

CARDHOLDER PROCEDURES

Note - Please provide the following instructions to your cardholders for self-registering for alerts.

Cardholder Self-Registration

Cardholders may use the Self-Registration option in PNC CentreSuite to register their new card. Below are the steps to complete.

1. Go to <https://www.centresuite.com/centre/?pnc> .
2. Select, 'Not registered?' from the menu on the right.

PNC
Welcome to PNC CentreSuite

Enter credentials

User ID [\(Forgot your User ID?\)](#)

Password [\(Forgot your password?\)](#)

Language
English (United States) ▼

Additional Information
[Forgot your User ID?](#)
[Forgot your password?](#)
[Reset Logon credentials?](#)

Registration
[Not registered?](#)

3. Enter the 16-digit account number, then click 'Next'.

Provide Account Number

Account Number

[Cancel](#)

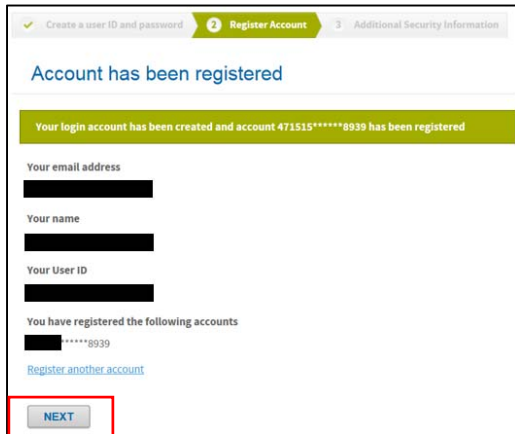
4. Enter your information to create the account, then click 'Next'.

The screenshot shows a registration form with a progress bar at the top containing three steps: 1. Create a user ID and password (highlighted in green), 2. Register Account, and 3. Additional Security Information. The main heading is "Create a user ID and password". The form contains the following fields: "Your email address [?]", "Confirm your email address", "First name", "Last name", "Create a user ID [?]", "Enter a password [?]", "Re-enter password", and "Your password hint [?]". At the bottom left, there is a "NEXT" button highlighted with a red box, and a "Cancel" link to its right.

5. Type the account name exactly as it appears on the card and enter the activation code. The Activation code is a 9-digit number assigned to your account when it was created. (The last 4 digits of this value was used to activate your card.) Please contact your administrator for assistance, if you are unsure of this code. Select 'Next' to continue.

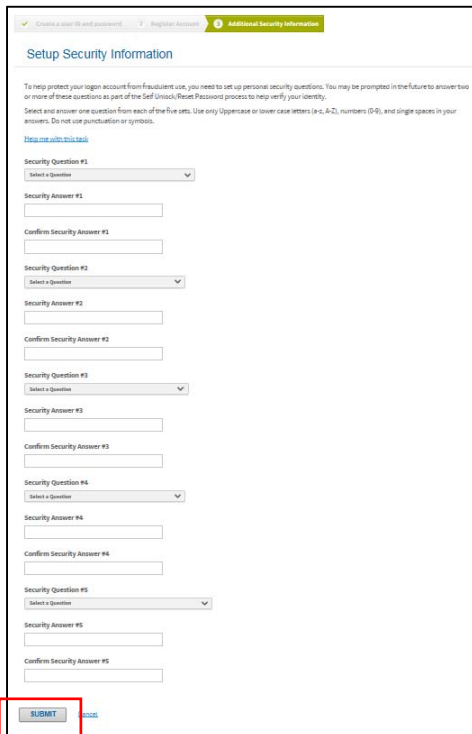
The screenshot shows a registration form with a progress bar at the top containing three steps: 1. Create a user ID and password, 2. Register Account (highlighted in green), and 3. Additional Security Information. The main heading is "Register an existing account". The form contains the following fields: "Account Number *" with a masked value "*****8939", "Name on account [?] *" with the value "MyName Here", and "Activation Code: [?] *" with the value "*****1234". At the bottom left, there is a "NEXT" button highlighted with a red box, and a "Cancel" link to its right.

6. Once the success message is received, proceed to the Next screen.



The screenshot shows a web page with a progress bar at the top containing three steps: '1 Create a user ID and password', '2 Register Account', and '3 Additional Security Information'. The '2 Register Account' step is highlighted in green. Below the progress bar, the heading 'Account has been registered' is displayed. A green banner contains the message: 'Your login account has been created and account 471515*****8939 has been registered'. The page lists the user's email address, name, and User ID, all of which are redacted with black boxes. It also states 'You have registered the following accounts' and lists the account number '*****8939'. A blue link 'Register another account' is visible. At the bottom, a 'NEXT' button is highlighted with a red box.

7. Create the Security questions and answers for your account. All five questions must be completed. These will be used in the event you are locked from your account, forgot your password or you login from a new browser. Once finished, click 'Submit'.



The screenshot shows the 'Setup Security Information' screen. It features a progress bar at the top with three steps: '1 Create a user ID and password', '2 Register Account', and '3 Additional Security Information'. The '3 Additional Security Information' step is highlighted in green. The heading is 'Setup Security Information'. Below the heading, there is a paragraph of instructions: 'To help protect your login account from fraudulent use, you need to set up personal security questions. You may be prompted in the future to answer two or more of these questions as part of the Self Unlock/Reset Password process to help verify your identity. Select and answer one question from each of the five sets. Use only Uppercase or lowercase letters (a-z, A-Z), numbers (0-9), and single spaces in your answers. Do not use punctuation or symbols.' A link 'How to use this tool' is provided. The form contains five identical sections, each for a security question. Each section includes a dropdown menu to 'Select a Question', a text input for 'Security Answer #1', and a text input for 'Confirm Security Answer #1'. At the bottom, a 'SUBMIT' button is highlighted with a red box.

8. Read and agree to the End User License Agreement to enter the website.

BY CLICKING "I AGREE" BELOW, YOU ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS END-USER LICENSE AGREEMENT AND EXPRESSLY AGREE TO BE BOUND BY ALL OF ITS TERMS AND CONDITIONS. IF YOU DO NOT AGREE TO ALL SUCH TERMS AND CONDITIONS, DO NOT ATTEMPT TO ACCESS OR USE THE APPLICATION(S).

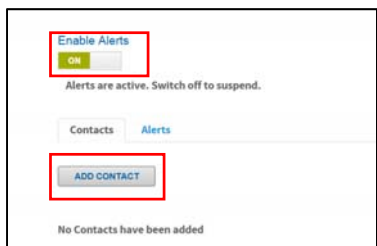
Establishing Alerts for Cardholders

Once registration is completed, you are now able to activate a variety of alerts. These alerts may be received via SMS Text message or email. Please follow the steps outlined to enable alerts.

1. From the home page, select 'Manage TSYS Alerts'.

2. Set the Alerts preferences, accept the Terms & Conditions and then click 'Continue'.

3. Change the Enable Alerts toggle button to 'ON'. Once enabled, you will proceed to add Contacts by clicking the 'Add Contact' button.



4. Contacts can be added for SMS text messages or email messages. If selecting SMS, enter the 'Text Message Nickname', the 'Mobile Number', the 'Carrier' and your 'Country'. You must agree to the Terms & Conditions before saving the contact. A text message will be sent to verify the number provided. If selecting email messages, provide the 'Email Contact Nickname'; and 'Email Address' to receive the alert message. The email will be sent from alert.notices@pnc.com.

5. Once the contacts are established, select the Alerts tab to add new alerts. Activate the alerts you want to use by toggling with the 'Active' switch, then select the contacts to receive the alert. In some instances, you can configure other parameters. Listed below are the alert options available:

- **Fraud Alert** – Notification of suspicious account activity; cardholders may respond by text if transaction is legitimate or potentially fraudulent.
- **Payment Alert*** – Notification when a card payment is applied.
- **Declined Authorization Alert** – Notification of declined card transactions.
- **Payment Due in XX Days Alert**** – Notification of payment due sent a pre-specified number of days in advance of the payment due date.
- **Balance on a Daily Basis** – Daily notification of current card balance.

*Alert only applies to cardholders of individual bill programs.

**Alert only visible to cardholders of individual bill programs.

6. Once the alerts are selected, define any additional parameters by clicking the Alert Name link. Save any changes to activate them. See Example below:

The screenshot shows a list of three alerts. The 'Payment Due in XX Days' alert is highlighted with a red box. A blue arrow points from this alert to a configuration modal. The modal has a title 'Payment Due in XX Days' and a description 'Notify me a number of days before my payment is due'. It contains a text input field for 'Nickname / Description' with the value 'Payment Due in 7 Days'. Below this are three radio button options: 'Equal to', 'Less than', and 'Less than or equal to', with the last one selected. A text input field for 'Define number of days before payment due' contains the value '7'. At the bottom, there are 'SAVE' and 'Cancel' buttons, with 'SAVE' highlighted by a red box.

7. Select the Contacts that should receive this alert by clicking on the '0 selected' link.

The screenshot shows the 'Fraud' alert selected in a list. The '0 selected' link is highlighted with a red box. A modal titled 'Fraud - Select Contacts: (A maximum of 10 contacts can be applied to a single alert)' is open. It has 'SAVE' and 'Cancel' buttons. Below the buttons, there is a list of contacts. The first contact is 'myemail@email.com' with a checked checkbox and a checkmark icon. To the right of the contact list, the number '412551212' is displayed.

Removing All Alerts from an Account

To remove all Commercial Card alerts and contacts from an account, select 'Disenroll' on the Alerts main page.