COLUMBIA BANK

Commercial Card Support Resources

Support Contacts

COLUMBIA TEAM	CONTACT INFORMATION	RESPONSIBILITIES
Commercial Card Support Provides daily servicing support to Program Administrators managing their company's Commercial Card programs.	866-472-0368 ccards@columbiabank.com Support hours: M-F 8AM – 5PM PST	**Program Administrator support:** » Customer training » Add or change Program Administrators » eZBusiness card management and eZCard assistance **Inquiry assistance:** » Cards and company account » Billing and payment » Reporting, statements and transactions » Visa Spend Clarity **Account maintenance:** » Add or close accounts, plastic and virtual » Orders cards » Spending and Merchant Category Code (MCC) changes » Billing account changes
Commercial Card Disputes Aids in transaction disputes or initiating fraud claims.	800-299-9842 Via eZBusiness and eZCard 24-hour support	Merchant disputes Fraud transactions Monitor, update, or cancel claims
Account Manager Supports program initiatives towards growth and maximizing benefits.	ccards@columbiabank.com	Program growth, optimization, and review Commercial Card best practices Additional solution support: » Revenue share inquiries » Virtual Payables and ePayables » Fleet management » Vendor payments
Cardholder Customer Service Provides card information and assistance to all Commercial Card cardholders.	866-777-9013 24-hour support	Report lost or stolen cards and fraudulent activity Request balance, statements and decline inquiries Manual authorizations Card activation eZCard cardholder assistance

COLUMBIA BANK

Online Resources

ONLINE RESOURCE	LINK / URL	FEATURES
eZBusiness Card Management Online portal for Commercial Card Program Administrators.	https://www.ezbusinesscardmanagement.com/Login.aspx	Manage cardholders, cards and card limits Conduct transaction or account research Schedule and maintain reports Dispute transactions Process account payments
eZCard Online portal for Commercial Card cardholders	https://www.ezcardinfo.com/login.aspx?BID=880056#/	View account balance, statements, and account history View payment amount due and payment history Set email alerts Dispute transactions
Visa Access Online portal for Visa Payables Automation (VPA) access and management. Contact your Account Manager for details.	https://www.visaonline.com/login/	Payables invoicing Supplier management Reporting Payment maintenance Admin and user maintenance
Visa Spend Clarity – Enterprise Online portal providing expense management visibility, control and reporting. Contact your Account Manager for details.	https://identity.enterprise.spendclarity.visa.com/login	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
Commercial Card resources Provides card information and assistance to all Commercial Card cardholders.	https://www.columbiabank.com/help-center/commercial-card-management	Access resources for managing your Commercial Card program