

CCU Business Credit Card Online Management System User Guide for 360Control Program Administrators

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Introduction

The 360Control business card management system lets you track card transactions online, providing clear oversight and control of expenses. It empowers businesses to manage key aspects of their card programs.

A company typically uses 360Control for the following reasons:

- User Management
 - Add new cardholders or non-cardholder users.
- Card Management
 - Access transaction details, authorizations, declines, and print statements.
- Reporting
 - Export data for reporting use.

There are two default roles within 360Control:

- Program Administrators
 - Manage user and card accounts, set spending limits, add travel notes, and generate reports or inquiries
- Cardholders
 - Access statements, review transactions and card authorizations or declines, and update personal information

Logging into 360Control

<https://360control.firstdata.com/UI/login/views/login.html#/Login>

CCU will provide the login credentials within the welcome packet. If not received, the login credentials can be obtained by contacting us at 877-275-2228.

Please be aware that registration is not available directly through our CCU website. CCU creates the Program Administrator account and will send details within the welcome packet.

For security purposes, 360Control will ask a security question prior to a successful login:

1. Last 4 digits of the phone number
 - a. Initially set with the phone number provided during the application process.
 - b. The Program Administrator's preferred contact number is assigned as the phone number and can be updated under **User Preferences** after successfully accessing Control360.

If needed use the 'forgot username and/or password' links.

360Control access locks after entering credentials incorrectly after three consecutive attempts contact CCU at 877-275-2228 to be unlocked.

General Tips

- Avoid using the 'back button', use **arrows** on pages to navigate to previous screens.

Dashboard Tab

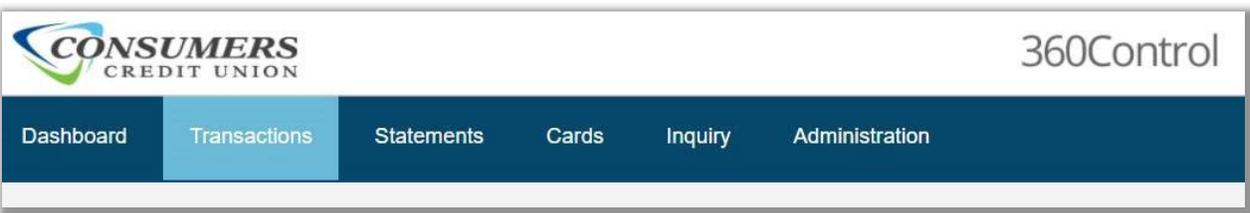


Once successfully logged into 360Control, the default view will be the **Dashboard**.

Information contained on the dashboard can include items such as:

- Workflow Summary:
 - Pie chart indicating volume of transactions imported/reviewed/approved in the application.
- Transactions MCC Summary:
 - Bar graph showing transaction volume by top 10 merchant category codes.
- Total Spend:
 - Bar graph showing totals by month.
- Messages:
 - Outlined to-do list:
 - For Example: Users who have locked themselves out of the system are displayed, the Program Administrator may proceed with unlocking.

Transactions Tab

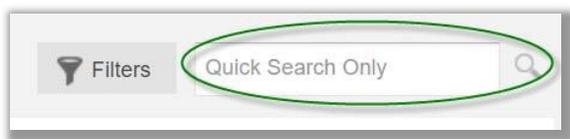


The **Transaction** tab allows users to review the details of all card transactions. A default filter is set to the current statement cycle. These default filters cannot be removed but can be changed by clicking on the 'filters' icon in the upper right of the page.

Quick Search

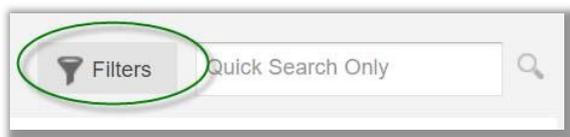
Within the **Quick Search Only** box (located in the upper right corner), enter the details to be searched. Click the **Magnifying Glass** or press enter to search for results.

The search criteria can be anything, including the cardholder's name, merchant name, and transaction amount. The Quick Search field will only display exact matches to the search criteria entered.



Filters

A Program Administrator can change, save, and update filters by accessing the **Filters** icon in the upper right-hand corner of the screen.



Transaction Details

A transaction has at least a line of information, it typically contains transaction dates, cardholder name, cardholder account identifier, merchant name, and amount.

Arrow '►' icon is available for transactions, selecting it expands additional details regarding the transaction.

Transactions Details sidebar is accessed by selecting a transaction from the main list and will open on the right side of the screen.

It contains controls that enable the following:

- Display or print all details for the transaction
- Attach a receipt image
 - Available for the program administrator and non-cardholders.

Workflows

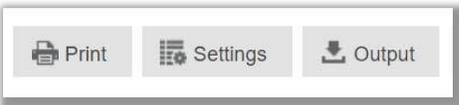
Additional functionality is available at the bottom of the **Transaction Details** sidebar. These buttons can be used if a business wants to use the **Transaction Review** and **Transaction Approval** process.

Functionality includes:

- Approve/Unapprove
 - Program Administrators can approve or unapprove transactions
 - The **Approved** icon will display in the **Transaction Status Column**
- Review/Unreview
 - Mostly used by cardholders to enter comments about the transaction while awaiting approval

Additional Functions on the Transactions Tab

- Print
 - Transaction list is printed in a non-statement format, if needed utilize **Statements**.
- Settings
 - Ability to reorganize the order of columns.
- Output
 - 360Control data can be exported into Excel, Quicken, or QuickBooks file format.



Statements Tab



Statements are available for each statement cycle period where a transaction is completed. Cardholder statements only include transactions.

Payments are only available on the **Control Card Statement**. Statements generated within 360Control contain the same information as the statement(s) sent by CCU but are formatted differently.

Cards Tab



This tab will display the Program Administrator's card summary in the way that a Cardholder views their card information within 360Control.

Inquiry Tab



The ability to view data and output to a file. Inquiries are on-demand reporting which are meant to be filtered or viewed.

Available inquiries include the following:

- Cardholder Activity Inquiry
- Merchant Spend Inquiry
- Card Spend Summary Inquiry
- Card Without Spend Inquiry

Administration Tab



Administration Menu consists of the following:

- Users & Cards
 - Add/Edit users and card details
- Billing Control Accounts
 - Make Payments

- Card Request Tracking
 - View real-time card requests

Users & Cards

This feature permits you to add a new cardholder user or non-cardholder user.

- New Cardholder will be issued a plastic card for usage and can be provided 360Control access.
- Non-Cardholder only has access to 360Control.

Adding a New Cardholder

To add complete the following:

1. Click on the **Administration** tab.
2. Select **Users & Cards**.
3. Click on **+Add**.
4. Select either **Add New Cardholder**.
5. Company name auto fills.
6. Select **Product Cycle**.
 - a. Select **Visa Business Std USD Cycle 7**.
7. Click **Next**.
8. Within the **Card** tab, complete the following sections.
 - a. Account Details
 - i. Cardholder's Name (embossed name).
 1. Utilize the example displayed as reference.
 - b. Card Contact Details
 - i. Street Address
 - ii. City
 - iii. State
 - iv. Work Phone
 - v. Email Address
 - c. Limit Details
 - i. Enter the **Credit Limit** that will be granted to the new cardholder.
 - d. Strategy
 - i. Defaults as **None-None**.
 - e. Plastic Shipping Address
 - i. Respond to, "Do you want the plastic sent to the Statement Address?"
 1. No
 - a. Address field lines must be entered.
 2. Yes
 - a. Plastic is sent to the address on file for the business.

9. Click **Next**.
10. Select the applicable **Profile** from the **User** tab.
 - a. Cardholder (limits access within 360Control).
 - b. Program Administrator (full access within 360Control).
11. Select **Viewpoint Ellipsis**.
 - a. Select the **Business Name**.
 - b. Click **Update**.
 - c. Click **Submit**.
12. New cardholder has been created.
 - a. The card is automatically mailed and will be required to activate it upon receipt.

Adding a Non-Cardholder User

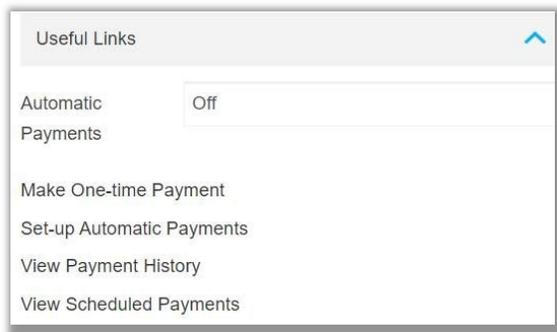
To add complete the following:

1. Click on the **Administration** tab.
2. Select **Users & Cards**.
3. Click on **+Add**.
4. Select **Add Non-Cardholder User**.
5. Enter the **Non-Cardholder** information within the **User** tab.
 - a. User Details
 - i. First Name
 - ii. Last Name
 - b. Associated User Details
 - i. Profile
 1. Cardholder (limits access within 360Control).
 2. Program Administrator (full access within 360Control).
 - ii. Select the **User Viewpoint Ellipsis**.
 1. Select **Business Name**.
 2. Click **Update**.
 - c. Login Details
 - i. Username
 1. Select **Check Username** to confirm username is available for usage.
 - ii. Password
 - iii. Confirm Password
 - iv. Checkmark **Reset Password at Login**.
 - d. Contact Details
 - i. Address Line 1, 2, 3, 4 (Business Address)
 - ii. Email Address (non-cardholder's personal or work email address).
 - iii. Work Phone (non-cardholder's personal or work phone number).
6. Click **Submit**.
 - a. The non-cardholder profile has been created.

Billing Control Accounts - Payments

Program Administrators can make one-time payments or set up recurring payments to the **Control Account**.

1. Select from the **Administration** top menu item **Billing Control Accounts**.
2. Checkmark the boxes next to the account and the billing **Control Account Details** slide out will appear.
3. Expand the **Useful Links** menu item from the slide out.



4. Select **Make a One Time Payment** or **Setup Automatic Payments**.
 - a. The online payment service allows you to pay your bill using your existing checking or savings account. Allow 3-5 business days for your payment to be processed.
5. Enter the required information
6. Click **Submit**.
 - a. A confirmation window will appear. If the details are correct.
7. Click **Submit** to approve the payment.
 - a. A confirmation email will be sent.
 - b. Payment history and scheduled payments can be viewed by using the menu options.