

Is SmartControls available on both consumer and business accounts?

Yes

Do I have to sign in with a new login and password to access this service?

No. SmartControls is within MyCardInfo, therefore the access will be there upon logging in to MCI.

What is the difference between an Alert and a Control?

Controls: A control enables/disables the usage of a card. Once the control is activated, any attempted transactions will be declined.

Alerts: An Alert will notify the Cardholder of any transactions or parameter selected from the list of alerts.

How do I set Alerts? Or Controls?

- On MyCardInfo, select Account Services tab and Smartcontrols menu
- Create your profile
- Selects the Alerts or Controls that you want from the list.

Who is allowed to create a profile, choose alerts or activate a control?

All cardholders can create a profile for their card, set alerts and controls that will be applied on that specific card.

For Consumer accounts specifically, who can manage SmartControls?

All cardholders can create a profile for their card, set alerts and controls that will be applied on that specific card.

For business accounts specifically, who can manage SmartControls?

- Authorized Business Rep on the account (Consolidated Pay Structure)
- Authorized Cardholders (Consolidated Pay Structure)
- All Cardholders (Individual Pay Structure)

Can the Alerts be customized by users specifically at card level?

Yes. Alerts can be customized specifically by user. Alerts/Controls are at the card level.

How will I receive the alert?

When creating your profile, you are asked to choose how you would like to receive Alert messages.

Can I cancel or add an Alert? Or Control?

Yes.

- On MyCardInfo, select Account Services tab and Smartcontrols menu
- From your profile, modify your Alerts or control selection.

Can I reactivate SmartControls if I cancel this service?

Yes.

How do I know the message is legitimate?

You will never be redirected to the MyCardInfo login page for authentication or asked to forward personal information. If you do not recognize the transactions or have any questions, please call us at 855-341-4643.

What happens to the transactions when the control card stop is switched to “on”?

Any and every transaction attempt will be declined when the control is switched to “on”.

Will all transactions be declined when the control card stop is switched to “on”?

Yes.

Which transaction type has a minimum threshold?

Large Transaction.

What is the Large Transaction minimum threshold?

The threshold will be set at \$10 for large transactions. You can choose to receive a notification for any purchases of \$10 or more that are made on your account.

Springboard: Can a Springboard user see if someone is registered for Smart Controls and what they have selected for Alerts/Controls?

The SmartControls communication screen will show a communication history of all the profiles that have been enrolled in SmartControls on that account.

From this screen, the Springboard user can see what type of action happened on the account that caused an alert notification to be sent.

The SmartControls Preference Details screen will show history of when preferences got added, removed or changed for each MyCardInfo profile.

Springboard: What is the Decline Code, on Springboard, resulting from a Control switched to "On"?

"Declined CONSUMER CONTROL"