

# Alerts and Notifications Frequently Asked Questions (FAQ)

## 1. Why is my company sending me a text about my Comdata OnRoad Mastercard?

Comdata is the provider of your company's OnRoad Mastercard. As part of our offering, we provide Comdata Alerts and Notifications, a text alert service designed to help you avoid the risks of card identity theft and fraud, which can cost your company money.

## 2. How does it work?

Your company's OnRoad Mastercard Administrator will sign up your company for the program and then you will receive an enrollment email. Follow the instructions in the email to confirm your participation. Once enrolled, you will receive text message alerts each time Comdata's risk management system identifies a suspicious transaction on your OnRoad Mastercard. Then, you can reply to the message and mark it as fraud or legitimate.

If you identify a transaction as fraudulent, each additional transaction will be declined. However, you will receive a text message with each declined transaction allowing you to override the declined authorization. If you override, you can swipe your card again and continue the transaction as normal, only if the transaction is for the same amount and from the same merchant. If you receive a declined transaction you don't recognize, there is no need to respond as the transaction was not authorized.

This is very beneficial, as you can continue using your card even if the card number is compromised.

## 3. Is there a charge to participate?

Standard data and text rates do apply. However, you will only receive text messages in the event that a suspicious transaction is identified or to notify you of confirmed fraud.

## 4. What if I want to unsubscribe from the program?

We strongly encourage you to remain enrolled in the program to protect yourself and your company from credit card fraud. However, if you wish to unsubscribe, reply STOP to any text message you receive from the program.

## 5. Can I use the program if I travel internationally?

Functionality outside of the United States is dependent on your mobile phone carrier and your type of device. Alerts and Notifications will function outside of the U.S. in most cases, but is not always guaranteed.

## 6. Who should I contact if I have more questions?

For questions about your enrollment, contact your company's fuel card Administrator. For other questions about using your card, call the 1-800 number located on the back of your card.

### Types of Alerts

See below for a sample of the enrollment email and the various texts you can receive as part of the program and their appropriate responses.

**Note:** ABC Comp is an example company name.

Enrollment Email	
<p>As a Comdata OnRoad 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 OnRoad Mastercard is an Alerts and Notifications system that allows you to authorize or deny transactions that are flagged as being suspicious via text message from your mobile phone. Alerts and Notifications applies to the personal (balance) side of your card and not the company side.</p> <p><b>Note:</b> Message frequency varies. Message and data rates may apply.</p> <p>In order to take advantage of the Alerts and Notifications security feature, simply take the following action:</p> <ul style="list-style-type: none"> <li>• Text the word IN to 57911 using the mobile phone associated with your card</li> <li>• You will receive a return text message confirming your enrollment in the program</li> </ul> <p>Once you enroll, you will only receive text messages when Comdata’s fraud detection system flags a purchase as being suspicious. Please enroll as soon as possible to ensure the security of your fuel card and your organization’s funds.</p> <p>For more information about the value of this program, you can visit <a href="http://www.comdata.com/alertsandnotifications">www.comdata.com/alertsandnotifications</a>. Full terms and conditions are included below. For all other questions, contact your organization’s fuel card administrator. Thank you.</p> <p>For Comdata’s Terms and Conditions, please click <a href="#">here</a>.</p> <p>For Comdata’s Privacy Policy, please click <a href="#">here</a>.</p>	
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. <b>Note:</b> Your cardholder will receive this message if you did not register their phone number.
Suspicious Activity 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

Cardholder Response	Response Message
<b>CNF</b> ( <i>confirm, transaction declined</i> )	ABC Comp Card Alert: Thank you for your response regarding trans456. Override status enabled. Try purchase again. Text STOP to cancel
<b>DEN</b> ( <i>deny</i> )	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 <b>Note:</b> 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
<b>ORD</b> ( <i>override</i> )	ABC Comp Card Alert: Your transaction (TxnID \$1XN) has been marked for override. Please try your transaction again. Text STOP to cancel <b>Note:</b> Only used if the suspicious transaction was performed by the cardholder.
<b>ORD, CNF, DEN</b> ( <i>transaction not found</i> )	ABC Comp Card Alert: No outstanding transactions found. Text STOP to cancel <b>Note:</b> This message will be received if the cardholder responds after the notification times out (1 hour).
<b>ORD, CNF, DEN</b> ( <i>multiple transactions found</i> )	ABC Comp Card Alert: Multiple card trans require confirmation. Check previous text msgs and reply *(TEXT), followed by trans ID #. Text STOP to cancel *TEXT refers to the response; ORD, CNF, or DEN
HELP and STOP	
You can reply HELP or STOP to any of the messages you receive. See below for a list of HELP and STOP responses.	
Cardholder Response	Response Message
<b>HELP</b> ( <i>phone number not found</i> )	ABC Comp Card Alert: You are not signed up for this service. Text STOP to cancel. For more help please visit <a href="http://www.comdata.com/alertsandnotifications">http://www.comdata.com/alertsandnotifications</a> .
<b>HELP</b>	ABC Comp Card Alerts: Message freq varies. Msg&Data rates may apply. Text STOP to cancel. For more help please visit <a href="http://www.comdata.com/alertsandnotifications">http://www.comdata.com/alertsandnotifications</a> .
<b>STOP</b> ( <i>or QUIT, UNSUBSCRIBE, END, CANCEL</i> )	ABC Comp Card Alerts: Thank you, you have been unsubscribed and will receive no further messages.
<b>STOP</b> ( <i>phone number not found</i> )	Comdata Alerts: Your phone number is not subscribed to any services. Reply HELP for help.
<b>Jiberish</b> ( <i>(#@%\$^&amp;&amp;*)</i> )	ABC Comp Card Alerts: We do not recognize your request. Please visit <a href="http://www.comdata.com/alertsandnotifications">http://www.comdata.com/alertsandnotifications</a> for help.

## Types of Decline Notifications

Your fuel card program Administrator may also sign up your company to receive decline notification texts. Each notification provides a detailed description on reasons for card declines outside of fraud. See the list of decline notifications below:

- ABC Comp Decline Alert: CARD IS NOT ACTIVE Text STOP to cancel
- ABC Comp Decline Alert: INVALID VEHICLE # TRY AGAIN Text STOP to cancel
- ABC Comp Decline Alert: MCC/TXN NOT ALLOWED Text STOP to cancel
- ABC Comp Decline Alert: POS ERROR. PROMPTED DATA REQUIRED Text STOP to cancel
- ABC Comp Decline Alert: TRANSACTION AMOUNT LIMIT EXCEEDED Text STOP to cancel
- ABC Comp Decline Alert: INVALID EXPIRATION DATE KEYED Text STOP to cancel
- ABC Comp Decline Alert: INVALID PROMPTED ID # KEYED. TRY AGAIN. Text STOP to cancel
- ABC Comp Decline Alert: UNKNOWN ERROR DETECTED. TRY AGAIN. Text STOP to cancel
- ABC Comp Decline Alert: INTERNET TRANSACTION NOT ALLOWED. Text STOP to cancel
- ABC Comp Decline Alert: INTERNATIONAL TRANSACTION NOT ALLOWED. Text STOP to cancel
- ABC Comp Decline Alert: CONTACT YOUR CARD ADMIN. Text STOP to cancel