COMDATA
CORPORATE PAYMENTS

ALERTS AND NOTIFICATIONS ADMINISTRATOR GUIDE

Disclaimer

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Table of Contents

Revision Table

Date	Version	Author	Notes
02/16/2017	Ver 1.5	Steven Harris	Document updated to include new Confirmed Fraud Email for Administrators and new FAQ #10
08/10/2018	Ver 1.6	Steven Harris	Updated to include Transaction Decline Notifications and updated iConnectData Alert Management tool.

Overview

Protecting your Mastercard cardholders from fraud and identity theft is a top priority at Comdata. That's why we offer the Comdata Alerts and Notifications program to help you improve security around your Comdata cards and minimize risk.

With Comdata Alerts and Notifications, your cardholders receive text messages any time Comdata's internal risk analysis system identifies a suspicious transaction. Then, your cardholder can reply to the message confirming whether or not the transaction was fraud. If the cardholder confirms fraud, the card will go into a locked-down state and each additional transaction will be declined. However, the cardholder will receive a text message with each declined transaction allowing them to override the declined authorization. If they override, they can swipe their card again and continue the transaction as normal, only if the transaction is for the same amount and from the same merchant. If the cardholder receives a declined transaction they don't recognize, there's no need to respond as the transaction was not authorized.

As an optional benefit to our fraud detection alerts, you can also elect to receive text notifications if a card is declined for non-fraudulent activity, such as if you enter an incorrect PIN/ID at a point of sale. In these cases, you can correct the error and rerun the transaction for approval.

Note: Decline notifications are optional, but you must be enrolled to receive fraud alerts in order to select decline notifications.

The Comdata Alerts and Notifications program is extremely beneficial to cardholders who travel regularly, as they can continue to use their business cards even if their card number is compromised. As a program administrator, use this guide to help you manage your Alerts and Notifications program. Several components of the program exist in the iConnectData (ICD) web portal.

If you are not already signed up for Comdata Alerts and Notifications, contact your Comdata Account Manager or Relationship Manager today!

Note: Standard data and text rates will apply. These rates are dependent on the cardholder's phone carrier.

Enrolling in the Program

Contact a Comdata Representative to set up your account for access to Alerts and Notifications. During setup, you will receive consultation from your Customer Relations Rep on the best method for mass enrolling your cardholder base. Enrollment happens at the customer ID level and the following data is required:

- The account number, mobile phone number, and email address of each cardholder you want to enroll. An enrollment email will be sent to these cardholders which will instruct them on how to enroll.

Enrollment Email

As a Comdata Corporate Mastercard cardholder, you have been entrusted by your employer to make business related purchases on behalf of your organization. One of the security features of your Comdata Mastercard is an Alerts and Notifications system that allows you to authorize or deny transactions that are flagged as being suspicious as well as notify you of declined transactions that are non-fraudulent (e.g., an incorrect PIN number) via text message from your mobile phone. **Note:** Message frequency varies. Message and data rates may apply.
 	
 In order to take advantage of the Alerts and Notifications security feature, **simply take the following action**:
 	
    • Text the word **IN** to 57911 using the mobile phone associated with your corporate card.
    • You will receive a return text message confirming your enrollment
 	
 Once you enroll, you will only receive text messages when Comdata's fraud detection system flags a purchase as being suspicious or for non-fraudulent activity, including the reason for the decline, so you can take action to correct the error.
 	
 Please enroll as soon as possible to ensure the security of your corporate card and your organization's funds.
 	
 For more information about the value of this program, you can visit www.comdata.com/alertsandnotifications. Full terms and conditions are included below. For all other questions, contact your organization's corporate card administrator. Thank you.
 	
 For Comdata's Terms and Conditions, please click here.
 For Comdata's Privacy Policy, please click here.

- An 8-character abbreviation of your company's name, which will display on each alert. The abbreviation should be something the cardholder will immediately recognize. For example, if your company name is ABC Company Inc., you can request the abbreviation to be ABC Comp.

- An optional Administrator email address(es) for receiving the same alerts your cardholders receive.

  Best Practice: Notify your cardholders that they will be receiving Enrollment Emails once their mobile phone numbers are enrolled. This will ensure no cardholders miss the email and forget to enroll.

Types of Fraud Alerts

There are several fraud alerts your cardholders will receive once enrolled. See below for a list of all fraud alerts and their valid responses.

Note: ABC Comp is an example company name. The 8-character abbreviation you selected to represent your company will display at the beginning of each text.

Enrollment Email Responses	
Once a cardholder receives an Enrollment Email, they must text **IN** to 57911.	
Cardholder Response	**Response Message**
IN	ABC Comp Card Alert: Thank you for signing up for your card ending in 1234. Msg&Data Rates may apply. Msg freq varies. Text HELP for help, STOP to cancel.
IN *(phone number not found)*	ABC Comp Card Alert: Your phone number is not subscribed for any services. Reply HELP for help. **Note:** This message sends if you did not register the cardholder's phone number.

Suspicious Fraud Alert *(transaction approved)*	
ABC Comp Card Alert: Card 1234 was used for $12345678.00 at Merchant 1234567 on MM/DD. Trans 456. Text CNF to confirm or DEN to deny purch. Text STOP to cancel	

Suspicious Fraud Alert *(transaction declined)*	
ABC Comp Card Alert: Card 1234 declined for $12345678.00 at Merchant 1234567 on MM/DD. Trans 456. Text CNF to confirm or DEN to deny purch. Text STOP to cancel	
Cardholder Response	**Response Message**
CNF *(confirm, transaction approved)*	ABC Comp Card Alert: Thank you for your response regarding trans456. Text STOP to cancel
CNF *(confirm, transaction declined)*	ABC Comp Card Alert: Thank you for your response regarding trans456. Override status enabled. Try purchase again. Text STOP to cancel
DEN *(deny)*	ABC Comp Card Alert: You have denied trans 456. Your card is now set to fraud status. Contact your Administrator for a replacement card. Text STOP to cancel **Note:** The card will be blocked after 10 days from this action.

Transaction Declined Message	
ABC Comp Card Alert: Purch on 1234 for $12345678.00 at Merchant 1234567 on MM/DD declined. Text ORD to req Override status. Trans778. Text STOP to cancel	
Cardholder Response	**Response Message**
ORD *(override)*	ABC Comp Card Alert: Your transaction (TxnID $1XN) has been marked for override. Please try your transaction again. Text STOP to cancel **Note:** Only used if the suspicious transaction was performed by the cardholder.

Cardholder Response	Response Message
ORD, CNF, DEN *(transaction not found)*	ABC Comp Card Alert: No outstanding transactions found. Text STOP to cancel **Note:** This message will be received if the cardholder responds after the notification times out (1 hour).
ORD, CNF, DEN *(multiple transactions found)*	ABC Comp Card Alert: Multiple card trans require confirmation. Check previous text msgs and reply *(TEXT), followed by trans ID #. Text STOP to cancel **Note:** *TEXT refers to the response; ORD, CNF, or DEN.

HELP and STOP	
Cardholders can reply HELP or STOP to any of the messages they receive. See below for a list of HELP and STOP responses.	

Cardholder Response	Response Message
HELP (phone number not found)	ABC Comp Card Alert: You are not signed up for this service. Text STOP to cancel. For more help please visit http://www.comdata.com/alertsandnotifications.
HELP	ABC Comp Card Alerts: Message freq varies. Msg&Data rates may apply. Text STOP to cancel. For more help please visit http://www.comdata.com/alertsandnotifications.
STOP (or QUIT, UNSUBSCRIBE, END, CANCEL)	ABC Comp Card Alerts: Thank you, you have been unsubscribed and will receive no further messages.
STOP (phone number not found)	Comdata Alerts: Your phone number is not subscribed to any services. Reply HELP for help.
Jiberish (#@%$^&&*)	ABC Comp Card Alerts: We do not recognize your request. Please visit http://www.comdata.com/alertsandnotifications for help.

Admin Email Alerts	
See below for a list of emails you can receive for your cardholder alerts. Each email contains the original message sent to your cardholder.	

Admin Email (Suspicious Activity)	
The following text message was sent to your cardholder by the Comdata Alerts and Notifications system due to suspicious activity. Please see below for card and transaction information. ABC Comp Card Alert: Card 1234 was used for $12345.99 at Merchant 1234 on MM/DD. Trans 123. To confirm or deny this transaction, please *click here. **Note:** *The link in the email will direct you to the ICD login page, where you can manage the transaction from the *Alerts/Notifications Manager*.	

Admin Email (Suspicious Fraud)
The following text message was sent to your cardholder by the Comdata Alerts and Notifications system due to suspected fraud. Please see below for card and transaction information.   ABC Comp Card Alert: Card 1234 declined for $12345678.00 at Merchant 1234567 on MM/DD. Trans 456. Text CNF to confirm or DEN to deny purch. To allow this transaction, please *click here.   **Note:** *The link in the email will direct you to the ICD login page, where you can manage the transaction from the *Alerts/Notifications Manager*.

*Admin Email (Confirmed Fraud)
Card 8888 is now actively declining all transactions based on a DEN response for transaction (TxnID $1XN). Be advised that this card will only be available for ORD activity by the cardholder and then automatically blocked within 10 Days. Please take appropriate action to replace the card immediately. For card reorder convenience, please reference the additional cardholder data.   Cust ID: XXXXX   Employee Number: 27222X0228MAR87

Admin Email (Cardholder Opt Out)
You are being notified that the following card 8888 has Opted Out of the Alerts and Notification program. The cardholder is statused Unenrolled, and details are viewable under the Enrollment Tab on Card Alerts Manager. If this action was done in error, please re-enroll the cardholder through your ICD New Card Maintenance Tab. Once you have accessed the Cardholder Account, ensure the Mobile Phone box is checked, and update the screen by clicking SAVE. This action will resend Email Notification to the Cardholder for participation.

Note: *In regard to the confirmed fraud email, see the Replacing a Card section for more information on ordering a new card.

Types of Decline Notifications

As part of Alerts and Notifications, you can also enroll your cardholders to receive transaction decline notification texts. Each notification provides a description of the card declines reason at the point of sale (POS). For example, if a transaction declines because the cardholder used an expired card, they will receive a text with that description.

Decline notifications allow cardholders to stay aware of reasons for card declines so they are not required to call Comdata or their card program administrator for clarification.

Auth Decline Notification in ICD	Text Notification Sent to Cardholder
54: INACTIVE DRIVER	ABC Comp Decline Alert: CARD IS NOT ACTIVE Text STOP to cancel
51: INVALID UNIT NR	ABC Comp Decline Alert: INVALID VEHICLE # TRY AGAIN Text STOP to cancel
939: MCC IS NOT AVAILABLE (CLOSED)	ABC Comp Decline Alert: MCC/TXN NOT ALLOWED Text STOP to cancel
811: PROMPTED DATA IS REQUIRED	ABC Comp Decline Alert: POS ERROR. PROMPTED DATA REQUIRED Text STOP to cancel
785: TRANSACTION AMOUNT LIMIT EXCEEDED	ABC Comp Decline Alert: TRANSACTION AMOUNT LIMIT EXCEEDED Text STOP to cancel
784: INVALID EXPIRATION DATE	ABC Comp Decline Alert: INVALID EXPIRATION DATE KEYED Text STOP to cancel
31: TRIP NR IS INVALID	ABC Comp Decline Alert: INVALID PROMPTED ID # KEYED. TRY AGAIN. Text STOP to cancel
9999: UNKNOWN ERROR DETECTED	ABC Comp Decline Alert: UNKNOWN ERROR DETECTED. TRY AGAIN. Text STOP to cancel
1098: INTERNET PURCHASES NOT ALLOWED	ABC Comp Decline Alert: INTERNET TRANSACTION NOT ALLOWED. Text STOP to cancel
1097: INTERNATIONAL PURCHASES NOT ALLOWED	ABC Comp Decline Alert: INTERNATIONAL TRANSACTION NOT ALLOWED. Text STOP to cancel
The following notifications all require the cardholder to call their program administrator.	
1220: AVAILABLE AMOUNT LESS THAN REQ MINIMUM OF 1.01	ABC Comp Decline Alert: CONTACT YOUR CARD ADMIN. Text STOP to cancel
50: CUSTOMER NOT ACTIVE	ABC Comp Decline Alert: CONTACT YOUR CARD ADMIN. Text STOP to cancel
75: NO (CO. NO CREDIT/CUT OFF)	ABC Comp Decline Alert: CONTACT YOUR CARD ADMIN. Text STOP to cancel
853: OPEN CUSTOMER/MARKETER RELATIONSHIP NOT FOUND	ABC Comp Decline Alert: CONTACT YOUR CARD ADMIN. Text STOP to cancel
854: MARKETER CLOSED TO THIS CUSTOMER	ABC Comp Decline Alert: CONTACT YOUR CARD ADMIN. Text STOP to cancel
787: CYCLE AMOUNT LIMIT EXCEEDED	ABC Comp Decline Alert: CYCLE AMOUNT LIMIT EXCEEDED. Text STOP to cancel

Auth Decline Notification in ICD	Text Notification Sent to Cardholder
789: CYCLE TRANSACTION COUNT EXCEEDED	ABC Comp Decline Alert: CYCLE TRANSACTION COUNT EXCEEDED. Text STOP to cancel
786: DAILY AMOUNT LIMIT EXCEEDED	ABC Comp Decline Alert: DAILY AMOUNT LIMIT EXCEEDED. Text STOP to cancel
788: DAILY TRANSACTION COUNT EXCEEDED	ABC Comp Decline Alert: DAILY TRANSACTION COUNT EXCEEDED. Text STOP to cancel
785: TRANSACTION AMOUNT LIMIT EXCEEDED	ABC Comp Decline Alert: TRANSACTION AMOUNT LIMIT EXCEEDED. Text STOP to cancel

Administrator Email Sample

You can elect to receive Administrator emails each time a decline notification is sent to a cardholder. The Decline Notification emails will include the same information the cardholder will receive.

Example

From: admin@comdata.com   Sent: Tue 7/3/2018 1:59 PM
To:
Cc:
Subject: PS14TEST Cardholder Alert Notification

PS14TEST Decline Alert: CARD IS NOT ACTIVE Text STOP to cancel
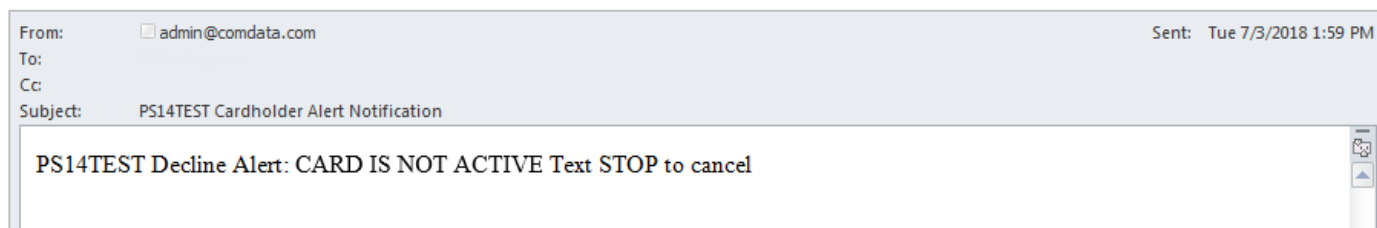
Decline Notifications Best Practices

Follow these best practices in using and educating your cardholders on decline notifications:

- Currently, there are not decline notifications for every reason a card can be declined. The current notifications relate to the most common declines based on Comdata research. If your cardholder's card is declined and they do not receive a decline notification, contact a Comdata representative.

- If your cardholder receives a decline notification, but has not used their card, contact Comdata immediately. This may be a case a fraudulent use.

- Cardholders cannot respond to decline notifications. These types of messages are intended as notifications only and do not require a response.

Enrolling Cardholders

Comdata Alerts and Notifications provides the ability to enroll cardholders through iConnectData (ICD) card management features or web services. This practice is beneficial when you have several new and existing cardholders to enroll or are replacing a fraudulent card.
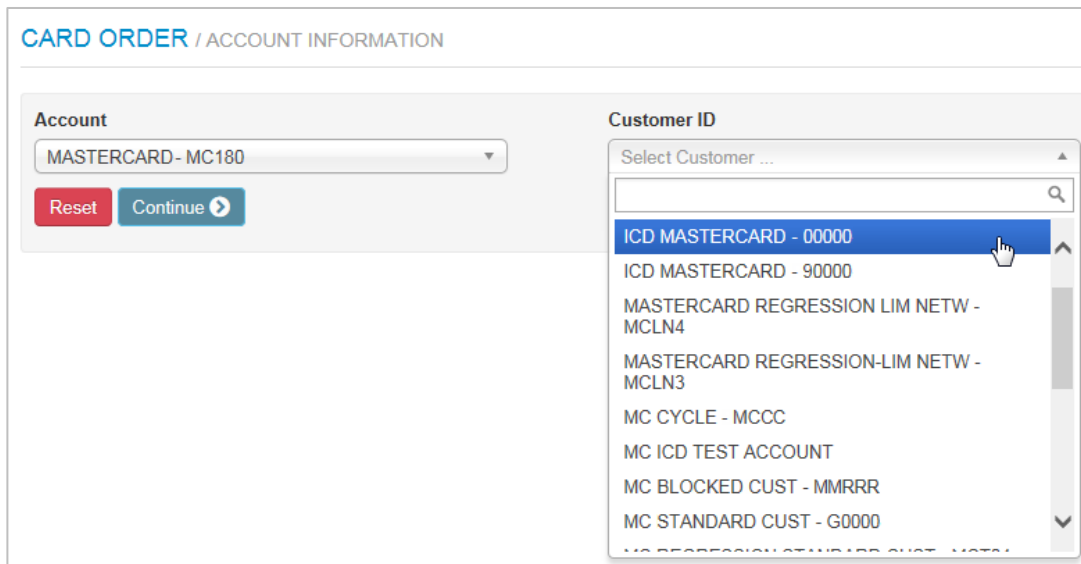
Enroll Cardholders with New Card Order

When you need to order Comdata Mastercard cards, you can enroll cardholders into Alerts and Notifications at the same time. This process is beneficial for enrolling new employees.

1. Log in to ICD and select **Manage > New Card Order**.
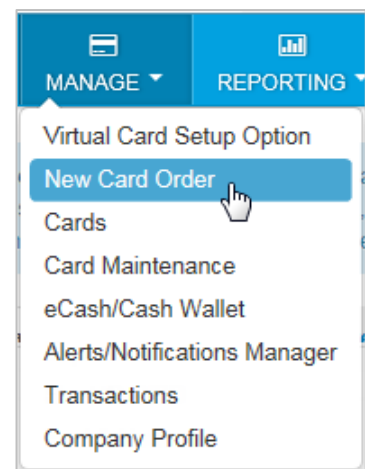
2. Select an account code and customer ID for ordering a Mastercard. If you have only one account code and customer ID, these fields will automatically be filled in for you.

    Note: Be sure to select a customer ID that is assigned to Alerts and Notifications.

3. The page refreshes to display the **Card Action** drop-down. Select **New Card**.

4. The page refreshes to display a **Purchasing Profile** drop-down and **Punch Card Options** radio buttons. Select the card's purchasing profile and the **Punch Card** radio button.

    Note: Ordering ghost cards in New Card Order is not available at this time.

5. After making your selections, click **Continue**. If needed, click **Reset** to clear your choices and start over.

6. The page refreshes to display additional fields needed to enter details on your card order. These fields will match the profile you selected. For example, if you select a vehicle card profile, you will need to complete fields for ordering a vehicle card.

    Complete each field as needed and then click **Continue** at the bottom of the page. Required fields are denoted with a red asterisk.

    Note: The information you enter here will be punched on the card and programmed into the magnetic stripe. While some of this information can be changed after ordering the card, the values entered in the **First Name** and **Last Name** fields will be embossed on the card.

EMPLOYEE CARD FIELDS

EMPLOYEE CARD

Customer ID	First Name*	Last Name*	
72015			

Employee Number*	Status	Driver License Number	Drivers License State/Province
	Active		-- Select One --

Mobile # (ie:1234567890)	Email Address	CC Email Address	

VEHICLE INFO

Vehicle Number*	VIN #	License Plate Number	Registration Expires

Vehicle Description	Miscellaneous #1	Miscellaneous #2	Miscellaneous #3

Trip Number	Trailer Number

Cancel   Continue ❯

VEHICLE CARD FIELDS

VEHICLE CARD

Customer ID	Vehicle Type*	Additional Information	Vehicle Number*
72015	Vehicle	TRUCK	1234

The combined information in the 3 fields above is limited to 24 characters. 17 [VEHICLE TRUCK 1234]

Employee Number*	Status	Driver License Number	Drivers License State/Province
1234	Active		-- Select One --

Mobile # (ie:1234567890)	Email Address	CC Email Address	

VEHICLE INFO

Vehicle Number	VIN #	License Plate Number	Registration Expires
1234			

Vehicle Description	Miscellaneous #1	Miscellaneous #2	Miscellaneous #3

Trip Number	Trailer Number

Cancel   Continue ❯

Note the following:

- To enroll the cardholder in Alerts and Notifications, you must order the card first and then enroll the cardholder via editing the card. See Enroll Cardholders by Editing a Card for more information.

- The **First Name** and **Last Name** fields will not accept numeric values (example: CARD1, VEHICLE1).

7. Complete the shipping address fields, then click **Submit**.

Field	Description
ATTN	The person, department, entity, etc. responsible for receiving the card. Defaults to the name of the user logged into ICD.
Shipping Address	• **Customer Address:** The address on file with Comdata for the selected customer ID. • **Account Address:** The address on file with Comdata for the selected account code. • **Card Address:** Allows you to enter a custom address. Card Address contains a **Recently Used Addresses** drop-down that will save your five most recently entered card addresses. You can change and overwrite these addresses at any time.
Shipping Method	Select a delivery method. Depending on your preferred delivery vendor, options include: • FedEx Two-day (2nd Day Air) • FedEx International Priority • FedEx Priority Overnight • UPS 2nd Day • UPS Ground • UPS Worldwide Expedited **Note:** If you select an expedited shipping method (**FedEx Priority Overnight** or **UPS Next Day Air**), you must accept the associated card fees. In addition, any next day order must be placed by 10:45 AM Central Standard Time for the order to meet next business day delivery. You cannot place expedited orders for P.O. box addresses.

8. A Card Order Confirmation window opens confirming submission of your order. Review the details in the window to ensure the order was processed accurately. Click **OK** to exit.

Card Order Confirmation

MASTERCARD INFORMATION

Status:
CARD ADDED

Account Code:	Customer ID:		
BB000	88888		
Punch Cards:	**Number Of Cards:**		**Card Number(s):**
Yes	1		5567356000000000

ADDRESS INFORMATION FOR CARD ORDER

Attention To:	Company Name:	Address 1:	Address 2:
SHANTHI	COMPANY	5301 MARYLAND	1113 MARYLAND

OK
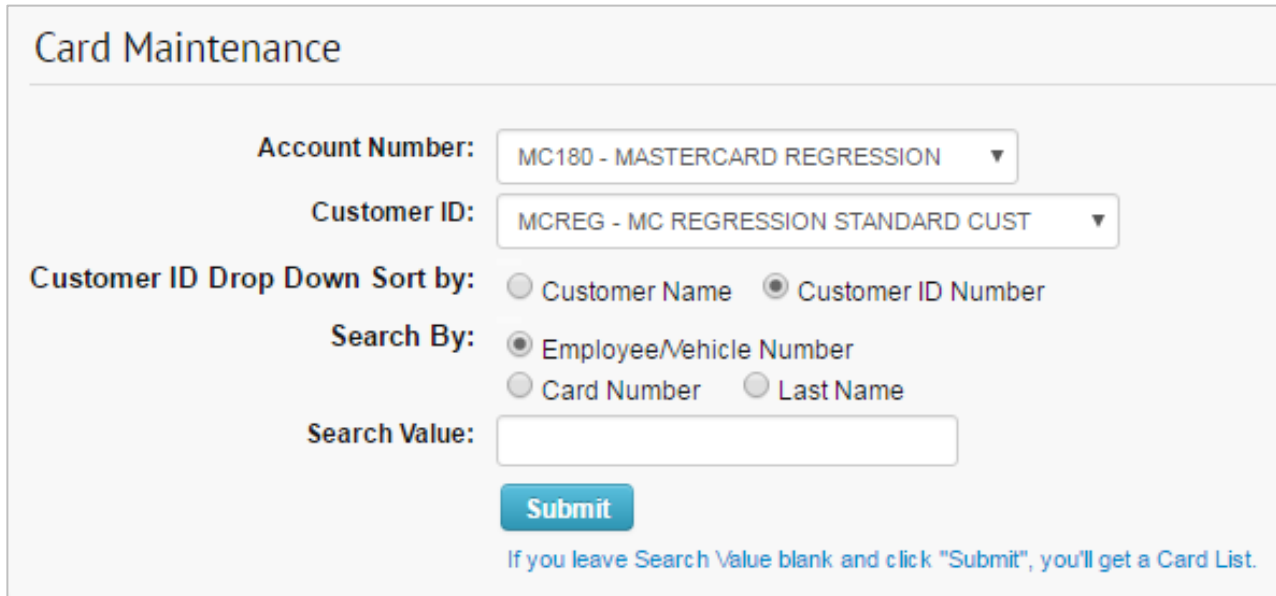
Enroll Cardholder with Traditional Card Order

If you do not use or cannot access the New Card Order feature, you can also enroll cardholders using ICD's traditional card order feature.

1. Log in to ICD and select **Manage > Cards > Order Cards**.
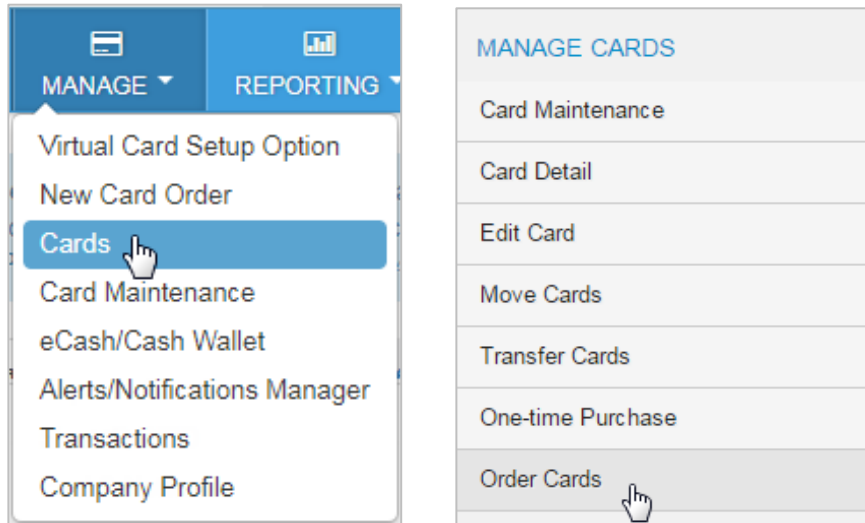
2. If your default account code and customer ID is not a Comdata Mastercard account, the Card Maintenance page displays. Select an account code and customer ID for ordering a Mastercard.

3. Select a **Profile Purchasing Number** and the **Punch Card** radio button. Then, click **Continue**.

Add a Card

Customer ID: MCREG

Purchasing Profile Number: [001] DRIVER FUEL ONLY (Employee) ▼

Punch Card Options: ● Punch Card   ○ Ghost Card

[Continue] [Cancel]

---

4. Complete each field as necessary to set up the card order (required fields denoted by a red asterisk). If the card's customer ID is set up for Alerts and Notifications, an **Email Notifications** and **Mobile Alerts** check box display at the bottom of the page.

Edit an Employee Card

*indicates a required field

Card Number: [   ]   [Search]
Employee/Vehicle Number: [   ]

View Card List

Field	Value
Account Code:	MC180
Customer ID:	20015
First Name:	GERMIE
Last Name:	GERMIE
Card Number:	556735XXXXXX5231
Card Expiration Date:	0122
* Employee Number:	123456
Status:	Activate
Purchasing Profile Number:	[001] DRIVER FUEL ONLY
GL Code Transaction Assignment Profile:	No Profile Assigned
* Vehicle Number:	444477
Trip Number:	
Trailer Number:	
Driver's License Number:	590000001444
Driver License State/Province:	Tennessee
VIN:	K233JJHH330000
Vehicle Description:	MUSTANG
License Plate Number:	SALLYLOVE
Registration Expires (MMYY):	0218
Miscellaneous #1:	LOW
Miscellaneous #2:	RIDER
Last Activity Date:	00/00/00
Last Activity Time:	00:00
Level 3 Prompting Required:	N

Add
Replace
Move
One-time Purchase
Merchant Limits
Recycle Card Limit

Card Address:

Field	Value
Attention to:	QASUPER ADMIN
Ship To:	MC REGRESSION STANDARD CUST
Address 1:	1729 GOVERNOR
Address 2:	REGRESS ACCOUNT - DO NOT CHANG
City:	MURFREESBORO
State / Province:	Tennessee
Postal Code:	371291111

Cardholder Contact Information:

Email Notifications: ☐
Mobile Alerts: ☐
Mobile Number: [   ]
Cardholder E-Mail Address: [   ]
**CC E-Mail Address: [   ]

*CC E-Mail only applies to Cardholder Usage Reports

[Confirm] [Cancel] [Merchant Limits] [Move Card] [One-time Purchase]

5. Select **Mobile Alerts** for the cardholder to receive text fraud alerts and decline notifications. Then, complete the **Mobile Number** and **Cardholder Email Address** fields.

   Note: The **Mobile Number** field accepts only 10-digits and the **Cardholder E-mail Address** field accepts only a valid email address (example: user@domain.com). Any invalid entries will display an error. The system will add a country code to the mobile number after you save.

   Cardholder Contact Information:

Email Notifications:	☐
Mobile Alerts:	☐
Mobile Number:	
Cardholder E-Mail Address:	
**CC E-Mail Address:	

6. Complete all of the necessary details on the Card Order page and then select **Confirm**. A Cardholder Enrollment email will be sent to the cardholder upon confirming your order.

   Card Add Confirmation

Status:	Card Add was successful. Card was punched.
Account Code:	BB000
Customer ID:	AAAAA
First Name:	TEST
Last Name:	TEST
Employee Number:	8888888888888888
Card Number:	5567000000000000
Card Expiration Date:	5555
Card Status:	Active
Purchasing Profile Number:	001 REG 1 EMPLOYEE
GL Code Transaction Assignment Profile:	No Profile Assigned
Vehicle Number:	
Trip Number:	
Trailer Number:	
Driver's License Number:	
Driver License State/Province:	
VIN:	
Vehicle Description:	
License Plate Number:	
Registration Expires (MMYY):	0000
Miscellaneous #1:	
Miscellaneous #2:	

   Address Information for Card Order

 | | |
   |---|---|
   | Attention to: | JANE MIA |
   | Ship To: | COMPANY |
   | Address 1: | 5301 MARYLAND CIRCLE |
   | Address 2: | PO BOX 71565 |
   | City: | ABERDEEN |
   | State / Province: | SD |
   | Postal Code: | 57402 |
   | Delivery Method: | UPS 2ND DAY |
   | Cardholder E-Mail Address: | |
   | CC E-Mail Address: | |

   Edit   Add

Enroll Cardholders by Editing a Card

Existing cardholders can be enrolled using either ICD's new Card Maintenance or standard Card Maintenance feature. These features are beneficial for enrolling cardholders after a card replacement or card move.

New Card Maintenance

1. Log in to ICD and select **Manage > Card Maintenance**.
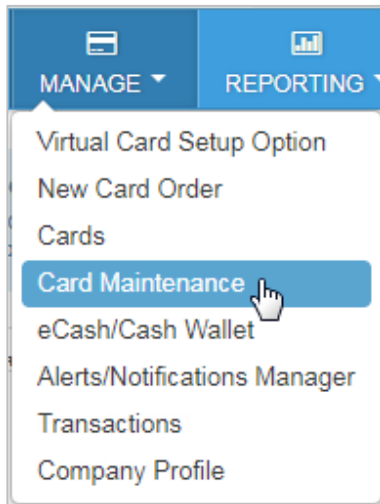
2. Enter your search criteria (card number, cardholder's first or last name, employee ID, or unit/vehicle number) and then click the search button ( ). You can enter as few as two letters or numbers.

   Note: Select the filter button ( ) to narrow your results. Options include:

Option	Description
Sort By	Sort results by the cardholder's first or last name, card number, card status, employee ID, or unit number.
Show only	Sort results by card status: active, blocked, permanently blocked, fraud, lost, stolen, deleted, assigned, or unassigned.
Account	Displays a drop-down of all your account codes. Select one to filter by account.
Customer ID	Displays a drop-down of all your customer IDs. Select one to filter by customer ID. **Note:** You must select an account code before selecting a customer ID.

3. Click on a card from the results list to view the card's details.

4. Click **Edit** in the Basic Information section.

5. If the card's customer ID is set up for Alerts and Notifications, an **Email Notifications** and **Mobile Alerts** check box display. Select the **Mobile Alerts** check box for the cardholder to receive text fraud alerts and decline notifications. Then, complete the **Email Address** and **Mobile Number** fields.

Note: The **Mobile Number** field accepts only 10-digits and the **Email Address** field accepts only a valid email address (example: user@domain.com). Any invalid entries will display an error. The system will add a country code to the mobile number after you save.
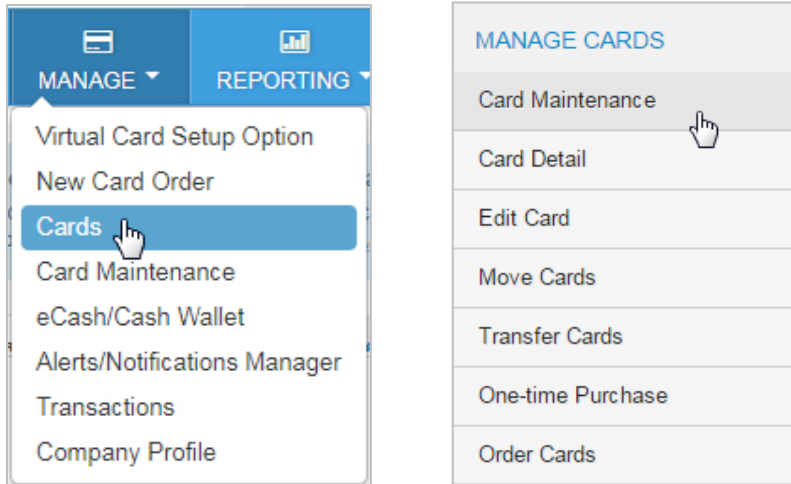

6. Select **Save** when finished. A Cardholder Enrollment email will be sent to the cardholder upon saving.

Traditional Card Maintenance

1. Log in to ICD and select **Manage > Cards > Card Maintenance**.

2. Select a Comdata Mastercard account code and customer ID. Then, click **Submit**.

3. Locate the card you want to edit and then click **Edit**.

4. If the card's customer ID is set up for Alerts and Notifications, an **Email Notifications** and **Mobile Alerts** check box display. Select **Mobile Alerts** for the cardholder to receive text fraud alerts and decline notifications. Then, complete the **Mobile Number** and **Cardholder Email Address** fields.

    Note: The **Mobile Number** field accepts only 10-digits and the **Email Address** field accepts only a valid email address (example: user@domain.com). Any invalid entries will display an error. The system will add a country code to the mobile number after you save.

    ```
    Cardholder Contact Information

                  Email Notifications:  ☐
                        Mobile Alerts:  ☐
                        Mobile Number:  [                    ]
            Cardholder E-Mail Address:  [                    ]
                  **CC E-Mail Address:  [                    ]

                              [ Confirm ]  [ Cancel ]

    *CC E-Mail only applies to Cardholder Usage Reports
    ```

5. Complete all of the necessary details on the Card Order page and then select **Confirm**. A Cardholder Enrollment email will be sent to cardholder upon saving.

Enroll Cardholders with Web Services

If you order and update cards using Comdata's web services (Mastercard Web Services (MCWS)), you can still enroll cardholders into Alerts and Notifications. For comprehensive documentation on Comdata's web service offerings, see the ICD Resource Center (**ICD menu bar > Resource Center**) or contact your Comdata Account Manager or Relationship Manager.

Add Mastercard Operation

The Add Mastercard function is a request record used to order a Comdata Mastercard via MCWS. If you want to enroll the card in Alerts and Notifications, be sure to complete the **cardholderEmail**, **mobilePhoneNumber**, and **alertServiceFlag** fields.

Function:	Add Mastercards to an account
Web Service Method:	addMastercards
Applicable Card Type:	Comdata Mastercards (physical & ghost)
Other Notes:	Authentication requires a different user ID and password compared to the COWS 2.0 and COWS 2.1 operations due to a change in the security model.

Request Record – Add Mastercard

Element Name <cardDetails>	Data Type	Max Len	Req	Comment / Example Value
accountCode	xsd:string	5	Y	Comdata-assigned Account code
custId	xsd:string	5	Y	Comdata-assigned Customer ID (4-digit customer IDs will include a leading zero)
cardStatus	xsd:string	1	N	A (active), B (blocked)
profileFlag	xsd:string	1	N	Y (yes) or N (no)
profileValue	xsd:string	3	Y	3-digit number identifying the profile group for the cardholder, if applicable
cardFirstName	xsd:string	15	Y	Value assigned to the First Name field
cardLastName	xsd:string	20	Y	Value assigned to the Last Name field
driverLicenseNumber	xsd:string	20	N	Driver's License Number (US or Canadian)
driverLicenseState	xsd:string	2	N	Use 2-letter state abbreviation (US) or province abbreviation (Canada)
tripNumber	xsd:string	10	N	This number identifies a trip
vehicleNumber	xsd:string	6	N	Vehicle Number, also known as Unit Number
employeeNumber	xsd:string	16	Y	Employee number assigned to this card
vehicleVINNumber	xsd:string	30	N	VIN (vehicle identification number)

Element Name	Data Type	Max Len	Req	Comment / Example Value
vehicleDescription	xsd:string	30	N	Brief, free form description of a vehicle
vehicleLicensePlateNumber	xsd:string	15	N	Vehicle license plate number
registrationExpiration	xsd:string	4	N	MMYY
miscellaneous1	xsd:string	15	N	Miscellaneous storage field one
miscellaneous2	xsd:string	15	N	Miscellaneous storage field two
miscellaneous3	xsd:string	15	N	Miscellaneous storage field three
cardExpiration	xsd:string	4	N	Card expiration date provided by customer (MMYY)
cardholderEmail	xsd:string	100	N	Cardholder's email address. Example: user@domain.com
mobilePhoneNumber	xsd:string	10	N	########## example: 5555555555
alertServiceFlag	xsd:boolean	5	N	true or false: Default is false
vehicleTankCapacity	xsd:string	10	N	9999999999
cardParams	xsd:list		N	Future fields
<mailingDetails>				
mailingMethod	xsd:string	1	N	Numbers 0-9, no 2 option 1 - UPS Next Day Air 7 - FedEx Ground 3 - UPS 2nd Day 8 - USPS International Two Day 4 - FedEx Priority 9 - FedEx International 5 - UPS Ground 0 - UPS Worldwide Expedited 6 - FedEx Two Day
mailName	xsd:string	30	N	Company Name
mailAttentionTo	xsd:string	30	N	Attention to Person
mailAddress1	xsd:string	30	N	Mailing Address Line 1
mailAddress2	xsd:string	30	N	Mailing Address Line 2
mailCity	xsd:string	20	N	Mailing City
mailState	xsd:string	2	N	2-letter abbreviation for the state (US) or province (Canada)
mailZip	xsd:string	10	N	Mailing zip code, Example - US: 12345 or 12345-6789, Canada: A1A 1A1
mailCountry	xsd:string	3	N	Mailing Country Code, example: USA, MEX, CAN
mailingParams	xsd:list		N	Future fields
</mailingDetails>				
</cardDetails>				

Element Name	Data Type	Max Len	Req	Comment / Example Value
<options>				
maskCard	xsd:boolean	5	N	true - mask cardNumber false - unmask cardNumber default is to mask cardNumber in the response
optionParams	xsd:list		N	Placeholder for future fields
<cardAddParams>				
cardAddParamName	xsd:string		N	These are where future fields will go when needed
cardAddParamValue	xsd:string		N	These fields where future field will go when needed
</cardAddParams>				

Response Record - Add Mastercard

| Element Name	Data Type	Max Len	Comment / Example Value
<>			
<>			
status	xsd:string	20	Success or Failure
errorMessage	xsd:string	80	Displays only if status is a failure. See Error Table.
errorCode	xsd:string	10	Displays only if status is a failure. See Error Table.
requestUID	xsd:string	40	Unique identifier to inquire the status of the cardAdd request
accountCode	xsd:string	5	Comdata-assigned Account code
custID	xsd:string	5	Comdata-assigned Customer ID (4-digit customer IDs will include a leading zero)
cardNumber	xsd:string	16	New card number if created (number masked if maskCard is flagged "true" in the request)
employeeNumber	xsd:string	16	Employee number assigned to this card
cardToken	xsd:string	10	Card token assigned to this card
cardAddResponseParams	xsd:list		Future fields

Replacing a Card

Use ICD's Card Replace feature to replace a card marked for fraudulent activity. The card will be permanently blocked (meaning it can no longer be used) 10 days after fraud is confirmed. Be sure to order a replacement within the 10-day period to avoid any issues. The original card will also be blocked once activity begins on the replacement card.

Remember, cardholders can use the override functionality on the original card to perform transactions before the card is permanently blocked.

Note: When you order the replacement, all information on the original card will transfer to the new card. There is no need to reenroll the cardholder.

1. On the ICD home page, select **Manage > Cards > Card Maintenance**.
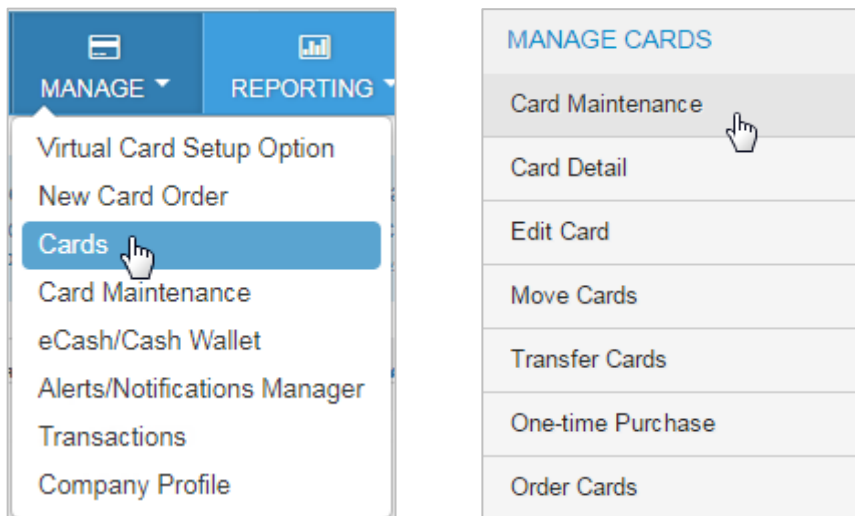
2. Select the account code and customer ID of the card needing replaced. Then, click **Submit**.

3. Locate the card you want to replace in the Card Listing table. Click **Replace** within its row.

		Account	Cust ID	Employee Number	Cardholder Name	Card Number	Status	Last Activity Date
EDIT	REPLACE	MC180	MCREG	11921	,	556735XXXXXX0340	Blocked	00/00/00
		MC180	MCREG	9999B6025269986	ABLES, ALAN	556735XXXXXX9986	Blocked	00/00/00
EDIT	REPLACE	MC180	MCREG	100	ABLES, ALAN	556735XXXXXX0117	Active	00/00/00
EDIT	REPLACE	MC180	MCREG	160741727099	ADDTEST, MCWS	556735XXXXXX6427	Active	00/00/00
EDIT	REPLACE	MC180	MCREG	160741734068	ADDTEST, MCWS	556735XXXXXX6435	Active	00/00/00
EDIT	REPLACE	MC180	MCREG	160751527344	ADDTEST, MCWS	556735XXXXXX6773	Active	00/00/00
EDIT	REPLACE	MC180	MCREG	160751528432	ADDTEST, MCWS	556735XXXXXX6781	Active	00/00/00

Return to Query   Add a Card

PREVIOUS   NEXT   FIRST ROW   LAST ROW   BOTTOM OF PAGE   Total number of Cards: 1083

4. Review the information carefully and ensure this is the card you want to replace. If everything is accurate, click **Confirm**.

Replace an Employee Card

*indicates a required field

Customer ID:	MCREG
Card Number:	556735XXXXXX6914
Card Expiration Date:	0318
Purchasing Profile Number:	001
GL Code Transaction Assignment Profile:	
Punch Card:	No
First Name:	MCWS
Last Name:	ADDTEST
Employee Number:	160751752559
Vehicle Number:	260754
Trip Number:	
Trailer Number:	
Driver's License Number:	123ABC456DEF
Driver License State/Province:	TN
VIN:	TH1S15MYL0N6V1N
Vehicle Description:	TRUCK
License Plate Number:	BR549
Registration Expires (MMYY):	0918
Miscellaneous #1:	MISC1
Miscellaneous #2:	MISC2

Confirm   Cancel

A message displays confirming the card replacement.

Status: Card Replace was successful.
New card was not punched.
Old card has been blocked. Please destroy old card.

Using Alerts/Notifications Manager

Alerts/Notifications Manager (ANM) is an ICD application used to monitor and manage all cardholder alerts. You can perform many of the same functions as cardholders, such as confirming or denying suspicious transactions and overriding transactions. You can also perform administrator functions, such as resending enrollment emails.
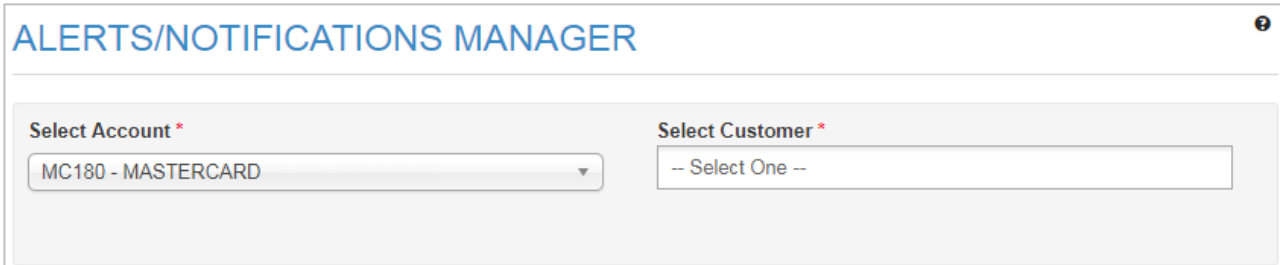
ANM is helpful in that you can respond to alerts on a cardholder's behalf in situations where they cannot respond. You can also monitor decline notifications as they come in.

Note: If desired, you can unmask card numbers in Alerts/Notifications Manager. Contact your Comdata representative for more information.

1. To access, log in to ICD and select **Manage > Alerts/Notifications Manager** from the ICD menu bar.
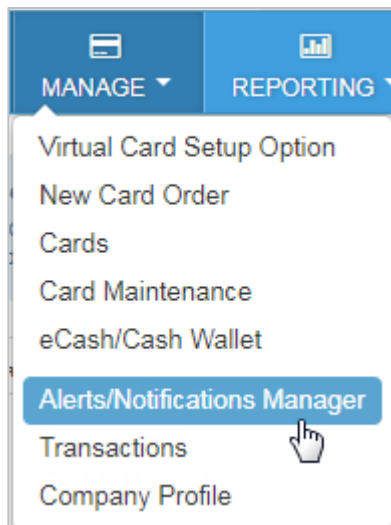

2. Select an account code and customer ID. Note that you can select multiple or all of your associated customer IDs from the **Select Customer** drop-down.

3. The page will refresh and display four tabs for managing your cardholder fraud alerts and decline notifications: **Action Required**, **Resolved**, **Enrollments,** and **Notifications**. See the next pages for more information.

Action Required

The **Action Required** tab displays all fraud alerts that have not received a response. The table contains details such as the date each fraud alert was sent, the cardholder's card number, the type of fraud alert (Suspicious or Confirmed Fraud), and the transaction amount. Data in this tab is available for only the past 30 days.

In the **Action** column, you can choose to confirm (✓) or deny (✗) a Suspicious transaction or Override (↻) a Fraudulent transaction. Selecting any of the options will remove the alert from the table.

Note: Each tab in ANM also contains a **Search** field that allows you to search through all alert and notification history in the table. You can search by any value in the tables (Cardholder name, Date, Card Number, Type, etc.) and the **Search** field will populate matching results even if you enter as few as two characters.

Also, none of the tabs in ANM will display data for **STOP** or **HELP** replies.

Action Required	Resolved	Enrollments	Notifications

Note: Data on this table is only available for 30 days

Show 10 ▼ **entries**   **Search:**

	Date ▲	Card Number	Name	Type	Transaction Amount	Action
⊕	07/08/2018	556735XXXXXX0000	DOE, JOHN	Suspicious	$10,063.00	✓ ✗

Showing 1 to 1 of 1 entries   Previous 1 Next

Select the plus icon (⊕) to view additional details on an alert, such as the authorized date and time. The value in the **Type** column represents the method in which the recipient was contacted; M (mobile) or E (email).

⊖	07/08/2018	556735XXXXXX0000	DOE, JOHN	Suspicious	$10,063.00	✓ ✗

Card Holder Name	Auth Dt	Auth Time
SMITH,JEFF	06/08/2018	06/08/2018 04:12:12

Recipients

Contact	Type
19198888888	M

Resolved

The **Resolved** tab displays a list of all fraud alerts that have received a final response from the cardholder. The table lists details such as the alert type, transaction amount, final status of the alert (the received response), and the cardholder's name. Up to 180 days of history will display. Use the **Search** field to quickly locate a resolved alert.

The **Status** column can contain the following values: **Confirmed Transaction**, **Denied Transaction**, **Override**, **No Contact Found**, or **Alert Timed Out**. The **Alert Timed Out** status represents a Suspicious Alert that the cardholder did not respond to in an appropriate amount of time. **No Contact Found** displays if a cardholder responded to an alert, but is not enrolled in Alerts and Notifications. The **Responder** column displays a mobile phone number if the cardholder responded or your ICD user ID if you responded.

	Date	Card Number	Name	Type	Transaction Amount	Status	Responder
⊕	01/23/2018	5563463805005555	DAN JOHNSON	Fraud	$10,500.00	Alert Timed out	DJOHNSON1
⊕	03/23/2018	5563463805000000	JEFF SMITH	Fraud	$10,809.00	Confirmed Transaction	15158888888
⊕	06/14/2018	5563463805009999	MARY JANE	Fraud	$11,089.00	Alert Timed out	
⊕	01/31/2018	5563463805009999	MARY JANE	Fraud	$12,999.00	Alert Timed out	
⊕	06/18/2018	5563463805002222	CLIFF JONES	Fraud	$10,014.00	Denied Transaction	15150000000
⊕	01/30/2018	5563463805008888	VINCENT JONES	Fraud	$17,888.00	Alert Timed out	
⊕	06/08/2018	5563463805001111	JEFF SMITH	Suspicious	$876.00	Alert Timed out	
⊕	01/29/2018	5563463805004444	RICHARD ROE	Fraud	$12,500.00	Override Requested	16155555555
⊕	01/23/2018	5563463805004444	RICHARD ROE	Fraud	$11,000.00	Alert Timed out	
⊕	01/31/2018	5563463805007777	VEHICLE 2	Fraud	$15,329.00	Alert Timed out	

Action Required | Resolved | Enrollments | Notifications

Note: Data on this table is only available for 180 days

Show 10 entries   Search:

Showing 1 to 10 of 89 entries   Previous 1 2 3 4 5 9 Next …

Select the plus icon (⊕) to view additional details on an alert, such as the authorized date and time. The value in the **Type** column represents the method in which the recipient was contacted; M (mobile) or E (email).

| ⊖ | 06/08/2018 | 5563463805001111 | JEFF SMITH | Suspicious | $876.00 | Alert Timed out |

Card Holder Name
SMITH,JEFF

Auth Dt
06/08/2018

Auth Time
06/08/2018 04:12:12

Recipients

Contact	Type
19198888888	M

Enrollments

The Enrollments tab displays a list of all cardholders that have received the initial enrollment email message. The values in the **Status** column identify whether the cardholder has responded IN to the number in the email (57911) or not. Data in this tab is available for only the past 180 days. Possible statuses include:

- **Pending Enrollment:** The cardholder has not responded IN to 57911. Select the phone icon ( ) to resend the enrollment email, if necessary.

- **Enrolled:** The cardholder has responded IN to 57911 and has been enrolled.

- **Unenrolled:** Cardholder has texted STOP to 57911 to opt out of the program.

	Date	Mobile Number	Name	Card Number	Status	Action
⊕	01/06/2017	19198888888	SMITH,JEFF	5563463805000000	Enrolled	
⊕	01/11/2017	16155555555	JANE, MARY	5563463805009999	Pending Enrollment	📱
⊕	02/23/2017	15153333333	DOE, JOHN	5563463805005555	Unenrolled	
⊕	11/27/2017	16150000000	JORGE, PEÑA	5563463805008888	Enrolled	

Showing 1 to 4 of 4 entries   Previous 1 Next

Select the plus icon ( ) to view additional details on a cardholder (full name, mobile phone number, and email address).

	01/11/2017	16155555555	JANE, MARY	5563463805009999	Pending Enrollment	📱

Card Holder Name
JANE,MARY

Mobile Number
16155555555

Notifications

The **Notifications** tab displays all decline notifications your cardholders receive. Use this tab to monitor card declines and perform resolution as needed.

Data in this tab is available for only the past seven days.

Action Required	Resolved	Enrollments	Notifications

Note: Data on this table is only available for 7 days

Show 10 **entries**

Search:

	Date	Card Number	Name	Type	Transaction Amount	Recipient
⊕	06/18/2018	5563463805005555	DAN JOHNSON	AUTH	$345.00	16153333333
⊕	06/18/2018	5563463805000000	JEFF SMITH	AUTH	$125.00	15158888888
⊕	06/18/2018	5563463805009999	MARY JANE	AUTH	$69.95	16155555555
⊕	06/18/2018	5563463805009999	MARY JANE	AUTH	$0.00	16155555555
⊕	06/21/2018	5563463805002222	CLIFF JONES	AUTH	$345.00	16158888888
⊕	06/21/2018	5563463805008888	VINCENT JONES	AUTH	$8.00	16152182222
⊕	06/21/2018	5563463805001111	JEFF SMITH	AUTH	$0.00	16152180000
⊕	06/21/2018	5563463805004444	RICHARD ROE	AUTH	$0.00	16152185555
⊕	06/21/2018	5563463805004444	RICHARD ROE	AUTH	$0.00	16152183333
⊕	06/22/2018	5563463805007777	VEHICLE 2	AUTH	$0.00	16152188888

Showing 1 to 10 of 10 entries

Previous 1 Next

Select the plus icon (⊕) to view additional details on a cardholder (full name, mobile phone number, and email address).

⊖	07/09/2018	5563463805009999	MARY JANE	AUTH	$69.95	16155555555

Card Holder Name	**Auth Dt**	**Auth Time**
JANE,MARY	07/09/2018	07/09/2018 11:33:02

Frequently Asked Questions

1. **Why is Comdata offering this program?**

   Protecting our cardholders' security is a top priority at Comdata. By protecting that security, we are helping you and your company avoid the risks of identity theft and fraud, which can cost you money. In addition, we aim to keep you and your cardholders informed on card declines that are not fraud related.

   As we continue to develop this program, new features will be released that will provide more value and more reason to participate.

2. **Is there a charge for cardholders to participate?**

   Standard data and text rates will apply. However, cardholders only receive text messages in the event that a suspicious activity is identified on their card, fraud is confirmed on their card, or if a transaction is declined.

3. **What happens if I add a card to my cardholder's mobile phone number?**

   The Alerts and Notifications is driven by the cardholder's mobile number. Therefore, as long as their mobile phone number is active in Comdata's systems, they will receive text messages for any Comdata cards in their possession. However, they will not receive a new enrollment email for each new card.

   If the mobile phone number is inactive when a new card is added, the cardholder will receive an enrollment message and be placed in Pending status until they reply.

4. **If a card is marked for suspicious activity, when will it be blocked?**

   Once a card is marked for suspicious activity, all subsequent transactions will be declined. The cardholder can then override the declined transactions for up to 10 days. On the tenth day, the card will be permanently blocked with no override ability.

5. **If a cardholder confirms fraud on a card, will a new card automatically be ordered?**

   No, you will need to order the replacement card through ICD. Be sure the card is ordered and replaced within the 10-day period to avoid any issues. Once the card is orders, all information on the original card will transfer to the new card. Once activity begins on the new card, the old card will be permanently blocked.

6. **Can the program be used for international travel?**

   In most cases, yes. However, functionality outside of the United States is dependent on the cardholder's phone carrier and type of device.

7. **What if the cardholder is unable to respond to a suspicious activity or fraud alert?**

   Cardholders have one hour to respond to alerts. If the cardholder does not respond within this timeframe, Comdata's internal risk system will make a decision (i.e., mark the card as fraud and block it, keep it open, etc.).

8. **Can I enroll a card that is already compromised?**

    Only if you are already participating in the program. If you know fraud has already been detected on a card, immediately enroll the cardholder so they can continue their business.

9. **Does this program apply to Comdata's non-physical Mastercard cards (virtual cards, ghost cards)?**

    No, this program only applies to the physical Comdata Mastercard (Purchasing, T&E, Fleet Mastercard, etc.).

10. **Are text messages sent as iMessages, short message service (SMS), or Multimedia Messaging Service (MMS)?**

    All text messages from Comdata are sent as SMS.

11. **Can cardholders reply to decline notifications?**

    No, there is no need for cardholders to respond to decline notifications. These types of messages are intended as notifications only to keep the cardholder informed on reasons for transaction declines.

12. **Is there a decline notification for every type of card decline?**

    Currently, cardholders will not receive decline notifications for every type of decline. The current decline notifications are the most common declines cardholders receive based on research by Comdata. However, additional decline notifications will be added in the future.

    If your cardholder's card is declined for a non-fraudulent reason, and they do not receive a decline notification, contact Comdata.

13. **My cardholder received a decline notification, but did not use their card. What does this mean?**

    Contact Comdata immediately. This may be a case of fraudulent use.

14. **Who can I contact if I have more questions?**

    If you have further questions, contact a Comdata Customer Relations Representative. Your cardholders can contact you, the program administrator, or the 1-800 number on the back of their card.