



WVU PCPS: PREPAID CARDS
CARD REGISTRATION

Contact pcardadministration@mail.wvu.edu
with questions.

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.”

The screenshot displays the U.S. Bank Prepaid Administrative Website. The top navigation bar includes 'Programs', 'Cardholders', 'Tools', 'Reports', 'My Account', and 'Help'. The 'Cardholders' tab is highlighted with a red box and a yellow callout '1'. The sidebar on the left shows 'Register New Cardholder' highlighted with a red box and a yellow callout '1'. The main content area is titled 'Register New Cardholder' and contains the following fields:

- 10-digit Card ID: 2048374405 (highlighted with a red box and yellow callout '2')
- Customer ID: [Empty field]
- 16-digit Card Number: 4281 90XX XXXX 0805
- Find Card: [Button highlighted with a red box and yellow callout '3']

Below these fields is the 'Cardholder Information' section with the following fields:

- Title: [Dropdown menu]
- *First Name: [Text input field]
- Middle Name/Initial: [Text input field]
- *Last Name: [Text input field]

* Required fields

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)*

usbank
All of us serving you

U.S. Bank Prepaid Administrative Website

Programs Cardholders Tools Reports My Account Help

Hello, Kristin Yentes.
Last login on 12/10/13 2:28 PM (CST).

Register New Cardholder

10-digit Card ID

Customer ID

16-digit Card Number

Cardholder Information

Title

*First Name

Middle Name/Initial

*Last Name

* Required fields

Additional Cardholder Information

*Employee ID

Employment State

Select

CARD REGISTRATION: INSTANT ISSUE

- ✓ A pop-up message will display, confirming that your registration is complete. Click “Ok” to continue.

The screenshot displays the U.S. Bank Prepaid Administrative Website interface. At the top left is the **usbank** logo, and at the top right is the slogan "All of us serving you®". Below the logo is the text "U.S. Bank Prepaid Administrative Website". A navigation bar contains links for "Programs", "Cardholders", "Tools", "Reports", "My Account", and "Help".

On the left side, a user is logged in as "Hello, Kristin Yentes." with a last login time of "12/10/13 2:28 PM (CST)". The "Cardholders" section includes options for "Search Cardholders", "View Cardholder Details", and "Register New Cardholder". The "Recent Accounts" section shows an account ending in "4281 90XX XXXX 0805" for "Kristin Yentes". The "How to Guides" section includes "How to Register a Cardholder" and "Glossary".

The main content area is titled "Register New Cardholder" and features a confirmation message: "Congratulations! Your card registration is complete." Below this are input fields for "10-digit Card ID", "Customer ID", and "16-digit Card Number". A pop-up window titled "Information" is overlaid on the form, displaying the message: "ID verification complete. Cardholder registration complete." with an "Ok" button.

Below the form, a message states: "Card successfully registered. Click this button to see the direct deposit form." There is a "Deposit Form" button and a "Cardholder Information" section with fields for "Title", "*First Name" (containing "Kristin"), and "Middle Name/Initial".

CARD REGISTRATION: INSTANT ISSUE

✓ The registration process is now complete.

The screenshot displays the U.S. Bank Prepaid Administrative Website interface. At the top, the usbank logo is on the left, and the slogan "All of us serving you®" is on the right. Below the logo, the text "U.S. Bank Prepaid Administrative Website" is centered. A navigation bar contains links for Programs, Cardholders, Tools, Reports, My Account, and Help. The user is logged in as Kristin Yentes, with a last login time of 12/10/13 2:28 PM (CST). The main content area is titled "Register New Cardholder" and features a blue confirmation message: "Congratulations! Your card registration is complete." Below this, a summary of card information is shown: a 10-digit Card ID of 2048374405, a Customer ID field, and a 16-digit Card Number of 4281 90XX XXXX 0805. A "Find Card" button is positioned next to the 10-digit ID. A green message states "Card successfully registered. Click this button to see the direct deposit form." Below this is a "Deposit Form" section and a "Cardholder Information" section with fields for Title (a dropdown menu), *First Name (filled with "Kristin"), and Middle Name/Initial (an empty text box).

Log Out | Help

usbank. All of **us** serving you®

U.S. Bank Prepaid Administrative Website

Programs | Cardholders | Tools | Reports | My Account | Help

Hello, Kristin Yentes.
Last login on 12/10/13 2:28 PM (CST).

Cardholders

- Search Cardholders
 - View Cardholder Details
- Register New Cardholder

Recent Accounts

- 4281 90XX XXXX 0805
Kristin Yentes

How to Guides

- How to Register a Cardholder
- Glossary

Register New Cardholder

Congratulations! Your card registration is complete.

10-digit Card ID: 2048374405 [Find Card](#)

Customer ID:

16-digit Card Number: 4281 90XX XXXX 0805

Card successfully registered. Click this button to see the direct deposit form.

[Deposit Form](#)

Cardholder Information

Title:

*First Name: Kristin

Middle Name/Initial:

**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.”

The screenshot displays the U.S. Bank Prepaid Administrative Website interface. At the top left is the **usbank** logo, and at the top right is the slogan "All of **us** serving you®". Below the logo is the text "U.S. Bank Prepaid Administrative Website". A navigation bar contains several tabs: "Programs", "Cardholder", "Tools", "Reports", "User Management", "My Account", and "Help". The "Tools" tab is highlighted with a yellow box and a red border, with a yellow box containing the number "1" next to it. Below the navigation bar, the user is greeted with "Hello, Kelli Jewell." and "Last login on 4/15/14 10:15 AM (CST)". A sidebar menu is visible on the left, with a yellow box containing the number "2" next to the "Tools" section. Under "Tools", the "File Upload for Registration" link is highlighted with a red border. Below that, the "How to Guides" section has a yellow box containing the number "3" next to the "File Upload Template" link. The main content area is titled "File Upload for Registration" and contains a "File Upload" section. This section includes instructions: "Select the appropriate criteria below and click on the 'Browse' button to locate the file to be uploaded. Then click the 'Upload' button to move the file into the system for processing." Below the instructions are three required fields: "* Client Program :" with a dropdown menu showing "K&K Cleaners"; "* File Type :" with a dropdown menu showing "Select"; and "* File Name :" with a text input field and a "Browse..." button. At the bottom right of the form are "Upload" and "Cancel" buttons. A red asterisk and the word "Required" are positioned at the bottom left of the form area.

CARD REGISTRATION: FILE UPLOAD

Click "Open."

Browse" button to locate the file to be uploaded. Then click the "Upload" button to

Upload Cancel

File Download

Do you want to open or save this file?

Name: US Bank File Upload Template.xlsx
Type: Microsoft Office Excel 2007 Workbook, 283KB
From: portal.clientaccesssite.com

Open Save Cancel

access success
You can view, s

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

File Name	File Type	User ID	Uploaded	Processed	Success count	Error count
Card SA3 12.11.13.csv	Card	es@elanfs	15:22	15:23		
Create Register Personalized Card SA2 121113.csv	Order Personalized	kristin.yent	12/11/13	12/11/13	Success	0 Error 1
Create Register Personalized Card SA 121113.csv	Order Personalized	kristin.yent	12/11/13	12/11/13	Success	0 Error 1
Janes Temp Agency Personalized 12.11.2013.csv	Order Personalized	kelli.jewell	12/11/13	12/11/13	Success	0 Error 1
Janes Temp Agency Instant Issue 12.11.2013.csv	Register Instant Issue Card - Limited	kelli.jewell @elanfs.c	12/11/13	12/11/13	Success	1 Error 0
Create Register Personalized	Order Personalized	kristin.yent	12/11/13	12/11/13		

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	

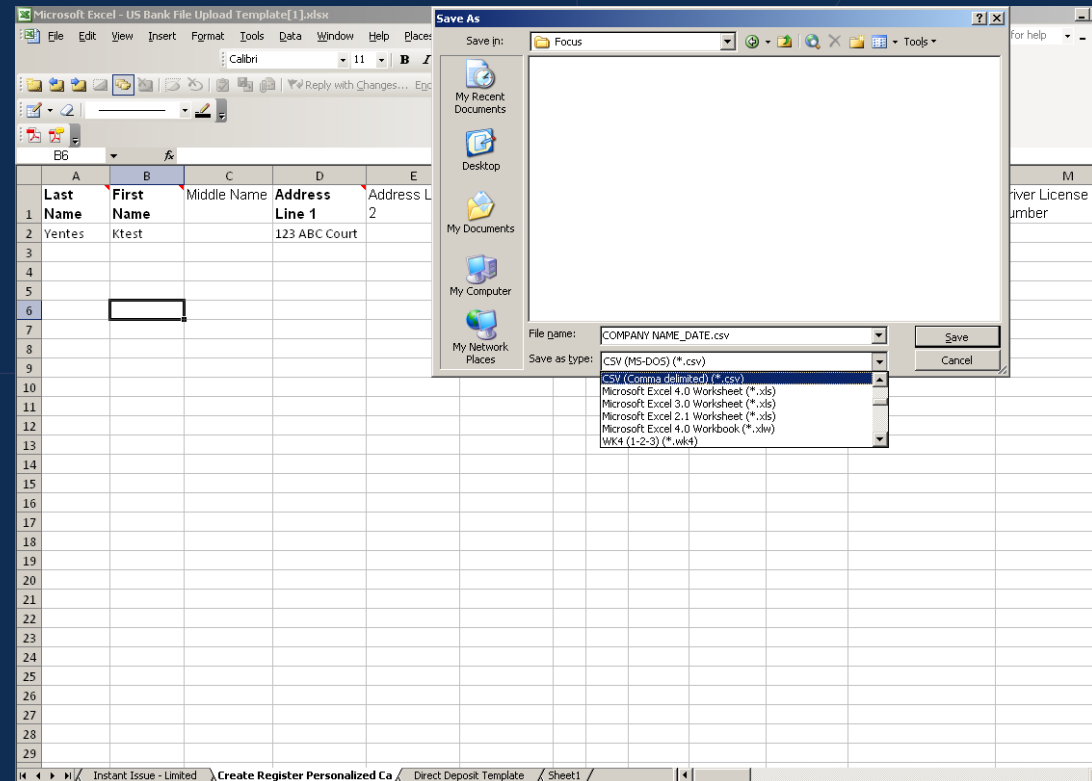
CARD REGISTRATION: FILE UPLOAD

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.”

The screenshot displays the U.S. Bank Prepaid Administrative Website interface. The top navigation bar includes tabs for Programs, Cards, Tools, Reports, User Management, My Account, and Help. The 'Tools' tab is highlighted with a red box and a yellow '1'. Below the navigation bar, a sidebar menu shows 'File Upload for Registration' highlighted with a red box and a yellow '2'. The main content area is titled 'File Upload for Registration' and contains a form with the following fields and actions:

- Client Program:** K&K Cleaners
- File Type:** A dropdown menu with 'Card Registration or Order Personalized Card' selected, highlighted with a red box and a yellow '3'.
- File Name:** A text input field.
- Actions:** 'Browse...' (highlighted with a red box and a yellow '4') and 'Upload' (highlighted with a red box and a yellow '5') buttons.

Below the form is a section for 'File Upload History' with instructions on how to view success and error records.

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.

File Upload for Registration

File Upload

Error at line [2] Invalid Number of Fields present.

Select the appropriate criteria below and click on the "Browse" button to locate the file to be uploaded. Then click the "Upload" button to move the file into the system for processing.

* Program :

* Client Program :

* File Type :

* File Name :

* Required

File Upload for Registration

The file has been uploaded successfully.

File Upload

Select the appropriate criteria below and click on the "Browse" button to locate the file to be uploaded. Then click the "Upload" button to move the file into the system for processing.

* Program :

* Client Program :

* File Type :

* File Name :

* Required

**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.

File Upload History

Below is the status of files uploaded and processed in the past 14 days. Click on the Success and Error buttons to access success and error file contents with codes and descriptions for processed records.

You can view, save and print success and error file contents.

File Name	File Type	User ID	Time Uploaded	Time Processed		Success count	Error count
Create Register Personalized Card SA3 121113.csv	Order Personalized Card		12/11/13 15:22	12/11/13 15:23	Success	1	Error 0
Create Register Personalized Card SA2 121113.csv	Order Personalized Card		12/11/13 15:16	12/11/13 15:18	Success	0	Error 1
Create Register Personalized Card SA 121113.csv	Order Personalized Card		12/11/13 15:12	12/11/13 15:13	Success	0	Error 1
Janes Temp Agency Personalized 12.11.2013.csv	Order Personalized Card		12/11/13 14:49	12/11/13 14:53	Success	0	Error 1
Janes Temp Agency Instant Issue 12 11 2013.csv	Register Instant Issue Card -		12/11/13 14:26	12/11/13 14:26	Success	1	Error 0

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.

File Upload History

Below is the status of files uploaded and processed in the past 14 days. Click on the Success and Error buttons to access success and error file contents with codes and descriptions for processed records.

You can view, save and print success and error file contents.

File Name	File Type	User ID	Time Uploaded	Time Processed	Success count	Error count
Create Register Personalized Card SA3 121113.csv	Order Personalized Card		12/11/13 15:22	12/11/13 15:23	Success 1	Error 0
						Error 1
						Error 1
						Error 1
						Error 0

USBank corrections - Notepad

```
File Edit Format View Help
15,Parameter #50: The nbPostalCode [1234] is invalid. The data length must be between 5 to 9 characters.,.,.,., --> ^
15,Parameter #44: Invalid PhysicalAddressess1 [PO Box 21234]. Only P.O. box is not allowed.,.,., -->[2123456789,,
15,Parameter #66: Invalid m_szBulkShipPostalCode []. Required for Bulk Shipment.,.,., -->[,,,Doe,Tommy,,278 wh
15,Parameter #38: Invalid EmailID[TestSubject123gmailcom].Must have @ and .,.,., -->[,,,Doe,Ryan,,333 Fake Stre
15,Parameter #48: The chPhysicalState [ ] is invalid. The data length must be between 2 to 4 characters.,.,., -->
```

**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

The screenshot shows a web application interface. At the top, a navigation bar contains the following tabs: Program, **1** Cardholders, Tools, Reports, User Management, My Account, and Help. Below the navigation bar, the user is greeted with "Hello, Kristin Yentes." and "Last login on 12/27/13 3:09 PM (CST).".

The main content area is titled "Cardholder Search". Below the title, there is a welcome message: "Welcome to the Cardholder Search page. Please begin by entering one or more search terms into the search box. The matching results will appear below. Then, click the 16-digit Card Number hyperlink of the desired cardholder." A yellow box with the number "2" highlights the search criteria section.

The search criteria section is divided into two main sections:

- Search By Name**: This section includes input fields for *Last Name (with a note "(can use * for wildcard search)"), First Name, Middle Name, and Date of Birth (with a note "(ex. MM/DD/YYYY)"). A note below the fields states: "* - To search by name, you must provide a last name. You may optionally refine your search with all of the other fields."
- Search By A Unique Identifier**: This section includes input fields for 16-digit Card Number, 10-digit Card ID, Customer ID, and Social Security No. (with a note "(ex. 000110000)").

On the left side of the page, there is a sidebar menu with the following items: Cardholders (with a sub-item "View Cardholder Details"), Register New Cardholder, Order a Personalized Card, Recent Accounts (with a note "Please search for cardholder accounts."), and How to Guides (with a sub-item "How To Search for a Cardholder Glossary").

SEARCHING WITHIN THE WEBSITE: ENHANCED SEARCH

- ✓ To perform an Enhanced Search:
 - ✓ 1. Click on the “Cardholder” tab
 - ✓ 2. Click on “Enhanced Search”

The screenshot shows the 'Cardholder Search' page. The navigation bar at the top includes 'Cardholders', 'Reports', 'User Management', 'My Account', and 'Help'. The 'Cardholders' tab is highlighted with a yellow box containing the number '1' and a red box. The left sidebar contains a 'Cardholders' section with links for 'Search Cardholders', 'View Cardholder Details', 'Enhanced Search', and 'Order a Personalized Card'. The 'Enhanced Search' link is highlighted with a yellow box containing the number '2' and a red box. Below the navigation bar, the page displays a greeting for 'Kelli Jewell' and a 'Cardholder Search' section. The 'Cardholder Search' section includes a welcome message and instructions. Below this, there are three search sections: 'Search By Name', 'Search By A Unique Identifier', and 'Search By Program'. The 'Search By Name' section has fields for Last Name, First Name, Middle Name, Date of Birth, City, State, and Postal Code. The 'Search By A Unique Identifier' section has fields for 16-digit Card Number, 10-digit Card ID, Customer ID, Social Security No., Home Phone, and Mobile Phone. The 'Search By Program' section is partially visible at the bottom.

1 Cardholders Reports User Management My Account Help

Hello, Kelli Jewell.
Last login on 3/10/14 7:21 AM (CST).

2 Cardholders

Search Cardholders
View Cardholder Details
Enhanced Search
Order a Personalized Card

Recent Accounts

Please search for cardholder accounts.

How to Guides

How To Search for a Cardholder Glossary

Cardholder Search

Welcome to the Cardholder Search page. Please begin by entering one or more search terms into the fields below and click on search. The matching results will appear below. Then, click the 16-digit Card Number hyperlink of the desired record to see more detail.

Search By Name

*Last Name
(can use * for wildcard search)

First Name
Middle Name
Date of Birth
(ex. MM/DD/YYYY)

City, State **
Postal Code **
** Mailing address search

* - To search by name, you must provide a last name. You may optionally refine your search with all of the other fields.

Search By A Unique Identifier

16-digit Card Number
10-digit Card ID

Customer ID
Social Security No.
(ex. 000110000)

Home Phone
(ex. 1234567890)

Mobile Phone
(ex. 1234567890)

Search By Program

**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.”

The screenshot displays the sbank Bank Prepaid Administrative Website interface. At the top left is the sbank logo, and at the top right is the slogan "All of us". Below the header is a navigation bar with tabs for "Cardholders", "Tools", "Reports", "User Management", "My Account", and "Help".

The main content area shows cardholder details for Kristin Yentes:

- Cardholder: **Yentes, Kristin**
- 16-digit Card Number: **4281 90XX XXXX 0805**
- 10-digit Card ID: **2048374405**
- Logo: **9271**
- Card Status: **PreActive**

Below the details is a navigation bar with three dropdown menus: "Cardholder Information", "Account Management", and "Cardholder Support". The "Cardholder Information" dropdown is open, showing a list of options: "Cardholder Information", "Edit Cardholder Information", "Card Information", and "Transaction History". The "Edit Cardholder Information" option is highlighted with a blue background. A red box highlights the "Cardholder Information" dropdown menu, and another red box highlights the "Edit Cardholder Information" option.

SEARCHING WITHIN THE WEBSITE: CARD STATUS

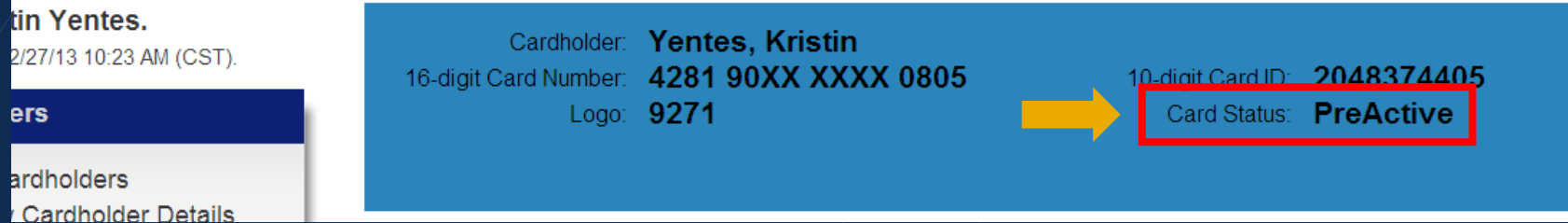
SEARCHING WITHIN THE WEBSITE

- / 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.



The screenshot shows a user interface for cardholder details. On the left, a sidebar menu includes 'ers', 'ardholders', and 'Cardholder Details'. The main content area is a blue box with the following information:

Cardholder:	Yentes, Kristin
16-digit Card Number:	4281 90XX XXXX 0805
Logo:	9271
10-digit Card ID:	2048374405
Card Status:	PreActive

A yellow arrow points from the 10-digit Card ID to the Card Status field, which is highlighted with a red rectangular border.

**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”

The screenshot displays the U.S. Bank Prepaid Administrative Website interface. At the top, the usbank logo and tagline "All of us serving you" are visible, along with "Log Out | Help" links. A navigation bar contains tabs for Programs, Cardholders, Tools, Reports, User Management, My Account, and Help. The main content area is divided into a left sidebar and a main panel. The sidebar includes a "Hello," greeting with the last login time, a "Cardholders" section with options like "Search Cardholders" and "View Cardholder Details", and a "Recent Searches" section listing a search for card number "4281 90XX XXXX 6380" by Abby Kutschied. The main panel features a blue header with cardholder details: "Kutschied, Abby", "16-digit Card Number: 4281 90XX XXXX 6380", "Logo/FIID: 9271", "10-digit Card ID: 2894984422", "Card Status: PreActive", and "Customer ID: 172503418". Below this is a "Cardholder Information" section with a dropdown menu. A red box highlights the "Account Management" option, with a yellow "1" next to it. Another red box highlights the "Cancel/Replace Card" option, with a yellow "2" next to it. A "BACK TO SEARCH RESULTS" link is also present. At the bottom, a table shows the cardholder's name and physical address, with a "Last updated on 2017-02-06 12:09 PM" timestamp.

Log Out | Help

usbank. All of **us** serving you®

U.S. Bank Prepaid Administrative Website

Programs Cardholders Tools Reports User Management My Account Help

Hello,
Last login on 3/13/17 12:13 PM (CST).

Cardholders

- Search Cardholders
 - View Cardholder Details
- Enhanced Search
- Register New Cardholder
- Order a Personalized Card

Recent Searches

- 4281 90XX XXXX 6380
Abby Kutschied

Cardholder: **Kutschied, Abby**
16-digit Card Number: **4281 90XX XXXX 6380**
Logo/FIID: **9271**
10-digit Card ID: **2894984422**
Card Status: **PreActive**
Customer ID: **172503418**

[BACK TO SEARCH RESULTS](#)

Cardholder Information **1** Account Management ▾

Cardholder Information **2** Funds Transfer

Cardholder Information **2** Cancel/Replace Card

Last updated on 2017-02-06 12:09 PM

Name	Abby Kutschied
Physical Address	123 ABC Street Minneapolis, MN 55402

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.

The screenshot displays the U.S. Bank Prepaid Administrative Website interface. At the top right, there are links for "Log Out" and "Help". The main header features the "usbank" logo and the slogan "All of us serving you®". Below the header is a navigation menu with tabs for "Programs", "Cardholders", "Tools", "Reports", "User Management", "My Account", and "Help".

On the left side, a user is greeted with "Hello," and "Last login on 3/13/17 12:13 PM (CST).". Below this, there are sections for "Cardholders" and "Recent Accounts". The "Cardholders" section includes a search bar and options like "View Cardholder Details", "Enhanced Search", "Register New Cardholder", and "Order a Personalized Card". The "Recent Accounts" section lists a card with number "4281 90XX XXXX 6380" for "Abby Kutschied".

The main content area shows cardholder information for "Kutschied, Abby":
16-digit Card Number: 4281 90XX XXXX 6380
10-digit Card ID: 2894984422
Customer ID: 172503418
Logo/FIID: 9271
Card Status: PreActive

A "BACK TO SEARCH RESULTS" link is visible. Below this, there are tabs for "Cardholder Information", "Account Management", and "Cardholder Support". The "Cancel/Replace Card" section is active, displaying the following options:

Please select one of the options below:

- Cancel Card and Replace with a New Client Issued Card.** (This option is highlighted with a red box in the original image)
- Upgrade Card to a New Personalized Card.

SEARCHING WITHIN THE WEBSITE

- 4. Select reason to cancel card.
- 5. Click “Submit.”

Log Out | Help

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U.S. Bank Prepaid Administrative Website

Programs | Cardholders | Tools | Reports | User Management | My Account | Help

Hello,
Last login on 3/13/17 12:13 PM (CST).

Cardholders

- Search Cardholders
 - View Cardholder Details
- Enhanced Search
- Register New Cardholder
- Order a Personalized Card

Recent Accounts

- 4281 90XX XXXX 6380
Abby Kutschied

How to Guides

Cardholder: **Kutschied, Abby**
16-digit Card Number: **4281 90XX XXXX 6380**
Logo/FIID: **9271**
10-digit Card ID: **2894984422**
Card Status: **PreActive**
Customer ID: **172503418**

[BACK TO SEARCH RESULTS](#)

Cardholder Information | Account Management

Cancel/Replace Card

Cancel Card Reason

4

Select
Lost
Stolen
Other

5

Submit Close

SEARCHING WITHIN THE WEBSITE

- 6. Select “Yes” to proceed with cancelling card.
- 7. Select “Submit.”

Log Out | Help

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Hello,
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Cardholders

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- 4281 90XX XXXX 6380
Abby Kutschied

Cardholder: **Kutschied, Abby**
16-digit Card Number: **4281 90XX XXXX 6380**
Logo/FIID: **9271**

10-digit Card ID: **2894984422**
Card Status: **PreActive**

Customer ID: **172503418**

[BACK TO SEARCH RESULTS](#)

Cardholder Information | **Account Management**

Cancel/Replace Card

Do you want to proceed with canceling this card?

6 Yes No

7

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.

Hello,
Last login on 3/13/17 12:13 PM (CST).

Cardholders

- Search Cardholders
 - View Cardholder Details
- Enhanced Search
- Register New Cardholder
- Order a Personalized Card

Recent Accounts

- 4281 90XX XXXX 6380
Abby Kutschied

Cardholder: **Kutschied, Abby**
16-digit Card Number: **4281 90XX XXXX 6380**
Logo/FIID: **9271**

10-digit Card ID: **2894984422**
Card Status: **Inactive**

Customer ID: **172503418**

[BACK TO SEARCH RESULTS](#)

Cardholder Information | **Account Management**

Cancel/Replace Card

Cardholder Name: Abby Kutschied
16-digit Card Number: 4281 90XX XXXX 6380
10-digit Card ID: 2894984422
Card Status: Inactive

The cost to Relssue the card is \$-0.00 , which will be charged to the replacement card.

Enter either the 10-digit Card ID or the 16-digit Card Number of the New Client Issued Card:

New 10-digit Card **8**

New 16-digit Card Number

9