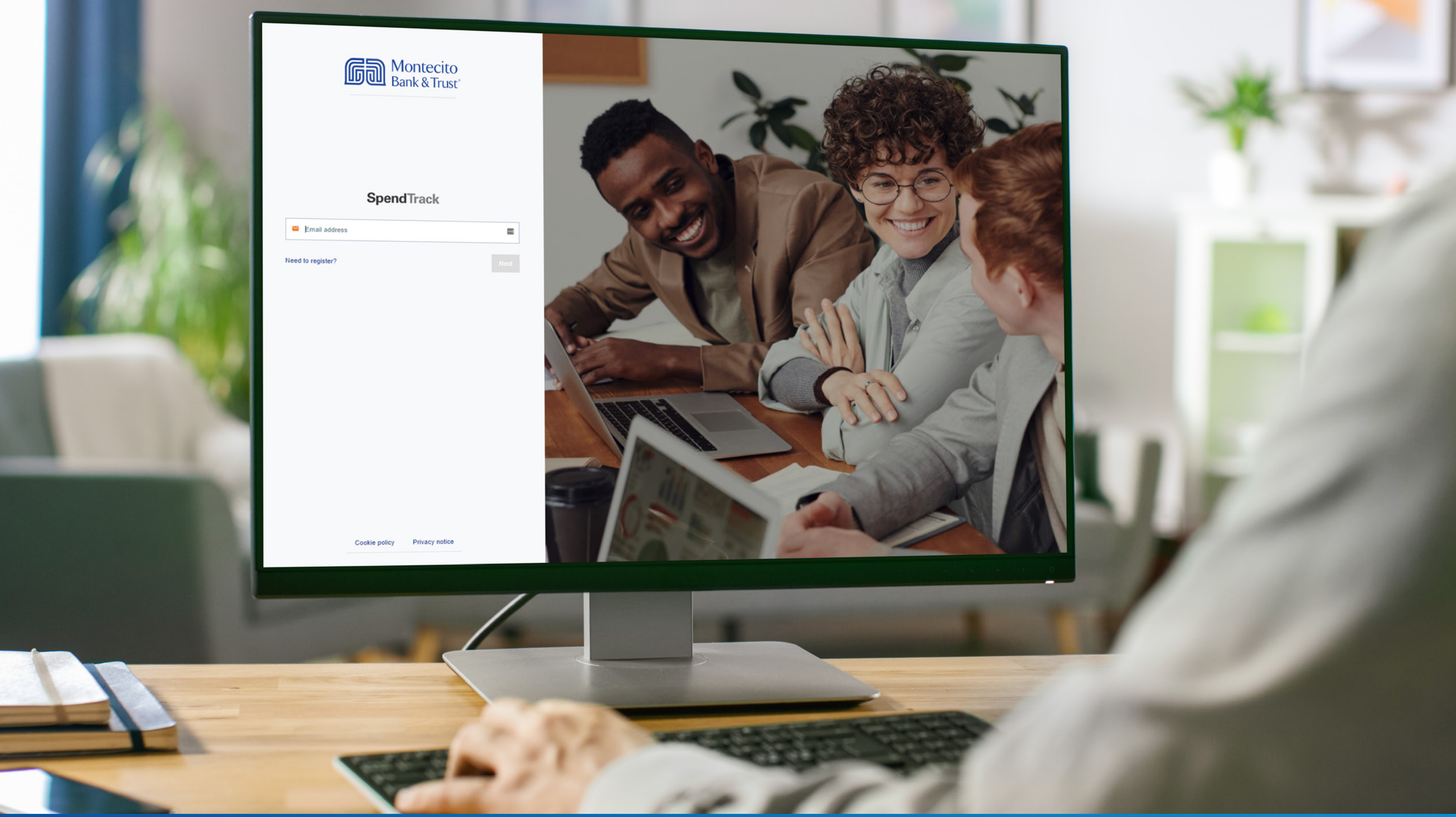


Business Credit Card Program Administrators Guide

Montecito Bank & Trust®

Member FDIC

Rev. 04/23

Welcome

MB&T's business credit card portal for Program Administrators, SpendTrack, will give you direct access to manage the MB&T credit cards used by your business - from paying your bill and analyzing spend to approving requests for temporary limit increases. This guide will provide you with simple instructions to help you navigate the portal quickly and easily.

For additional support using the credit card portal, please contact our Service Center and one of our associates will be happy to assist you.

Service Center

Monday – Friday • 8:00 AM – 6:00 PM

(805) 963-7511

Table of Contents

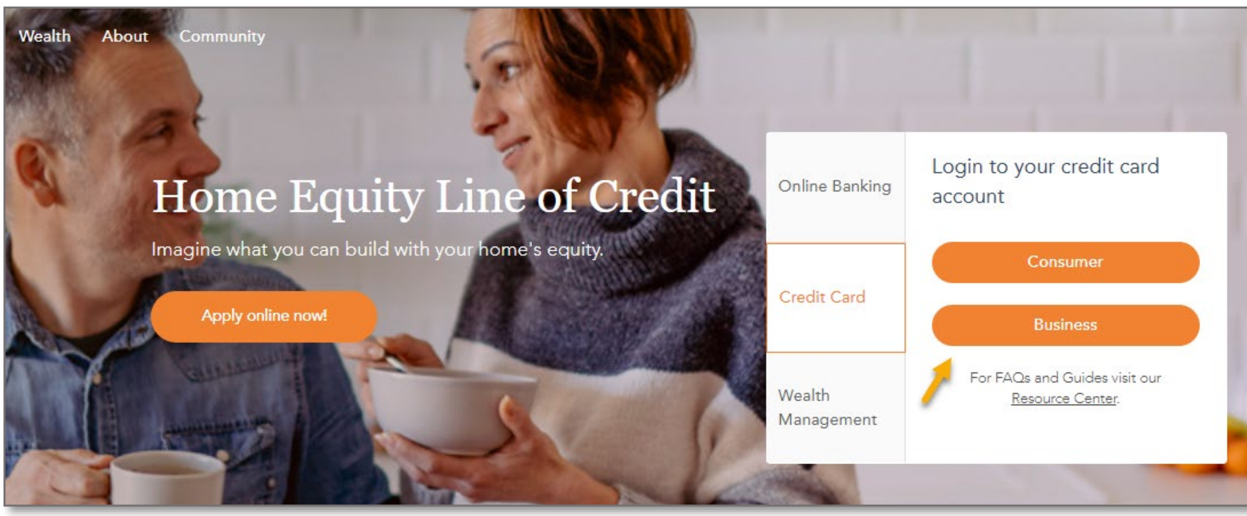
Getting Started

Access to the site requires registration. If you are the card Program Administrator for your company, please contact Montecito Bank & Trust Customer Service at (805) 963-7511 when you are ready to register for SpendTrack. The Customer Service associate will send you an email from **alerts@spendtrack.fiserv.com** with first time login instructions, including an activation code.

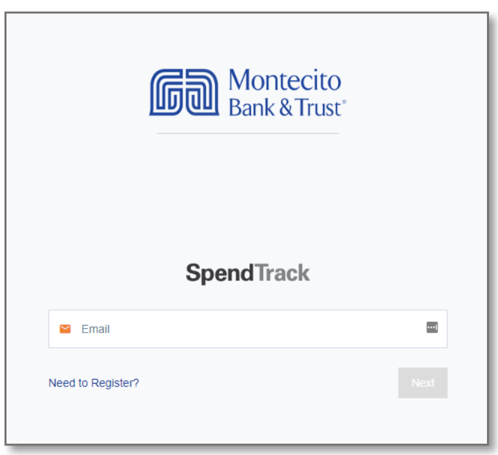
Logging In

You can find the credit card portal login page by following these simple steps:

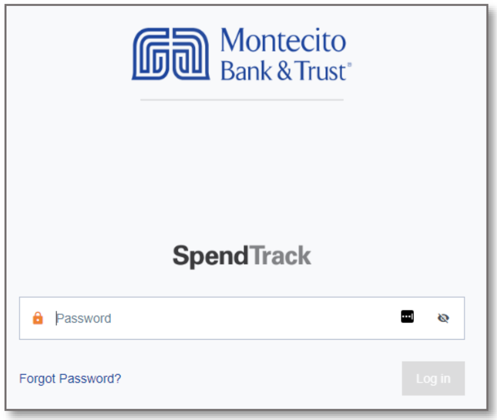
1. Go to **montecito.bank**.
2. Locate the **Log In Box** and select the **Credit Card** tab.
3. Select **Business**.



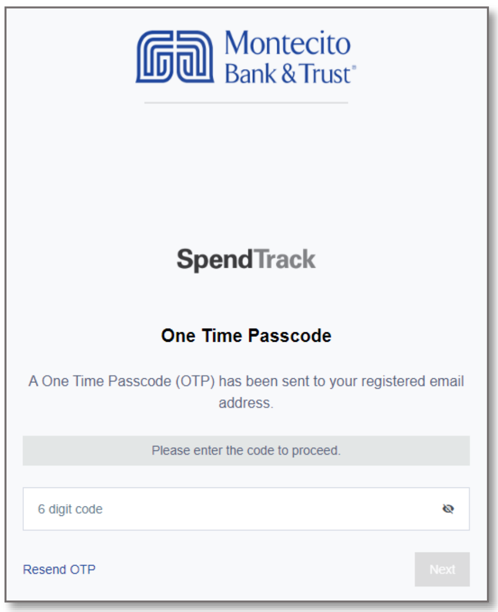
4. Enter your registered email address.



5. Enter your password. Then click **Log in**.



6. Enter the one-time passcode (OTP) sent to your registered email address. Then click **Next**.



The **Home** page will display.

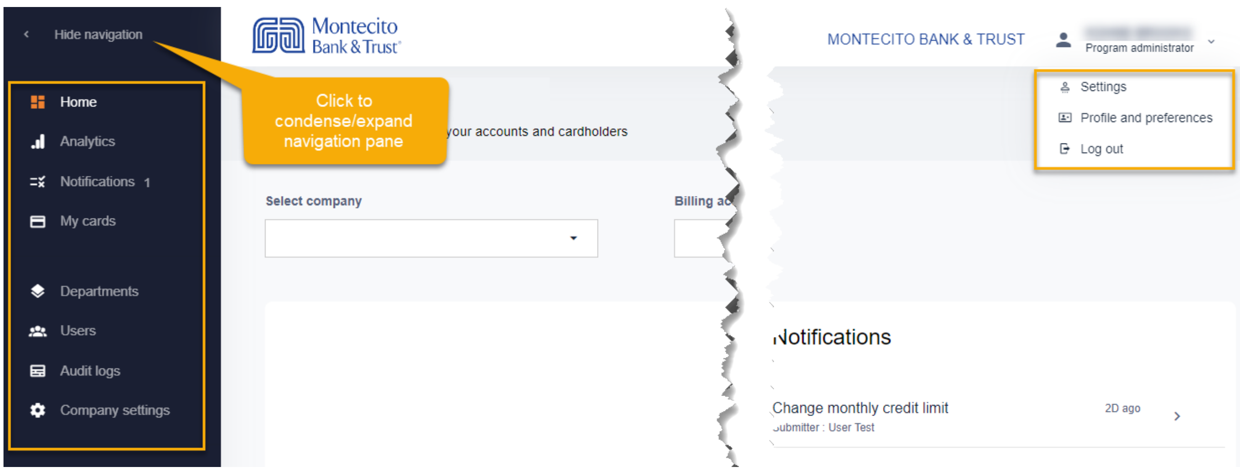
Home page

Overview – Navigating the Dashboard

Welcome to SpendTrack for Program Administrators!

The left side navigation menu can be condensed or expanded by clicking on the "<" at the top of the navigation bar.

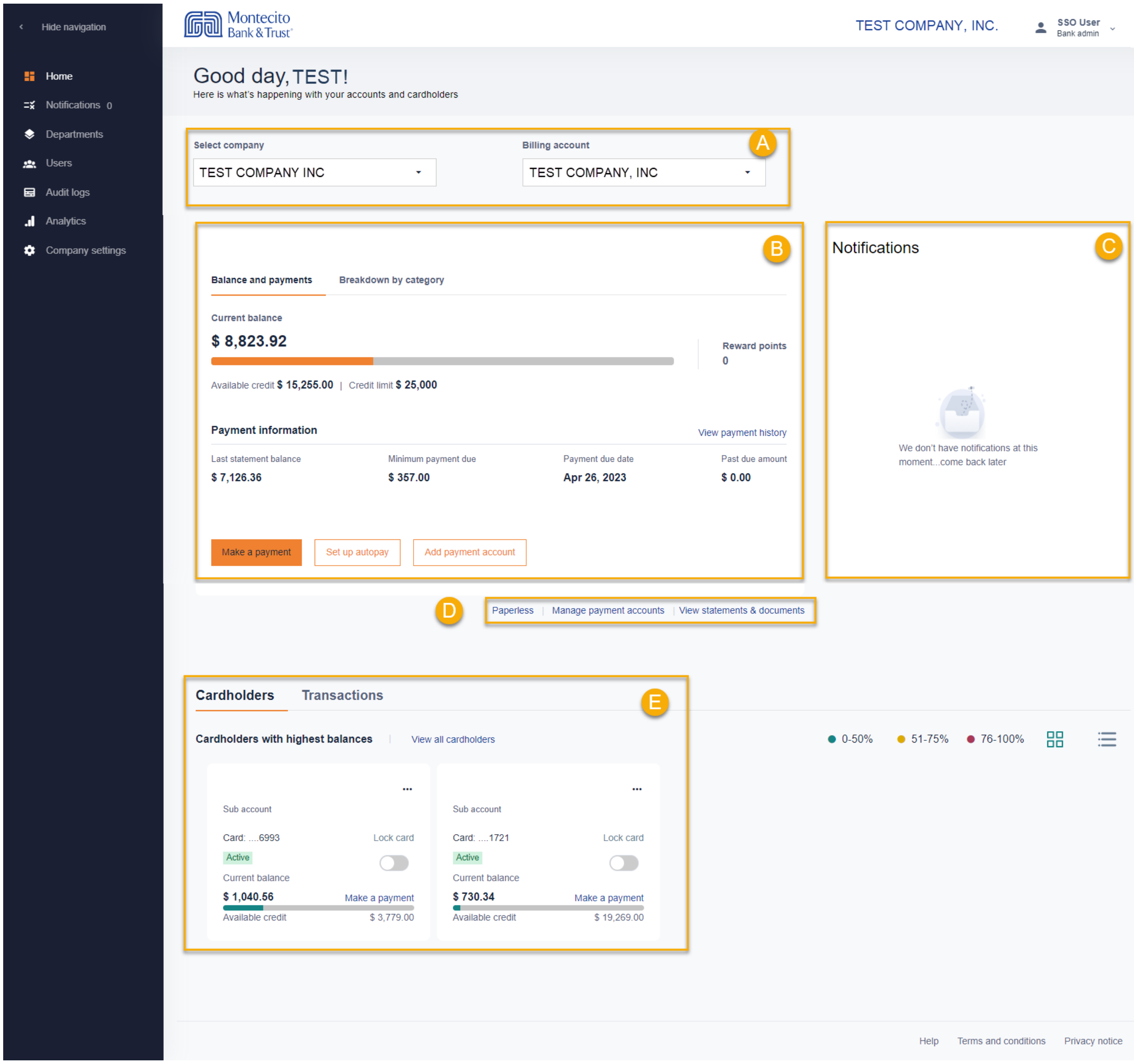
By clicking on the user name at the top right of the dashboard you can update your **Settings** (portal password), update your **Profile and Preferences** (personal or contact information), or **Log out**.



The following page links are available in the navigation pane:

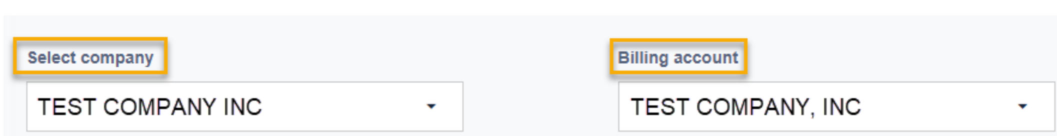
- **Analytics:** Displays charts of Spending by Merchant Category Groups, Spending Trends, and Top Seven Merchants by Spending Category
- **Notifications:** Manage requests (including details and options) from cardholders that are pending approval.
- **My Cards:** Manage your individual card settings and profile.
- **Departments:** Cardholders can be grouped into departments for analysis and Department Heads can be assigned and given advanced capabilities.
- **Users:** From the Users page, admins can invite cardholders to the cardholder portal to view their card transactions. You can also manage users from this page with actions like add, disable, edit (user profile and card profile) and reset password.
- **Audit Logs:** Displays changes made by users.
- **Company Settings:** Manage the merchant category groups displayed on the dashboard.

Most common account and card management tasks, such as viewing balances and making payments, can be done directly from the Home page dashboard once you log in.



A. Company/Billing Account

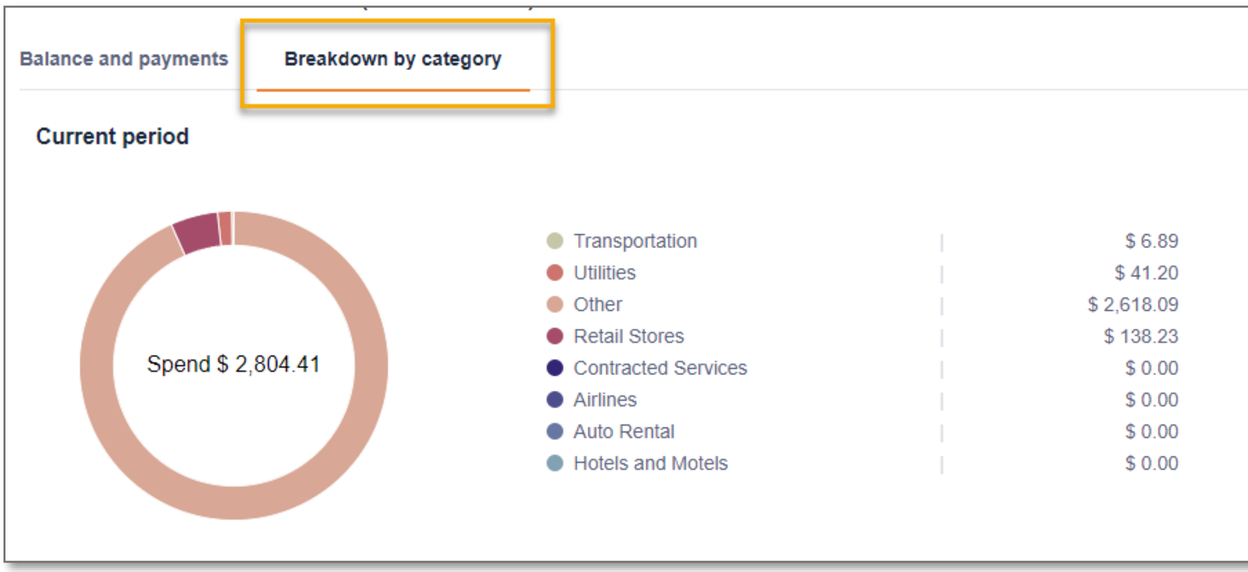
The **Billing account** dropdown drives the user navigation and enables the Administrator to view detailed billing, cardholder and transaction information for the selected company billing account. If you are the Program Administrator for multiple companies, you can switch companies by selecting a company from **Select company** drop down list.



B. Balance and Payments

The **Balance and payments** section displays your company's Credit Limit, Current Balance, and Available Credit information. It also displays Payment Information including Last Statement Balance, Minimum Payment Due, Payment Due Date, and Past Due Amount. Billing account payment options are available under the Payment Information.

You may switch the view in this section to display a breakdown by category by clicking the **Breakdown by category** tab as shown below.



C. Notifications

Displays requests (including details and options) from cardholders that are pending approval. Changes requested from cardholders will no be applied until approved by a Program Administrator.

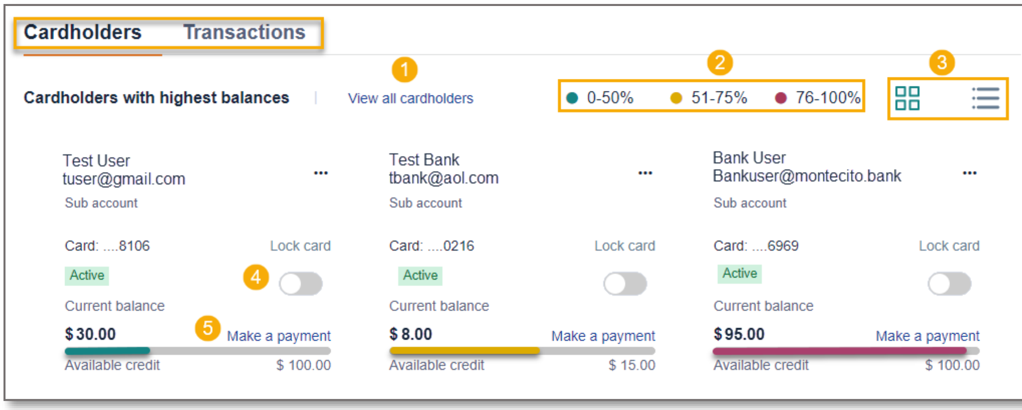
D. Statement/Document Options

These options allow you to view your billing account statements, manage your payment accounts, or enroll in eStatements (paperless billing).

Note: MB&T does not produce individual cardholder statements, only billing account statements. To enroll in eStatements for the billing account, use the Paperless link on the Home page. Do not enroll from the Cardholder Options.

E. Cardholders/Transactions

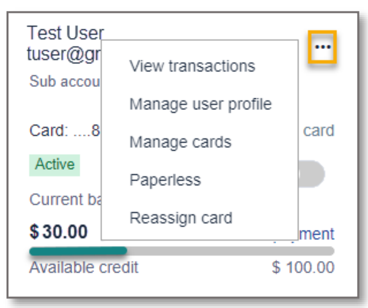
Based on the selected company and billing account, a list of cardholders is displayed in the lower half of the page. The **Cardholders** tab will default to display the eight cardholders with the highest balances within that billing account.



1. To view all cardholders for a company and billing account, click **View All Cardholders**.
2. Each cardholder displays a color-coded credit utilization bar indicating the percentage of available credit being used.
3. The **Cardholders** view can be set to a **Tile View** or **List View**. Tile view is the default.
4. To lock a cardholder's card to prevent it from being used, click on the **Lock Card** toggle button.
5. To make payment to a cardholder's card, click **Make a Payment**. Please note: It is recommended that you make payments to the billing account and not individual cardholder accounts.

Cardholder Options

Clicking on the ellipses (**...**) for an individual cardholder provides additional options including **View Transactions**, **Manage User Profiles**, **Manage Cards**, go **Paperless,** and **Reassign card**.

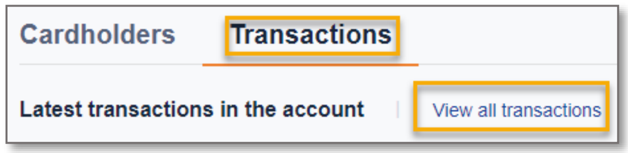


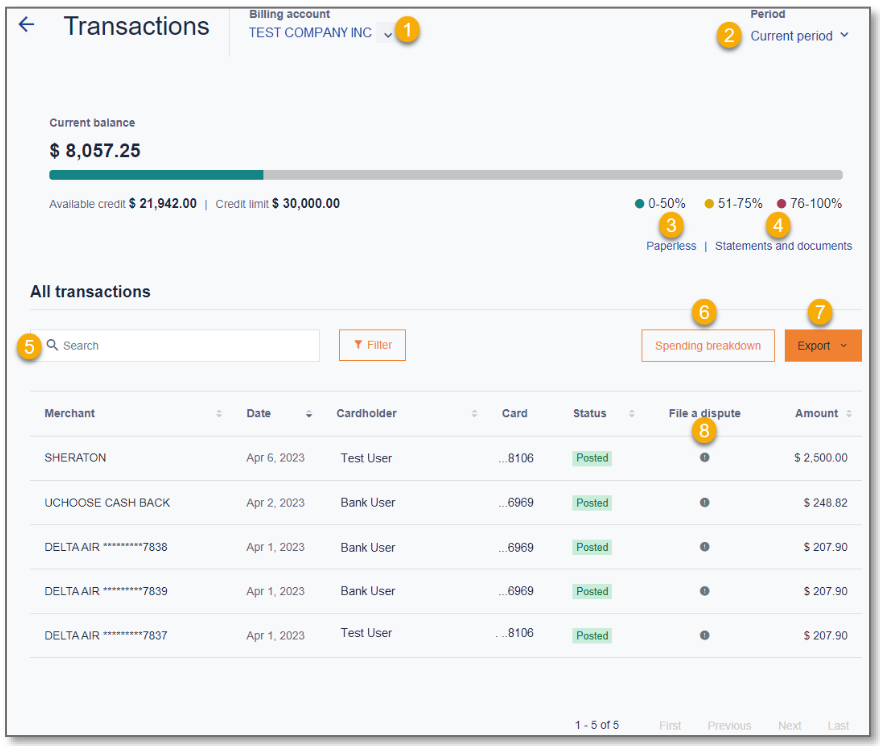
Note: To view transaction history for a specific cardholder, click on **View Transactions** from the individual cardholder menu.

Do not use the Paperless option from the Cardholder Options. MB&T does not produce individual cardholder statements so there is no need to go paperless with cardholder statements. Use the Paperless link under the Balance and Payments section of the Home page to enroll the Billing Account in eStatements.

Transactions Tab

The Transactions tab will default to Latest Transactions in the Account and will display the previous eight transactions for all cardholders. Click **View all transactions** to display the transaction details for the current period for all cardholders.





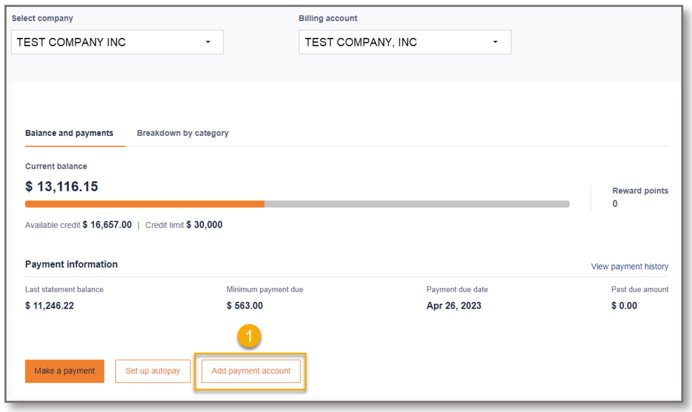
The following functions are available on the **All Transactions** page:

1. **Billing Account** – If you manage multiple companies through SpendTrack you can change the billing account here to view the transactions for a different company.
2. **Period** - Change the period to view a previous period's transaction history.
3. **Paperless** - Stop the mailing of paper statements by enrolling in eStatements.
4. **Statements and Documents –**Download up to one year of statements in PDF format.
5. **Search** field or **Filter** button - Find specific transactions.
6. **Spending Breakdown** - Displays transactions by category.
7. **Export –** Export a list of transactions in a CSV file.
8. **File a Dispute** - Dispute unauthorized transactions.

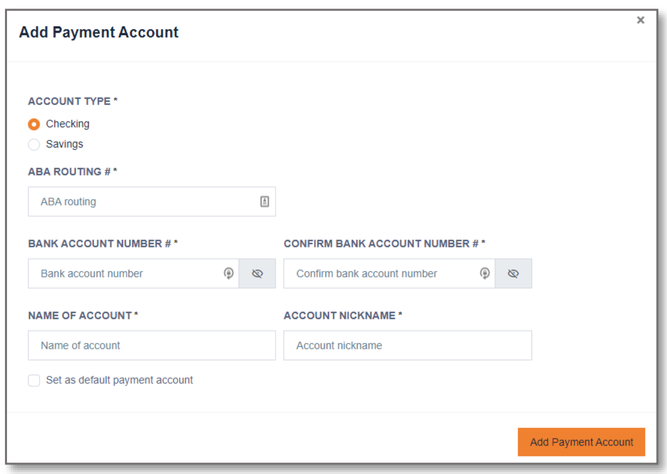
Managing Payment Accounts

Add Payment Accounts

A Payment account must be added in order to make payments on consolidated or card holder accounts.



1. From the Home page, click on **Add Payment Account**, the Add Payment Account page will display.

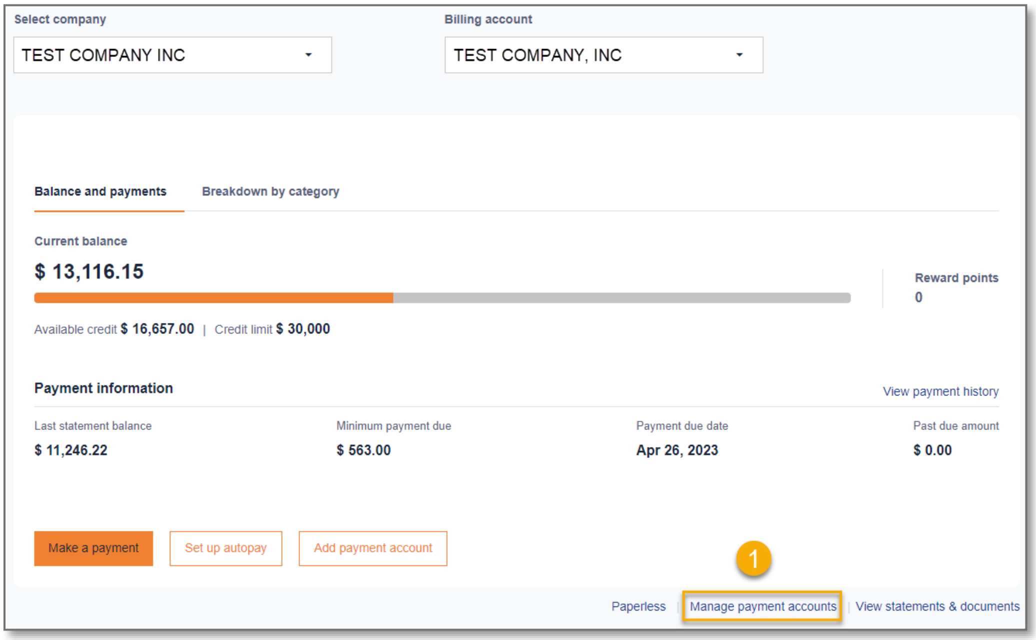


- **Account Type** – Select Checking or Savings.
- **ABA Routing Number** – Enter the routing number of the payment account.
- **Bank Account Number** – Enter the bank account number of the payment account.
- **Confirm Banking Account Number** – Confirm the bank account number.
- **Name of Account** – Enter the name on the payment account.
- **Account Nickname** – Enter the unique name for the payment account.
- **Set as default payment account** – Check this box to make this the default payment account for payments to this card. The nickname will appear as the Payment Account for all future payments.

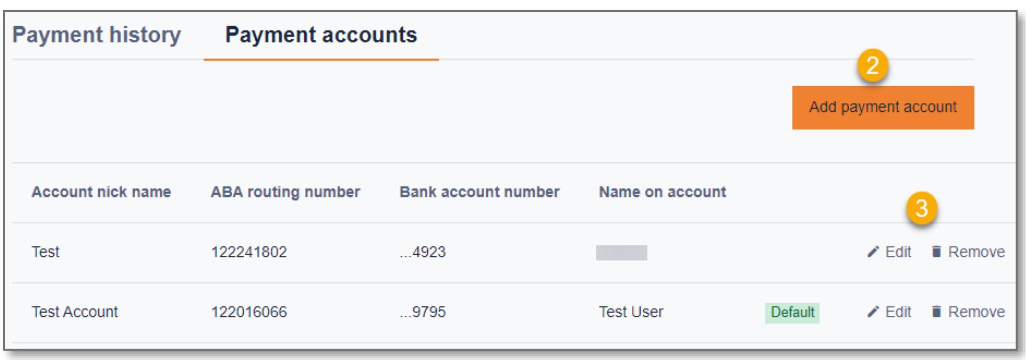
- Click **Add Payment Account**.

View/Edit/Remove Payment Accounts

Navigate to the **Home** page.



1. Click on **Manage Payment Accounts**. The **Payment Accounts** page will display.



2. Click **Add Payment Account** to add a new payment account.
3. Click **Edit** or **Remove** to edit account details or remove an account.

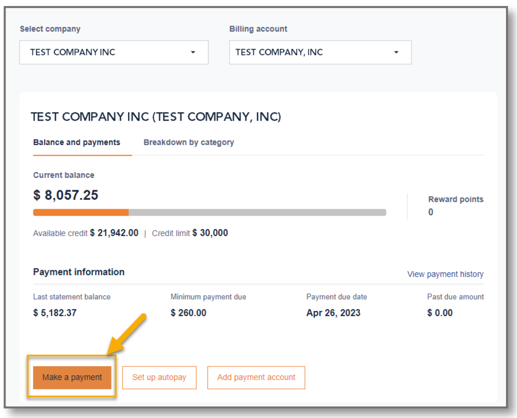
Making Payments

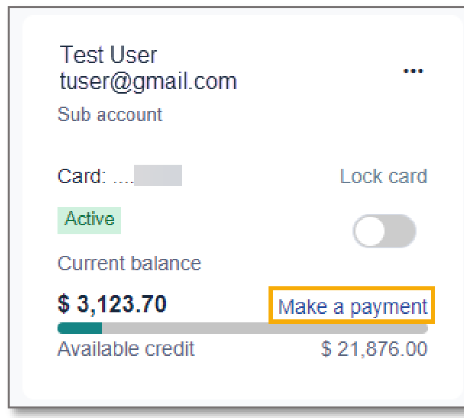
Payments can be made to billing or individual cardholder accounts, though it is recommended that all payments are made to the Billing Account. Payments can be scheduled up to 30 days in advance. Payments can be made one at a time or setup for automatic payments.

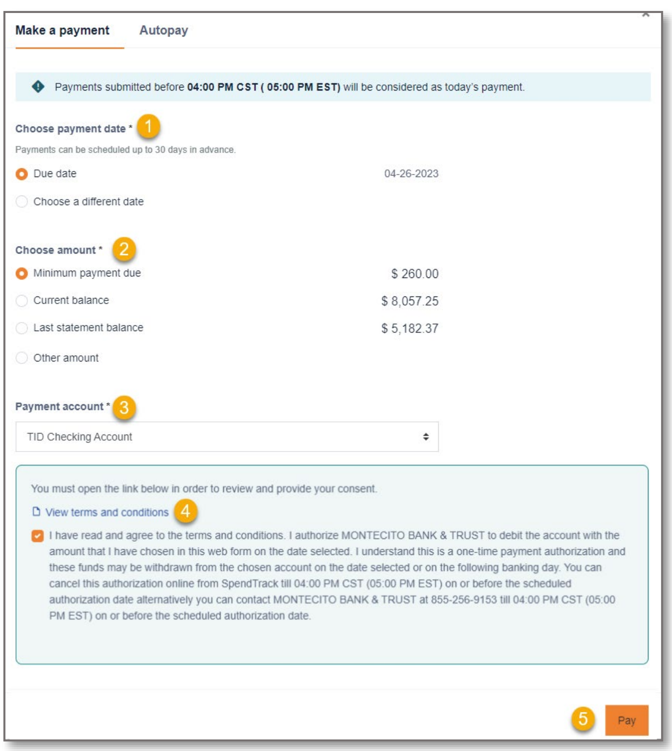
Note: Payments must be made before 2:00 PM Pacific Time for same day posting.

One Time Payments

To make a payment on the billing account, go to the Home page and select **Make a Payment.** To make a payment on an individual cardholder account, go to the **Cardholders** section of the Home page and click on **Make a Payment** for the individual cardholder.







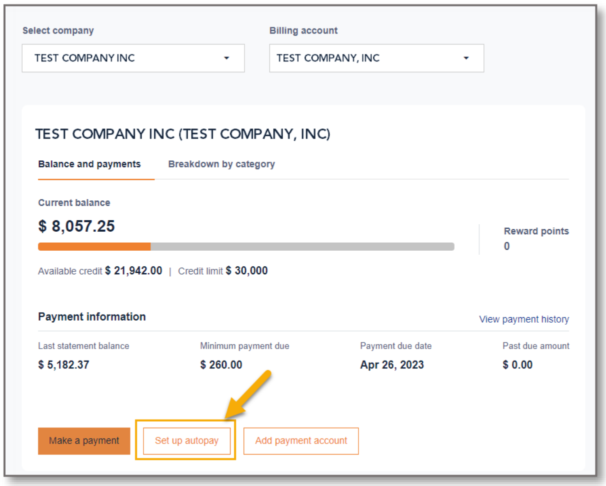
Make a Payment

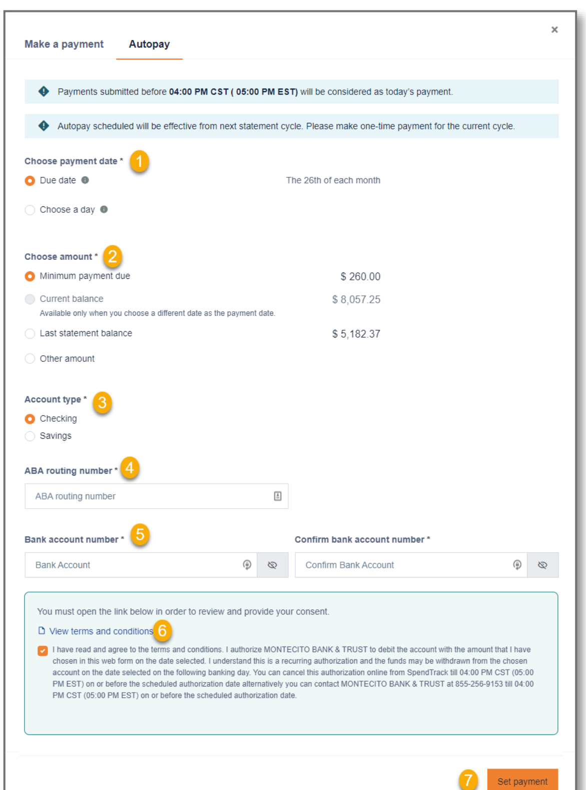
1. Choose a **payment date** on either the Due Date or a different date up to 30 days in advance.
2. Select the **payment option** for the date selected. Other Amount cannot exceed the current balance.
3. Select a **payment account** from the dropdown menu. The default payment account designated when the account was added will display.
4. Click on **View Terms and Conditions** to review the payment disclosure. Check the checkbox to agree to the disclosure.
5. Click on **Pay** to submit the payment for the selected date and amount. The Pay button will not enable unless the terms and conditions checkbox has been checked.

Automatic Payments

To make automatic payments on the billing account, go to the Home page and select **Set Up Autopay.** Automatic payments can only be setup for the billing accounts. Autopay is not applicable to individual cardholder subaccounts.

Note: Automatic payments will be effective on the next statement cycle. Please make one-time payment for the current cycle.





Setup Automatics Payments

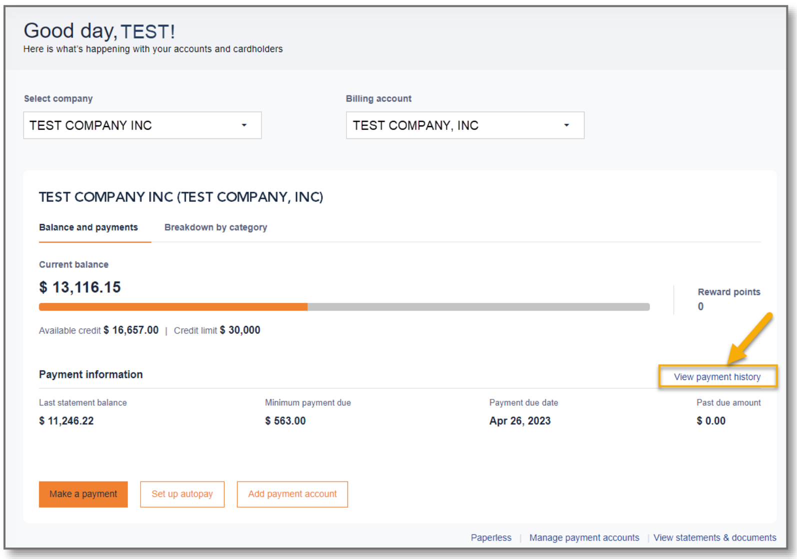
1. Choose a scheduled **payment day** of either each Due Date or a different day of the month
2. Choose an **amount** to be paid for each scheduled payment..
3. Select the **account type** for the account to be debited.
4. Enter the **routing number** for the account.
5. Enter and confirm the **bank account number.**
6. Click on **View Terms and Conditions** to review the payment disclosure. Check the checkbox to agree to the disclosure.
7. Click on **Pay** to submit the payment for the selected date and amount. The Pay button will not enable unless the terms and conditions checkbox has been checked.

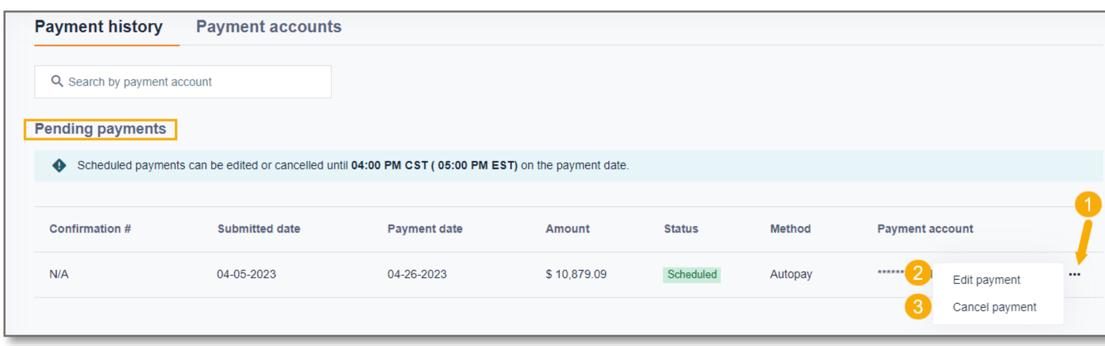
Editing or Canceling Automatic Payments

Automatic payments can be updated to change a scheduled date, dollar amount, or debiting account. Automatic payments can also be cancelled.

Note: Scheduled payments can be edited or cancelled until 2:00pm Pacific Time on the payment date. Processed payments might appear in Pending payments until midnight of the payment date.

From the Home page, click on **View Payment History**.



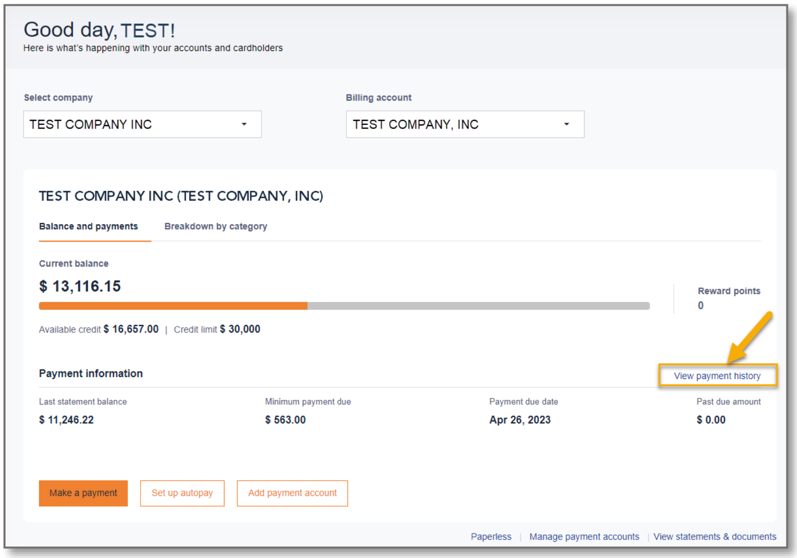


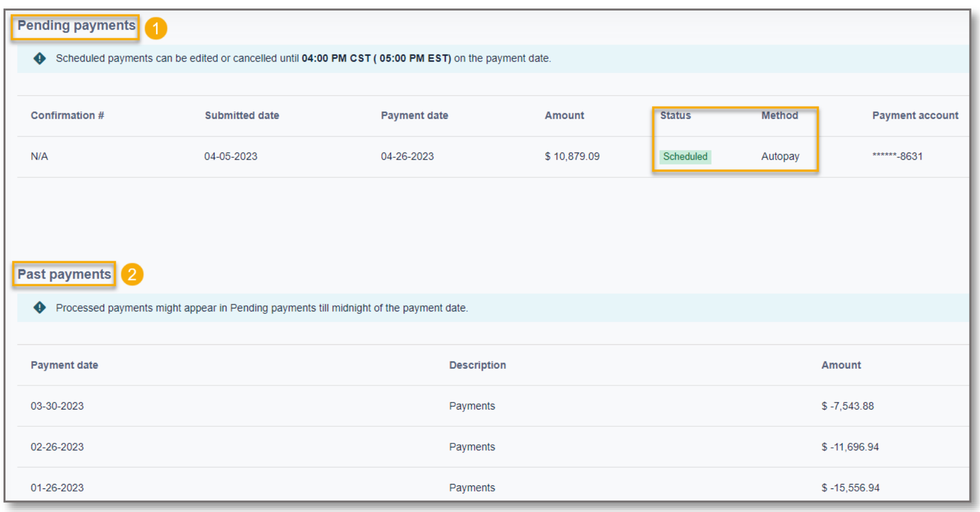
1. Click on the ellipses (**…**) to display the payment options.
2. Select **Edit Payment** to update the scheduled date, dollar amount, or debiting account.
3. Select **Cancel Payment** to cancel the scheduled automatic payment.

View Payment History

Payment history can be viewed for the past year or for future automatic payments on the billing account and for individual cardholder subaccounts.

From the Home page, click on **View Payment History**.





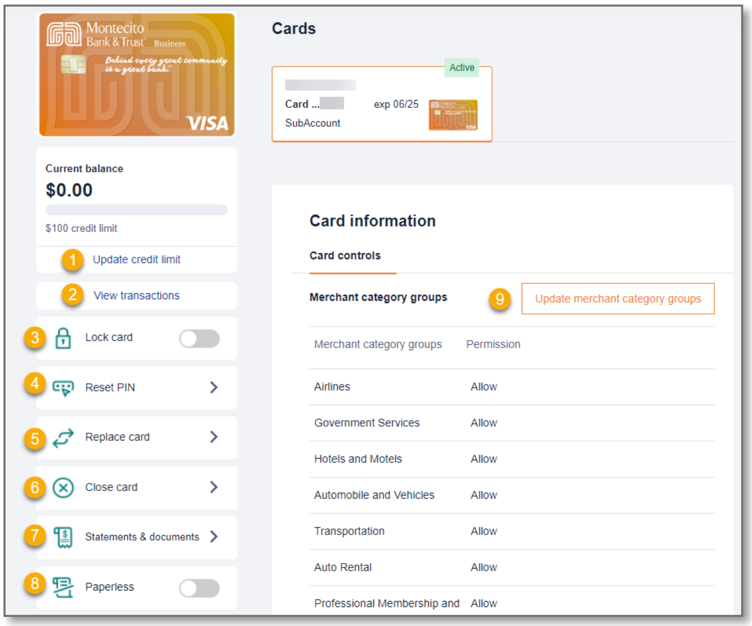
1. **Pending Payments** – This section displays payments that are scheduled for the future.
2. **Past Payments** – This section displays past payments up to one year.

Cardholder Maintenance

Lock Card, Reset Pin, Replace Card, Request Limit Change, Request New Merchant Types

There are several important and useful features for performing cardholder maintenance for authorized cardholders in the card portal.

From the **Cardholder** section the of Home page or **View All Cardholders** page, select a cardholder name and click on the ellipses (**…**) then **Manage Cards** to display the Cardholder Page for that cardholder.

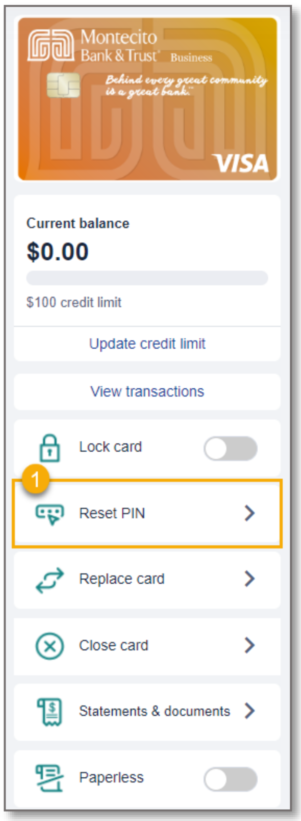


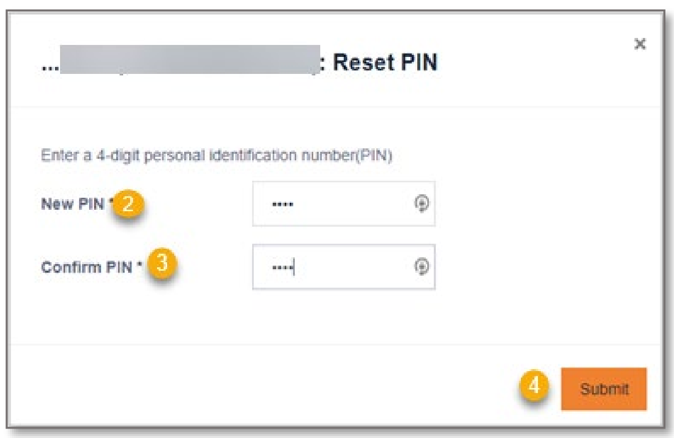
1. **Update Credit Limit –** Select to update a credit limit for a user's card.
    a. You can enter a new credit limit or a temporary spending limit for the cardholder. Temporary spending limit options included a single transaction or a daily limit.
2. **View Transactions** – Displays transaction page.
3. **Lock Card** – Select "Yes" in the pop-up window to lock the card and prevent transactions.
4. **Reset Pin** – Reset the pin number for the card.
5. **Replace Card**
    a. **Lost/Stolen**- To block the card select **Yes and Continue**, then select **Done**.
    b. **Damaged** - Verify the shipping address and select **Done** to order a new card.
6. **Close Card –** Close the card so that it can no longer be used and cannot be reopened.
7. **Statements and Documents -** Download up to one year of statements in PDF format.

8. **Paperless – Do not use.** MB&T does not produce cardholder statements. Go to the Home page and click the Paperless link under the Balance and Payments section to enroll in eStatements for the billing account.
9. **Update Merchant Category Groups** – Select the merchant types where the cardholder is allowed to perform transactions.

Reset a PIN Number

You can reset a personal identification number (PIN) number for a cardholder so that they may perform a Cash Advance and withdraw cash from an ATM.



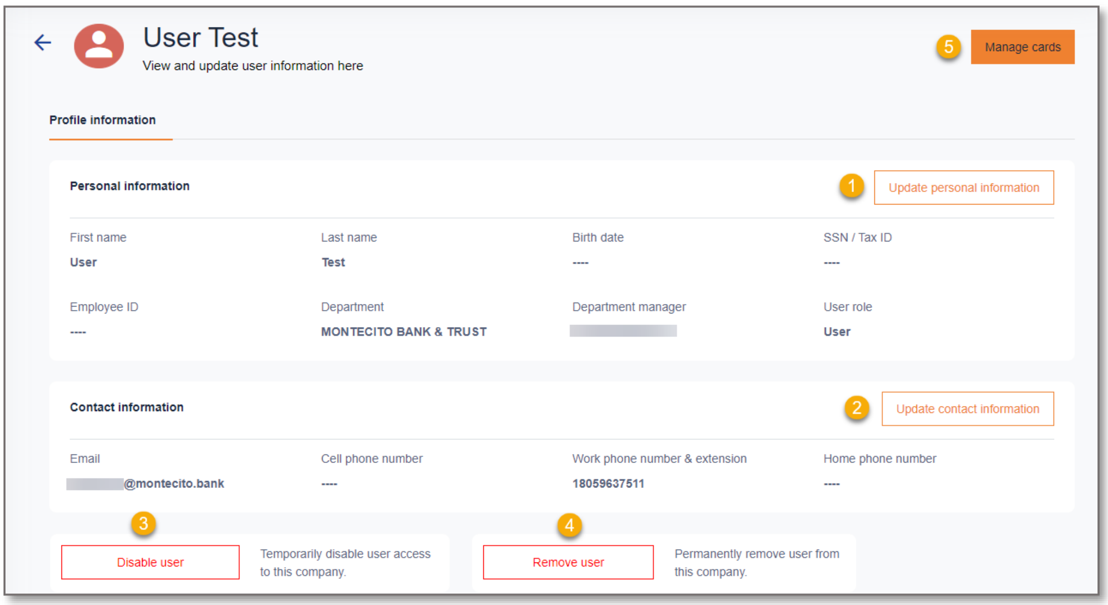


1. Select **Reset PIN**. The Reset Pin page will display.
2. **New PIN** - Create a 4-digit pin for cardholder.
3. **Confirm PIN** – Enter 4-digit PIN entered in New PIN.
4. Click **Submit**.

Update Cardholder Profile

You can update a cardholder's **personal and contact information** including name, department, email address, phone, and user type.

From the **Cardholder** section the of Home page or the **View All Cardholders** page, select a cardholder name and click on the ellipses (**…**). Then click **Manage User Profile** to display the **Cardholder Page** for that cardholder.



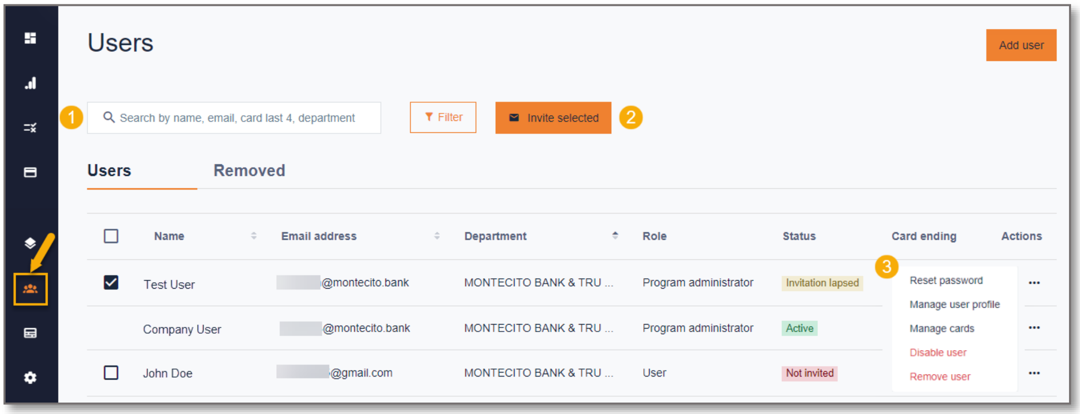
1. **Update Personal Information** – A user's personal information can be updated.
2. **Update Contact Information** – A user's contact information can be updated. Updating contact information on an account will only update the profile information in SpendTrack. Updated information can selectively be applied to the card profiles by clicking **Apply this update to cards.**
3. **Disable User** – Temporarily disable a user's access.
4. **Remove User** – Permanently remove a user's access.
5. **Manage Cards –** Manage a user's card.

Note: Cardholders are not permitted to update their own name, department, email address, or user type in the cardholder portal. This information can only be updated by Program Administrators.

User Maintenance

From the **Users** page, Program Administrators can manage the portal access of all company cardholders.

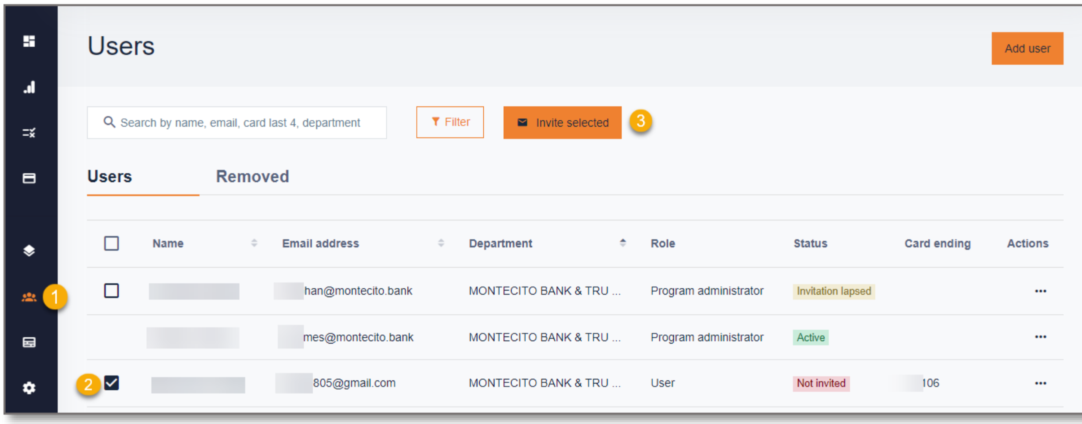
To manage existing users, select **Users** from the navigation pane.



1. **Search** users by name or email.
2. If the **Status** of the user is **Not Invited** or **Invitation Lapsed**, select the checkbox to the left of the user to send them an activation email for the Cardholder Portal.
3. Select the ellipses (**...**) to the right of the user for additional options:
    a. **Reset Password** – Resets the SpendTrack password for the user.
    b. **Manage User Profile** – Opens the profile information page to edit user information.
    c. **Manage Cards** –Opens the Card page.
    d. **Disable User** – Disables SpendTrack access for the user.
    e. **Remove User** – Permanently removes SpendTrack access for the user.

Send Cardholder Portal Activation Codes to Cardholders

Program Administrators are responsible for sending activation codes to cardholders for Cardholder Portal access. To send the activation code:

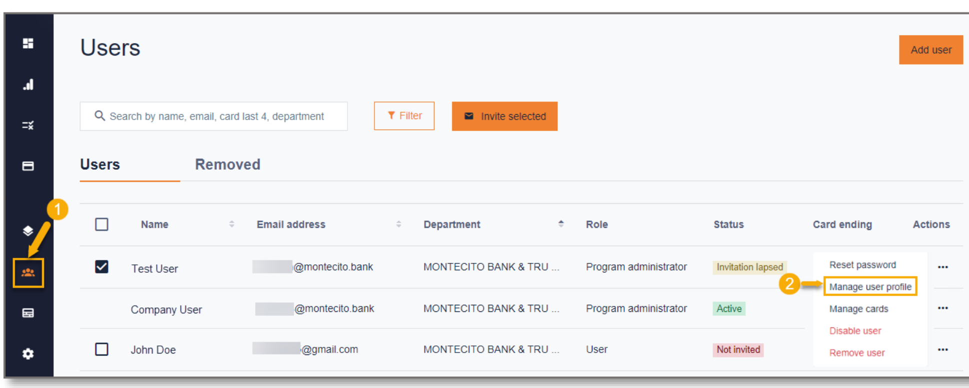


1. Select **Users** from the left side navigation pane.
2. Check the checkbox next to the User(s) you wish to send an invitation/activation code to the Cardholder Portal.
3. Click **Invite Selected**

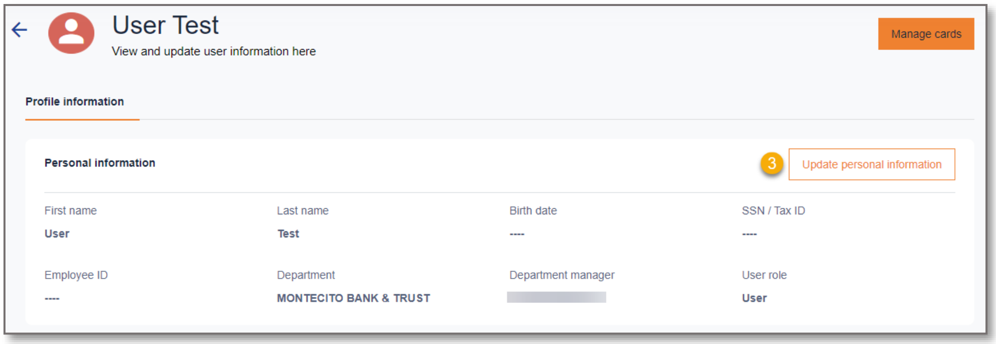
> **Note:** If you wish to send a user an invitation to the Program Administrator portal, first click the ellipses to the far right of the name row and select **Edit Profile**. On the **Edit User** page, change the **User Type** to **Program Administrator** and **Save**.

Assigning Other Program Administrators

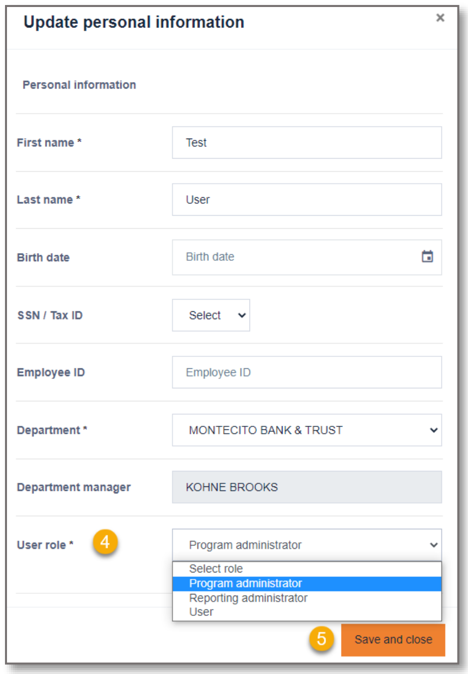
To give existing users Program Administrator privileges:



1. Select **Users** from the navigation pane.
2. Use the ellipses menu to select **Edit Profile.**



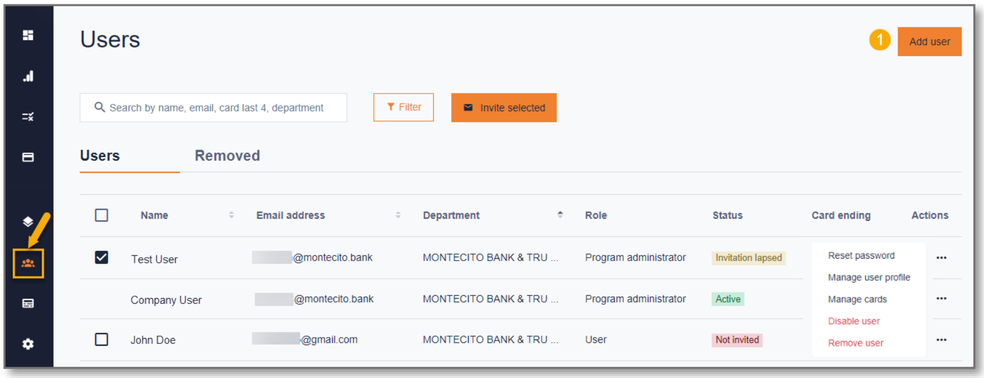
3. Select **Update Personal Information** from the **Profile Information** page.



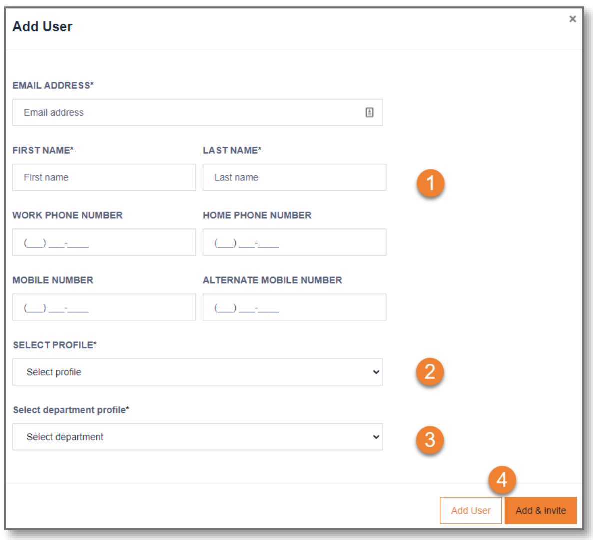
4. From the **Update Personal Information** page, select **Program Administrator** from the **User Role** drop down menu.
5. Click **Save and Close**.

Create a New User and Add Card

The first step to adding a new cardholder and ordering their card is to create a new user in the portal. To create a new user:



1. Select **Add User** on the **Users** page.



2. Complete the required fields email, first name, last name, and phone number.
3. Select the appropriate access from the **Select Profile** drop-down list:
   a. **Program Administrator** – gives full authority to manage the billing account and all associated cards.
   b. **Reporting Administrator** – gives view access of the billing account and all associated cards/transactions.
   c. **User** – provides transaction information for an individual cardholder and the ability to submit disputes and requests to the admin for changes such as card limit and profile information.
4. Select a department from the **Select Department** drop-down list.

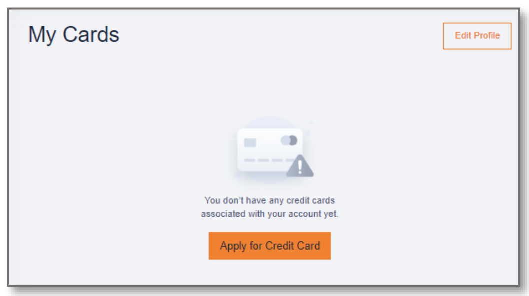
5. Select **Add User** to create a new user record or **Add & Invite** to create a record AND send the user an invitation email to log in to SpendTrack. The user receives an activation email with instructions to log in.

Add a Card

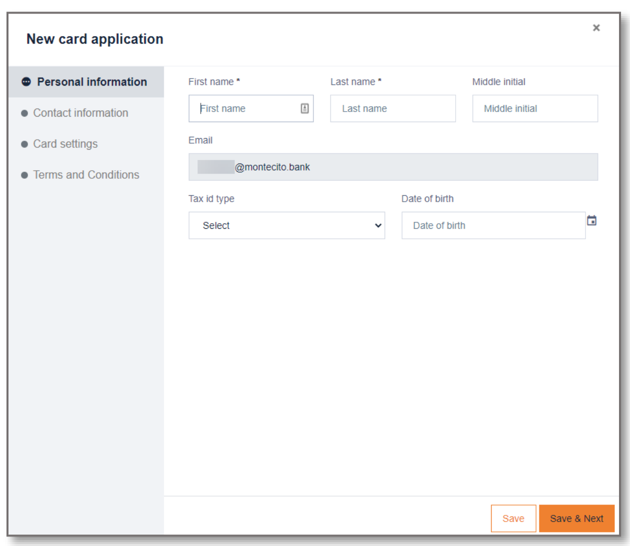
Once the new user is created, the user displays in the list on the **Users** page. When you add a card to a user, a physical card is mailed to the address on file.

To add a card to the user:

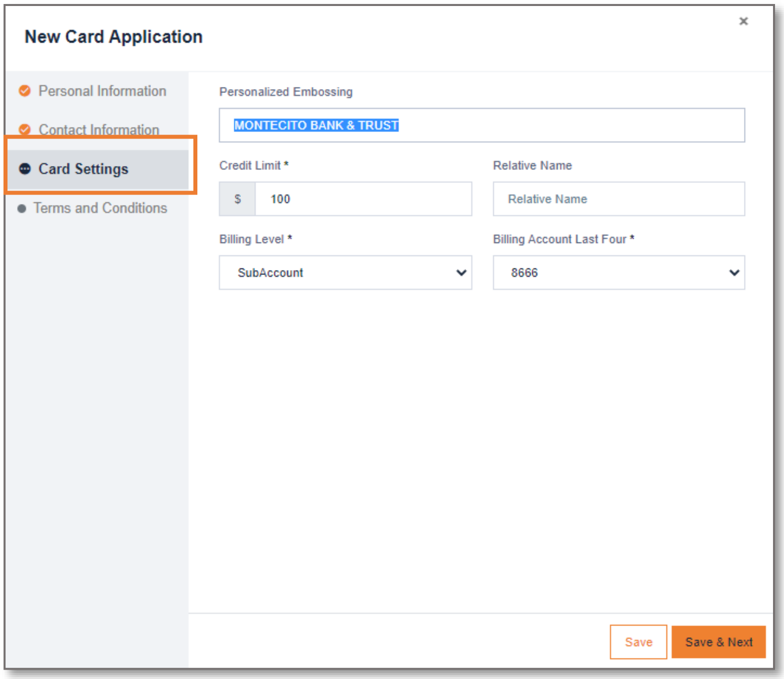
1. Select the user from the **Users list** on the **Users Page** and select **Manage Cards**.



2. Select **Apply for Credit Card.** The **New Card Application** dialog box displays.



3. Complete the Personal Information and Contact Information sections and select **Save & Next**.



4. Complete the Card Settings section:
    - **Personalized Embossing** – Enter the cardholder first and last name to be embossed on the card.
    - **Credit Limit** – Enter the desired credit limit for the card. If there are other cards, this limit must be less than or equal to the sum of the company's overall limit.
    - **Relative Name** – Do not use.
    - **Billing Level** – IMPORTANT!! Select **SubAccount**.
    - **Billing Account Last Four** – Select the billing account of the card.
5. Click on **View Terms and Conditions**, then check "I have read and agree…".
6. Click **Submit.**

Once the card is created, you will see the user record on the **Users** page.

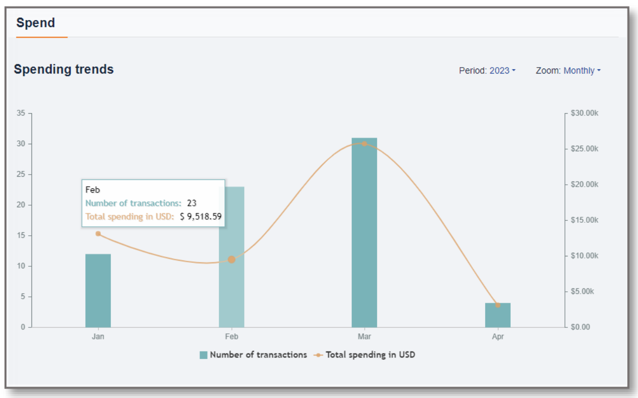
Analytics

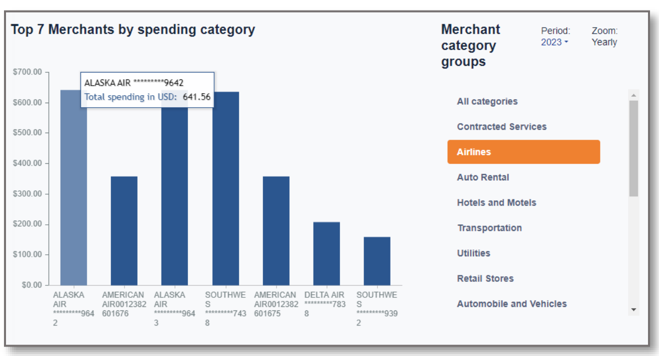
Select **Analytics** from the navigation pane to display the **Analytics page**. The following charts are available. The charts are available for multiple periods (yearly, quarterly, monthly, and last 7 days).

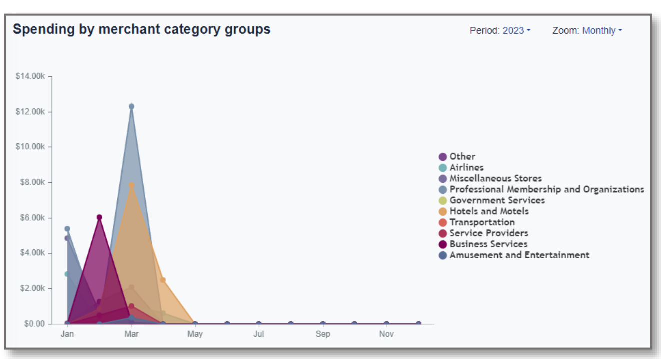
- Spending Trends
- Spending by merchant category groups
- Top 7 merchants – available for all merchants or by specific category

Note: Hover over the chart to display specific values.

Sample Reports:

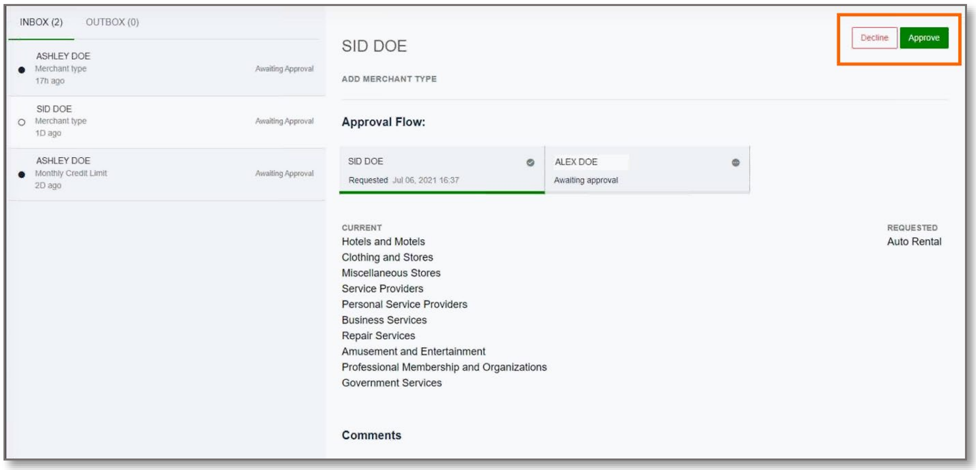






Notifications

Notifications display requests from cardholders that are pending approval. If a cardholder is assigned to a specific department, the Department Lead must give their approval before the request will appear for the Program Administrator. Message information includes the approval flow and comments on the request.



1. Select a message in the inbox to display the details of the request and options:
    a. **Decline** - Rejects the request and sends a notification to the requester.
    b. **Accept** - Approves the request and sends a notification to the requester.

Departments

Program Administrators can create Departments to group cardholders for analysis and designate Department Heads. An individual cardholder can only be placed in one department. Department Heads have these enhanced capabilities for the departments to which they are assigned:

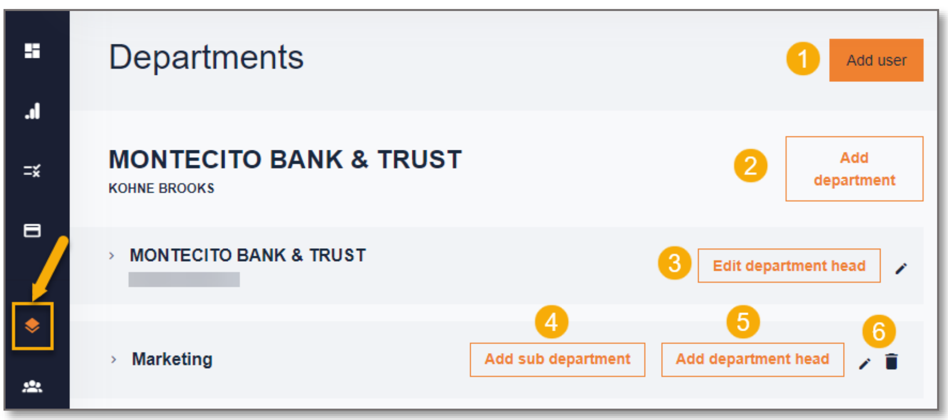
Home - View spend analytics on the Home page for the departments and spend for each user within the department by spend category.

Notifications - View user requests, such as spend limit increases. User requests go to the Department Head before the PA. From the Notifications page, Department Heads select Approve or Decline. After the Department Head approves a request, it goes to the PA for final approval.

Users - View a list of users in the department. Options include send an invitation email, disable user, reset password, view transactions, and view card profile.

Card Profile - View details of the cardholder. Options include lock a card and reset PIN.

To create Departments and assign appropriate user authority, select **Departments** from the navigation page.



1. **Add User** - Adds a user to an existing department.
2. **Add Department** - Create a new department.
3. **Edit Department Head** – Change the Department Head.
4. **Add Dept Head** - Add a user to the Department Head role.
5. **Add Sub Dept** - Create a new sub-department.
6. **Pencil/Trash icon** – Edit/Remove the department or sub-department.

Have additional questions?

Please call us at (805) 963-7511 Mon-Fri, 8am-6pm or send an email to **online@montecito.bank**.