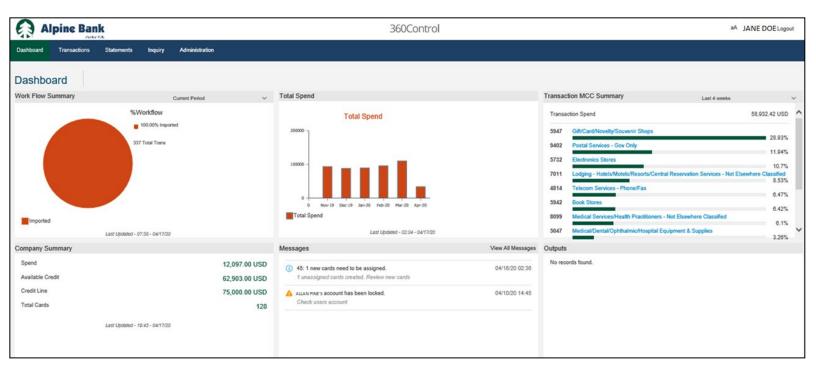
360CONTROL-PROGRAM ADMINISTRATOR GUIDE

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GETTING STARTED

You will receive your login credentials via email. It is important for you to log into your account and set up your 360Control credentials.

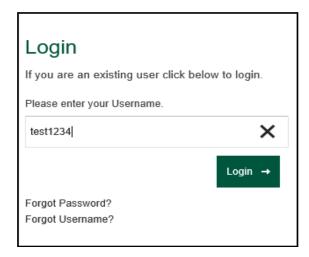
- L Go to: www.alpinebank.com and click 'Online logins' then '360Control'
- 2. Input your User Name, Password and Last Four Digits of Main Business Phone into the login screen.
- 3. The first time you log into the system you will be required to change your password and establish a security question.

Password Requirements:

Combination of uppercase and lowercase

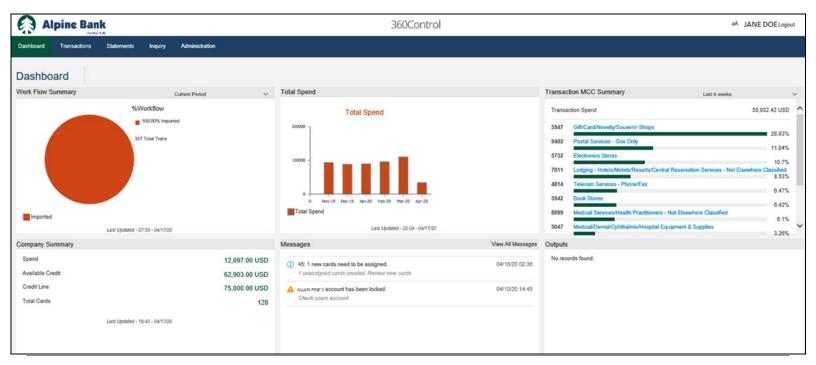
Numeric characters

Minimum of 8 characters in length



DASHBOARD

The Dashboard provides an overview of the company summary, total spend, transaction MMC summary, messages and output details based on your setup. As a program administrator you can view all cardholders.

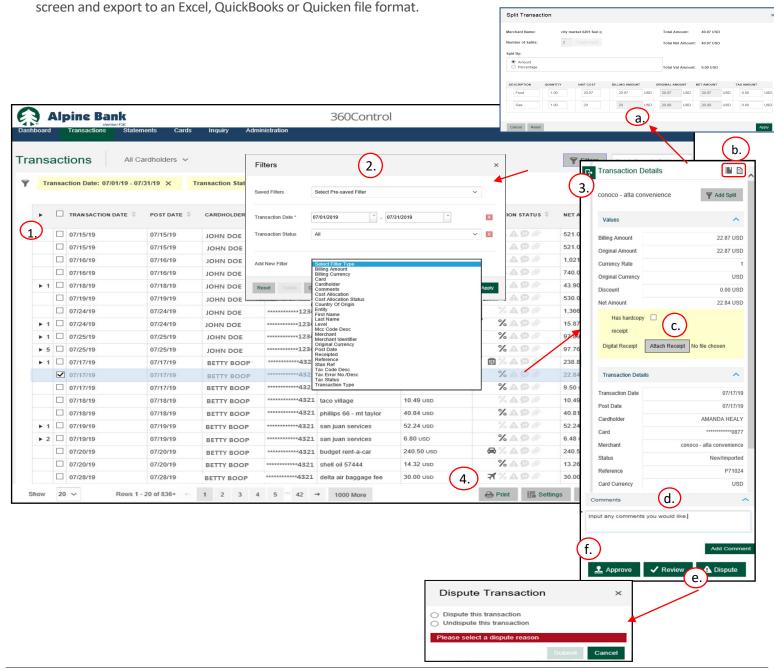


TRANSACTIONS TAB

The Transactions screen is a powerful tool designed to enable you to prepare transactions for transfer to a general ledger, view full details of cardholder transactions, upload receipts, dispute transactions and output transaction reports.

- 1. You may view all cardholder transactions or filter by individual cardholder.
- 2. Filter your results to gain the specific transaction information you need.
- 3. Click on any transaction to view additional details or to work with the transaction.
 - a. Split the transaction into separate GL accounts.
 - b. Click on to review a log of actions performed on a selected transaction. Click on to view the full details of the selected transaction.
 - c. You may attach receipts to any transaction.
 - d. Add comments to any transaction.
 - e. File a credit card dispute with one click. You will then be contacted directly to continue the dispute process.
 - f. Approve/Review transactions.

4. Print or export any transaction report. Settings allows you to add, remove or reorder the fields/columns on the transaction



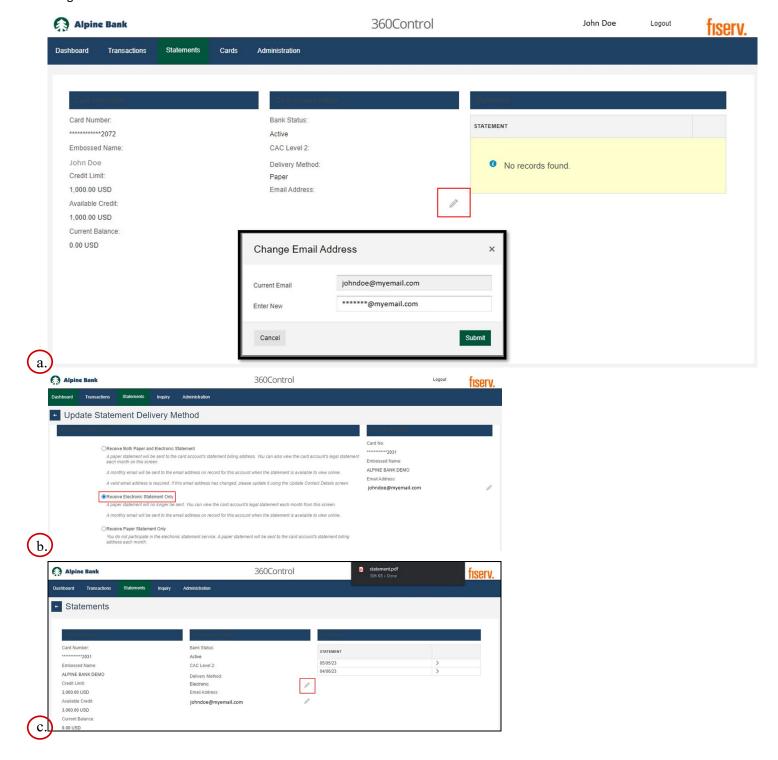
STATEMENTS TAB

The Statements Tab allows you to view the online statements for your cardholders or billing control account.

You must enroll in eStatements to see the statement for the control account and each individual cardholder. To enroll:

- a. Click the pencil icon under email address
- b. Enter the New Email and click Submit
- c. Click the pencil icon under Delivery Method

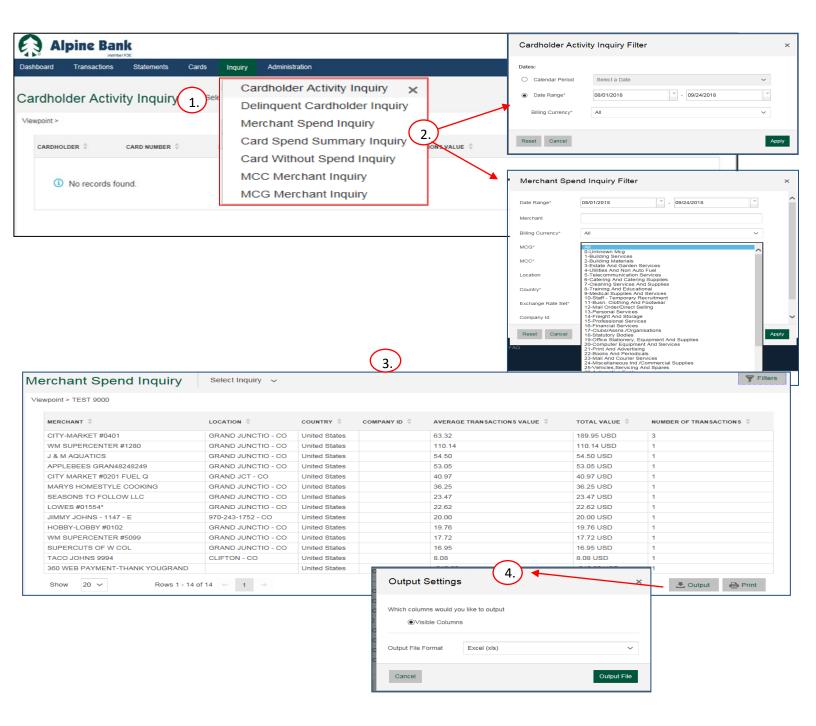
Once you have enrolled in eStatements, it may take 1-2 billing cycles for your first electronic statement to generate.



INQUIRY TAB (REPORTS)

The Inquiry Tab provides information on cardholder spending such as average transaction value, total amount and number of transactions, by Merchant Category Group (MCG), or Merchant Category Code (MCC).

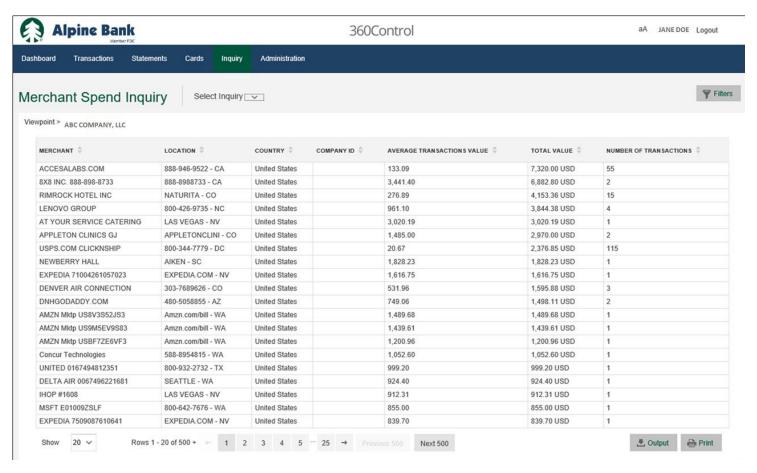
- 1. There are seven inquiry options.
- 2. Each option creates a different filtering pop-up search box that may be used to further narrow the results.
- 3. The inquiry results are displayed.
- 4. The results can be exported as an Excel spreadsheet or printed.



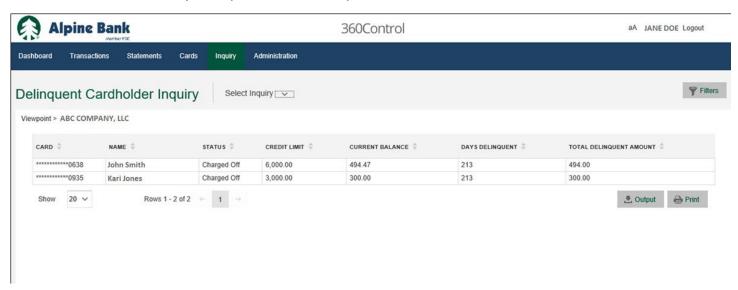
INQUIRY TAB (REPORTS - CONTINUED)

The most commonly used reports within the Inquiry Tab are:

Merchant Spend Inquiry: This report shows where your employees have used their cards, the average transaction value, total value (spent) and number of transactions at that merchant.



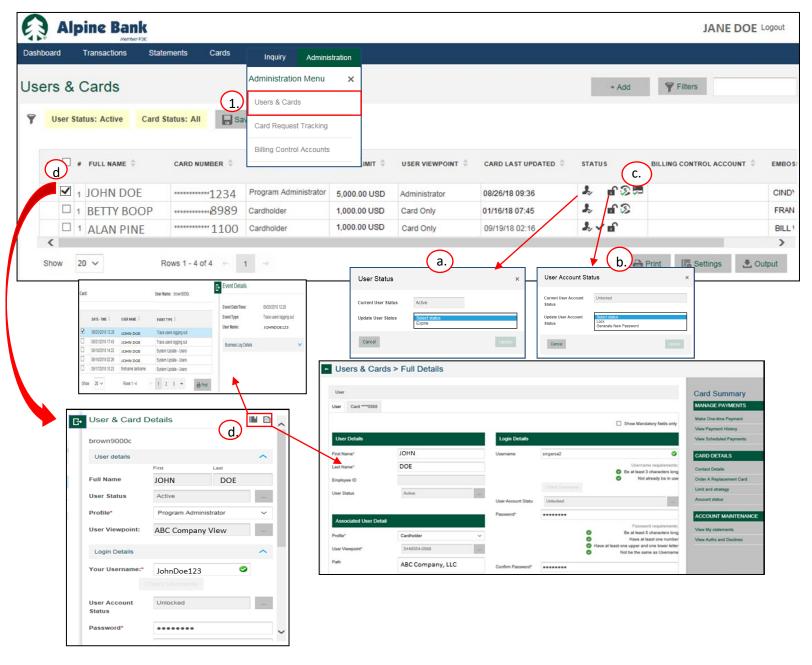
Delinquent Cardholder Inquiry: This report shows a history of all delinquent cardholders. It includes the card status, the credit limit, current balance, days delinquent and total delinquent amount.



ADMINISTRATOR - USERS & CARDS (MANAGING EXISTING CARDHOLDERS)

The Administration Tab combines the User and Card Management screens so you can manage your employees and cards from one area within the system.

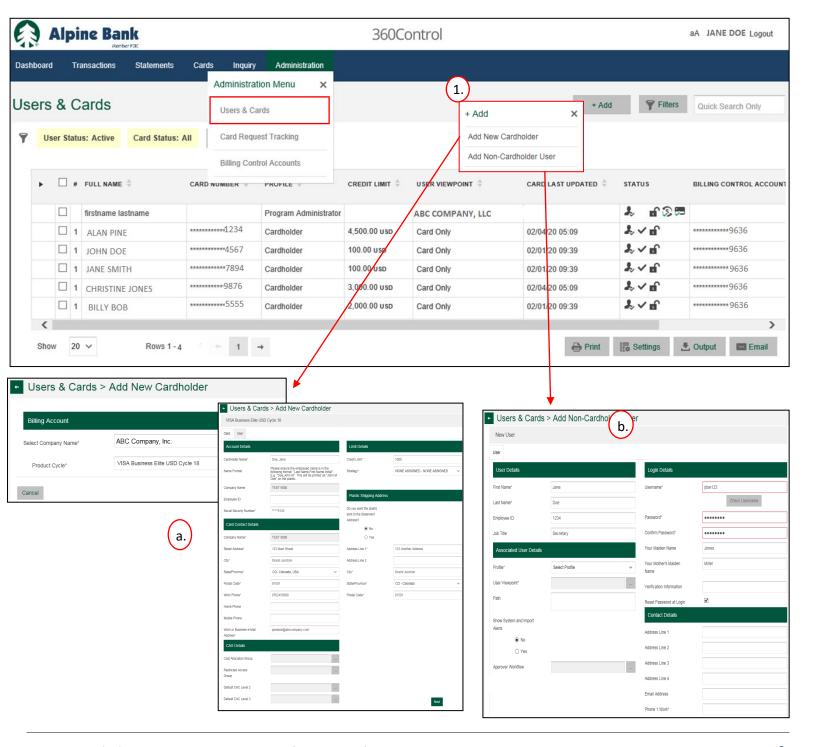
- 1. Users & Cards will provide a list of all active cardholders.
 - a. 🎎 The cardholder is active. Click on the icon to change the status to "Expired".
 - b. The cardholder's account is unlocked. Click on the icon to lock or reset the user's password.
 - c. S Indicates that the user is a transaction approver and 🌉 indicates the user is a request approver.
 - d. To view summary details for any of the users and/or cards on the screen, click the check box to select the row. This will display the summary details dialog box on the right side of the screen.
 - Click on to review a log of actions performed within the online management system.
 - Click on to view the full details of the selected transaction. Card Summary will be on the right hand side to order cards, update cardholder limits and strategies, and change the account status.



ADMINISTRATOR - USERS & CARDS (NEW CARDHOLDERS AND ONLINE MANAGEMENT USERS)

The Administration Tab combines the User and Card Management screens so you can manage employees and cards from one area within the system.

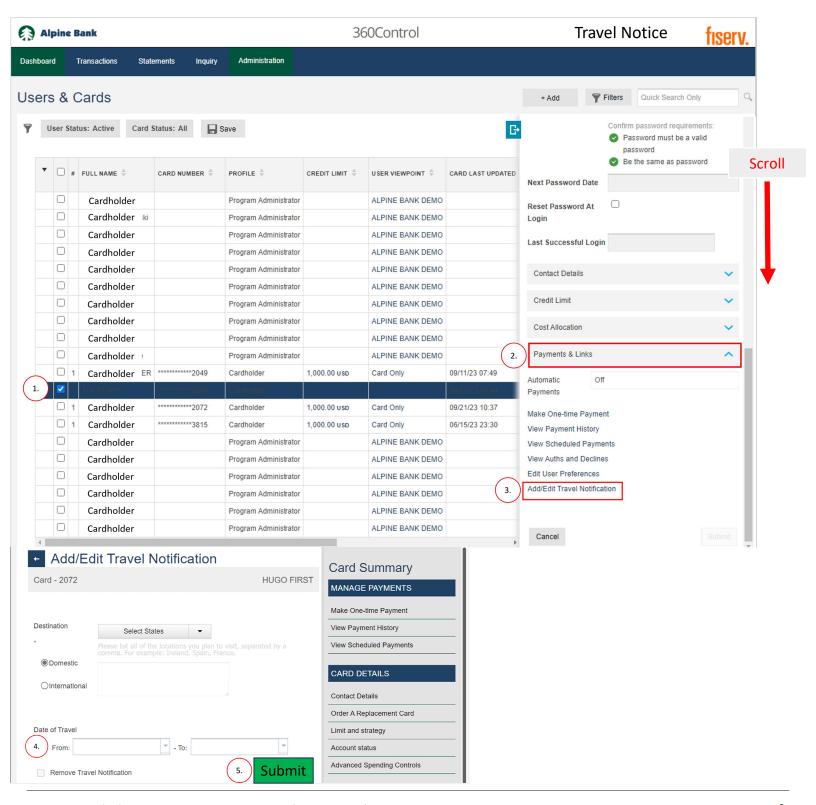
- 1. You can order a new card for an employee or add a new user for the online management system.
 - a. New Cardholder Click on +Add > Add New Cardholder and then complete the setup fields. Mandatory fields are marked with an * symbol.
 - b. New Online Management User Click on +Add > Add Non-Cardholder User and then complete the setup fields. Mandatory fields are marked with an * symbol. To restrict the list, select Show Mandatory Fields Only.



ADMINISTRATOR – Travel Notice

To create a Travel Notice:

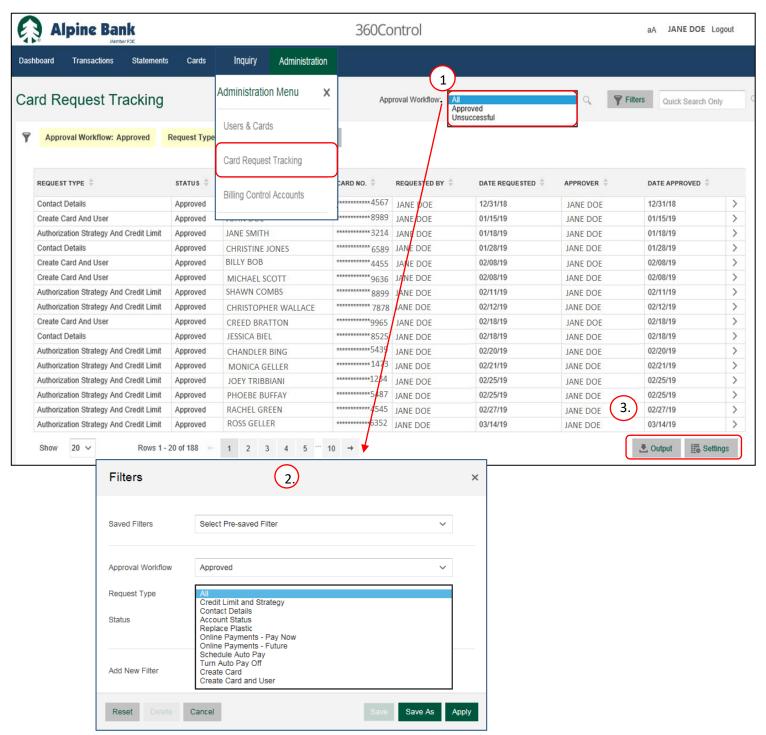
- Click on the cardholder that you would like to add a Travel Notice for
- 2. Scroll down on the right-hand side and select Payments & Links
- 3. Click Add/Edit Travel Notification
- 4. For domestic travel, select the state. If the cardholder is traveling internationally, type in the Country
- 5 Click Submit



CARD REQUEST TRACKING

The Card Request Tracking within the Administration Tab shows a list of the company's card management actions. If your company has established approval criteria, approvers may reject or approve requests from this screen.

- 1. You can search for **All**, **Approved** or **Unsuccessful** Card requests.
- 2. The filter allows you to narrow a search to the different card request types.
- 3. **Output** allows you to export search criteria to an Excel spreadsheet. **Settings** allows you to select what information is displayed in the search criteria.



BILLING CONTROL ACCOUNTS

If your business was set up with a billing control account, you can see the details of the Control Account from this screen. The functions available on the Billing Control Accounts screen are the same as those found on the User and Card screen except that the icon for the full detail panel does not appear. If you have a control account, all payments to the account will be made here and not to individual accounts.

- 1. The control account is active. Click on the icon to change the status to "Expires" if you want to change the control account to inactive.
- 2. The control account is unlocked. Click on the icon to lock or reset the user's password.
- 3. You can **Print** your results, adjust what is displayed in your search criteria by selecting **Settings**, and **Output** allows you to export your search criteria to an Excel spreadsheet.
- 4. To view Control Account details, click the check box to select the row. This will display the summary details dialog box on the right side of the screen.
- 5. Click on "Useful Links" at the bottom of the details list to access the payment options. Select the payment option desired and complete all required fields.

