

### How to Submit a Client Service Inquiry Online

To protect your account information and provide the highest level of service, we are no longer accepting client service inquiries through email. Detailed instructions are outlined below for submitting inquiries to Treasury Management Support using Secure Messaging eZBusiness Card Management.

### Online Messaging Via eZBusiness Card Management

**IMPORTANT:** Cut-off times apply to transaction origination and approval.

**Step 1:** Log in to eZBusiness Card Management

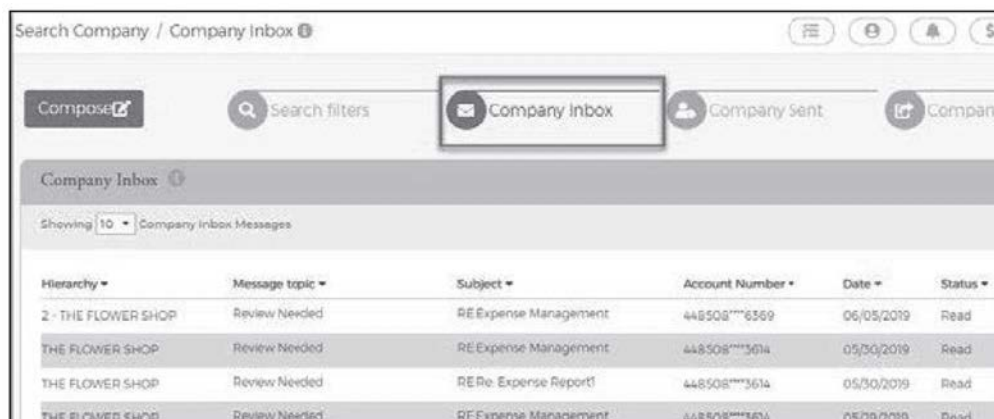
**Step 2:** To view the Company Inbox, select the Online Request icon in your Quick Links.



(NOTE: Depending on your security permissions, you may not see all the options included in this guide.) In the upper right of this page, select the **envelope** icon for Messaging



The **Search Company/Company Inbox** is displayed.



Icon descriptions:

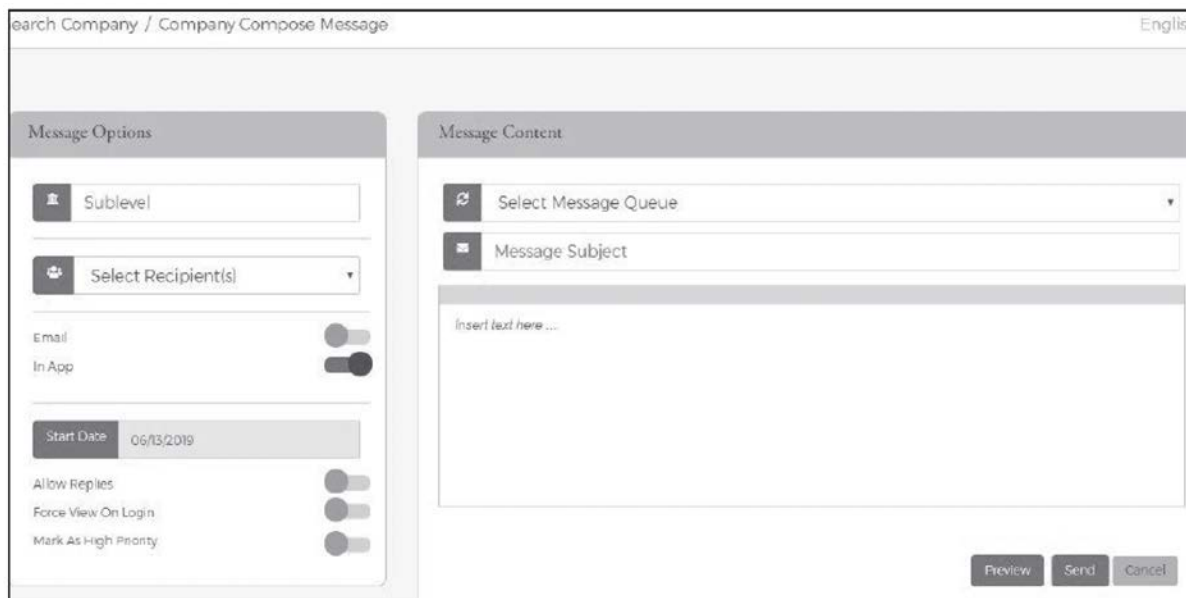
Icon	Description
	View detailed message
	Delete the message
	Archive the message
	Reply to the message

**Step 3:** To send a message from the Company Inbox, perform the following steps:

1. From the **Company Inbox**, click on **Compose**. (NOTE: Message Subject should be less than 128 characters, Message Body should be less than 4500 characters).



2. Complete the fields and click **Send**.



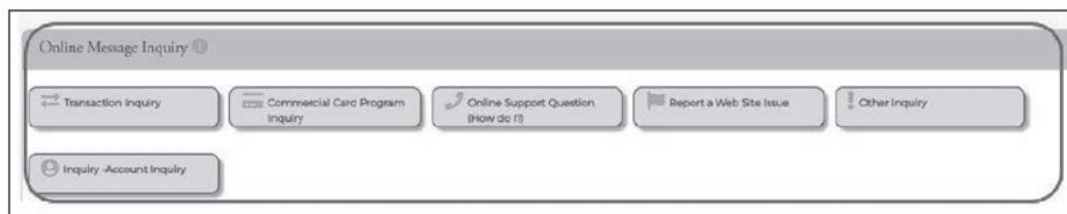
### Online Message Inquiry

Online Messages allow Company Admin Users and cardholders to submit a free-form message or inquiry to your bank. Message Types are used to sort messages in the Incoming Message queue so the bank can easily identify and address different types of messages, such as account inquiries or messages reporting website issues.

The available online message types include:

- Transaction Inquiry
- Commercial Card Program Inquiry
- Online Support Question (How do I?)
- Report a Website Issue
- Other Inquiry
- Account Inquiry

(NOTE: Within each of the above message types, you can click **View History Details** to view the message sent history).



## Transaction Inquiry

Transaction Inquiry is an online message system used to make any inquiry on cardholder transactions. To submit one, click the **Transaction Inquiry** icon and complete the highlighted fields that are displayed. Click **Send** once you have completed the fields.

The screenshot shows the 'Online Message Inquiry' interface. At the top, there are five buttons: 'Transaction Inquiry', 'Commercial Card Program Inquiry', 'Online Support Question (How do I?)', 'Report a Web Site Issue', and 'Other Inquiry'. Below these is an 'Inquiry -Account Inquiry' button. The main form area is titled 'Transaction Inquiry' and contains two text input fields labeled 'Subject' and 'Message'. At the bottom of the form are two buttons: 'Send' and 'View History Details'.

## Commercial Card Program Inquiry

Commercial Card Program Inquiry is an online message system used to make any inquiry on the cardholder's commercial card program. To submit one, click the **Commercial Card Program Inquiry** icon and complete the highlighted fields that are displayed. Click **Send** once you have completed the fields.

The screenshot shows the 'Online Message Inquiry' interface. The 'Commercial Card Program Inquiry' button is highlighted with a red box. The main form area is titled 'Commercial Card Program Inquiry' and contains two text input fields labeled 'Subject' and 'Message'. At the bottom of the form are two buttons: 'Send' and 'View History Details'.

## Online Support Question

Online Support Question is an online message system used to support the cardholder's online queries. To submit one, click the **Online Support Question (How do I?)** icon and complete the highlighted fields that are displayed. Click **Send** once you have completed the fields.

The screenshot shows the 'Online Message Inquiry' interface. The 'Online Support Question (How do I?)' button is highlighted with a red box. The main form area is titled 'Online Support Question (How do I?)' and contains two text input fields labeled 'Subject' and 'Message'. At the bottom of the form are two buttons: 'Send' and 'View History Details'.

## Report a Website Issue

Report a Website Issue is an online message system used by the cardholder to report any website issue. To submit one, click the **Report a Website Issue** icon and complete the highlighted fields that are displayed. Click **Send** once you have completed the fields.

The screenshot shows the 'Online Message Inquiry' interface. At the top, there are five buttons: 'Transaction Inquiry', 'Commercial Card Program Inquiry', 'Online Support Question (How do I?)', 'Report a Web Site Issue', and 'Other Inquiry'. Below these is an 'Inquiry - Account Inquiry' button. The 'Report a Web Site Issue' form is active, showing a 'Subject' field and a 'Message' field. At the bottom of the form are 'Send' and 'View History Details' buttons.

## Other Inquiry

Other Inquiry is an online message system used by the cardholder to make any other inquiry. To submit one, click the **Other Inquiry** icon and complete the highlighted fields that are displayed. Click **Send** once you have completed the fields.

The screenshot shows the 'Online Message Inquiry' interface. At the top, there are five buttons: 'Transaction Inquiry', 'Commercial Card Program Inquiry', 'Online Support Question (How do I?)', 'Report a Web Site Issue', and 'Other Inquiry'. Below these is an 'Inquiry - Account Inquiry' button. The 'Other Inquiry' form is active, showing a 'Subject' field and a 'Message' field. At the bottom of the form are 'Send' and 'View History Details' buttons.

## Account Inquiry

Account Inquiry is an online message system used to make any inquiry on the cardholder's account. To submit one, click the **Account Inquiry** icon and complete the highlighted fields that are displayed. Click **Send** once you have completed the fields.

The screenshot shows the 'Online Message Inquiry' interface. At the top, there are five buttons: 'Transaction Inquiry', 'Commercial Card Program Inquiry', 'Online Support Question (How do I?)', 'Report a Web Site Issue', and 'Other Inquiry'. Below these is an 'Inquiry - Account Inquiry' button. The 'Inquiry - Account Inquiry' form is active, showing a 'Subject' field and a 'Message' field. At the bottom of the form are 'Send' and 'View History Details' buttons.