



# **Cardholder Enrollment and System Overview**

## Self - Enrolling into BB&T eZBusiness

BB&T commercial credit card holders can access and view account balances, transactions, statements, and create alerts through BB&T eZBusiness. Please follow the Three Step Process instructions below to self-enroll.

### STEP ONE – Setting up your User Profile:

1. Please have your card in hand and then go to [www.bbtezbusiness.com](http://www.bbtezbusiness.com). The BB&T Credit Card Connection landing page appears.
2. CLICK on the blue **Enroll Now** button under the **Cardholder Access** section on the right.

The screenshot shows the BB&T eZBusiness landing page. At the top, there are four BB&T credit cards: Spectrum Cash Rewards, Purchasing, Business, and Corporate Visa. Below the cards are three main sections:

- Registered Company Administrators:** Please click on the below Company Access button to access the Administrator Log In page. A blue button labeled "Company Access" is visible.
- Registered Cardholders:** Please enter your BB&T Username in the below box and then click the Log In button to access your account. There is a "Username" input field, a "Log In" button, and a link for "Forgot your username?".
- To register for Cardholder access:** Please have your BB&T card handy and click on the ENROLL NOW button. A blue button labeled "Enroll Now" is visible, with a green arrow pointing to it from the right.


3. The **Begin Your Enrollment** window appears.
4. ENTER your full 16 digit card number in the **Credit Card Number** text box.
5. CLICK on the **Begin Enrollment** button.

6. The **Step 1 – Enter Account Details** window appears.

7. ENTER your name exactly as listed on your BB&T credit card in the **Cardholder Name** text box.
8. ENTER the expiration date of your card in the **Expiration Date** text box as MM/YYYY.
9. CLICK on the **Next** button.
10. The **Step 2** window appears.

11. COMPLETE all fields. Please note the Password requirements.
12. CLICK on the **Enroll Now** button.
13. You will be directed to the **Step 3 – Complete Security Questions** screen.

In this next section, you will select 4 questions from the dropdown boxes and then fill in an answer that you will remember and may be prompted for as you sign into the site.

**Step 3. Complete Security Questions** 

Your security is important to us

**Question 1**

-- select --

If you could be a character in any novel, who would you be?

If you could, which Olympic sport would you compete in?

On what street did your best friend in high school live?

What is a habit you have, that no one knows about?

What is the first musical instrument you learned to play?

What is the first name of one of your bridesmaids?

What is your monthly rent or mortgage payment amount?

What was the first name of your first girlfriend/boyfriend?

14. CLICK on the down arrow to show the questions. Choose one and then place your answer in the box underneath. Complete this action for all 4 questions. A sample is shown below.

**Step 3. Complete Security Questions** 


Your security is important to us

**Question 1**

On what street did your best friend in high school live? 

washington

**Question 2**

What is your favorite vacation destination? 


beach

**Question 3**

What was your dream job as a child? 

policeman

**Question 4**

What is the best gift you have received? 

sam

15. CLICK the **Finish** button to save your Security Questions and Answers.
16. You will now be directed to your **Card Account Home Page**. From here, you can review your card account transactions, payments, account settings, statements, and set alerts.
17. When you are done, please CLICK the **LOG OUT** link.
18. Should you need any assistance with BB&T eZBusiness, please contact us at 800-397-1253, Option 4.



# Cardholder Overview

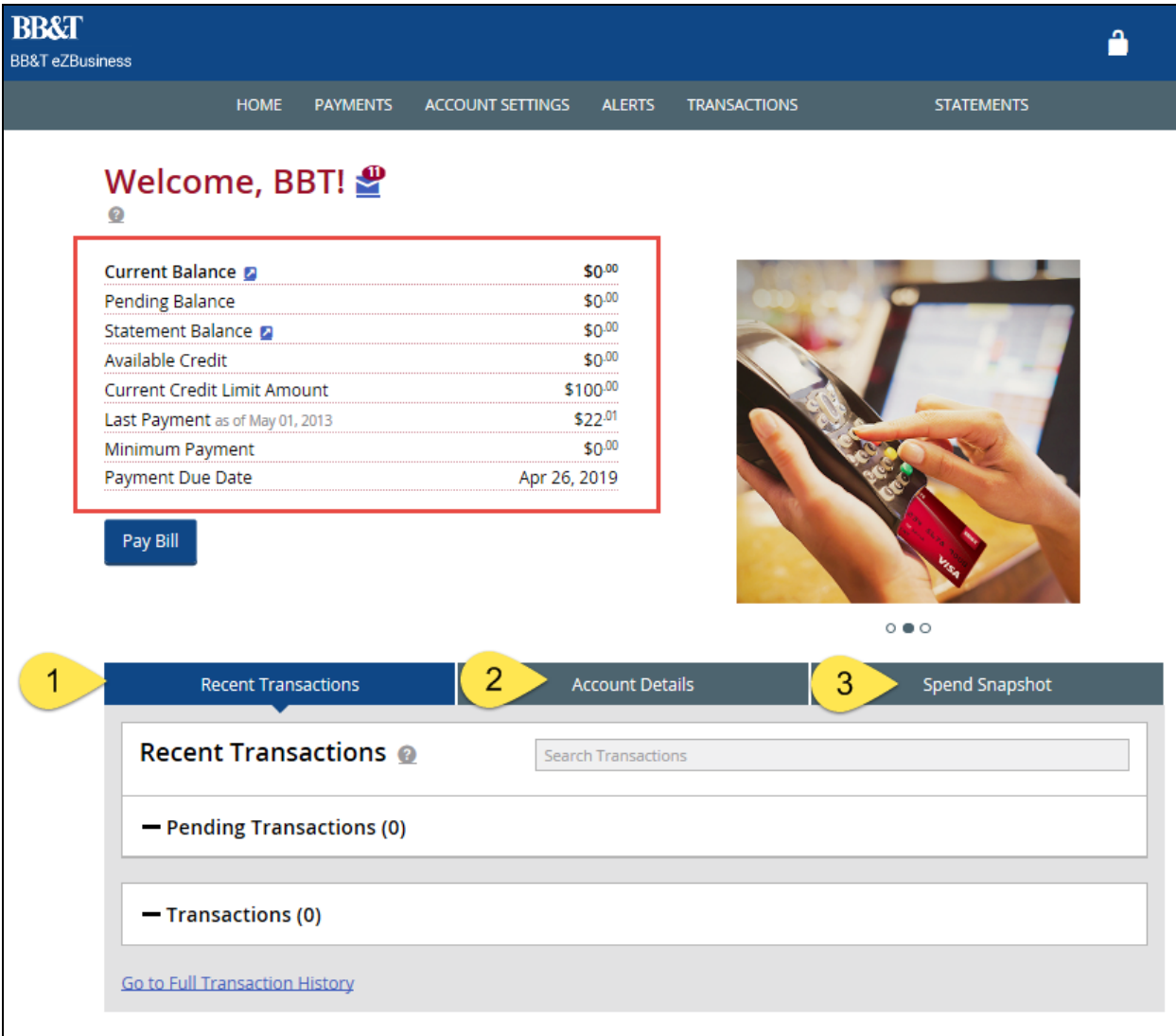
# BB&T Credit Card Connection Overview

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

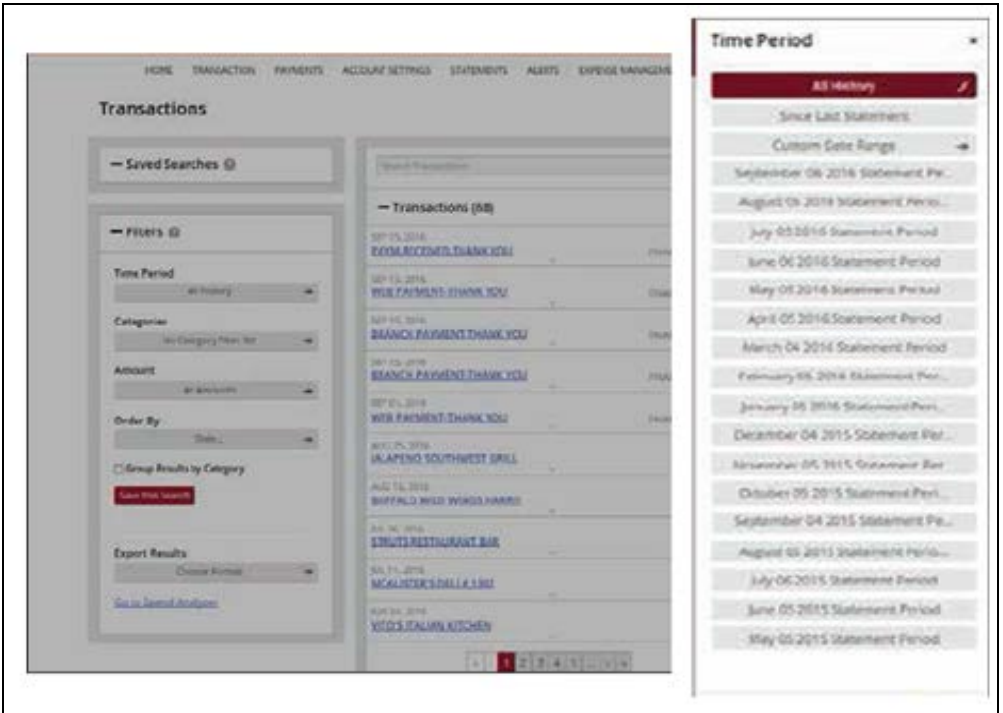
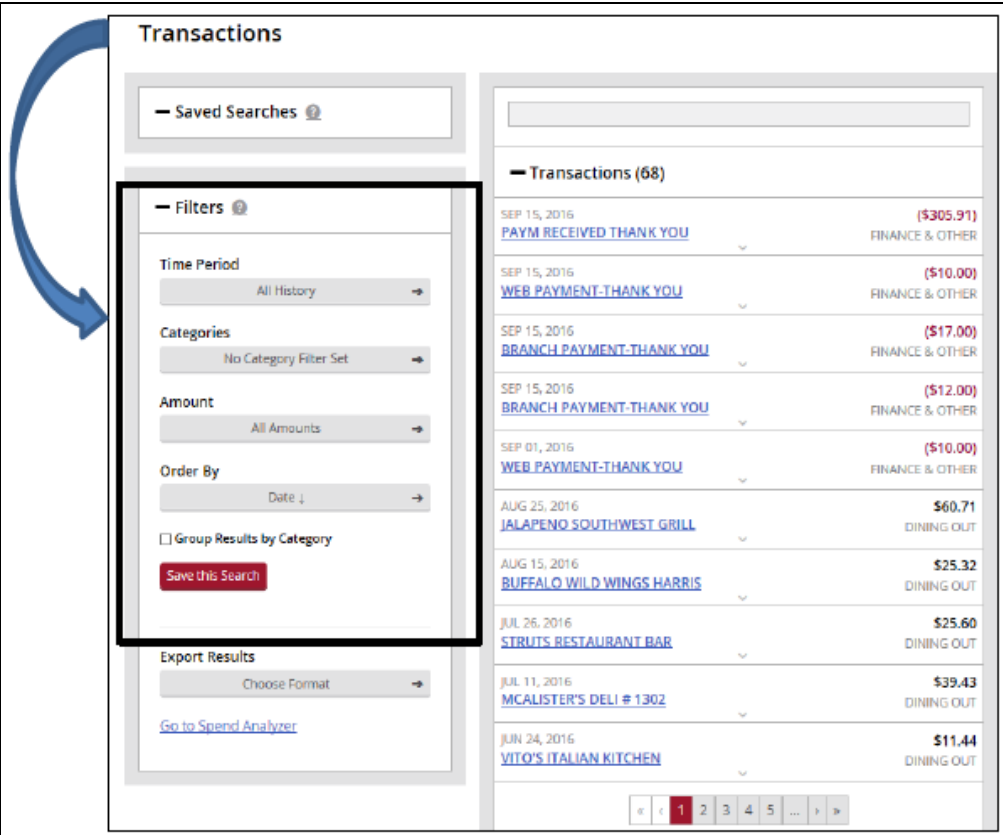
**Account Home Page** includes Account Summary information and Quick Info tabs.

You can click on these to review your:

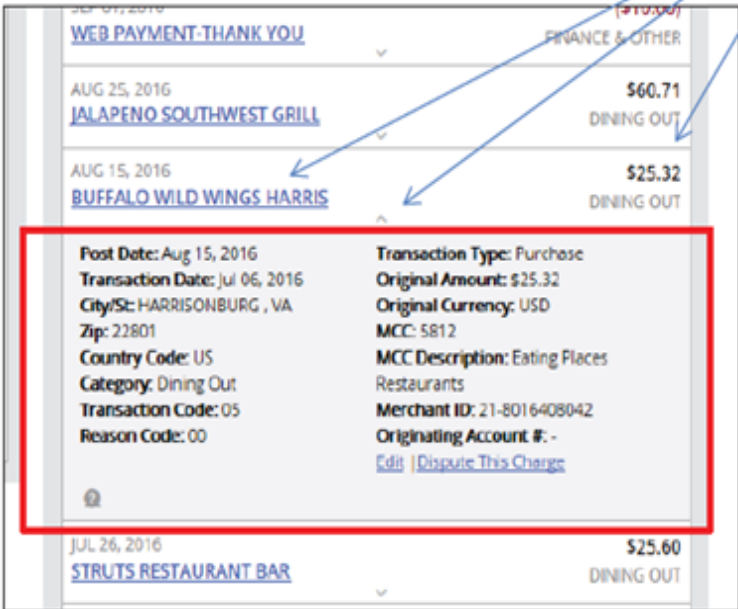
- 1. Recent Transactions
- 2. Account Details
- 3. Spend Snapshot



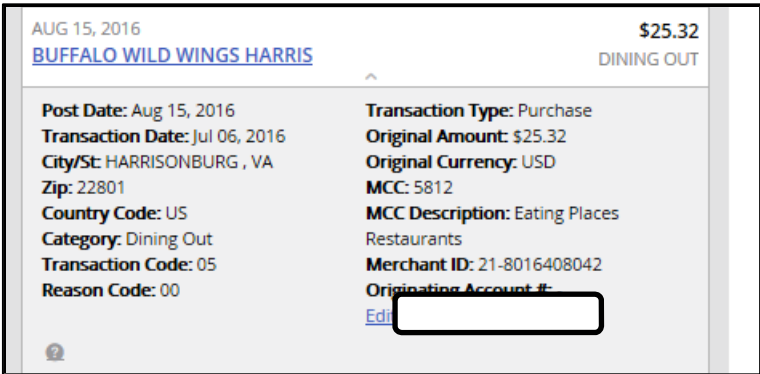
- 1. **Transaction** – Allows you to search for transactions through a variety of options to include Time Period, Categories, Amount and Order filter options.



- Clicking on the **Transaction Name**, **Down Arrow** or **Dollar Amount** will expand out the transaction.



- 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 a New Charge**

Merchant: BUFFALO WILD WINGS HARRIS  
Reference Number: 24755426189161890945253  
Transaction Amount: \$25.32  
Transaction Date: Jul 06, 2016  
Posted Date: Aug 15, 2016  
Cardholder Name: KEVIN CAMERON  
Last 4 of Account Number: 0001

**Looking for Help?**  
Website Support  
**Contact Us at: 800-397-1253**

If you have questions regarding your account, please contact Customer Service at the number listed on your statement or back of your card.

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.

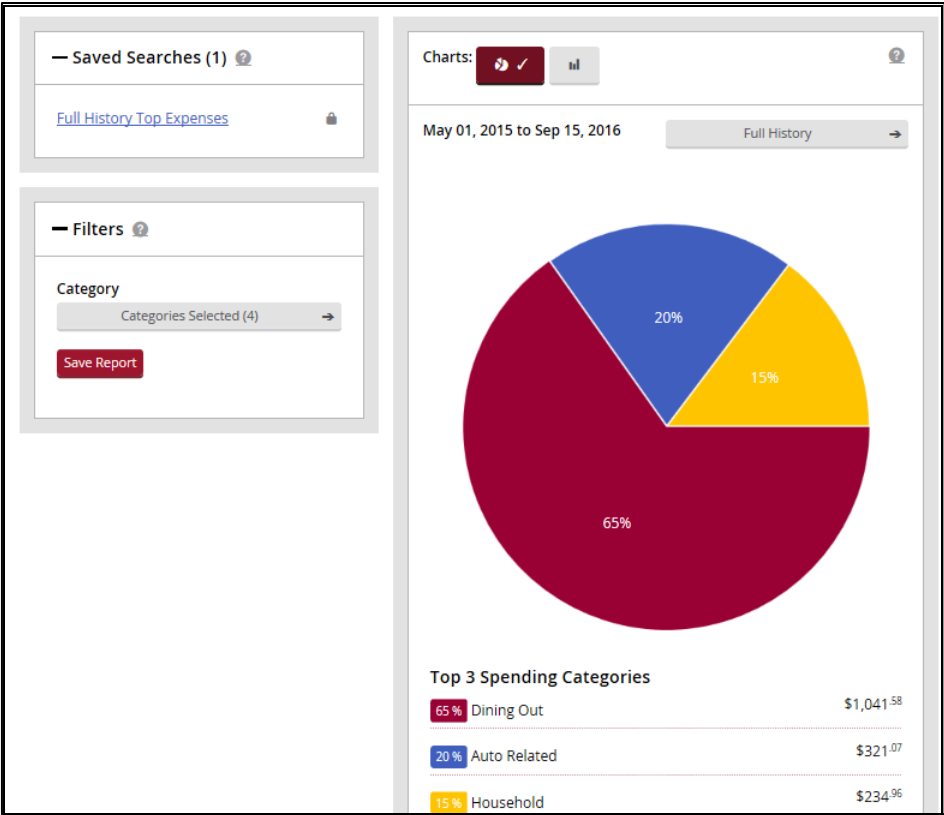
- I was charged an amount that was different than what I agreed to pay the merchant
- I was charged twice for the same transaction
- I paid for this transaction via another payment method. (Example cash, check, or credit card)
- The merchant promised to issue credit to my account that I did not receive.
- 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 merchandise 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 certified that all the information provided above are true and correct to the best of my ability.

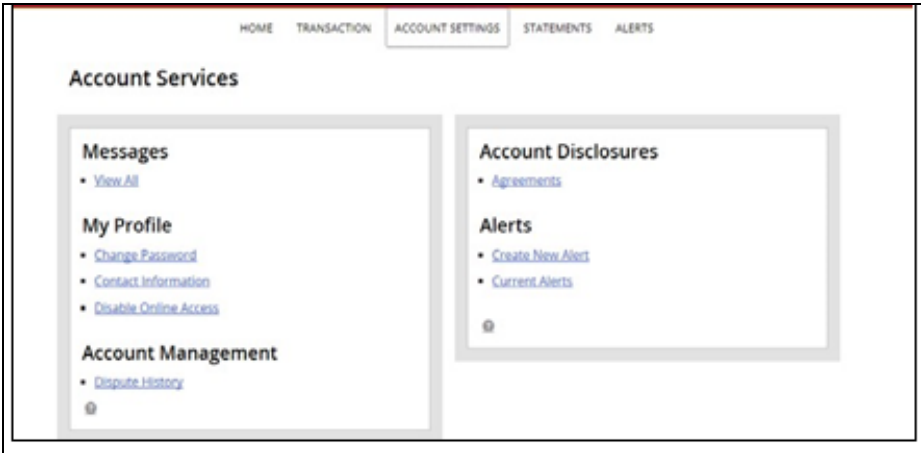
**Submit And Save** Cancel

3. **Spend Analyzer** – Allows you to analyze your transaction 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.



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 (17)

[View Statement PDFs](#)

September 06 2016 Statement Period

<b>Previous Balance:</b> \$1,096. <sup>32</sup>	<b>Payments:</b> \$10. <sup>00</sup>
<b>Purchases:</b> \$86. <sup>03</sup>	<b>Other Charges:</b> \$0. <sup>00</sup>
<b>Cash:</b> \$0. <sup>00</sup>	<b>Finance Charges:</b> \$0. <sup>00</sup>
<b>Special:</b> \$0. <sup>00</sup>	<b>New Balance:</b> \$1,172. <sup>35</sup>
<b>Credits:</b> \$0. <sup>00</sup>	<b>Minimum Payment:</b> \$827. <sup>44</sup>
	<b>Payment Due Date:</b> Oct 02, 2016

[View Transaction Detail](#) [Make A Payment](#)

August 05 2016 Statement Period

July 05 2016 Statement Period

June 06 2016 Statement Period

May 05 2016 Statement Period

April 05 2016 Statement Period

March 04 2016 Statement Period

February 05 2016 Statement Period

January 05 2016 Statement Period

December 04 2015 Statement Period

« < 1 2 > »

7. **Alerts** – Allows you to turn on account alerts of your choice from the Master Alerts list.

<input checked="" type="checkbox"/>	A credit (other than payment) posts to my account	kcaml	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	A payment posts to my account	kcaml	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	A single transaction exceeds	kcaml	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	A single transaction has occurred for a category	kcaml	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	A transaction has occurred outside of this state	kcaml	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	A transaction has occurred outside the US	kcaml	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	Account Past Due	kcaml	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	Available balance drops below	kcaml	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	Balance drops below	kcaml	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	Balance drops below	kcaml	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	Balance exceeds	kcaml	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	Balance exceeds	kcaml	<a href="#">Edit</a>