



360CONTROL

Program Administrator User Guide





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OVERVIEW

The purpose of this document is to describe the tasks required to maintain the 360Control online transaction management system. The 360Control Program Administrator is responsible for maintaining the 360Control system and ensuring transactions are imported properly and transferred to the general ledger or costing system.

360Control uses a web-based user interface which allows the administrators to make real-time updates to the cards within their small business card program.

The cardholders will have access to view their own e-statements, view any authorizations or declines on their card, and update their own demographics.

LOGIN INFORMATION

To log in to 360Control, complete the following steps after you open your web browser.

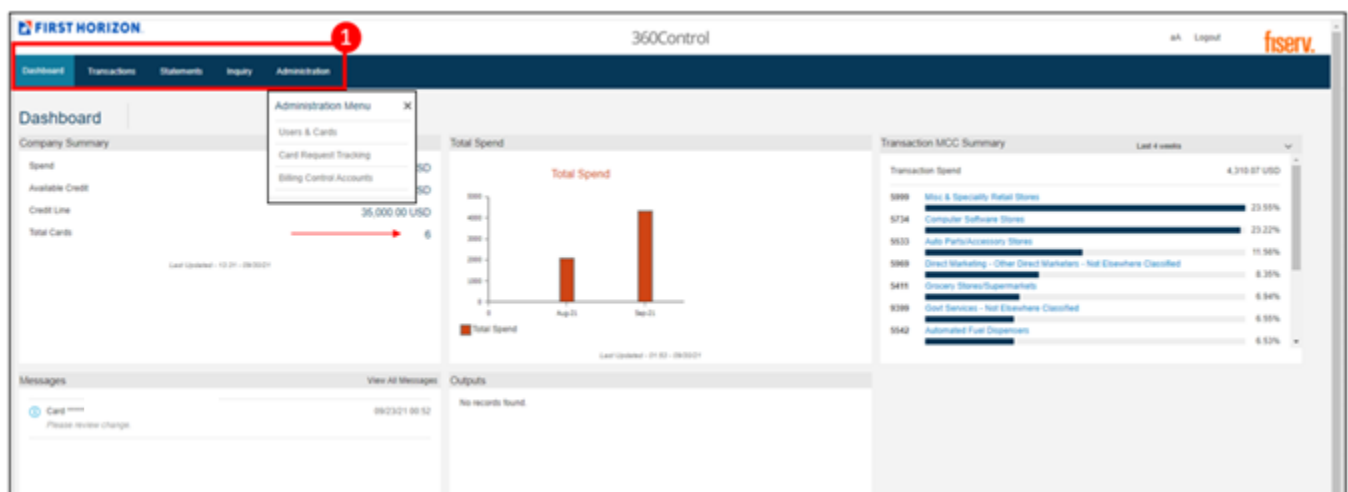
- The Program Administrator should contact the First Horizon Business Service Center (BSC) at 888-382-4968. The BSC will provide you a temporary password to establish your login.
- Upon receiving your temporary password from BSC, navigate to www.firsthorizon.com/360control. The 360Control login screen will populate.
 1. Enter the username assigned in the **Username** field; click **Login**.
 2. Enter the temporary password as assigned by the BSC in the Password field; click **Login**.
 3. The security question will ask you to enter the last four digits of your work telephone number; click **Login**.



DASHBOARD

Once you are logged in, the 360Control application will display. To navigate, use the five (5) tabs from the top tool bar:

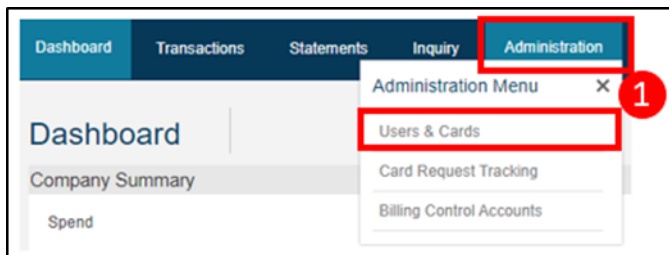
- **The Dashboard screen** displays as the **homepage**. The information contained on the page provides Program Administrators an overview of the company cards' usage and can be customized based on the setup selected.
- **The Transactions tab** will display the **Transactions screen**, which is a powerful tool designed to enable users to prepare transactions for transfer to the general ledger.
- **The Statements tab** will display the **Statements screen**, which provides online access to account information (for all cardholders within your company) at all times.
- **The Inquiry tab** will display results of previous inquiries.
- **The Administration tab** combines the **User and Card Management** screens, which allows program Administrators to view multiple users and their information on the screen at one time.



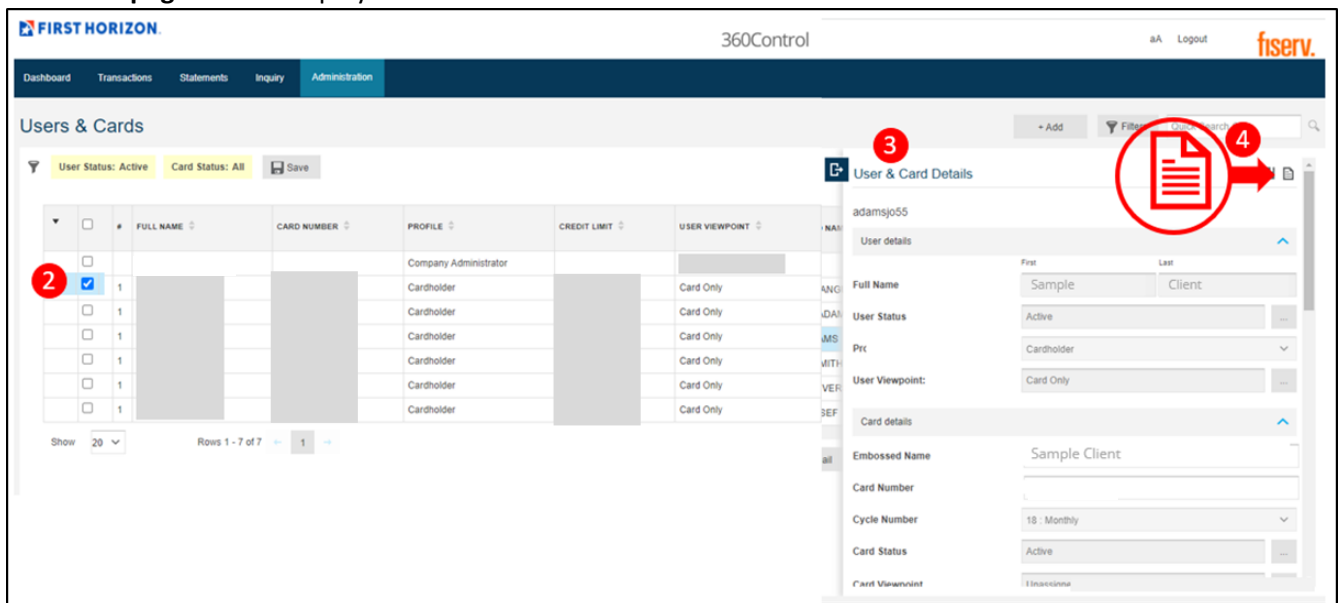


UNLOCKING/RESETTING USERNAMES & PASSWORDS

1. Select the **Administration tab** and then **Users & Cards**.



2. From the Users & Cards list, **select the applicable user**.
3. This will populate a **User & Card Details** tab on the right side.
4. Select the **page icon** to display the full Details Panel.



5. The Login Details area of the screen will allow you to update/reset a **username**.



6. The Login Details area of the screen will allow you to update/reset **passwords**.

The screenshot shows the 'Login Details' form with the following elements and annotations:

- Username:** A text input field with a green checkmark. A red box labeled '5' highlights the field.
- User Account Status:** A dropdown menu showing 'Unlocked'. A red box labeled '7' highlights the dropdown, and a red arrow points to it.
- Password:** A text input field with a green checkmark. A red box labeled '6' highlights the field.
- Confirm Password:** A text input field with a green checkmark.
- Username requirements:** A list of requirements with green checkmarks: 'Be at least 3 characters long' and 'Not already be in use'.
- Password requirements:** A list of requirements with green checkmarks: 'Be at least 9 characters long', 'Have at least one number', 'Have at least one uppercase and one lowercase letter', 'Have at least one special character (Characters allowed !@#%&*)', 'Not contain spaces', and 'Not be the same as Username'.
- Confirm password requirements:** A list of requirements with green checkmarks: 'Password must be a valid password' and 'Be the same as password'.

7. The Login Details area of the screen will allow you to **lock/unlock the account**.

The screenshot shows the 'User Account Status' dialog box with the following elements:

- Current User Account Status:** A dropdown menu showing 'Unlocked'.
- Update User Account Status:** A dropdown menu showing 'Select status' with a dropdown arrow. The dropdown menu is open, showing options: 'Select status', 'Lock', and 'Generate New Password'.
- Buttons:** 'Cancel' and 'Update' buttons.

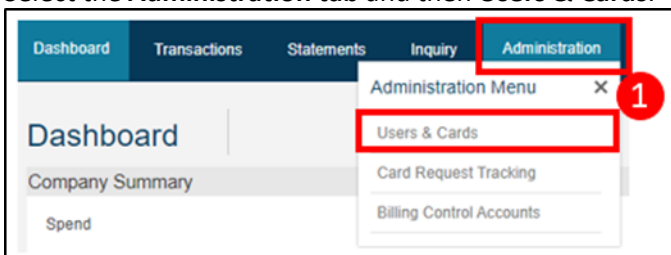


CARDHOLDER REGISTRATION

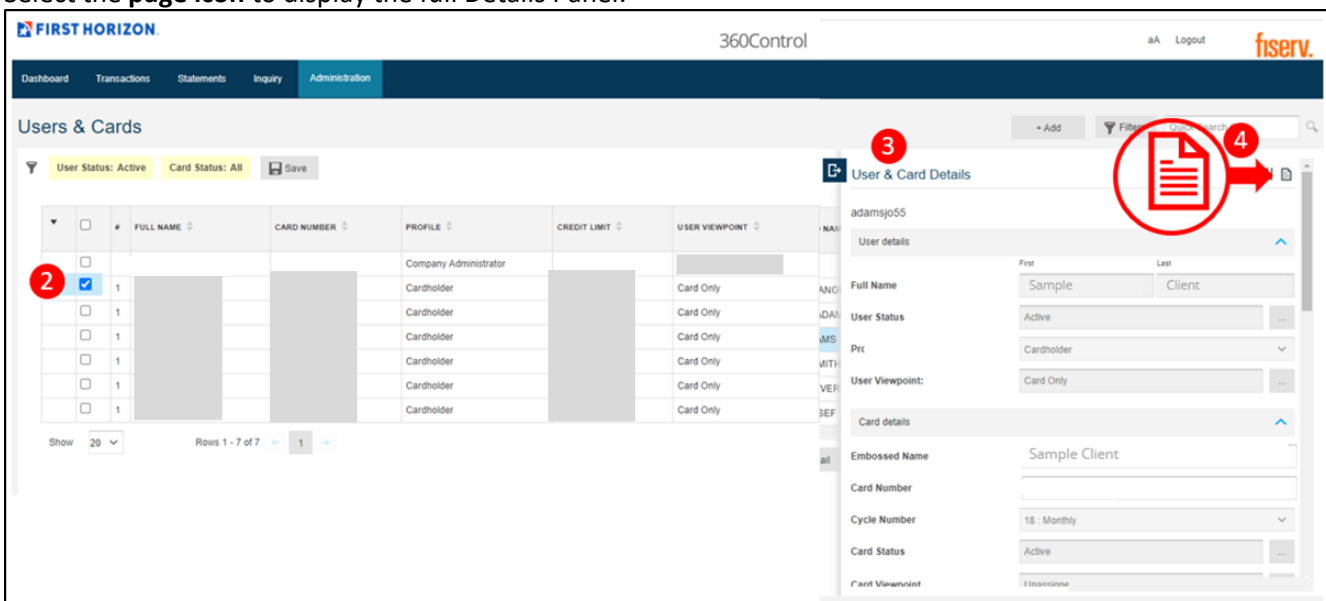
Program Administrators can grant online access to existing cardholders by following the below steps:

Note: The cardholder's email address must be in 360Control before registration can be completed; otherwise, cardholder will receive an error message.

1. Select the **Administration** tab and then **Users & Cards**.



2. From the Users & Cards list, **select the applicable user**.
3. This will populate a **User & Card Details** tab on the right side.
4. Select the **page icon** to display the full Details Panel.





5. On this next screen, **scroll to the bottom** and click **Next**.

The screenshot shows the 360Control registration interface. It features several form fields and validation messages. A red circle with the number '5' is positioned over the 'Next' button at the bottom right of the form.

Then on the following screen, scroll to **Contact Details** and select the **three dots**.

The screenshot shows the 'Contact Details' section of the form. A red arrow points to the three dots menu icon next to the 'Contact Address' field.

In the **populated window**, click **Edit** and input the required Work Phone Number and Email Address and **click Submit**.

The cardholder can then navigate to www.firsthorizon.com/360control and register their card by following these steps:

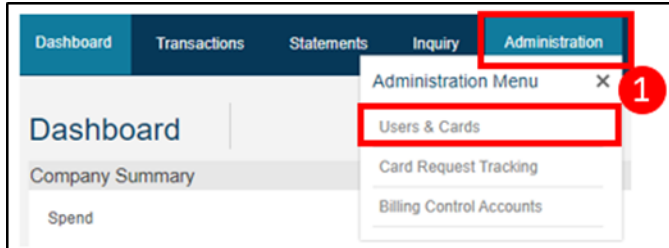
1. On the right-hand side under **Register Now**, select **Cardholder and Register**.
2. Then, input the Card No., Company Password of **Welcome123**, the email address and the security phrase presented.
3. Once registration is complete, a success message will populate with the **cardholder's Login ID** and confirmation that an email has been sent with the password and instructions to log in.



MAKING PAYMENTS TO INDIVIDUAL CARDS

Note: The steps below will guide Program Administrators in making a payment to an individual card; however, each cardholder can also log in to their individual cardholder profile to make payments to their individual cards.

1. Select the **Administration tab** and then **Users & Cards**.



2. From the Users & Cards list, **select the applicable user**.
3. This will populate a **User & Card Details** tab on the right side.
4. Select the **page icon** to display the full Details Panel.

	#	FULL NAME	CARD NUMBER	PROFILE	CREDIT LIMIT	USER VIEWPOINT	NAI
<input type="checkbox"/>	1			Company Administrator			
<input checked="" type="checkbox"/>	1			Cardholder		Card Only	ANG
<input type="checkbox"/>	1			Cardholder		Card Only	DAI
<input type="checkbox"/>	1			Cardholder		Card Only	IMS
<input type="checkbox"/>	1			Cardholder		Card Only	JIT
<input type="checkbox"/>	1			Cardholder		Card Only	VER
<input type="checkbox"/>	1			Cardholder		Card Only	SEF



5. On the far right of the next screen under Card Summary > Manage Payments, select **Make One-time Payment**.

Note: Alternatively, on step #3 above, you can scroll down to Useful Links and select **Make One-time Payment**.

Both options will take you to the **Online Payment Screen** shown below.

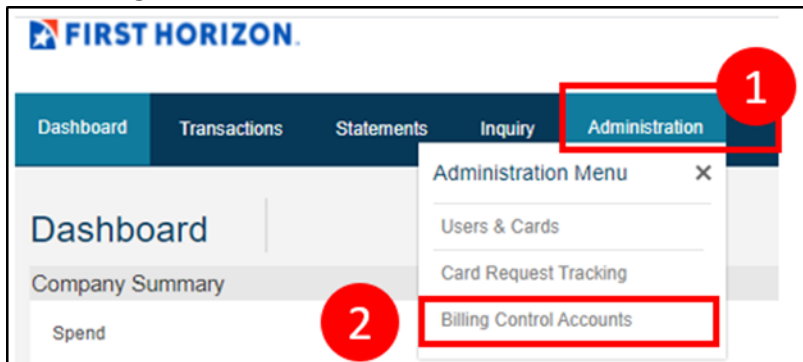
6. You must first click **Edit** under **Payment Information**, and enter the payment information, e.g., payment date, amount.
7. Then click the **Edit** button (right-hand side) under **Account Details for Payment** to input/select account information to debit.
8. If this is the first payment through 360Control, you will need to select **Add** and input information on the next screen.
9. Once all is selected/input, click **Submit**.



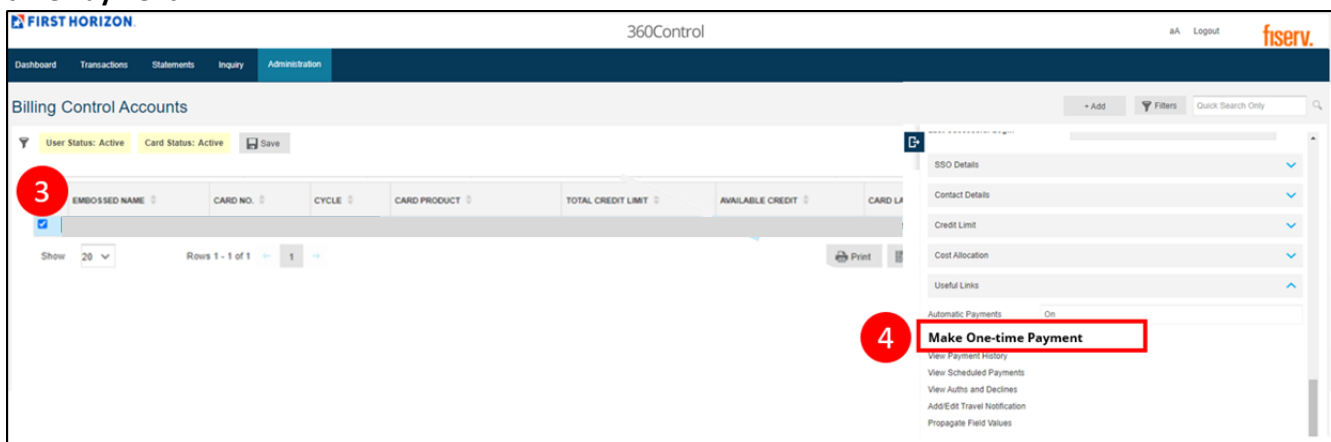
MAKING PAYMENTS TO CONTROL ACCOUNT

(Corporate Consolidated Billing)

1. Select the **Administration** tab.
2. Then **Billing Control Accounts**.



3. On the next screen, select the **Control Account** from the list.
4. From the menu that populates on the right-hand side, scroll down under **Useful Links**, and select **Make One-time Payment**.



5. You must first click **Edit** under **Payment Information**, and enter the payment information, e.g., payment date, amount.
6. You must then click the **Edit** button (right-hand side) under **Account Details for Payment** to input/select account information to debit.
7. If this is the first payment through 360Control, you will need to select **Add** and input information on the next screen.



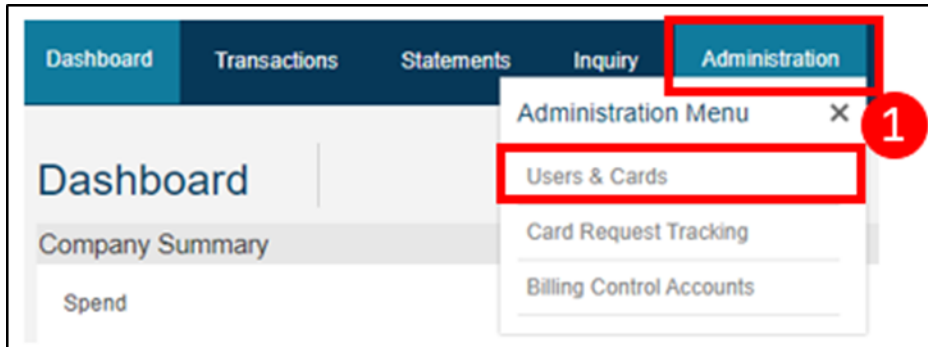
8. Once all is selected/input, click **Submit**.

The screenshot displays the 'Online Payment' form in the 360Control system. The form is divided into two main sections: 'Payment Information' and 'Account Details for Payment'. The 'Payment Information' section includes fields for Card Number, Embossed Name, Payment Due Date, Payment Date (with radio buttons for 'Pay Now' and 'Future Payment Date'), and Payment Amount (with radio buttons for 'Last Statement Balance', 'Minimum Payment Due', 'Current Balance', and 'Other Payment Amount'). The 'Account Details for Payment' section includes fields for Account Number, Account Type (with radio buttons for 'Checking' and 'Savings'), and Business Account (with radio buttons for 'No' and 'Yes'). A 'Comment' field is also present. The form includes a 'Cancel' button at the bottom left and a 'Submit' button at the bottom right. Red circles with numbers 5, 6, 7, and 8 highlight the 'Edit' button, the 'Add' button, the 'Edit' button, and the 'Submit' button respectively.

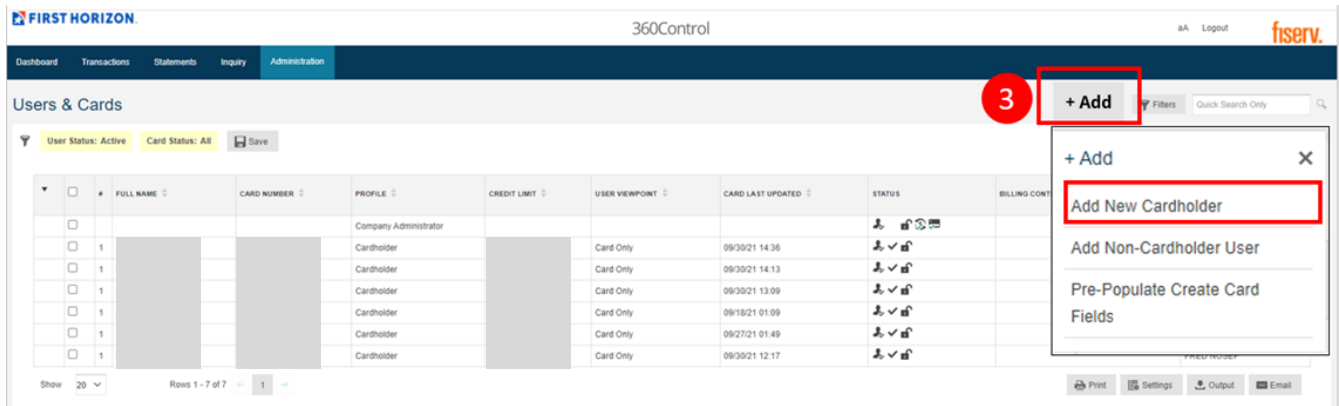


CREATING A NEW CARDHOLDER

1. Select the **Administration** tab.
2. Then select **Users & Cards**.



3. Click on “+ ADD” and then click on **Add New Cardholder**.



4. Select the **Company Name** (which should default to the admin's company) and input billing information.
5. **You may see two (2) Billing types:** Consolidated Bill or Individual Bill.

Consolidated Bill: you will need to select the Billing Account:

Consolidated Bill

Billing Account*

Individual Bill: you will need to select Product/Cycle:

Individual Bill

Product Cycle*



6. Click **Next**.

Billing Account

Select Company Name* 4

Select Billing Type *

Consolidated Bill

Individual Bill 5

6 Next

7. **Input the information** for the new cardholder. Required fields have a red asterisk.

- Name Line 1** should be the cardholder's name (always an individual): **Last name, first name format**.
- Name Line 2** field should always be the business name for the account.
- Plastic Count** is always 1.
- Strategy:**
 - NONE ASSIGNED is when the first strategy is built for the client, the system automatically creates a strategy.
 - NONE is not allowing anything for the card.

8. Once all fields are completed, select **Next**.

(TIP: If Next is not displayed, this indicates all required fields have not been filled out.)

FIRST HORIZON 360Control

Dashboard Transactions Statements Inquiry Administration

Use

VISA

Card

To avoid processing errors, it is critical that the name of the cardholder is entered in the following format: **Last name, first name**

Account Details

Name Line 1*

Name Format

Name Line 2

Plastic Count*

Accounting Code

Card Contact Details

Company Name

Address Line 1*

Address Line 2

City*

State/Province*

Postal Code*

Work Phone*

Home Phone

Strategy*

Email Address*

Limit Details

Credit Limit*

Cash Credit Limit*

CAS Details

CAO

RAO

Card Level 2

Card Level 3

8 Next

9. Upon clicking Next, the screen to set up the User in 360Control will populate. The Program Administrator **must complete all required fields**.



10. TIP: Check the box: **Show Mandatory Fields only**.

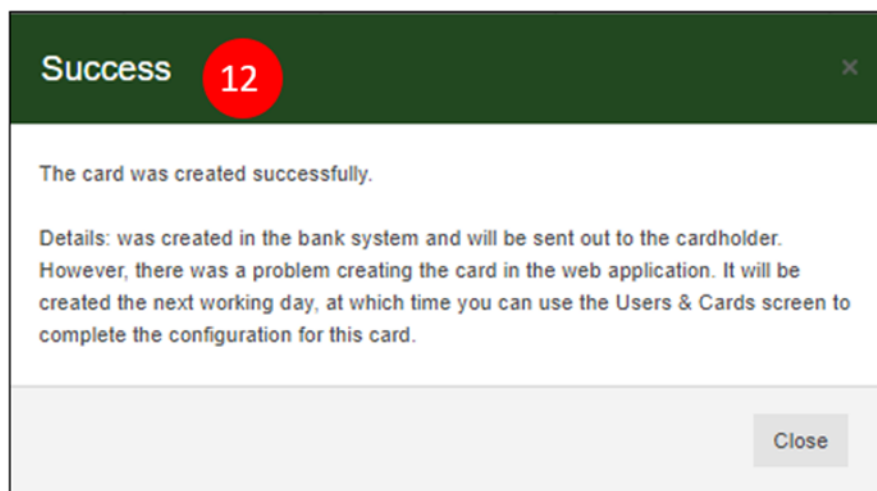
The Program Administrator must select Profile type (i.e., Cardholder, Company Administrator, or Manager) as well as the Login Details.

The Program Administrator is responsible for providing the cardholder with their login credentials.

11. Once completed, **click Submit** in blue on the bottom right of the page.

Note: There is a field for additional cardholder names. However, First Horizon does not set up multiple cardholder names for the same card number. Client should set up separate, new cards for each cardholder.

12. A message should display to indicate card creation was successful.



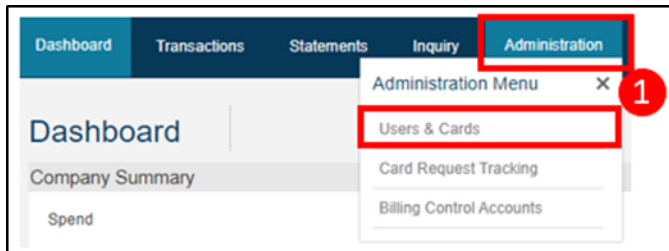
✓ This will **generate a new card number** and issue a card to be mailed within 7 to 10 business days.

Note: The message may indicate the admin 360Control creation may not be complete until the next working day.



VIEWING CARD STATEMENTS

1. Select the **Administration tab** and then **Users & Cards**.



2. From the Users & Cards list, **select the applicable user**.
3. This will populate a **User & Card Details** tab on the right side.
4. Select the **page icon** to display the full Details Panel.

Users & Cards

	#	FULL NAME	CARD NUMBER	PROFILE	CREDIT LIMIT	USER VIEWPOINT	NAI
<input type="checkbox"/>				Company Administrator			
<input checked="" type="checkbox"/>	1			Cardholder		Card Only	ANG
<input type="checkbox"/>	1			Cardholder		Card Only	DAI
<input type="checkbox"/>	1			Cardholder		Card Only	IMS
<input type="checkbox"/>	1			Cardholder		Card Only	JIT
<input type="checkbox"/>	1			Cardholder		Card Only	VER
<input type="checkbox"/>	1			Cardholder		Card Only	3EF

Rows 1 - 7 of 7

User & Card Details

Full Name: Sample Client

User Status: Active

Prc: Cardholder

User Viewpoint: Card Only

Card details

Embossed Name: Sample Client

Card Number: [Redacted]

Cycle Number: 18: Monthly

Card Status: Active

Parent Viewpoint: Transactions



5. Under **Account Maintenance** (right-hand side of the page), select **View My Statements**.

Dashboard Transactions Statements Inquiry Administration

Users & Cards > Full Details

User

User [Name]

☐ Show Mandatory fields only

User Details

First Name* [Input]
Last Name* [Input]
Employee ID [Input]
User Status: Active [Dropdown]

SSO Details

Federated Identifier [Input]

Associated User Details

Profile*: Cardholder [Dropdown]
User Viewport*: [Dropdown]
Path: [Input]
Show System and Import Alerts: No Yes
Approver Workflow: [Input]

Login Details

Username* [Input]
Username requirements:
• Be at least 3 characters long
• Not already be in use
Check Username
User Account Status*: Unlocked [Dropdown]

Card Summary

MANAGE PAYMENTS

Make One-time Payment
Turn Auto Pay Off
View Payment History
View Scheduled Payments

CARD DETAILS

Contact Details
Order A Replacement Card
Limit and strategy
Account status
Advanced Spending Controls
Propagate Field Values

ACCOUNT MAINTENANCE

5 → View My Statements
View Auths and Declines
Add/Edit Travel Notification

Note: Statements can also be viewed by clicking on the **Statements** tab from the **homepage** of 360Control.

FIRST HORIZON

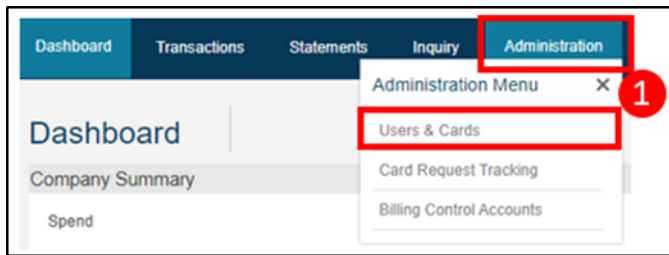
Dashboard Transactions **Statements** Inquiry Administration

Statements

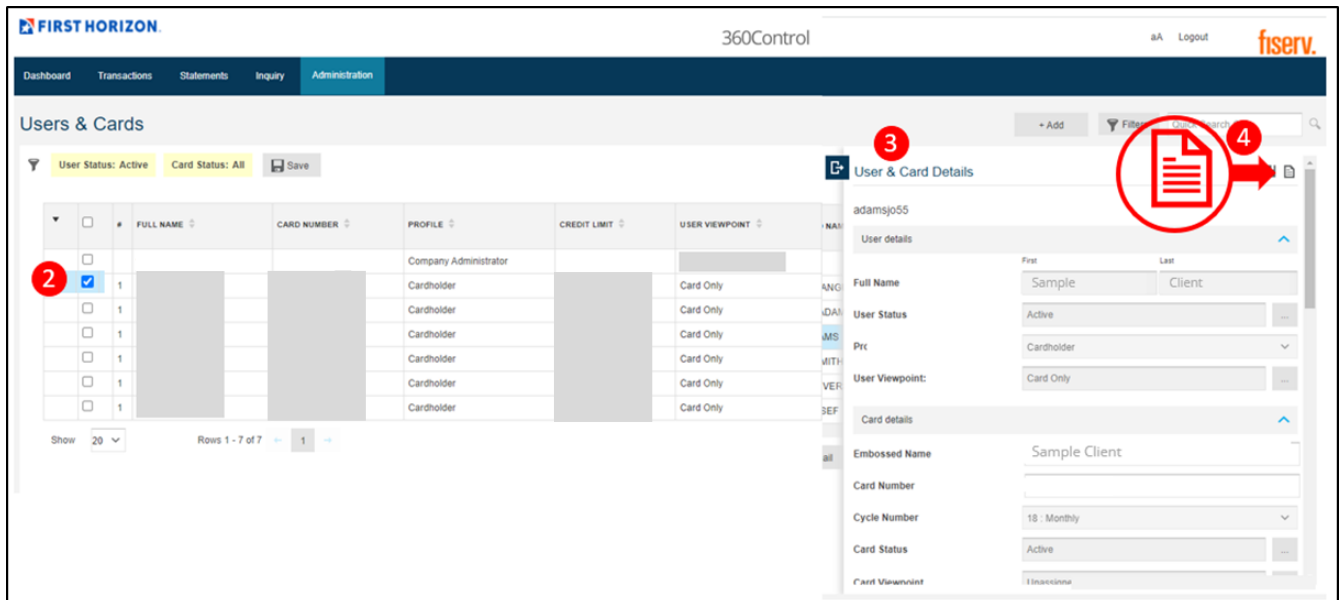


VIEWING AUTHORIZATIONS AND DECLINED TRANSACTIONS

1. Select the **Administration tab** and then **Users & Cards**.



2. From the Users & Cards list, **select the applicable user**.
3. This will populate a **User & Card Details** tab on the right side.
4. Select the **page icon** below to display full Details Panel.





5. Under **Account Maintenance** (right-hand side of the page), select **View Auths and Declines**.

Users & Cards > Full Details

Card Summary

MANAGE PAYMENTS

Make One-time Payment

Turn Auto Pay Off

View Payment History

View Scheduled Payments

CARD DETAILS

Contact Details

Order A Replacement Card

Limit and strategy

Account status

Advanced Spending Controls

Propagate Field Values

ACCOUNT MAINTENANCE

View My Statements

View Auths and Declines

Add/Edit Travel Notification

6. The next screen will show transactions and details to include result and decline reason, etc.

View Auths and Declines

Available Credit : 100.00 USD

Current Balance : 0.00 USD

TRANSACTION DATE	MERCHANT	MCC	AMOUNT	RESULT	AUTH/DECLINED CODE	DECLINE REASON
08/22/21			20.00	OVER ADV SING LIM	CD	Cash advance authorization declined

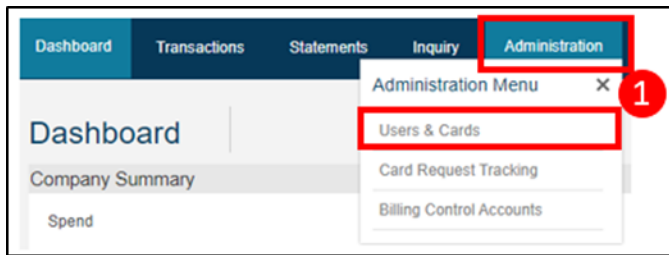
Show 20 Rows 1 - 1 of 1 1

Print Settings Output

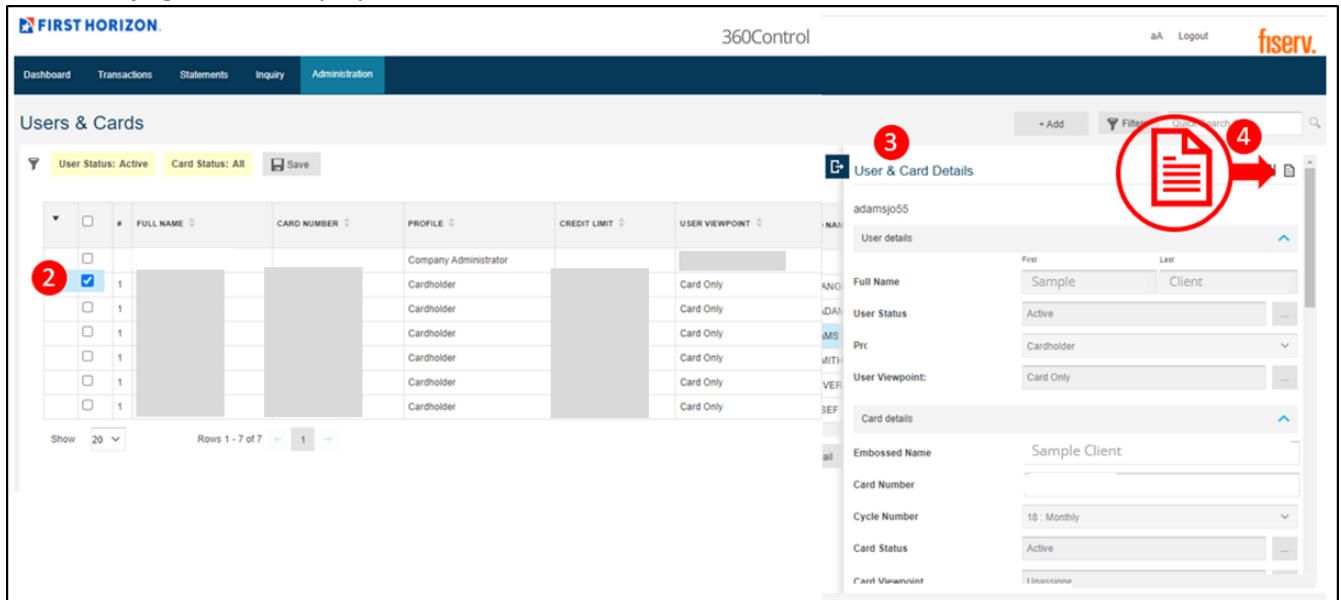


ADD/EDIT TRAVEL NOTIFICATION

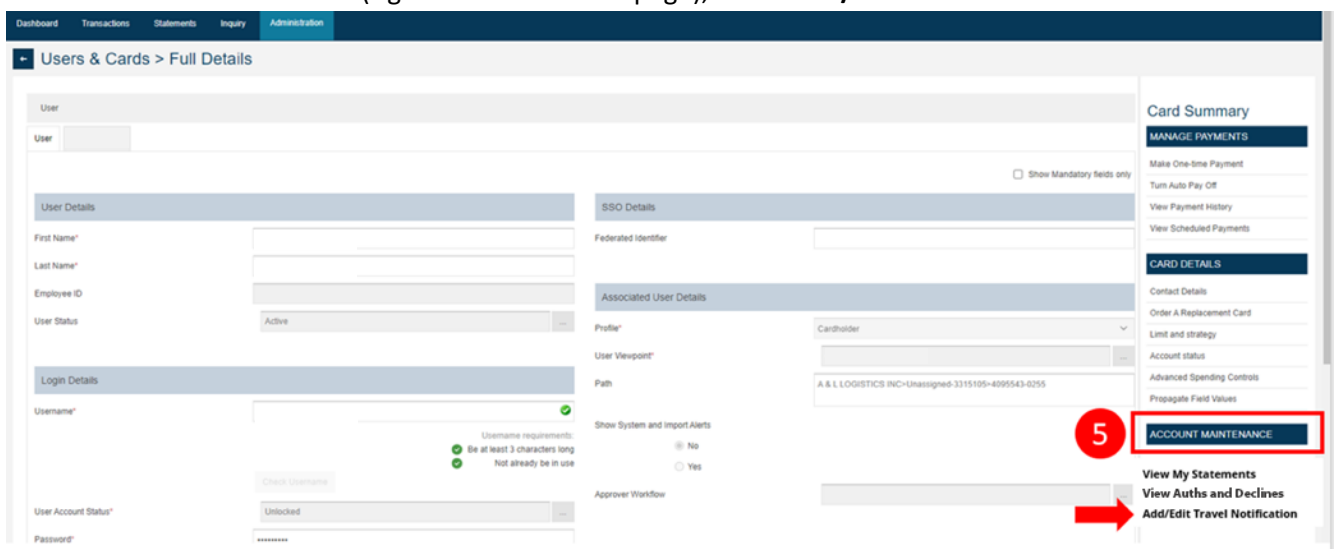
1. Select the **Administration** tab and then **Users & Cards**.



2. From the Users & Cards list, **select the applicable user**.
3. This will populate a **User & Card Details** tab on the right side.
4. Select the **page icon** to display the full Details Panel.



5. Under **Account Maintenance** (right-hand side of the page), select **Add/Edit Travel Notification**.





6. **Input details of the travel**, i.e., domestic or international and location as well as dates, and then **click Submit**.

← Add/Edit Travel Notification

Card - 1253

6

Destination *

Domestic International

Select States

Please list all of the locations you plan to visit, separated by a comma. For example:

Date of Travel

From: - To:

Remove Travel Notification

Cancel Submit

A success message will display.

✓ Success

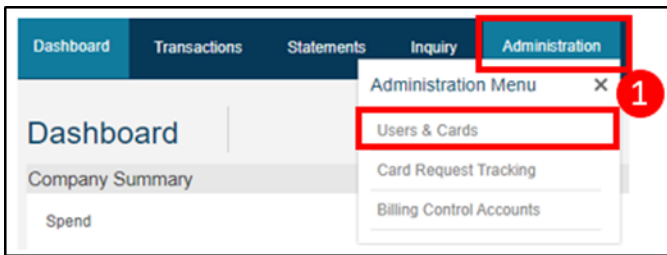
Travel Notification has been added successfully

OK

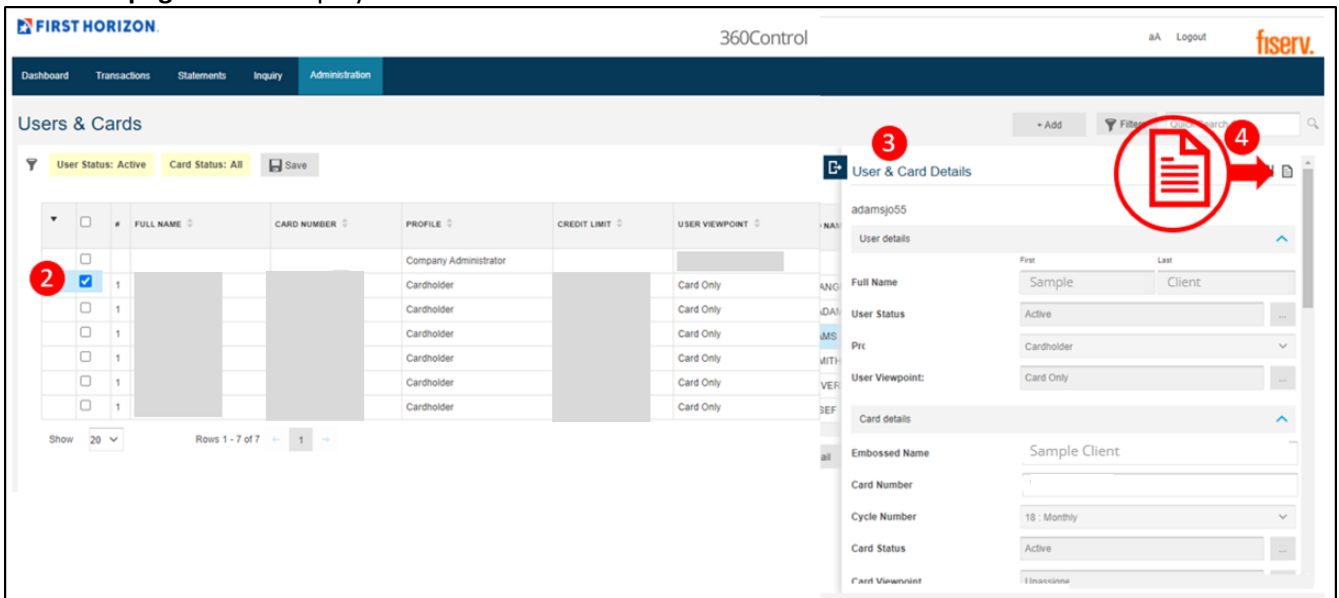


CHANGE CREDIT LIMITS

1. Select the **Administration tab** and then **Users & Cards**.



2. From the Users & Cards list, **select the applicable user**.
3. This will populate a **User & Card Details** tab on the right side.
4. Select the **page icon** to display the full Details Panel.





5. Scroll down on the right-hand side and click on the three dots “...” to the right of the **Credit Limit** field.

Confirm Password*

Confirm password requirements:

- ✔ Password must be a valid password
- ✔ Be the same as password

Next Password Date

Reset Password At Login

Last Successful Login

SSO Details

Contact Details

Credit Limit ...

Advanced Spending Controls

Cost Allocation

Useful Links

6. Click on **Edit** in the bottom right and make the correct changes.
7. Once completed, **click Submit**.

Update Limit and Strategy

Account Details

Card No*

Embossed Name

Comment

Comment

Add Comment

Limit Details

Strategy

Available Credit Limit*

Credit Limit*

Cash Credit Limit*

Reset After

- Do not reset
- 1 week
- 2 week
- 1 Month from Today
- Choose a Date

Permanent Increase

Temporary Increases

10/01/2021

Edit

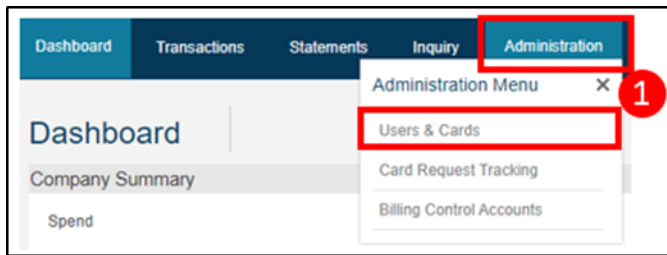
Submit

Note: For permanent credit limit increases, select the **Do Not Reset** option; for temporary increases select from the options listed.

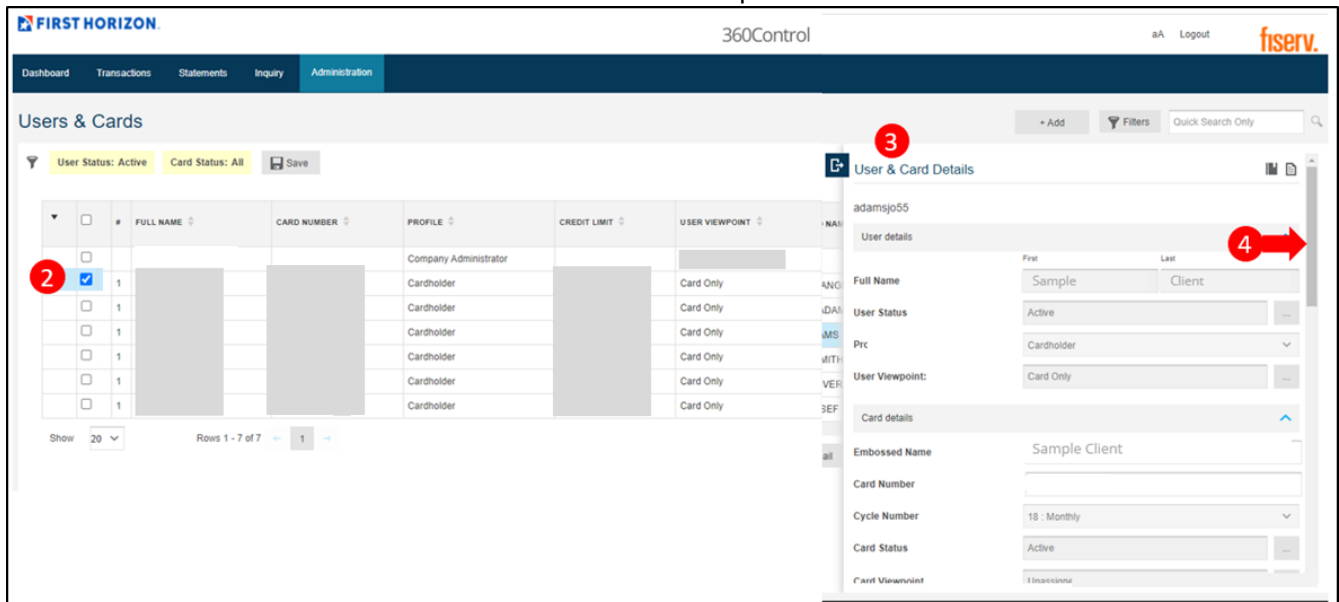


SUSPEND OR CLOSE CARDS

1. Select the **Administration tab** and then **Users & Cards**.



2. From the Users & Cards list, **select the applicable user**.
3. This will populate a **User & Card Details** tab on the right side.
4. Use the scroll bar to scroll down to the bottom section of the panel.





5. Locate the **Credit Limit field** and click on the three dots “...” to the right of this field.

The screenshot shows a user profile page with various sections. The 'Credit Limit' field is highlighted with a red box and contains the value '5,000.00'. To the right of this field is a three-dot menu icon. A red circle with the number '5' is placed over the three dots, and a red arrow points downwards from it.

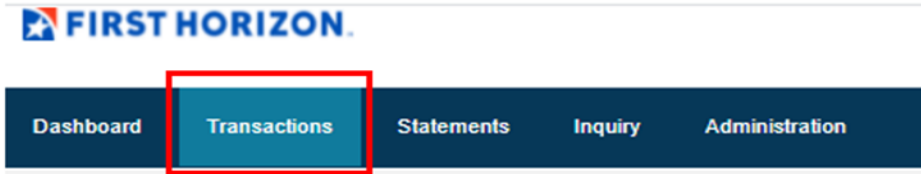
6. The Card Status screen will populate. Click on **Edit** in the bottom right of the screen.
7. In the **Change to field**, select Closed, Suspended or Lost/Stolen.
8. Once completed, click **Submit**.

The screenshot shows the 'Card Status' dialog box. It has two main sections: 'Account Details' and 'Account Change'. The 'Account Change' section has a 'Change to' dropdown menu with a red circle '7' next to it. The dropdown is open, showing options: 'Please select a status', 'Closed status', 'Lost/Stolen', and 'Suspended'. Below this is a 'Reset After' section with radio buttons for 'Do not reset', '1 week', '2 week', '1 Month from Today', and 'Choose a Date'. A date field shows '10/01/2021' with a red circle '6' next to it. At the bottom right, there are 'Edit' and 'Submit' buttons, with a red circle '8' next to the 'Submit' button.

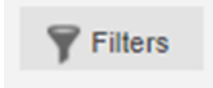


VIEW CARD TRANSACTIONS

1. Log in to 360Control.
2. Select the **Transactions** tab.



3. Select the **Filters** option.



4. Adjust the date range or other criteria.
5. Click **Apply**.

The image shows a 'Filters' dialog box with the following fields and controls:

- Saved Filters:** A dropdown menu with the text 'Select Pre-saved Filter'.
- Transaction Status:** A dropdown menu with the text 'All' and a red 'X' icon to its right.
- Transaction Date *:** Two date input fields. The first contains '07/01/2021' and the second contains '09/17/2021', separated by a hyphen. Both have red 'X' icons to their right.
- Add New Filter:** A dropdown menu with the text 'Select Filter Type'.
- Buttons:** At the bottom, there are buttons for 'Reset', 'Delete', 'Cancel', 'Save', 'Save As', and 'Apply'.

Transactions will display, with ability to **Print** (to print or download as PDF), adjust **Settings** for list view, or **Output** to download as Excel.

If Output is selected, choose **Options**, and select **Output File**. (The only file type available is Excel.)



Note: If a transaction is split, it will output in Excel as multiple line items.

TRANSACTION DATE	POST DATE	CARDHOLDER	CARD	MERCHANT	BILLING AMOUNT	TRANSACTION STATUS	NET AMOUNT	ORIGINAL AMOUNT	DISCOUNT	TAX AMOUNT	TAX RATE	TAX CODE	REFERENCE	CARD CURRENCY	TRANSACTION CURRENCY
08/23/21	08/23/21	TEST 2				⌵ ⌴ ⌵ ⌵	5.00 USD	5.00 USD	0.00 USD	0.00 USD	0.00%			USD	USD
08/23/21	08/23/21	TEST 2				⌵ ⌴ ⌵ ⌵	20.00 USD	20.00 USD	0.00 USD	0.00 USD	0.00%			USD	USD
08/23/21	08/23/21	TEST 2				⌵ ⌴ ⌵ ⌵	2.19 USD	2.40 USD	0.00 USD	0.21 USD	0.00%			USD	USD
09/10/21	09/10/21	TEST 2				⌵ ⌴ ⌵ ⌵	0.42 USD	0.42 USD	0.00 USD	0.00 USD	0.00%			USD	USD
09/10/21	09/10/21	TEST 2				⌵ ⌴ ⌵ ⌵	0.08 USD	0.08 USD	0.00 USD	0.00 USD	0.00%			USD	USD

DOWNLOADING TRANSACTIONS TO QUICKBOOKS

Note: QuickBooks/Quicken is not supported at this time for clients in the 360Control platform; it is being evaluated for future enhancement.

Currently, 360Control offers output to Excel. Refer to the section in this guide that outlines **How to View Card Transactions**. Clients may convert files from Excel to CSV to upload to QuickBooks.

1. Clients should first navigate to the **Transactions tab**, filter as desired, and select **Output to populate an Excel file**.
2. Refer to [Intuit's website](#) for articles on QuickBooks support that offer guidance for converting Excel to CSV files for uploading.