

Key2Benefits[®] KeyNavigatorSM Reporting

User Guide



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1. Introduction

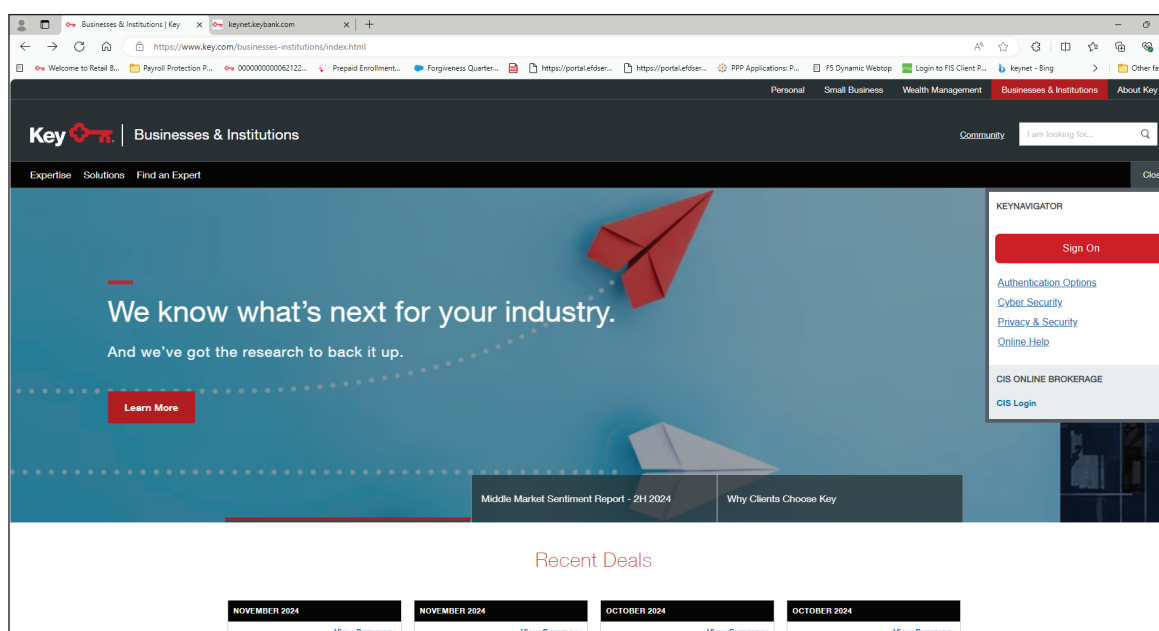
The Key2Benefits card is a prepaid debit card designed to offer state agency programs and public entities a secure, low-cost, and convenient method of issuing payments electronically as an alternative to paper checks or direct deposit. Key2Benefits cards can be loaded with multiple deposits and can be used like any other debit card for point-of-sale purchases, online purchases, or cash withdrawals.

This document should be provided to any user who can access Key2Benefits reports via KeyNavigator. KeyNavigator is a comprehensive online tool that allows you to manage each of your commercial banking services, accounts, and activities, all in one place. Our advanced website offers robust functionality that streamlines your daily cash management activities, simplifies and integrates your banking needs, and offers you the security to make financial decisions quickly and easily.

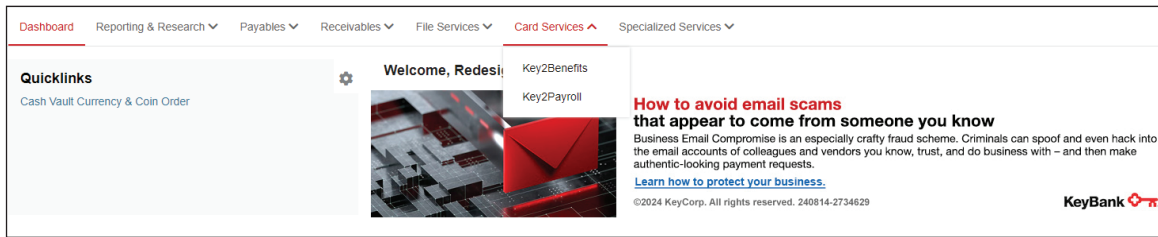
2. Accessing Key2Benefits Reporting Through KeyNavigator

To access KeyNavigator, follow these steps:

1. Launch a web browser.
2. In the address field, type **www.key.com**.
3. Select the **Business & Institutions** tab to get to the KeyNavigator log-on box.
4. Sign in to KeyNavigator using your credentials.



5. To access the reports, log in to KeyNavigator, select **Card Services** from the top navigation bar, and then select **Key2Benefits**.



6. The Key2Benefits Reporting page appears. Two options are available:
- Administrator Sign On** – This option will direct you to the Key2Benefits Administration Portal, where you can enroll new cardholders, or search, view, and modify existing cardholders.
 - Choose Program** – Click the dropdown arrow to select your program's Card Prefix Number. The prefix number is the first nine digits of your card number. Then click **Show Reports** to see your dedicated reporting.

A screenshot of the Key2Benefits Reporting page. The header shows 'KeyNavigator® | KeyBank' and the same navigation bar as the dashboard. The main heading is 'Key2Benefits' with an 'Administrator Sign On' button. Below this, a message states: 'To enroll new cardholders, and to search and view existing cardholder information, click Administrator Sign On.' The 'Choose Program' section contains a 'Card Prefix No./Division No.' label and a dropdown menu with 'Select' as the current choice. A 'Show Reports' button is located below the dropdown. The footer section, titled 'Contact Us', provides contact information for Commercial Banking Services (1-800-539-9039) and the Fraud Hotline (1-800-433-0124), including their respective operating hours.

3. Key2Benefits Reports

3.1 Report Categories and Frequency

Multiple reports are available for Key2Benefits programs, which include:

- New Account
- Cards Never Activated
- Card Funding
- Returned Cards

A variety of reports are available for your program on a daily, weekly, and monthly basis. Please spend some time familiarizing yourself with which reports meet your needs. An example of the Daily Report Listing follows:

Key2BenefitsAdministrator Sign On

To enroll new cardholders, and to search and view existing cardholder information, click **Administrator Sign On**.

Choose Program

Card Prefix No./Division No.

12345

Show Reports

Report Frequency
☒ Daily ☐ Weekly ☐ Monthly

Reports

Audit
Demographic Updates Report ⓘ

viewfilter

Cardholder Transaction Summary Report ⓘ

viewfilter

Financial
Funding Detail Report ⓘ

viewfilter

Funding Summary Report ⓘ

viewfilter

Cardholder Account Balance Summary Report ⓘ

viewfilter

Status
Consolidated Card Status Summary Report ⓘ

viewfilter

Activation Card Status Report ⓘ

viewfilter

Activated Card Status Report ⓘ

viewfilter

Hot Card Status Report ⓘ

viewfilter

Closed Card Status Report ⓘ

viewfilter

Returned Card Report ⓘ

viewfilter

3.2 Report Formats and Availability

For your convenience, reports can be viewed, printed, and/or saved in .pdf or .csv format. Reports can also be filtered by date range. Your reports are available online past 12 months.

Date	PDF	CSV
07/31/20XX		
07/30/20XX		
07/29/20XX		
07/28/20XX		
07/27/20XX		
07/26/20XX		
07/25/20XX		
07/24/20XX		
07/23/20XX		
07/22/20XX		
07/21/20XX		

3.3 Report Names and Descriptions

After each report name, there is a blue circle with an “i” in the middle. If you click on this “information circle,” you will see the description of the report.

Category	Report Name	Info Icon	View Button	Filter Button
Audit	Demographic Updates Report		view	filter
	Cardholder Transaction Summary Report		view	filter
Financial	Funding Detail Report		view	filter
	Funding Summary Report		view	filter
	Cardholder Account Balance Summary Report		view	filter
	Consolidated Card Status Summary Report		view	filter

3.4 Report List

Report Name	Report Description
Audit	
Demographics Updates	Displays details of each demographic update performed within a client profile for the selected calendar day.
Cardholder Transaction Summary Report	Displays transaction counts and total amounts by Transaction Description within a client profile as of the selected calendar day.
Financial	
Funding Detail Report	Displays details of each funding transaction along with transaction counts and total amounts by Transaction Description within a client profile for the selected calendar day.
Funding Summary Report	Displays funding transaction counts and total amounts by Transaction Description within a client profile for the selected calendar day.
Cardholder Account Balance Summary Report	Displays cardholder account balance amounts by account status within a client profile as of the selected calendar day.
Cardholder Balance Reversal Detail Report	Displays details of each cardholder balance reversal within a client profile for the selected calendar month.
Cardholder Balance Reversal Summary Report	Displays cardholder balance reversal amounts within a client profile for the selected calendar month.
Status	
Consolidated Card Status Detail Report	Displays details of each card by Status within a client profile as of the selected calendar day.
Consolidated Card Status Summary Report	Displays card counts by Status within a client profile as of the selected calendar day.
Activation Card Status Report	Displays details of each card in Activation Status within a client profile as of the selected calendar day.
Activated Card Status Report	Displays details of each card in Activated Status within a client profile for the selected calendar day.
Hot Card Status Report	Displays details of each card in Hot Card Status within a client profile for the selected calendar day.
Closed Card Status Report	Displays details of each card in Closed Status within a client profile for the selected calendar day.
Returned Card Status Report	Displays details of each returned card within a client profile as of the selected calendar day.