



The Program Administrator application in ESL Business Mobile or Online Banking enables Program Administrators (PAs) to view, update and manage business accounts.

Refer to this User Guide for instructions on how to use this service. You'll find details about:

- [Self-Register](#)
- [Make Card Changes for Cardholders](#)
- [View Cardholder Transactions](#)
- [View Cards Page](#)
- [Reassign Cards](#)
- [View and Redeem ESL uChoose Rewards®](#)
- [Notifications](#)
- [Departments](#)
 - **Create a Department**
 - **Edit a Department**
 - **View Department Head Tasks**

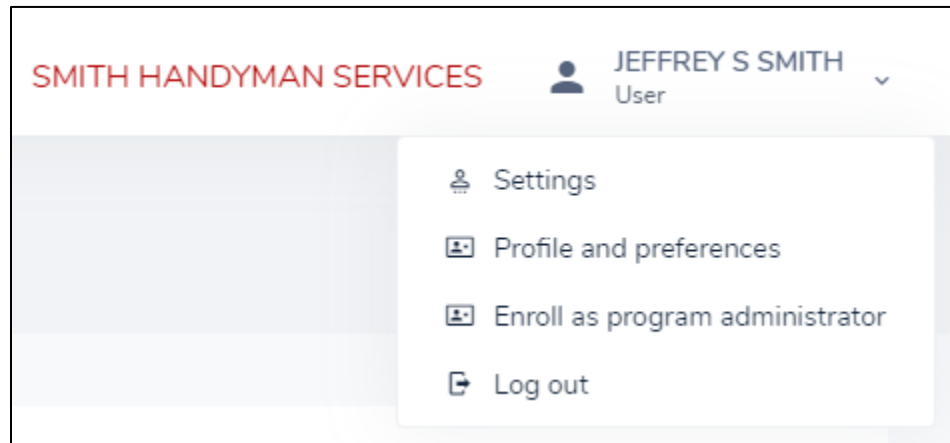
If you have questions about how to use this service, please call us at 866.820.6039.

To get started, log into Business Mobile or Online Banking. In the navigation menu, click or tap **Transactions > Credit Card**. A new window will open to provide access to this service.

SELF-REGISTER

To enroll as a Program Administrator, you'll need your Company EIN/Tax ID and Primary Company Contact phone number.

1. On the **Home Page**, select the dropdown arrow next to your name.
2. Click or Tap **Enroll as program administrator**



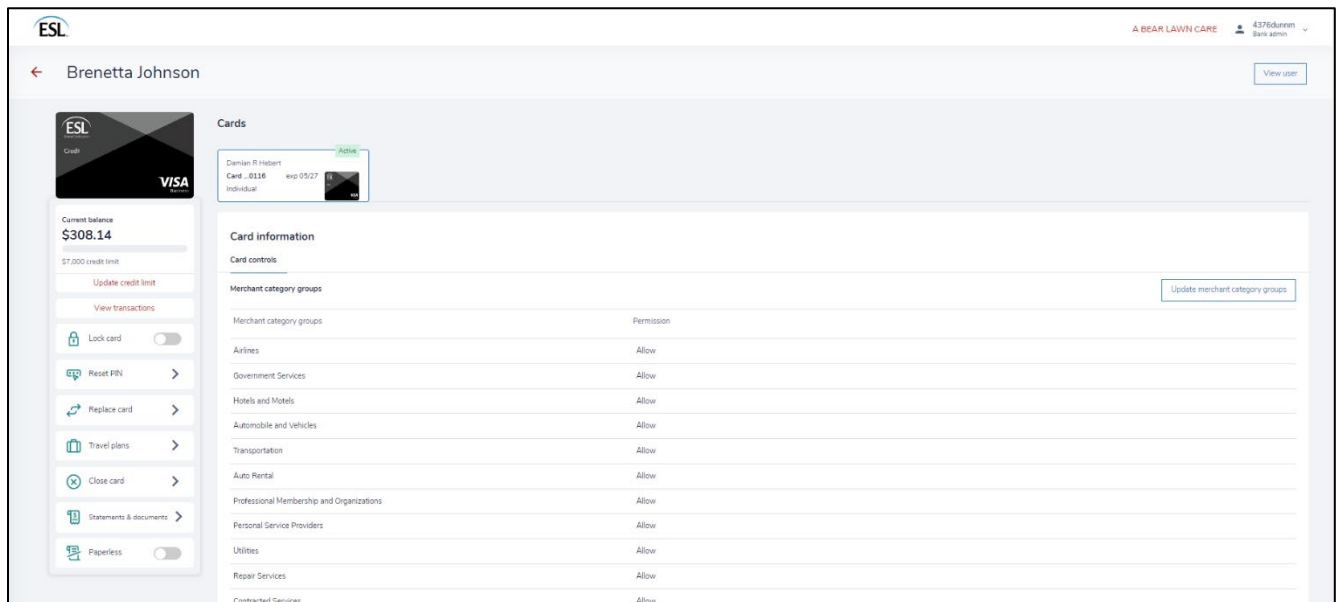
Enroll as PA

3. Complete the information in the “Program administrator registration”
4. You’ll receive a confirmation screen letting you know your request for Program Administrator was submitted
5. ESL will review your request and you’ll receive an email response with instruction to complete your registration process.

MAKE CARD CHANGES FOR CARDHOLDERS

1. On the **Home Page**, select a cardholder name.
2. A Program Administrator can select and perform the following tasks for individual cardholders:
 - a. **Lock Card** – click or tap “Yes” in the pop-up window to lock the card
 - b. **Reset PIN** – click or tap “Yes” in the pop-up window to create a new PIN at next login
 - c. **Replace Card** – a pop-up window displays with the following:
 - i. Click or tap “Lost/Stolen”, verify shipping address, confirm recent transactions and click or tap “Done”
 - ii. Click or tap “Damaged”, verify shipping address and click or tap “Done”
 - d. **View Transactions** – a page of transactions displays
 - e. **Request Credit Limit Change** – a pop-up window displays with the following:
 - i. For a permanent increase, enter the new credit limit and click or tap “Submit”
 - ii. For a temporary increase, click or tap “Add temporary spending limit”. Options display to set a single transaction or daily spending limits.

- f. **Request New Merchant Types** – select the merchant types where the cardholder is allowed to perform transactions
- g. **Enroll in Online Statements** – click or tap “Settings” to view online statement options
 - i. Move the slider to “Enable” to initiate online statements
 - ii. Click or tap “Terms and Conditions” – a pop-window displays with the following:
 1. Click or tap “I agree to the paperless Terms & Conditions”
 2. Click or tap “Enroll in paperless”



Cardholder Details

VIEW CARDHOLDER TRANSACTIONS

The list of transactions and the spending breakdown are similar to the view on the home page after expanding a cardholder record.

1. On the **Home Page**, click or tap a cardholder name.
2. Select **View Transactions**.
3. Select any of the following on the Cardholder Transactions page:
 - a. **Period** – change from the current period to previous months
 - b. **View Payment History** – opens the payment history page
 - c. **Payment Account** – choose a payment account or add a new one
 - d. **Make Payment** – opens a dialog box to make a payment



- e. **Set Up Recurring Payment** – opens a dialog box for recurring payments
- f. **Available Statements** – select a statement to download as a PDF
- g. **Export** – exports the list of transactions to a CSV file

The screenshot shows the 'Cardholder Transaction Details' page for a cardholder named HEBERT,DAMA. The current balance is \$308.14, and the available credit is \$6,691. The credit limit is \$7,000. The payment information shows a last statement balance of \$608.26, a minimum payment due of \$25.00, a payment due date of Sep 20, 2023, and a past due amount of \$0.00. The transactions table below shows two transactions: a finance charge of \$-0.12 and a payment of \$-300.00, both posted on Aug 25, 2023.

Merchant	Transaction date	Posted date	Status	File a dispute	Amount
FINANCE CHARGE PREV CYC	Aug 25, 2023	Aug 25, 2023	Posted		\$-0.12
PAYMENT - THANK YOU	Aug 25, 2023	Aug 25, 2023	Posted		\$-300.00

Cardholder Transaction Details

VIEW CARDS PAGE

The Cards page lists all card records for the business. The actions menu to the right of each record has many of the same options detailed on the individual's card page:

- View card details
- View transactions
- Reset PIN
- Replace card
- Lock card
- Reassign card
- Close card

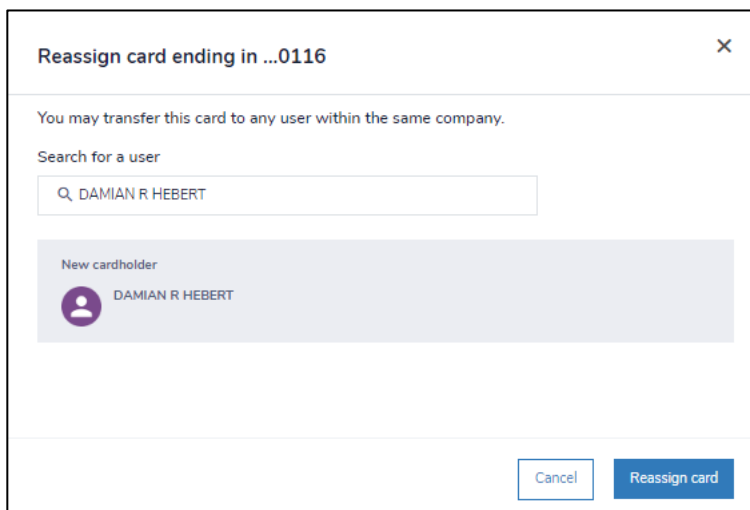
The screenshot shows the 'View Cards Page' for a business account. It lists two cardholders: Damian R Hebert (Active) and Damian R Hebert (Froid). The Active card has a current balance of \$308, available credit of \$6,691, and a credit limit of \$7,000. The Froid card has a current balance of \$0, available credit of \$0, and a credit limit of \$7,000. The page includes a search bar and a filter button.

Cardholder	Card ending	Account type	Card status	Current balance	Available credit	Credit limit	Lock card	Actions
Damian R Hebert brenetta.johnson@eserv.com	..0116	Individual	Active	\$308	\$6,691	\$7,000	<input type="checkbox"/>	...
Damian R Hebert	..2014	Individual	Froid	\$0	\$0	\$7,000	<input type="checkbox"/>	...

View Cards Page

REASSIGN CARDS

1. On the **View Cards Page**, click or tap the three dots under “Actions” next to the appropriate cardholder.
2. Select **Reassign Card**.
3. From the **Reassign Card pop-up window**:
 - a. Search for the user record.
 - b. Select the user from the search results.
 - c. Click or tap “Reassign card”.




Reassign Card pop-up window

4. To undo a reassignment:
 - a. On the **View Cards Page**, click or tap the three dots under “Actions” next to the appropriate cardholder.
 - b. Select **Cancel reassign card**. A confirmation pop-up displays.
 - c. Click or tap “Yes” from the confirmation pop-up window to cancel reassigning the card.



VIEW AND REDEEM ESL UCHOOSE REWARDS

For accounts enrolled in ESL uChoose Rewards, PAs can view points totals from the transactions pages and redeem points for any control account or individual pay account.

1. Navigate to the **Home Page > View Transactions**.
2. Click or tap on the arrow icon () next to the rewards points value to go to our ESL uChoose Rewards website to redeem points and activate offers from a variety of merchants.

NOTIFICATIONS

The Inbox displays requests from cardholders that are pending approval. Messages include useful information, including the approval flow and comments on the request.

1. Navigate to the **Home Page > Notifications**.
2. Click or tap 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

Please note:

- The first PA to self-register is approved by an ESL Business Banking Representative.
- Subsequent requests from other PAs or cardholders are sent to the primary PA's notifications to approve or decline.

DEPARTMENTS

PAs can use departments to group cardholders for analysis. An individual cardholder can only be placed in one department. PAs can create sub-departments as necessary and assign users to Department Head roles (which have enhanced capabilities).

CREATE A DEPARTMENT

1. Navigate to the **Home Page > Departments**.
 - a. Options include:
 - i. **Add User** – adds a user to an existing department
 - ii. **Add Department** – creates a new department
 - iii. **Add Dept Head** – adds a user to the Department Head role
 - iv. **Add Sub Dept** – creates a new sub-department
 - v. **Pencil icon** – edit the department or sub-department
 - vi. **Trach icon** – deletes the department or sub-department

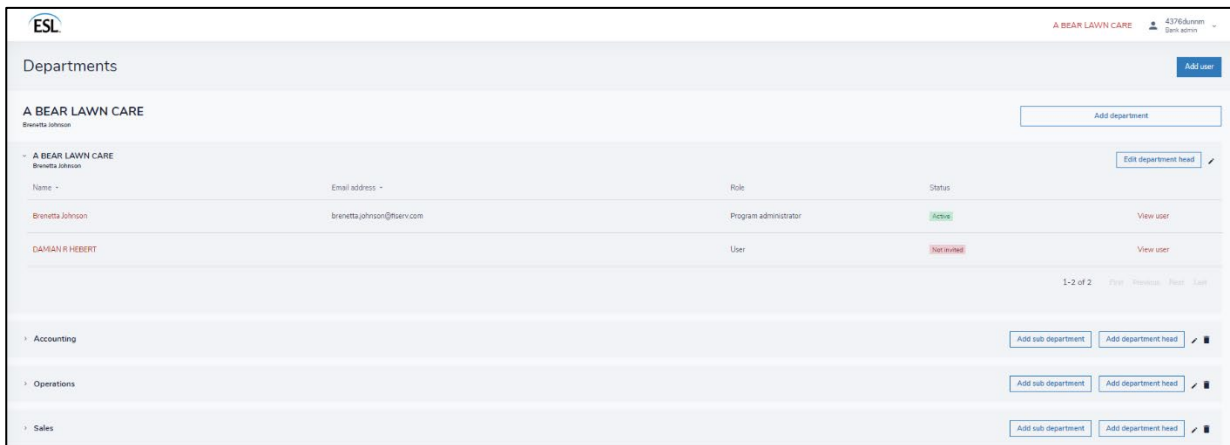


Departments Page

EDIT A DEPARTMENT

1. Navigate to the **Home Page > Departments**.
2. Click or tap the department name to open the record.
3. Click or tap the pencil icon to the right of the name to edit.
4. Select the pencil icon to the right of Dept. Head to edit.

NOTE: Information under Users includes names, email, profile and status.



Department Information



VIEW DEPARTMENT HEAD TASKS

Department Heads have 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 the 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.