

FAQs: Frequently asked questions by card users- Updated 8-8-2019

- To activate your card, we didn't use your actual social security number we used **9999** as the last four digits.
- If you're ever asked for a driver's ID you can use any four digits, the transactions are not tied to this information and will go through no matter what you enter.
- If ever asked for a zip code, the card is tied to Alton, IL 62002.
- There are two UMB apps for credit cards, search UMB Commercial Card which will result in the correct app. Be sure to set up a PIN on the app or it will require your password every time you open it.
- When coding transactions, in the dropdown boxes, hit the SEARCH, which will reveal all the options. From there you can select your favorites which will then be shown in the dropdown box next time and you won't have to search for them.
- If you are unsure of the correct code or the correct code is not available, please enter a description and Accounts Payable will select a code for you.
- We have selected your default values (branch, department and employee number) if you want these changed email Amanda (Mandi) Ashley at aashley@copeplastics.com and she will change them for you.
- Once coding is finished, please add a description of the charge and then hit complete and the charge will move to your manager.
- If you want to split a charge between two branches or departments, you can do that via the website. It's not required to split a charge if you have multiple attendees, just add their names to the description (or write them on the receipt).