



# M&T Commercial CentreSuite™ Card Activation Enhancements

QUICK GUIDE  
August 2021

## Card Activation Enhancements

CentreSuite™ is being enhanced with a new feature to allow users to activate a card for use.

This new feature will be controlled by a new option in Site Setup under the General tab. The new “Enable Card Activation” will display below the Alerts section.

Please note: This enhancement will launch for all programs starting August 16th, 2021 and will continue for all new programs going forward. Cardholders can now choose how to activate their card- either via CentreSuite or through calling the number provided on the front of your card.

**Activate Alerts**

**Alert Type**

Standard  Commercial

New Account

**Enable Card Activation**

**YES**

[Manage Client Product Codes](#)

[Manage Account Status Codes](#)

[Manage Custom Links](#)

The first area users will see the new option is within the Account Module. Administrators and/or users with the Activate Card permission will see new information within the Account Status section. If the card has not been activated users will see a new “Activate card” link. If the card has already been activated the link will not display.

**Account Status** ▲

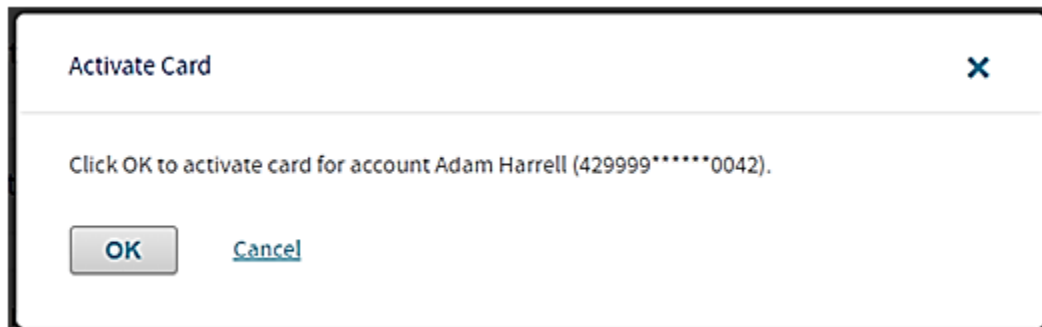
**Expiration Date** [?]  
202105

**Number of Cards Outstanding** [?]  
1  
[Order replacement card](#)

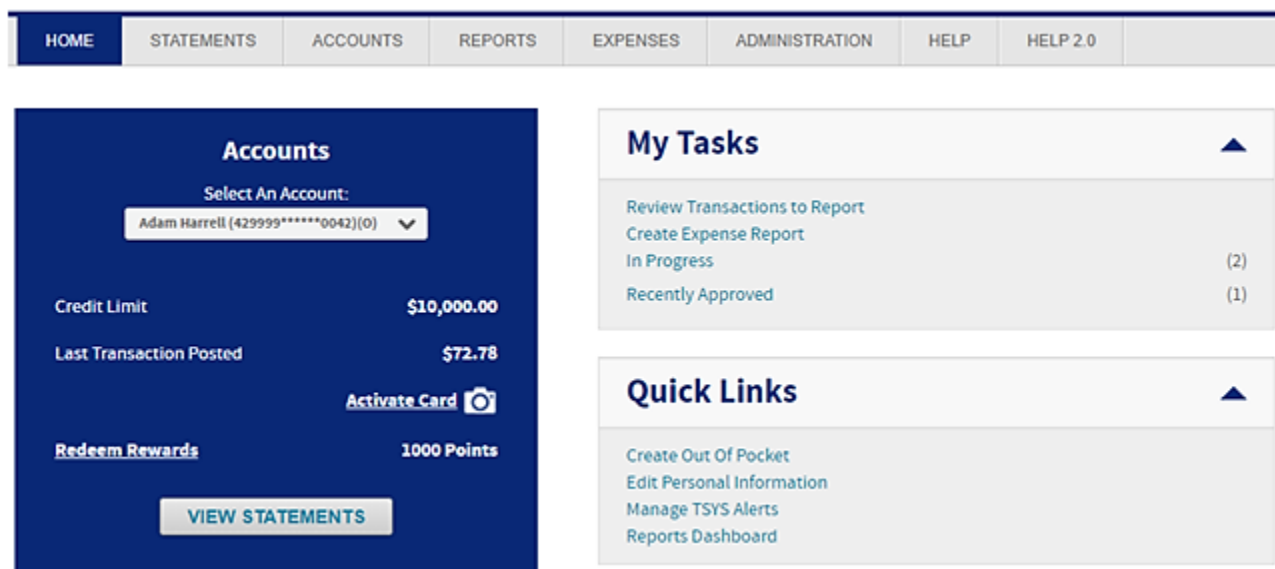
**Current Status**  
M9

**Current Card Activation Status** [?]  
Not activated  
[Activate card](#) ←

A confirmation message will display once the user clicks on the “Activate card” link. The card will be activated once the user clicks OK.



A new “Activate Card” option will display on the CentreSuite home page within the Accounts Details box when users have direct access and/or ownership to the card and the permission is set to Grant. The option will only display if the card has not already been activated. The option will only display for Individual accounts and will not display for other account types like Corporate, etc.



A dialog box will display when the user selects “Activate Card” where the user will be prompted to enter in the Expiration Date and the CVV from the back of the card.

**Activate Card** ✕

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Please enter your expiration date and CW to activate your card  
(447716\*\*\*\*\*7334)

**Expiration Date:**      Month ▼   Year ▼

**CW:** [?]                     

     [Cancel](#)

When Card Activation is enabled and the card has not already been activated, a new option will display during Self Registration once all other validation is complete. A new “Activate Card” checkbox will display on Step 2 of the registration process. No further validation will be required:

✓ Create user ID and password
2 Register account
3 Setup security information

## Account has been registered

Your login account has been created and account 420000\*\*\*\*\*9510 has been registered.

**Email Address**

aberlin@tsys.com

**Name**

Ann Berlin

**User ID**

Aberlin!10

**Accounts Registered**

420000\*\*\*\*\*9510    Select Statement Option ▼

**Activate Card?**   

[Register another account](#)

NEXT

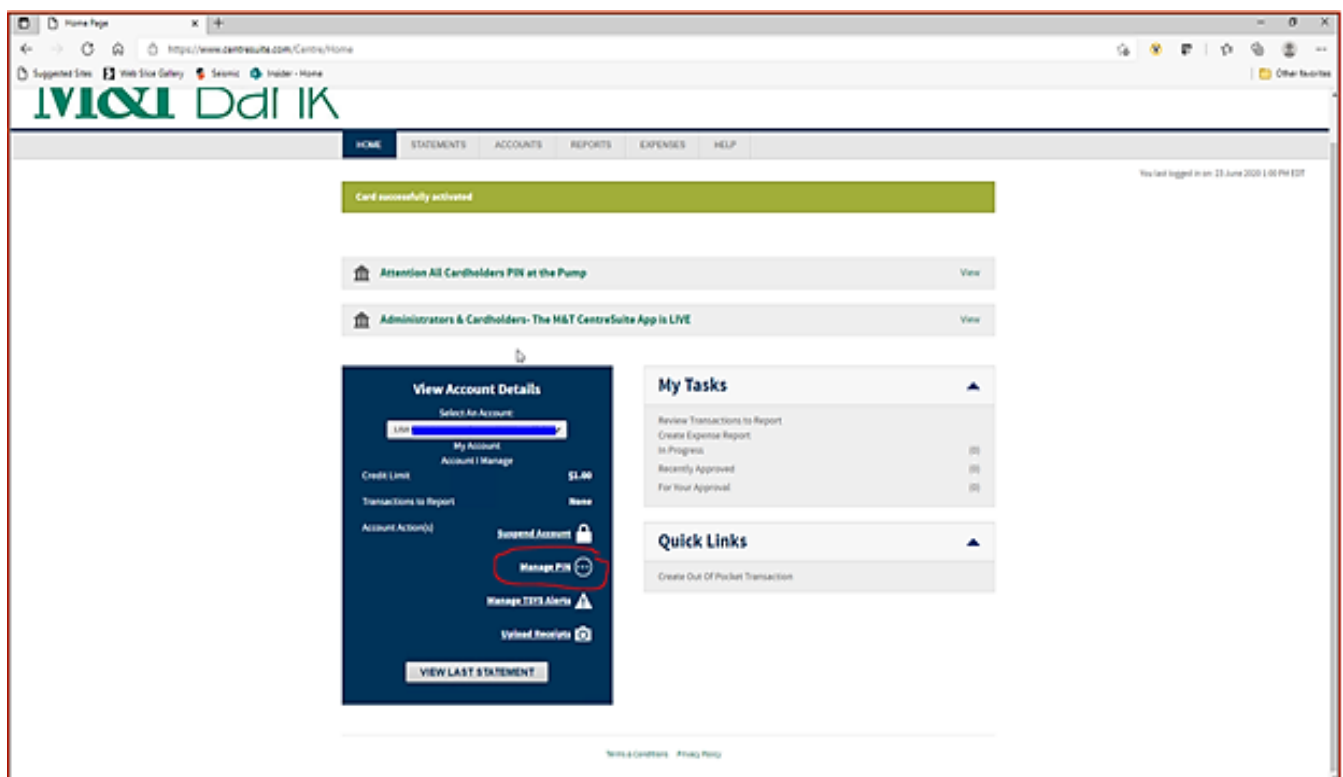
A memo will be posted to the account on the mainframe to show the card was activated for all workflows mentioned above.

Finally, the Cardholder Profile report will be enhanced to show the card activation status for each account. The status will display regardless of the Card Activation functionality being enabled. A new column will be added at the end of the report and will be labeled CRV Status. The field will show as either “Not Activated” or “Activated” depending on the status.

### Calling the number on the front of the Card to Activate it vs CentreSuite Card Activation


When a cardholder calls into the number provided on the sticker on their new card (1-800-443-8671) you are prompted to provide certain criteria in order to activate the card, then you are prompted to choose your PIN that is associated with your card. Via the phone option you can choose and maintain your PIN.

If the card is activated through CentreSuite, you are not prompted to review or maintain your PIN. However, on the homepage in CentreSuite there are options to View and Maintain the PIN associated with your card. Please remember to view the PIN and change it to something more memorable, if needed.



### Browser Support

Please remember that these changes are tested in Microsoft Edge, Safari, Firefox and Chrome and are the supported browsers. It is recommended that you upgrade to new versions to avoid any issues with the application.

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