CMS2 FasTrack

Training Guide

First Data®
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Introduction

The FasTrack Application is accessed from the Card Management System (CMS). CMS is web-based application accessible from Internet-connected locations, using standard browser software. CMS is compatible with Internet Explorer 8.0 and above, as well as Firefox, Safari and Chrome. Navigation and data entry in CMS is through familiar web links, form fields and controls.

Clients are granted access by supplying FDPS with secure terminal IP addresses, which allows us to recognize your terminal behind the firewall for Multi Factor Authentication.

This Guide describes one component of the CMS environment, the FasTrack application.

If you need to request access to CMS for FasTrack, please complete the attached form and send to mnclientservices@firstdata.com for processing.

Target Audience

Payroll and HR personnel

Course Objectives

This course will prepare you to:

- Order New Instant Issue Welcome Packets in CMS FasTrack
- Order New Single Personalized Welcome Packets in CMS FasTrack
- Order New Multiple Personalized Welcome Packets in CMS FasTrack
- Enroll a single Employee’s personal information in CMS FasTrack
- Enroll multiple Employee’s personal information in CMS FasTrack
Accessing CMS

1. Open your browser. First Data requires the use of Microsoft® Internet Explorer 8.0 or above. Some versions of Firefox, Chrome and Safari are also compatible.

2. Use the CMS URL https://www.cms.fdps.com/cms-new/ link that you have been given for CMS access.

3. You will see the CMS login screen:

4. Enter your assigned user name, Click **Continue**.

5. On the second screen enter the password that you established.

6. Click the **LOGIN** button, or just press the **Enter** key.
CMS Home Screen

When you have successfully logged in to CMS, you will either see the CMS Home screen:

- Click on **FasTrack Services**

Or you will be immediately presented with the FasTrack Services Screen

- Click on **FasTrack Services** to expand your selection
Request a New Card order

- Click on **New Order**

- Select **Yes**, if you will provide the employee’s personal information when placing the card order.

- Select **No**, if you wish to place an order for Instant Issue Welcome Kits that will be provided to employees later upon Payment Selection.
Instant Issue Card Order

If No is selected, the screen below is presented.

- Select the **Program Name** from drop down list - there should only be one presented.
- Enter an **Order Description** - free form text determined by User (ex: Card Order 081517)
- Select the **Employer ID** from the drop down list - there should only be one presented.

The other field information presented on the screen is pulled directly from the User ID that was entered to access CMS

- Click **Continue**
Enter **Client Company Name**- This is usually the name of the Employer.

Select the **Card Kit Type** to be ordered- If you have employees in identified states, select the corresponding state to ensure information needed to meet state payroll laws are included.

Enter the **Quantity** of cards needed for the location.

Always select **NO LOAD**

Always select **Create Customized Greeting on all Cards** and enter up to 19 characters. Example: Payroll card or Valued Employee

Fill in the **Mailing address** where the cards should be shipped. Card Orders should be shipped to the client business location for employer distribution of cards.

- Click **Continue**
Review the data on the Preview Order Screen

Confirm Number of cards, Load Value amount, and Shipping address.

- Click **Submit Order**

The File is now processing and will appear in Pending, and then Complete Status.

- Click on the **View** link or **View order**
• Click on the **Line Item** Number link

The Line item Detail screen will show the number of Accepted and Rejected Records in the Order. Instant Issue Card Orders will either ALL accept, or ALL reject.

• Click on the **Download Accepted Account Details** Link

The Account Details file is in .txt format. The only data fields that will appear are the Account Number and the Masked Card Number, along with the Return Code R00, which indicates the detail record processed correctly.
Personalized Card order

If you select **YES** for a Personalized Card Order, you will be presented with the screen below.

- Select the number of New Cards that will be ordered.
**Single Personalized Card order**

If **One** is selected, the following screen is presented.

- Select the **Program Name** from drop down list - there should only be one presented.
- Enter an **Order Description** - free form text that is meaningful to the User
- Select the **Employer ID** from the drop down list - there should only be one presented.

The other field information presented on the screen is pulled directly from the User ID that was entered to access CMS.

- Click **Continue**
This screen is presented for entry. The first three lines include the information from the previous screen.

Instructions for entry are below, when completed

- Click **Preview Cardholder**
Enter your Company name in the **Client Company Name** field

Enter the **Personal information** for the employee being enrolled. This should include the following fields at a minimum:

- First and Last Name
- Date of Birth
- Social Security Number
- Home Phone Number
- Billing Address - this must be a physical address, not a P.O. Box.

Please reference the attached Payroll Enrollment Validation criteria for Name and Address info on restricted characters for entry.

If the employee wishes to receive their materials at an address other than their billing address, enter in the Shipping Address fields, else select **Shipping address same as Billing Address** checkbox.

The **Card Embossing** fields should only be used if the Employees name is more than 21 characters combined with spaces. Entering data in these fields allows for a shortened name to be embossed on the physical plastic.

Ex: Theodore Schnittenberg is 22 Characters and could be shorted to Ted Schnittenberg. If a name is not specifically entered, the first name will be presented as a single letter on the plastic. T Schnittenberg.

Select the **Shipping Method** for the card delivery. This is usually First Class. If Expedited is selected the fee will be assessed against the Employees account balance.
The system will present the previous screen updated with your entered data, please review for accuracy.

- Select **EDIT Cardholder** to return to the previous screen to correct or update any field entries.
- Select **Submit** to place the card order request.
The system will respond with the same screen, but include the Employee’s masked Card and New Account Number. Please save or print this screen to enter data into your Payroll System to allow for electronic payroll loads via ACH.

The Routing Number is provided to you during Implementations. The Account Number is provided on this screen.
Multiple Personalized Card order

Placing an Order for Multiple Personalized Cards requires the completion of our Bulk File Layout spreadsheet. It will generate cards and accounts with Employee names and addresses.

Before placing a Multiple Personalized Card order in CMS, complete the Bulk Personalized and Update Layout spreadsheet to identify the number of records that will be submitted.

Follow the directions on the form. Complete all highlighted columns, including DOB and SSN for Payroll programs. The Activate Card field in column K should be N. The Amount field in column X should be entered as 00.00. Column O and P are available for Employee ID and Employer ID/Location ID. If this is an Enrollment file you must include the Account # in Column V to associate the employee info with the correct account.

Here is a short list of the allowed characters. Two special characters cannot appear together, this includes a space. Please request the full Enrollment Validation Criteria from Client Service. Or reference the Bulk App User Guide Chapters 8 and 9

A-Z Letters both upper and lowercase
0-9 Numbers
. Period
/ Slash
, Comma
Space
`
Apostrophe
& Ampersand
- Hyphen

Save the file as .txt and name it with NO SPACES. Ex: Cardordereddate.txt

If you select the More than one button, you will be presented with this screen.
- Select the **Program Name** from drop down list - there should only be one presented.
- Enter an **Order Description** - free form text that is meaningful to the User
- Select the **Employer ID** from the drop down list - there should only be one presented.

The other field information presented on the screen is pulled directly from the User ID that was entered to access CMS.

- Click **Continue**
- Enter the **Number of Records** included in your Bulk File Upload Spreadsheet.
- Enter **Total Amount** 0.00
- Click **Browse** to locate the saved txt file you created
- Click **Tab Delimited** file upload type
- Click **Upload**

The status will appear as **Uploading**, when it shows **Pending**, the Submit Order button will appear **BLUE**.

- Click **Submit Order**
- Click **View Order** button or **View** link to see results of file upload.

- Click the **Line Item Number** Link
The Line item Detail screen will show the number of Accepted and Rejected Records in the Order.

- Click on the **Download Accepted Account Details** Link

The Account Details file is in .txt format. This is an example of the downloaded records from a Personalized Card Order. This file will include the personal information included in the file upload. On the far left hand side of the file, you will find the Account Number, the Masked Card Number, along with the Return Code R00, which indicates the detail record processed correctly.

Details on the fields and layout for the Accepted and Rejected Download file, as well as all return codes and their definition, can be found in Chapter 7 of the CMS Bulk User Guide.

If after upload, the file does not change to a status of Pending, but shows as **FAILED**. Review your file upload to correct format errors and resave the file.
• Click on the **Edit** link

Follow directions beginning on page 14.
If the file processes but some or all records reject due to data entry.

- Click on the Rejected Account Details link to display the file.

On the far left hand side of the file, you will find the Account Number, the Masked Card Number, along with the Return Code RXX, which indicates the detail record process correctly (R00) or provides guidance to determine what caused reject. (R99) Know your Customer data missing.

Details on the fields and layout for the Accepted and Rejected Download file, as well as all return codes and their definition, can be found in Chapter 7 of the CMS Bulk User Guide.

If you have any questions or concerns with performing any of the tasks involved in this manual, please contact Client Services at 1-866-711-4609 or mnclienterservices@firstdata.com for assistance.
Enroll Cards

- Click on **Enroll Cards**

![Enroll Cards Image]

Enroll Single Employee

If **One** is selected, the following screen is presented.

- Select the **Program Name** from drop down list- there should only be one presented.
- Enter an **Order Description**- free form text that is meaningful to the User
- Select the **Employer ID** from the drop down list- there should only be one presented.
- Click Continue

![Enroll Single Employee Image]
The screen below appears for entry.

You will need information from the Welcome Kit provided to the Employee when they select the Money Network Card on their Payroll Selection Form.

Please reference page 14 for required data fields and special character restrictions for names and addresses.

- Click Preview Cardholder
The system will present the previous screen updated with your entered data, please review for accuracy.

- Select **EDIT Cardholder** to return to the previous screen to correct or update any field entries.

- Select **Submit** to Complete Enrollment of the employee information on the associated Card/Account number.

**Enroll Multiple Employees**

If **More than One** button is selected, the following screen is presented.

Be sure to prepare the Bulk Personalized Upload File Layout. Please reference instructions on page 18 on how to complete the spreadsheet. Please note there is a link on the screen to **Download the file layout spreadsheet** for entry.

- Select the **Program Name** from drop down list- there should only be one presented.
- Enter an **Order Description**- free form text that is meaningful to the User (ex: Enrollments09012017)
- Select the **Employer ID** from the drop down list- there should only be one presented.
- Enter the **Number of Records** included in your saved Bulk File Upload Spreadsheet.
- Enter **Total Amount** 0.00
- Click **Browse** to locate the saved txt file you created
- Click **Tab Delimited** file upload type
- Click **Upload**
The status will appear as **Uploading**, when it shows **Pending**, the Submit Order button will appear **BLUE**.

- Click **Submit Order**

To view the results of the Enrollment file upload

- Click **View Order Details**

- Click the **Line Item Number** Link
The screens and actions replicate the process used for placing Multiple Personalized Card order. Please reference pages 21-23 for screen examples.

If the File shows as Failed, or individual Account Records are rejected in a Download file, please reference the instructions on page 21-23.

If you have any questions or concerns with performing any of the tasks involved in this manual, please contact Client Services at 1-866-711-4609 or mnclientservices@firstdata.com for assistance.