

HOW TO SUBMIT A CLIENT SERVICE INQUIRY ONLINE

To protect your account information and provide the highest level of service, we are no longer accepting client service inquiries through email. Detailed instructions are outlined below for submitting inquiries to Treasury Management Support using Secure Messaging eZBusiness Card Management.

ONLINE MESSAGING VIA eZBUSINESS CARD MANAGEMENT

Step 1: Log in to eZBusiness Card Management

Step 2: To view the Company Inbox, perform the following steps (NOTE: depending on your security permissions, you may or may not see all the options shown in this guide):

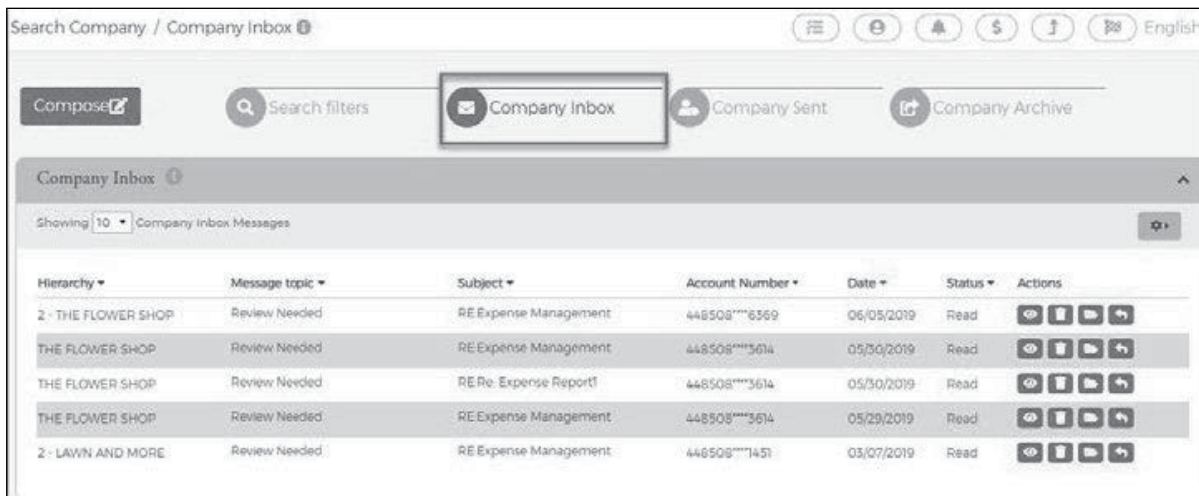
1. From the **Company Management, Company Search Results**, click the **Online Request** or **Account List** icon.



2. The **Online Requests** or **Account List** screen is displayed. Click on the Messaging icon.



3. The **Search Company/Company Inbox** is displayed.



Icon descriptions:

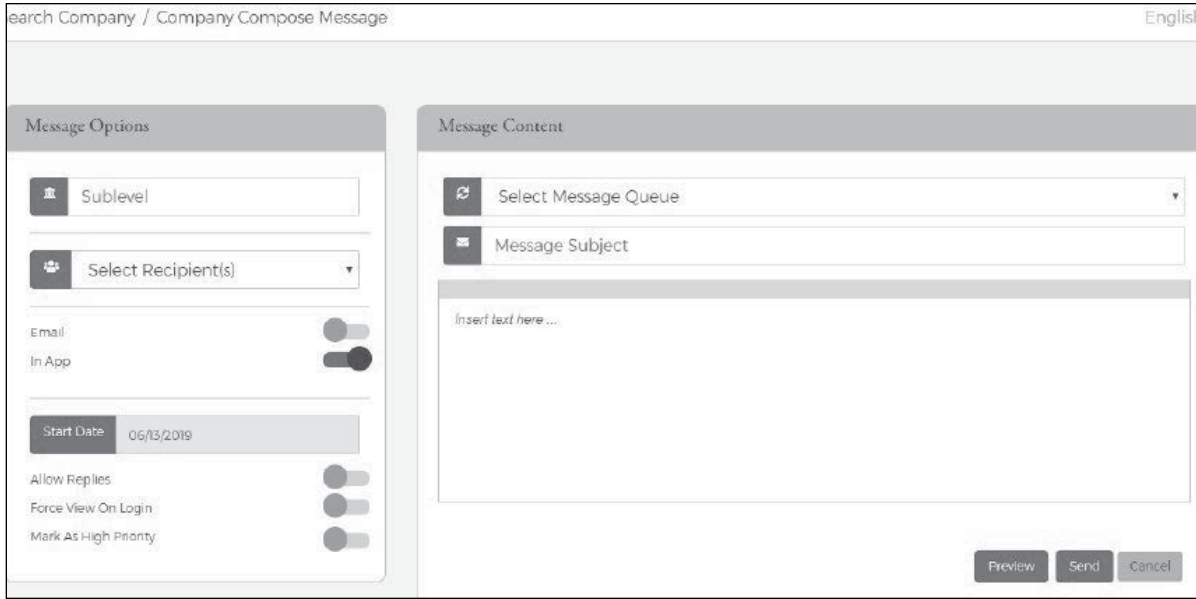
Icon	Description
	View detailed message
	Delete the message
	Archive the message
	Reply to the message

Step 3: To send a message from the Company Inbox, perform the following steps:

1. From the **Company Inbox**, click on **Compose**.



2. Complete the fields and click **Send**.



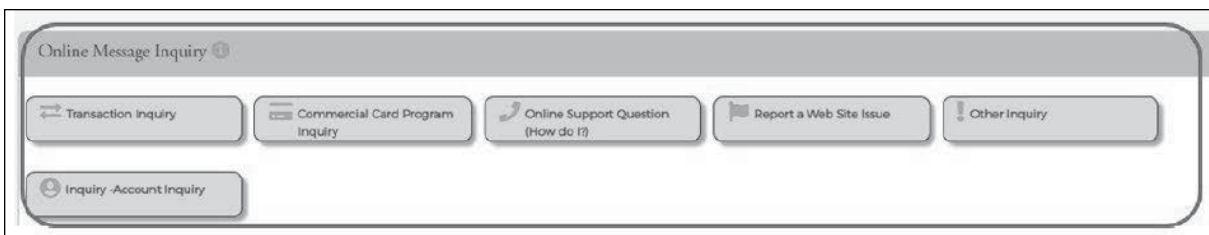
Note: Message Subject should be less than 128 characters, Message Body should be less than 4500 characters.

Online Message Inquiry

Online Messages allow Company Admin Users and cardholders to submit a free-form message or inquiry to your bank. Message Types are used to sort messages in the Incoming Message queue so the bank can easily identify and address different types of messages, such as account inquiries or messages reporting website issues.

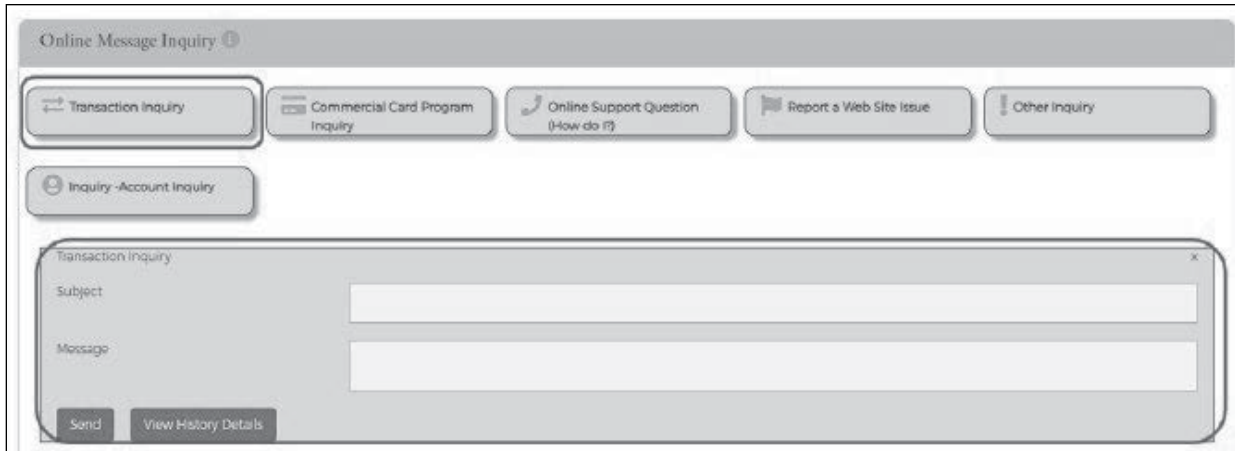
The available online message types include:

- Transaction Inquiry
- Commercial Card Program Inquiry
- Online Support Question (How do I?)
- Report a Website Issue
- Other Inquiry
- Account Inquiry



1. Transaction Inquiry

Transaction Inquiry is an online message system used to make any inquiry on cardholder transactions. To submit a Transaction Inquiry, click the Transaction Inquiry icon and complete the highlight fields that are displayed. Click Send once you have completed the fields.

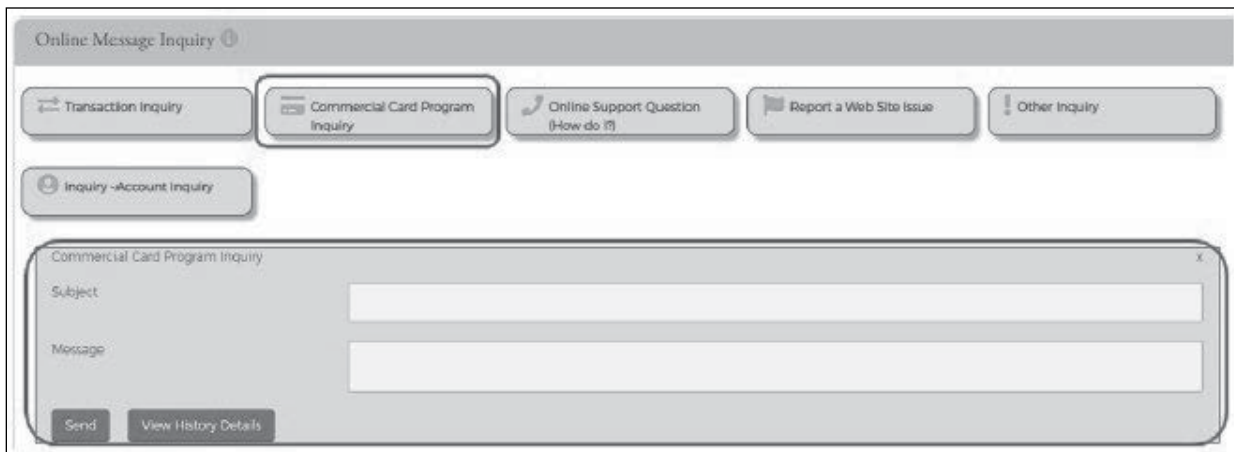


The screenshot shows the 'Online Message Inquiry' interface. At the top, there are five buttons: 'Transaction Inquiry', 'Commercial Card Program Inquiry', 'Online Support Question (How do I?)', 'Report a Web Site Issue', and 'Other Inquiry'. Below these is an 'Inquiry -Account Inquiry' button. The main area displays a 'Transaction inquiry' form with a 'Subject' field and a 'Message' field. At the bottom of the form are 'Send' and 'View History Details' buttons.

NOTE: You can click View History Details to view the message sent history.

2. Commercial Card Program Inquiry

Commercial Card Program Inquiry is an online message system used to make any inquiry on the cardholder's commercial card program. To submit a Commercial Card Program Inquiry, click the Commercial Card Program Inquiry icon and complete the highlight fields that are displayed. Click Send once you have completed the fields.

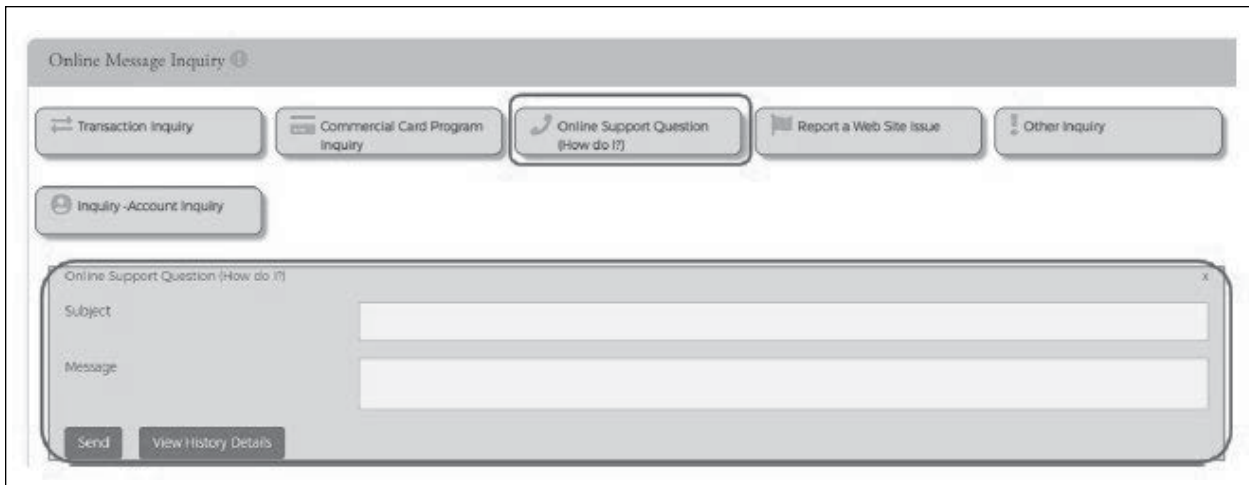


The screenshot shows the 'Online Message Inquiry' interface. The 'Commercial Card Program Inquiry' button is highlighted with a red border. The main area displays a 'Commercial Card Program Inquiry' form with a 'Subject' field and a 'Message' field. At the bottom of the form are 'Send' and 'View History Details' buttons.

NOTE: You can click **View History Details** to view the message sent history.

3. Online Support Question

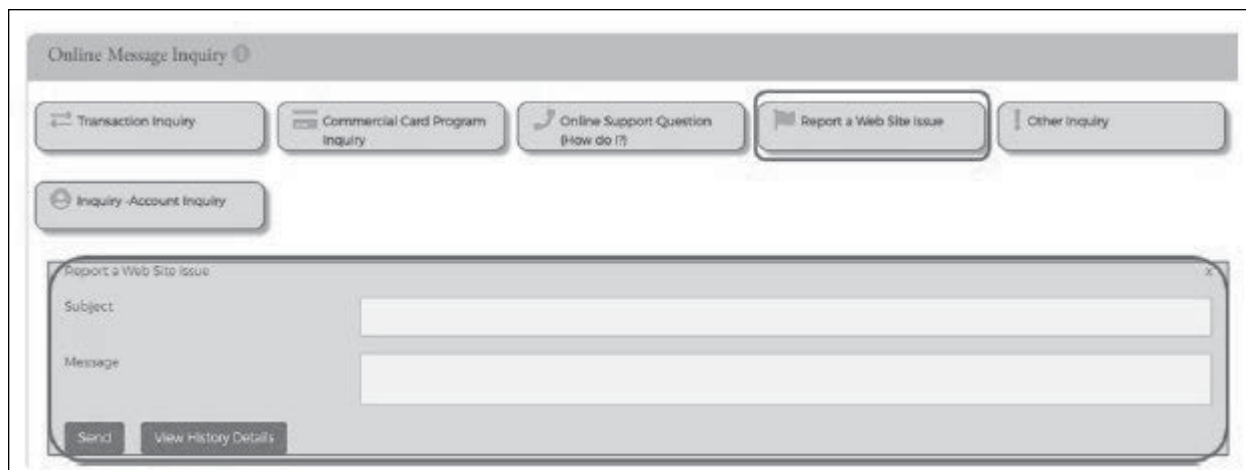
Online Support Question is an online message system used to support the cardholder's online queries. To submit an Online Support Question, click the Online Support Question (How do I?) icon and complete the highlight fields that are displayed. Click Send once you have completed the fields.



NOTE: You can click **View History Details** to view the message sent history.

4. Report a Website Issue

Report a Website Issue is an online message system used by the cardholder to report any website issue. To submit a Report a Website Issue, click the Report a Website Issue icon and complete the highlight fields that are displayed. Click Send once you have completed the fields.



NOTE: You can click **View History Details** to view the message sent history.

5. Other Inquiry

Other Inquiry is an online message system used by the cardholder to make any other inquiry. To submit an Other Inquiry, click the Other Inquiry icon and complete the highlight fields that are displayed. Click Send once you have completed the fields.

The screenshot displays the 'Online Message Inquiry' header. Below it are five buttons: 'Transaction Inquiry', 'Commercial Card Program Inquiry', 'Online Support Question (How do I?)', 'Report a Web Site Issue', and 'Other Inquiry'. Below these is an 'Inquiry -Account Inquiry' button. The 'Other Inquiry' form is open, showing a 'Subject' text field and a 'Message' text area. At the bottom of the form are 'Send' and 'View History Details' buttons.

NOTE: You can click **View History Details** to view the message sent history.

6. Account Inquiry

Account Inquiry is an online message system used to make any inquiry on the cardholder's account. To submit an Account Inquiry, click the Account Inquiry icon and complete the highlight fields that are displayed. Click Send once you have completed the fields.

This screenshot is similar to the first one but shows the 'Inquiry -Account Inquiry' button selected. The 'Inquiry -Account Inquiry' form is open, featuring a 'Subject' text field and a 'Message' text area. The 'Send' and 'View History Details' buttons are visible at the bottom of the form.

NOTE: You can click **View History Details** to view the message sent history.