

Card Payments

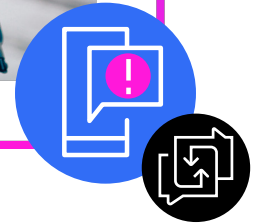
A no-code app for Salesforce that gives cardholders the power to make and manage payments toward their card balance on their own, while also integrating the data you need to provide them with excellent customer service.

For the first time, you can use TSYS products in Salesforce without having to fund or build the integration yourself. Available to you through the Salesforce AppExchange, Card Payments is the first in an exciting new suite of apps TSYS and Salesforce will introduce to help issuers level-up their card servicing capabilities.

Give your customers the seamless, self-service experience they expect.

The Card Payments app will help your customers:

- **Avoid the frustration of having to log in and out of multiple systems.** Digital-first, in-app payment interface makes it simple and convenient for cardholders to make and manage their own card balance payments in one place.
- **Feel “known” by their financial institution.** If a customer does need to reach out for help with a payment, branch and contact center agents will have easy access to all their information in one place so they can quickly assist and let the cardholder get back to their day.
- **See shorter payment processing times** than if they were to mail a check or transfer funds to pay their card balances.



Provide card servicing excellence.

The Card Payments app will help you:

- **Reduce technical overhead expenditure** as TSYS has already done the integration development and data orchestration for you, freeing up your financial and technical resources for other priorities.
- **Optimize customer service channels.** A digital-first, self-service experience reduces customers' need for assistance in making payments toward their card balance, allowing contact center agents to focus on more complex customer needs.
- **Retain and attract business** by leaving customers with a positive impression, ensuring that when they do need to reach out to your agents, they feel “known” because you’ve got a complete 360° picture of their financial data.
- **Gain greater insights.** Speaking of that 360° view, bringing all customer financial data together in the same place you’re already managing your portfolio will help increase your efficiency in making data-driven decisions.

Use cases:

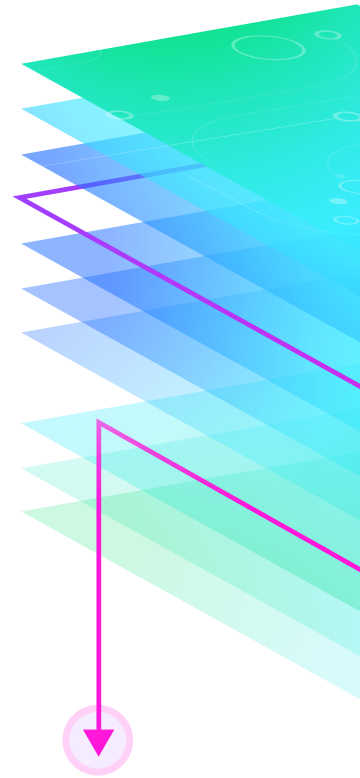
- **Self-service one-time payments** — Customers can make a payment on their card within the same interface they use for all other banking or card activities
- **Self-service recurring payments** — Customers can set-up and manage recurring payments on their card within the same interface they use for all other banking or card activities
- **Agent-assisted one-time payments** — Branch and contact center agents have a complete view into customer financials, making it easy to assist them in making one-time card payments when needed
- **Agent-assisted recurring payments** — Branch and contact center agents have a complete view into customer financials, making it easy to assist them in setting up and managing recurring card payments when needed

Key features and functionality In a single interface, cardholders and agents can both view cardholder data such as:

- Card account balance
- Minimum payment due
- Payment history

Cardholders and agents will both have the ability to:

- Select date, amount, and account from which to make a one-time payment
- Set up and manage recurring payments



There's a lot more to tell you about
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