CIMB BANK

Frequently Asked Questions

Corporate Cards Online

1. What is Corporate Cards Online?

Corporate Cards Online is a portal that helps you to control and track card spending by providing a centralised reporting with multi-level transaction data and secure online statements. You may also track real-time transactions on payments received for easy reconciliation process.

2. Where should I obtain the User ID?

If you are the card program administrator or cardholder, you will receive an email notification informing that your account has been set up and the User ID can be obtained from that email.

3. What should I do if I forget my Corporate Cards Online password?

If you have forgotten your password, click on "Forgotten Password" on the login page. Alternatively, you may contact your card program administrator or the Bank to reset the password.

4. How should I log in to Corporate Cards Online if I am a first time user?

You may refer to our *Corporate Cards Online First-time Login Guide* for reference.

5. What do I do if my account is locked?

(i) If you are the card program administrator, you may contact 1300 888 828 for assistance to unlock your account.

(ii) If you are the cardholder, you may refer to your corporation's card program administrator to unlock your account.

6. What is the requirement to setup my password?

Your password for Corporate Cards Online must contain the following:

- 8 to 14 characters
- At least one number
- At least one uppercase character (A-Z)
- At least one lower character (a-z)

7. What is the browser requirement for Corporate Cards Online?

Corporate Cards Online is supported by Internet Explorer 9 (or above), Chrome and Firefox.

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Smart Data

1. What is Smart Data?

Smart Data is a data intelligence web portal with full-fledge expense management capability. It is a flexible, adaptable tool, designed to support your needs – providing you with a basic, simple reporting tool to a more complex expense reporting system with automated workflows and integration with other ERP systems.

2. Where should I obtain the User ID?

Upon signing up for this service, you will receive email notifications containing the User ID and temporary password.

3. How do I create my first time password?

Step 1: Upon creating your User ID, Smart Data Manager will send you via email a temporary system-generated password which will expire in 90 days

Step 2: Log in to Smart Data using your User ID and temporary password

Step 3: Set a new password in accordance to the password guideline

Step 4: Set three security questions and answers.

4. How do I change my password on Smart

Data? Step 1: Click on My Profile

Step 2: On My Profile Screen, click on Change Password

Step 3: In the Current Password field, enter your current password

Step 4: In the New Password field, enter your new password

Step 5: Click the Save button.

5. How can a Card Program Administrator reset password for other

users? Step 1: Click on User

Step 2: Click on Password Reset

Step 3: Search for User ID, then reset the password.

6. What is the browser requirement for Smart Data?

Smart Data is supported by Internet Explorer 10 (or above), Chrome, Firefox and Safari (Only on Mac OSX).

For further enquiries, please contact us at 1300 888 828 Monday to Friday from 7AM to 7PM and Saturday from 8AM to 5PM (excluding public holidays) or send an email to corpcardsonline@cimb.com