BB&T Credit Card Connection Cardholder Overview

Instructional Guide
BB&T commercial credit card holders can access and view account balances, transactions, statements, and create alerts through Credit Card Connection. The following provides a high level overview of all the great features you can enjoy with Credit Card Connection!

1. When you log in, you will land on your Account Home Page, which includes:
   a. Account Summary information
   b. Quick Info tabs. You can click on these to review your recent transactions, account details and a spend snapshot.
   c. Main Header Tabs to help you locate information easy, simple, fast!
2. **Transaction** – Allows you to search for transactions through a variety of options to include Time Period, Categories, Amount and Order filter options.

- Filter data by Time Period, Categories, Amount, Order
- Export data for reporting needs.
- Jump to Spend Analyzer to access this tool
• Clicking on the **Transaction Name, Down Arrow** or **Dollar Amount** will expand out the transaction.

![Transaction Example](image)

• You can process a dispute on an unknown charge by clicking on and completing the **Dispute This Charge** link.

1. Follow the prompts to fill out the form completely and then click on the gold **Submit and Save** button. Your dispute will be electronically submitted to BB&T.
2. Please also **contact BB&T at 800-397-1253**, so that we can issue you a new card number plastic if you don’t have your card in your possession or you suspect your card is lost or stolen. Select Option 1.

![Dispute Form](image)
Dispute a New Charge

Merchant: BUFFALO WILD WINGS HARRIS
Reference Number: 2c75542689f6180945253
Transaction Amount: $25.32
Transaction Date: Jul 06, 2016
Posted Date: Aug 15, 2016
Cardholder Name: KEVIN CAMERON
Last 4 of Account Number: 0001

To start the dispute process please answer the below question. Your answer is important as it will allow us to process your dispute as effectively as possible.

Did you provide your credit card account number to make this charge?
- Yes
- No

Did you attempt to resolve your dispute with the merchant?
- Yes
- No

Please check only one statement that pertains to the dispute claim being filed and provide the information requested.
- I do not recognize this transaction or merchant

Please describe your attempt to resolve this dispute with the merchant in the space for additional information below.

- I was charged an amount that was different than what I agreed to pay the merchant
- I was charged twice for the same transaction
- I paid for this transaction via another payment method. (Example cash, check, or credit card)
- The merchant promised to issue credit to my account that I did not receive.
- I provided the merchant authorization for a single transaction but was subsequently billed again without my authorization. (Example I paid shipping and handling for a free trial and was subsequently billed an amount I did not agree to pay.)
- The merchant or service I received was not what I expected based upon the description provided by the merchant
- I did not receive the merchandise or service I purchased by the agreed upon date

I was not in Harrisonburg, VA

By clicking submit, I hereby certify that all the information provided above are true and correct to the best of my ability.

Submit And Save Cancel
3. **Spend Analyzer** – Allows you to analyze your spend based on category filters you select.

4. **Payments** – Offered only on Individual Bill Accounts. Allows you to review past payments, add a payment account, or set up one-time or recurring payments.
5. **Accounts Settings** – Allows you to view your account settings.

![Account Services Panel]

6. **Statements** – Allows you to view current and past statements. If you are set up for Individual Bill/Pay, you can also view and pay your bill from this page.

![Statements Panel]
7. **Alerts** – Allows you to turn on account alerts of your choice from the Master Alerts list.