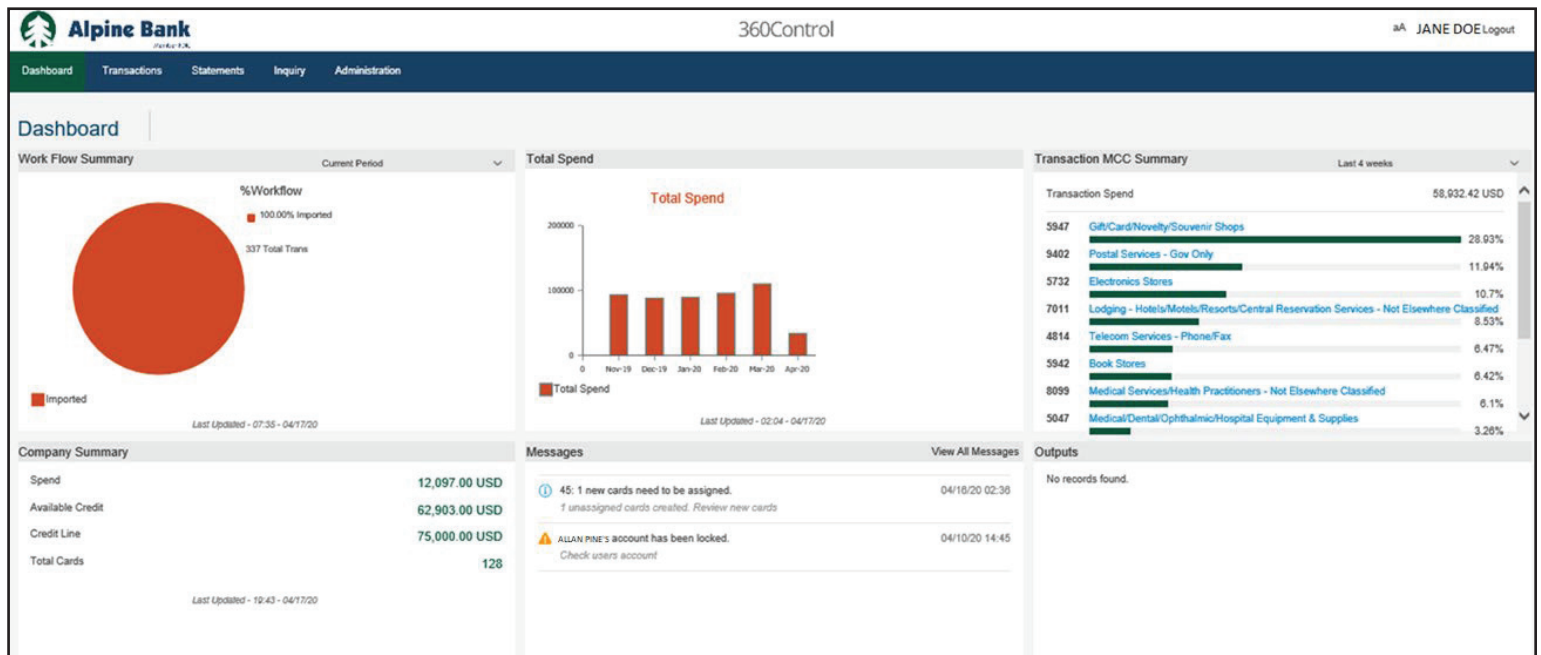




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## GETTING STARTED

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

1. Go to: [www.alpinebank.com](http://www.alpinebank.com) and click **Online logins** then **360Control**
2. Input your user name, password and the last four digits of your main business phone number into the login screen.
3. The first time you log into the system you must change your password and establish a security question.

### Password Requirements:

- Combination of uppercase and lowercase
- Numeric characters
- Minimum of eight characters in length

### Login

If you are an existing user click below to login.

Please enter your Username.

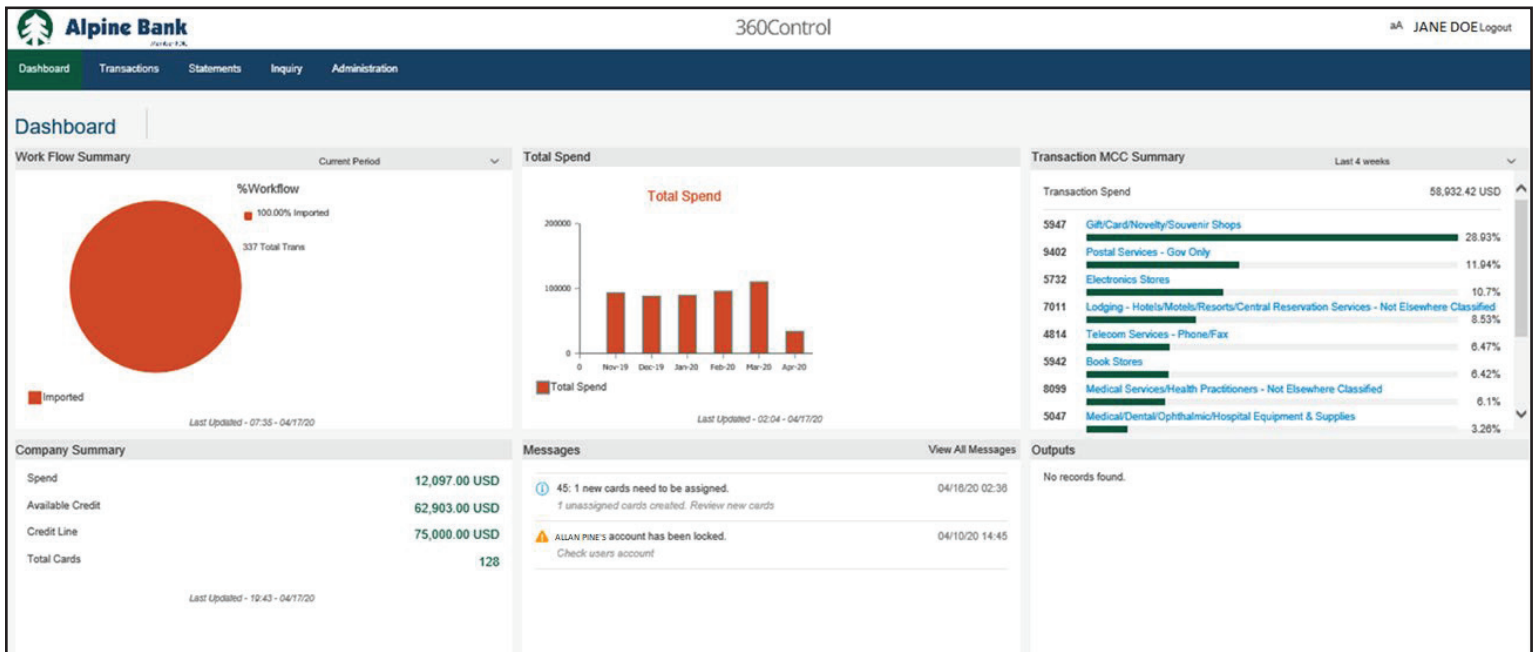
✕

Login →

[Forgot Password?](#)  
[Forgot Username?](#)



## DASHBOARD

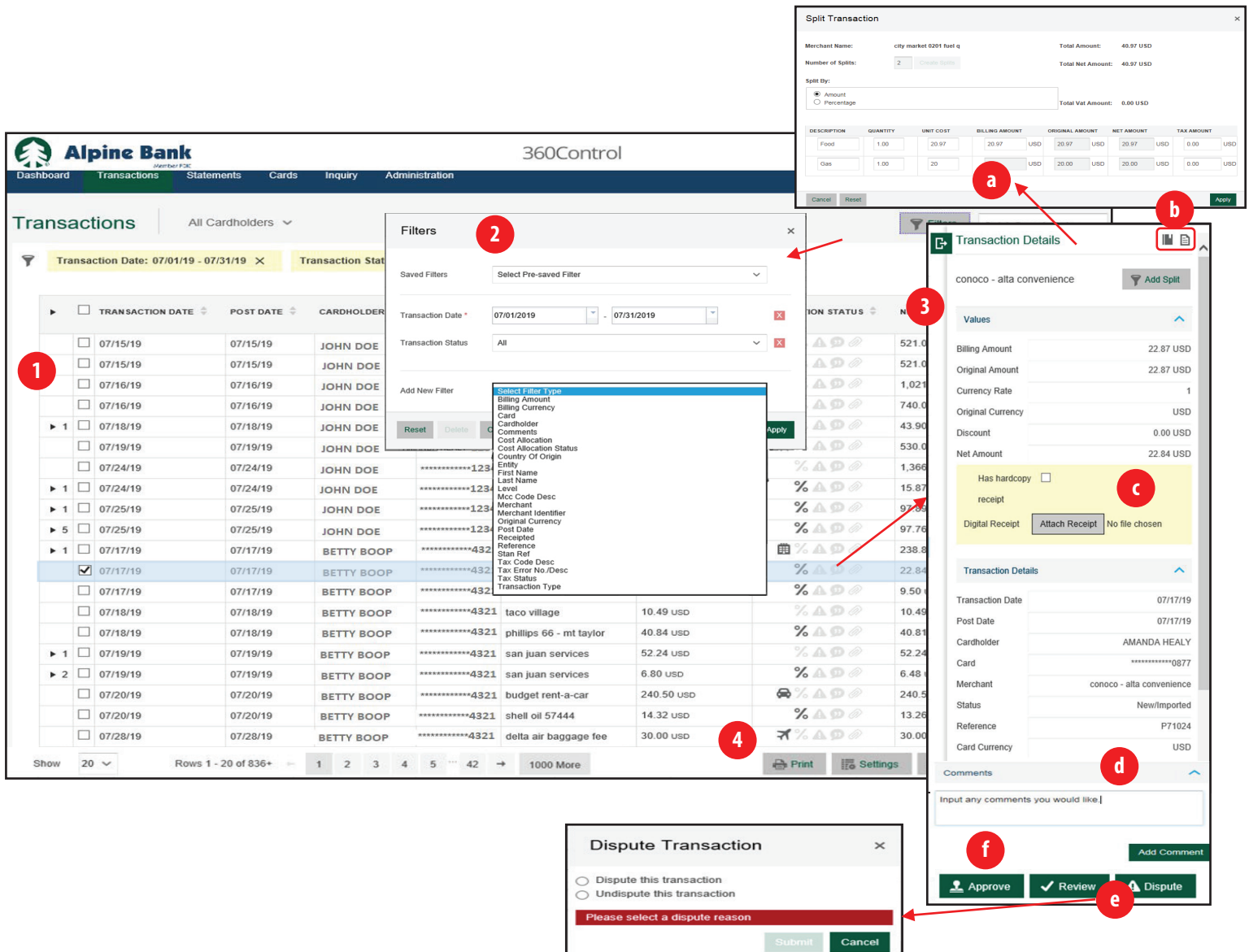
The Dashboard provides an overview of the company summary, total spend, transaction merchant category code (MCC) summary, messages and output details based on your setup. As a program administrator you can view all cardholders.



## 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. Our 3rd party provider will contact the business 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 transactions screen and export to a Microsoft Excel, QuickBooks® or Quicken file format.



The screenshot displays the 360Control Transactions interface. The main table lists transactions with columns for Transaction Date, Post Date, Cardholder, and Transaction Amount. A filter overlay is visible, showing options to filter by Transaction Date and Transaction Status. A 'Split Transaction' dialog is open, showing details for a transaction split into two parts. A 'Transaction Details' panel is also visible, showing information for a transaction from 'conoco - alta convenience'. A 'Dispute Transaction' dialog is open at the bottom, with options to dispute or undispute a transaction.

**Callouts:**

- 1:** Transaction list table
- 2:** Filter overlay
- 3:** Transaction details panel
- 4:** Transaction list table
- a:** Split Transaction dialog
- b:** Log icon
- c:** Attach Receipt button
- d:** Add Comment button
- e:** Review button
- f:** Approve button

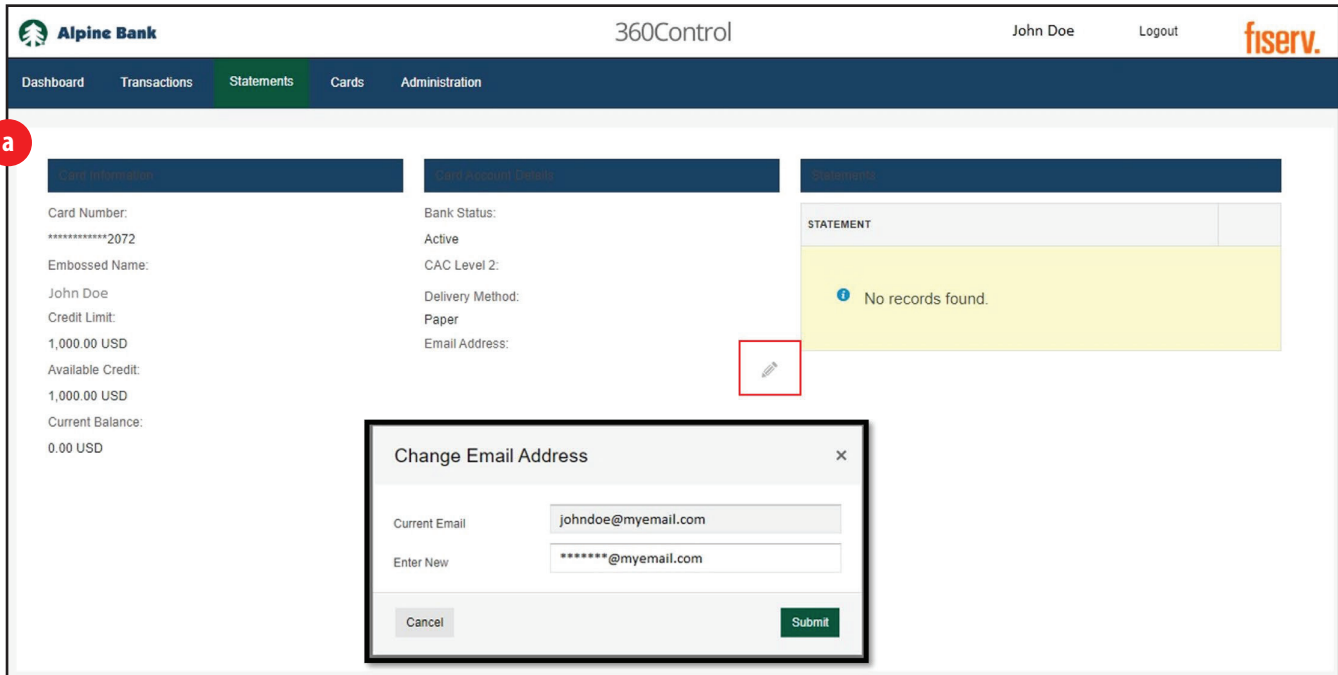
## STATEMENTS TAB

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

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

- Click the pencil icon under email address
- Enter the New Email and click Submit
- 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.



**Alpine Bank** 360Control John Doe Logout **fiserv.**

Dashboard Transactions **Statements** Cards Administration

**a**

**Card Information**

Card Number:  
\*\*\*\*\*2072

Embossed Name:  
John Doe

Credit Limit:  
1,000.00 USD

Available Credit:  
1,000.00 USD

Current Balance:  
0.00 USD

**Card Account Details**

Bank Status:  
Active

CAC Level 2:  
Delivery Method:  
Paper

Email Address:  
[Pencil icon]

**Statements**

STATEMENT

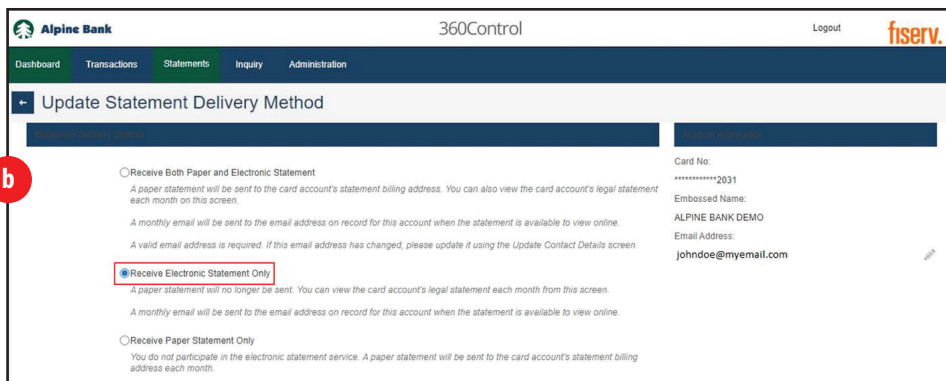
No records found.

**Change Email Address**

Current Email: johndoe@myemail.com

Enter New: \*\*\*\*\*@myemail.com

Cancel Submit



**Alpine Bank** 360Control Logout **fiserv.**

Dashboard Transactions **Statements** Inquiry Administration

**Update Statement Delivery Method**

☐ Receive Both Paper and Electronic Statement  
A paper statement will be sent to the card account's statement billing address. You can also view the card account's legal statement each month on this screen.  
A monthly email will be sent to the email address on record for this account when the statement is available to view online.  
A valid email address is required. If this email address has changed, please update it using the Update Contact Details screen.

**b**

☒ **Receive Electronic Statement Only**  
A paper statement will no longer be sent. You can view the card account's legal statement each month from this screen.  
A monthly email will be sent to the email address on record for this account when the statement is available to view online.

☐ Receive Paper Statement Only  
You do not participate in the electronic statement service. A paper statement will be sent to the card account's statement billing address each month.

Card No:  
\*\*\*\*\*2031

Embossed Name:  
ALPINE BANK DEMO

Email Address:  
johndoe@myemail.com



**Alpine Bank** 360Control statement.pdf 306 KB • Done **fiserv.**

Dashboard Transactions **Statements** Inquiry Administration

**Statements**

**Card Information**

Card Number:  
\*\*\*\*\*2031

Embossed Name:  
ALPINE BANK DEMO

Credit Limit:  
3,000.00 USD

Available Credit:  
3,000.00 USD

Current Balance:  
0.00 USD

**Card Account Details**

Bank Status:  
Active

CAC Level 2:  
Delivery Method:  
Electronic

Email Address:  
johndoe@myemail.com

**Statements**

STATEMENT

05/05/23 >

04/06/23 >

**c**

## 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 Microsoft Excel spreadsheet or printed.

**Cardholder Activity Inquiry**

Viewpoint >

CARDHOLDER CARD NUMBER

No records found.

**Cardholder Activity Inquiry Filter**

Dates:

☐ Calendar Period

☒ Date Range\*  -

Billing Currency\*

**Merchant Spend Inquiry Filter**

Date Range\*  -

Merchant

Billing Currency\*

MCG\*

MCC\*

Location

Country\*

Exchange Rate Set\*

Company Id

**Merchant Spend Inquiry**

Select Inquiry

Viewpoint > TEST 9000

MERCHANT	LOCATION	COUNTRY	COMPANY ID	AVERAGE TRANSACTIONS VALUE	TOTAL VALUE	NUMBER OF TRANSACTIONS
CITY-MARKET #0401	GRAND JUNCTIO - CO	United States		63.32	189.95 USD	3
WM SUPERCENTER #1280	GRAND JUNCTIO - CO	United States		110.14	110.14 USD	1
J & M AQUATICS	GRAND JUNCTIO - CO	United States		54.50	54.50 USD	1
APPLEBEES GRAN48248249	GRAND JUNCTIO - CO	United States		53.05	53.05 USD	1
CITY MARKET #0201 FUEL Q	GRAND JCT - CO	United States		40.97	40.97 USD	1
MARYS HOMESTYLE COOKING	GRAND JUNCTIO - CO	United States		36.25	36.25 USD	1
SEASONS TO FOLLOW LLC	GRAND JUNCTIO - CO	United States		23.47	23.47 USD	1
LOWES #01554*	GRAND JUNCTIO - CO	United States		22.62	22.62 USD	1
JIMMY JOHNS - 1147 - E	970-243-1752 - CO	United States		20.00	20.00 USD	1
HOBBY-LOBBY #0102	GRAND JUNCTIO - CO	United States		19.76	19.76 USD	1
WM SUPERCENTER #5099	GRAND JUNCTIO - CO	United States		17.72	17.72 USD	1
SUPERCUTS OF W COL	GRAND JUNCTIO - CO	United States		16.95	16.95 USD	1
TACO JOHNS 9994	CLIFTON - CO	United States		8.08	8.08 USD	1
360 WEB PAYMENT-THANK YOUGRAND		United States				1

Show  Rows 1 - 14 of 14

**Output Settings**

Which columns would you like to output

☒ Visible Columns ☐ All Columns


Output File Format



## 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.

 **Alpine Bank**  
Member FDIC

360Control

aA JANE DOE Logout

Dashboard Transactions Statements Cards **Inquiry** Administration

**Merchant Spend Inquiry** Select Inquiry

Filters


Viewpoint > ABC COMPANY, LLC

MERCHANT	LOCATION	COUNTRY	COMPANY ID	AVERAGE TRANSACTION'S VALUE	TOTAL VALUE	NUMBER OF TRANSACTIONS
ACCESALABS.COM	888-946-9522 - CA	United States		133.09	7,320.00 USD	55
8X8 INC. 888-898-8733	888-8988733 - CA	United States		3,441.40	6,882.80 USD	2
RIMROCK HOTEL INC	NATURITA - CO	United States		276.89	4,153.36 USD	15
LENOVO GROUP	800-426-9735 - NC	United States		961.10	3,844.38 USD	4
AT YOUR SERVICE CATERING	LAS VEGAS - NV	United States		3,020.19	3,020.19 USD	1
APPLETON CLINICS GJ	APPLETONCLINI - CO	United States		1,485.00	2,970.00 USD	2
USPS.COM CLICKNSHIP	800-344-7779 - DC	United States		20.67	2,376.85 USD	115
NEWBERRY HALL	AIKEN - SC	United States		1,828.23	1,828.23 USD	1
EXPEDIA 71004261057023	EXPEDIA.COM - NV	United States		1,616.75	1,616.75 USD	1
DENVER AIR CONNECTION	303-7689626 - CO	United States		531.96	1,595.88 USD	3
DNHOGDADDY.COM	480-5058855 - AZ	United States		749.06	1,498.11 USD	2
AMZN Mktpl US8V3S52JS3	Amzn.com/bill - WA	United States		1,489.68	1,489.68 USD	1
AMZN Mktpl US9M5EV9S83	Amzn.com/bill - WA	United States		1,439.61	1,439.61 USD	1
AMZN Mktpl USBF7ZE6VF3	Amzn.com/bill - WA	United States		1,200.96	1,200.96 USD	1
Concur Technologies	588-8954815 - WA	United States		1,052.60	1,052.60 USD	1
UNITED 0167494812351	800-932-2732 - TX	United States		999.20	999.20 USD	1
DELTA AIR 0067496221681	SEATTLE - WA	United States		924.40	924.40 USD	1
IHOP #1608	LAS VEGAS - NV	United States		912.31	912.31 USD	1
MSFT E01009ZSLF	800-642-7676 - WA	United States		855.00	855.00 USD	1
EXPEDIA 7509087610641	EXPEDIA.COM - NV	United States		839.70	839.70 USD	1

Show 20 Rows 1 - 20 of 500 1 2 3 4 5 ... 25 Previous 500 Next 500

Output Print

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

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Member FDIC

360Control

aA JANE DOE Logout

Dashboard Transactions Statements Cards **Inquiry** Administration

**Delinquent Cardholder Inquiry** Select Inquiry

Filters

Viewpoint > ABC COMPANY, LLC

CARD	NAME	STATUS	CREDIT LIMIT	CURRENT BALANCE	DAYS DELINQUENT	TOTAL DELINQUENT AMOUNT
*****0638	John Smith	Charged Off	6,000.00	494.47	213	494.00
*****0935	Kari Jones	Charged Off	3,000.00	300.00	213	300.00

Show 20 Rows 1 - 2 of 2 1

Output Print

## 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.

- The cardholder is active. Click on the icon to change the status to **Expired**.
- The cardholder's account is unlocked. Click on the icon to lock or reset the user's password.
- Indicates that the user is a transaction approver and indicates the user is a request approver.
- 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 handside to order cards, update cardholder limits and strategies, and change the account status.

**Alpine Bank** (Member FDIC) JANE DOE Logout

Dashboard Transactions Statements Cards **Inquiry** Administration

**Users & Cards** Administration Menu x

Users & Cards  
Card Request Tracking  
Billing Control Accounts

+ Add Filters

User Status: Active Card Status: All Save

#	FULL NAME	CARD NUMBER	LIMIT	USER VIEWPOINT	CARD LAST UPDATED	STATUS	BILLING CONTROL ACCOUNT	EMBOS
<input checked="" type="checkbox"/>	1 JOHN DOE	*****1234	Program Administrator	5,000.00 USD	Administrator	08/26/18 09:36		CINDY
<input type="checkbox"/>	1 BETTY BOOP	*****8989	Cardholder	1,000.00 USD	Card Only	01/16/18 07:45		FRAN
<input type="checkbox"/>	1 ALAN PINE	*****1100	Cardholder	1,000.00 USD	Card Only	09/19/18 02:16		BILL

Show 20 Rows 1 - 4 of 4 1

**User Status** x

Current User Status: Active  
Update User Status: **Expired**  
Cancel Update

**User Account Status** x

Current User Account Status: Unlocked  
Update User Account Status: **Locked**  
Cancel Lock Generate New Password Update

**Users & Cards > Full Details**

User: Card \*\*\*\*0588

**User Details**

First Name\* JOHN  
Last Name\* DOE  
Employee ID  
User Status: Active  
Associated User Detail: Profile\* Cardholder  
User Viewpoint\* 3449254-0588  
Path: ABC Company, LLC

**Login Details**

Username: singera2  
Password\*: \*\*\*\*\*  
Confirm Password\*: \*\*\*\*\*

**Card Summary**

**MANAGE PAYMENTS**

Make One-time Payment  
View Payment History  
View Scheduled Payments

**CARD DETAILS**

Contact Details  
Order A Replacement Card  
Limit and strategy  
Account status

**ACCOUNT MAINTENANCE**

View My statements  
View Auths and Declines

**User & Card Details**

brown9000c

User details

First Last  
Full Name JOHN DOE  
User Status: Active  
Profile\* Program Administrator  
User Viewpoint: ABC Company View  
Login Details  
Your Username\*: JohnDoe123  
User Account Status: Unlocked  
Password\*: \*\*\*\*\*

## 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**.

The screenshot shows the 360Control interface with the Administration tab selected. The 'Users & Cards' section is active. The 'Administration Menu' is open, showing 'Users & Cards' as the selected option. The '+ Add' button is highlighted, and its dropdown menu is visible, showing 'Add New Cardholder' and 'Add Non-Cardholder User'. Below the menu, a table lists existing cardholders with columns for Full Name, Card Number, Profile, Credit Limit, User Viewpoint, Card Last Updated, Status, and Billing Control Account. The table shows five cardholders: ALAN PINE, JOHN DOE, JANE SMITH, CHRISTINE JONES, and BILLY BOB.

**Users & Cards > Add New Cardholder**

**Billing Account**

Select Company Name\*

Product Cycle\*

**Users & Cards > Add New Cardholder**

**Card User**

**Account Details**

Cardholder Name\*  Credit Limit\*

Name Format\*  Strategy\*

Company Name\*  Plastic Shipping Address

Employee ID\*

Social Security Number\*

Do you want the plastic sent to the Statement Address?

☒ No ☐ Yes

**Card Contact Details**

Company Name\*  Address Line 1\*

Street Address\*  Address Line 2

City\*  Address Line 3

State/Province\*  City\*

Postal Code\*  State/Province\*

Work Phone\*  Postal Code\*

Home Phone\*

Mobile Phone\*

Work or Business e-Mail Address\*

**CAS Details**

Cost Allocation Group

Restricted Access Group

Default CAC Level 2

Default CAC Level 3

**Users & Cards > Add Non-Cardholder User**

**New User**

**User**

**User Details**

First Name\*  Username\*

Last Name\*

Employee ID\*  Password\*

Job Title\*  Confirm Password\*

**Associated User Details**

Profile\*

User Viewpoint\*

Path\*

Show System and Import Alerts

☒ No ☐ Yes

Approver Workflow

**Login Details**

Your Maiden Name

Your Mother's Maiden Name

Verification Information

Reset Password at Login ☒

**Contact Details**

Address Line 1

Address Line 2

Address Line 3

Address Line 4

Email Address

Phone 1 Work\*



## 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 Microsoft Excel spreadsheet. Settings allows you to select what information is displayed in the search criteria.

**Alpine Bank** 360Control aA JANE DOE Logout

Dashboard Transactions Statements Cards **Inquiry** Administration

**Card Request Tracking**

Approval Workflow: Approved Request Type

Administration Menu X

- Users & Cards
- Card Request Tracking**
- Billing Control Accounts

Approval Workflow: All Approved Unsuccessful

REQUEST TYPE	STATUS	CARD NO.	REQUESTED BY	DATE REQUESTED	APPROVER	DATE APPROVED
Contact Details	Approved	*****4567	JANE DOE	12/31/18	JANE DOE	12/31/18
Create Card And User	Approved	*****8989	JANE DOE	01/15/19	JANE DOE	01/15/19
Authorization Strategy And Credit Limit	Approved	*****3214	JANE DOE	01/18/19	JANE DOE	01/18/19
Contact Details	Approved	*****6589	CHRISTINE JONES	01/28/19	JANE DOE	01/28/19
Create Card And User	Approved	*****4455	BILLY BOB	02/08/19	JANE DOE	02/08/19
Create Card And User	Approved	*****9636	MICHAEL SCOTT	02/08/19	JANE DOE	02/08/19
Authorization Strategy And Credit Limit	Approved	*****8899	SHAWN COMBS	02/11/19	JANE DOE	02/11/19
Authorization Strategy And Credit Limit	Approved	*****7878	CHRISTOPHER WALLACE	02/12/19	JANE DOE	02/12/19
Create Card And User	Approved	*****9965	CREED BRATTON	02/18/19	JANE DOE	02/18/19
Contact Details	Approved	*****8525	JESSICA BIEL	02/18/19	JANE DOE	02/18/19
Authorization Strategy And Credit Limit	Approved	*****5439	CHANDLER BING	02/20/19	JANE DOE	02/20/19
Authorization Strategy And Credit Limit	Approved	*****1473	MONICA GELLER	02/21/19	JANE DOE	02/21/19
Authorization Strategy And Credit Limit	Approved	*****1234	JOEY TRIBBIANI	02/25/19	JANE DOE	02/25/19
Authorization Strategy And Credit Limit	Approved	*****5487	PHOEBE BUFFAY	02/25/19	JANE DOE	02/25/19
Authorization Strategy And Credit Limit	Approved	*****4545	RACHEL GREEN	02/27/19	JANE DOE	02/27/19
Authorization Strategy And Credit Limit	Approved	*****6352	ROSS GELLER	03/14/19	JANE DOE	03/14/19

Show 20 Rows 1 - 20 of 188 1 2 3 4 5 ... 10 →

Output Settings

**Filters**

Saved Filters: Select Pre-saved Filter

Approval Workflow: Approved

Request Type: All

Status: Credit Limit and Strategy, Contact Details, Account Status, Replace Plastic, Online Payments - Pay Now, Online Payments - Future, Schedule Auto Pay, Turn Auto Pay Off, Create Card, Create Card and User

Add New Filter

Reset Delete Cancel Save Save As Apply

## BILLING CONTROL ACCOUNTS

If your business is 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 Microsoft 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.

The screenshot displays the Alpine Bank 360CONTROL interface. The main heading is "Billing Control Accounts". Below it, there's a table with columns: "EMBOSSED NAME", "CARD", "CARD PRODUCT", and "STATUS". A row is selected with a checkmark in the "STATUS" column. A red box highlights the "Billing Control Accounts" link in the "Administration Menu".

Overlaid on the screenshot are five numbered callouts:

- 1**: Points to the "User Status" dialog box, which shows "Current User Status: Active" and "Update User Status" options: "Select status" and "Expire".
- 2**: Points to the "User Account Status" dialog box, which shows "Current User Account Status: Unlocked" and "Update User Account Status" options: "Select status", "Lock", and "Generate New Password".
- 3**: Points to the "Billing Control Account Details" dialog box, which shows "User details" (Full Name: ABC COMPANY INC, User Status: Active, Profile: Cardholder, User Viewpoint: ABC COMPANY INC), "Card details" (Embossed Name: ABC COMPANY INC, Card Number: \*\*\*\*0056, Cycle Number: 18, Card Status: Active, Card Viewpoint: ABC COMPANY INC), "Card Product" (VISA Business Elite USD CB), "Billing Currency" (USD), "Login Details" (Your Username: contr0056\_3515411, User Account Status: Unlocked, Password: \*\*\*\*\*, Confirm Password: \*\*\*\*\*, Last Successful Login: ), "Contact Details" (Credit Limit: ), and "Useful Links".
- 4**: Points to the "Show" button in the table.
- 5**: Points to the "Useful Links" dialog box, which lists: "Automatic Payments" (Off), "Make One-time Payment", "Set-up Automatic Payments", "View Payment History", "View Scheduled Payments", "View Auths and Declines", and "Edit User Preferences".