

UMB - STATE OF KANSAS

FAQ

Online Access – UMBCC <https://commercialcard.umb.com>

All approved agency contact can be given online access to manage card accounts. Access can be restricted to view only and statement and reporting access only.

Training guides can be found by clicking on the Resources link on the bottom right of the screen.

Manage your cards online

- Open cards
- Close cards
- Activation
- Suspend
- Replacement Cards
- Update cardholder accounts
 - Credit Limit
 - Changes on cards under \$50,000
 - Merchant Category Groups
 - If the cardholder has a single purchase limit on the card it must be removed in order for you to make changes to the Merchant Category Group. Remove the single purchase limit click submit, update the Merchant Category Group or International option and then click submit, put the single purchase limit back in and click submit.
 - STNRD and STXBR should only be used temporarily or in the event that there would be frequent and consistent declines if one of the established more restrictive Merchant Category Groups were assigne.
 - International Spend

- 3 options – US only, US and Canada only no foreign restrictions
- Single Purchase Limit
- Demographic details
- Statements
- Reporting

When to contact UMB

- Declines
- Disputes
- Fraud
- Payment questions
- Statement questions
- Changing accounts with limits over \$50,000
- Line of credit changes

When contacting UMB please provide the first and last name on the card and the last 4 of the card number. PLEASE NOTE: YOU HAVE 60 DAYS FROM THE TRANSACTION DATE TO DISPUTE AN ITEM FOR FRAUD OR A MERCHANT DISPUTE.

Fraud: When transactions on a card are not recognized by the cardholder. Usually, the purchase is from a company the cardholder has never done business with or even know what they sell. Due to the card number and information being used without any knowledge by the cardholder, the card **MUST** be closed and reissued.

Do not close the card online. A cardholder or administrator should contact UMB to submit your fraud claim. UMB should be contacted immediately if there is a concern or a delay an administrator can Lock the card under Options or change the credit limit to \$0.

Dispute: When a cardholder has made a purchase but there was an error made by the vendor. The amount charged is incorrect, they never received the merchandise or service, or a return was supposed to be applied but hasn't. The card **DOES NOT** need to be closed. Provisional

credits are not posted to accounts. Credits will post once the claim has been resolved.

Relationship Managers

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