

iConnectData to Corpay Complete Migration

FAQ

Overview

This FAQ serves as a comprehensive guide for users transitioning from iConnectData to Corpay Complete, focusing on card management, transaction processes, and administrative controls within the Corpay platform. The FAQ is designed to streamline the migration process, clarify roles and permissions, and ensure users can efficiently manage cards and transactions within Corpay Complete.

Card Requests & Issuance

1. How do I request a new card (physical or virtual)?

- Submit a PO or request directly (if allowed); virtual cards can be requested or issued via PO or employee path.

2. Who can issue or approve card requests?

- Only admins or roles with issuance rights; approvals follow org policy.

3. How are multi-card / ghost cards handled?

- Create and manage sub-cards with their own limits, tied to a Mastercard.

4. How do virtual cards differ (single-use vs multi-use)?

- Single-use supports one transaction; multi-use supports multiple until limits/expiry.

5. Can I view or edit virtual cards after issuance?

- Yes, you can view, adjust limits/expiry, and disable them.

Card Management & Maintenance

6. Why might a card transaction be declined?

- Declines happen for limit breaches, expired cards, merchant blocks, or policy rules, etc.

7. If a card is lost, stolen, or compromised, what do I do?

- Suspend or revoke immediately and issue a replacement if needed.

8. How do I integrate cards with purchase orders?

- Associate a card request with a PO for budget tracking and reconciliation.

9. If I make a change in iConnectData, will it update in Corpay ?

- **No.** Information flows one way → from Corpay Complete to iConnectData. To ensure updates appear correctly across systems, **always make changes in Corpay Complete.**

10. What are Fleet Required Prompts and can they be changed?

- Fleet Required Prompts are prompted data a cardholder must enter at the POS, such as an employee PIN or vehicle number, before a transaction is approved.
- For **multi-cards** (physical plastic cards), the Fleet Required Prompts are **permanently encoded** in the **magnetic stripe** during card production and **cannot be changed**, even though Corpay Complete allows the fields to be edited.
- Profiles for multi-cards can only be updated when the Fleet Required Prompts on the existing profile **match** those on the new profile.

11. How should profiles be named for multi-cards?

- As a best practice, submit a request to your Account Manager (AM) to rename profiles so the name clearly reflects the associated Fleet Required Prompts. For example, “Profile 003 – Driver Card – Verify PIN” clearly identifies the expected card behavior.

Transactions, Receipts, & Disputes

12. What happens when a card transaction is made—how do I upload receipts?

- Upload receipts per transaction; admins can enforce rules and flag missing items.

13. How do I resolve a dispute or decline?

- Initiate a dispute via the system; check “Decline Reasons” for failure causes.

14. What alerts or notifications are available?

- Admins configure alerts for overspending, missing receipts, suspicious or fraudulent transactions and card declines (when applicable).

Payments, Reimbursements, & Reconciliation

15. How do payments or reimbursements work?

- Settle balances via ACH or other approved payment methods.

16. Are there reporting or reconciliation features for cards?

- Yes, admins can export reports by PO, vendor, card, or transaction.

17. How do I search for past invoices or transactions?

- Use invoice/transaction search by vendor, card, PO, or date filters.

Mobile & User Experience

18. What are the mobile app capabilities for cards?

- Request cards, view details, upload receipts, and manage activity.

19. Can I edit the properties of a card after issuance?

- Yes, some fields like limits/expiry can be updated in card management (w/ the exception of card embossing name and “ship to” address).

20. Who sees cardholder activity and what transparency exists?

- Admins see all activity; cardholders only see their own.

21. When viewing “Cardholder name” how do we have view in alphabetical order?

- Click the first name or last name column and it puts them in order.

*Click [here](#) to access the **Corpay Complete Mobile Application User Guide**.