

# FasCard Admin Site - Loyalty Accounts

## Overview

The Loyalty Accounts page is only accessible by users with **Admin** or **Loyalty Account** privileges. This page is used to add, edit, and delete Loyalty customer accounts. The functions on this page are designed for FasCard users and employees. Loyalty users may also access and edit their account information by logging into their account via mobile device.

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## Managing Loyalty Accounts

Navigating to the Loyalty Accounts page under the Loyalty Tab will display an alphabetical list of Loyalty Accounts present in the system. Clicking anywhere on a user row will display the user details in the user details section of the page. Clicking the **Add New** button allows a new Loyalty Account to be added.

The Loyalty URL link (upper right of image shown above) is only visible when a "Join Loyalty Program" coupon is active. See [FasCard Loyalty Site - Coupons](#) for more information.

Test account

Loyalty URL: <https://m.fascard.com?Start=HYSCTM>

Name	Address	Phone	Email	Credit	Cards
Test Account				10.82	<a href="#">100054298</a>

### Test Account Details

**Account Info**

Name:

Address 1:

Address 2:

City:

State:  Zip:

Email:

Phone:

Language:

Group:

User Discount:

Total Discount: 0% from local account

Email when cycle nears completion

Disable Account

Notes:

**Account Details**

Account Created: 7/7/2015 2:36:54 PM  
Account Linked: 7/7/2015 2:36:54 PM

Account Balance:

Account Bonus:

Loyalty Points:

Free Dry Credits:

**Available Credit: \$10.82**

Choose Package:

Location:

**Cards**

Card Number	Date Added
<a href="#">100054298</a>	7/7/2015 2:37:18 PM

Select a card to delete

**Coupons**

Name	Code
FCAS-937 Test	MMEUNX
Free Dry	HPUEEW
\$1.00 Bonus	DALSMP
2.00 bonus	DBLXGT
\$2.00 Bonus Coupon	THXJXL
Free Dry	UCYQFX

**Auto Reload**

Off

Monthly

Day of Month:

Last day of month

Time:

Weekly

Day of Week:

Time:

Balance Reload Amount:

Bonus Reload Amount:

Zero Balance/Bonus before reloading

\* Timezone = Central Standard Time

## Loyalty Account Details

Once a Loyalty Account is selected or **Add New** is clicked, details for the account will be displayed. Account details are further broken down by section, below.

- Customers can link their loyalty accounts to multiple locations, allowing ease of access when utilizing different stores and locations. This also allows FasCard Loyalty Cards to be used at multiple locations. Balances and other store account information **do not** transfer between accounts.
- The 'Cards' column displays the first card number associated with the account and denotes the number of additional loyalty cards associated with the account.

## Account Info

**ACCOUNT INFO SECTION**

The account info section displays basic contact information for a selected user.

FIELD	DESCRIPTION	IMAGE
<b>Name</b>	The name of the selected user.	<div style="border: 1px solid #ccc; padding: 10px;"> <p><b>Account Info</b></p> <p>Name: <input type="text" value="Test Account"/></p> <p>Address 1: <input type="text"/></p> <p>Address 2: <input type="text"/></p> <p>City: <input type="text"/></p> <p>State: <input type="text"/> Zip: <input type="text"/></p> <p>Email: <input type="text"/></p> <p>Phone: <input type="text"/></p> <p>Language: <input type="text" value="English"/> ▼</p> <p>Group: <input type="text"/> ▼</p> <p>User Discount: <input type="text" value="0"/></p> <p>Total Discount: 0% from local account</p> <p><input type="checkbox"/> Email when cycle nears completion</p> <p><input type="checkbox"/> Disable Account</p> <p>Notes: <input style="width: 100%; height: 40px;" type="text"/></p> <p style="text-align: right;"> <input type="button" value="Save"/> <input type="button" value="Remove"/> <input type="button" value="Cancel"/> </p> </div>
<b>Address 1</b>	User's registered address.	
<b>Address 2</b>	User's registered address.	
<b>City</b>	User's registered city.	
<b>State</b>	User's registered state.	
<b>Zip</b>	User's registered zip code.	
<b>Email</b>	The registered user's email address. This is also the user ID for logging into the Loyalty website.	
<b>Phone</b>	The registered phone number of the selected user.	
<b>Language</b>	This is the chosen customer language that will appear on the FasCard readers (subject to firmware availability).	
<b>Group</b>	The loyalty group associated with the selected account.	
<b>User Discount</b>	This field allows a discount to be manually assigned to the loyalty account.	
<b>Total Discount</b>	The discount amount the Loyalty account holder will receive off of participating equipment (See <a href="#">Pricing / Features</a> on how to set participating equipment).	
<b>Email when cycle nears completion</b>	Check box that allows customer to receive email indicating machine cycle is 90% complete.	
<b>Disable Account</b>	Check box that allows account to be disabled.	
<b>Notes</b>	Free form text area, notes are only viewable to users with access to this page	
<b>Save</b>	This button saves changes to the Account Info section when clicked.	
<b>Remove</b>	This button removes all personal information for the user, balances on loyalty cards will still be available but all account activity will be anonymous	
<b>Cancel</b>	This button cancels changes to the Account Info section when clicked.	

## Account Details

**ACCOUNT DETAILS SECTION**

The account details section displays account balance information.

FIELD	DESCRIPTION	IMAGE

<b>Account Created</b>	This indicates the date and time that the master account was created.
<b>Account Linked</b>	This indicates the date and time that the loyalty account was linked to the store account.
<b>Account Balance</b>	The value that the user has added to the account either by credit card or over the counter via Add Value feature. This information can only be edited by a user account with <a href="#">Admin permissions</a> .
<b>Account Bonus</b>	The current bonus value the user has on the account. Bonus can be earned through one of the loyalty programs, configured on the Loyalty Settings page. This information can only be edited by a user account with <a href="#">Admin permissions</a> .
<b>Loyalty Points</b>	The current total of points the user has on the account. Point can be earned through the loyalty point program, configured on the Loyalty Settings page. This information can only be edited by a user account with <a href="#">Admin permissions</a> .
<b>Free Dry Credits</b>	The number of free dry credits the account has (see <a href="#">Pricing / Features</a> on how to set participating equipment). This information can only be edited by a user account with <a href="#">Admin permissions</a> .
<b>Available Credit</b>	The sum of Account Balance and Account Bonus the user has on the account.
<b>Choose Packages</b>	A listing of purchase packages that may allow a user to earn a bonus on their account if they purchase stated amount. Packages are configured from the Loyalty Settings page. Packages can be selected by clicking them.
<b>Enter Custom Amount</b>	Entering a value and clicking 'Purchase' will update the user's account with said value along with any applicable bonus. Adding value to an account assumes that the user has accepted payment outside of FasCard (ie, Cash, Coupon). Value added to an account is logged and viewable from the Loyalty Cash Report.
<b>Location</b>	<p>The location will be mapped to the purchase, allowing the Loyalty Cash report to filter cash transactions to be viewed by specific locations.</p> <ul style="list-style-type: none"> <li>• The location drop down list will only display the locations accessible by the user currently logged in.</li> <li>• The Locations will be listed in alphabetical order.</li> <li>• If the user has previously selected a location at a given workstation, that location will be remembered.</li> <li>• If the user has not used the workstation then the location selected by the previous user will be selected. The user may change the location at any time.</li> </ul>

### Account Details

Account Created: 11/27/2018 3:46:06 PM  
Account Linked: 3/28/2019 3:21:11 PM

Account Balance:

Account Bonus:

Loyalty Points:

Free Dry Credits:

**Available Credit: \$30.75**

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**Choose Package:**

Location:

---

<b>Email when cycle nears completion</b>	When users start equipment that allows <a href="#">email notifications</a> , the user will receive an email notification when cycle is at 90% of completion (if checked).
<b>Adjust Credit</b>	This button saves changes to the Account Details section when clicked. It is only available to users accounts with <a href="#">Admin permissions</a> .

## Choose Package

This section allows users with the requisite privileges to add value to an account on the behalf of the customer. To add value to an account using this function, follow the steps listed below.

1. Select a package or enter a custom dollar value in the appropriate field.
2. Select the appropriate location from the dropdown menu.
3. Click **Purchase**.
4. Value will be added to the customer account, including configured bonus amount.

## Cards

The cards section displays the cards that have been associated with the account. An account may have multiple cards associated with it.

**ADD A NEW CARD**

When you click "Add New Card", the below fields will appear and need to be completed. Follow the steps in the 'Edit a Loyalty Account' section, [below](#).

FIELD	DESCRIPTION	IMAGE												
<b>Number</b>	A 9 - 12 digit number, generally printed on the front or back of the card.	<div data-bbox="667 359 1427 1230"> <p><b>Cards</b></p> <table border="1"> <thead> <tr> <th data-bbox="711 422 971 495">Card Number</th> <th data-bbox="987 422 1341 495">Date Added</th> </tr> </thead> <tbody> <tr> <td data-bbox="727 516 889 548">100083387</td> <td data-bbox="987 516 1305 548">3/18/2019 11:03:59 AM</td> </tr> <tr> <td data-bbox="727 590 889 621">100008793</td> <td data-bbox="987 590 1289 621">3/28/2019 3:40:20 PM</td> </tr> <tr> <td data-bbox="727 663 889 695">100008787</td> <td data-bbox="987 663 1289 695">6/11/2019 2:41:01 PM</td> </tr> <tr> <td data-bbox="727 737 889 768">100008810</td> <td data-bbox="987 737 1289 768">6/11/2019 2:54:44 PM</td> </tr> <tr> <td data-bbox="727 810 889 842">100008786</td> <td data-bbox="987 810 1289 842">6/11/2019 2:55:26 PM</td> </tr> </tbody> </table> <p data-bbox="922 873 1179 905"><i>Select a card to delete</i></p> <p data-bbox="716 957 1349 1010">Number: <input type="text"/></p> <p data-bbox="773 1041 967 1104">PIN: <input type="text"/></p> <p data-bbox="711 1136 1073 1188"> <input type="button" value="Save Card"/> <input type="button" value="Cancel"/> </p> </div>	Card Number	Date Added	100083387	3/18/2019 11:03:59 AM	100008793	3/28/2019 3:40:20 PM	100008787	6/11/2019 2:41:01 PM	100008810	6/11/2019 2:54:44 PM	100008786	6/11/2019 2:55:26 PM
Card Number	Date Added													
100083387	3/18/2019 11:03:59 AM													
100008793	3/28/2019 3:40:20 PM													
100008787	6/11/2019 2:41:01 PM													
100008810	6/11/2019 2:54:44 PM													
100008786	6/11/2019 2:55:26 PM													
<b>PIN</b>	A 3 digit number, generally printed on the front or back of the card.													

## DELETE A CARD

When you select a card by clicking its card number row, the 'Delete Card' option becomes available. Once the 'Delete Card' option is used, the card number selected is removed from the Loyalty account and would be available for reuse for dispensing or adding to a new or existing account.

### Cards

Card Number	Date Added
100168752	7/9/2015 11:41:17 AM
100168753	7/9/2015 11:41:30 AM
100168754	7/9/2015 11:41:43 AM
100168822	7/9/2015 11:42:31 AM
100168823	7/9/2015 11:43:04 AM

## Merge

The Merge section allows the active account to be merged with another. When merging accounts all of the account balances, cards, and account activity are merged together



Only the email address of the target account is retained, the source email address is dropped.

## MERGE CARD

When you click "Add New Card", the below fields will appear and need to be completed. Follow the steps in the 'Edit a Loyalty Account' section, [below](#).

FIELD	DESCRIPTION	IMAGE
Email / Card Number	The email address or the card number for which the active account will be merged too	<p><b>Merge</b></p> <p>Merge this account with another user account, all balances and activity will be merged.</p> <p><input type="text" value="Enter email or card number"/> <input type="button" value="Merge"/></p>
Merge	Button that executes the merge	

# Merging Loyalty Accounts

## Merging Loyalty Accounts

1. Navigate to the [FasCard Admin site](#) and sign in with an Admin or Loyalty Accounts user account.
2. Click the **Loyalty** tab.
3. Click the **Accounts** link.
4. Navigate to the loyalty account to be the 'Source' of the merge
5. Enter the email address or card number from the loyalty account that will be the 'Target' of the merge in the Merge field.

The screenshot shows the FasCard Admin interface. At the top, there's a header with the FasCard logo and 'TEST SERVER'. Below that, a navigation menu includes 'Settings', 'Setup', 'Users', 'System', 'Reports', 'Loyalty', and 'Operations'. Under 'Loyalty', there are sub-menus for 'Accounts', 'Loyalty Settings', 'Loyalty Groups', 'Cards', 'Coupons', and 'Marketing'. A search bar is present with a 'Search' button and a 'Reset' button. A table lists several user accounts with columns for Name, Address, Phone, Email, Credit, and Cards. The account 'F0124 User9545' is highlighted. Below the table, there's a section for 'F0124 User9545 Details' with fields for Account Info, Account Details, and Cards. A 'Merge' dialog box is overlaid on the details section, containing the text 'Merge this account with another user account, all balances and activity will be merged.' and a 'Merge' button. A red box highlights the 'Merge' dialog box and the 'Merge' button in the 'Merge' section at the bottom of the details form.

Account: F0124 (SmartWash Laundry (production snapshot 2020/7/15)) Welcome Steve Marconeiti [My Settings](#) [Account Setup](#) [Sign Out](#) [Help](#)

Settings Setup Users System Reports **Loyalty** Operations

Accounts Loyalty Settings Loyalty Groups Cards Coupons Marketing

Card added.

Search for account Search Reset ? Loyalty URL: <https://m.fascard.com?Start=DHCCJS>

Name	Address	Phone	Email	Credit	Cards
F0124 User6152				38.25	0
F0124 User16885				37.25	0
F0124 User1690				37.25	0
F0124 User9838				37.25	0
F0124 User12650				36.00	0
F0124 User9545				35.75	101808000

Add New All 1 2 ... 5 6 **7** 8 9 ... 3327 3328

### F0124 User9545 Details

Account Info

Name: F0124 User9545

Address 1:

Address 2:

City:

State: Zip:

Email:

Phone:

Language: English

Group:

User Discount: 0

Total Discount: 0% from local account

Email when cycle nears completion

Disable Account

Notes:

Save Remove Cancel View Activity

Account Details

Account Created: 7/20/2020 7:52:56 AM

Account Linked: 9/1/2017 9:33:39 AM

Account Balance: 35.75

Account Bonus: 0.00

Loyalty Points: 0

Cards

Card Number	Date Added
101808000	12/14/2020 8:13:38 AM

Select a card to delete

Add Card

Merge

Merge this account with another user account, all balances and activity will be merged.

100807999 Merge

Balance Reload Amount: 0.00

Bonus Reload Amount: 0.00

Zero Balance/Bonus before reloading

\* Timezone = Central Standard Time

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6. Click **Merge**

Account: F0124 (SmartWash Laundry (production snapshot 2020/7/15))

Welcome Steve Marcionetti | [My Settings](#) | [Account Setup](#) | [Sign Out](#) | [Help](#)

Settings | Setup | Users | System | Reports | Loyalty | Operations

Accounts | Loyalty Settings | Loyalty Groups | Cards | Coupons | Marketing

Card added

Confirm User Merge

Please verify the user details to be merged.

Details	Source User	Destination User
Name	F0124 User9545	F0124 User15830
Email		
Phone		
Address 1		
Address 2		
City		
State		
Zip		
Balance	\$35.75	\$42.50
Bonus	\$0.00	\$0.00
Loyalty Points	0	0
Free Dry Credits	0	0
Card(s)	101808000	101807999

Proceed with merging | Cancel

Phone | Email | Credit | Cards

Phone	Email	Credit	Cards
		38.25	0
		37.25	0
		37.25	0
		37.25	0
		36.00	0
		35.75	101808000

Account Created: 7/20/2020 7:52:56 AM  
Account Linked: 9/1/2017 9:33:39 AM  
Account Balance: 35.75  
Account Bonus: 0.00  
Loyalty Points: 0  
Free Dry Credits: 0  
Available Credit: \$35.75  
Adjust Credit

Choose Package:  
Buy \$1.00  
Buy \$5.00  
Buy \$10.00

Cards

Card Number	Date Added
101808000	12/14/2020 8:13:38 AM

Add Card

Coupons

No Coupons assigned to account

Auto Reload

Off  
Monthly

Day of Month:

7. Confirm the merge by clicking the **Proceed with Merging** button

8. Confirmation will be displayed at the top of the screen

## Coupons

## Coupon Section

This section displays any coupons that have been applied to the account utilizing the [FasCard Loyalty Site](#). This is strictly a historical record and nothing can be edited in this section.

FIELD	DESCRIPTION	IMAGE														
<b>Name</b>	This indicates the name of the coupon program.	<b>Coupons</b> <table border="1"><thead><tr><th>Name</th><th>Code</th></tr></thead><tbody><tr><td>FCAS-937 Test</td><td>MMEUNX</td></tr><tr><td>Free Dry</td><td>HPUEEW</td></tr><tr><td>\$1.00 Bonus</td><td>DALSMP</td></tr><tr><td>2.00 bonus</td><td>DBLXGT</td></tr><tr><td>\$2.00 Bonus Coupon</td><td>THXJXL</td></tr><tr><td>Free Dry</td><td>UCYQFX</td></tr></tbody></table>	Name	Code	FCAS-937 Test	MMEUNX	Free Dry	HPUEEW	\$1.00 Bonus	DALSMP	2.00 bonus	DBLXGT	\$2.00 Bonus Coupon	THXJXL	Free Dry	UCYQFX
Name	Code															
FCAS-937 Test	MMEUNX															
Free Dry	HPUEEW															
\$1.00 Bonus	DALSMP															
2.00 bonus	DBLXGT															
\$2.00 Bonus Coupon	THXJXL															
Free Dry	UCYQFX															
<b>Code</b>	This indicates the code for the applied coupon.															

## Auto Reload

## RELOADING OPTIONS

This section allows users with the requisite privileges to configure an automatic value reload for the selected Loyalty account. To configure an Auto Reload, select from the following options:

- The Auto Reload function **does not** process payment and serves strictly to reload the card balance. This function is recommended primarily for subscription based services or laundry-inclusive rent packages.
- Auto Reload may only be configured by users with Admin privileges.

OPTION	SELECTION	
<b>Monthly Reload</b>	<ul style="list-style-type: none"> <li>• <b>Day of Month</b> - this is the numeric day of the month</li> <li>• <b>Last day of month</b> - if this is checked, the last day of the month will automatically be selected without regard to the variable number of days (30 v. 31, etc) within the month</li> <li>• <b>Time</b> - this is the time of day at which the balance is reloaded</li> </ul>	<div style="border: 1px solid black; padding: 10px;"> <p><b>Auto Reload</b></p> <p><input checked="" type="radio"/> <b>Off</b></p> <p><input type="radio"/> <b>Monthly</b></p> <p>Day of Month: <input type="text" value=""/></p> <p><input type="checkbox"/> Last day of month</p> <p>Time: <input type="text" value=""/>  *</p> <p><input type="radio"/> <b>Weekly</b></p> <p>Day of Week: <input type="text" value=""/></p> <p>Time: <input type="text" value=""/>  *</p> <hr/> <p>Balance Reload Amount: <input type="text" value="0.00"/></p> <p>Bonus Reload Amount: <input type="text" value="0.00"/></p> <p><input type="checkbox"/> Zero Balance/Bonus before reloading</p> <p style="text-align: center; font-size: small;">* Timezone = Central Standard Time</p> </div>
<b>Weekly Reload</b>	<ul style="list-style-type: none"> <li>• <b>Day of Week</b> - this is the day of the week by name</li> <li>• <b>Time</b> - this is the time of day at which the balance is reloaded</li> </ul>	
<b>Balance Reload Amount</b>	this is the balance amount added to the Loyalty account when reloaded (balance represents cash value)	
<b>Bonus Reload Amount</b>	this is the bonus amount added to the Loyalty account when reloaded (bonus represents promotional/non-cash value)	
<b>Zero Balance /Bonus before reloading</b>	if checked, the new balance will be equal to the reload amount. If left unchecked, the reload amount will be added to the existing balance	

## Add or Edit a Loyalty Account

### Add A New Loyalty Account

1. Navigate to the [FasCard Admin site](#) and sign in with an Admin or Loyalty Accounts user account.
2. Click the **Loyalty** tab.
3. Click the **Accounts** link.

4. Click **Add New**.

Settings Setup Users System Reports **Loyalty**

Accounts Loyalty Settings Loyalty Groups Cards Coupons

Search for account Search Reset ?

Name	Address	Phone	Email	Credit	Cards
John Smith	123 Main Street Unit 2 HomeTown FL 60559	123-456-7890	JohnSmith@yahoo.com	10.00	0

**Add New** All 1 2

### New User Details

**Account Info**

Name:

Address 1:

Address 2:

City:

State:  Zip:

Email:

Phone:

Group:

User Discount:

Total Discount:

Email when cycle nears completion

Disable Account

**Save** **Cancel**

**Account Details**

Account Balance:

Account Bonus:

Loyalty Points:

Free Dry Credits:

**Auto Reload**

Off

Monthly

Day of Month:

Time:

Weekly

Day of Week: Sunday

Time:

Balance Reload Amount:

Bonus Reload Amount:

**Cards**

Cards can be added after account has been created

**Coupons**

No Coupons assigned to account

5. Enter the appropriate information in the Account Info section. (An email address is required to use the [FasCard Loyalty Site](#).)
6. Click **Save**.
7. 'User Added' message appears near top of page indicating success.
8. Enter appropriate changes in Account Details section, if applicable.

9. Click **Adjust Credit** (if changed).

The screenshot shows a web application interface for managing loyalty accounts. At the top, there are navigation tabs: Settings, Setup, Users, System, Reports, and Loyalty. Under the Loyalty tab, there are sub-tabs: Accounts, Loyalty Settings, Loyalty Groups, Cards, and Coupons. A green notification bar at the top states: "User added: A welcome email has been sent to FakeTestEmail@emailaddress.com". Below this is a search bar for accounts with "Search" and "Reset" buttons. A table lists two accounts:

Name	Address	Phone	Email	Credit	Cards
John Smith	123 Main Street Unit 2 HomeTown FL 60559	123-456-7890	robertburrow2003@yahoo.com	10.00	0
Robert Jones	345 Cross St. Unit B HomeTown IL 60559	555-555-5555	FakeTestEmail@emailaddress.com	0.00	0

Below the table is an "Add New" button and a page indicator "All 1 2". The "Robert Jones Details" section is expanded, showing three main areas:

- Account Info:** Fields for Name (Robert Jones), Address 1 (345 Cross St.), Address 2 (Unit B), City (HomeTown), State (IL), Zip (60559), Email (FakeTestEmail@emailaddress.co), Phone (555-555-5555), Group (dropdown), User Discount (0), Total Discount (0% from local account), and checkboxes for "Email when cycle nears completion" and "Disable Account".
- Account Details:** Fields for Account Created (8/2/2016 1:54:47 PM), Account Linked (8/2/2016 1:54:47 PM), Account Balance (0.00), Account Bonus (0.00), Loyalty Points (0), and Free Dry Credits (0). It also shows "Available Credit: \$0.00" with an "Adjust Credit" button. Below this is a "Choose Package" section with an "Enter Custom Amount" field and a "Purchase" button, and a "Location" dropdown set to "Test Location 1".
- Auto Reload:** Radio buttons for "Off", "Monthly", and "Weekly". Fields for "Day of Month" and "Day of Week" (dropdown), and "Time" fields. At the bottom, there are "Balance Reload Amount" and "Bonus Reload Amount" fields, both set to 0.00.

At the bottom of the details section, there are sections for "Cards" (No Cards assigned to account, with an "Add Card" button) and "Coupons" (No Coupons assigned to account).

## Edit a Loyalty Account

### EDIT A LOYALTY ACCOUNT USER

Loyalty account information can be edited by searching for or selecting the desired account and altering the appropriate fields.

- To save changes in the Account Info section, click the **Save** button.
- To save changes made in the Account Details section, click **Adjust Credit**.

- A Loyalty card may be added in the Cards section by clicking **Add New**, entering the card number (no spaces) and PIN, then clicking **Save Card**.
- Fields in the *Account Details* section, as well as the *Disable Account* feature are only available to Admin users. Admin users that edit Balance/Bonus/Points fields will not be counted in any Loyalty Cash reports.

## Disable a Loyalty Account

## DISABLE A LOYALTY ACCOUNT USER

Loyalty Accounts can be disabled but not deleted. To disable a Loyalty Account, navigate to the [FasCard Admin site](#) and sign in with an Admin or Loyalty Accounts user account and follow the steps below.

1. Click the **Loyalty** tab.
2. Click the **Accounts** tab.
3. Search or select the account to be disabled.
4. Click **Disable Account** in the Account Info section.
5. Click **Save**.
6. A 'User information saved' message appears, indicating success.
7. The account will be displayed in the account list in a red, italicized font.