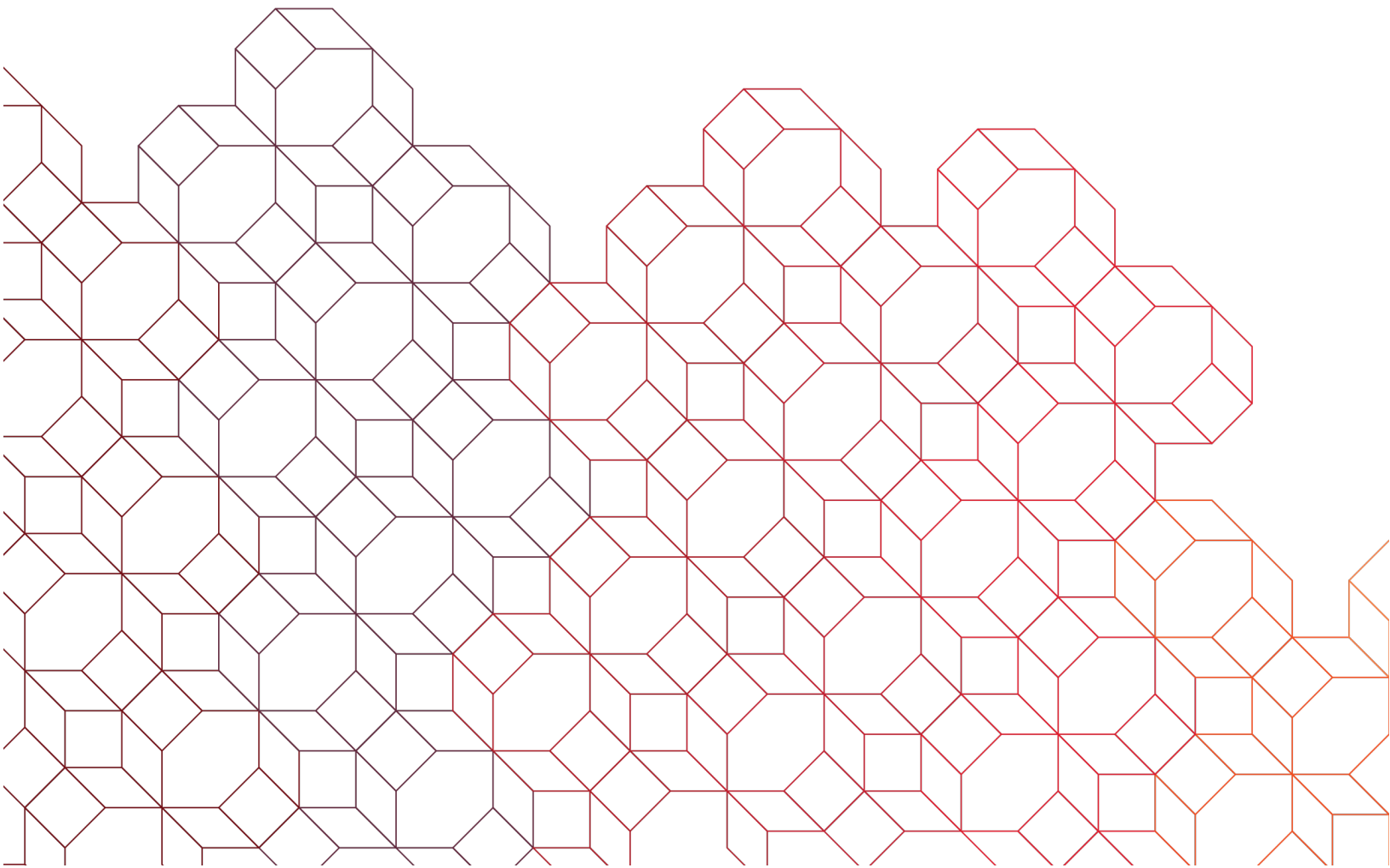




Spend Control

BOKF Fleet Card Guide for Program Administrators



The purpose of this Guide is to provide a quick view of how to manage your fleet cards through the BOKF Corporate Card Program.

Adding New Accounts/Cards

A Program Administrator must send an email to CorporateCardSupport@bokf.com with the Cardholder Upload template. This is initially provided during the Onboarding process. Fleet Cards requiring a prompt for Odometer and/or Fleet code must be ordered through this process because they cannot be added or updated through Spend Control. This template provides columns to enter the following Fleet Specific values, based on client specific set up:

- Fleet Code
- Fleet Table Name **
- MCC Group Name
- Cell Phone number to be used for Suspicious Activity Communication

Authorization Decline Research in Spend Control

The first step to research any decline is through Spend Control.

- This [document](#) provides instruction on how to access any authorizations, their decline reasons, and what to do for each one. (not specific to Fleet Cards)
- Fleet Specific Decline Reasons:
 - Invalid Fleet Drive Code - Program Admin should provide cardholder with the code they should be entering at the pump.
 - Invalid Fleet Vehicle Code - Program Admin should provide cardholder with the code they should be entering at the pump.
 - MCCG Include - a purchase was attempted at a merchant not allowed in the MCC Group on the account*.
 - MCCG Exclude - a purchase was attempted at a merchant not allowed in the MCC Group on the account*.
- If confirmation is needed on what code to enter, email CorporateCardSupport@bokf.com with the cardholder name, last 4 of Account number and what code the cardholder is entering. This may take up to two business days to provide a response.
- A report can be provided, upon request, of a list of cardholders and their Fleet code or Table Name. To request, email CorporateCardSupport@bokf.com. This may take up to three business days to provide.

*Changing the MCC Group on an Account in Spend Control

Merchant Category Codes (MCCs) are assigned by a merchant. They are not always reflective of how the cardholder is using the card. For example, a gas station may call itself a grocery store and the MCC for grocery stores are set to decline. If the MCC group associated with the account is causing a decline that is not intended, the Program Administrator can change the MCC group on the account in Spend Control. This change goes into effect in real time.

- Go to: Account Manager > Account Maintenance > Search and click on the appropriate cardholder name.
- Account Maintenance screen: In the MCC Group Limits sections, click "Edit". Change the Action to "None" and click "Save".
- To turn the restriction group back on, simply update the Action and click "Save".



Urgent Request for Help on Declines

For immediate and urgent needs (such as declines or suspected fraud) please contact the 24/7/365 Customer Service Call Center.

- For Program Administrators (You will need the corporate account number, Tax ID and 4 digit security PIN): 1-877-468-6115
- For Cardholders: 1-877-473-6364
- For Card Activation: 1-877-473-6127
- For Fraud: 1-855-605-6278 (Calls will not be answered by a BOK Financial representative)
- For Disputes: 1-855-886-6786

Fleet Table Updates**

If Fleet Tables are used to allow drivers/vehicles to utilize multiple Fleet Codes, any changes to those tables need to be requested by submitting the form at this link to CorporateCardSupport@bokf.com. Please allow up to three business days for these changes to be made.

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

