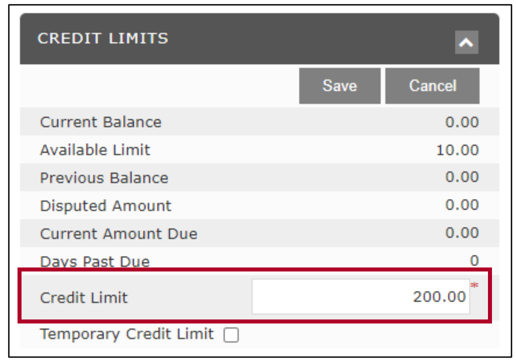
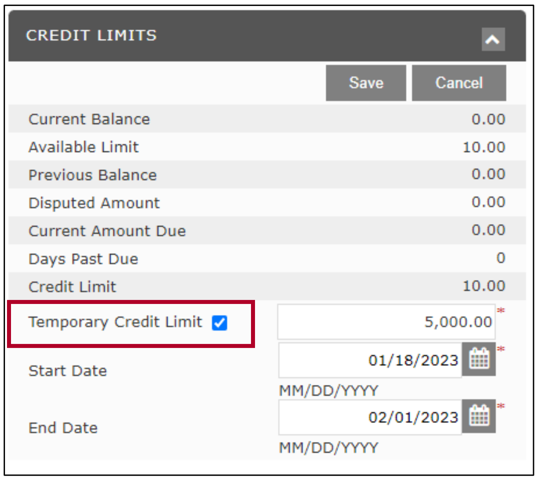
Spend Control

Adjusting Cardholder Credit Limits

Program Administrators have the ability to increase and decrease individual Cardholder credits in real-time within Spend Control.

In Spend Control, go to Account Manager > Account Maintenance > Search by: "All Account" and click Search > Select cardholder in mind > Next, click the Edit button under Credit Limits > update the Credit Limit field to the desired cardholder credit limit > Save. The update is made in real-time.



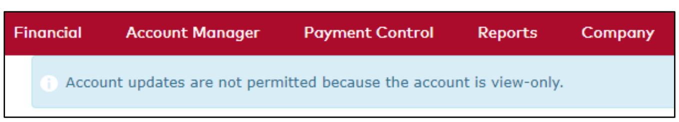


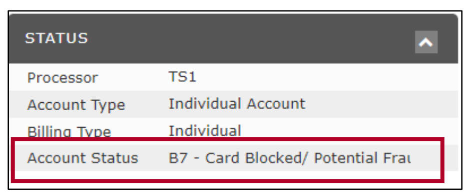
If applicable, you can also place a temporary credit limit increase. Check the Temporary Credit Limit box > input the desired credit limit > Set Start and End date this will be available for > Save.

Troubleshooting and Reporting Information

If you receive an error message stating account is **view-only**, it is likely because card is blocked due suspicious activity/fraud. You can confirm by looking below at the Account Status field. You may see mention of B/B7/B8 card block. In order to resolve, the Cardholder or Admin must contact the Call Center to review suspicious activity. After cardholder has that resolved, you can then maintain their credit limit.

24/7/365 Call Center: 1-877-473-6364





It is common for cardholders to run out of available funds towards the end of the statement cycle. There is reporting available in Spend Control that you can run on a weekly basis to help identify cardholders that may need an increase before they begin experiencing declines.

Go to Reports > Run > click on the report category called 'Financial and Spending Reports' > Select the report called 'Monthly Spend Report' > Click on Frequency tab > You can report manually at any time by clicking 'Once' or you can schedule the report on Daily or Weekly basis to become available when you need > Submit Request.

If you have any questions, please contact us at CorporateCardSupport@bokf.com.