WVU PCPS: PREPAID CARDS

CARD REGISTRATION

Contact pcardadministration@mail.wvu.edu with questions.

West Virginia University®

CARD REGISTRATION: INSTANT ISSUE

- Instant Issue Card Packet Example:
  - Account Number Prefix: 602
  - 10-digit Card ID: Used for card registrations and funding file

Account Number Prefix:
6022095517443

+

10-Digit Card ID:
2095517443

=

Full Pay to Account Number

CARD REGISTRATION: INSTANT ISSUE

⟋ 1. Click on the "Cardholder" tab and the "Register New Cardholder" link.

⟋ 2. Enter the 10-digit Card ID.

⟋ 3. Click on "Find Card."

    ⟋ NOTE: A masked 16-digit card number will appear upon selecting "Find Card."

CARD REGISTRATION: INSTANT ISSUE

/ The following information will be required:

  / Cardholder first and last name

  / Address: A University address can be used as the cardholder's address. However, the payer must make sure to provide that address to the cardholder prior to card activation (the bank will ask for this information).

  / Employee ID: This field will be where you enter the funding DSN code provided to you. It will begin with a P and end in either a W or R.

/ The date of birth and Social Security number are optional unless you will be paying the cardholder $500 or more within the calendar year. If making a payment under $500, you can use 999-99-4444 in the SSN field. Those fields are not required for student-athlete per diems.

CARD REGISTRATION: INSTANT ISSUE

⁄ Complete required fields (those marked with an asterisk are required):

⁄ 10-digit Card ID* (printed on card envelope window)
⁄ First Name*
⁄ Last Name*
⁄ Physical Address (no P.O. Box)*
⁄ Mailing Address
⁄ Date of Birth and/or Social Security Number
⁄ Employee ID (your funding DSN)*

CARD REGISTRATION: INSTANT ISSUE

⟋ A pop-up message will display, confirming that your registration is complete. Click "Ok" to continue.

CARD REGISTRATION: INSTANT ISSUE

/ The registration process is now complete.

CARD REGISTRATION: REGISTERING VIA FILE UPLOAD

CARD REGISTRATION: FILE UPLOAD

⁄ 1. Click on the "Tools" tab.
⁄ 2. Select the "File Upload for Registration" link.
⁄ 3. Click on "File Upload Template."

CARD REGISTRATION: FILE UPLOAD

/ Click "Open."

CARD REGISTRATION: FILE UPLOAD

/ Required fields in bold (line 2 is instant issue)
/ Row 1: Enter the 10-digit Cardholder ID (if instant issue), Last Name, First Name, Mailing Address, Date of Birth and/or Zip Code.

	A	B	C	D	E	F	G	H	I	J	L	M	N	O	P	Q
	Cardholder Card ID	Participant ID	New Card Passcode	Upgrade	**Last Name**	**First Name**	Middle Name	Title	**Mailing Address**	Mailing Address	**City**	**State**	**Country**	Postal Code	Date of Birth	Social Security Number
	2095517443				Consumer	Jane			200 S 6th St	Suite 16	Minneapolis	MN	US	55402	19671224	123456789
					Consumer	Jane			200 S 6th St	Suite 16	Minneapolis	MN	US	55402	19671224	123456789

/ Row 2: Enter the Cardholder Physical (Home) Address – No P.O. Box.

AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ
Physical Address	Physical Address	Physical Address	**City**	**State**	**Country**	**Postal Code**	Employee ID	Store Number	Employee Hire Date	Employer State	Card Type	Other Company Name
200 S 6th St	Suite 16		Minneapolis	MN	US	55402						
200 S 6th St	Suite 16		Minneapolis	MN	US	55402					2	U.S. Bank

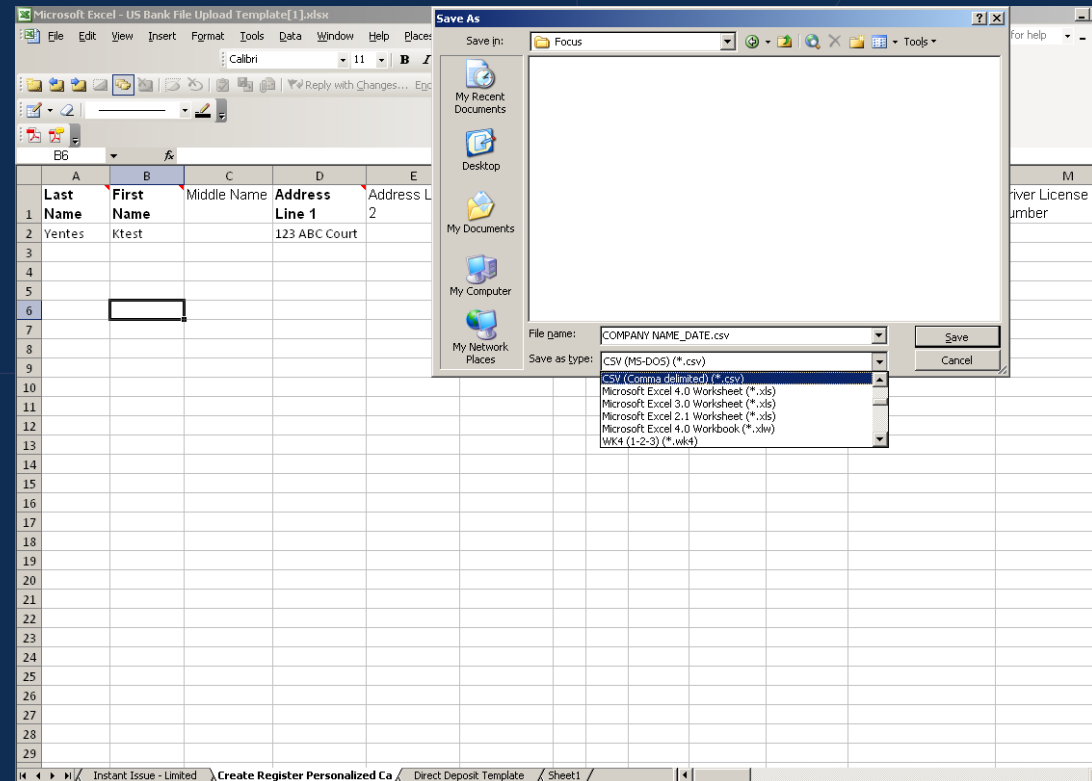# CARD REGISTRATION: FILE UPLOAD

/ Here are instructions with examples you can follow to complete the enrollment file:

Column Category	Column	Column Name	Required	Example
10-digit Card ID	A	Cardholder Card ID	Instant Issue only	2123456789
Name	E	Last Name	Yes	Doe
	F	First Name	Yes	John
Mailing Address	I	Mailing Address Line 1	Yes	PO Box 123
	L	City	Yes	Minneapolis
	M	State	Yes	MN
	N	Country	Yes	US
	O	Postal Code	Yes	55432
Date of Birth	P	Date of Birth	Yes/No	19800124
Social Security Number	Q	Social Security Number	Yes/No	123456789
Physical Address	AN	Physical Address 1	Yes	123 Fake Street
	AQ	City	Yes	Minneapolis
	AR	State	Yes	MN
	AS	Country	Yes	US
	AT	Postal Code	Yes	55434
Unique Identifier	AU	Employee ID	No	TS123456
Personalized Card Type	AY	Card Type	Personalized only	2
Card Envelope Printing	AZ	Other Company Name	Personalized only; not required	Tabby's Staffing
Reference	CP	Reference	Yes	NEW CARD REGISTRATION

CARD REGISTRATION: FILE UPLOAD

/ Files must be saved as a CSV (comma delimited) file. Include your Company and upload date in the file name.

/ NOTE: If uploading multiple files per day, use a unique naming convention that includes your Company Name and upload date.

/ Example: Tabby's Staffing_0215_1, Tabby's Staffing_0215_2.

CARD REGISTRATION: FILE UPLOAD

- 1. Click on the "Tools" tab.
- 2. Select the "File Upload for Registration" link.
- 3. Choose File Type "Card Registration."
- 4. Select "Browse" and locate file.
- 5. Select "Upload."
- 5. Click on "Upload."

CARD REGISTRATION: FILE UPLOAD

⁄ Ensure the file has been successfully uploaded.
⁄ If you see an error notification, you will need to fix the file format and re-upload.

CARD REGISTRATION: CONFIRMING BATCH FILES ARE SUCCESSFUL

CARD REGISTRATION

/ The "Success count" and "Error count" show how many cards were registered successfully and how many cards were not registered due to errors.

/ NOTE: It is possible to upload a file successfully and have all registrations fail.

CARD REGISTRATION

/ Click on "Error" to view a text report of why the card registration was rejected.
/ NOTE: All card enrollment rejects will have to be fixed and resubmitted.

SEARCHING WITHIN THE WEBSITE: HOW TO LOOK UP EXISTING CARDHOLDERS

SEARCHING WITHIN THE WEBSITE

/ To perform a search:
  / 1. Click on the "Cardholder" tab
  / 2. Search for cardholders using one of the following criteria:
    / Name
    / Unique Identifier

SEARCHING WITHIN THE WEBSITE: ENHANCED SEARCH

⁄ To perform an Enhanced Search:
  ⁄ 1. Click on the "Cardholder" tab
  ⁄ 2. Click on "Enhanced Search"

SEARCHING WITHIN THE WEBSITE: EDIT CARDHOLDER INFORMATION

SEARCHING WITHIN THE WEBSITE

/ To update information for a cardholder, click on "Cardholder Information" and "Edit Cardholder Information."
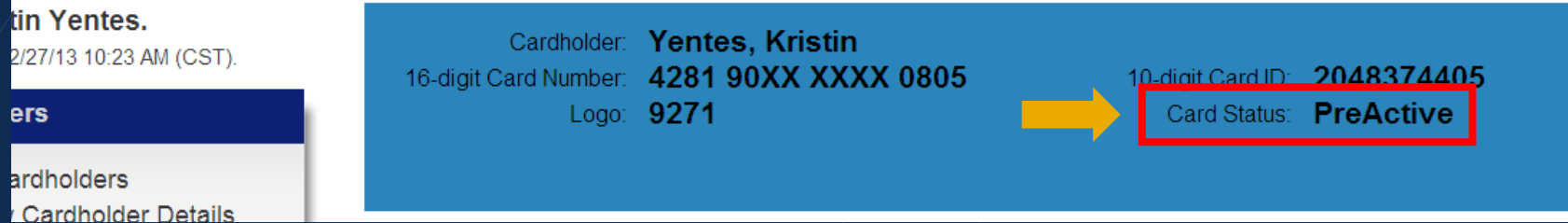
SEARCHING WITHIN THE WEBSITE: CARD STATUS

SEARCHING WITHIN THE WEBSITE

/ There are six different card statuses as shown below.
/ NOTE: An individual may have multiple cards in an inactive status due to cards being lost or stolen.

CARD STATUS
(AC) Active – Card has been activated via the IVR or online website. Card can be funded and is available for use.
(DE) Deactivated – Card cannot be used or funded; typically occurs when fraudulent activity is reported.
(IA) Inactive – Card cannot be used. Typically occurs when card is reported lost or stolen. Will move to (RI) Reissued or (RP) Replaced status once new replacement card is issued. Note: Expired cards will be reissued 45 days prior to expiration date if cardholder is actively using cards 90 days prior to expiration.
(PA) Pre-Active – Card is awaiting activation and can be funded but not used until activated.
(RI) Reissued – Card replaced with an Instant Issue card.
(RP) Replaced – Card replaced with a Personalized card.

SEARCHING WITHIN THE WEBSITE

✦ Card Status displays below the cardholder's 10-digit Card ID.

SEARCHING WITHIN THE WEBSITE: CARD REPLACEMENTS

HOW TO REPLACE A CARD

⟋ To report a card lost/stolen and replace with a new card, choose one of the following:

    ⟋ Conduct a "cancel and replace" for the cardholder with an Instant Issue card through the Admin portal.

    ⟋ Hand the cardholder an Instant Issue card and instruct cardholder to call Customer Service to complete the reissue.

        ⟋ Cardholders can call toll-free at 888-863-0681.

        ⟋ Available 24/7

SEARCHING WITHIN THE WEBSITE

/ To report a card lost/stolen and replace with an Instant Issue Card:
  / 1. Click on the "Account Management" tab
  / 2. Select "Cancel/Replace Card"

SEARCHING WITHIN THE WEBSITE

/ 3. Select "Cancel Card and Replace with a New Client Issued Card."
　/ **Do not select the "upgrade card to a new personalized card" option.**

SEARCHING WITHIN THE WEBSITE

/ 4. Select reason to cancel card.
/ 5. Click "Submit."

SEARCHING WITHIN THE WEBSITE

/ 6. Select "Yes" to proceed with cancelling card.
/ 7. Select "Submit."

SEARCHING WITHIN THE WEBSITE

⟋ 8. Input new 10-digit Card ID.

⟋ 9. Select "Submit."

⟋ NOTE: The second replacement card received by a cardholder in a year is charged $5.00. This expense goes to the cardholder's account.