

Card Management by Automated Voice Response (IVR)

In an effort to avoid delays when calling our Customer Service Department, TCH has automated certain card management features. When the 24 hour 888-TCH-SERV (888-824-7378) number is called, the voice response system will respond with the following message:

"Thank you for calling Transportation Clearing House. Press 4 now if you know your party's four-digit extension...

...For automated functions, press 2", "To make changes to the TCH card, press 2"

A. Enter Carrier ID and Password

"Please enter your carrier id followed by the pound key"

Example: 123456#

"Please enter your carrier password or individual password followed by the pound key"

Example: 88JJ19 would be entered as 885519#.

* NOTE: If your company has individual passwords for each dispatch, individual passwords should be entered.

B. Card Status

1. Checking Card Status

"To check your card status, press 1"

"Please enter the last five digits of the card number followed by the pound key"

Example: 00059#

2. Changing Card Status

"To change your card status, press 2"

"Please enter the last five digits of the card number followed by the pound key"

- a. Activating Cards -- Press 1
- b. Inactivating Cards -- Press 2
- c. Placing On Hold -- Press 3

C. Cash Advances

1. Checking Cash Advance Available

"To check a cash advance, press 3"

"Please enter the last five digits of the card number followed by the pound key"

2. Adding A Cash Advance (One-Time)

"To add a cash advance, press 4"

"Please enter the last five digits of the card number followed by the pound key"

" Please enter the dollar amount to be added to card followed by the pound key"

Example: For \$50 press 50 and press #

*For \$50.98 press 50, press *, press 98 and press #*

*(Use the asterisk * key as a decimal)*

3. Removing A Cash Advance (One-Time)

"To remove a cash advance, press 5"

"Please enter the last five digits of the card number followed by the pound key"

" Please enter the dollar amount to be removed to card followed by the pound key"

Follow same example under "Adding A Cash Advance"