360CONTROL

Program Administrator User Guide

REV 02/2022

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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

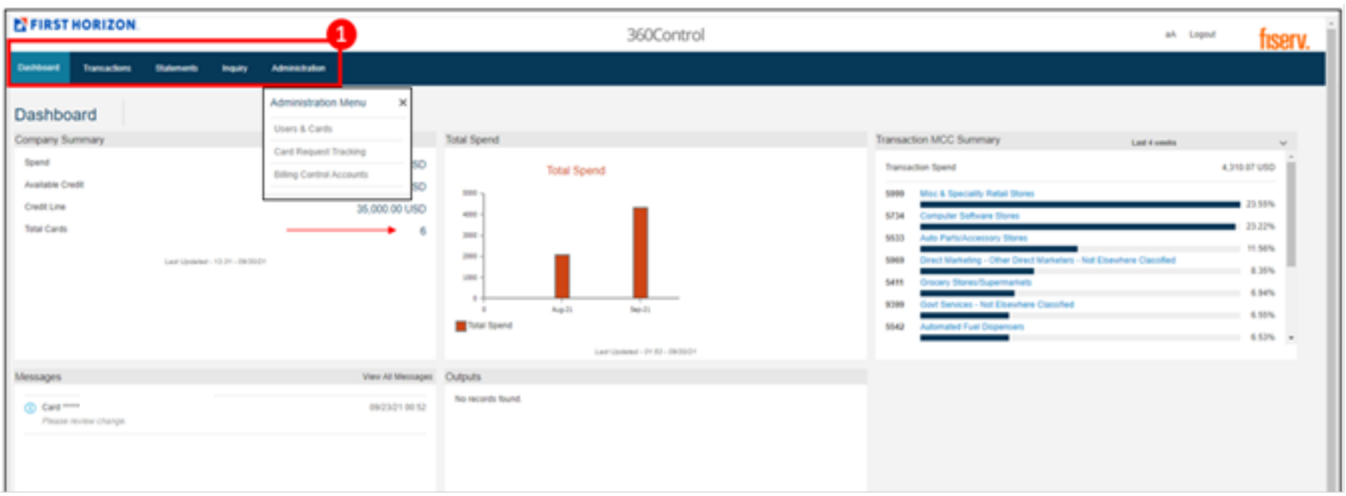
To log in to 360Control, complete the following steps after you open your web browser.

- 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

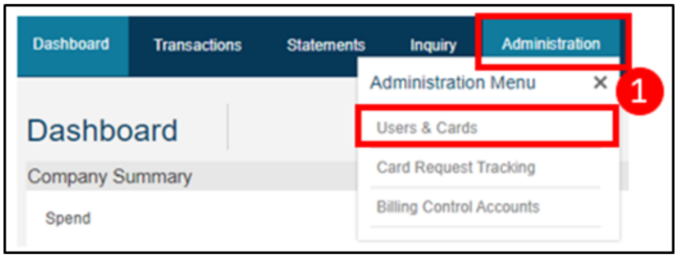
Once you are logged in, the 360Control application will display. To navigate, use the five (5) tabs from the top tool bar:

- **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.

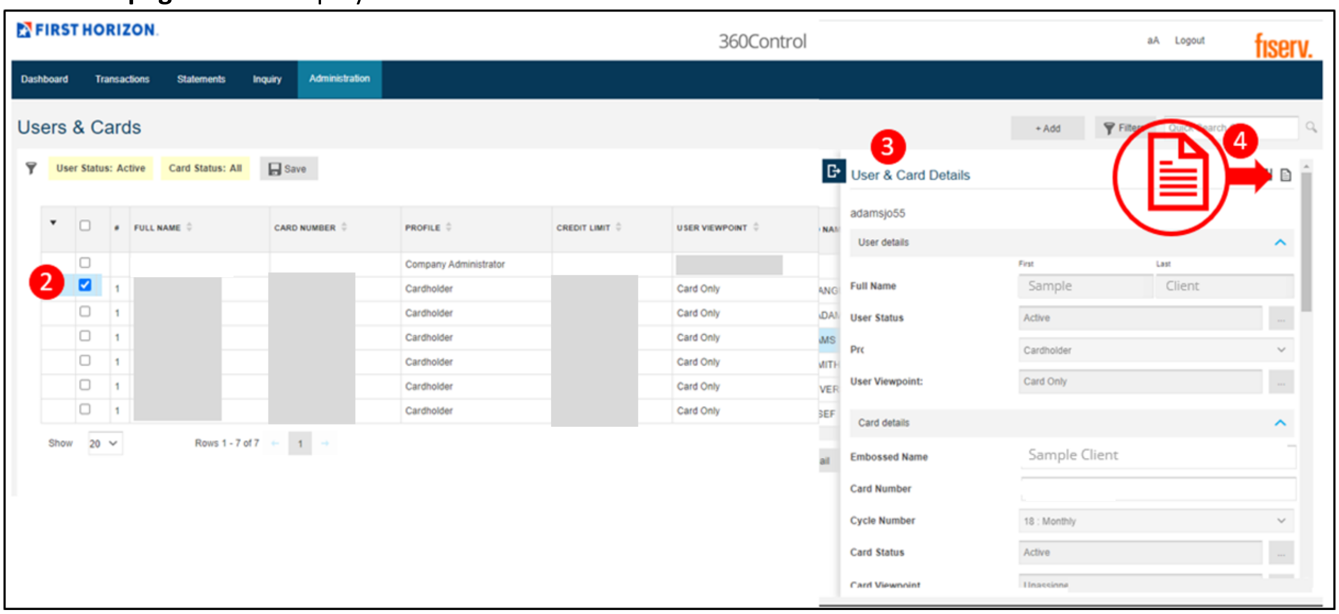


UNLOCKING/RESETTING USERNAMES & PASSWORDS

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

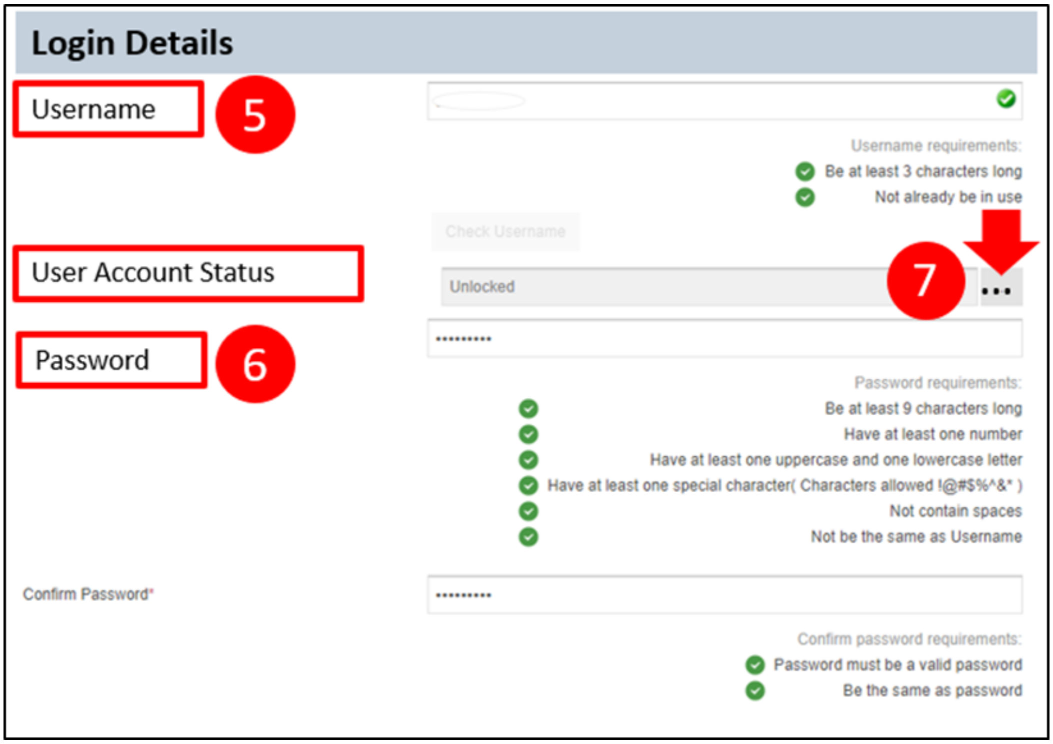


2. From the Users & Cards list, **select the applicable user**.
3. This will populate a **User & Card Details** tab on the right side.
4. Select the **page icon** to display the full Details Panel.

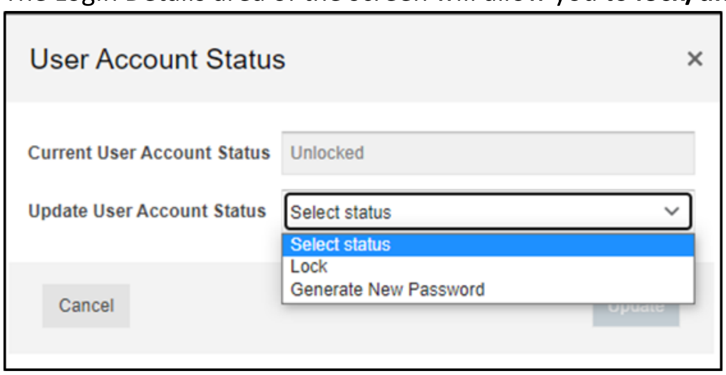


5. The Login Details area of the screen will allow you to update/reset a **username**.

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



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

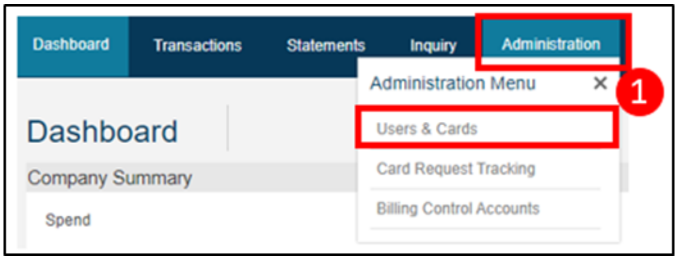


CARDHOLDER REGISTRATION

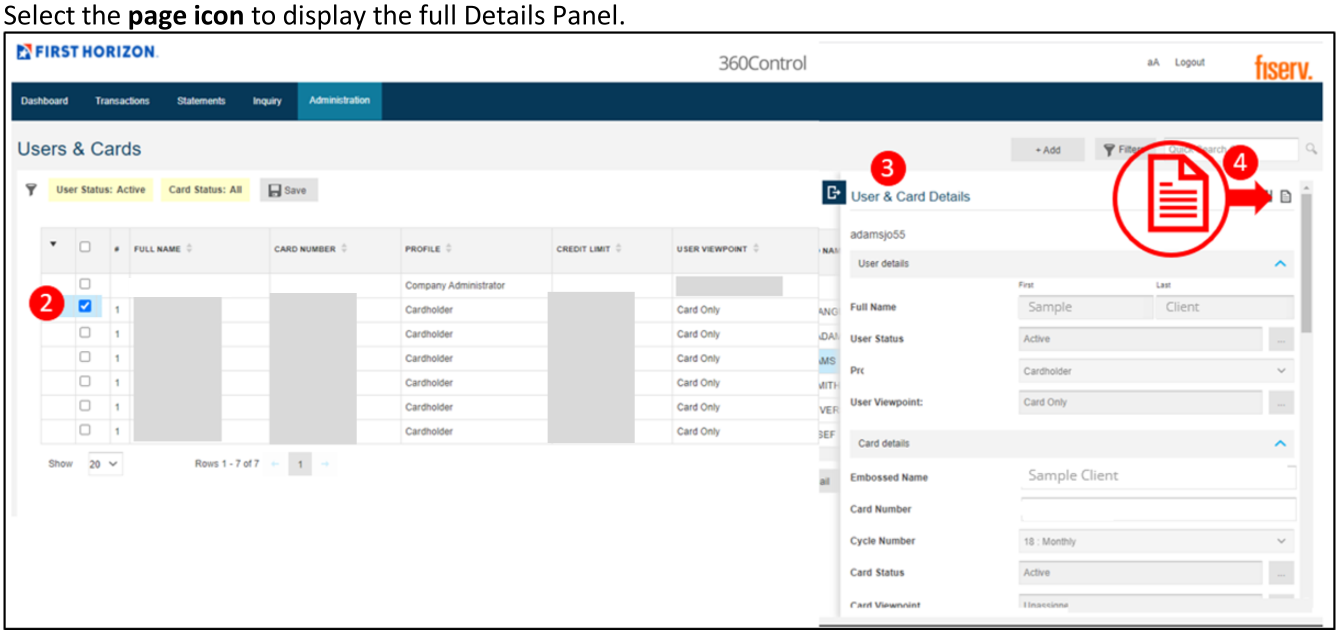
Program Administrators can grant online access to existing cardholders by following the below steps:

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

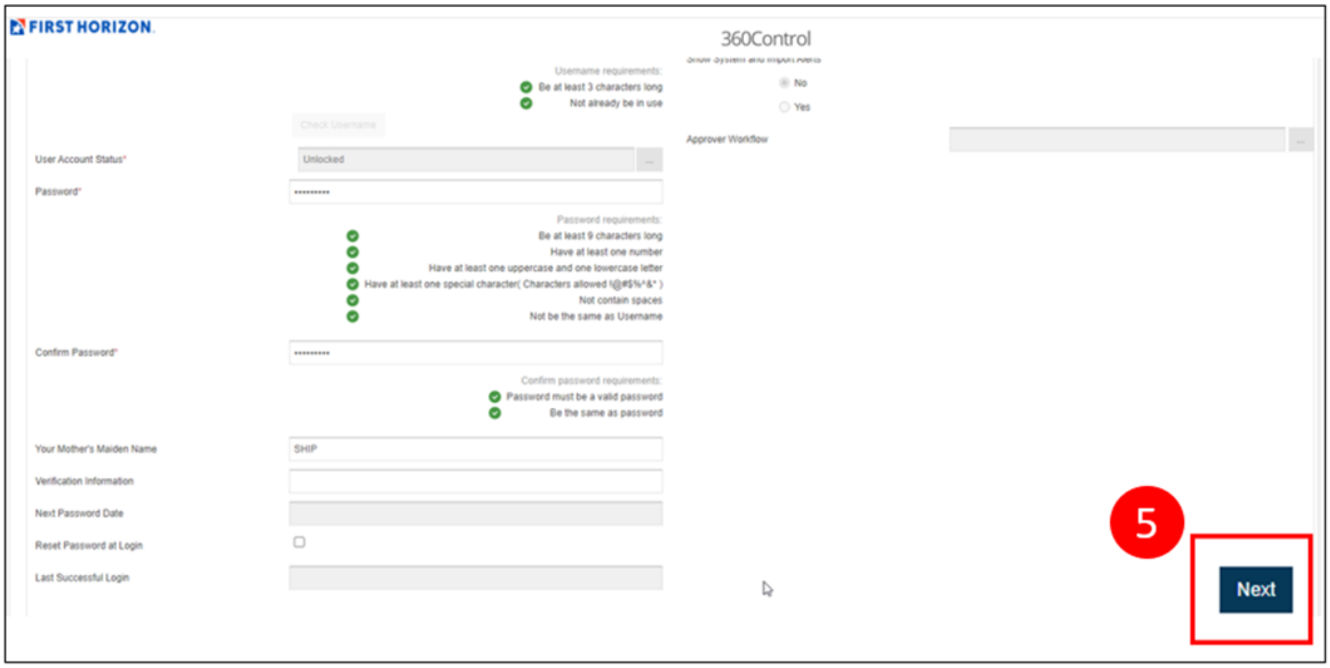
1. Select the **Administration tab** and then **Users & Cards**.



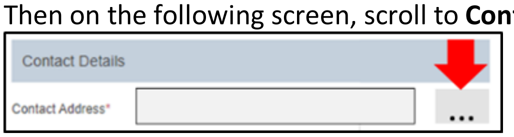
2. From the Users & Cards list, **select the applicable user.**
3. This will populate a **User & Card Details** tab on the right side.
4. Select the **page icon** to display the full Details Panel.



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



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



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

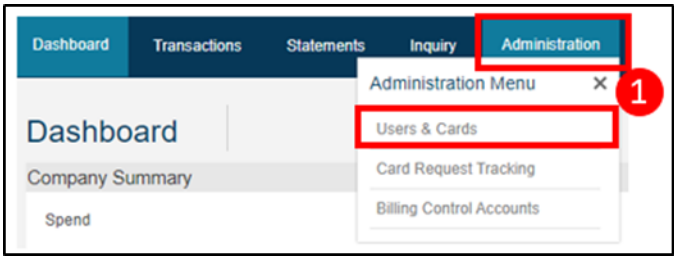
The cardholder can then navigate to www.firsthorizon.com/360control and register their card by following these steps:

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.

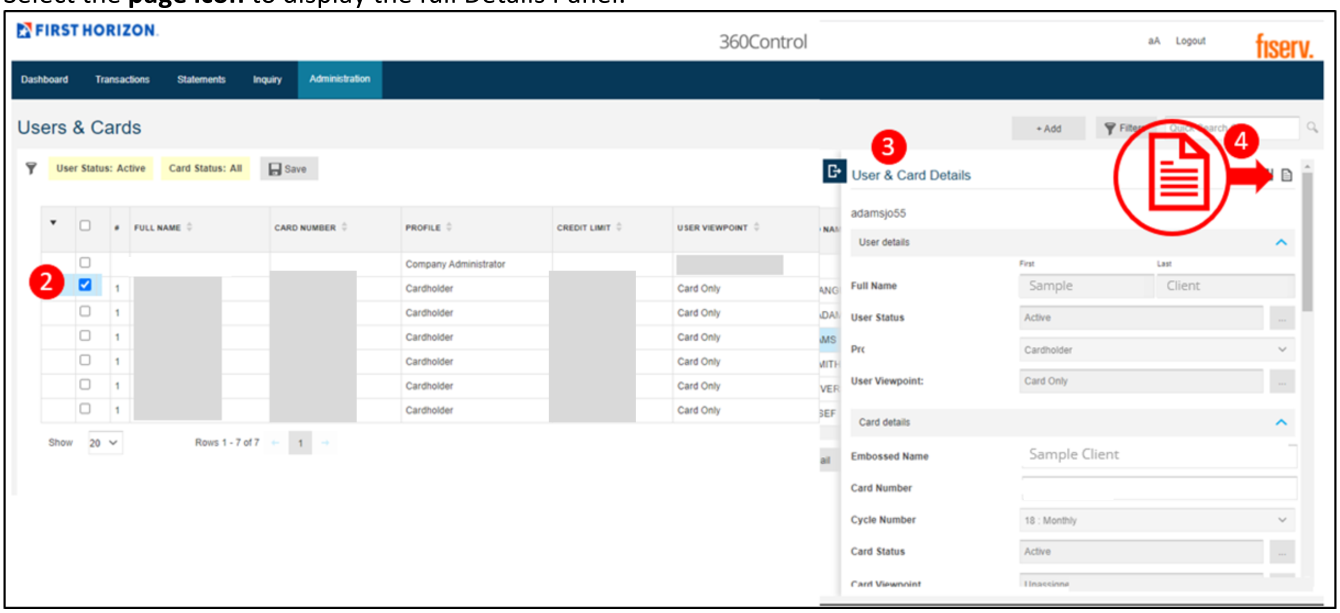
MAKING PAYMENTS TO INDIVIDUAL CARDS

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.

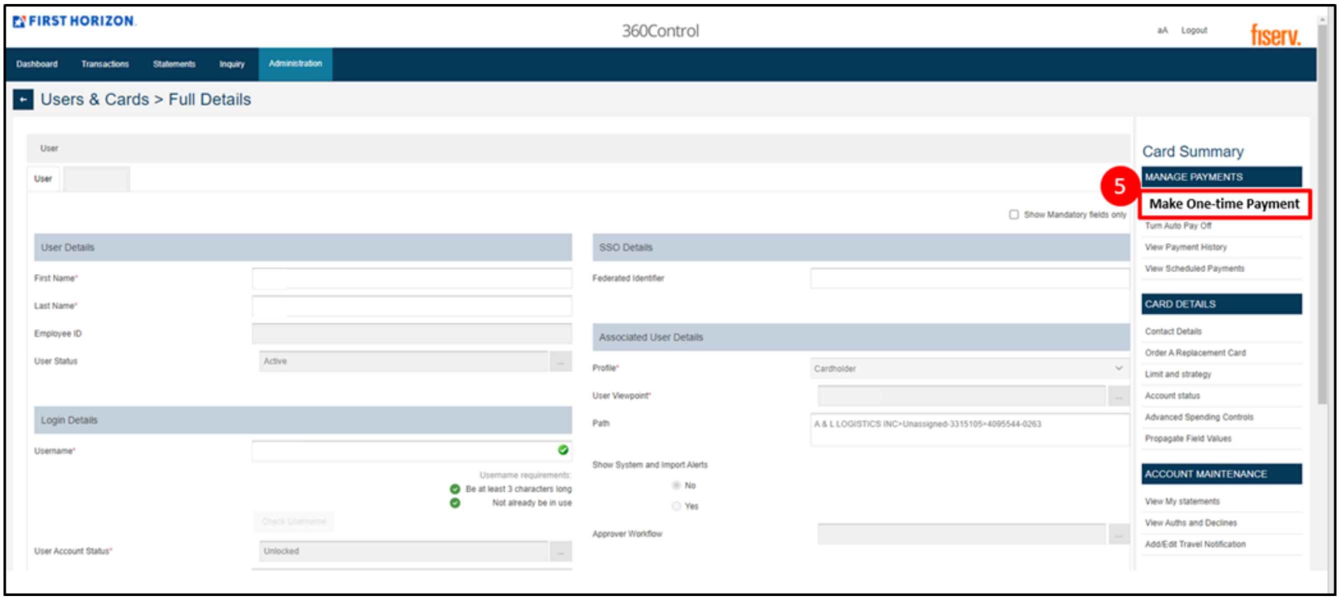
1. Select the **Administration tab** and then **Users & Cards**.



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.



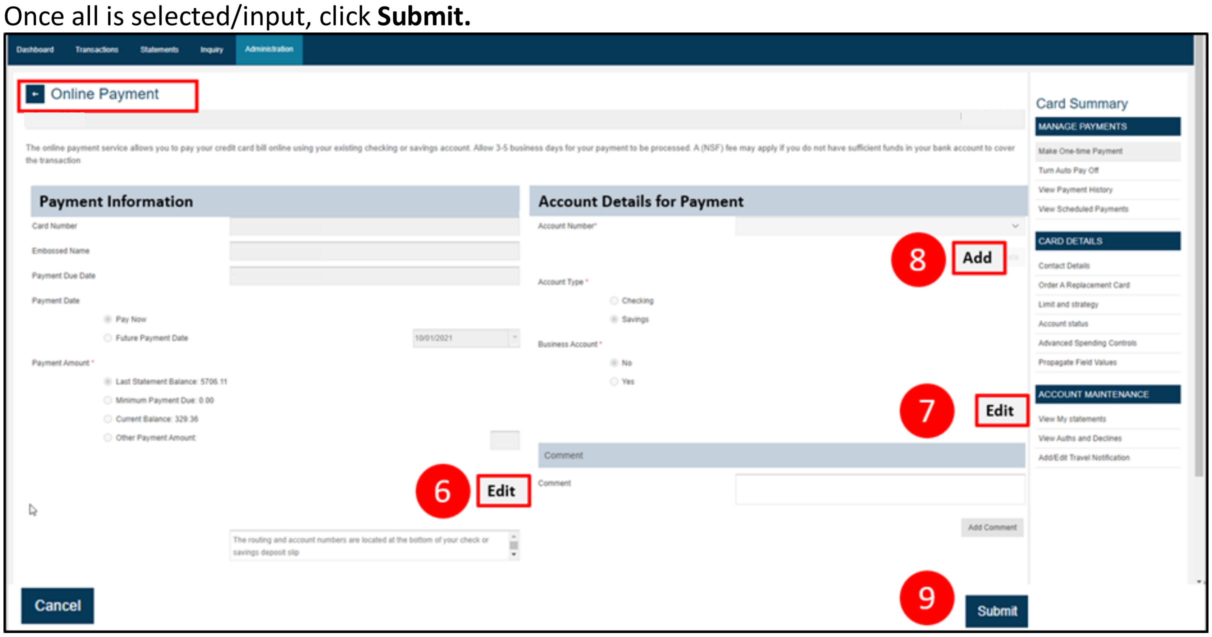
5. On the far right of the next screen under Card Summary > Manage Payments, select **Make One-time Payment.**



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.

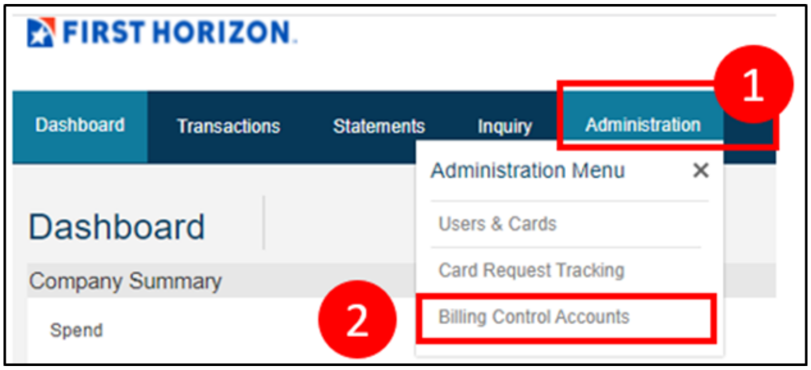
6. You must first click **Edit** under **Payment Information**, and enter the payment information, e.g., payment date, amount.
7. Then click the **Edit** button (right-hand side) under **Account Details for Payment** to input/select account information to debit.
8. If this is the first payment through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



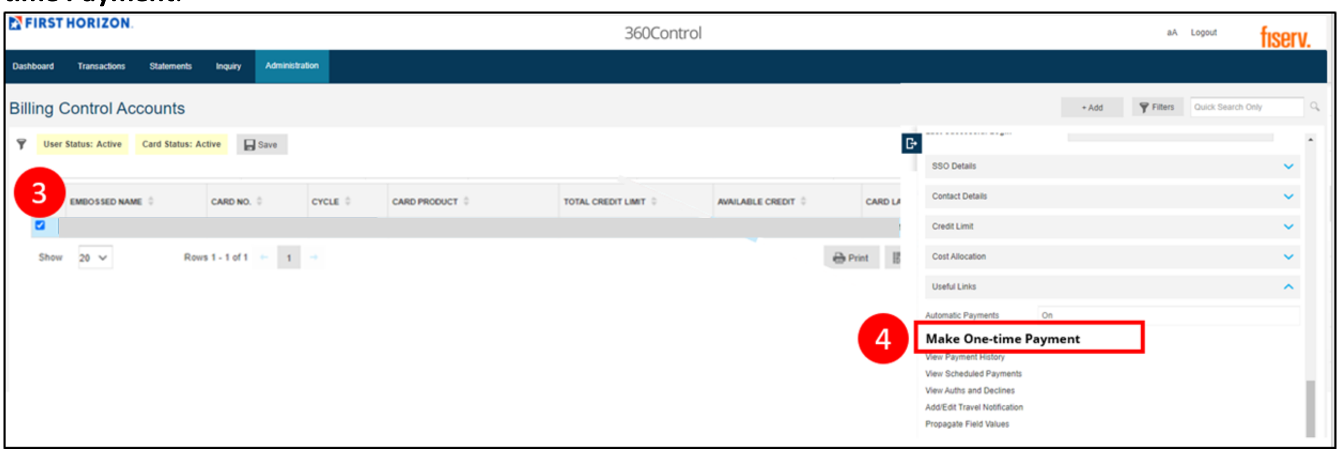
MAKING PAYMENTS TO CONTROL ACCOUNT

(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**.



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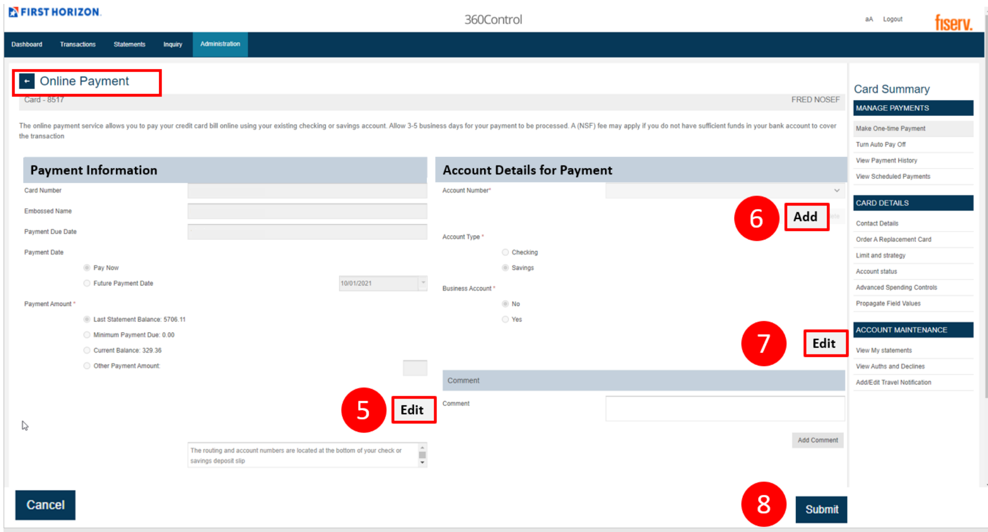
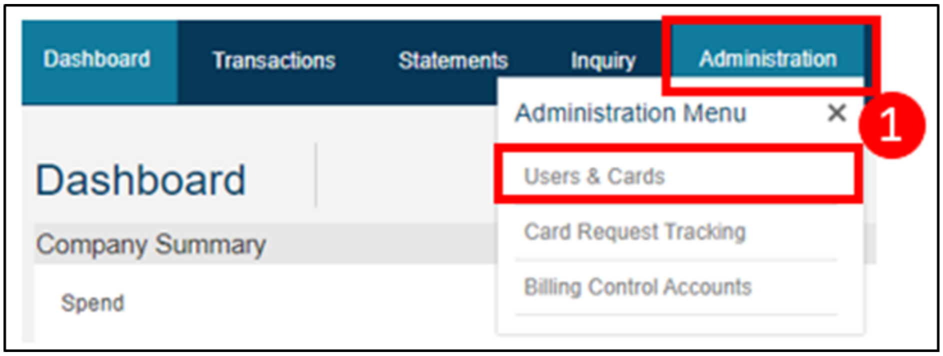
8. Once all is selected/input, click **Submit**.

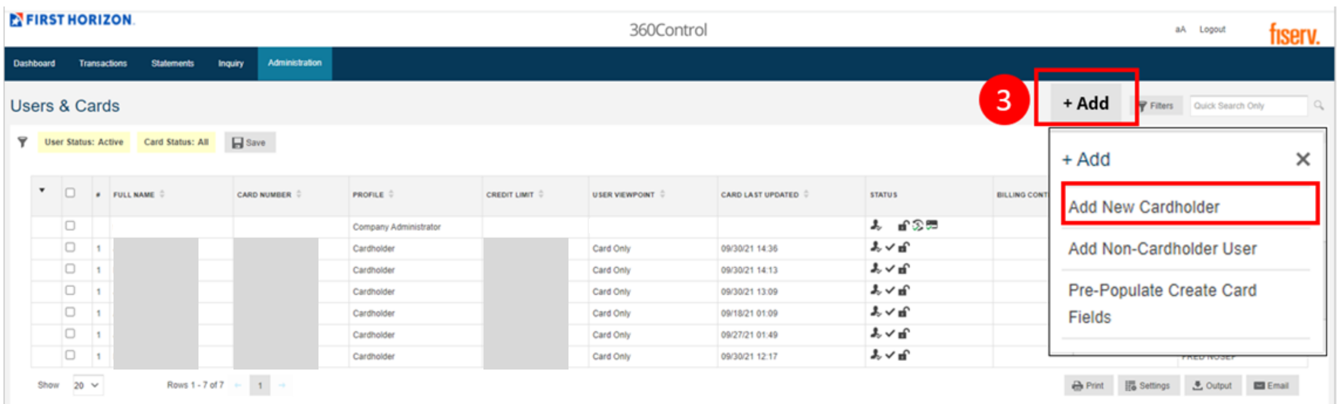


CREATING A NEW CARDHOLDER

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

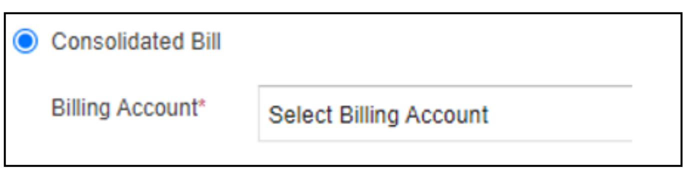


3. Click on **"+ ADD"** and then click on **Add New Cardholder.**

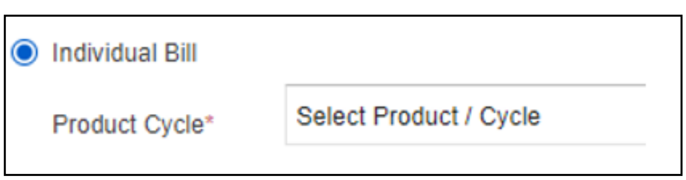


4. Select the **Company Name** (which should default to the admin's company) and input billing information.
5. **You may see two (2) Billing types:** Consolidated Bill or Individual Bill.

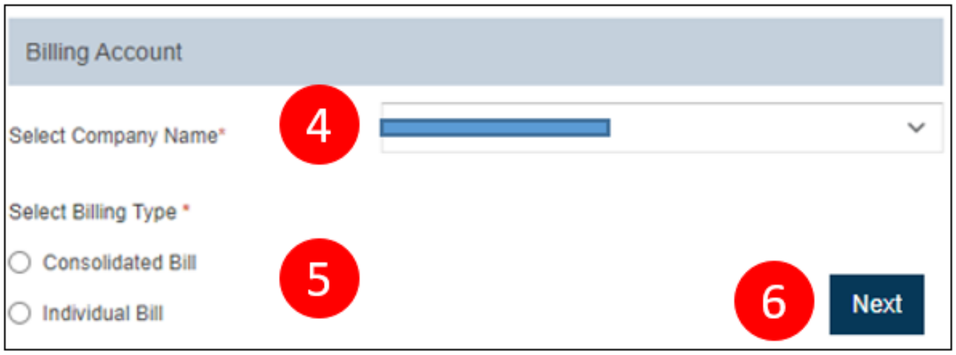
Consolidated Bill: you will need to select the Billing Account:



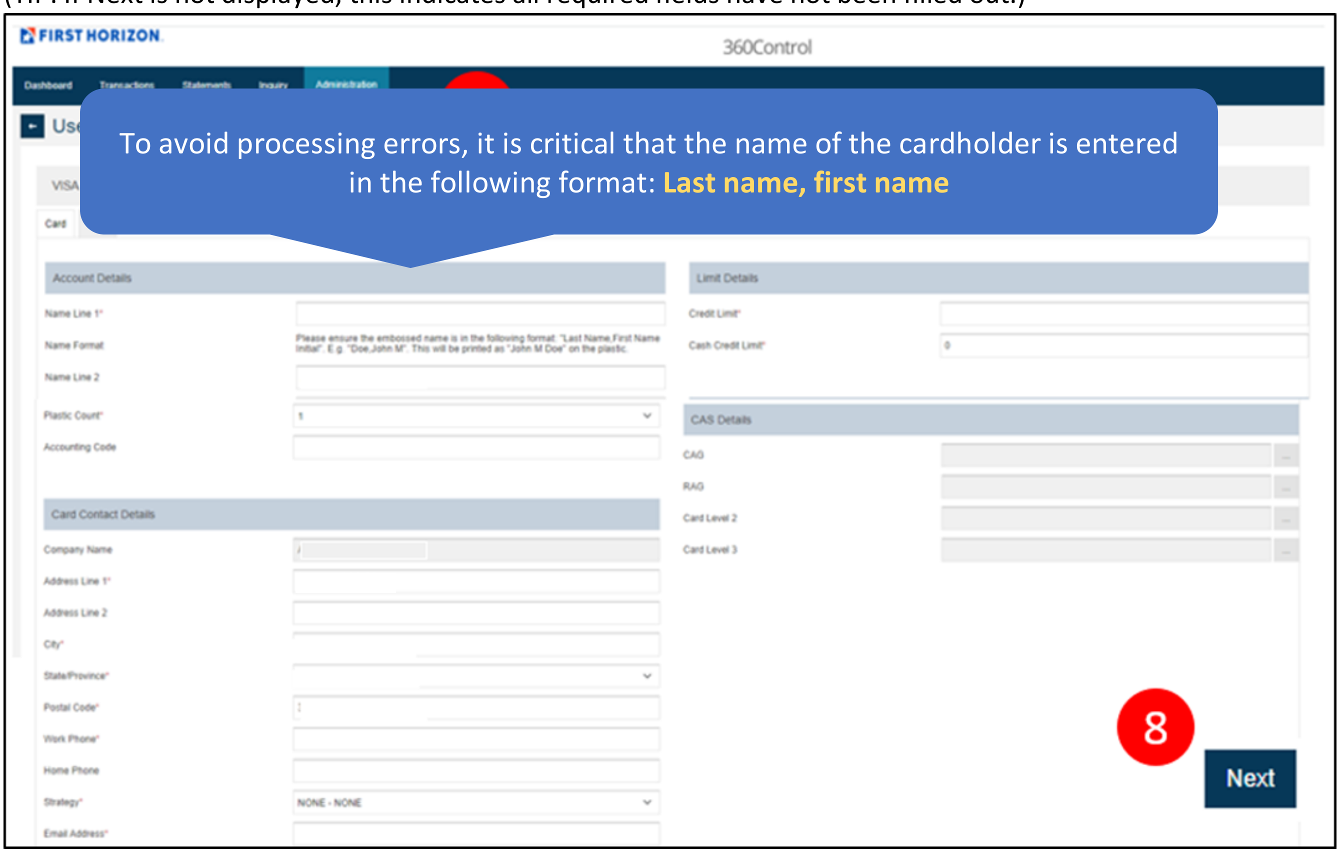
Individual Bill: you will need to select Product/Cycle:



6. Click **Next.**



7. **Input the information** for the new cardholder. Required fields have a red asterisk.
   a) **Name Line 1** should be the cardholder's name (always an individual): Last name, first name format.
   b) **Name Line 2** field should always be the business name for the account.
   c) **Plastic Count** is always 1.
   d) **Strategy:**
      a. NONE ASSIGNED is when the first strategy is built for the client, the system automatically creates a strategy.
      b. 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.)

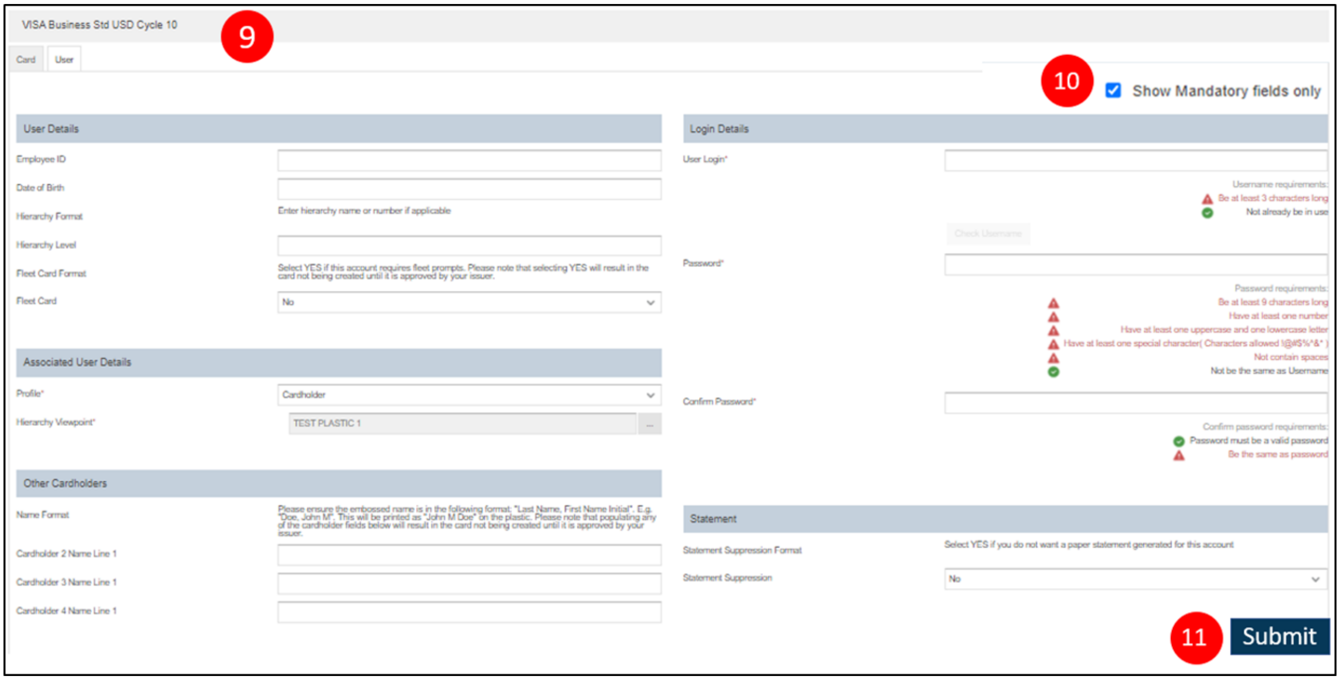


9. Upon clicking Next, the screen to set up the User in 360Control will populate. The Program Administrator **must complete all required fields.**

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

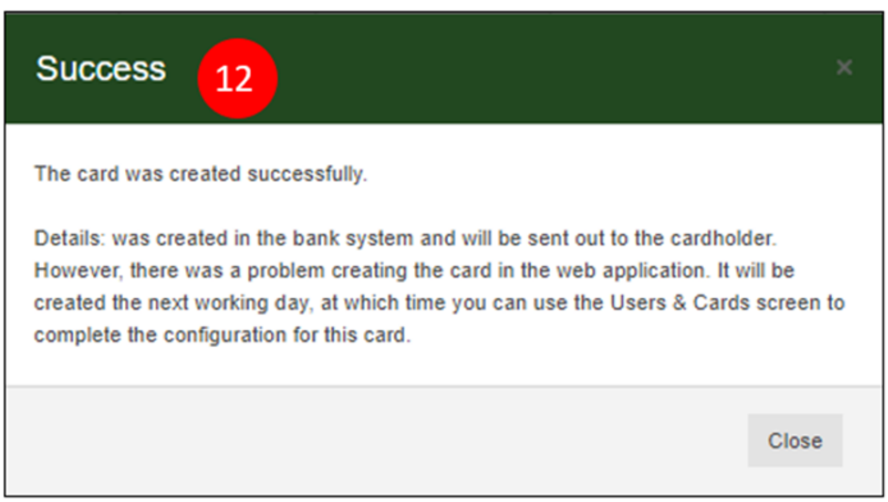
    The Program Administrator must select Profile type (i.e., Cardholder, Company Administrator, or Manager) as well as the Login Details.
    The Program Administrator is responsible for providing the cardholder with their login credentials.

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.

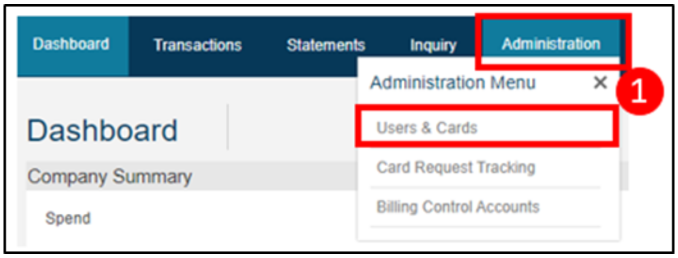
12. A message should display to indicate card creation was successful.



✓ 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**.



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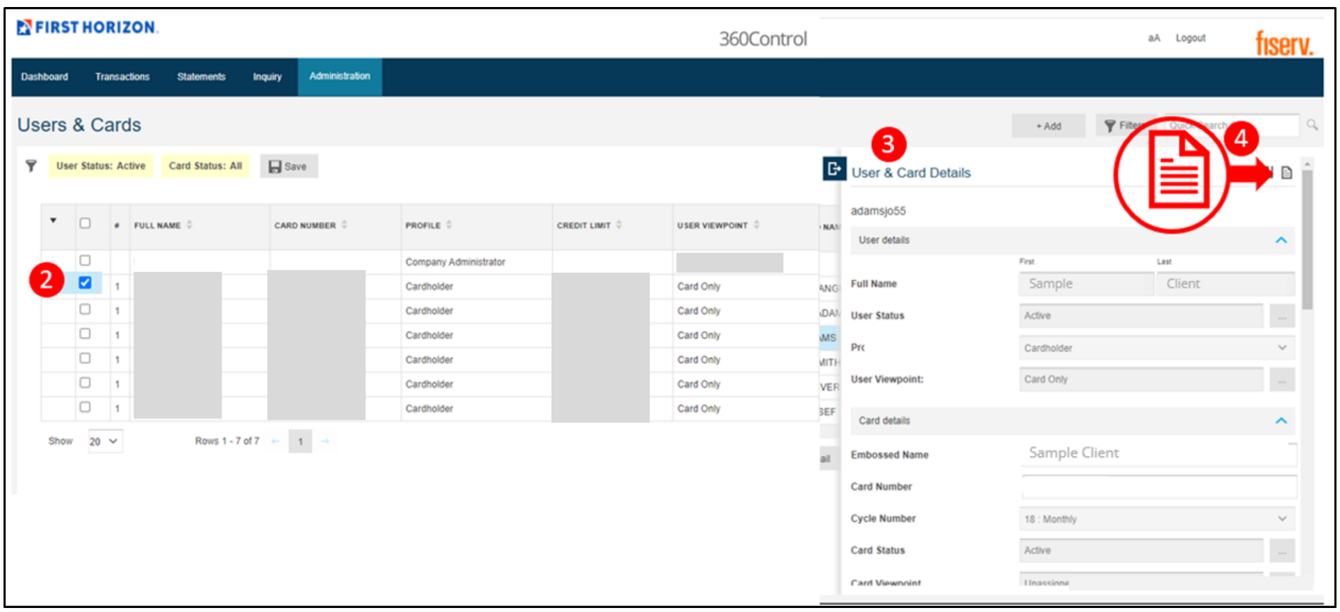
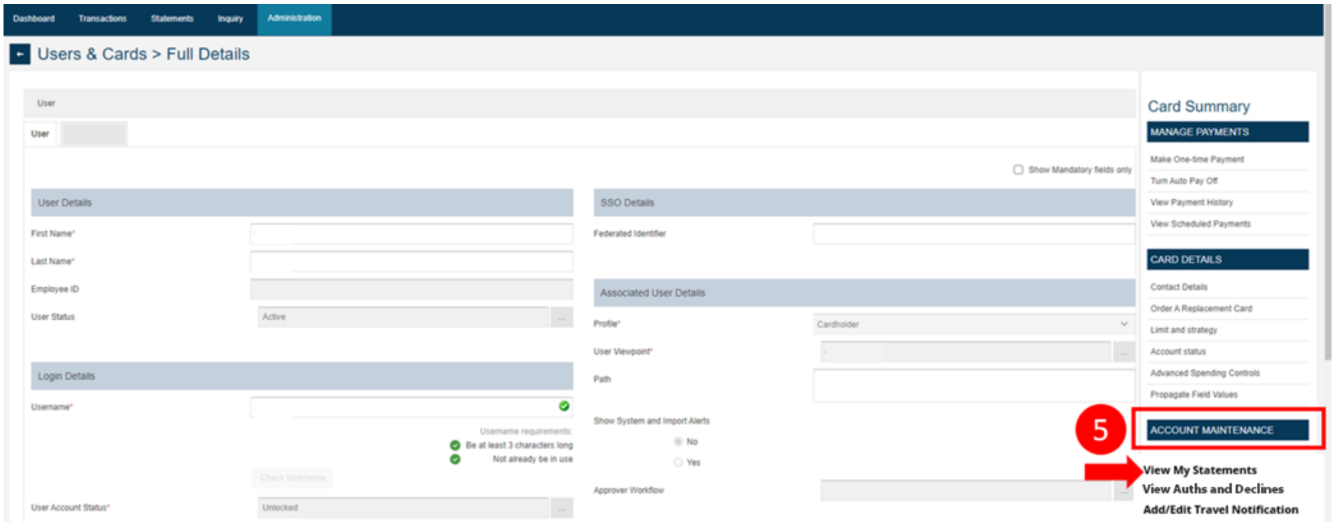


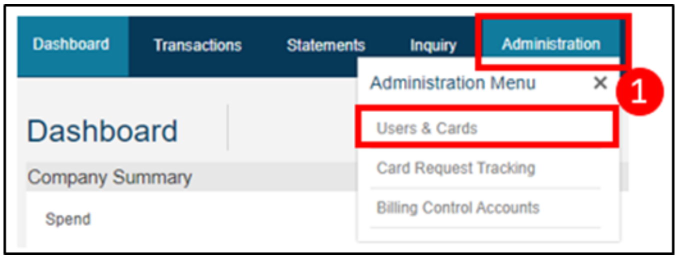
5. Under **Account Maintenance** (right-hand side of the page), select **View My Statements.**



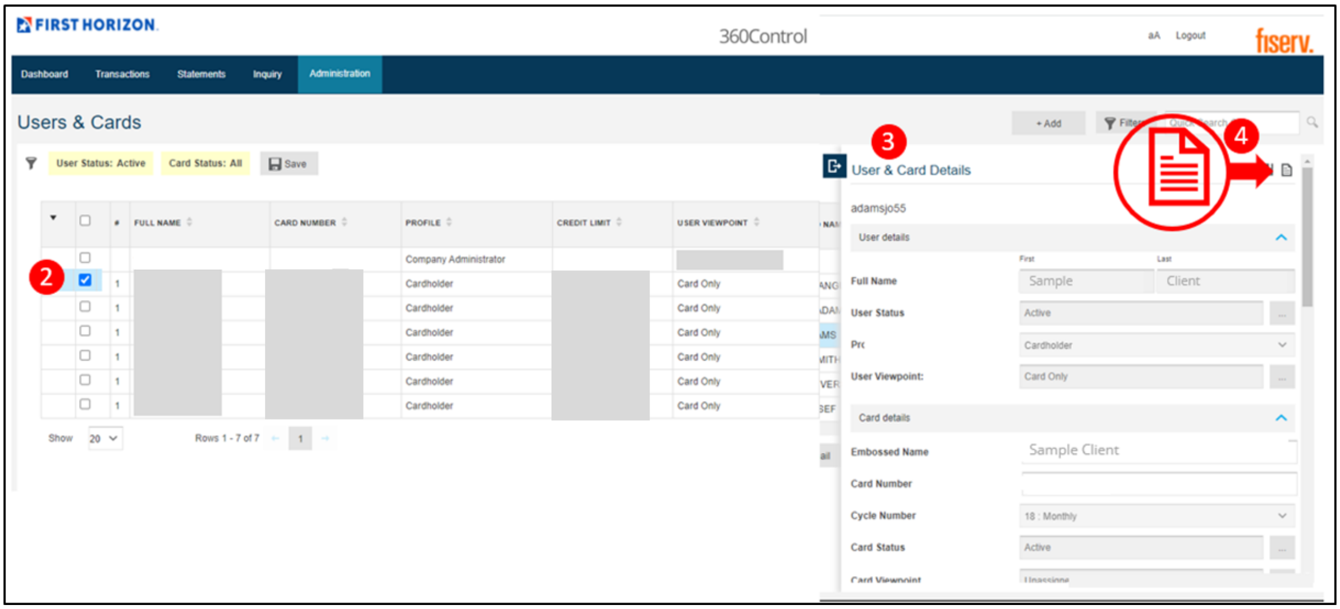
Note: Statements can also be viewed by clicking on the **Statements tab** from the **homepage** of 360Control.

VIEWING AUTHORIZATIONS AND DECLINED TRANSACTIONS

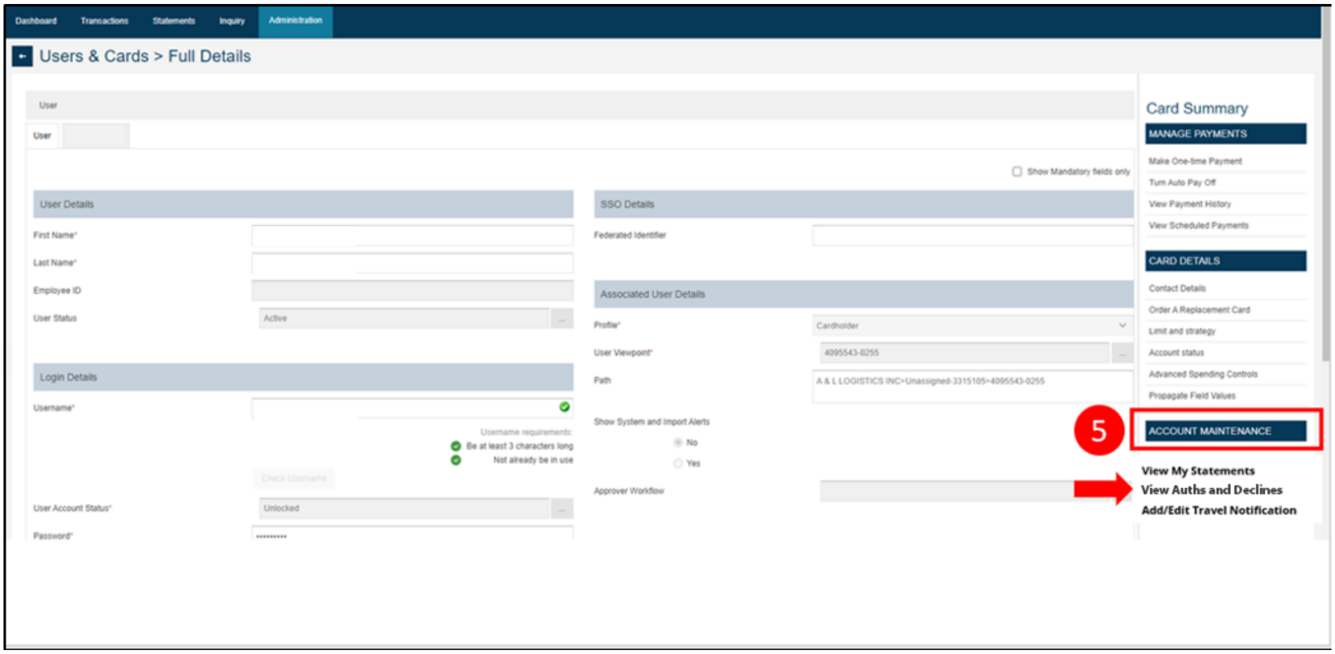
1. Select the **Administration tab** and then **Users & Cards**.



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.**



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

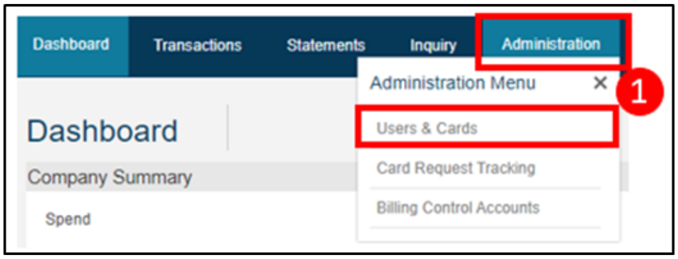
TRANSACTION DATE	MERCHANT	MCC	AMOUNT	RESULT	AUTH/DECLINED CODE	DECLINE REASON
08/22/21			20.00	OVER ADV SING LIM	CD	Cash advance authorization declined

Show 20 Rows 1 - 1 of 1 1

Print Settings Output

ADD/EDIT TRAVEL NOTIFICATION

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



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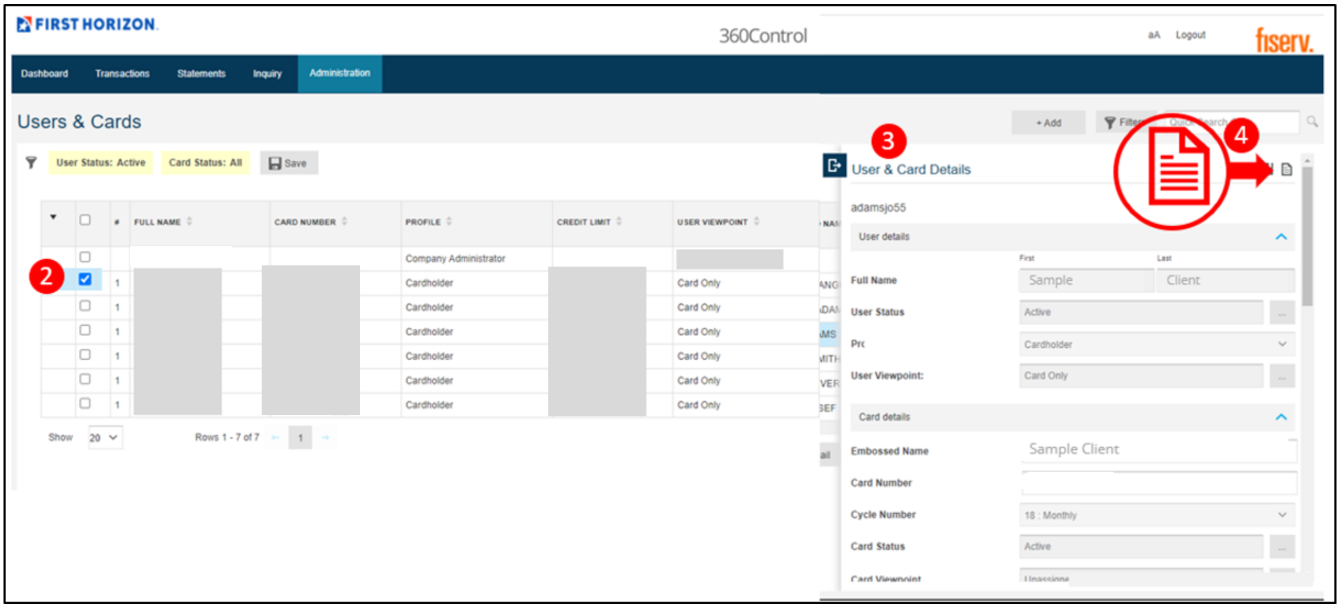
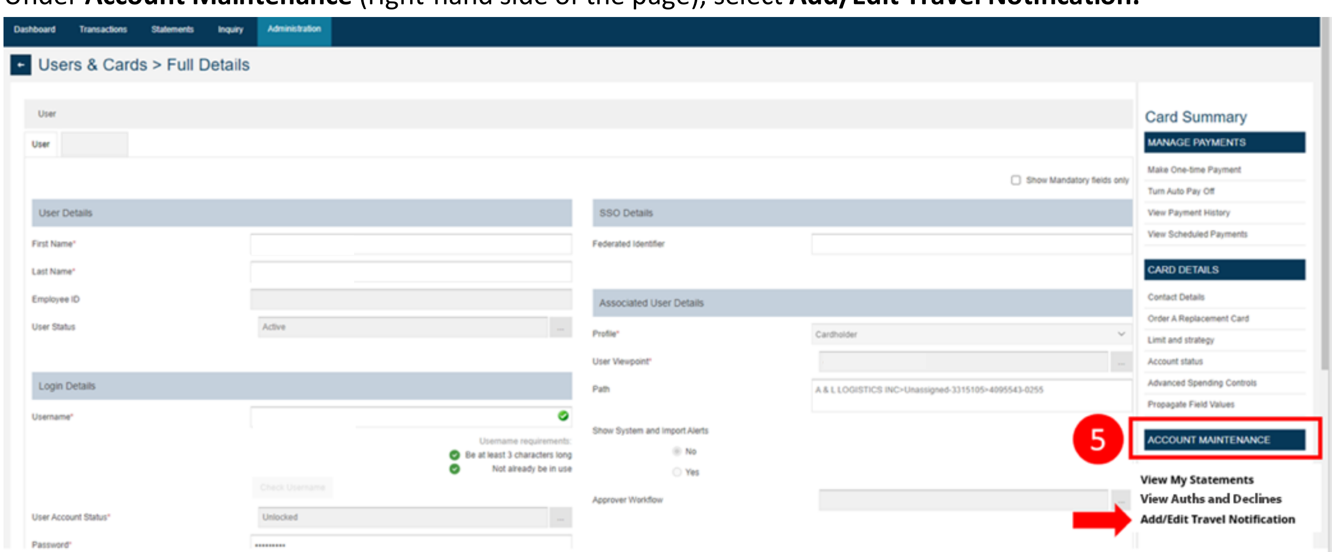
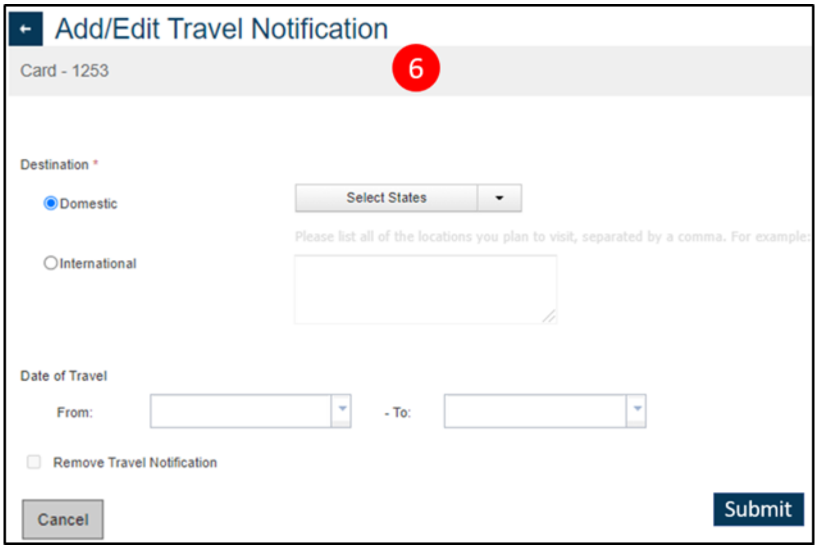


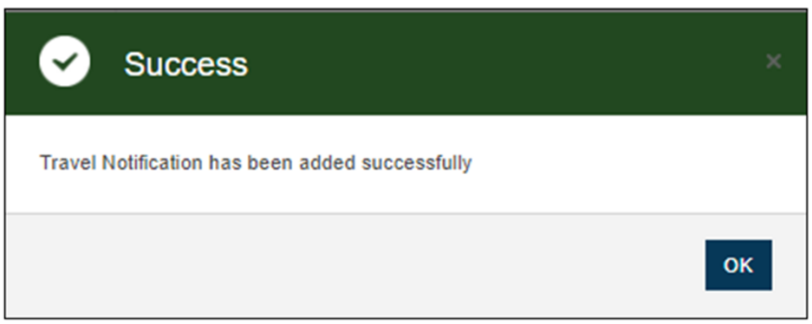
5. Under **Account Maintenance** (right-hand side of the page), select **Add/Edit Travel Notification.**



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

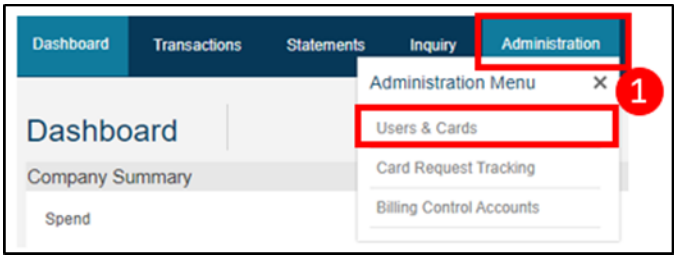


A success message will display.

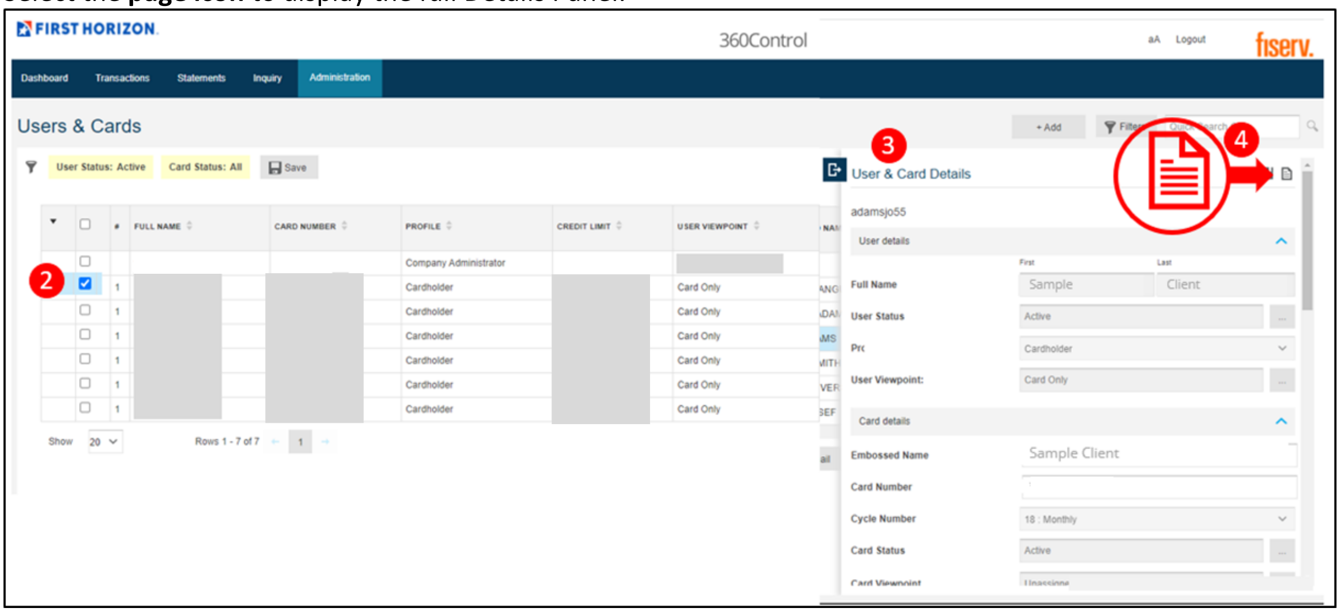


CHANGE CREDIT LIMITS

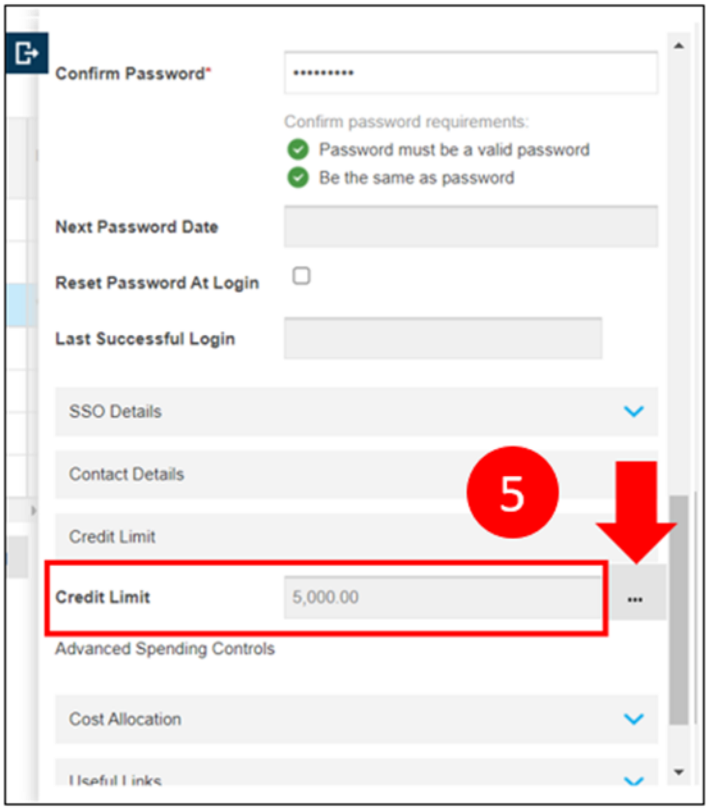
1. Select the **Administration tab** and then **Users & Cards**.



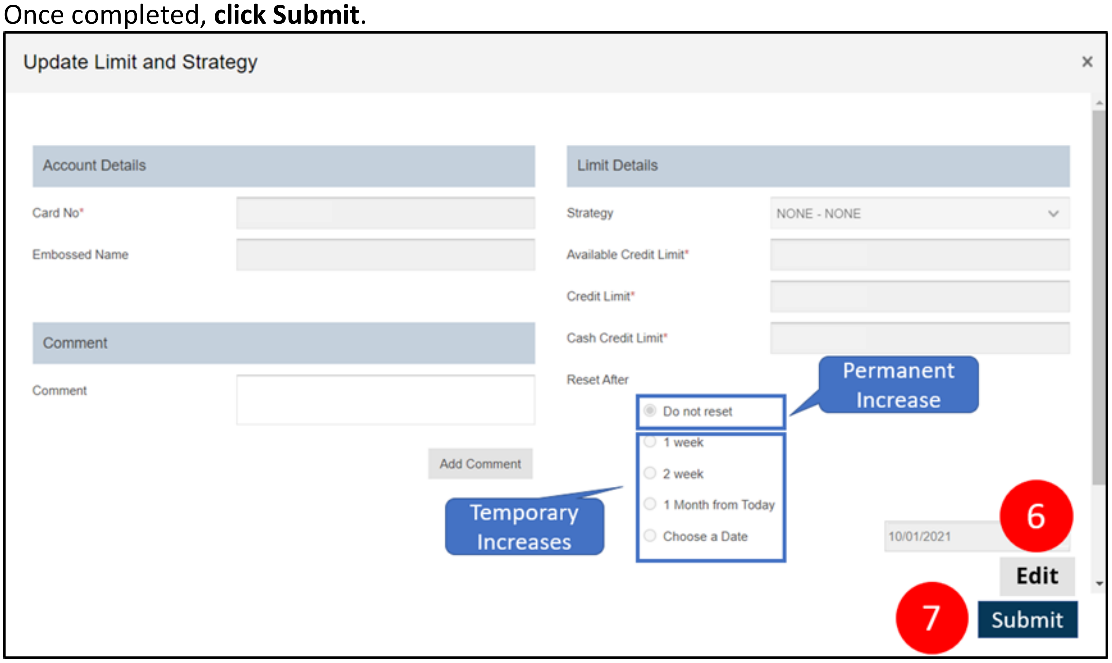
2. From the Users & Cards list, **select the applicable user.**
3. This will populate a **User & Card Details** tab on the right side.
4. Select the **page icon** to display the full Details Panel.



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



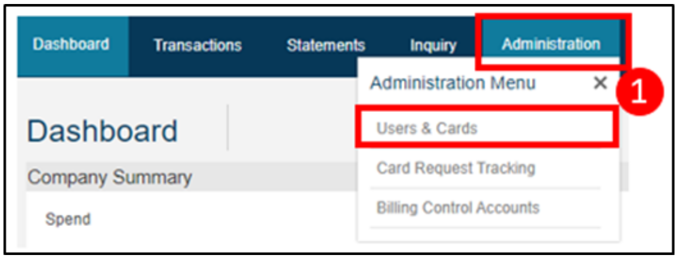
6. Click on **Edit** in the bottom right and make the correct changes.
7. Once completed, **click Submit**.



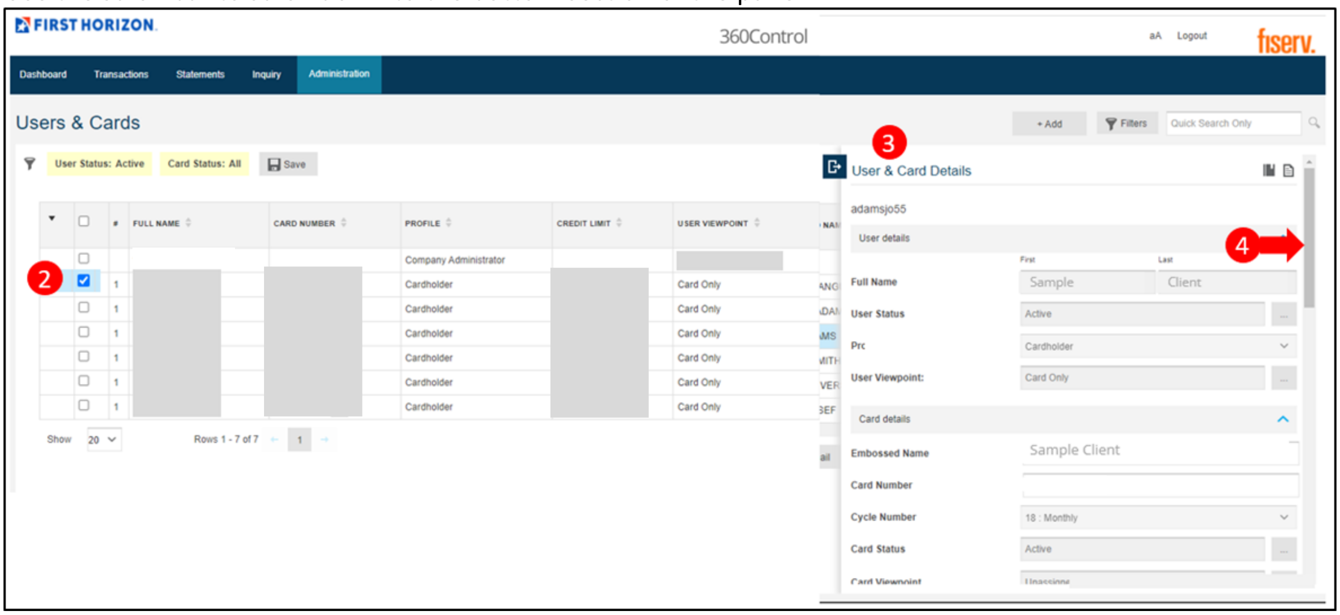
Note: For permanent credit limit increases, select the **Do Not Reset option**; for temporary increases select from the **options listed**.

SUSPEND OR CLOSE CARDS

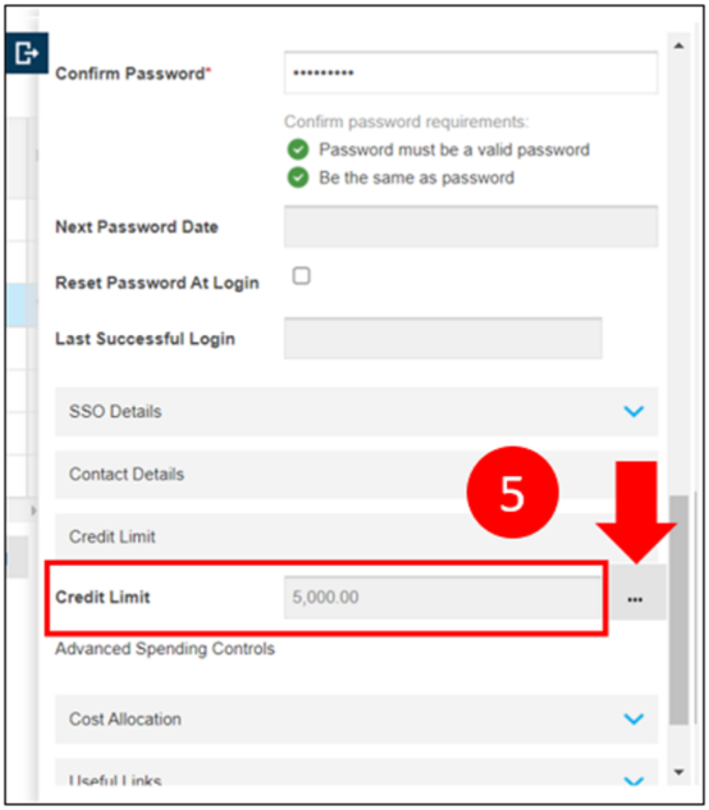
1. Select the **Administration tab** and then **Users & Cards**.



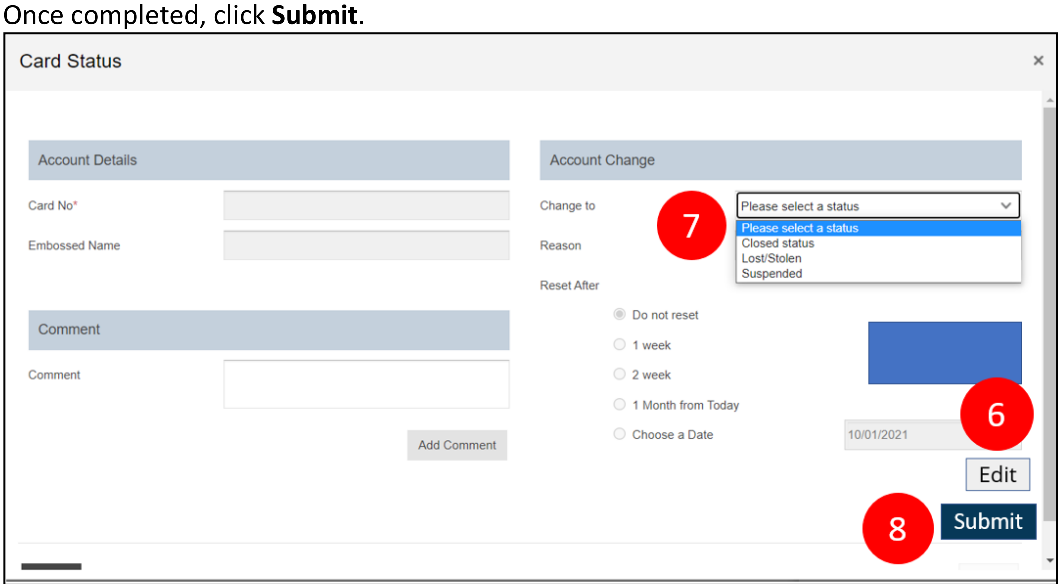
2. From the Users & Cards list, **select the applicable user.**
3. This will populate a **User & Card Details** tab on the right side.
4. Use the scroll bar to scroll down to the bottom section of the panel.



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

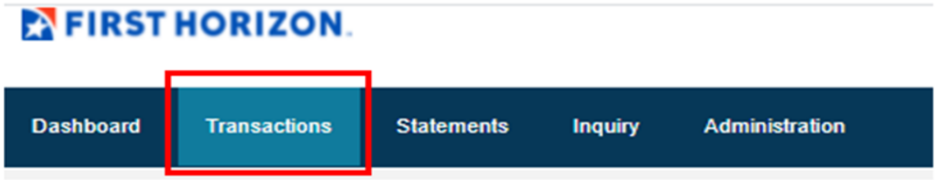


6. The Card Status screen will populate. Click on **Edit** in the bottom right of the screen.
7. In the **Change to field**, select Closed, Suspended or Lost/Stolen.
8. Once completed, click **Submit**.

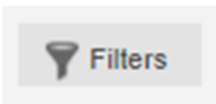


VIEW CARD TRANSACTIONS

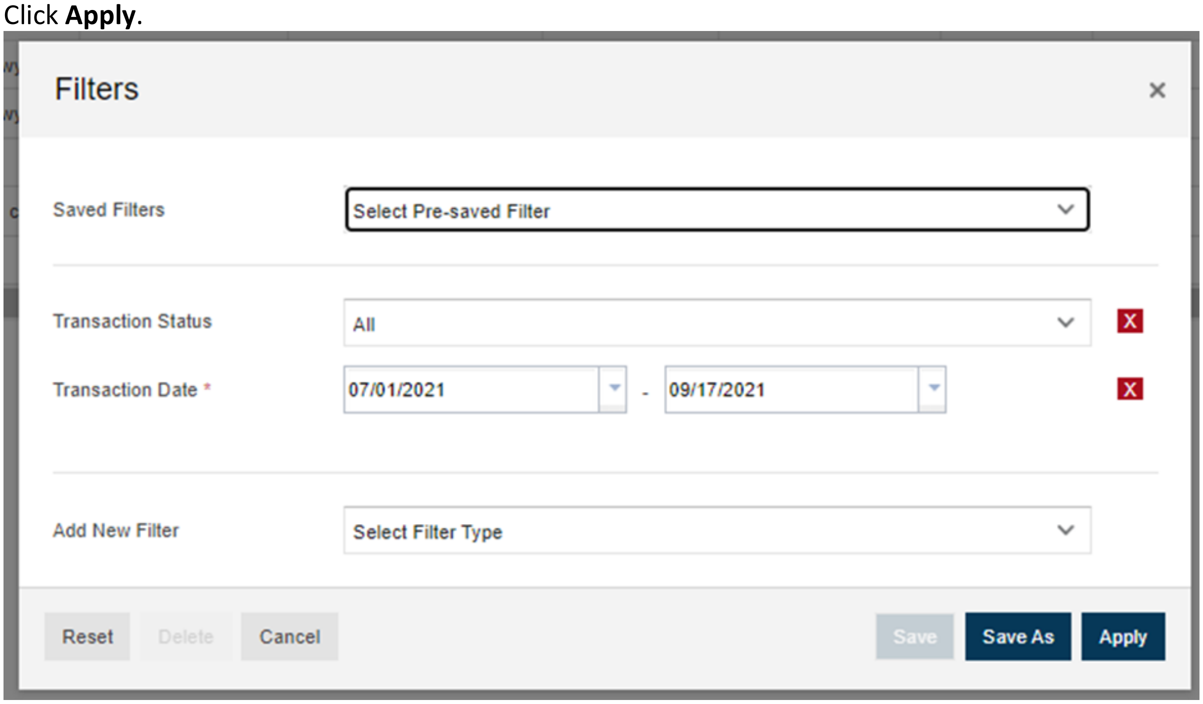
1. Log in to 360Control.
2. Select the **Transactions** tab.



3. Select the **Filters** option.



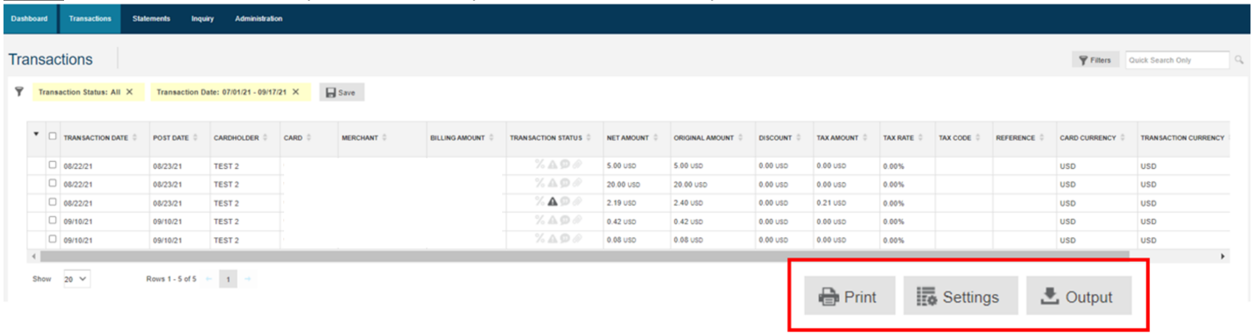
4. Adjust the date range or other criteria.
5. Click **Apply**.



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.)

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



DOWNLOADING TRANSACTIONS TO QUICKBOOKS

<u>Note</u>: 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.