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Overview

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Welcome to the Fifth Third Commercial Cardholder Portal (CHP) Login Help! The Commercial Cardholder Portal is a site that can be used to facilitate the majority of your needs as a cardholder, including inquiry access to account attributes and transaction details, maintenance capabilities, and provides you the ability to subscribe to proactive alerts regarding your account.

As an optional feature of the card program, your company has subscribed to this service to allow you easy and convenient access to your account. This login help guide will take you through each step with simple instructions.

System Requirements

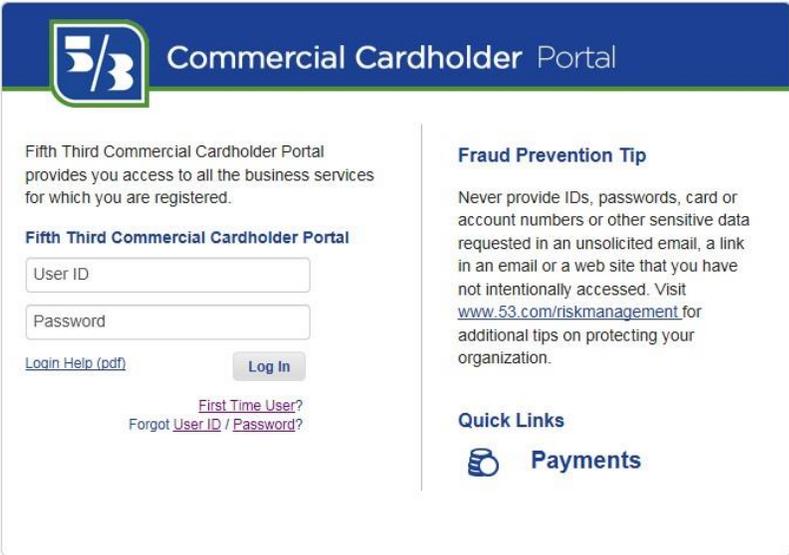
1. Our recommended browser is Microsoft Internet Explorer version 8.0 or higher. The Commercial Cardholder Portal may also be used with Firefox, Safari, and Chrome, among others. Open Source or BETA versions may have unpredictable results. *If using Internet Explorer, please ensure the compatibility view settings are turned **off** (i.e. unchecked). Compatibility view settings can be found by clicking on "Tools", then "Compatibility view settings".*
2. Internet connection

New User Registration

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In order to access the CHP for the first time, you must be a valid cardholder of a Fifth Third Commercial card, and have the following information:

1. 16-digit account number
2. Expiration Date on the Card
3. Security code for the card (3-digit number on the back of the card)
4. Fifth Third Direct Company ID (provided by your company administrator)

| Step | Action |
|------|--|
| 1 | Open an Internet browser and navigate to https://commercialcard.53.com |
| 2 | Click on the “First Time User?” link towards the bottom.  |
| 3 | Enter you full 16-digit corporate card number, its expiration date, the security code (3-digit number on the back of the card), and your company ID*. <i>*If you do not know your company ID, please consult with your company program administrator or T&E/purchasing card department.</i> |
| 4 | Create a User ID. You may choose any ID you wish as long as it is not already in use by another user. Also enter your email address twice and click “Continue”. |
| 5 | A temporary password will be sent to the email address entered*. Retrieve this password from your email, and enter it on the next screen**. <i>* If you do not get a temporary password emailed to you: a. Check your junk mail folder b. Click on “Forgot Password” to have another temporary password emailed to you</i> <i>**If you have already closed the screen, simply navigate back to commercialcard.53.com, and enter your user ID and the temporary password.</i> |
| 6 | The next screen will allow you to change the password to something you will |

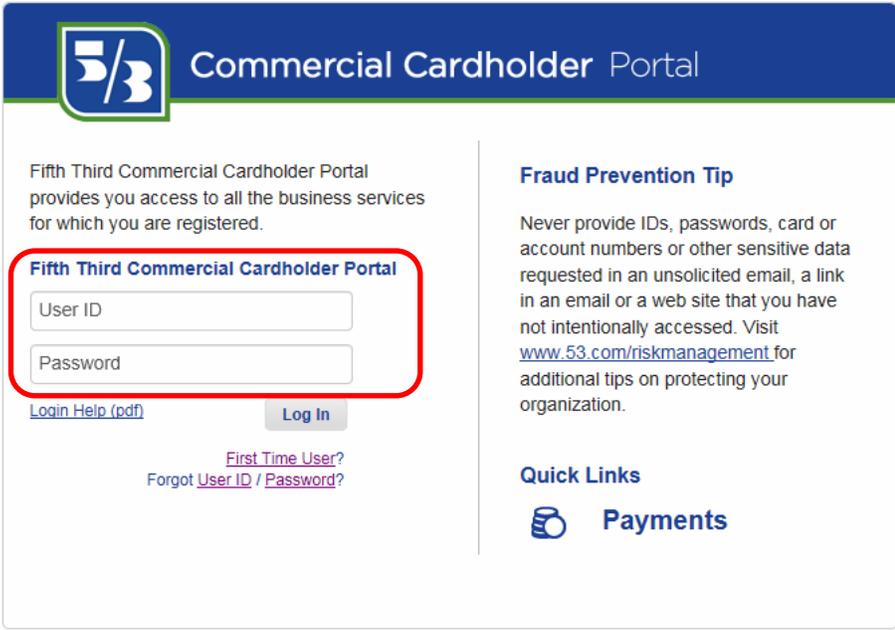
| | |
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| | remember. Please make note of the password complexity requirements listed on the screen. |
| 7 | For the protection of your account, the next screen will require you to select 3 challenge questions and answers, and provide at least one telephone number. You may provide up to 4 different phone numbers. These numbers will be used only for communication regarding the cardholder portal. |
| 8 | After completing this step, you will receive an email confirmation of your registration, and will be able to access your account through the portal with your established user ID and password. |

Logging into the Commercial Cardholder Portal

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In order to access CHP, follow the procedures below.

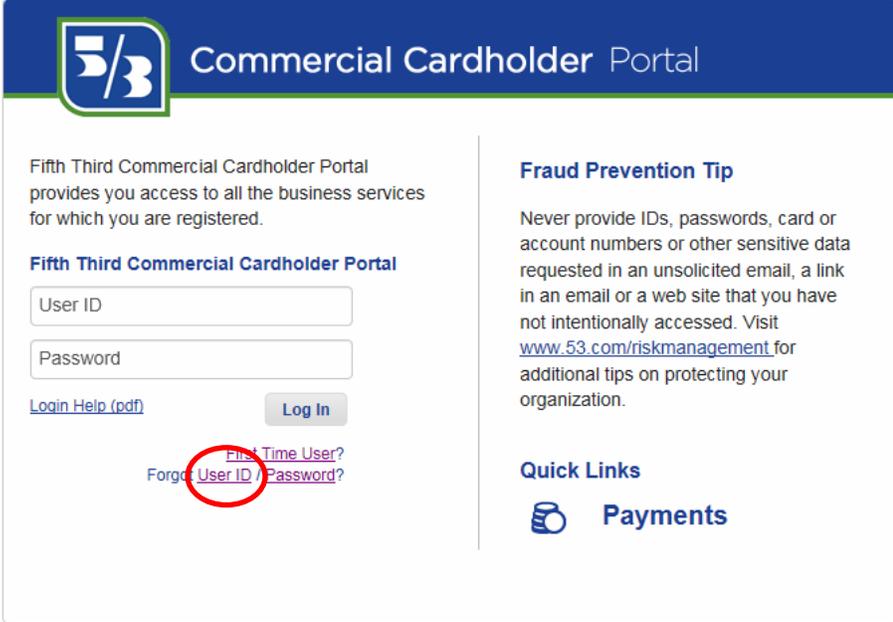
| | |
|----------|--|
| 1 | Open up the Internet and go to https://commercialcard.53.com |
| 2 | Enter User ID and Password . Click Log In . |



Forgot User ID

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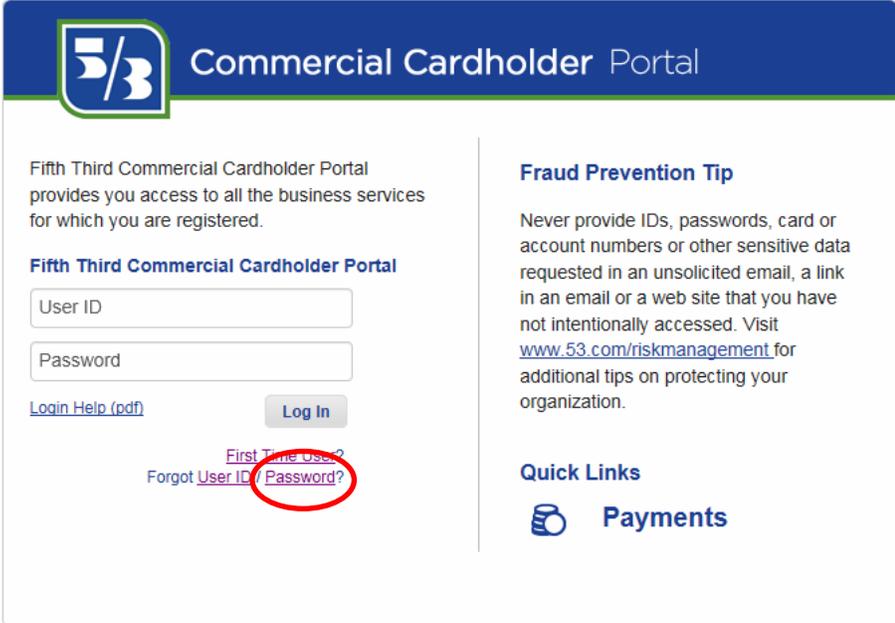
If you have forgotten your User ID, you may retrieve it from the login page.

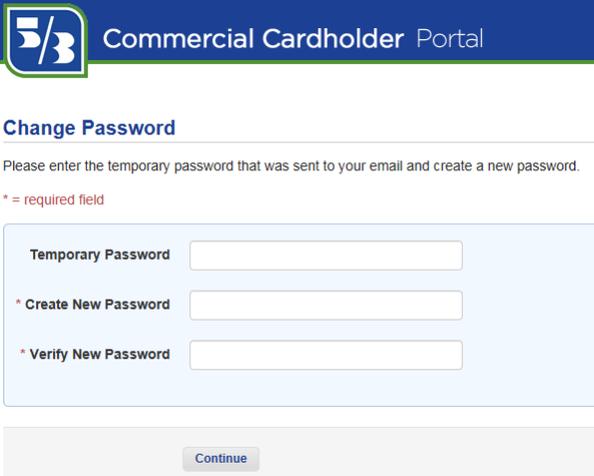
| Step | Action |
|------|---|
| 1 | Open up the Internet and go to https://commercialcard.53.com |
| 2 | <p>Click on the "User ID" link next to Forgot <u>User ID/ Password.</u></p>  <p>The screenshot shows the Fifth Third Commercial Cardholder Portal login page. The header includes the bank's logo and the text 'Commercial Cardholder Portal'. Below the header, there is a section for logging in with fields for 'User ID' and 'Password', and a 'Log In' button. A link for 'Login Help (pdf)' is also present. Below the login fields, there are two links: 'First Time User?' and 'Forgot User ID / Password?'. The 'Forgot User ID / Password?' link is circled in red. To the right of the login form, there is a 'Fraud Prevention Tip' section and a 'Quick Links' section with a 'Payments' link.</p> |
| 3 | Once you enter your email address and it has been validated, your user ID will be emailed to you. You can then log in to the portal with your User ID and password. |

Forgot Password

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If you have forgotten your password, you may reset it from the login page.

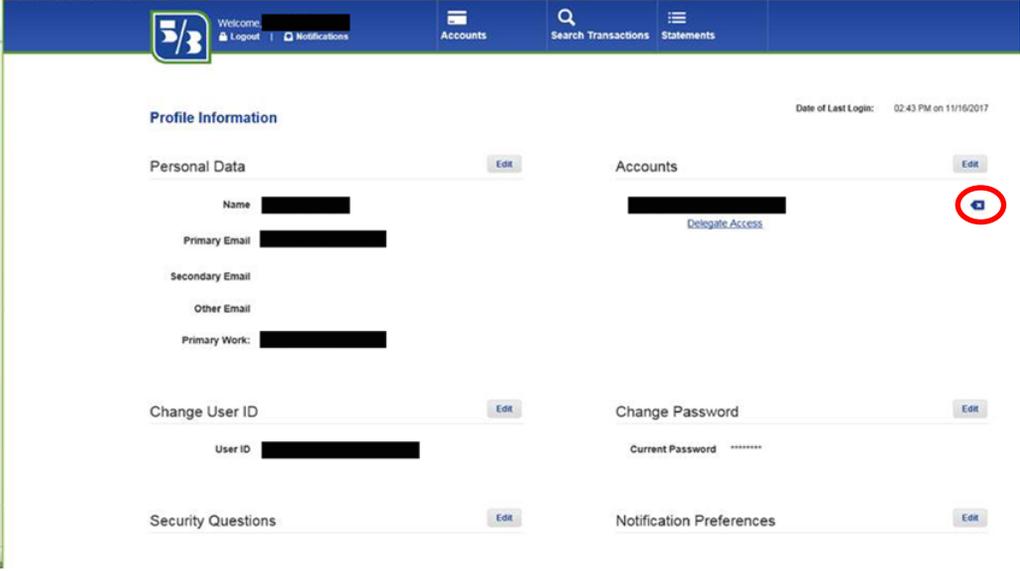
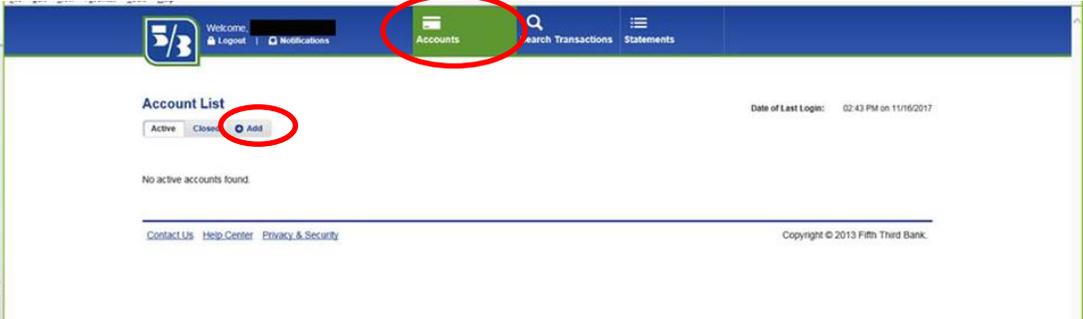
| Step | Action |
|------|---|
| 1 | Open up the Internet and go to https://commercialcard.53.com |
| 2 | <p>Click on the "Password" link next to Forgot <u>User ID/ Password</u>.</p>  <p>The screenshot shows the 'Commercial Cardholder Portal' login page. It includes a header with the bank logo and title. Below the header, there is a login form with fields for 'User ID' and 'Password', and a 'Log In' button. To the right of the login form is a 'Fraud Prevention Tip' section. Below the login form, there are links for 'Login Help (pdf)', 'First Time User?', and 'Forgot User ID/ Password?'. The 'Forgot User ID/ Password?' link is circled in red. At the bottom of the page, there are links for 'Contact Us' and 'Privacy & Security', and a copyright notice for 2013 Fifth Third Bank.</p> |
| 3 | <p>You will be prompted to enter the email address associated with your account, as well as your User ID:</p>  <p>The screenshot shows the 'Forgot Password' form. It has a title 'Forgot Password' and a sub-header. Below the sub-header, there is a message: 'Please enter the account email and User ID below. Once confirmed you may be prompted to answer security questions.' There is a legend: '* = required field'. Below the legend, there are two input fields: '* Account Email' and '* User ID'. At the bottom of the form, there are two buttons: 'Cancel' and 'Continue'.</p> |

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| | |
| 4 | <p>You will then be prompted to change your password. Please make note of the complexity requirements that are listed on the screen when creating a new password.</p>  <p>The screenshot shows the 'Commercial Cardholder Portal' header with the Fifth Third Bank logo. Below the header is the section 'Change Password'. A message reads: 'Please enter the temporary password that was sent to your email and create a new password.' A red asterisk indicates that the following fields are required: 'Temporary Password', '* Create New Password', and '* Verify New Password'. Each field has a corresponding text input box. At the bottom of the form is a 'Continue' button.</p> |

Remove/Add Card Account Associated With User ID

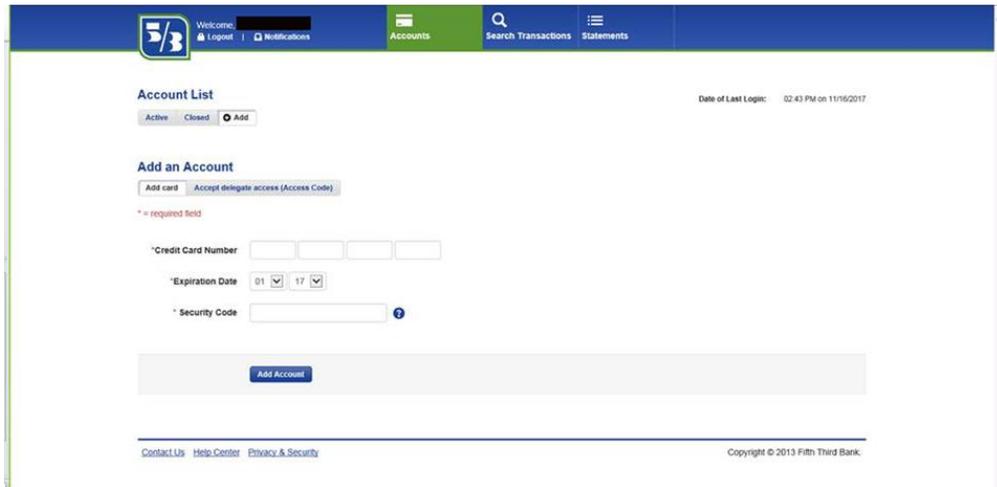
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To delete or add the card account information that is displayed upon login

| Step | Action |
|------|---|
| 1 | Open up the Internet and go to https://commercialcard.53.com |
| 2 | Login to the site using your user id and password. |
| 3 | <p>Click on your name at the top of the page. This will present your user profile. In the “Accounts” section click the “X” icon to remove the account.</p>  |
| 4 | <p>To add a new card account to your user profile, click on the “Accounts” icon at the top of the home page. Then, click the “Add” button to add a new card account.</p>  |

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On the next screen, you will be prompted to provide card number, expiration date, and CVV value for the specific card account you wish to add.



The screenshot shows the 'Add an Account' section of the Fifth Third Bank Commercial Cardholder Portal. The page has a blue header with the bank logo, a user profile, and navigation links for 'Accounts', 'Search Transactions', and 'Statements'. Below the header, there is an 'Account List' section with 'Active', 'Closed', and 'Add' buttons. The 'Add an Account' section includes a dropdown menu for 'Add card' (with 'Accept delegate access (Access Code)' selected) and a red asterisk indicating required fields. The form contains three input fields: 'Credit Card Number' (a four-digit masked field), 'Expiration Date' (two dropdown menus for month and year), and 'Security Code' (a six-digit masked field). An 'Add Account' button is located below the form. At the bottom of the page, there are links for 'Contact Us', 'Help Center', and 'Privacy & Security', along with a copyright notice for 2013 Fifth Third Bank.