CentreSuite™ Implementation Release 2024.04
Downtime — *April 17, 2024*

To our valued partner,

TSYS is committed to providing best-in-class Web solutions for you and your customers. In our efforts to do so, we are continuously adding value to your solution by enhancing our products so they are more innovative, convenient and user friendly to you, your service center, and your customers.

Below is information on the latest enhancements and improvements. If you have any questions, please contact your Program Manager.

Thank you for your business, and we value our continued partnership.

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On Wednesday, April 17th, 2024, the next update of CentreSuite will be installed. To facilitate this implementation, **CentreSuite will have intermittent slowness from 6:00 p.m. ET until 2:00 a.m. ET.**

The CentreSuite 2024.04 release contains general system enhancements.

General Updates

TSYS will be making changes across the application related to searching for accounts using the Account Number search option. This is being implemented in preparation of rehosting CentreSuite in the cloud. Changes will be implemented in all modules. Users will still be able to search using the full 16-digit account number or the last 4 digits of the number. The system will no longer support a partial search using an asterisk.

Users that have access to more than one bank will also be required to enter in the bank number first, similar to what is required within Manage Accounts currently. Below are some examples of the changes.

Statement Module

When selecting Statements > Account Activity, the bank number field will display when a user has access to multiple banks:
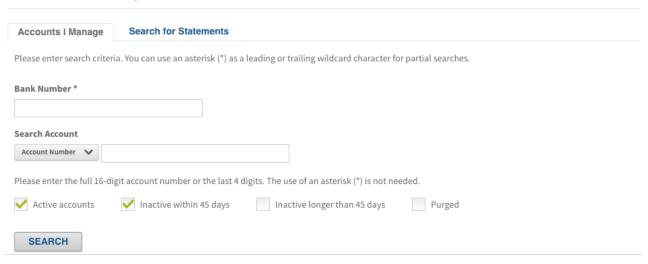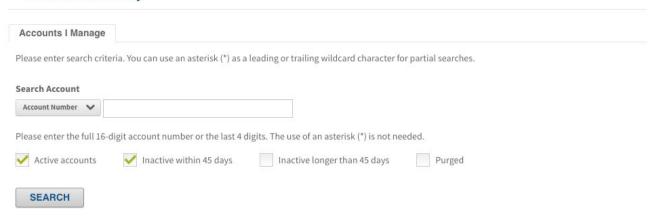
When "Account Number" is selected from the Search Account dropdown, the instructional text will reflect the changes as shown below:

Users with access to a company or multiple companies will only see changes in the instructional text, if applicable.

Below are the main areas where users will see the changes:

- Statements
  - Account Activity
  - Payments
  - View Authorization Requests
- Accounts
  - Manage Accounts
  - Manage Temporary Spend Controls
  - View Program Change Requests
  - Transfer Account
  - View Authorization Requests
- Reports
  - All Standard Reports that support searching by account number.
  - Scheduler
- Expenses
  - View Transactions
  - Manage Expense Reports
  - Create Out of Pocket

- Administration
  - Maintain User Information – Add Access

Browser Support

Please remember that these changes are tested in Microsoft Edge, Safari, Firefox and Chrome and are the supported browsers. It is recommended that you upgrade to new versions to avoid any issues with the application.

Implementation Downtime

Again, please note – CentreSuite will be intermittently unavailable from 6:00 p.m. ET until 2:00 a.m. ET April 17th, 2024.

We regret any inconvenience this downtime may cause you or your customers. If you have any questions regarding the release, please contact your Program Manager for more information.