KeyBank

Key2Benefits®
KeyNavigator℠ Reporting
User Guide

Revised (10/17)

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This publication is designed to provide accurate information about the subject matter covered. Please be aware that changes to the information may occur after the publication date.

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1. Introduction

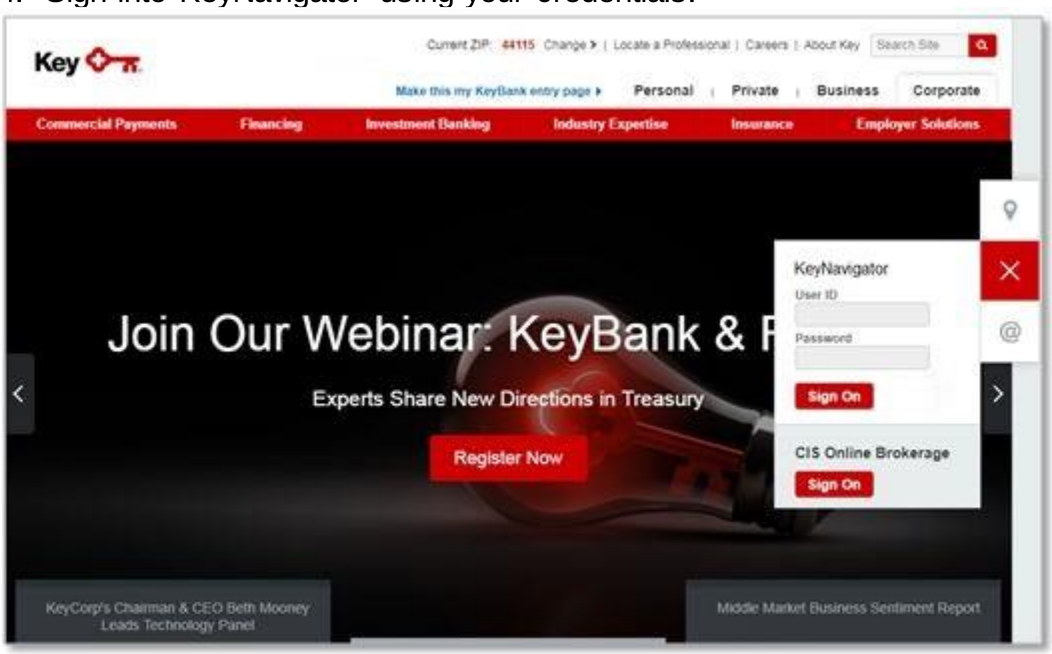
The Key2Benefits card is a prepaid debit card product designed to offer state agency programs and public entities a secure, low-cost, and convenient method of issuing payments electronically as an alternative to paper checks or direct deposit. Key2Benefits cards can be loaded with multiple deposits and 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 that 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 a robust suite of 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.

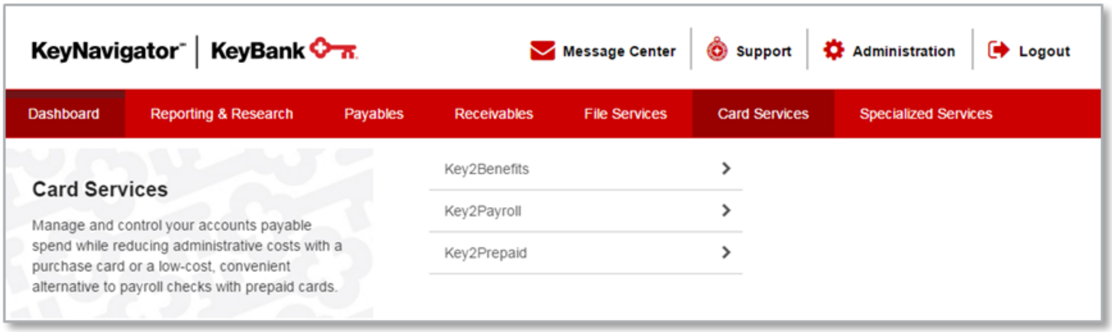
2. Accessing Key2Benefits Reporting through KeyNavigator

To access KeyNavigator, follow the steps below:

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



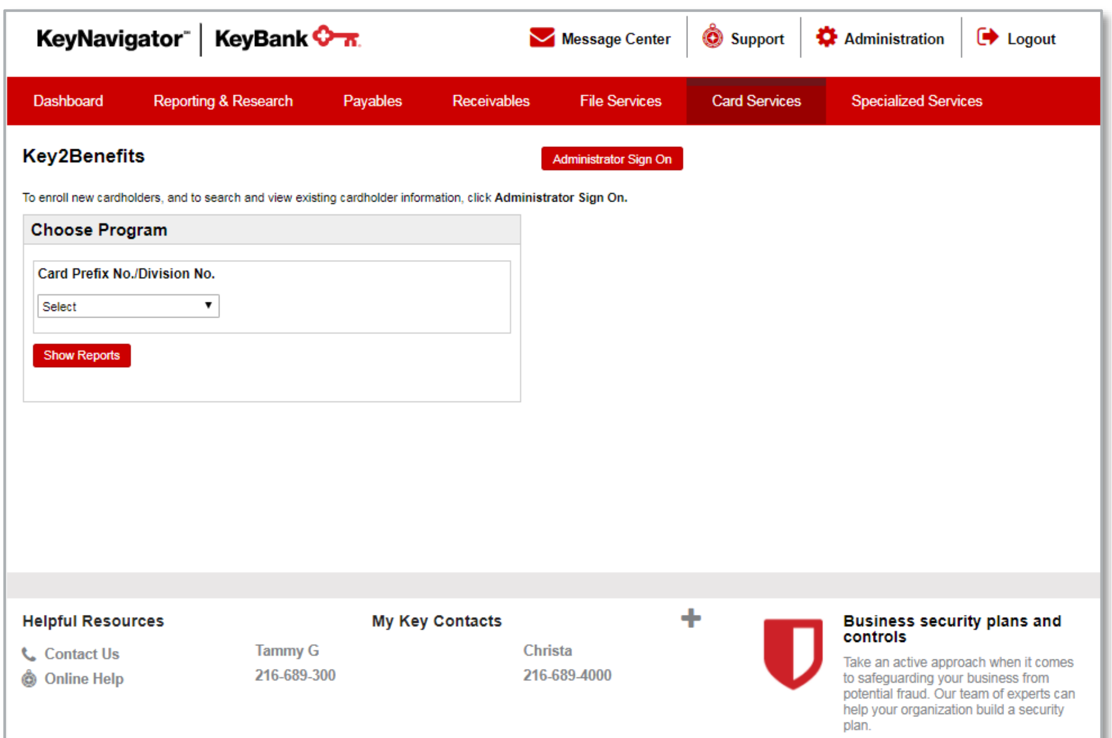
5. To access the reports, log into KeyNavigator; select **Card Services** from the top Navigation and then select **Key2Benefits**.



6. The Key2Benefits Reporting Page appears. There are two options available:

   a. **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.

   b. **Choose Program** – Click the dropdown arrow to select your program's Card Prefix Number. The prefix number is the first 9 digits of your card numbers. Then click **Show Reports** to see your dedicated reporting.



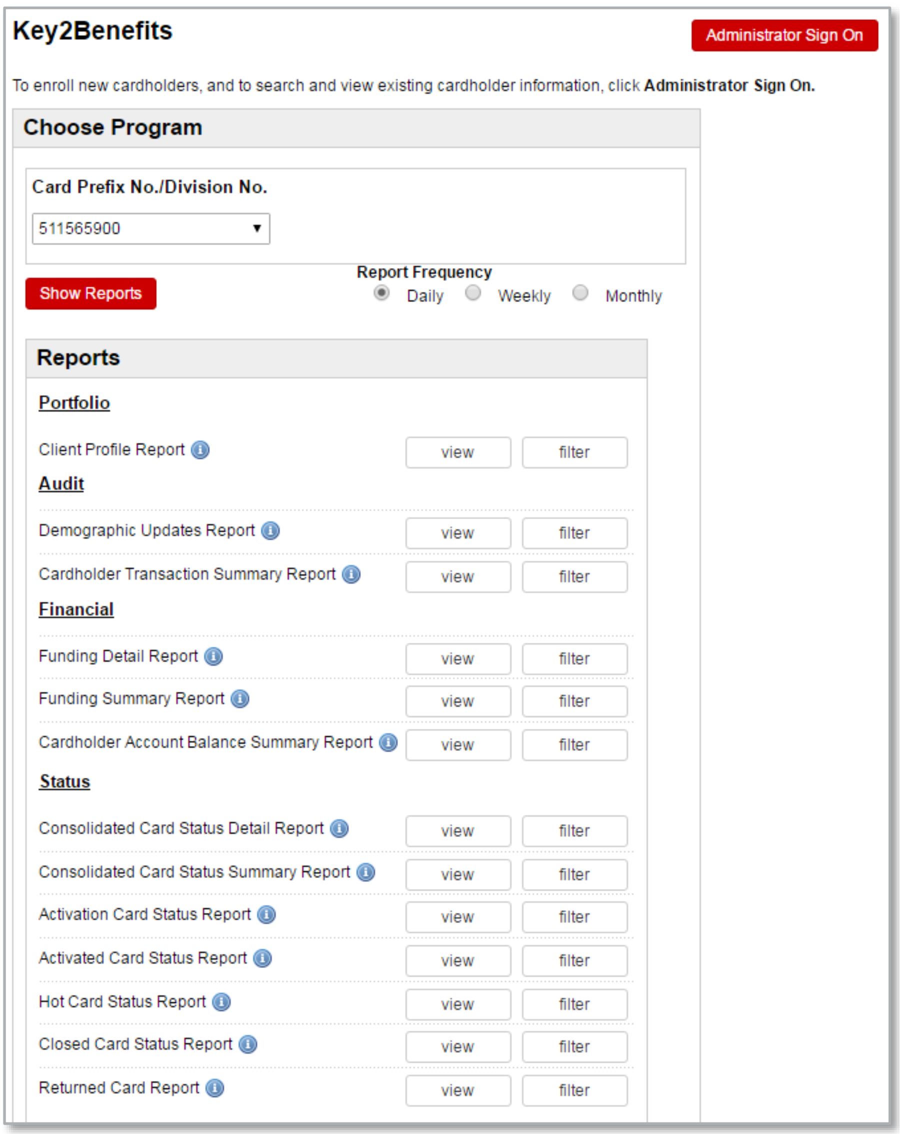
3. Key2Benefits Reports

3.1 Report Categories and Frequency

Multiple reports are available for Key2Benefits programs, which include:

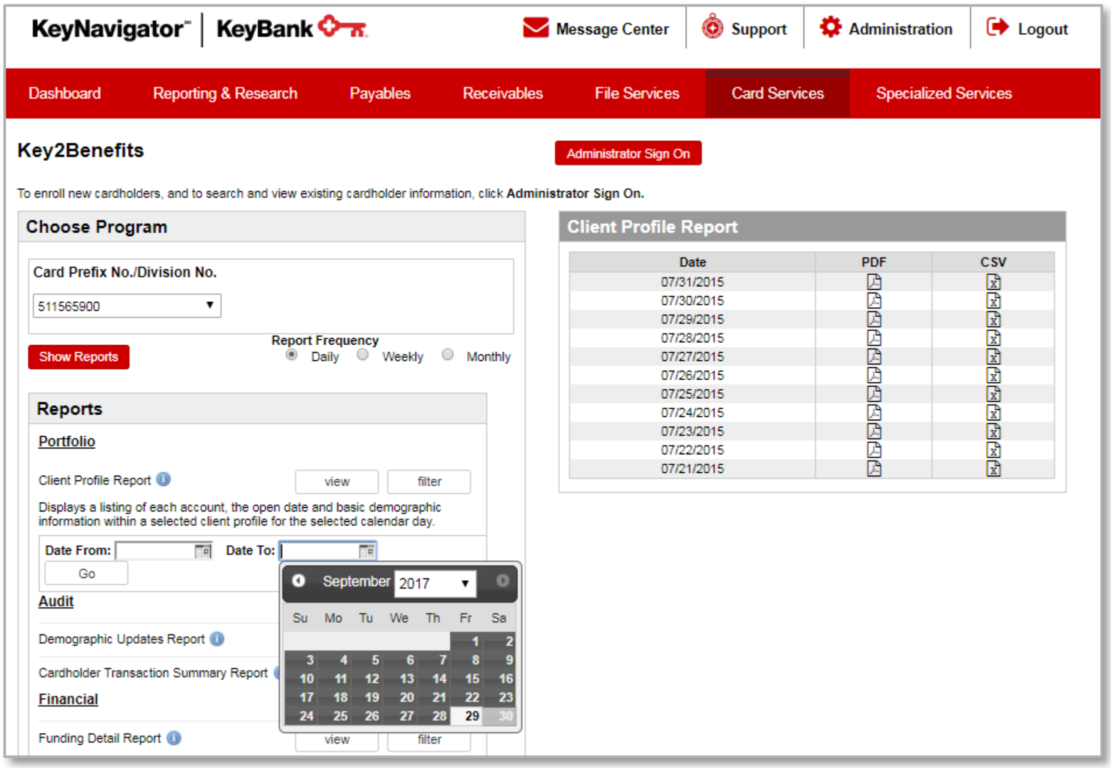
- New Account
- Cards Never Activated
- Card Funding
- Returned Cards

There are a variety of reports 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 is below:



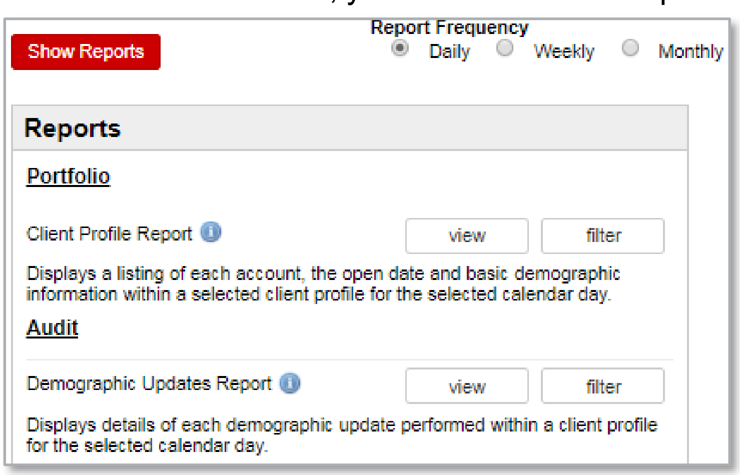
3.2 Report Formats and Availability

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



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.



3.4 Report List

Report Name	Report Description
Portfolio	
Client Profile Report	Displays a listing of each account, the open date and basic demographic information within a client profile as of the selected calendar day.
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.