

Umpqua Bank Commercial Card Mobile Wallet Setup Guide

Your Company has now been activated for Mobile Wallet use. If you prefer to discontinue this functionality or switch to opt-in specific cardholders, please contact us by email at CMLCards@columbiabank.com.

Successful Cardholder Provisioning Steps

Step 1:

Cell Phone and Email confirmation

- Let your cardholders know they now have Mobile Wallet capabilities.
- Ensure cardholders have current email and cell phone information on file.

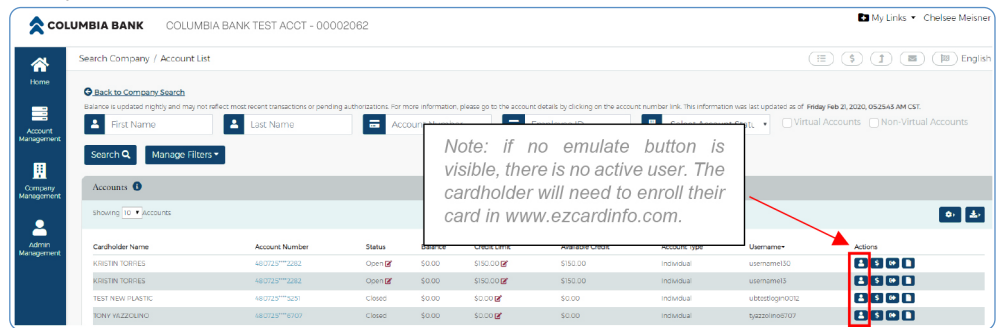
Option 1:

- Have cardholders update their own information referencing page 3 of the the eZCard quick reference guide located here: [Cardholder quick reference guide](#)

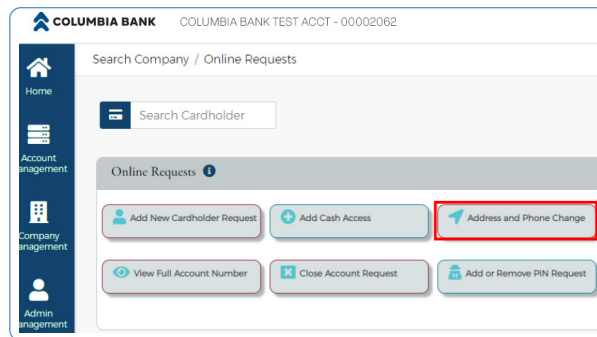
**Note: Email addresses added or updated in eZCard are uploaded as part of the nightly batch cycle. Your cardholder will need to wait until the following day to provision their card.*

Option 2:

- Log into <https://www.ezbusinesscardmanagement.com/> and follow the steps below:
 - Step 1: Emulate an enrolled eZCard User and update the email on their behalf. Access your account list then click on the 'Emulate' action button as shown below.



- Step 2: Update Cellphone of the Cardholder by accessing Online Requests > click 'Address and Phone Change'



- Terms and conditions for Mobile Wallet are available here: [Digital Wallet Rules and Regulations](#)

Step 2:

Provisioning

- Provide provisioning guides to all cardholders with Mobile Wallet access. These guides can be accessed at our [Commercial Card Resources](#) page.
- **One time passcode (OTP):** Your cardholders will need to provision their Columbia Bank Commercial cards, involving an OTP which **requires a valid cell phone and email to be in place** **see step 2 for instruction*. These will be used to send out a passcode to the cardholders during the provisioning process.

Upon successful provisioning, cardholders will receive an email confirming mobile wallet availability.

Troubleshooting:

- For further questions or assistance, contact the Commercial Card Department at CMLCards@columbiabank.com or by calling 866-472-0368.