

Commercial Card Support Resources

Umpqua Team	Contact Info	Responsibilities
<p>Commercial Card Support</p> <p>Provides daily servicing support to Company Program Administrators managing their Commercial Card Programs.</p>	<p>866-472-0368 ccards@umpquabank.com Available M-F 8AM – 5PM PST</p>	<p>Program Admin Support:</p> <ul style="list-style-type: none"> • Provides Client Training • Adds or Changes Program Admins • Assists with eZBusiness Card Management and eZCard Info <p>Inquiry Assistance:</p> <ul style="list-style-type: none"> • Cards and Company Account • Billing and Payment • Reporting • Statement and Transactions • Visa Spend Clarity <p>Account Maintenance:</p> <ul style="list-style-type: none"> • Adds Accounts (Plastic and Virtual) • Orders Cards • Spending / Merchant Category Code (MCC) Changes • Billing Account Changes • Account Closures
<p>Commercial Card Disputes</p> <p>Aids in transaction disputes or initiating fraud claims.</p>	<p>1-800-299-9842 or via eZBusiness and eZCard Info 24-Hour Support</p>	<p>Merchant Disputes Fraud Transactions Monitor, Update, or Cancel Claims</p>
<p>Strategic Account Manager</p> <p>Supports program initiatives towards growth and maximizing benefits.</p>	<p>ccards@umpquabank.com for routing to your assigned Account Manager.</p>	<p>Program Growth, Optimization, and Review Promotes Commercial Card Best Practices Offers Program Enhancement Recommendations Provides Additional Solution Support:</p> <ul style="list-style-type: none"> • Revenue Share Inquiries • Virtual Payables and ePayables • Fleet Management • Vendor Payments
<p>Cardholder Customer Service</p> <p>Provides card information and assistance to all commercial card cardholders.</p>	<p>866-777-9013 24-Hour Support</p>	<p>Report Lost Cards, Stolen Cards, or Fraudulent Activity Request Balance and/or Decline Inquiries Activate Cards Request Manual Authorizations Request Statements EZ Card Info Cardholder Assistance</p>

Online Resource	Link / URL	Features
<p>eZBusiness Card Management</p> <p>Online Portal for Commercial Card Program Administrators.</p>	<p>https://www.ezbusinesscardmanagement.com/bid/880056</p>	<p>Manage Cardholders, Cards, and Card Limits Conduct Transaction or Account Research Schedule and Maintain Reports Dispute Transactions Process Account Payments</p>
<p>eZCard Info</p> <p>Online Portal for Commercial Cardholders</p>	<p>https://www.ezcardinfo.com/login.aspx?BID=880056#/</p>	<p>View Account Balance, Statements, and Account History View Payment Amount Due and Payment History Set Email Alerts Dispute Transactions</p>
<p>Visa Spend Clarity – Enterprise</p> <p>Online Portal providing Expense Management visibility, control, and reporting.</p> <p>Contact Your Account Manager for Details.</p>	<p>https://identity.enterprise.spendclarity.visa.com/login</p>	<p>Transaction Coding for General Ledgers or Departments Enhanced Transaction Data, Including Reports and Data Extracts Receipt and Mobile Receipt Imaging Manage Cardholder Out-of-Pocket Expenses</p>
<p>Commercial Card Resource Site</p>	<p>https://www.umpquabank.com/help-center/commercial-card-management</p>	<p>Umpqua Bank Resources for Managing your Commercial Card Program.</p>