alerts and Notifications, an Email Notifications (currently non-functional) and Mobile Alerts check box display. Select **Mobile Alerts** for the cardholder to receive mobile text alerts. Then, complete the **Email Address** and **Mobile Number** fields.

### BASIC INFORMATION

Save  Cancel 

<b>CARD NUMBER</b> 556735XXXXXX1312	<b>ACCOUNT ID</b> MC180
<b>CUSTOMER ID</b> 92016	<b>CUSTOMER ID DESCRIPTION</b> ICD MASTERCARD REGRESSION
<b>NAME</b> JANET ALERTS	<b>PROFILE</b> [001] DRIVER FUEL ONLY ▼
<b>GL CODE TRANSACTION ASSIGNMENT PROFILE</b> Not Available	<b>EMPLOYEE NUMBER</b> 331
<b>STATUS</b> Active ▼	<b>LAST ACTIVITY DATE/TIME</b> Not Available
<b>EMAIL ADDRESS</b> JMIA@COMDATA.COM	<b>MOBILE NUMBER</b> 6155555555
<b>EMAIL NOTIFICATIONS</b> <input type="checkbox"/>	<b>MOBILE ALERTS</b> <input type="checkbox"/>
<b>COUNTRY CODE</b> US	<b>EXPIRATION DATE</b> 12/2021

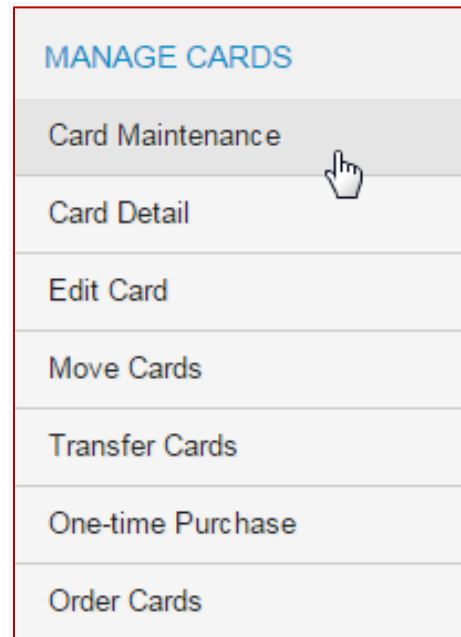
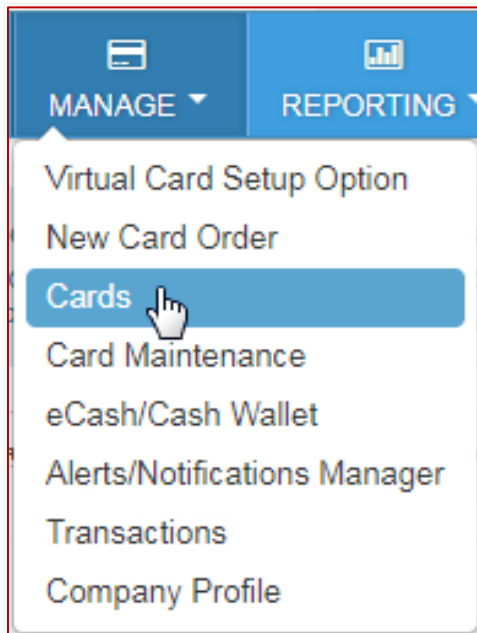
**Note:** The Mobile Number field accepts only 10 digits, and the Email Address field accepts only a valid email address (example: user@domain.com). Any invalid entries will display an error. After saving it, the system will add a country code to the mobile number.

6. Select **Save** when finished. A Cardholder Enrollment email will be sent to the cardholder upon saving.

## Enroll Cardholders with Traditional Card Maintenance

Use the Traditional Card Maintenance steps below to enroll your cardholders into Alerts and Notifications.

1. Log in to ICD and select **Manage > Cards > Card Maintenance**.



2. Select a Mastercard account code and customer ID. Then, select **Submit** to open the Card Listing page.

### Card Maintenance

Account Number:

Customer ID:

Customer ID Drop Down Sort by:  Customer Name  Customer ID Number

Search By:  Employee/Vehicle Number  
 Card Number  Last Name

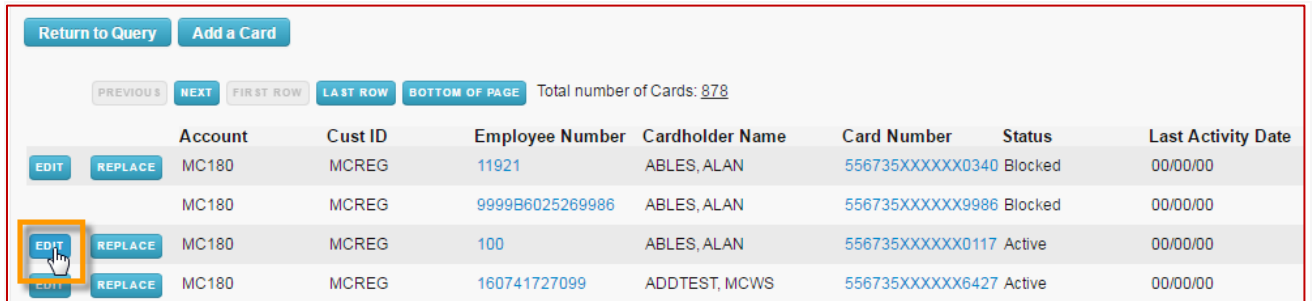
Search Value:

**Submit**

If you leave Search Value blank and click "Submit", you'll get a Card List.



3. Locate the card you want to edit and then select **Edit**.



Return to Query Add a Card

PREVIOUS NEXT FIRST ROW LAST ROW BOTTOM OF PAGE Total number of Cards: 878

	Account	Cust ID	Employee Number	Cardholder Name	Card Number	Status	Last Activity Date
EDIT REPLACE	MC180	MCREG	11921	ABLES, ALAN	556735XXXXX0340	Blocked	00/00/00
EDIT REPLACE	MC180	MCREG	9999B6025269986	ABLES, ALAN	556735XXXXX9986	Blocked	00/00/00
EDIT REPLACE	MC180	MCREG	100	ABLES, ALAN	556735XXXXX0117	Active	00/00/00
EDIT REPLACE	MC180	MCREG	160741727099	ADDTEST, MCWS	556735XXXXX6427	Active	00/00/00

4. If the card's customer ID is set up for Alerts and Notifications, an **Email Notifications** (currently non-functional) and **Mobile Alerts** check box display at the bottom of the page. Select **Mobile Alerts** for the cardholder to receive mobile text alerts. Then, complete the **Email Address** and **Mobile Number** fields.

Cardholder Contact Information:

Email Notifications:

Mobile Alerts:

Mobile Number:

Cardholder E-Mail Address:

\*\*CC E-Mail Address:

**Note:** The Mobile Number field accepts only 10 digits, and the Email Address field accepts only a valid email address (example: user@domain.com). Any invalid entries will display an error. The system will add a country code to the mobile number after saving. Also, note that the CC E-Mail Address field applies only to the Cardholder Usage Report.

5. Complete all necessary details on the Card Order page and select **Confirm**. A Cardholder Enrollment email will be sent to the cardholder upon saving.

## Enroll with Web Services

If you order and update cards using our web services (Mastercard Web Services (MCWS)), you can still enroll cardholders into Alerts and Notifications. For comprehensive documentation on web service offerings, see [Mastercard Web Services](#) or contact your Corpay Account Manager or Relationship Manager.

## Add MasterCard Operation

The Add Mastercard function is a request record used to order a Mastercard via MCWS. If you want to enroll the card in Alerts and Notifications, complete the cardholderEmail, mobilePhoneNumber, and alertServiceFlag fields.

<b>Function:</b>	<b>Add Mastercard cards to an account</b>
Web Service Method:	addMasterCards
Applicable Card Type:	Comdata MasterCards (physical & ghost), Corpay MasterCards (physical & ghost)
Other Notes:	Authentication requires a different user ID and password compared to the COWS 2.0 and COWS 2.1 operations due to a change in the security model.

## Request Record – Add MasterCard

Element Name	Data Type	Max Len	Req	Comment / Example Value
<cardDetails>				
accountCode	xsd:string	5	Y	Comdata/Corpay-assigned Account code
custId	xsd:string	5	Y	Comdata/Corpay-assigned Customer ID (4-digit customer IDs will include a leading zero)

Element Name	Data Type	Max Len	Req	Comment / Example Value
cardStatus	xsd:string	1	N	A (active), B (blocked)
profileFlag	xsd:string	1	N	Y (yes) or N (no)
profileValue	xsd:string	3	Y	3-digit number identifying the profile group for the cardholder, if applicable
cardFirstName	xsd:string	15	Y	Value assigned to the First Name field
cardLastName	xsd:string	20	Y	Value assigned to the Last Name field
driverLicenseNumber	xsd:string	20	N	Driver's License Number (US or Canadian)
driverLicenseState	xsd:string	2	N	Use 2-letter state abbreviation (US) or province abbreviation (Canada)
tripNumber	xsd:string	10	N	This number identifies a trip
vehicleNumber	xsd:string	6	N	Vehicle Number, also known as Unit Number

Element Name	Data Type	Max Len	Req	Comment / Example Value
employeeNumber	xsd:string	16	Y	Employee number assigned to this card
vehicleVINNumber	xsd:string	30	N	VIN (vehicle identification number)
vehicleDescription	xsd:string	30	N	Brief, free form description of a vehicle
vehicleLicensePlateNumber	xsd:string	15	N	Vehicle license plate number
registrationExpiration	xsd:string	4	N	MMYY
miscellaneous1	xsd:string	15	N	Miscellaneous storage field one
miscellaneous2	xsd:string	15	N	Miscellaneous storage field one
miscellaneous3	xsd:string	15	N	Miscellaneous storage field one
cardExpiration	xsd:string	4	N	Card expiration date provided by customer (MMYY)
cardholderEmail	xsd:string	100	N	Cardholder's email address. Example: user@domain.com

Element Name	Data Type	Max Len	Req	Comment / Example Value
mobilePhoneNumber	xsd:string	10	N	##### example: 5555555555
alertServiceFlag	xsd:boolean	5	N	true or false: Default is false
vehicleTankCapacity	xsd:string	10	N	9999999999
cardParams	xsd:list		N	Future fields
<mailingDetails>				
mailingMethod	xsd:string	1	N	Numbers 0-9, no 2 option 0 – UPS Worldwide 1 – UPS Next Day Air 3 – UPS 2nd Day 4 – FedEx Priority 5 – UPS Ground 6 – FedEx Two Day Expedited 7 – FedEx Ground 8 – USPS International 9 – FedEx International
mailName	xsd:string	30	N	Company Name
mailAttentionTo	xsd:string	30	N	Attention to Person
mailAddress1	xsd:string	30	N	Mailing Address Line 1

Element Name	Data Type	Max Len	Req	Comment / Example Value
mailAddress2	xsd:string	30	N	Mailing Address Line 2
mailCity	xsd:string	20	N	Mailing City
mailState	xsd:string	2	N	2-letter abbreviation for the state (US) or province (Canada)
mailZip	xsd:string	10	N	Mailing zip code, Example – US: 12345 or 12345-6789, Canada: A1A 1A1
mailCountry	xsd:string	3	N	Mailing Country Code, example: USA, MEX, CAN
mailingParams	xsd:list		N	Future fields
</mailingDetails>				
</cardDetails>				
<options>				
maskCard	xsd:boolean	5	N	true – mask cardNumber false – unmask cardNumber default is to mask cardNumber in the response

Element Name	Data Type	Max Len	Req	Comment / Example Value
optionParams	xsd:list		N	Placeholder for future fields
<cardAddParams>				
cardAddParamName	xsd:string		N	These are where future fields will go when needed.
cardAddParamName	xsd:string		N	These fields are where future fields will go when needed.
</cardAddParams>				

**Response Record – Add MasterCard**

Element Name	Data Type	Max Len	Comment/Example Value
<>			
<>			
status	xsd:string	20	Success or Failure

Element Name	Data Type	Max Len	Comment/Example Value
errorMessage	xsd:string	80	Displays only if status is a failure. See Error Table.
errorCode	xsd:string	10	Displays only if status is a failure. See Error Table.
requestUID	xsd:string	40	Unique identifier to inquire the status of the cardAdd request
accountCode	xsd:string	5	Comdata-assigned Account code
custID	xsd:string	5	Comdata-assigned Customer ID (4-digit customer IDs will include a leading zero)
cardNumber	xsd:string	16	New card number if created (number masked if maskCard is flagged "true" in the request)
employeeNumber	xsd:string	16	Employee number assigned to this card
cardToken	xsd:string	10	Card token assigned to this card
cardAddResponseParams	xsd:list		Future fields



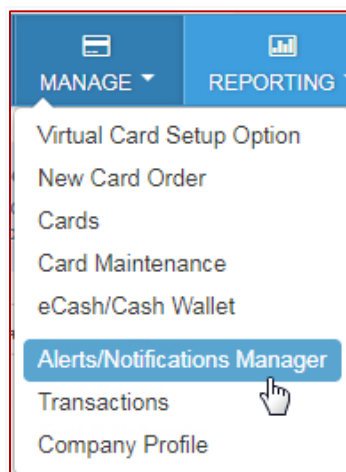
# Replacing a Mastercard

Use ICD's Card Replace feature to replace a card marked for fraudulent activity. The card will be permanently blocked (meaning it can no longer be used) 10 days after fraud is confirmed. Be sure to order a replacement within the 10 days to avoid any issues. The original card will also be blocked once activity begins on the replacement card.

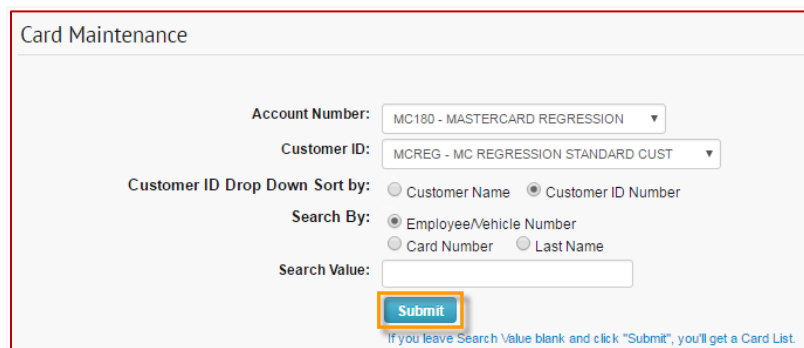
Remember, cardholders can use the override function on the original card to perform transactions before the card is permanently blocked.

**Note:** When you order the replacement, all information on the original card will transfer to the new card. There is no need to re-enroll the cardholder.

1. On the ICD home page, select **Manage > Cards > Card Maintenance**.



2. Select the account code and customer ID of the card needing replacement. Then, click **Submit**.

A screenshot of the 'Card Maintenance' form. The form has a title 'Card Maintenance' at the top. Below the title, there are several fields and options: 'Account Number:' with a dropdown menu showing 'MC180 - MASTERCARD REGRESSION'; 'Customer ID:' with a dropdown menu showing 'MCREG - MC REGRESSION STANDARD CUST'; 'Customer ID Drop Down Sort by:' with radio buttons for 'Customer Name' and 'Customer ID Number'; 'Search By:' with radio buttons for 'Employee/Vehicle Number', 'Card Number', and 'Last Name'; and 'Search Value:' with a text input field. A blue 'Submit' button is located below the 'Search Value' field. At the bottom of the form, there is a small note: 'If you leave Search Value blank and click "Submit", you'll get a Card List.'

3. Locate the card you want to replace in the Card Listing table. Click **Replace** within its row.

Card Listing

View Card Type:  Assigned  Unassigned  Both

Sort Card List By:  Card Number  Employee Number  Last Name  Last Activity Date

Please be advised that changes made may not be immediately displayed.

Return to Query Add a Card

PREVIOUS NEXT FIRST ROW LAST ROW BOTTOM OF PAGE Total number of Cards: 1083

	Account	Cust ID	Employee Number	Cardholder Name	Card Number	Status	Last Activity Date
EDIT REPLACE	MC180	MCREG	11921	.	556735XXXXX0340	Blocked	00:00:00
	MC180	MCREG	9999B6025269986	ABLES, ALAN	556735XXXXX9986	Blocked	00:00:00
EDIT REPLACE	MC180	MCREG	100	ABLES, ALAN	556735XXXXX0117	Active	00:00:00
EDIT REPLACE	MC180	MCREG	160741727099	ADDTEST, MCWS	556735XXXXX6427	Active	00:00:00
EDIT REPLACE	MC180	MCREG	160741734068	ADDTEST, MCWS	556735XXXXX6435	Active	00:00:00
EDIT REPLACE	MC180	MCREG	160751527344	ADDTEST, MCWS	556735XXXXX6773	Active	00:00:00
EDIT REPLACE	MC180	MCREG	160751528432	ADDTEST, MCWS	556735XXXXX6781	Active	00:00:00

4. Review the information carefully and ensure this is the card you want to replace. If everything is accurate, click **Confirm**.

Replace an Employee Card

\* Indicates a required field

Customer ID: MCREG  
 Card Number: 556735XXXXX6914  
 Card Expiration Date: 0318  
 Purchasing Profile Number: 001  
 GL Code Transaction Assignment Profile:  
 Punch Card: No  
 First Name: MCWS  
 Last Name: ADDTEST  
 Employee Number: 160751752559  
 Vehicle Number: 260754  
 Trip Number:  
 Trailer Number:  
 Driver's License Number: 123ABC456DEF  
 Driver License State/Province: TN  
 VIN: TH1S15MYL0N6V1N  
 Vehicle Description: TRUCK  
 License Plate Number: BR549  
 Registration Expires (MMYY): 0918  
 Miscellaneous #1: MISC1  
 Miscellaneous #2: MISC2

Confirm Cancel

A message displays confirming the card replacement.

**Status:** Card Replace was successful.  
 New card was not punched.  
 Old card has been blocked. Please destroy old card.

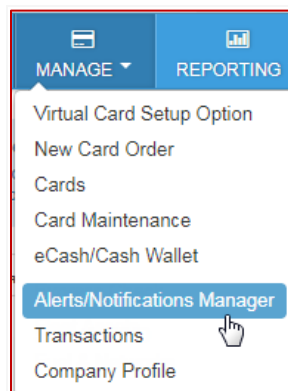
# Using Alerts & Notifications Manager

Alerts/Notifications Manager (ANM) is an ICD application used to monitor and manage all cardholder alerts. You can perform many of the same functions as cardholders, such as confirming or denying suspicious transactions and overriding transactions. You can also perform administrative functions, such as resending enrollment emails.

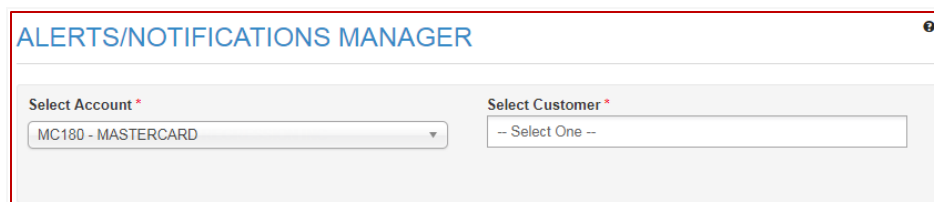
ANM is helpful because you can respond to alerts on a cardholder's behalf when they cannot respond. You can also monitor decline notifications as they come in.

**Note:** *If desired, you can unmask card numbers in Alerts/Notifications Manager. Contact your representative for more information.*

1. Log in to ICD and select **Manage > Alerts/Notifications Manager** from the ICD menu bar to access.



2. Select an account code and customer ID. Select multiple or all associated customer IDs from the **Select Customer** drop-down.



3. The page will refresh and display four tabs for managing cardholder fraud alerts and decline notifications: **Action Required**, **Resolved**, **Enrollments**, and **Notifications**. See the information below to learn about each tab.

## Action Required

The **Action Required** tab displays all fraud alerts that have not received a response. The table contains details such as the date each fraud alert was sent, the cardholder's card number, the type of fraud alert (Suspicious or Confirmed Fraud), and the transaction amount. Data in this tab is available for only the past 30 days.

In the **Action** column, you can confirm or deny a Suspicious transaction or Override a Fraudulent transaction. Selecting any of the options will remove the alert from the table.

**Note:** Each tab in ANM also contains a **Search** field that allows you to search through all alerts and notification history in the table. You can search by any value in the tables (Cardholder name, Date, Card Number, Type, etc.), and the **Search** field will populate matching results even if you enter as few as two characters.

Also, none of the tabs in ANM will display data for **STOP** or **HELP** replies.

	Date	Card Number	Name	Type	Transaction Amount	Action
	07/08/2018	556735XXXXXX0000	DOE, JOHN	Suspicious	\$10,063.00	

Select the **plus icon** to view additional details on an alert, such as the authorized date and time. The value in the **Type** column represents the method in which the recipient was contacted: M (mobile) or E (email).

	07/08/2018	556735XXXXXX0000	DOE, JOHN	Suspicious	\$10,063.00	
Card Holder Name		Auth Dt		Auth Time		
SMITH,JEFF		06/08/2018		06/08/2018 04:12:12		
Recipients						
Contact				Type		
19198888888				M		

## Resolved

The **Resolved** tab lists all fraud alerts that have received a final response from the cardholder. The table lists details such as the alert type, transaction amount, final status of the alert (the received response), and the cardholder's name. Up to 180 days of history will be displayed. Use the Search field to locate a resolved alert quickly.

The **Status** column can contain the following values: **Confirmed Transaction**, **Denied Transaction**, **Override**, **No Contact Found**, or **Alert Timed Out**.

- The **Alert Timed Out** status represents a Suspicious Alert that the cardholder did not respond to in an appropriate amount of time.
- **No Contact Found** displays if a cardholder responded to an alert but is not enrolled in Alerts and Notifications.
- The **Responder** column displays a mobile phone number if the cardholder responded or your ICD user ID if you responded.

Note: Data on this table is only available for 180 days

Show: 10 entries

Search:

	Date	Card Number	Name	Type	Transaction Amount	Status	Responder
+	01/23/2018	5563463805005555	DAN JOHNSON	Fraud	\$10,500.00	Alert Timed out	DJOHNSON1
+	03/23/2018	5563463805000000	JEFF SMITH	Fraud	\$10,809.00	Confirmed Transaction	1515888888
+	06/14/2018	5563463805009999	MARY JANE	Fraud	\$11,089.00	Alert Timed out	
+	01/31/2018	5563463805009999	MARY JANE	Fraud	\$12,999.00	Alert Timed out	
+	06/18/2018	5563463805002222	CLIFF JONES	Fraud	\$10,014.00	Denied Transaction	1515000000
+	01/30/2018	5563463805008888	VINCENT JONES	Fraud	\$17,888.00	Alert Timed out	
+	06/08/2018	5563463805001111	JEFF SMITH	Suspicious	\$876.00	Alert Timed out	
+	01/29/2018	5563463805004444	RICHARD ROE	Fraud	\$12,500.00	Override Requested	1615555555
+	01/23/2018	5563463805004444	RICHARD ROE	Fraud	\$11,000.00	Alert Timed out	
+	01/31/2018	5563463805007777	VEHICLE 2	Fraud	\$15,329.00	Alert Timed out	

Showing 1 to 10 of 89 entries

Previous 1 2 3 4 5 9 Next ...

Select the **plus icon** to view additional details on an alert, such as the authorized date and time.


The value in the **Type** column represents the method in which the recipient was contacted: M (mobile) or E (email).

06/08/2018	5563463805001111	JEFF SMITH	Suspicious	\$876.00	Alert Timed out
<b>Card Holder Name</b> SMITH,JEFF			<b>Auth Dt</b> 06/08/2018		<b>Auth Time</b> 06/08/2018 04:12:12
<b>Recipients</b>					
<b>Contact</b>			<b>Type</b>		
19198888888			M		


## Enrollments

The **Enrollments** tab lists all cardholders who have received the initial enrollment email message. The values in the Status column identify whether the cardholder has responded IN to the number in the email. Data in this tab is available for only the past 180 days. Possible statuses include:

- **Pending Enrollment:** The cardholder has not responded IN. Select the phone icon to resend the enrollment email, if necessary.
- **Enrolled:** The cardholder has responded IN and has been enrolled.
- **Unenrolled:** Cardholder has texted STOP to opt out of the program.

Action Required	Resolved	Enrollments	Notifications			
Note:Data on this table is only available for 180 days						
Show	Search:					
10	<input type="text"/>					
entries						
+	Date	Mobile Number	Name	Card Number	Status	Action
+	01/06/2017	19198888888	SMITH,JEFF	5563463805000000	Enrolled	
+	01/11/2017	16155555555	JANE, MARY	5563463805009999	Pending Enrollment	
+	02/23/2017	15153333333	DOE, JOHN	5563463805005555	Unenrolled	
+	11/27/2017	16150000000	JORGE, PEÑA	5563463805008888	Enrolled	
Showing 1 to 4 of 4 entries				Previous	1	Next

Select the **plus icon** to view additional details on a cardholder (full name, mobile phone number, and email address).

01/11/2017	16155555555	JANE, MARY	5563463805009999	Pending Enrollment	
<b>Card Holder Name</b> JANE,MARY		<b>Mobile Number</b> 16155555555			

## Notifications

The **Notifications** tab displays all decline notifications your cardholders receive. Use this tab to monitor card declines and perform resolution as needed.

Data in this tab is available for only the past seven days.

Action Required	Resolved	Enrollments	Notifications			
Note: Data on this table is only available for 7 days						
Show	Search:					
10	<input type="text"/>					
entries						
Date	Card Number	Name	Type	Transaction Amount	Recipient	
+ 06/18/2018	5563463805005555	DAN JOHNSON	AUTH	\$345.00	16153333333	
+ 06/18/2018	5563463805000000	JEFF SMITH	AUTH	\$125.00	15158888888	
+ 06/18/2018	5563463805009999	MARY JANE	AUTH	\$69.95	16155555555	
+ 06/18/2018	5563463805009999	MARY JANE	AUTH	\$0.00	16155555555	
+ 06/21/2018	5563463805002222	CLIFF JONES	AUTH	\$345.00	16158888888	
+ 06/21/2018	5563463805008888	VINCENT JONES	AUTH	\$8.00	16152182222	
+ 06/21/2018	5563463805001111	JEFF SMITH	AUTH	\$0.00	16152180000	
+ 06/21/2018	5563463805004444	RICHARD ROE	AUTH	\$0.00	16152185555	
+ 06/21/2018	5563463805004444	RICHARD ROE	AUTH	\$0.00	16152183333	
+ 06/22/2018	5563463805007777	VEHICLE 2	AUTH	\$0.00	16152188888	
Showing 1 to 10 of 10 entries				Previous	1	Next

Select the **plus icon** to view additional details on a cardholder (full name, mobile phone number, and email address).

+	Date	Card Number	Name	Type	Transaction Amount	Recipient						
+	07/09/2018	5563463805009999	MARY JANE	AUTH	\$69.95	16155555555						
<table><tr><td>Card Holder Name</td><td>Auth Dt</td><td>Auth Time</td></tr><tr><td>JANE, MARY</td><td>07/09/2018</td><td>07/09/2018 11:33:02</td></tr></table>							Card Holder Name	Auth Dt	Auth Time	JANE, MARY	07/09/2018	07/09/2018 11:33:02
Card Holder Name	Auth Dt	Auth Time										
JANE, MARY	07/09/2018	07/09/2018 11:33:02										

# Admin FAQs

## Why we send Alerts and Notifications?

Protecting our cardholders' security is a top priority. By protecting that security, we are helping you and your company avoid the risks of identity theft and fraud, which can cost you money. In addition, we aim to keep you and your cardholders informed on card declines that are not fraud-related.

## What happens if I add a card to my cardholder's mobile phone number?

The cardholder's mobile number drives the Alerts and Notifications. Therefore, as long as their mobile phone number is active in our systems, they will receive text messages for any of our cards. Cardholders will not receive a new enrollment email for each new card.

If the mobile phone number is inactive when a new card is added, the cardholder will receive an enrollment message and be placed in Pending status until they reply.

## If a card is marked for suspicious activity, when will it be blocked?

Once a card is marked for suspicious activity, all subsequent transactions will be declined. The cardholder can override the declined transactions for up to 10 days. On the tenth day, the card will be permanently blocked with no override ability.

## If a cardholder confirms fraud on a card, will a new card automatically be ordered?

No, you will need to order the replacement card through ICD. Be sure the card is ordered and replaced within 10 days to avoid any issues. Once the card is ordered, all information on the original card will transfer to the new card. Once activity begins on the new card, the old card will be permanently blocked.



### What if the cardholder is unable to respond to a suspicious activity or fraud alert?

Cardholders have one hour to respond to alerts. If the cardholder does not respond within this timeframe, our internal risk system will make a decision (i.e., mark the card as fraud and block it, keep it open, etc.).

### Can I enroll a card that is already compromised?

Only if you are already participating in the program and know fraud has already been detected on a card should you immediately enroll the cardholder so they can continue their business.

### Does this program apply to non-physical MasterCard cards (virtual cards, ghost cards)?

No, this program only applies to the physical Mastercards (Purchasing, T&E, Fleet MasterCard, etc.).

### Are text messages sent as iMessages, short message service (SMS), or Multimedia Messaging Service (MMS)?

All text messages are sent as SMS.

### Can cardholders reply to decline notifications?

No, there is no need for cardholders to respond to decline notifications. These messages are intended as notifications only to keep the cardholder informed on reasons for transaction declines.

### Is there a decline notification for every type of card decline?

Currently, cardholders will not receive decline notifications for every type of decline. Based on our research, the current decline notifications are the most common declines cardholders receive. However, additional decline notifications will be added in the future.

If your cardholder's card is declined for a non-fraudulent reason and they do not receive a decline notification, please contact us.

**My cardholder received a decline notification, but did not use their card. What does this mean?**

Contact us immediately. This may be a case of fraudulent use.

**Who should I contact if I have more questions?**

For questions about your enrollment, contact your company's card Administrator. Call the 1-800 number on the back for other questions about using your card.

## Cardholder FAQ

See [Types of Alerts and Notifications](#) for more information.