

 **tri counties bank**  
Service With Solutions®

# Trico Card Manager Quick User Guide

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## INTRODUCTION

Trico Card Manager enables you to manage commercial card transactions through a web-based user interface. There are two roles within Trico Card Manager: Program Administrators and Cardholders. For further assistance with Trico Card Manager, or to set up a Trico Card Manager account, contact us at 1-800-922-8742.

- **Cardholders** can perform tasks such as viewing their statements, viewing pending and posted transactions on their card accounts, and updating personal account information.
- **Program Administrators** maintain a Corporate Card portfolio. The Program Administrator’s capabilities include creating and managing user and card accounts, setting spending limits and strategies, and generating reports. In addition, Program Administrators can make real-time updates to card accounts.

## LOG IN

To log in to Trico Card Manager, navigate to: <https://www.tcbk.com>

Hover your cursor over the “**Login**” button then click “**Business Credit Card**”.



- Click on the button.
- From the drop down menu, select “**Business Credit Card**”.
- Enter your **User Name**.

### Login

If you are an existing user click below to login.

Please enter your Username.

[Forgot Password?](#)  
[Forgot Username?](#)

- Enter your **Password**.

## Login

If you are an existing user click below to login.

Please enter your Password.

  
   
[Forgot Password?](#)  
[Forgot Username?](#)

- Insert your **Last 4 digits of the phone number** you provided when you created your Trico Card Manager account with Tri Counties Bank.

## Login

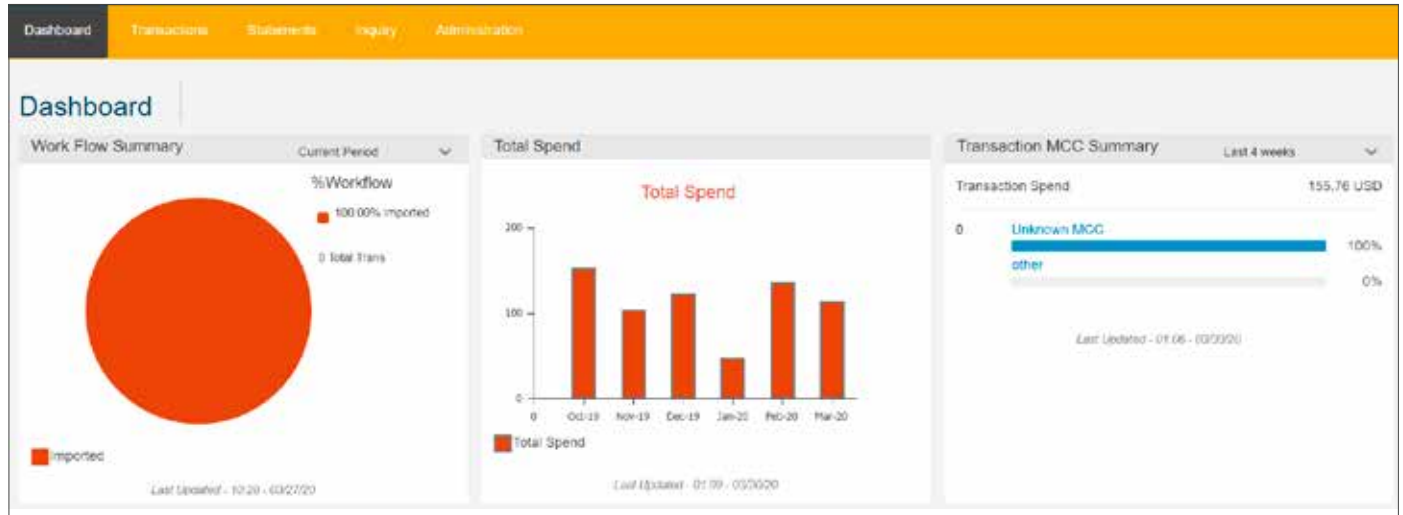
If you are an existing user click below to login.

Please enter your Password.

  
   
[Forgot Password?](#)  
[Forgot Username?](#)

## DASHBOARD

Especially for Program Administrators and Cardholders with high transaction volumes, a Dashboard screen provides insight into the most recent transactions. The Dashboard also offers quick links to items that may require action.



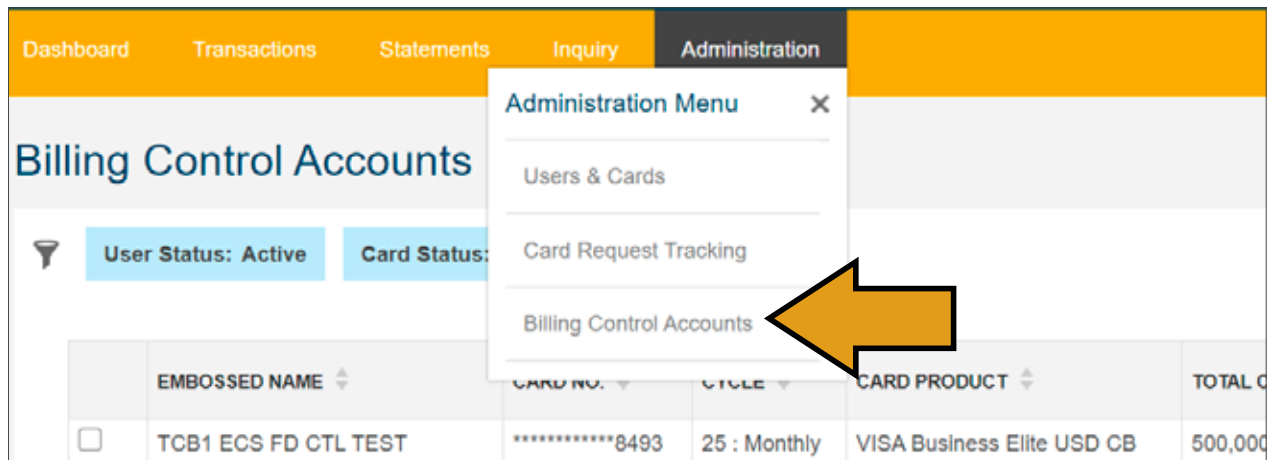
- **Total Spend** displays spending totals by months, in a bar graph format.
- **Transaction MCC Summary** displays a bar graph that shows transaction volume as a percentage of total spend by Merchant Category Code (MCC). Use the list at the top right corner of the pane to select date ranges for transaction MCC summary information.
- **Messages** lists the most recent messages for this cardholder, along with graphic icons indicating whether a message is informational or an alert that requires cardholder action.
- Click **View All Messages** to access the entire Messages queue to view and take action.
- **Outputs** lists the most recent generated reports and exported files, along with the run date, file size, and a message indicating whether the file was viewed or downloaded. To view the contents of a file, click the arrow icon next to any item listed in the Outputs pane.

## MAKE PAYMENT (CENTRALIZED BILLING)

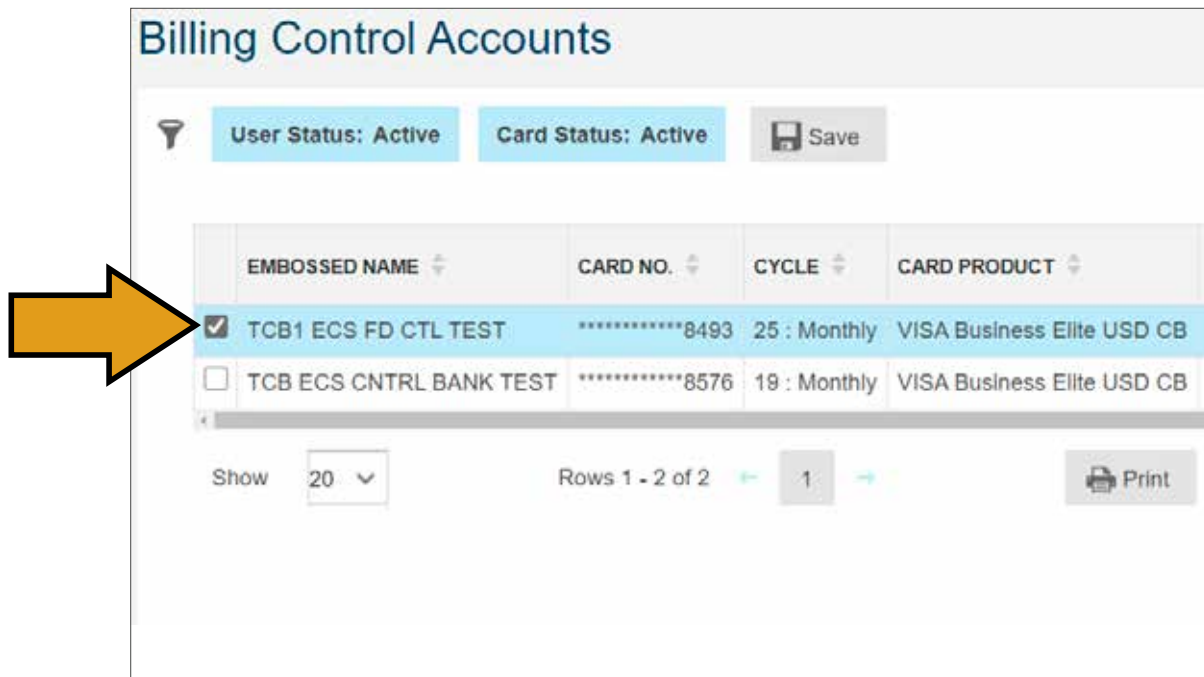
To make a payment for accounts with one centralized bill:  
 From the Administration menu, click Billing Control Accounts.

**NOTE:**  
 If you would like to switch from Centralized Billing to Individual Billing contact Card Member Services at 1-800-922-8742.

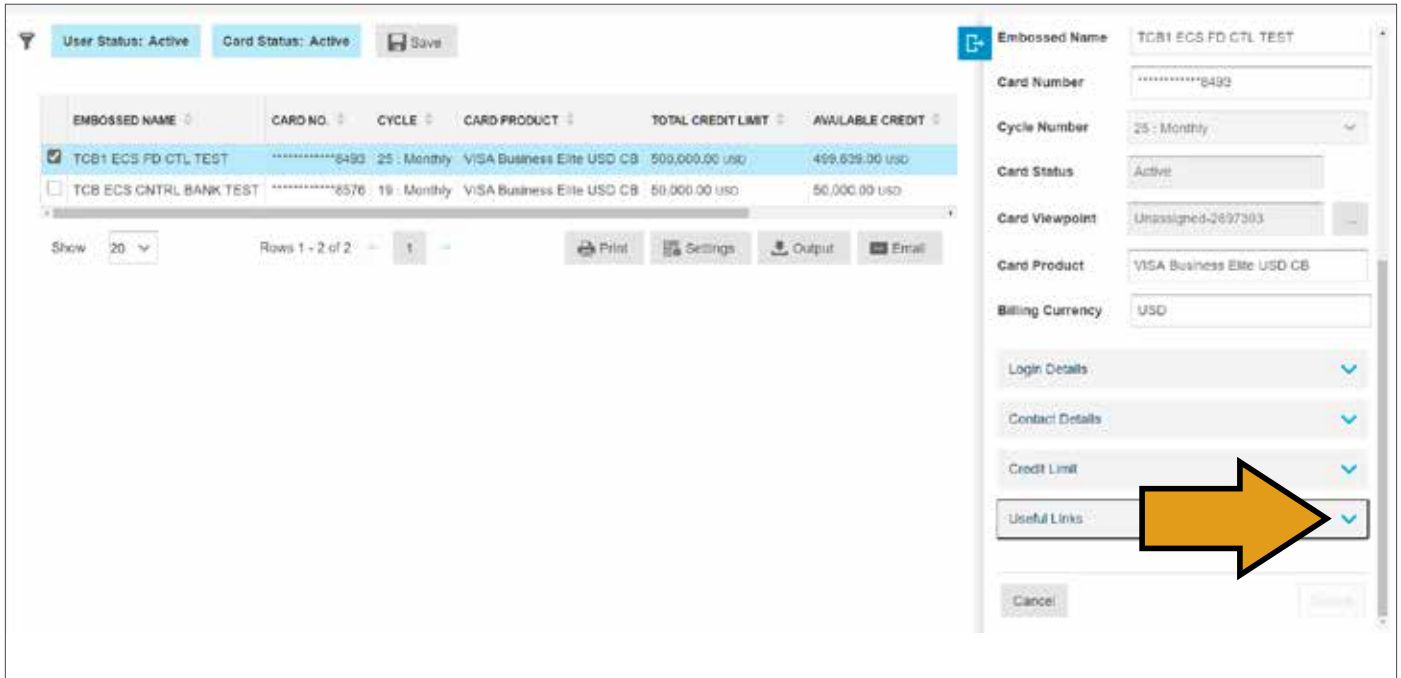
- Using the filters, if needed, locate the user and card.



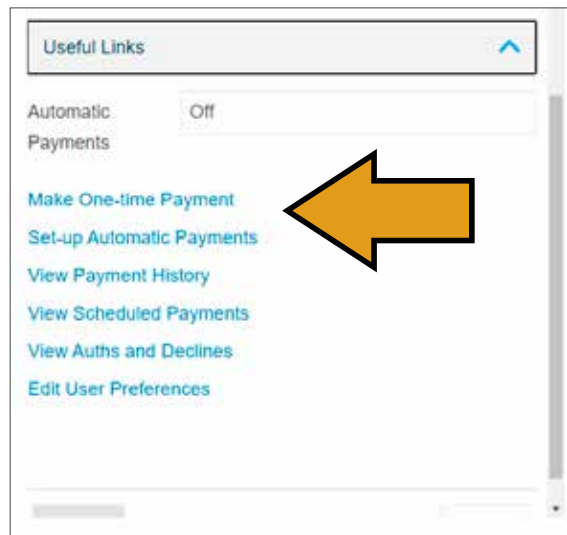
- Select the **check box** of an Accounts Payable account.
  - o The User & Card Details dialog box appears on the right side of the screen.



- Scroll Down on the pop up “Billing Control Account Details” screen that opens to the right. Click the **“Useful Links”** accordion arrow.



- From the menu that appears click on the **Payment** type of your choice.
  - o Click Add account if needed.

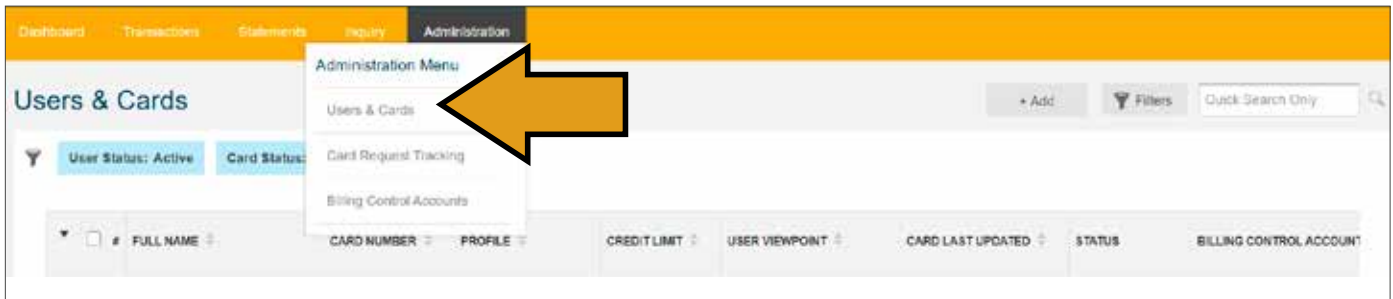


- Click **Edit** and **Add Comment** to update fields as applicable.
  - o A red asterisk indicates mandatory fields.
- Click **Submit**.
- Review the confirmation screen before payment is scheduled.
- **Confirm** or edit as needed. You will receive a confirmation message.

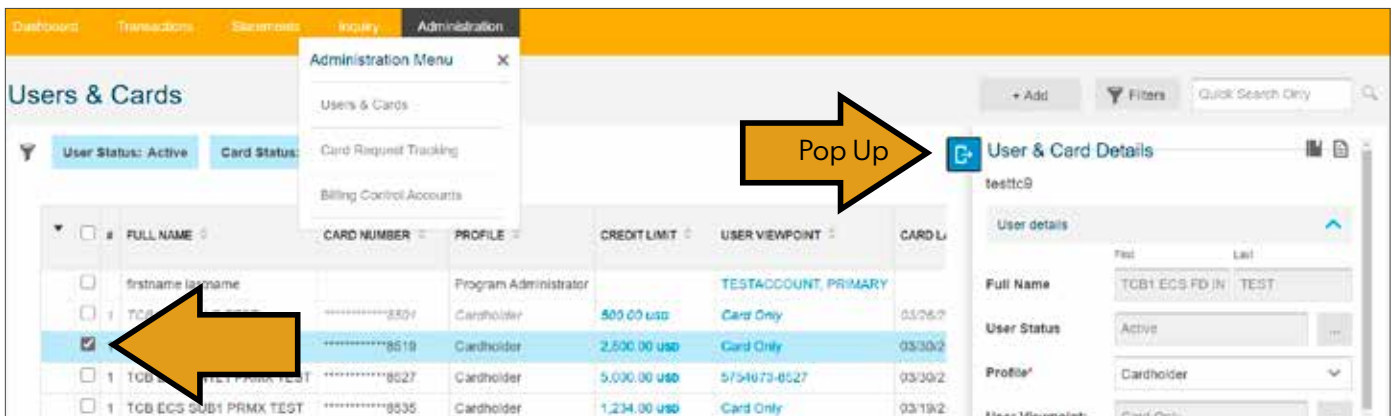
## MAKE PAYMENT (INDIVIDUAL BILLING)

To make a payment for accounts with separate bills for each card:  
From the **Administration** menu, click **Users & Cards**.

- Using the filters, if needed, locate the user and card.



- Select the **check box** of the account.
  - o The User & Card Details dialog box appears on the right side of the screen.



- Scroll down on the pop up "User & Card Details" screen that opens to the right. Click the **"Useful Links"** accordion arrow.



The screenshot displays the Trico Card Manager interface with the following fields and sections:

- Embossed Name:** TCB1 ECS FD CTL TEST
- Card Number:** \*\*\*\*\*8493
- Cycle Number:** 25 : Monthly
- Card Status:** Active
- Card Viewpoint:** Unassigned-2897303
- Card Product:** Visa Elite USD CB
- Billing Currency:** U

Below these fields are expandable sections:

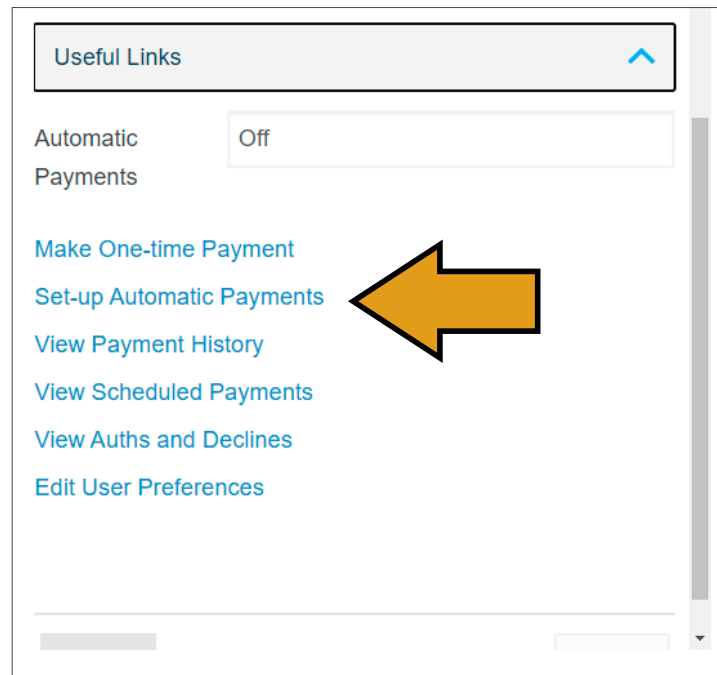
- Login Details** (arrow pointing down)
- Contact Details** (arrow pointing down)
- Credit Limit** (arrow pointing down)
- Useful Links** (arrow pointing right)

Under the Useful Links section, there is a toggle for **Automatic Payments** set to **Off**. Below this are several links:

- [Make One-time Payment](#)
- [Set-up Automatic Payments](#)
- [View Payment History](#)
- [View Scheduled Payments](#)
- [View Auths and Declines](#)
- [Edit User Preferences](#)

Yellow arrows in the image point to the 'Useful Links' section (labeled 'Scroll Down') and the 'Set-up Automatic Payments' link (labeled 'Payment Options').

- From the menu that appears, click on the **Payment** type of your choice, either one-time or automatic.
  - o Click Add account if needed.



- Click **Edit** and **Add Comment** to update fields as applicable.
  - o A red asterisk indicates mandatory fields.
- Click **Submit**.
- Review the confirmation screen before payment is scheduled.
- **Confirm** or edit as needed. You will receive a confirmation message.

## INQUIRY

The Online Reports feature gives the Program Administrator access to information about cardholder spend. Inquiry information contains average transaction value, the total dollar amount and number of transactions by Merchant Category Group (MCG), Merchant Category Code (MCC), merchant, and cardholder if available.

- Select **Inquiry** to produce your online reports.

CARDHOLDER	CARD NUMBER	NUM	AVERAGE TRANSACTIONS VALUE	TOTAL SPEND	CURRENCY CODE
RITA TEST	*****8600	2	7.50	75.00	USD
TCB ECS IND BANK TEST	*****8592	2	7.26	54.51	USD
TCB ECS IND1 PRMX TEST	*****8643	4	9.77	95.07	USD
TCB1 ECS FD CTL TEST	*****8493	3	4.55	43.64	USD
TCB1 ECS FD IND TEST	*****8519	2	12.40	24.80	USD

- Select Inquiry from the **dropdown** menu for the following options:
  1. Cardholder Activity Inquiry
  2. Delinquent Cardholder Inquiry
  3. Merchant Spend Inquiry
  4. Card Spend Summary Inquiry
  5. Card Without Spend Inquiry
  6. MCC Merchant Inquiry
  7. MCG Merchant Inquiry
- Each option provides further filters to narrow results.
- Click **Output** to generate your Inquiry as a report in Excel format.

## FILTER & VIEW TRANSACTIONS

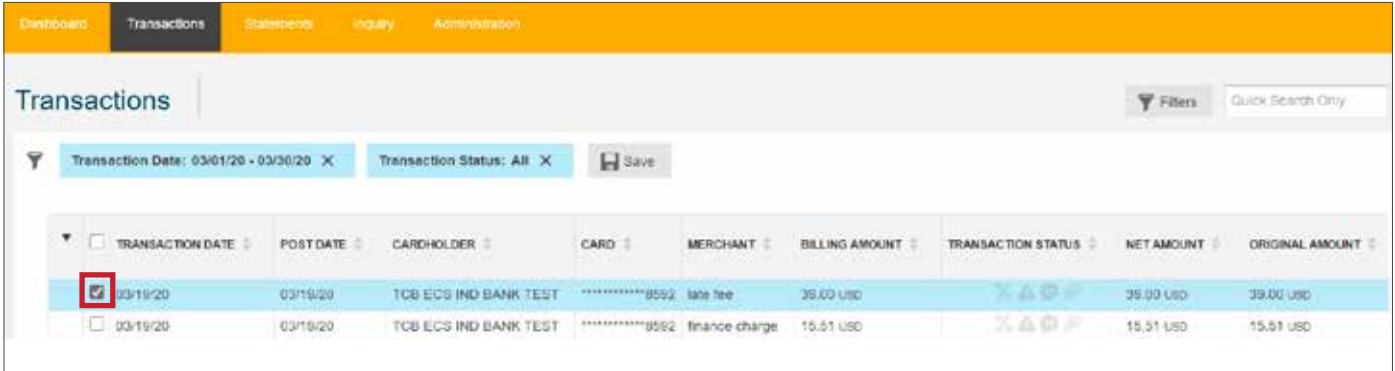
Transaction information is imported into Trico Card Manager daily. If there is no activity in the most recent billing, the table may be blank. The filter function enables you to display only transactions meeting the criteria that you select.

- Navigate to **Transactions** and click the **Filters** button.

- Apply **Filters** as desired.
- Click **Apply** to view your search results.
- To save the filter for future use, click on **Save As** to name the filter. This filter will be available on the drop-down menu under **Saved Filters**.

## Transaction Detail

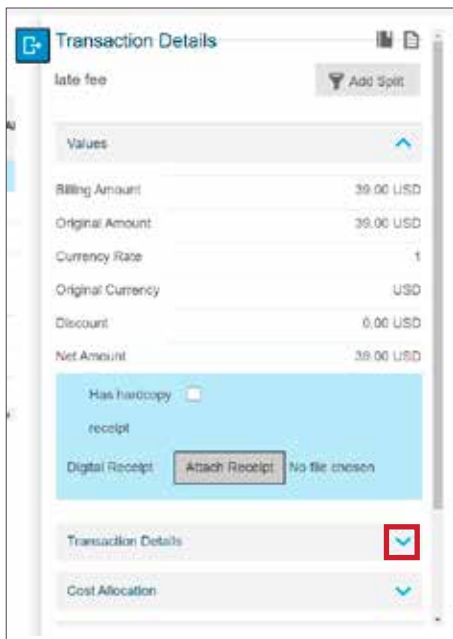
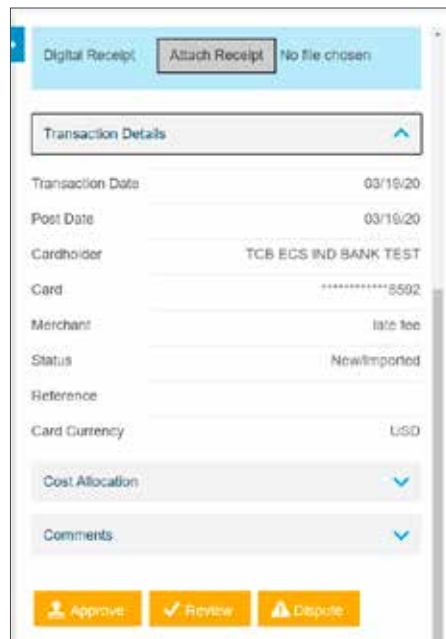
- To view a transaction in further detail, select the applicable transaction box.



Transaction Date	Post Date	Cardholder	Card	Merchant	Billing Amount	Transaction Status	Net Amount	Original Amount
<input checked="" type="checkbox"/> 03/19/20	03/19/20	TCB ECS IND BANK TEST	*****8552	late fee	39.00 USD		39.00 USD	39.00 USD
<input type="checkbox"/> 03/19/20	03/19/20	TCB ECS IND BANK TEST	*****8552	finance charge	15.51 USD		15.51 USD	15.51 USD

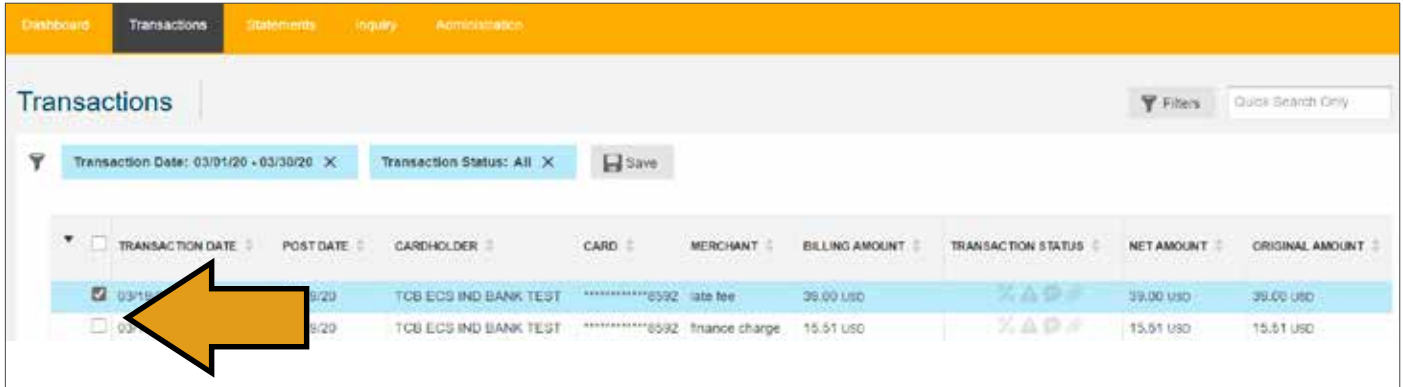
Select the Arrow Down icon on **Transaction Details**.

- The following detail will be displayed.

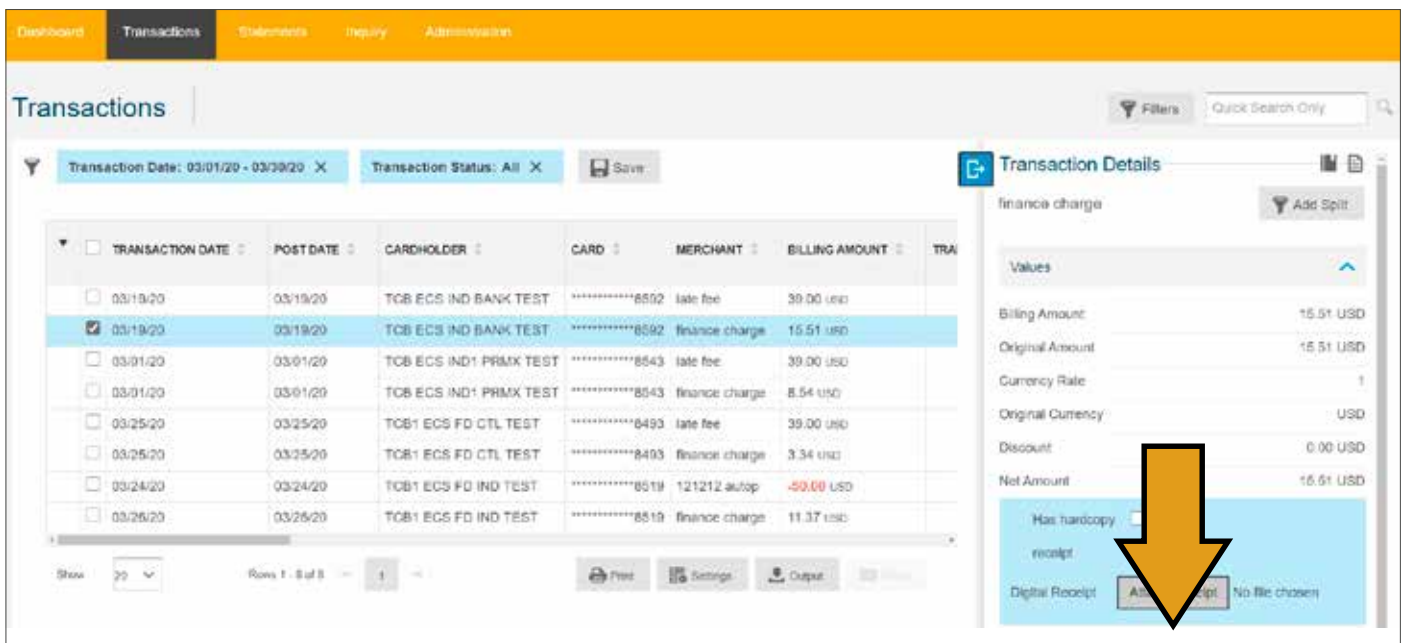



## TRANSACTION RECEIPT UPLOAD

- The **Transaction Details** box appears on the right when a transaction is selected.



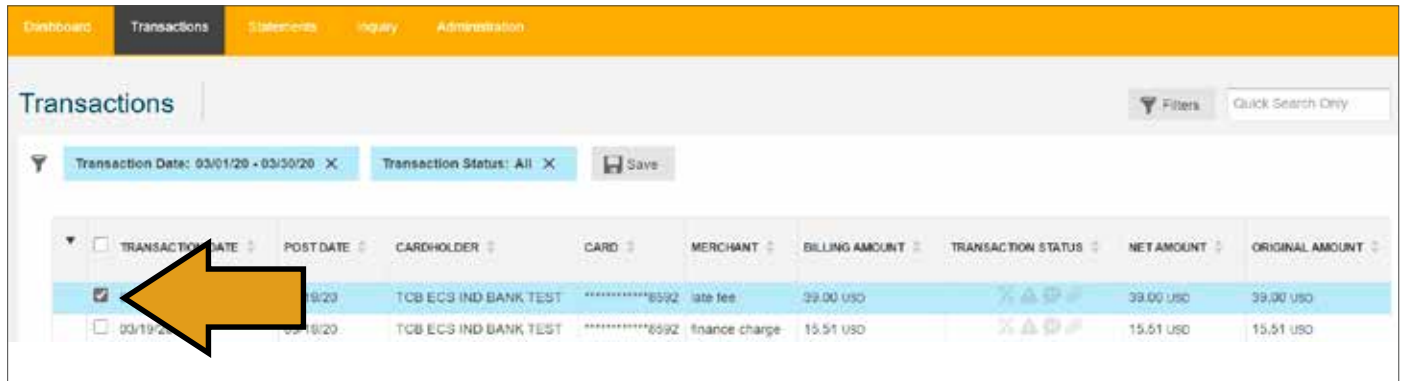
- You can add a receipt to the related transaction by clicking on the **“Attach Receipt”** button.



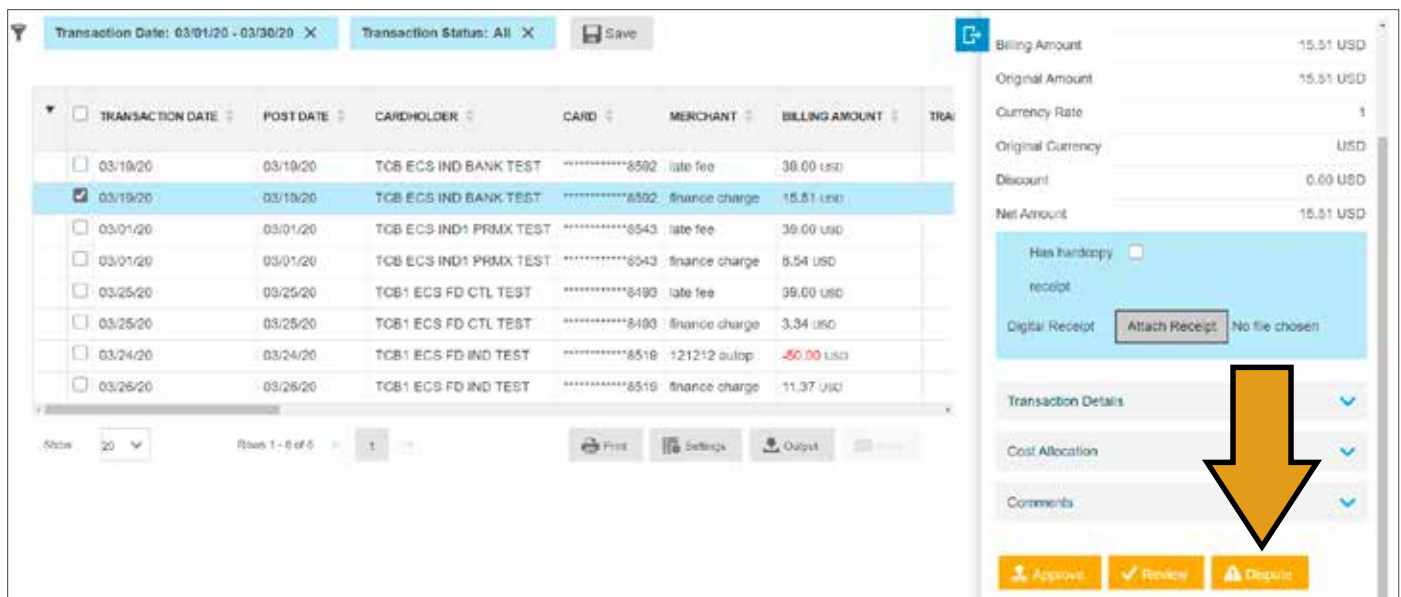
- Choose the corresponding file from your computer and upload it to Trico Card Manager.

## DISPUTE TRANSACTIONS

- Select the transaction you would like to Dispute.



- The **Transaction Details** box appears on the right.
- Scroll down to see your options.
- If the transaction is eligible for dispute, find the Dispute button located on the bottom. **Click Dispute.**



- Select the appropriate reason and provide any detail in the box to support the dispute. Then click OK.
- A confirmation message will appear. The Dispute icon is now bold in the transaction status column.

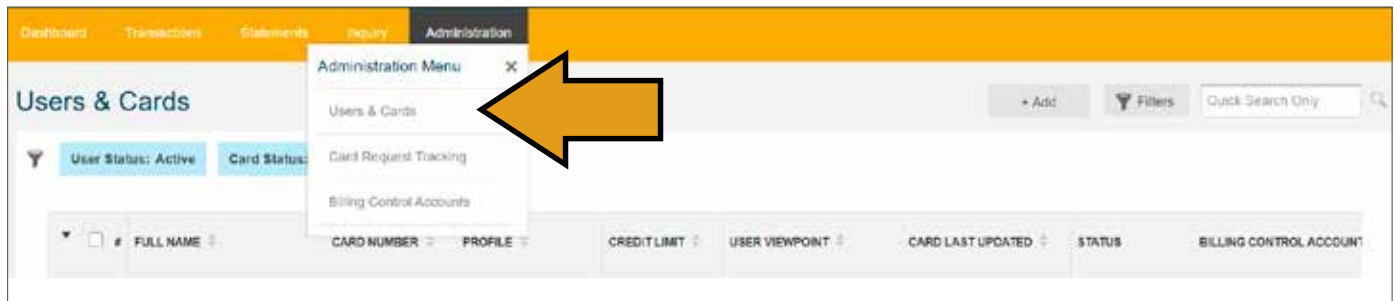
**Remove a dispute by calling Cardmember Services at 1-800-922-8742.**

## ADMINISTRATION

The Administration menu allows the Program Administrator to manage users & cards, track card requests, and control billing accounts.

## USERS & CARDS

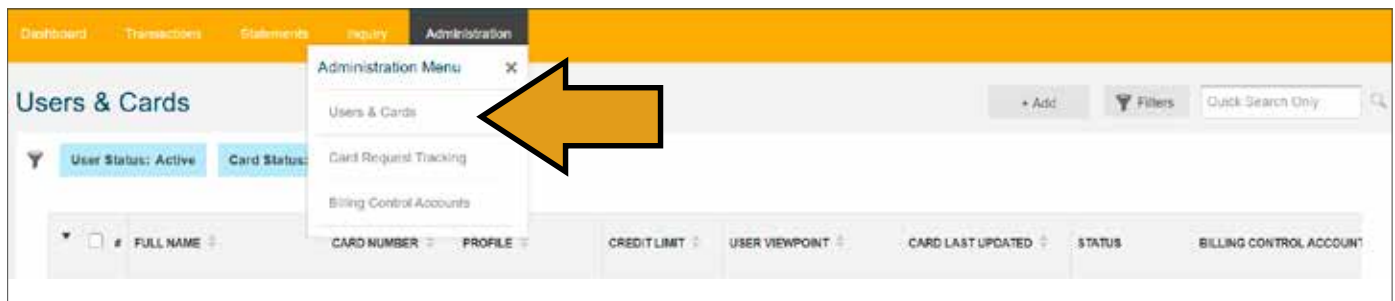
To manage users and cards, on the menu bar, click **Administration**. The **Users & Cards** menu allows the Program Administrator to view information and perform actions for Trico Card Manager users.



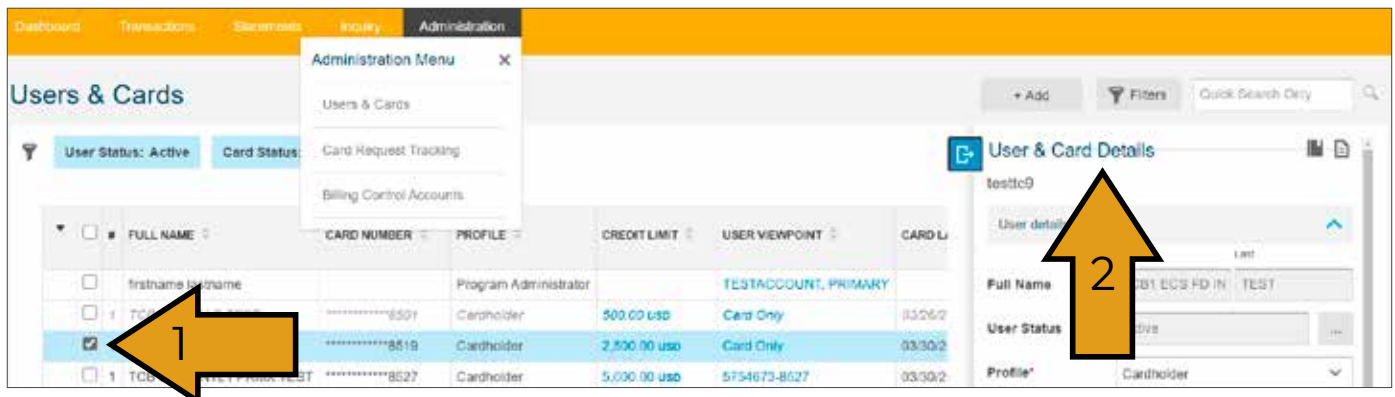
- Click the **Filter** button to display only users and cards meeting the selected criteria. For example, you can view all active users or view all inactive cards.

## UPDATE CARD – CONTACT DETAILS

- From the **Administration** menu click **Users & Cards**
  - o Using the filters, if needed, locate the user and card.

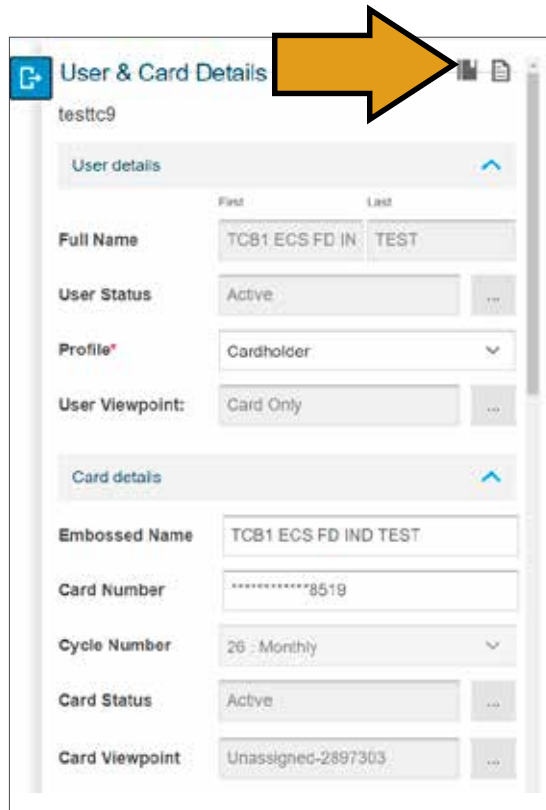


- Select the **check box** of a user.
  - o The User & Card Details dialog box appears on the right side of the screen.





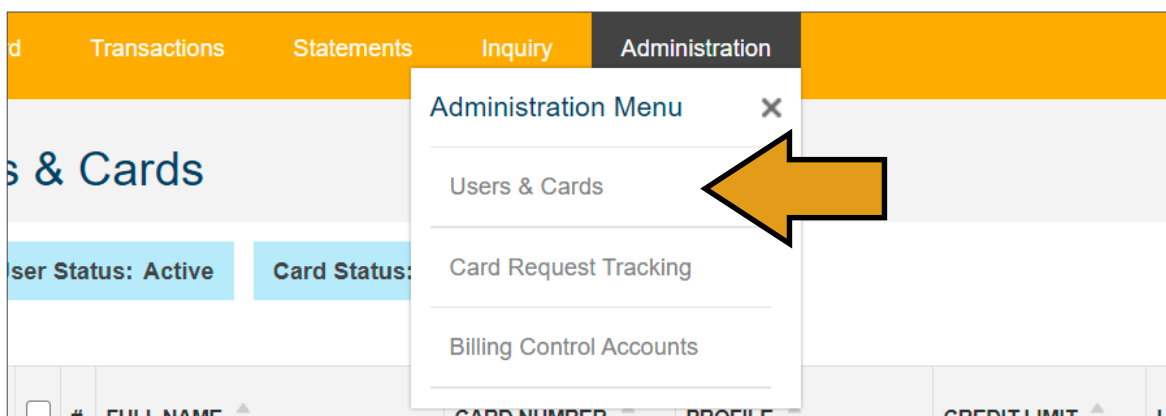
- Click the **paper icon** to display full details.



- Enter updates as needed.

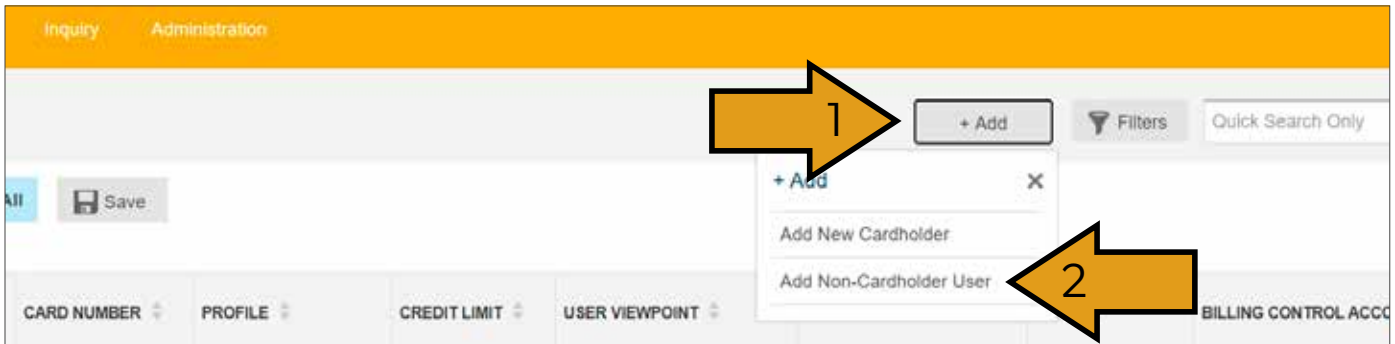
## ADD USER

- From the **Administration** menu, click **Users & Cards**.



- Click the **+Add** button and Add Non-Cardholder User from the drop-down menu.

**Note:** a new card cannot be requested from this menu. To add a new card, contact our Cardmember Services at 1-800-922-8742.



- Enter appropriate user information and click submit.

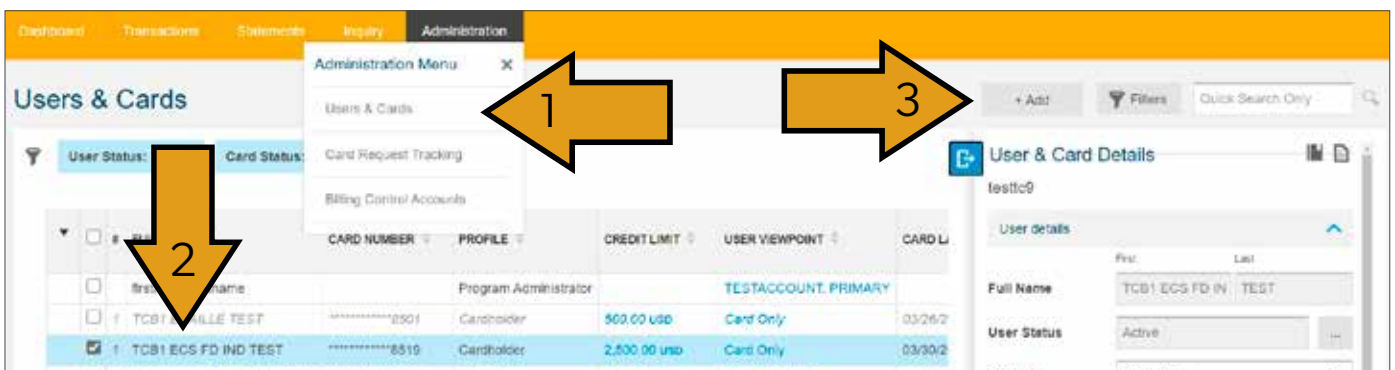
## FULL DETAILS - CARD SUMMARY

Program Administrators can edit details for the user and card on the User & Cards Full Details screen. You can also update card limits, change user contact details, and move the user/card on the corporate hierarchy.

## CHANGE LIMIT OR STRATEGY

A “Strategy” is a way to limit transaction types (example, cash advance)

- From the **Administration** menu click **Users & Cards**
  - o Using the filters, if needed, locate the user and card.
- Select the **checkbox** of a card.
  - o The User & Card Details dialog box appears on the right side of the screen.
- Click the **paper icon** to display full details



- From the Card Summary Screen scroll down and click **Limit and Strategy**.
- Click **Edit** to make changes.

- Enter the new credit limit in whole amounts.
  - Use the dropdown to select/modify the **authorization strategy**.
- Adjust **Reset After** options as necessary.
- Click **Submit**.

## SUSPEND ACCOUNT

- From the **Administration** menu: click **Users & Cards**.
  - Using the filters if needed, locate the user and card.
- Select the **checkbox** of a card.
  - The User & Card Details dialog box appears on the right side of the screen.
- Click the **paper icon** to display full details.

### NOTE:

To close an account contact Card Member Services at 1-800-922-8742.

- From the Card Summary click **Account Status**.
- Click **Edit** to open the fields.
- Choose **Suspended** from the **"Change to"** drop down menu.
- Click **Submit**.

The screenshot shows the 'Change Account Status' interface for card 8519. It includes sections for 'Account Details', 'Account Change', and 'Comment'. The 'Account Change' section has dropdowns for 'Change' (set to 'Suspended') and 'Reason' (set to 'Suspended-10 Days'). There are radio buttons for 'Reset After' options: 'Do not reset', '1 week', '2 week', '1 Month from Today', and 'Choose a Date'. A date field shows '03/31/2020'. A sidebar on the right contains 'Card Summary' and 'ACCOUNT MAINTENANCE' sections. Numbered arrows indicate: 1 points to the 'Account details' link in the sidebar; 2 points to the 'Edit' button; 3 points to the 'Change' dropdown; and 4 points to the 'Submit' button.

- You will receive a confirmation message when finished.

## Billing Control Accounts

Through the **Billing Control Accounts** Menu, the system separates the specialized billing control accounts from the employee cards for your convenience.

The screenshot shows the 'Administration' menu with 'Billing Control Accounts' selected. Below the menu is a table of billing control accounts. Numbered arrows indicate: 1 points to the 'Administration' menu item; 2 points to the 'Billing Control Accounts' menu item.

	EMBOSSED NAME	CARD NO.	CYCLE	CARD PRODUCT	TOTAL CREDIT LIMIT	AVAILABLE CREDIT
<input type="checkbox"/>	TCB1 ECS FD CTL TEST	*****8493	25 : Monthly	VISA Business Elite USD CB	500,000.00 USD	499,639.00 USD
<input type="checkbox"/>	TCB ECS CNTRL BANK TEST	*****8576	19 : Monthly	VISA Business Elite USD CB	50,000.00 USD	50,000.00 USD

At the bottom of the table, there is a 'Show' dropdown set to 20, 'Rows 1 - 2 of 2', a page number '1', and a 'Print' button.



## WE'RE HERE TO HELP

If you have any questions, please contact our  
24-Hour Cardmember Support at 1-800-922-8742.