

Alerts & Notifications Functions for Cardholders

Text Messages

Below are all the **types of texts** the Cardholder can receive/send. There are several alerts a cardholder will receive once enrolled. See below for a list of all alerts and their valid responses. (**Note:** ABC Comp is an example company name.)

Cardholder Response	Response Message
Enrollment	Once a cardholder receives the Enrollment Email: <ul style="list-style-type: none"> • U.S. cardholders should text IN to 57911 from the mobile phone associated with their corporate card. • Canadian cardholders must text IN to 14445 from the mobile phone associated with their corporate card.
IN	ABC Comp Card Alert: Card ending in 1234 is now enrolled. Msg&Data Rates may apply. Msg freq varies. Text HELP for help, STOP to cancel.
IN (phone number not found)	ABC Comp Card Alert: Your phone number is not subscribed for any services. Reply HELP for help. Note: Your cardholder will receive this message if you did not register their phone number.
Suspicious Activity	
Suspicious Activity Alert (transaction approved)	ABC Comp Card Alert: Card 1234 was used for \$12345678.00 at Merchant 1234567 on MM/DD. Trans 456. Text CNF to confirm or DEN to deny purch.
Suspicious Activity Alert (transaction declined)	ABC Comp Card Alert: Card 1234 declined for \$12345678.00 at Merchant 1234567 on MM/DD. Trans 456. Text CNF to confirm or DEN to deny purch.
CNF (confirm, transaction approved)	ABC Comp Card Alert: Thank you for your response regarding transaction 456 at Merchant 1234567.
CNF (confirm, transaction declined)	ABC Comp Card Alert: Thank you for your response regarding transaction 456. Override status enabled. Try purchase again.
DEN (deny)	ABC Comp Card Alert: You have denied trans 456. Your card is now in Hobble Home status. Contact your Admin for a new card. This card will be blocked in 10 days.

Cardholder Response	Response Message
Transaction Declined Messages	ABC Comp Card Alert: Purch on 1234 for \$12345678.00 at Merchant 1234567 on MM/DD declined. Text ORD to req Override status. Trans778.
ORD (override)	ABC Comp Card Alert: Your transaction (Txn ID \$1XN) has been marked for override. Please try your transaction again. Note: Only used if the suspicious transaction was performed by the cardholder.
ORD, CNF, DEN (transaction not found)	ABC Comp Card Alert: No outstanding transactions found. Note: This message will be received if the cardholder responds after the notification times out (1 hour).
ORD, CNF, DEN (multiple transactions found)	ABC Comp Card Alert: Multiple card trans require confirmation. Check previous text msgs and reply *(TEXT), followed by trans ID #.
Help and Stop	Cardholders can reply HELP or STOP to any of the messages you receive. See below for a list of HELP and STOP responses.
HELP (or INFO, AIDE)	Notification: You have opted out. You will not receive additional messages. Reply HELP or call Customer Service.
HELP (phone number not found)	ABC Comp CardAlert: You are not signed up for this service. Txt STOP to cancel.
STOP (or QUIT, UNSUBSCRIBE, END, CANCEL)	Card Alert: Message freq varies. Msg&Data rates may apply.
STOP (phone number not found)	ABC Comp CardAlert: You are not signed up for this service. Txt STOP to cancel.
Jiberish (#@\$%^&&*)	ABC Comp CardAlert: We do not recognize your request.