

New Chip and PIN Cards

Citibank has recently begun its transition to the new “Chip and Pin” cards, which means that every WVU/WVURC cardholder will be issued a new PCard. Citibank is using a phased approach to issue these new PCards and expects that all cardholders will have a new card with the Chip and Pin technology by October 31, 2015.

What are the benefits?

- Fraud protection- the Chip and Pin cards will allow for increased security to prevent fraud. Additionally, Citi’s Chip and PIN cards do not use Radio Frequency functionality and are strictly contact-only cards. Therefore, they are not susceptible to the skimming issue encountered by Radio Frequency Identification (RFID) cards.
- Improved convenience for international purchases —the Chip and Pin cards are more widely accepted by international vendors. The use of these new cards should lead to significant improvements in the use of the PCard internationally.

What do your cardholders need to do?

WVU PCard Administration has begun to receive these cards from Citibank. When these cards are given to the cardholders, the cards will not be activated. Each cardholder will have to activate his/her own PCard.

How to activate:

1. The cardholder will initially use the last 4 digits of his/her EPICS number, which can be located at www.wvsao.gov under the Enods portal on the top of his/her pay stub.
2. The cardholder will call the phone number or visit the URL listed on the sticker on his/her new PCard to activate the card and setup the PIN.
3. One activation is completed, the cardholder will be prompted to establish his/her unique individual 4 digit numeric PIN. **The cardholder must not to share his/her PIN with anyone.
4. Once the PIN has been established and the card is activated, the cardholder must shred his/her old PCard.
5. The new card can now be used. Please note: the first time the cardholder uses this new card in person at a vendor that has a chip-enabled terminal, he/she will be asked to sign a receipt. After that first transaction, the cardholder will be prompted to use his/her PIN.

Attached are informational documents about the Chip and Pin card. Information will be provided with each new PCard, so that the cardholders will know what steps need to be taken. If you have any questions, please feel free to contact WVU PCard Administration at PCardAdministration@mail.wvu.edu.