



**Bank**

America's Most Convenient Bank®

**TD Commercial Plus Card**  
**Cardholder Guide**





# ***TD Commercial Plus Card***



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# TD Commercial Plus Card Chip and PIN



## Welcome to TD Commercial Plus Card!

These new cards have important features that make them more secure and easier to use around the world. Your TD Commercial Plus Cards is set up with EMV chip and PIN technology.

New contact chip



**Why PINs?**

- The use of PINs protects cardholders against unauthorized transactions resulting from lost or stolen cards if attempts are made to use the cards at terminals programmed to accept chips and PINs.
- Chip and PIN technology is widely used abroad, and international travel will be more convenient with the new TD Commercial Plus Cards.

**Will a PIN be needed to use the new chip card?**

- It depends. Cardholders will need to assign a PIN during the activation process; however, the merchant terminal determines whether a PIN or signature is required to complete the transaction.

**Using chip cards at chip-enabled terminals:**

- Instead of swiping, chip card is inserted into terminal "reader"
- Chip card remains in terminal for duration of transaction
- Terminal will prompt cardholder for PIN or signature
- Transaction is now complete; remove card from terminal



**How do chip cards work at stores without chip-enabled terminals?**

- The new card has a magnetic strip as well as the embedded chip. If a store or merchant has not upgraded to chip technology, the card can be swiped.
- Phone and online purchases can be completed as done in the past (Card Number, Expiration Date and CVV2 Code)

**What will happen during the first transaction?**

- At a chip and PIN terminal.** The first time the chip card is used at a chip and PIN terminal with a cashier present, the cardholder will be prompted to sign for the transaction. This allows the PIN established during activation to be loaded onto the card. Future transactions at chip and PIN terminals will require the cardholder to enter their PIN.
- At all other terminals.** The card will function like the old magnetic strip card at non-chip and PIN terminals until the PIN is loaded onto the card. This includes purchases made online and via telephone.



# TD Commercial Plus Card Cardholder Logon Info



■ [www.centresuite.com/centre?TDBankCard](http://www.centresuite.com/centre?TDBankCard)

■ **Suggested Browsers:**

Internet Explorer 11.0 or higher

Google Chrome

Mozilla Firefox



### Enter credentials

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

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

Language

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

**Registration**  
[Not registered?](#)

[Terms & Conditions](#) [Privacy Policy](#)

Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox





# TD Commercial Plus Card Initial Log In Process



- You will need the user profile letter received with your TD Commercial Plus Card to complete the initial log in
- Enter your user ID located on the letter into User ID
- Your initial password will be TDb1234\$ (case sensitive)
- Click LOG ON



### Enter credentials

User ID  
[Redacted]

Password (Forgot your password?)  
[Redacted]

Language  
English (United Kingdom)

LOG ON

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

Registration  
[Not registered?](#)

[Terms & Conditions](#) [Privacy Policy](#)

Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox





# TD Commercial Plus Card Initial Log In Process Cont'



## ■ System will ask you to select and answer five security questions.

- Select and answer one question from each of the five sets. Use only Uppercase or lower case letters (a-z, A-Z), numbers (0-9), and single spaces in your answers. Do not use punctuation or symbols.
- Each answer must be unique (cannot use the same answer for multiple questions)
- Hint: It is recommended that the user selects questions and answers that can easily be recalled in the future.
- Security questions are to help verify your identity in the case you need to use the Unlock/Reset Password process or simply logging in from a different location.

## ■ Click **SUBMIT**

### Additional Security Information

To help protect your logon 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 lower case letters (a-z, A-Z), numbers (0-9), and single spaces in your answers. Do not use punctuation or symbols.

[Help me with this task](#)

Security Question #1

Security Answer #1

Confirm Security Answer #1

Security Question #2

Security Answer #2

Confirm Security Answer #2

Security Question #3

Security Answer #3

Confirm Security Answer #3

Security Question #4

Security Answer #4

Confirm Security Answer #4

Security Question #5

Security Answer #5

Confirm Security Answer #5



# TD Commercial Plus Card Initial Log In Process Cont'



- Changing the password:
  - Enter the initial password used (TDb1234\$)
  - Enter a new password – Must contain the following:
    - At least 8 and not more than 25 characters
    - At least 1 lowercase alpha character(s) (a-z)
    - At least 1 uppercase alpha character(s) (A-Z)
    - At least 1 number character(s) (0-9)
    - At least 1 special character(s) (non-alphanumeric)
    - Password cannot contain " % ' [ ] \ / # space & < >
  
- Enter a Password Hint
  - A hint will be emailed to you if you use the Forgot Your Password link
  - Hint can not match your password
  - Must contain at least 5 characters
  
- Click SAVE
  
- You will receive a confirmation message stating your password has been changed, Click OK

myP-Card Portal

Please enter a new password

Old password:

New password: [?]

Confirm new password:

Password hint: [?]  
 x

Already have an account?  
[Log On](#)

Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox

myP-Card Portal

Password Confirmation

Your password has been changed.

Already have an account?  
[Log On](#)

Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox



# TD Commercial Plus Card Initial Log In Process Cont'



- Review License Agreement and click "Agree" at the bottom of screen.

End User License Agreement

### END-USER LICENSE AGREEMENT

**IMPORTANT — READ CAREFULLY  
THIS IS A LEGAL DOCUMENT**

**TO USE THE APPLICATION(S) YOU MUST AGREE TO THIS END-USER LICENSE AGREEMENT. BY CLICKING "I AGREE" BELOW, YOU AGREE TO AND WILL BE BOUND BY THE TERMS AND CONDITIONS SET FORTH IN THIS END-USER LICENSE AGREEMENT. IF YOU DO NOT AGREE, YOU WILL NOT BE AUTHORIZED TO USE THE APPLICATION(S).**

#### SECTION 1 DEFINITIONS

The following defined terms shall have the meanings set forth below:

"EULA" shall mean this End-User License Agreement.

"Application(s)" shall mean the computer software programs offered to you over the Internet or Customer's intranet that are accessible by agreeing to this EULA, including any associated media, printed materials, and online or electronic documentation. Your access to the Application(s) and the features available (including the ability to make a payment) will depend on the arrangement between Provider and Customer, as well as your level of authorized access provided by the Customer's program administrator.

"Customer" shall mean the entity and any of its subsidiaries that entered into agreements with the Financial Institution for the provision of the Application(s) for use by the Customer, as an entity, and by its authorized employees, consultants, and/or other users.

"End User" shall mean you, individually, as the user of the Application(s), as well as the Customer with which you are associated. Any

**Entire Agreement.** This EULA and the Privacy Policy referenced herein represent the complete and exclusive statement of the agreement and understanding between you and Provider regarding your rights to access and use the Application(s) and the provision of Related Services and Information. This EULA supersedes all prior and contemporaneous agreements and representations regarding such subject matters, including any verbal representations or agreements that may have been reached.

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).

[Terms & Conditions](#) [Privacy Policy](#)

Supported Browsers: Microsoft Windows version of Internet Explorer 11.0, Google's most current version of Chrome and Mozilla's most current version of Firefox





# TD Commercial Plus Card Card Activation Process



## VERY IMPORTANT!

### Before calling to activate your card you MUST complete this process!

- Click on ACCOUNTS at the top of the screen, then click MANAGE ACCOUNTS
- Your card information will appear, if you have multiple cards you will have to complete this for each card account (from the manage accounts screen you would select the account you want to edit)
- Scroll down to WORK PHONE and HOME PHONE
  - Very important these phone numbers are up to date in the case a fraud agent has any questions regarding your account
  - Please verify the phone number listed currently is the best phone for you to be reached, if you travel and not always available at the work phone number listed always best to add a cell phone number as well
  - Enter the phone numbers including area code with no dashes
- Scroll down to DATE OF BIRTH
  - Enter your valid date of birth
  - This will be needed for account verification when activating your account as well as calling to reset your PIN, report the card lost, dispute a charge etc.
- After phone numbers and date of birth have been updated scroll to the bottom of the screen and click submit
- At the top of the screen you should receive a message the update to the account was successful. You now ready to call and activate your card!

The screenshot shows the 'P-Card Portal' interface. At the top, there is a navigation bar with 'HOME', 'STATEMENTS', 'ACCOUNTS', 'REPORTS', 'EXPENSES', and 'HELP'. The 'ACCOUNTS' tab is selected, and a 'MANAGE ACCOUNTS' button is visible. Below this, there are three sections:

- Home Phone: [?]**: A yellow input field.
- Work Phone: [?]**: A yellow input field containing the number '2071234567'.
- Date of birth: [?]\***: Three dropdown menus showing 'Jan', '1', and '2001'.

At the bottom of the form is a grey 'SUBMIT' button. Below the form, the text 'Account Management for SOM TESTER' is displayed. At the very bottom, a blue banner contains the message: 'Update on account 433088\*\*\*\*\*9276 successful'.



# TD Commercial Plus Card Card Activation Process Cont'



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## Card Activation Automated Process

**Must complete steps on Page 9 before activating card**

**Available 24/7**

- Call 877-701-0062 and follow the quick and easy automated process
  - Enter 16-digit card number
  - Enter the last four digits of SSN followed by the # sign
  - Enter DOB as follows MMY followed by the # sign
  - Enter a 4-digit PIN (to be used at CHIP enabled terminals)
  - Re-enter the 4-digit PIN
  - If all verification pieces are successful you will receive a message your card has been activated and PIN has been set. If something entered was incorrect you will be transferred to a live agent for further assistance.

Your card is now activated and ready for first time use



# ***TD Commercial Plus Card***



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  - Password Management
  - Message BoardPages 12-13
  
- **Statement Module**
  - Card Spend Summary
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  - Manage AccountsPage 17
  
- **Reports Module**
  - Standard Reports
  - Reports Scheduler
  - Output LogPages 18-20



# TD Commercial Plus Card Online Home Screen



## Home Screen

- Passwords are valid for 75 days
  - Ten days prior to expiration user will see message on home screen stating how many days left to change password
  - Click on your name in the top right corner and click on Edit Password if you choose to change your password before it expires.
  - If password is not updated before the ten day countdown has expired the next log in the user will be prompted to update the password before logging in.





# TD Commercial Plus Card Online Message Board



## Message Board

- Message Board is used by Program administrators and/or TD Bank to post important messages to users such as important phone numbers, system outages, internal memos etc.
- Click View on the home screen (1) to see the message details or click on the Message icon (2) at the top to view all message details.

myP-Card Portal

A service provided by:  
MAINE DEPARTMENT OF ADMINISTRATIVE AND FINANCIAL SERVICES

TD

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HOME STATEMENTS ACCOUNTS REPORTS EXPENSES HELP

You last logged in on: 02 February ;

IMPORTANT PHONE NUMBERS View

Take some of the stress out of traveling View



# TD Commercial Plus Card Online Statements Module



## Account Activity

- Summary – Provides real time account balance and last statement cycle balance.
  - Current Balance reflects transactions that have posted for the current statement cycle.
  - Available to Spend reflects transactions that have posted for the current statement cycle as well as any authorizations that are still pending.
  - Credit Limit reflects your allotted credit limit for each statement cycle.
  - Summary of Last Statement will show your statement balance from the previous cycle. This information will be available to you the morning after each statement close.



### Account Details for

Summary	Transactions	Statements
<b>Activity Since Last Statement</b>		
Current balance:		\$1,593.99
Available to spend:		\$23,406.01
Credit limit:		\$25,000.00
<a href="#">EXPAND DETAILS [+]</a>		
<b>Summary of Last Statement</b> (Statement Date: 2/14/2017 )		
Statement balance:		\$251.93
<a href="#">EXPAND DETAILS [+]</a>		

*The current balance amount includes last payment received and cash advances.*



# TD Commercial Plus Card Online Statements Module Cont'



## Transactions

- Transactions – Provides cardholder transaction history for current cycle and previous six months.
  - This does not include pending Authorizations and Declines, please contact program administrator for further assistance regarding this information.
  - This information can be exported into Excel. You would need to choose Excel in the Download Format dropdown menu and click on Download.
  - You can only view back 6 months worth of history on this screen but you can view 24 months worth of history by running a Transaction Report through Standard Reports.

The screenshot shows the 'myP-Card Portal' interface. At the top, there are navigation tabs: HOME, STATEMENTS (highlighted), ACCOUNTS, REPORTS, EXPENSES, and HELP. Below the navigation is the 'Account Details for' section with three tabs: Summary, Transactions (selected), and Statements. Under the Transactions tab, there are controls for 'Statement Cycle' (set to 'Current'), 'Download format' (set to 'Select'), and buttons for 'DOWNLOAD' and 'PRINT THIS PAGE'.

Merchant	Posted	MCC	MCC Description	Original Amount	Currency Desc	Conversion Rate	Billed Amount
AMAZON.COM	2/20/2017	5942	Book Stores	210.22	US Dollar (840)	1.000000000	\$210.22
WB MASON	2/20/2017	5111	Stationary, Office Supplies, Printing and Writing	1,324.72	US Dollar (840)	1.000000000	\$1,324.72
AMAZON MKTPLACE PMTS	2/16/2017	5942	Book Stores	59.05	US Dollar (840)	1.000000000	\$59.05



# TD Commercial Plus Card Online Statements Module Cont'



## Statements

- Statements – Provides last six months worth of statements of cardholder’s account
  - Adobe Acrobat Reader Required
  - Click on the PDF symbol to open your statement
  - You can only view back 6 months worth of history on this screen but you can view 24 months worth of statements by running a Statement of Account Report through Standard Reports.

The screenshot displays the 'myP-Card Portal' interface. At the top, there is a navigation menu with options: HOME, STATEMENTS (highlighted), ACCOUNTS, REPORTS, EXPENSES, and HELP. Below the navigation, the page title is 'Account Details for' followed by a masked account number. There are three tabs: 'Summary', 'Transactions', and 'Statements'. The 'Statements' tab is active, showing a date 'Tuesday, February 14, 2017' and a PDF icon. A warning message from Adobe Acrobat Reader is displayed, stating: 'To view a statement, you must first have Adobe Acrobat Reader installed. You can download Acrobat Reader for free from Adobe's web site.' At the bottom, there are links for 'Terms & Conditions' and 'Privacy Policy'.



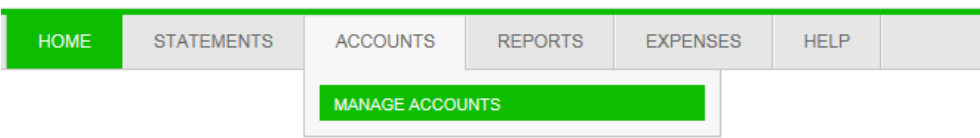


# TD Commercial Plus Card Online Accounts Module



## Manage Accounts

- Provides information linked to the card account such as address, phone number(s), email address, expiration date etc.
  - Phone numbers can be updated at anytime. Always a good idea to include the phone number(s) where you are most luckily to be reached including after hours or on the weekend. These phone numbers are used by the fraud group to reach out regarding any questions they may have on the account.
  - Maintenance submitted on this page (Phone numbers and Date of Birth are real-time changes)
  - If further maintenance is needed to the account such as credit limit change, name or address change etc. please contact your program administrator for assistance.



Account Management for SOM TESTER

\*Required field  
Note: Yellow indicates field is updated real-time

### Card Information

Account Number  
433085\*\*\*\*\*9275

Card line 1: [?]  
SOM TESTER

Card line 2: [?]  
STATE OF MAINE

Master Accounting Code [?]

Home Phone: [?]

Work Phone: [?]

Date of birth: [?]\*





Account Management for SOM TESTER

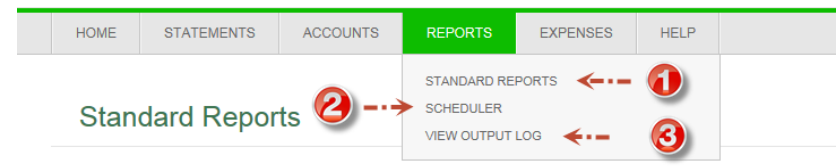
Update on account 433085\*\*\*\*\*9275 successful



# TD Commercial Plus Card Online Reports Module



## Standard Reports



- 1. Standard Reports are available to users. Reports can be downloaded in a variety of output formats that best fit your needs.
- Sample reports are available to be viewed. These samples provide a description of items found in the reports.
- These reports provide twenty-four months of cardholder history.
- User will receive an email when report is ready to view within the output log.



Run	Schedule	Sample	Delete	Report Name	Number	Category	Description
				<a href="#">Statement of Account Report</a>	1200	Account	List of transactions sorted and grouped by account holder for use while reconciling expenses
				<a href="#">Statement of Account Report with Fuel Purchase Detail</a>	1240	Account	List of transactions grouped and subtotaled by fuel transactions and non-fuel transactions
				<a href="#">Transaction Report</a>	1710	Transaction	Detail or summary of all transactions made by account holders
				<a href="#">Expense Report</a>	3120	Expense	Expense report
				<a href="#">Merchant Report</a>	6100	Merchant	Detail or summary of all transactions sorted by selected merchants



# TD Commercial Plus Card Online Reports Module Cont'



## Report Scheduler

Navigation menu: HOME | STATEMENTS | ACCOUNTS | **REPORTS** | EXPENSES | HELP

Standard Reports **2** →

- STANDARD REPORTS ← **1**
- SCHEDULER ← **3**
- VIEW OUTPUT LOG ← **3**

- 2. Users can schedule reports to automatically run on a daily, weekly or monthly basis.

**Schedule New Task<sup>[?]</sup>**

Task category: Reports [?]

SEARCH

**Available Reports**

Schedule	Sample	Report Name	Number	Category	Description
<input type="checkbox"/>		Expense Report	3120	Expense	Expense report
<input type="checkbox"/>		Merchant Report	6100	Merchant	Detail or summary of all transactions sorted by selected merchants
<input type="checkbox"/>		Statement of Account Report	1200	Account	List of transactions sorted and grouped by account holder for use while reconciling expenses
<input type="checkbox"/>		Statement of Account Report with Fuel Purchase Detail	1240	Account	List of transactions grouped and subtotaled by fuel transactions and non-fuel transactions
<input type="checkbox"/>		Transaction Report	1710	Transaction	Detail or summary of all transactions made by account holders

**Output Format**

Output format: [?]  
Excel

**Format options**

Detail level: [?]  
 Transaction  Summary

Display transaction notes: [?]  
 Yes  No

Display line item detail: [?]  
 Yes  No

Print report criteria on the last page: [?]  
 Yes  No

Include a header note: [?]  
 Yes  No

**Name and schedule task**

Task name\*

Frequency  
 Daily  
 Weekly  
 Monthly  
 Select day of month: 1

Cycle  
 Cycle name: State of Maine

Delay

**Select notification option**

Email me when the report is ready  
 Yes  No [?]

NEXT Cancel



# TD Commercial Plus Card Online Reports Module Cont'



## View Output Log

- 3. Once a report has been created, either manually or by the scheduler, the user will receive email notification alerting them that report is ready to be viewed in their Output Log.
  - Your Output Log can be found under the Reports tab (1).
  - You will see the status as Waiting when you first run the report. To update the status you can click on Refresh Status (2).
  - Once the file is ready you'll need to click on the Download File icon (3).

HOME STATEMENTS ACCOUNTS **REPORTS** EXPENSES HELP

STANDARD REPORTS  
SCHEDULER  
**VIEW OUTPUT LOG**

**2** REFRESH STATUS

Output Log [?]

Delays may occur when processing volume is high.

Show: All Events

Download file	Unmap	Name	Status	Output Level	Type	Date Range	Run Date	Size
<b>3</b>		Transaction Report	Ready		Report: Transaction	1/1/2017 - 1/31/2017	2/28/2017 2:44 PM	5K



# ***TD Commercial Plus Card***



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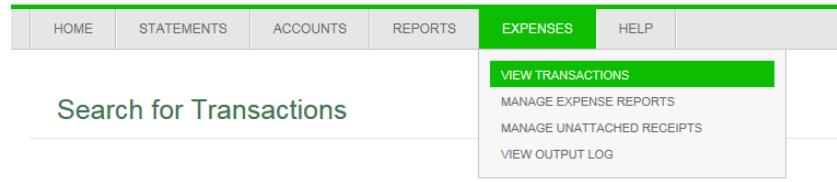


# TD Commercial Plus Card Online Expense Module



## View Transactions

- When searching for a transaction, user must specify a date range for the transaction. Options for additional search criteria can be found under the Advanced Search tab. Specifying additional criteria can be useful when choosing a date range that contains numerous transactions.



HOME STATEMENTS ACCOUNTS REPORTS **EXPENSES** HELP

### Search for Transactions

Select a saved search: [?] Display format: Default

Select a saved search  Default

Date range: \* From: 2/14/2017 To: 2/24/2017

Last 10 days

Number of results per page: 100

Include transactions:

Not assigned to an expense report  Assigned to an expense report  Both

Transaction type:

Out-of-pocket transactions only  Card transactions only  Both

Advanced Search [+]

**RUN SEARCH** [Save Search](#) [Delete Search](#)

Advanced Search [-]

**Advanced Search** [\(Reset Criteria\)](#)

MCC/Expense Type  +

Merchant Information  +

Amount  +

Addendum Information  +

Allocation Information  +

Mapped Status  +



# TD Commercial Plus Card Online Expense Module Cont'



## Viewing Transactions

- Search results will provide transactions and merchant/transaction details when available.
  - Please note these are hard posted transactions, if you need to view or have questions regarding pending and/or declined authorizations please contact your program administrator.

← Back to Search

Search Results [?] EXPORT

Date Range: 2/14/2017 - 2/24/2017 **With unsplit transactions show:**  Split Transactions  Split Detail  Split Transactions and Split Detail

Action: [?] 📄 📊 🔒 🗨️ Display format: [?] Default GO EDIT

SAVE Undo

	Split	Details	Posted Date	Occurred Date	Billing Amount	Merchant Name	Account Name	Description	FUND (10)	AGENCY (3)	UNIT (4)	SUB UNIT (2)	OBJECT (4)
<input type="checkbox"/>			2/16/2017	2/15/2017	\$59.05	AMAZON MKTPLACE PMTS			038	18B	1052	01	5627
<input type="checkbox"/>			2/20/2017	2/16/2017	\$1,324.72	WB MASON			038	18B	1052	01	5602
<input type="checkbox"/>			2/20/2017	2/17/2017	\$210.22	AMAZON.COM			038	18B	1052	01	5627

Transaction Detail [?] PREVIOUS NEXT [?]

AMAZON MKTPLACE PMTS

59.05

2/16/2017

---

Transaction Allocation and Expense Type [?] ▲

---

Transaction Information [?] ▲

Merchant:	AMAZON MKTPLACE PMTS	Diverted:	True
Amount:	59.05	Original Amount:	59.05
Sales Tax:	0.00	Original Currency:	US Dollar (840)
Posted:	2/16/2017	Conversion Rate:	0.000000000
Transaction Date:	2/15/2017	Transaction ID:	338958696
Merchant Reference #:	24692167046000021541550		
MCC:	5942		
Purchase ID:	115-0666541-06996		

---

Merchant Information [?] ▼

---

Account Information [?] ▼

---

Transaction Status [?] ▼

---

Purchase [?] ▼



# ***TD Commercial Plus Card Online Expense Reports***



**Bank**

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- Your expense report will automatically be generated for you. The report will create when your first transaction is posted for any given statement cycle.
- When each cycle ends, you will receive an e-mail notification letting you know that your expense report is ready to submit.
- You do not have to wait until the cycle closes to edit your expense report. You can code your transactions at any time. The system will not allow you to submit your report until the cycle has closed.





# TD Commercial Plus Card Online Editing an Expense Report



There are 2 different ways you can access your expense report.

1. Home Screen>My Tasks>Click In Progress
2. Go to Expenses>Click Manage Expense Reports

The screenshot shows the TD Commercial Plus Card Online portal. At the top, there are logos for 'myP-Card Portal' and 'Maine Department of Administrative and Financial Services'. The navigation bar includes: HOME, STATEMENTS, ACCOUNTS, REPORTS, EXPENSES, and HELP. A dropdown menu is open under 'EXPENSES', listing: VIEW TRANSACTIONS, **MANAGE EXPENSE REPORTS**, MANAGE UNATTACHED RECEIPTS, and VIEW OUTPUT LOG. Below the navigation bar, there are links for 'TD Commercial Plus Card Online - System Out' and 'IMPORTANT PHONE NUMBERS'. The main content area is split into two sections: 'View Account Details' and 'My Tasks'. The 'View Account Details' section shows account information for 'My Account' with a credit limit of \$25,000.00, a last transaction of \$210.22 on 2/20/2017, and 3 transactions to report totaling \$1,593.99. The 'My Tasks' section shows a list of tasks: 'Review Transactions to Report', 'Create Expense Report', 'In Progress (1)', 'Recently Approved (0)', and 'Unassigned (0)'. The 'In Progress' task is highlighted in yellow.



# TD Commercial Plus Card Online Editing an Expense Report Cont'



- Click on the Details button to open the Expense Report

myP-Card Portal

TD

HOME STATEMENTS ACCOUNTS REPORTS EXPENSES HELP

Manage Expense Reports [?] CREATE EXPENSE REPORT

Expense Reports Unattached Transactions Search Expense Reports

Unassigned [?] ▲

No reports found.

TAKE OWNERSHIP

In Progress [?] ▲

Details	Notes	Receipt	Report Id	System Created	Name on Account	Expense Report Name	Current Status	Date Submitted	Current Status Date	Reimbursable Total	Grand Total
...			0005062614	No			Unsubmitted	2/24/2017	2/24/2017	\$0.00	\$251.93



# TD Commercial Plus Card Online Completing Allocation Coding



- Changing allocation codes can be done simply by clicking on the box next to the field. A listing will appear so a valid code can be selected. User can also manually key in the coding which will be validated to ensure it is a valid code for the account.
- Allocation codes have been provided by the program administrator, any discrepancies should be reported to them for correction.
- Transaction descriptions are required (example – Office Supplies)

Step 4: Finalize Report [?]

Split or allocate transactions as necessary, add any out-of-pocket transactions required, and add notes to transactions.

Expense Report Name: 14 Feb 2017

Account:

Description:

Destination:

Dates: 1/10/2017 - 2/24/2017

Grand Total: \$291.93

Reimbursable Total: \$0.00

Receipt Attached: No

Action: [?]

Remove	Delete	Split Status	Detail	Date Posted	Date Occurred	Billing Amount	Merchant Name	Description	FUND (10)	AGENCY (3)	UNIT (4)	SUB UNIT (2)	OBJECT (4)	GRANT (1)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2/10/2017	2/8/2017	\$251.93	WB MASSON		038	188	1052	01	5602	

Select FUND (10) [?]

Search by: Select

Search for:  SEARCH

Valid code	Description
<input type="radio"/> 010	GENERAL FUND
<input type="radio"/> 012	HIGHWAY FUND
<input type="radio"/> 013	FEDERAL EXPEND. FUND
<input type="radio"/> 014	OTHER SPECIAL REVENUE
<input type="radio"/> 015	FEDERAL BLOCK GRANT FUND
<input type="radio"/> 016	HIGHWAY BOND FUND-ARBITRAGE

Page 1 of 4 (Items 1 to 20 of 73)

OK Cancel



# TD Commercial Plus Card Online Splitting a Transaction



- Transactions can be split multiple times by amount or percentage but must equal back to the original transaction amount.
- This can be completed by clicking the solid dot under Split Status
  - Choose the method you would like to use (Split by amount or Split by percent)
  - Enter the number of splits needed and click Go
  - Enter your allocation information for each split portion
  - Click Save and Return

<input type="checkbox"/>	Remove	Delete	Split Status	Detail	Date Posted	Date Occurred	Billing Amount	Merchant Name	Description	FUND (10)	AGENCY (3)	UNIT (4)	SUB UNIT (2)	OBJECT (4)
<input type="checkbox"/>	⊖			⋮	2/10/2017	2/8/2017	\$251.93	WB MASON		038	18B	1052	01	5602

[←Back to Search](#)

### Split Transactions [?]

Date Posted: 2/10/2017  
 Date Occurred: 2/8/2017  
 Billing Amount: \$251.93  
 Merchant Name: WB MASON

**Method:**  
 Split by amount     Split by percent    [?]  
 Number of splits    Add splits  
 2        **GO** [?]

**SPLIT EQUALLY** [?]    **ADD SPLITS FOR LINE ITEMS** [?]

Running total: \$0.00    Balance remaining: \$251.93

Description	Personal	Disputed	Mapped	Split Amount	Split Percent	FUND (10)	AGENCY (3)	UNIT (4)	SUB UNIT (2)	OBJECT (4)
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	No	0.00	0.00%	038	18B	1052	01	5602
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	No	0.00	0.00%	038	18B	1052	01	5602

**SAVE AND RETURN**    [Update Split Amount](#)    [Start Over](#) [?]    [Unsplit and Return](#) [?]    [Cancel](#)



# TD Commercial Plus Card Online Adding Receipts



## Attaching receipts online is optional

### If you are not attaching receipts online please still complete the manual process

- The system allows you to upload your receipts from your computer into your expense report.
- To upload your receipts click on Manage Receipts>Upload Receipts>Browse
- You will browse for the file on your computer. The file must be in .pdf, .jpeg, .tiff, .gif, or .png format and cannot be any larger than 5 megabytes. You can upload as many files as needed into your report.

Step 2: Attach Additional Transactions ▼

Step 3: Create Additional Out-of-Pocket Transactions ▼

Step 4: Manage Receipts ▲

Available Receipts
Upload Receipts

- Supported file types: .pdf, .jpeg, .tiff, .gif, and .png.
- Each file must be less than 5 megabytes.

↑
Browse

Name this Batch?

UPLOAD AND ATTACH

▼

Attached Receipts		Image	Description
Actions			
<span>⊖</span> <span>🗑️</span> <span>✏️</span>	<span>📄</span> PDF		May Amazon.pdf



# TD Commercial Plus Card Online Adding Receipts Cont'



- You can also add receipts through your mobile device. When accessing the site through a mobile browser, you need to click on Upload Receipts from your home screen.
- When you click on Upload Receipts the site will ask if you want to access your camera (if you still need to take a picture) or your photo gallery (if you have already taken a photo)
- After the receipts have been uploaded you can find them within your expense report under Manage Receipts> Available Receipts.

myP-Card Portal

A service provided by  
DEPARTMENT OF ADMINISTRATIVE AND FINANCIAL SERVICES

TD

HOME STATEMENTS ACCOUNTS REPORTS

IMPORTANT PHONE NUMBERS

Take some of the stress out of traveling

**View Account Details**

BARBARA J BUCK(433085\*\*\*\*\*1613)  
My Account

Credit Limit	\$25,000.00
Last Transaction Posted	\$210.22 2/20/2017
Transactions to Report	3 (\$1,593.99)
Unattached Transactions	Yes
Account Action(s)	Upload Receipts

VIEW LAST STATEMENT



# TD Commercial Plus Card Online Submitting Expense Report



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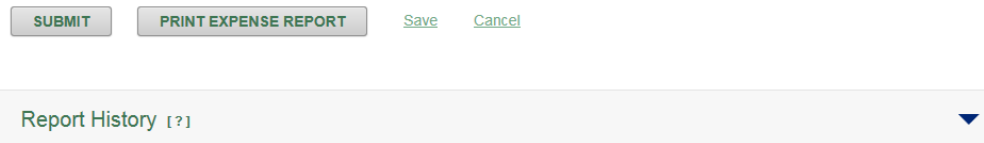
At the bottom of your screen you will see the option to Submit, Save, Cancel, and Print Expense Report.

**Submit** – This will allow you to complete your report and send it to your approver. Once report is submitted you will no longer be able to edit the expense report.

**Save** – This allows you to save your progress and come back to submit at a later time.

**Cancel** – This allows you to cancel any changes you have made since opening your report.

**Print Expense Report** – This allows you to print your report in PDF format. System will allow you to print the expense report with or without the attached receipts.





# TD Commercial Plus Card Online Submitting Expense Report Cont'



- When your report is complete, click on Submit at the bottom. If there are no errors, you will be given the opportunity to choose the approver you are sending your report to.
- If you receive errors when you click submit, the system will highlight the fields that need correction prior to submission.
- Once report is submitted, your selected approver will receive an email alerting them of pending expense report to be reviewed.

You are emulating: WHITNEY ANDERSON (Whita... END EMULATE USER SESSION

Split Status	Detail	Date Posted	Date Occurred
●	...	5/20/2016	5/19/2016
●	...	5/24/2016	5/14/2016
●	...	5/24/2016	5/14/2016
●	...	5/26/2016	5/26/2016
●	...	5/27/2016	5/14/2016
●	...	5/27/2016	5/26/2016
●	...	5/27/2016	5/26/2016
●	...	5/30/2016	5/26/2016
●	...	5/30/2016	5/27/2016
●	...	5/30/2016	5/28/2016

Submit Expense Report(s) ✕

Select Approver(s)

User Name	Business Unit	Approver Type
<input type="checkbox"/>	Direct Assign	Final

Note (Optional):

[Cancel](#)





# TD Commercial Plus Card Online Manage Expense Reports



- You can access previous and outstanding Expense Reports by going to Expenses>Manage Expense Reports.
- You will be able to see the status of all reports in progress. It will show under in progress if it is; pending approval, un-submitted, or incomplete.
- To view the Expense Report – click on the three dots under details.
- Once your report has been approved, you will then see this under Recently Approved. You can view recently approved reports for 30 days.
- If you need to view reports further back than 30 days, you can run the Expense Report under standard reports, here you can view reports up to 24 months.

The screenshot displays the 'Manage Expense Reports' interface. At the top, there is a navigation bar with 'EXPENSES' highlighted. A dropdown menu is open under 'EXPENSES', showing options: 'VIEW TRANSACTIONS', 'MANAGE EXPENSE REPORTS', 'MANAGE UNATTACHED RECEIPTS', and 'VIEW OUTPUT LOG'. Below this, there is a 'CREATE EXPENSE REPORT' button. The main content area has tabs for 'Expense Reports', 'Unattached Transactions', and 'Search Expense Reports'. There are sections for 'Unassigned', 'In Progress', and 'Recently Approved' reports. A table shows one report with status 'Incomplete'.

Report Id	System Created	Name on Account	Expense Report Name	Current Status	Date Submitted	Current Status Date	Reimbursable Total	Grand Total
0005062614	No		14 Feb 2017	Incomplete	2/28/2017	2/28/2017	\$0.00	\$251.93



# **TD Commercial Plus Card Online Card Management**



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- Unique Spending
  - Travel Notes
  - Out of the Ordinary Spending Pattern
  - Page 35
- Disputing a Charge
  - Page 36
- Resetting Card PIN
  - Page 37
- Important Phone Numbers/State of Maine Program Administrators
  - Page 38



# TD Commercial Plus Card Online Unique Spending



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## Unique Spending

It is always a good idea to have travel notes added to the account prior to any out of the ordinary travel or spend. Travel notes are precautionary to alert our Risk team of out of the ordinary activity on an account.

- Travel Notes can be added 24/7 by following the below steps:
  - Dial 877-253-4558
  - Press option 2 – All other inquiries
  - Enter the 16 digit card number followed by the # sign
  - Enter the last four digits of your SSN followed by the # sign
  - Enter you DOB as follows MMY Y followed by the # sign
  - Select Option 4 to add travel notes
  - Please have ready the dates you will be traveling and where you will be traveling to
  - We ask you do not call travel notes in more than a week prior to leaving
  
- Out of the ordinary spending pattern:
  - If you will have transactions or spending pattern that is out of the ordinary for your card, it is also a good idea to notify the fraud group
    - Examples: Large Dollar Transactions, Repetitive Merchant Transactions, Outside the normal spend area.
    - Example: If you have one person booking hotel rooms for 5 individuals for the same conference, the hotel may complete 5 authorizations on the card for the same amount, one for each room. This could be flagged suspicious.



# TD Commercial Plus Card Online Disputing a Charge



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## Disputing a Charge

- If you see a charge on your account that does not belong to you or if a merchant has charged you incorrectly; you will need to contact our fraud group. You can dispute a charge up to 60 days from the date the transaction was completed.
- To reach our fraud group:
  - Dial 877-253-4558
  - Press option 2 – All other inquiries
  - Enter the 16 digit card number followed by the # sign
  - Enter the last four digits of your SSN followed by the # sign
  - Enter you DOB as follows MMY followed by the # sign
  - Select Option 2 to speak with a fraud agent.
- Once your dispute is opened, our fraud team will mail you a Declaration of Fraudulent Activity letter. This letter should be received within 7-10 business days. The form must to be signed and sent back to our fraud group. The letter can either be mailed, faxed, or e-mailed in.
- If you have fraudulent activity on your account the fraud agent will verify previous activity with you to ensure all fraudulent transactions are reported. This may also result in your card being blocked and transferred with a new card being shipped to you.



# TD Commercial Plus Card Online PIN Management



**Bank**

America's Most Convenient Bank®

## Resetting Card PIN

- What if you have forgotten your PIN?
  - Dial 877-253-4558
  - Choose Option 2
  - Enter 16-digit card number
  - Enter the last four digits of SSN followed by the # sign
  - Enter DOB as follows MMY followed by the # sign
  - Choose Option 2 to Reset PIN
  - Enter a 4-digit PIN
  - Re-enter the 4-digit PIN
  
- You can reset your PIN 24/7 and is a real time change.
  
- If a PIN is entered incorrectly into a Chip enabled terminal more than three times, the Chip on the card will be deactivated. The PIN will need to be reset prior to the card being used at a Chip enabled terminal using the process outlined above. The Chip will be reactivated during the next transaction completed at a Chip enabled terminal.
  
- Note: Cardholders may be prompted to enter the new PIN multiple times during the purchase and sign for the transaction before the old PIN is cancelled and the new PIN is linked to their card.



# TD Commercial Plus Card Online Important Phone Numbers



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## Cardholder Support Line

**877-253-4558**

**24 Hours a day**

Report card Lost/Stolen

Reset PIN

Dispute a Transaction

Report Fraud

Follow up on a Fraud Case

Report upcoming Travel

## Card Activation

**877-701-0062**

**24 Hours a day**

International Fraud Number\* 706-641-6564

\*For use when travelling abroad

- **All online system and card related questions should be directed to your Program Administrator.**

### Procurement Card Administrator (PCA)

**Sue Garcia, Div. of Purchases**

**E-Mail: Sue.H.Garcia@maine.gov**

**207-624-7338 - Office**

**207-624-7340 - Purchases' Main Line**

**207-215-7807 - After Hours/Weekends**

### Secondary Procurement Card Administrator (PCA)

**Chad Lewis, Div. of Purchases**

**E-Mail: Chad.Lewis@maine.gov**

**207-624-7330 - Office**

**207-215-3169 - After Hours/Weekends**