

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

- Visit www.tcbk.com
- Select Credit Card Manager. You will be directed to the credit card management page..



• Under the Commercial section, click on LOG IN.



• Enter your **Password.**

Login	
If you are an existing user click be	elow to login.
Please enter your Password.	
Cancel	Login →
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 u	iser click below to login.
Please enter Last 4 digit.	s of your phone number
Cancel	Login 🔶
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.

Dashboard Transactions 1	Slatementi isquey Admin	abation -	
Dashboard Work Flow Summary	Current Period 🔍	Total Spend	Transaction MCC Summary Last 4 weeks
	%Workflow 100.00% imported 0.106# Trans	Total Spend	Transaction Spend 155,76 USD 0 Unknown MCC 100% other 0%
mportec		100 - 0 Oct 13 Nov-19 Dec 19 Jan-20 Hol-20 Mar-20 Total Spend	Kant Leederled - O't OS - (12/2020)
List Spainfor- 10:	29 - 63(27)20	Lost Mccaner - 01 109 - 03/26/20	

- 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:

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

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

Dast	nboard	Transactions	Statements	Inquiry	Administration		
				Administration	n Menu 🛛 🗙		
Bill	ling	Control Ac	counts	Users & Card	S		
7	Use	r Status: Active	Card Status:	Card Request	Tracking		
				Billing Control	Accounts		
		EMBOSSED NAME	÷ .	CARD NO. +	CICLE +	CARD PRODUCT	TOTAL C
		TCB1 ECS FD CT	LTEST	**************8493	3 25 : Monthly	VISA Business Elite USD CB	500,000

• Select the **check box** of an Accounts Payable account.

o The User & Card Details dialog box appears on the right side of the screen.

۷	User Status: Active	Card St	atus: Active	Save		
	EMBOSSED NAME		CARD NO. ≑	CYCLE \$	CARD PRODUCT	÷.
	TCB1 ECS FD CTL TE	EST		25 : Monthly	VISA Business I	Elite USD CE
	TCB ECS CNTRL BAN	NK TEST	***********************	19 : Monthly	VISA Business I	Ellte USD CE
	Show 20 V	R	ows 1 - 2 of 2	⊢ 1 →		🔒 Print

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

							Card Number	***************************************	
EMBOSSED NAME	CARD NO.	CYCLE 0	CARD PRODUCT	TOTAL CREDIT LIMIT	: AVAL	ABLE CREDIT	Cycle Number	25 - Monthly	1
			VISA Business Elite USD CB			29.00 USD	Card Status	Active	
TCB ECS ONTRL BANK TEST	6576	The Monthly	VISA Business Elite USD CB	00,000,00,053	56,00	0.00 USD	Card Viewpoint	Unassigned-2697303	
Show 20 🛩 P	lows 1 - 2 of 2	4	😝 Print	E Settings	🖲 Output	🖬 Emai	Card Product	VISA Business Elite USD CI	6
							Billing Currency	USD	
							Login Details		
							Contact Details		,
							Credit Limit		
							Useful Links		
							Cancel		

- 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.

Dishboard	Statements						
Users & Cards		Administration Menu			+ Add	¥ Filters	Quick Search Only
Users & Carus		Users & Cards			- 90A	1 reads	some semicitiony
Y User Status: Active	Card Status	Card Requist Tracking					
man and a second		Billing Control Accounts					
* 🗋 # FULLNAME		CARD NUMBER 2 PROFILE 2	CREDIT LIMIT	USER VIEWPOINT	CARD LAST UPDATED	STATUS	BILLING CONTROL ACCOUNT
* 🗍 # FULLNAME		CARD NUMBER 2 PROFILE 2	CREDITLIMIT	USER VIEWPOINT	CARD LAST UPDATED	STATUS	BILLING CONTROL ACC

• Select the **check box** of the account.

o The User & Card Details dialog box appears on the right side of the screen.

Durb	DADALES		Transactions	Stanmonts	Administration Mer	ninistration								
Jse	ers	& (Cards		Users & Cards					+ Add	Y Fiten	Guide Search O	ey 🗍	.0
¥	Use	or Sla	tus: Active	Card Status:	Card Request Track	ing		Pop Up		User & Card	Details		•	i
					Billing Control Acco	unta				testtc9				
	* I(FULL NAME			PROFILE =	CREDIT LIMIT	USER VIEWPOINT	CARDL	User details	Test	Lait	^	
	1	0	frstname las	name		Program Administrator		TESTACCOUNT, PRIMARY		Full Name	and in case of the	FOIN TEST		
	1	1	100			Cataholder	500.00 usu	Card Only	03/76/7	User Status	Active			
					8519	Cardholder	2,500 00 USD	Card Only	03/30/2		Wenne		11	
	1	1	TCB	TET PAINA TES	T	Cardholder	5.000.00 USD	5754073-0527	93/39/2	Profile*	Cardholde		Ŷ	
	1	0 1	TCB ECS SU	B1 PRMX TEST		Cardholder	1,234.00 (150	Card Only	93/19/2	User Viewnoint:	Card Only		11 1000	Į

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

Embossed Name	TCB1 ECS FD CTL TEST	
Card Number	*************************	
Cycle Number	25 : Monthly	*
Card Status	Active	
Card Viewpoint	Unassigned-2897303	
Card Product	V SElite USD C	В
Billing Currency	L.	
Login Details	Scroll	~
Contact Details	Down	~
Credit Limit		~
Useful Links		~
Automatic (Payments	The second secon	
Make One-time Pay	ment	
Set-up Automatic Pa	pyments Payment C	Options
View Payment Histo		
View Scheduled Pay	ments	
View Auths and Dec	lines	
Edit User Preference	98	

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

Useful Links		^
Automatic	Off	
Payments		
Make One-time	e Payment	
Set-up Automa	tic Payments	
View Payment	History	
View Schedule	d Payments	
View Auths and	Declines	
Edit User Prefe	erences	

- 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.

ardholder Activity I	nguiry Selec	t inquiry	÷				Y Film
		C.C.C.	Cardholder Activity Inquiry x				
expoint > TESTACCOUNT, PRIMAR	ξ¥.		Delinquent Cardholder Inquiry				
		_	Merchant Spend Inquiry				
CARDHOLDER	CARD NUMBER	NUS	Card Spend Summary Inquiry	WERAGE TRANSACTIONS VALUE	TOTAL SPEND	CURRENCY CO	06.0
RITATEST	***************************************	2	Card Without Spend Inguiry	(7.50	76.00	USD	
TCB ECS IND BANK TEST	8592	2	MCC Merchant Inquiry	7 26	54.51	USD	
TCB ECS IND1 PRMX TEST	***************************************	4	김 것은 가슴 가슴 가슴을 것 같아요	2.77	96.07	USD	
TCB1 ECS FD CTL TEST		3	MCG Merchant Inquiry	4.55	43.64	USD	
TOB1 ECS FD IND TEST	***************************************	2		12.40	24.80	USD	
Show 20 4	Rows 1 - 5 of 5 1					. Output	A Print

- 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.

rdholder Activity I	nguiry Selec	tinquiry	¥.			٣
And the second second second			Cardholder Activity Inquiry x			
wpoint > TESTACCOUNT, PRIMAR	Y		Delinquent Cardholder Inquiry			
CARDHOLDER	CARD NUMBER	NUS	Merchant Spend Inquiry Card Spend Summary Inquiry	VERAGE TRANSACTIONS VALUE	TOTAL SPEND	CURRENCY CODE
RITATEST		2	Card Without Spend Inquiry	7 50	75.00	USD
TC6 ECS IND BANK TEST		2	MCC Merchant Inquiry	9.20	51.51	USD
TCB ECS IND1 PRMX TEST		4		3.77	05.07	USD
TOB1 ECS FD CTL TEST	***************************************	3	MCG Merchant Inquiry	4.55	43.64	USD
TCB1 ECS FO IND TEST	***************************************	2		12.40	24.80	USD

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.

hashb	kound	Transact	ions Shi	ternanti in	quiry Administration						
irai	nsac	tic							2>	Y Filters	Quich Search Only
Ÿ	Traces	1 1	78/91/20 - 0	a/30/20 ×	Transaction Status: All \times	Save					
	• 0	тя	N DATE	POST DATE	CARDHOLDER	CARD 1	MERCHANT 3	BILLING AMOUNT	TRANSACTION STATUS	NET AMOUNT	
	0	03/19/20		03/19/20	TCB ECS IND BANK TEST	*****************8592	late fee	39.00 Usp	2400	\$9.00 USD	39.00 USC
		03/19/20		03/19/20	TCB ECS IND BANK TEST	······	finance charge	15.51 (80)	ZAPP	15.51 1.50	15.51 950

- 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**.

Filters		Q
Saved Filters	Select Pre-saved Filter	~
Billing Amount	~	×
Add New Filter	Select Filter Type	~
Reset	Cancel	Save As Apply

Transaction Detail

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

Ira	insactions							Y Filters	Quick Search Only
٧	Transaction Date: 03/01/20 -	03/30/20 ×	Transaction Status: All X	Save Save					
		POST DATE	CARDHOLDER	CARD 1	MERCHANT \$	BILLING AMOUNT	TRANSACTION STATUS		ORIGINAL AMOUNT
	G 03/19/20	03/19/20	TOB ECS IND BANK TEST	8592	tate fee	39.00 Uto		39.00 USD	39.00 USD

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

• The following detail will be displayed.

1.14

Transaction Details	N D
ate fee	Y Add Split
Values	~
Billing Amount	39.00 USD
Original Amount	39.00 USD
Currency Race	
Original Currency	USD
Discount	0.00 USD
Net Amount	38.00 USD
Has hadcopy 🗍 receipt Digtal Receipt 🛛 Attach Receipt	pt No file crosen
Transaction Details	V
Cost Allocation	~

^	Transaction Details
03/19/20	Transaction Date
03/19/20	Post Date
TCB ECS IND BANK TEST	Cardholder
	Card
late tee	Merchant
NewSimported	Status
	Reference
USD	Card Curtency
×	Cost Atlocation
~	Comments

TRANSACTION RECEIPT UPLOAD

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

rai	nsad	ctions							Y Filters	Quick Search Crity
7	Trans	action Date: 03/01/20 +	03/30/20 ×	Transaction Status: All \times	Save					
	•	TRANSACTION DATE	POSTDATE	CARDHOLDER	CARD \$	MERCHANT 4	BILLING AMOUNT		NET AMOUNT	ORIGINAL AMOUNT
	8	0319	9/20	TCB ECS IND BANK TEST		late fee	39.00 USD	XAD#	39.00 VSD	39.00 080
	10		9/20	TCB ECS IND BANK TEST	***************************************	france charge	15.51 USD	ZAPA	15.51 USD	15.51 USD

• You can add a receipt to the related transaction by clicking on the "Attach Receipt" button.

insa	ctions							Y Fillers	Quick Search Only
Tran	saction Date: 03:01/20 -	03/30/20 ×	Transaction Status: All X	Save.			G	Transaction Details	IN C
							_	finance charge	Y Add Split
	TRANSACTION DATE	POST DATE	CARDHOLDER :	CARD 0	MERCHANT I	BILLING AMOUNT	TRA	Values	2
	ositaço	03/19/20	TOB ECS IND BANK TEST		late fee	30.00 (mit			
2	00/19/20	03/19/20	TOB ECS IND BANK TEST	***************************************	finance charge	15.51 USD		Billing Amount	15.51 US
0	03/01/20	03/01/20	TOB ECS IND1 PRMX TEST	***************************************	late fee	39.00 (JSU		Original Amount	15.51.08
	03/01/20	03/01/20	TOBIECS IND! PRMX TEST		finance charge	8.54 USO		Currency Rate	
C	03/25/20	03/25/20	TOB1 ECS FD CTL TEST		late fee	39.00 UHO		Original Currency	US
	03/25/20	03/25/20	TOB1 ECS FD CTL TEST		finance charge	3.34 (32)		Discount	0.00 US
C	03/24/20	03/24/20	TOB1 ECS FO IND TEST		121212 autop	-50.00 USD		Net Amount	16.61 US
	03/26/20	03/25/20	TOB1 EGS FD IND TEST	***************************************	finance charge	11.37 (50)		Has hardcopy	
-		-						riscolet	L

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

DISPUTE TRANSACTIONS

• Select the transaction you would like to Dispute.

Trai	nsa	actions							Y Filtera	Quick Search Divy
Ÿ	Tra	nsaction Date: 03/01/20 + 0	03/30/20 ×	Transaction Status: All X	Save Save					
	•	TRANSACTION DATE	POST DATE	CARDHOLDER	CARD 3	MERCHANT		TRANSACTION STATUS	NET AMOUNT	ORIGINAL AMOUNT
			19/20	TOB ECS IND BANK TEST		late fee	39.00.055		39.00 USD	39.00 USO
	1	00/19/20	02 16(20	TCB ECS IND BANK TEST	********************************	finance charge	15.51 USD		15.51 USD	15.51 USO

- 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**.

	ins,	action Date: 03/01/20 -	03/30/20 X	Transaction Status: All X	Save			G	Billing Amount	15.51 US(
									Original Amount	15.51 USD
٠	0	TRANSACTION DATE	POST DATE	CARDHOLDER	CARD	MERCHANT	BILLING AMOUNT	TRA	Currency Rate	
	m	-	00100.000						Original Cuttency	US
		03/19/20	03/10/20	TCB ECS IND BANK TEST	8502	iate fee	38.00 (350)	L	Discount	0.00 US
		03/19/20	03/10/20	TOB ECS IND BANK TEST	***************************************	finance charge	15.61 (80)		Net Amount	15.51 US
	a	03/01/20	03/01/20	TCB ECS IND1 PRMX TEST	***************************************	late fee	39.00 UID			
	0	03/01/20	03/01/20	TOB ECS IND1 PRMX TEST	***************************************	finance charge	8.54 USD		Han handcopy	
	Ū.	03/25/20	03/25/20	TOB1 ECS FD CTL TEST	***************************************	late fee	39.00 USD		receipt	
	0	03/25/20	03/25/20	TOB1 ECS FD CTL TEST	***************************************	finance charge	3.34 1/50		Digital Receipt Attach Receipt No	file chosen
		03/24/20	03/24/20	TCB1 ECS FD IND TEST	***************************************	121212 autop	-50.00 LSD			
	Ó	03/26/20	03/26/20	TOB1 ECS FD IND TEST	******************************	thance charge	11.37 USD		Transaction Details	~
-									Inansacion Details	~
hter		20 🛩	Rous 1-6 of 6 🛛 🖂	(.t.) (.t.)	ê™r	to Settings	🖲 Osipat		Cost Allocation	_ ~
									Commenta	/~
									L Acquere V Review	

- 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.

		Statements	Inquiry Administration						
			Administration Menu X		_				
Use	rs & Cards		Users & Cards				* Add	¥ Filters	Outok Search Only
۷	User Status: Active	Card Status	Gard Requirel Tracking						
			Billing Control Accounts						
	* 🗍 # FULLNAME		CARD NUMBER 3 PROFILE	CRE	DITLIMIT	CARD LAST UPDATE	D 🕆 S	TATUS	BILLING CONTROL ACCOUNT

• 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.

		Statements	Inquiry	Administrati	in .					
			Administration	Menu	× /			233	ALL DOCTOR	
Isers	s & Cards		Users & Cards	<				* Add	Y Filters	Outok Search Only
Y .	Iser Status: Active	Card Status	Card Requisi T	hacking						
			Billing Control A	etrucco						
*	- # FULL NAME		CARD NUMBER	PROF	LET	CREDIT LIMIT	USER VIEWPOINT	CARD LAST UPDATED	STATUS	BILLING CONTROL ACC

• Select the **check box** of a user.

o The User & Card Details dialog box appears on the right side of the screen.

				houliny	Administration							
				Administration	Menu x							
Jse	ers &	Cards		Usera & Caros					+ Add	Y Fitters Our	sk Search Dety	9
9	User St	itus: Active	Card Status	Card Request 1	racking				User & Card	Details		
				Billing Control /	kocounts.				testtc9	\land		
	• •	FULL NAME		CARD NUMBER	PROFILE -	CREDITLIMIT	USER VIEWPOINT	CARDLI	User details		Last	^
	0	frstname Jas	mame		Program Administrato	r	TESTADOOUNT, PRIMARY		Full Name	2 CB1 ECS FD IN	TEST	
	0			***************************************	Cercholder	500.00 LISD	Card Only	03262	User Status	0vii		
	2			8515	Cardholder	2,500.00 usp	Card Only	03/30/2	CTIL PURCHS			100
	0.	TCB	112171000-123	17	Cardholder	5,000.00 usp	5754673-8627	03/30/2	Profile*	Cardholder		~

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

User & Card [Details		
testtc9			
User details			~
	Field	Liet	
Full Name	TC81 ECS FD IN	TEST	
User Status	Active		
Profile*	Cardholder		
User Viewpoint:	Card Only		
Card details			1
Embossed Name	TCB1 ECS FD IN	D TEST	
Card Number	***************************************		
Cycle Number	26 : Monthly		
Card Status	Active		
Card Viewpoint	Unassigned-2897	14.0-10	-

• Enter updates as needed.

ADD USER

• From the Administration menu, click Users & Cards.

d Transactions	Statements	Inquiry	Administratio	n		
		Administratio	n Menu	×		
& Cards		Users & Card	s 🧹			
ser Status: Active	Card Status:	Card Reques	t Tracking			
		Billing Contro	Accounts			
				F	CREDITLIM	іт.≜

• 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.

Inquiry Adm						
				+ Add	Filters	Quick Search Only
All 🔒 Save		_	+ Add	×		
III care			Add New Cardh	older		
CARD NUMBER	PROFILE		Add Non-Cardho	older User	2	BILLING CONTROL ACCO

• 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

				linguiny Ac	ministration							
			-	Administration Me	nu x		_	~			2	
Jse	rs &	Cards		Users & Cards				3>	+ Add	9 Filers	Ouick Search Or	y -
9	User S	tatus:	Card Status	Card Request Trac	King				User & Card	Details		N D
				Billing Control Acco	uota -				testic9			
	• 0			CARD NUMBER	PROFILE	CREDITLIMIT	USER VIEWPOINT	CARD LI	User details			^
		~ 2								Feu.	Last	
	D	first	name		Program Administra	ator	TESTACCOUNT. PRIM	ARY	Full Name	TCB1 ECS	FD IN TEST	
	D	TCBT	ALE TEST		Cardbolder	500.00 Lisp	Card Only	03/26/2	User Status	Active		
		1 TCB1 ECS	FD IND TEST	8819	Gardholder	2,500 00 usp	Card Only	03/30/2	User Status	ACTIVE		
		A DOWNER OF STREET	No. 20101-124 (artist, street			Manadelia - seri	and the second sec	1000000	2002 A	2004.000		80

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

	mit and Strategy		Mark 1 Pro-		Card Summary
Card + 8519			TCB1 EC	S FD IND TEST	MANAGE PAYMENTS
					Make One-lime Payment
Account Details		Limit Details			Tum Auto Pay Off
Card Number*		Authorization Stralegy'	NONE - NONE		View Payment History
Embosied Name	TGBI ECS FO IND TEST	Credit Limit'	2500		View Scheduled Payments
		Reset After			CARD DETAILS
Comment		🛞 Da not reset			Contact Details
		C 1 week			Order A Replacement Card
Commant		2 wook	220		Over and contractly
		C 1 Month from	Contraction and Contraction		Account status
	Add Continent	C CROOK # C	No. 10 March	Edit	ACCOUNT MAINTENAN
					View My statements
					View Auths and Declines
Canad				/2	

o 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.

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.

NOTE:

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

		Statements	Ingelty: 4	Administration							
Users &	Cards		Administration M	Menu L			— 、		+ Add	+ Add 🖤 Filters	+ Add Filters Quick Search O
			Unions & Contha Caritt Request Th	$\mathbf{\nabla}_{\mathbf{r}}$						3 User & Card Details	
٣	tus: Active	Card Status:	Billing Control Ac						5 E Oser a Card		
	Mel NAME		CARD NUMBER	PROFILE		CREDITUMT	CREDITLIMIT			CREDITLIMIT © LIKER VIEWPOINT © CARD L. User details	CREDITLIMET S LIKER VIEWPOINT S CARD L User details
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\mathbf{N}	firstname lastna	me		Program	Administr	Administrator			Administrator TESTACCOUNT, PRIMARY Full Name	Administrator TESTACCOUNT, PRIMARY Full Name TCB1 ECS	Administrator TESTACCOUNT, PRIMARY Full Name TOB1 ECS FD IN TEST
	TC01 BRAILLE	1257	8501	Cardholde	ir.	e 500.00 USD				500.00 usp Cerd Only 03/26/2	563 (Quinto Calif Only 25/06/2
12	1 TCB1 ECS FD I	ND TEST	8519	Cardholoer	ŧ	r 2,500.00 uso	r 2,590.00 usb Card Only	r 2,500.00 uso Card Only 03/30/2			

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

 Change Account Status Card Summary Card - 8519 TCB1 ECS FD IND TEST MANAGE PAYMENTS Make One-time Payment Account Details Account Chang Tum Auto Play Off View Payment History 3 Card No* **8519 Saspended 1 View Scheduled Payments Embossed Name TOB1 ECS FO IND TEST ~ Suspended-10 Days Reason Reset After Do not reset Contact Details Comment C 1 week Order A Replacement Card Comment O 2 week Limit and strategy C 1 Month from Today Choose a Date Add Comment ACCOUNT MAINTEN View My statements hs and Declines 4

• 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.

Cashboa		Statements	Inquiry	Administration			
			Administration I	Menu 🗙			
Billing	g Control Ad	counts	Users & Cards				
۲ ۱	User Status: Active	Card Status:	Card Request Tr	racking			
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	EMBOSSED NAME	ē.	Billing Control A		2 RD PRODUCT	TOTAL CREDIT LIMIT	AVAILABLE CREDIT
	EMBOSSED NAME TCB1 ECS FD CT	÷ L TEST	Sector And Contest		2 RD PRODUCT	TOTAL CREDIT LIMIT	AVAILABLE CREDIT



Service With Solutions®

WE'RE HERE TO HELP

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

Trico Card Manager Quick User Guide

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