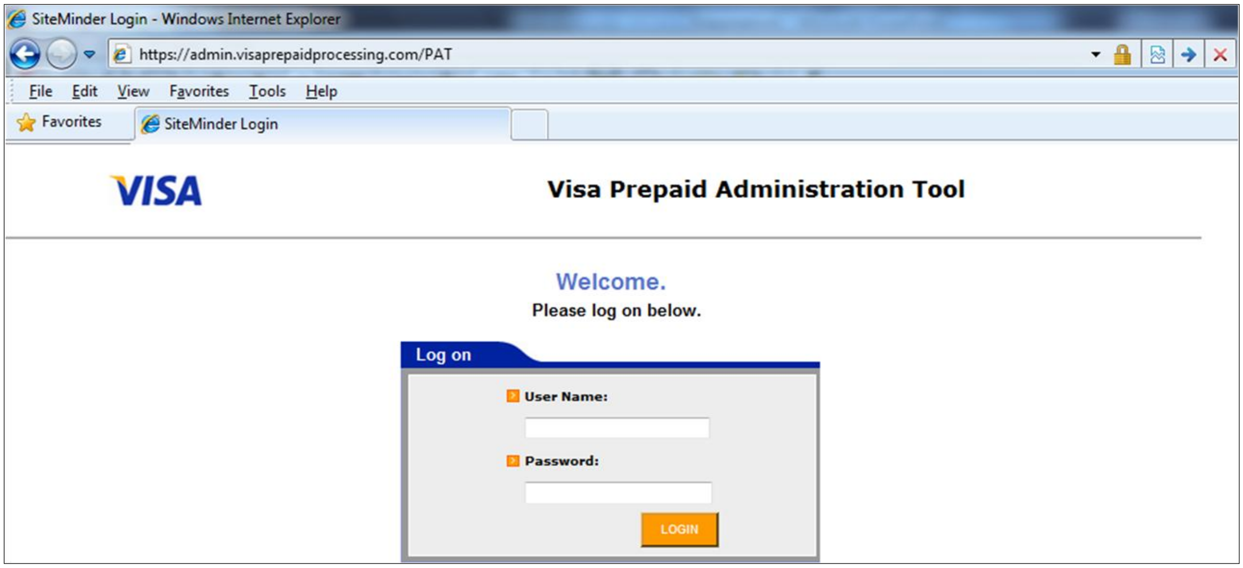
Visa
Prepaid Administration Tool (PAT)

ALINE Card by ADP℠
Payroll Program

Table of Contents

Introduction

Access the PAT URL



To access the Visa Prepaid Administration Tool (PAT) browser-based system, you must use an Internet browser.

It is recommended that you create a bookmark or shortcut to more easily access PAT daily.

The PAT URL for prepaid processing is https://admin.visaprepaidprocessing.com/PAT.

NOTE: PAT is compatible with Internet Explorer 7 and 8 (Internet Explorer 9 may be used by changing the compatibility settings). PAT is currently not compatible with Google Chrome, FireFox and Safari.

Log on to PAT

The first time you access PAT, you will be required to log on with the user ID and password assigned to you. Once in the system, you will be required to change your password and answer four security questions from a list of ten. Answers to the questions are not case sensitive. Your answers serve as your authentication token. Make sure that your answers are known only to you. This knowledge-based authentication adds another layer of security to the system. This added security is in full compliance with the Federal Financial Institutions Examination Council (FFIEC).

Below is the list of ten questions from which you may choose. One of the questions you select will appear at random whenever you log on to the PAT system.

- What is my pet's name?
- What is my city of birth?
- What is my father's middle name?
- What is my favorite sports team?
- What is your favorite animal?
- Who was my childhood best friend?
- What is your favorite vacation spot?
- What was your first car?
- What is your favorite comic strip?
- What is your favorite restaurant?

Change Your PAT Password

Password Guidelines

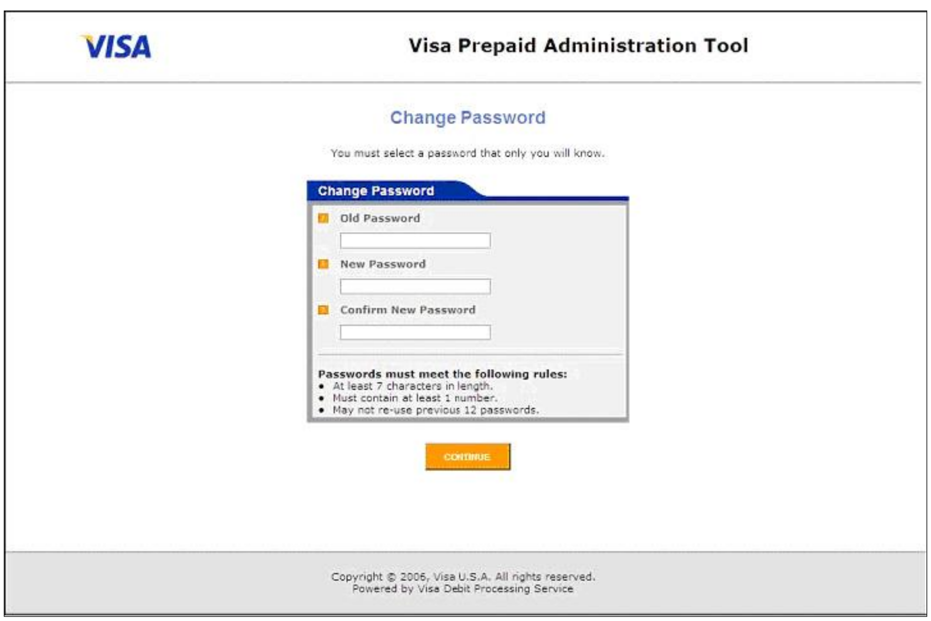
The system requires that you change your password every 30 days. However, you may change your password at any time from the homepage. Your new password cannot be identical to any password you have used within the previous 12 months. Passwords are case sensitive and must be 7 - 20 characters in length and include at least one alpha and one numeric character.

To create a secure password, follow these guidelines:

- Use at least seven characters
- Use a mix of uppercase and lowercase characters
- Use a mix of letters, numerals, and special characters
- Do not use your user name as your password
- Do not reuse a previous password
- Do not use a universal password for all your secured online accounts
- Do not write your password down, display it in the open, or store it in an easily-accessed location
- Do not give your password to anyone

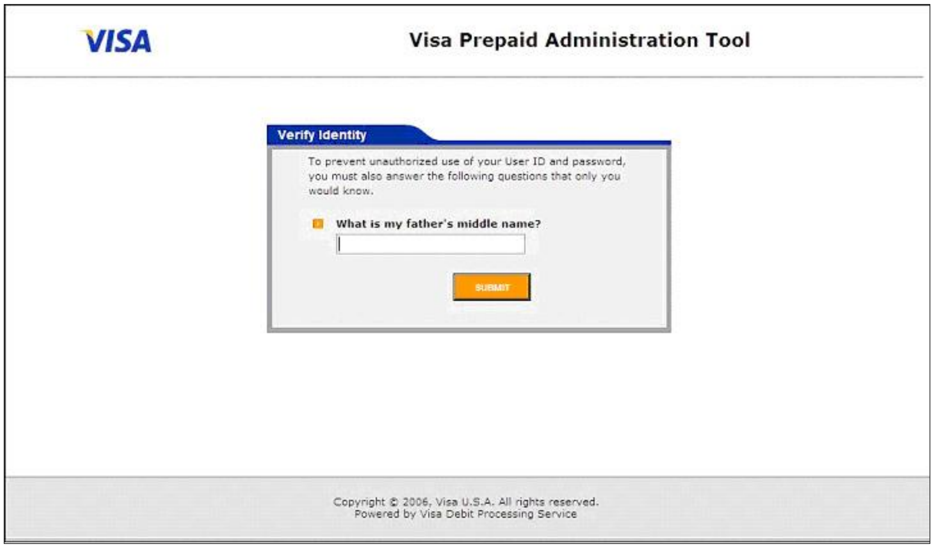
1. Click Change Password from the PAT home page.

Change Password



2. Enter your current password in the Old Password field.
3. Enter your new secure password in the New Password field.
4. Re-enter your new secure password in the Confirm New Password field.
5. Press Continue. The Verify Identity screen will appear.

Verify Identity



6. Enter the correct answer to verify your identity.
7. Click Submit. The new password is accepted when the system homepage appears.

Access Online Help and Program Information

Access Help Contents

The Prepaid Administration Tool Help feature gives you step-by-step instructions on how to perform all of the tasks within the PAT application. PAT Help can be accessed several ways. You can browse through the table of contents, search the index, of enter a keyword for the search.

IMPORTANT: Not all functions and features described in this Help system are available to all users. Available menus, options, and fields vary based on program settings and each user's security profile.

You can print any Help topic by right-clicking in the topic display window and selecting Print from the context menu. For optimal results, change your print orientation to landscape.

Access Program Information

You can access customized information about your card program including:

- A program fact sheet
- Frequently asked questions (FAQs)
- Privacy agreements
- Terms and conditions
- Dispute forms
- Error resolution procedures

To access program information:

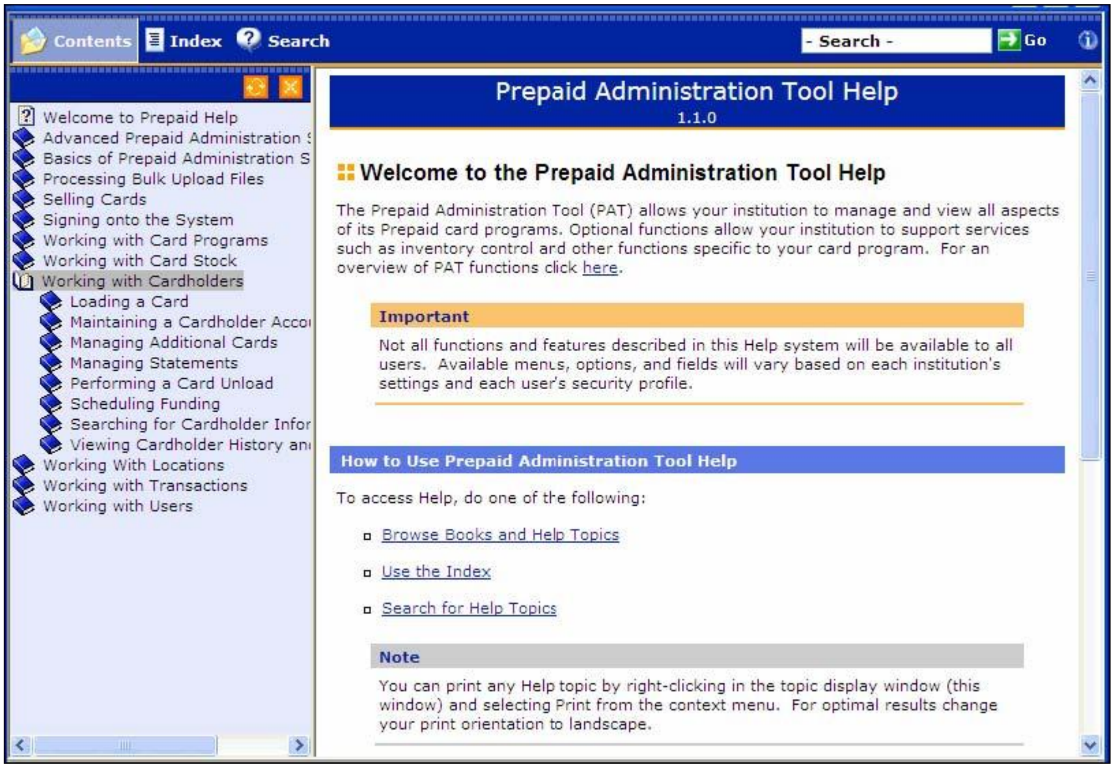
1. Click the Program Information link, which is found at the bottom of the PAT Welcome page.
2. Select a Card Program if one is not already selected.
3. Select a Location (if not already selected). The associated program documents appear.
4. Click the link for the information that you would like to view. The corresponding customized information appears.

Browse Books and Help Topics

To browse books and help topics:

1. Click the Help link.
2. Browse the books or list in the left navigation pane from the Contents menu.
3. Click a book to view the individual topics.

Help Contents



NOTE: Some books contain other books or a combination of books and topics. Open each book to view the topics within.

4. Click a topic to view the step-by-step instructions in the right display pane.
5. Click the links to view additional information and related topics.

Search for Help Topics Using the Index

To search for help topics using the index:

1. Click the Help link.
2. From the Index menu:
   - Browse the alphabetical list of keywords in the left navigation pane, or
   - Enter one or more whole or partial keywords in the Find field
3. Click a Keyword to view the associated topics in the pop-up window.
4. Click a topic to view the step-by-step instructions in the right display pane.
5. Click the links to view additional information and related topics.

Search Help Topics Using the Keyword Search

To search for help topics using the keyword search:

1. Click the Help link.
2. From the Search menu, enter search terms in the Search field and click Go. A list of matching topics appears below the Search field.
3. Click a matching topic to view the step-by-step instructions in the right display pane.
4. Click the links to view additional information and related topics.

Sign Off PAT

You must sign off at the end of each PAT session to avoid unauthorized use.

To sign out of PAT, click the Sign Out link.

NOTE: After 15 minutes of inactivity, the system automatically logs off your user ID.

Issue Cards

You can issue cards to employees three ways:

1. Instant Issue: The Instant Issue card can be issued on demand; however, it is not personalized.
2. Mail Order: Cards issued through the mail order option can be delivered to the employee’s home address or the company address. Payroll deposits can be loaded when ordered or at a later date.
3. Bulk Upload: With the bulk upload feature, you can submit the information to order cards for one or many employees. You may also submit multiple orders on the same day.

Address standardization is performed on all cardholder addresses entered as part of a card issue or update. The purpose of the standardized address feature is to obtain valid address information to reduce the number of cards returned because of undeliverable addresses. The standardized address feature also helps reduce the incidence of fraud resulting from incorrect delivery addresses.

When the standardized address feature detects a discrepancy between the address entered by the user and the matching address in the database, it prompts the user to confirm or reject the new address. If the user chooses not to accept the suggested changes and opts to use the address as originally entered, a history record is logged indicating that the user “forced” the system to accept the address entered.

Instant Issue Cards

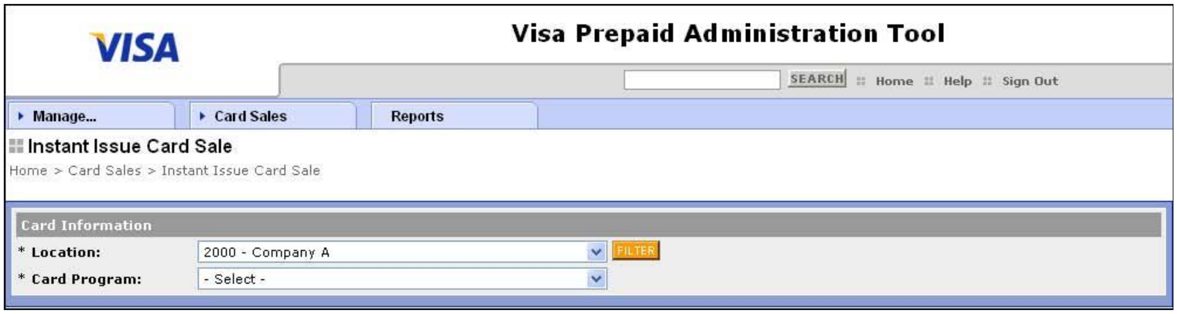
If you issue payroll cards at your location, you can immediately provide an Instant Issue card to an employee. Instant Issue cards are non-personalized Visa cards. To support this, card stock can be ordered through the PAT Card Inventory system and must be stored locally.

You can issue a payroll card with a pre-embossed message via PAT. Value (or payroll deposits) can be entered immediately or at a later date. Per Visa Operating Regulations, a non-personalized reloadable card will be replaced with a personalized card after two reloads.

Enter Card and Cardholder Profile Information

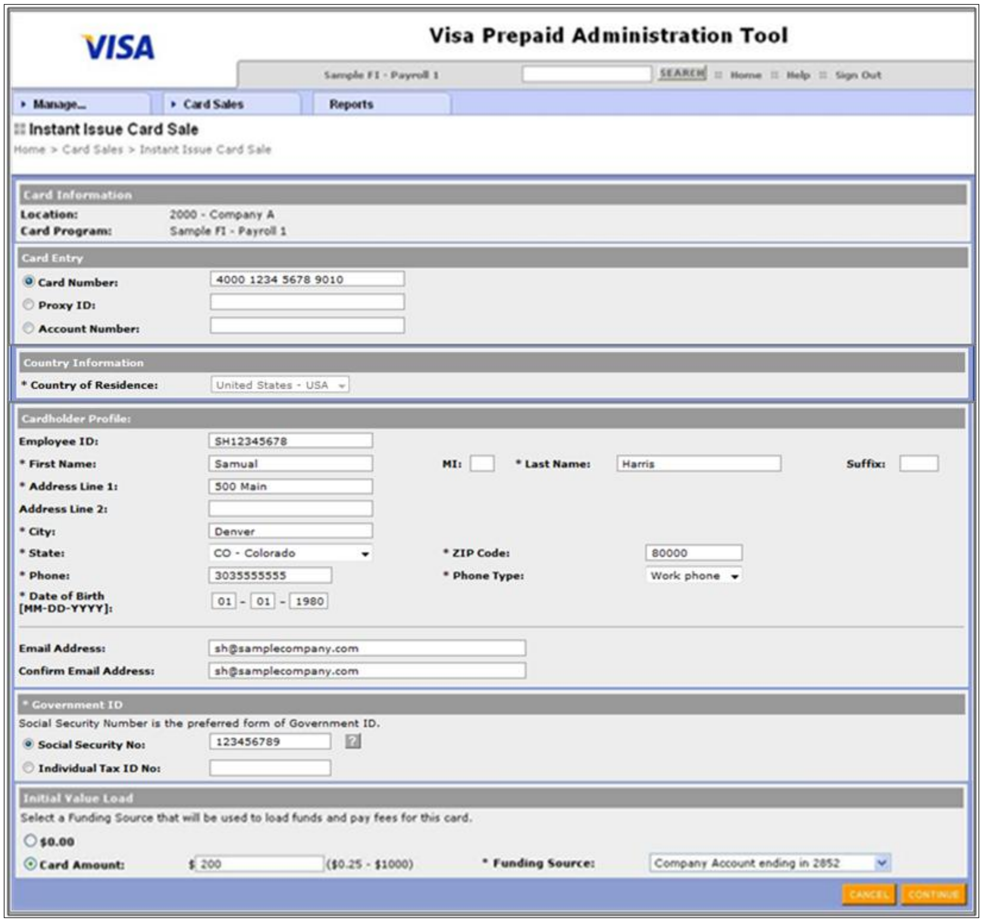
1. Select Card Sales > Instant Issue. The Instant Issue Card Sale page appears.

Instant Issue Card Sale



2. Select a Location (if not already selected).
3. Select a Card Program (if not already selected). The Instant Issue Card Sale page expands to include the card, cardholder information, and related sections.

Instant Issue Card Sale page with Card and Cardholder Information

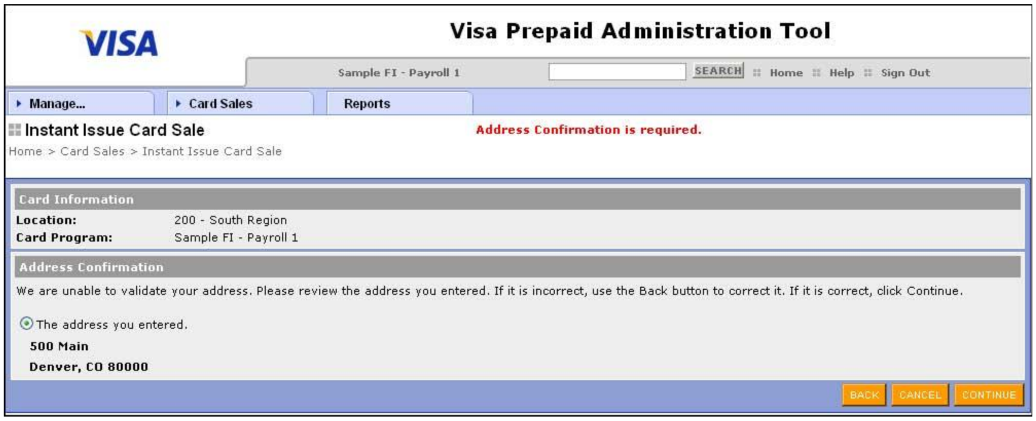


4. Enter the Card Number in the appropriate field.
5. Enter the required information about the cardholder in the Cardholder Profile section.

   NOTE: Required fields, as defined by your institution, will be displayed with an asterisk.
6. Enter a Government ID in one of the available fields.
7. Select an Initial Value Load option.
8. Click Continue.

NOTE: If the address you entered does not match the address on file with the United States Postal Service (USPS), the Address Confirmation section appears.

Instant Issue Card Sale—Address Confirmation



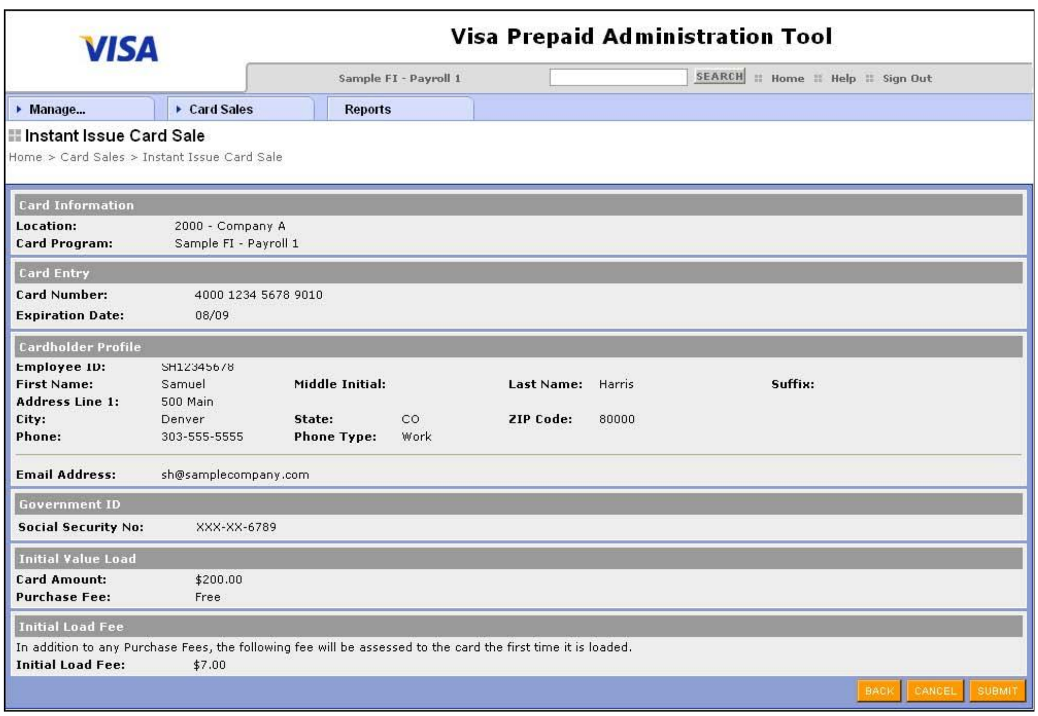
9. Click the button for the address on file with the United States Postal Service to confirm the address if available.
10. Click Continue.

Complete the Card Sale

To complete the card sale:

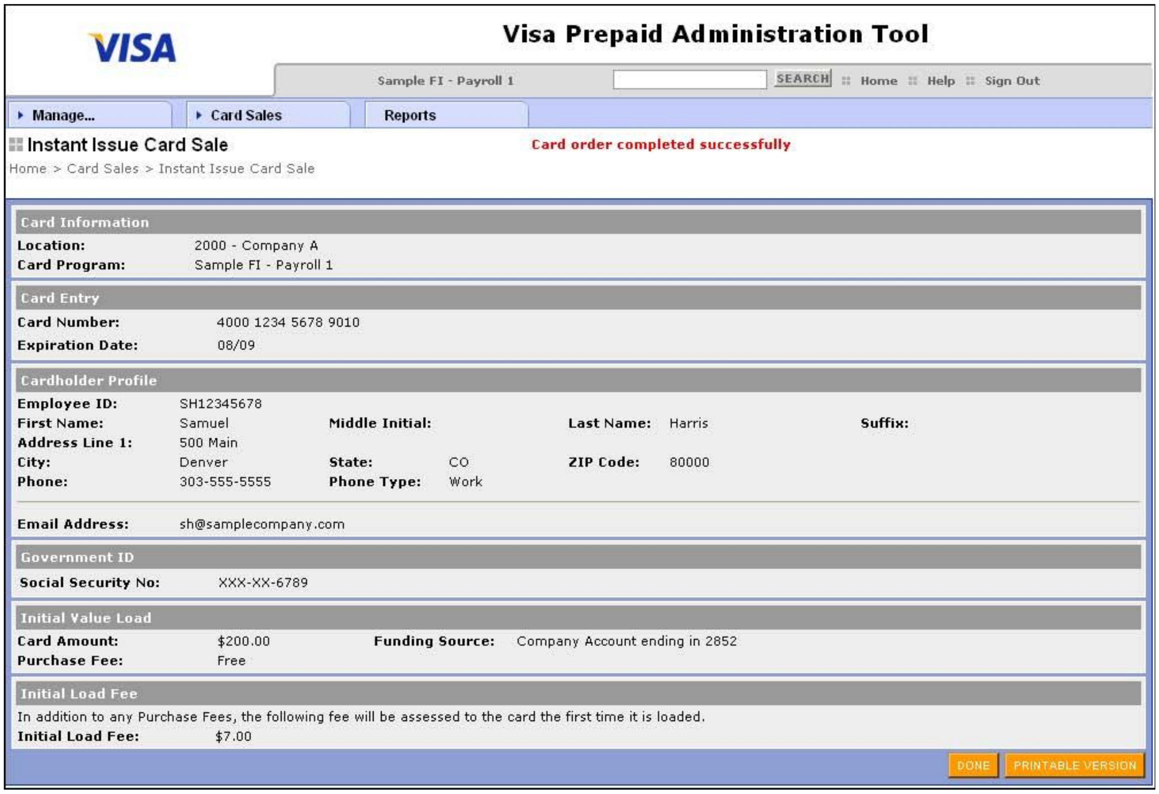
1. Review the order.

Instant Issue Card Sale—Order Information



2. Click Submit. The instant issue is complete when the page refreshes.

Instant Issue Card Sale—Completed Card Order



VISA

Visa Prepaid Administration Tool

Sample FI - Payroll 1 | SEARCH | Home | Help | Sign Out

Manage... | Card Sales | Reports

Instant Issue Card Sale

Card order completed successfully

Home > Card Sales > Instant Issue Card Sale

Card Information

Location: 2000 - Company A
Card Program: Sample FI - Payroll 1

Card Entry

Card Number: 4000 1234 5678 9010
Expiration Date: 08/09

Cardholder Profile

Employee ID:	SH12345678					
First Name:	Samuel	**Middle Initial:**		**Last Name:**	Harris	**Suffix:**
Address Line 1:	500 Main					
City:	Denver	**State:**	CO	**ZIP Code:**	80000	
Phone:	303-555-5555	**Phone Type:**	Work			

Email Address: sh@samplecompany.com

Government ID

Social Security No: XXX-XX-6789

Initial Value Load

Card Amount: $200.00 **Funding Source:** Company Account ending in 2852
Purchase Fee: Free

Initial Load Fee

In addition to any Purchase Fees, the following fee will be assessed to the card the first time it is loaded.
Initial Load Fee: $7.00

DONE | PRINTABLE VERSION

3. Click Printable Version to print a receipt for the transaction.

Instant Issue Card Receipt

VISA

PRINT CLOSE

Card Information	
Location:	2000 - Company A
Card Program:	Sample FI - Payroll 1

Card Entry	
Card Number:	4000 12XX XXXX 9040
Expiration Date:	08/09

Cardholder Profile							
Employee ID:	SH12345678						
First Name:	Samuel	**Middle Initial:**		**Last Name:**	Harris	**Suffix:**	
Address Line 1:	500 Main						
City:	Denver	**State:**	CO	**ZIP Code:**	80000		
Phone:	303-555-5555	**Phone Type:**	Work				
Email Address:	sh@samplecompany.com						

Government ID	
Social Security No:	XXX-XX-6789

Initial Value Load			
Card Amount:	$200.00	**Funding Source:**	Company Account ending in 2852
Purchase Fee:	Free		

Initial Load Fee	
In addition to any Purchase Fees, the following fee will be assessed to the card the first time it is loaded.	
Initial Load Fee:	$7.00

PRINT CLOSE

4. Click Close if you opened the receipt.
5. Click Done.

Mail Order Cards

You can order personalized cards for your associates by adding them through the Mail Order function. Value (or payroll deposits) can be entered immediately or at a later date; however, the client must be set up with Instant Issue funding account. Cards that are ordered can be delivered to your company or directly to the employee.

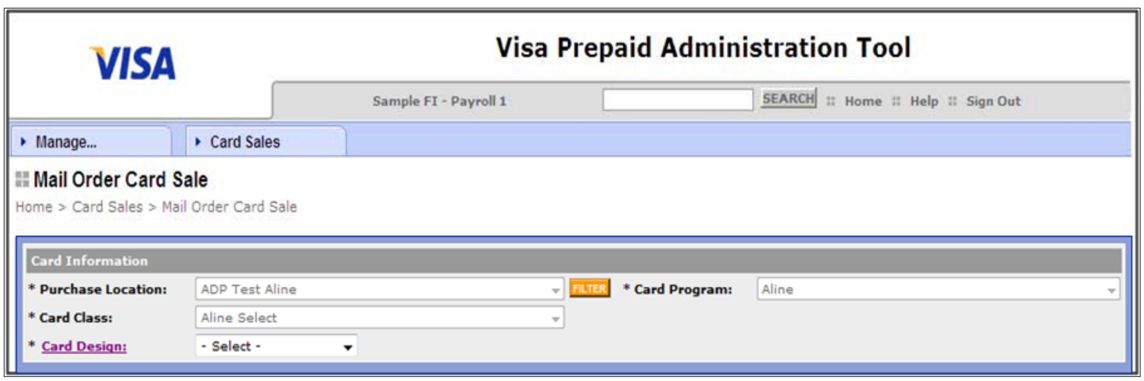
Cardholders who receive a mail order card must activate the card by accessing the Consumer Web site or by calling the automated Voice Response Unit (VRU).

Add Card Information

To add card information:

1. Select Card Sales > Mail Order.
2. Select the Purchase Location (if not already selected).
3. Select the Card Program (if not already selected).

Mail Order Card—Card Information



4. Select a Card Class (if not already selected). Complete the steps to add embossing information.
5. Select Card Design.

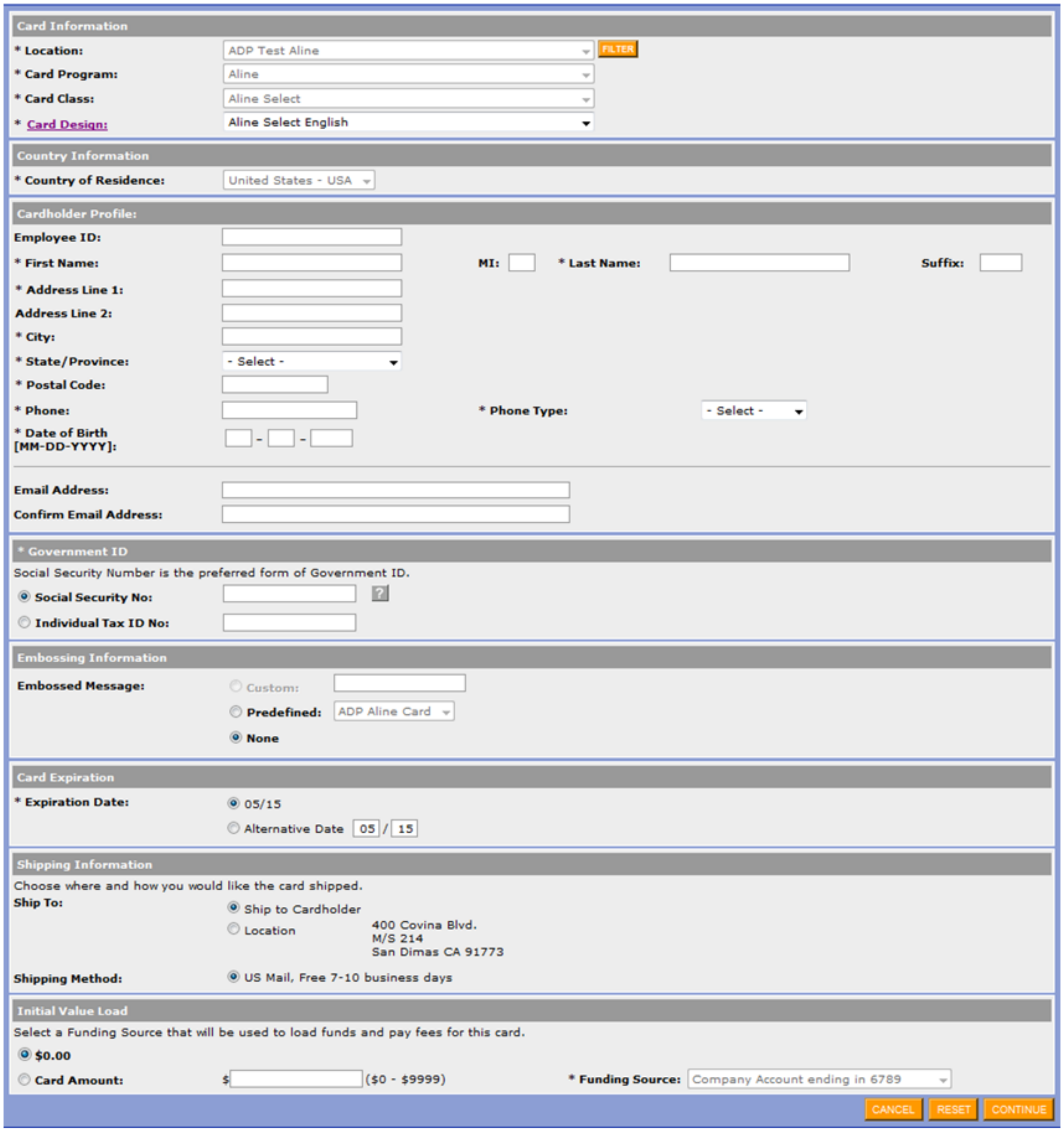
Enter Cardholder Information

To enter employee (cardholder) information:

1. Enter the required information about the cardholder.

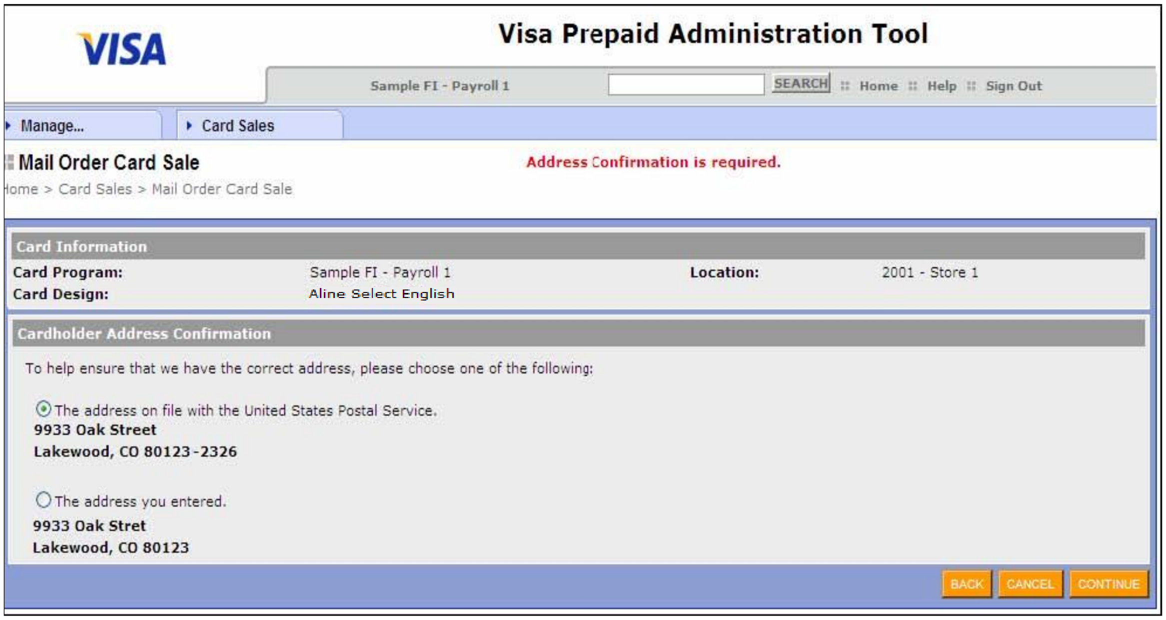
   NOTE: Required fields, as defined by your institution, will be displayed with an asterisk.

Mail Order Card—Cardholder Profile



2. Click Continue.
3. Click the button for the address on file with the USPS to confirm the address if available.

Mail Order Card—Cardholder Address Confirmation



NOTE: If the address is not on file with the USPS, the system prompts you to confirm the address that you entered.

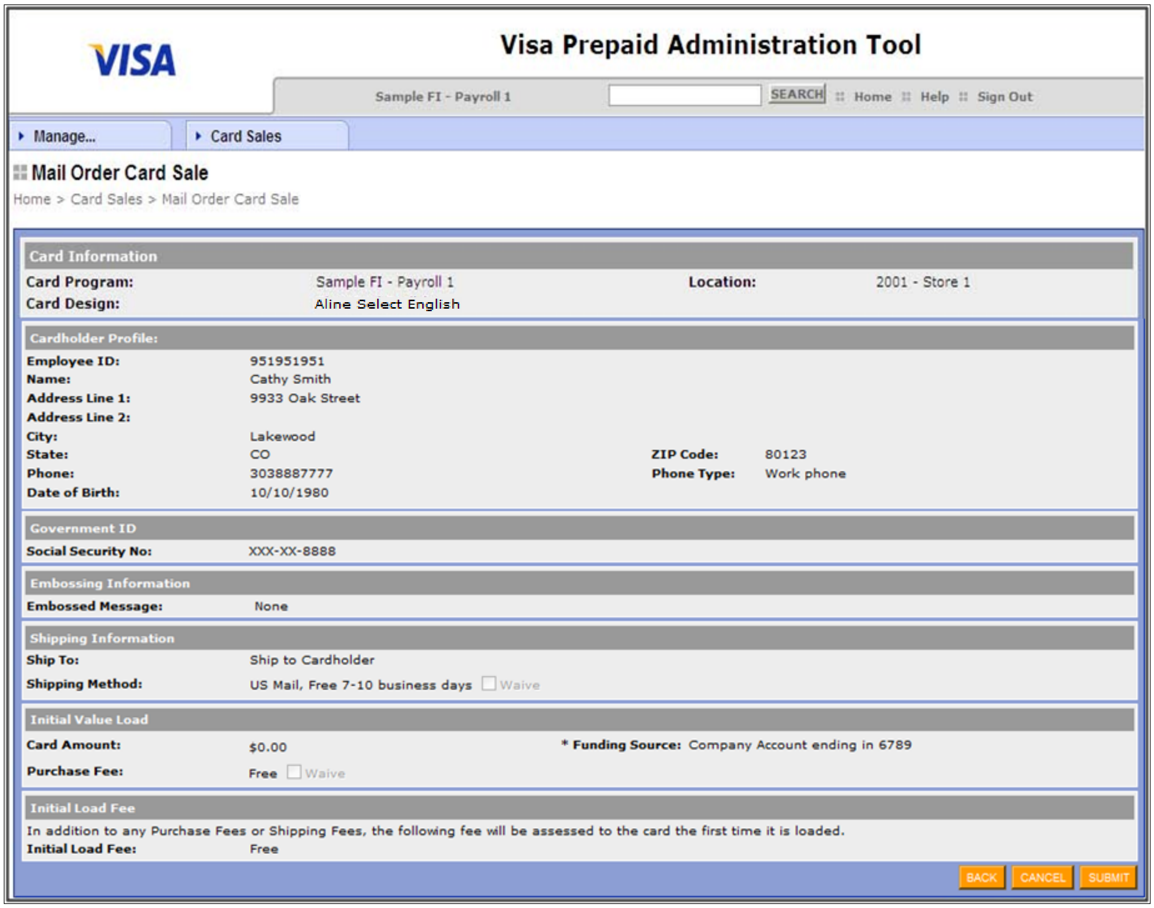
4. Click the button for the address on file with the USPS to confirm the address if available.
5. Click Continue. Complete the steps to review purchase information.

Complete the Card Issuance

To complete the card issuance:

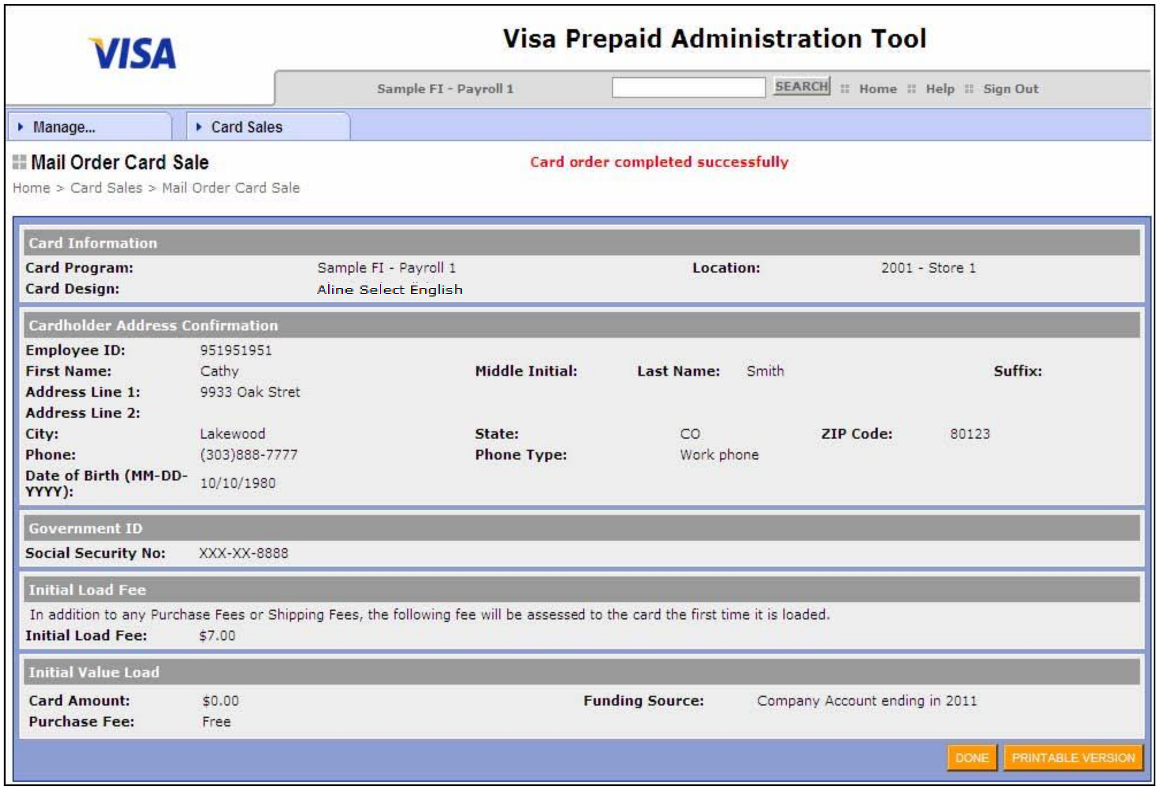
1. Review the order. At this point, you may go back to correct the information, cancel, or submit the card to be issued.

Mail Order Card—Confirmation



2. Click Submit. The mail order is complete when card order completion message appears at the top of the screen. The confirmation number also appears in the last section of the screen.

Mail Order Card Sale—Receipt



3. Click Printable Version if you would like to print a receipt for the transaction.

Mail Order Card Receipt

Sample FI - Payroll 1

PRINT CLOSE

Card Information			
Card Program:	Sample FI - Payroll 1	Location:	2001 - Store 1
Card Design:	Aline Select English		

Cardholder Address Confirmation						
Employee ID:	951951951					
First Name:	Cathy	**Middle Initial:**		**Last Name:**	Smith	**Suffix:**
Address Line 1:	9933 Oak Stret					
Address Line 2:						
City:	Lakewood	State:	CO	ZIP Code:	80123	
Phone:	(303)888-7777	Phone Type:	Work phone			
Date of Birth (MM-DD-YYYY):	10/10/1980					

Government ID			
Social Security No:	XXX-XX-8888		

Initial Value Load			
Card Amount:	$0.00	Funding Source:	Company Account ending in 2011

Shipping Information	
Ship To:	Ship to Cardholder
Shipping Method:	US Mail, Free 7-10 business days

PRINT CLOSE

4. Click Done.

Bulk Upload Cards

Add Cards through Bulk Upload

Rather than entering enrollment information for employees one at a time, you can upload a Comma Separated Value (CSV) file containing the employees' enrollment information. You can edit this file manually or create it from another system, such as your payroll system. The file can include the information for one or many employees, and you can submit multiple files on the same day. The file is not processed until it passes various validation edits and you review and authorize its submission.

NOTE: A maximum of 10,000 cardholders can be included in a single file.

You can view and print the requirements for the CSV Card Add file and download a sample CSV Card Add file in Microsoft Excel format via PAT.

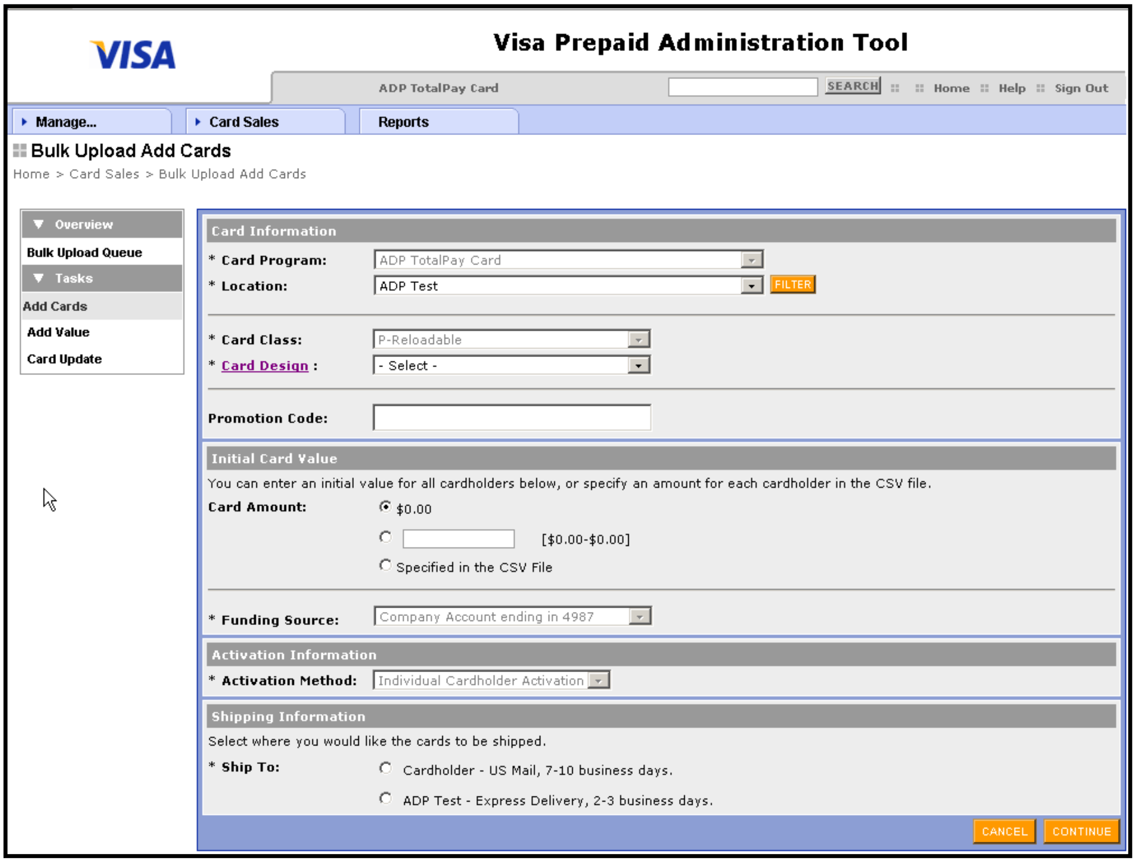
Follow these steps to add card information through bulk upload:

1. Select Card Sales > Bulk Upload. The Bulk Upload Queue page appears.

Bulk Upload Queue

2. Click Add Cards from the left navigation menu. The Bulk Upload Add Cards page appears.

Bulk Upload Add Cards



3. Select your Card Program (if not already selected).
4. Select your Location (if not already selected). If you have access to several locations, you can filter the locations by parent company.
5. Select the Card Class (if not already selected).
6. Select the Card Design (if not already selected).
7. Select the promotion code (if applicable).
8. Select one of the following options to specify the initial value to be loaded onto the cards:

If you want to . . .	Then . . .
Add the cards without loading any value:	Select the $0.00 option.
Add the same initial value to all cards:	Select the second option, and enter the initial value in the text box.
Add a different initial value to each of the cards:	Select the Specified in the CSV File option. If you select this option, you must specify a value for each card in the CSV file.

9. Select the Funding Source (if not already selected).
10. Select the Ship To address.
11. Click Continue. The Upload File page appears.

Bulk Upload Add Cards-Upload File

12. Complete one or more of the following options:

If you want to . . .	Then . . .
Print or view field requirements for the CSV file:	Click the Field Requirements link. A separate window listing the field requirements opens. View this information online or print it.
Download a sample file to use as the basis for creating your CSV file:	Click the Excel Sample link to open or save the sample file.
Upload a CSV file:	1. Click Browse to locate the file that you want to upload. 2. Locate and select the appropriate file on your computer. 3. Click Open. The file's full path name appears in the CSV file to Upload field. 4. Click Submit. The bulk upload is complete when a card order completion message appears at the top of the page. **NOTE:** The file is not processed until you review the upload and authorize its submission.

Review the Bulk Upload Queue

It is necessary for you to research the status of files that have been uploaded by reviewing the Bulk Upload Queue. You can view errors, review and submit the file for processing, or cancel the file processing. When a bulk upload request is submitted for processing, it displays in the queue with one of the following values:

- Check Back Later—the file upload has not yet been processed. Check back again in a few minutes.
- Upload Received—the upload was successful, and the file is being validated.
- Review and Submit—the validation was successful, and the user can now review and submit the order.
- Rejected—errors were discovered in the file. The user should view the error report to determine corrective action.
- Submitted—the system is processing the order. The file stays in the Submitted status until the nightly reload batch process runs.
- Scheduled—a request has been scheduled to occur at some future date, using the scheduling option. A file marked Scheduled can still be cancelled.
- Cancelled—the order was canceled by the user prior to submittal. No further action may be taken on this order.
- Completed—the order was successfully processed and is in the Card Order File.
- Obsolete—the schedule date is more than two days past. No further action may be taken on this order.

NOTE: Files with a status of rejected, canceled, or complete are automatically removed from the work queue after 30 days.

Submit Files

After a file has been uploaded, review and submit the file for processing, or cancel the file's processing. Requests to add a card are not processed until they have passed all applicable edit checks and have been manually submitted. Once the file is submitted for processing, the program creates records for all cards in that file, and, if applicable, debits the funding source specified for the request. When you submit the file, you are verifying that the upload is complete and accurate and that the funding needed to cover the order is in place. Once the file has been submitted and processed, you can view the receipt of the uploaded file and verify the details in the file.

NOTE: Files that have been received but not submitted are not processed by the system.

View the Bulk Upload Queue

To view the Bulk Upload Queue:

1. Select Card Sales > Bulk Upload. The Bulk Upload Queue page appears.
2. Select your Card Program (if not already selected).
3. Select your Location (if not already selected).

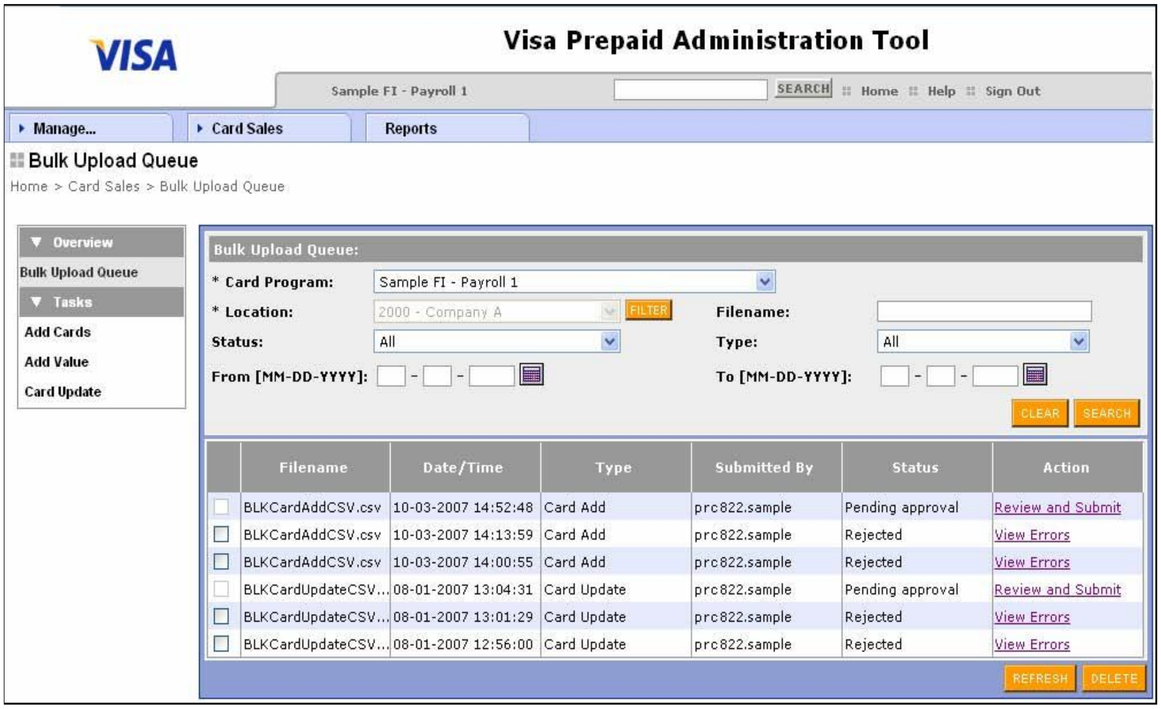
   NOTE: If you have access to several locations, you can filter the locations by parent company.

Bulk Upload Queue

4. Enter any other available search criteria that you want to use to narrow your search.
5. Click Search. Flies that have been submitted are listed. Actions that can be taken for the file appear in the far right column.

NOTE: To monitor the processing status for a particular request, click Refresh to display updated status information.

Bulk Upload Queue page—Submitted Files



Review and Submit Files

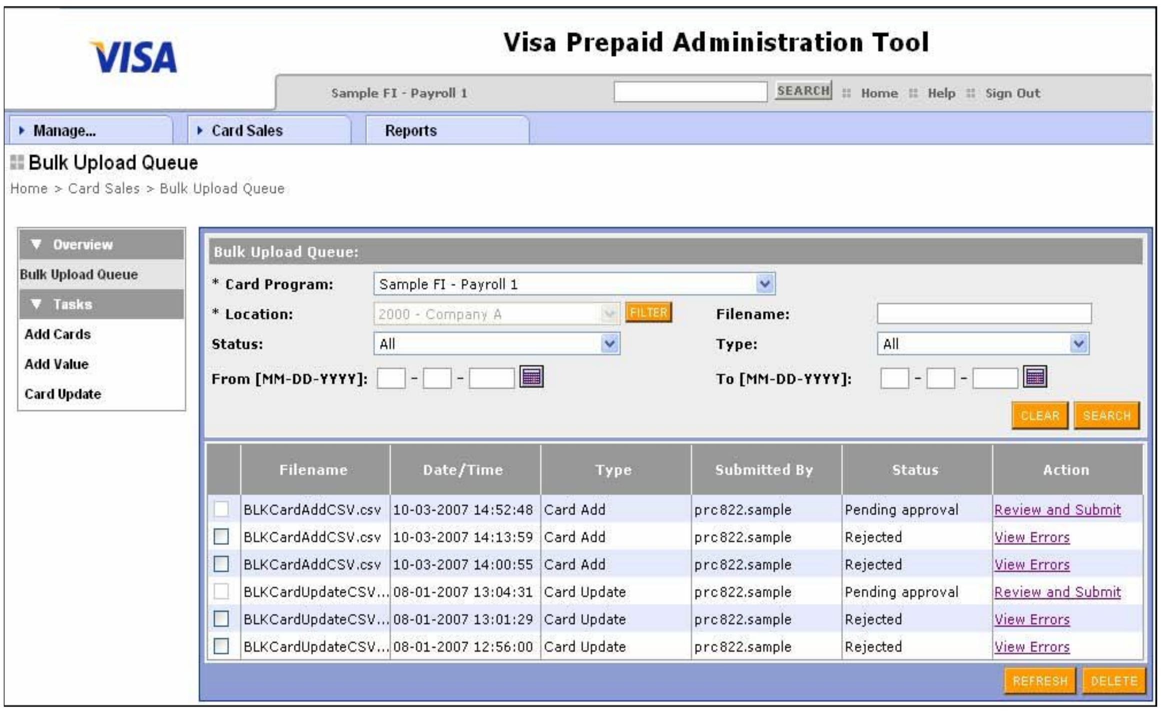
After a file has been uploaded, review and submit the file for processing, or cancel the processing of the file. Requests to add cards are not processed until they have passed all applicable edit checks and have been manually submitted. Once the file is submitted for processing, the program creates records for all cards in that file, and, if applicable, debits the funding source specified for the request. When you submit the file, you are verifying that the upload is complete and accurate, and that the funding needed to cover the order is in place. Once the file has been submitted and processed, you can view the receipt of the uploaded file and verify the details in the file.

NOTE: Files that have been received but not submitted are not processed by the system.

To review and submit bulk upload files for processing:

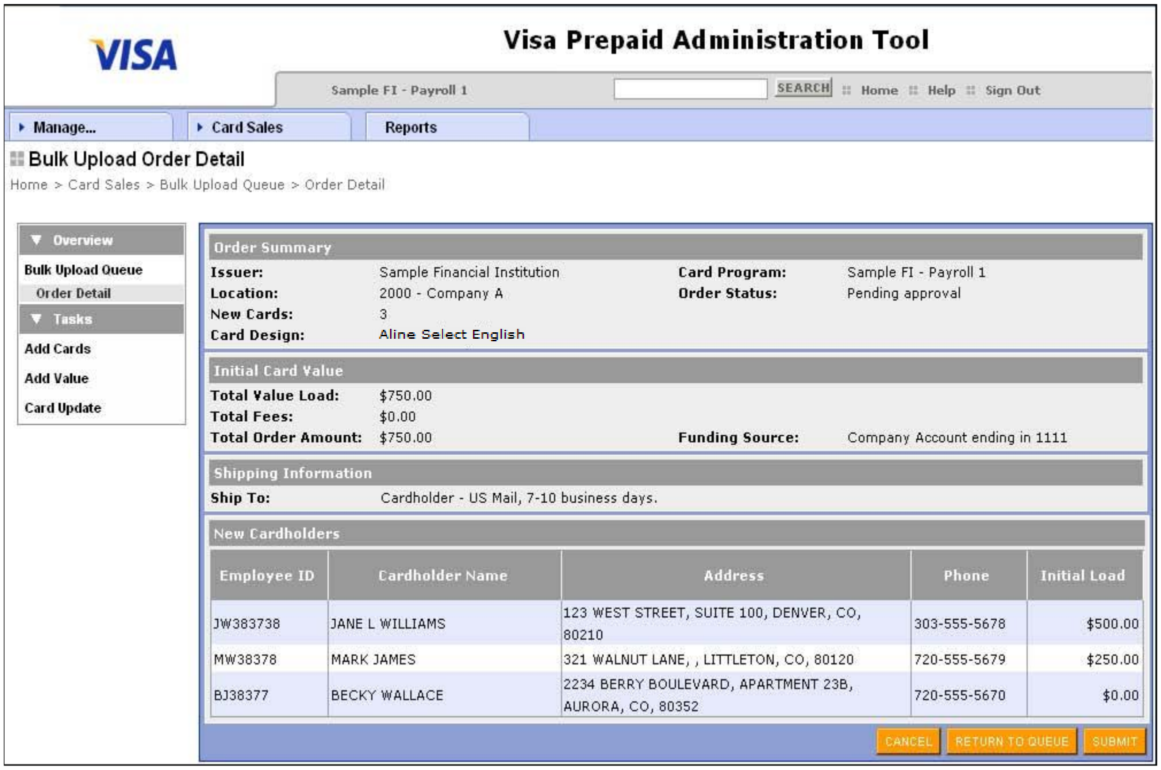
1. Locate the file that you want to review and submit using the Bulk Upload Queue.

Bulk Upload Queue page—File with Review and Submit Action



2. Click the Review and Submit link. The Bulk Upload Order Detail page appears.

Bulk Upload Order Detail



3. Click Submit.
4. Click OK. The system displays the Bulk Order Queue page with a message indicating that the order has been processed.

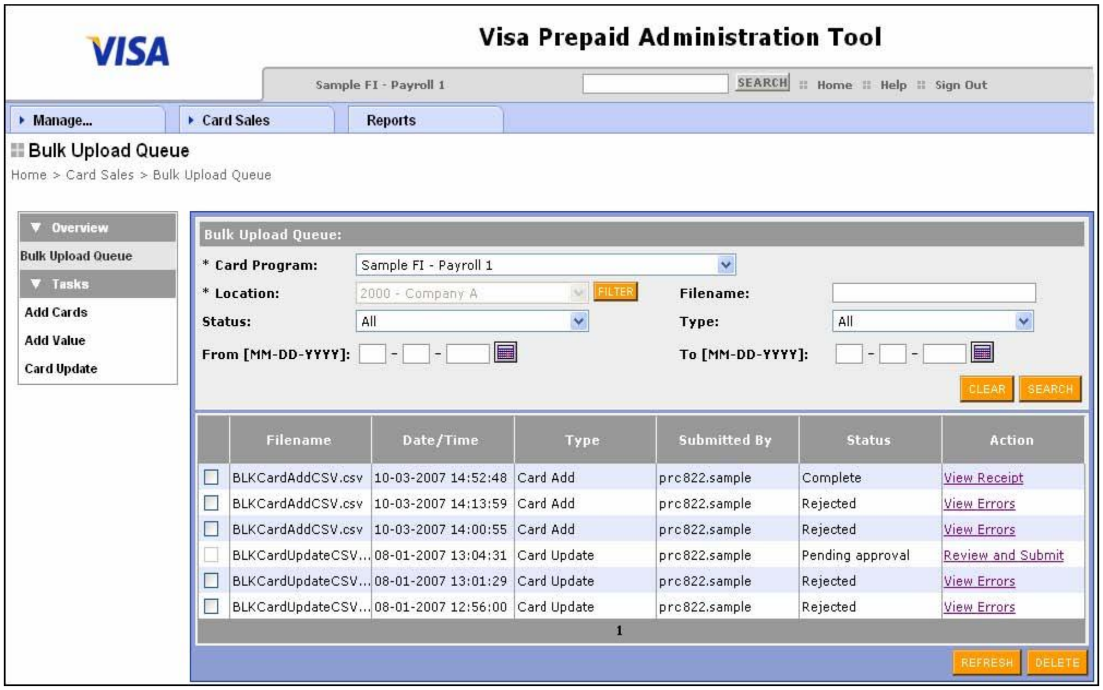
NOTE: Once the file is submitted for processing, the program creates all cards in that file. When you submit the file, you are verifying that the upload is complete and accurate, and that the funding needed to cover the order is in place.

View the Submitted Files Receipt

To view the receipt for submitted files:

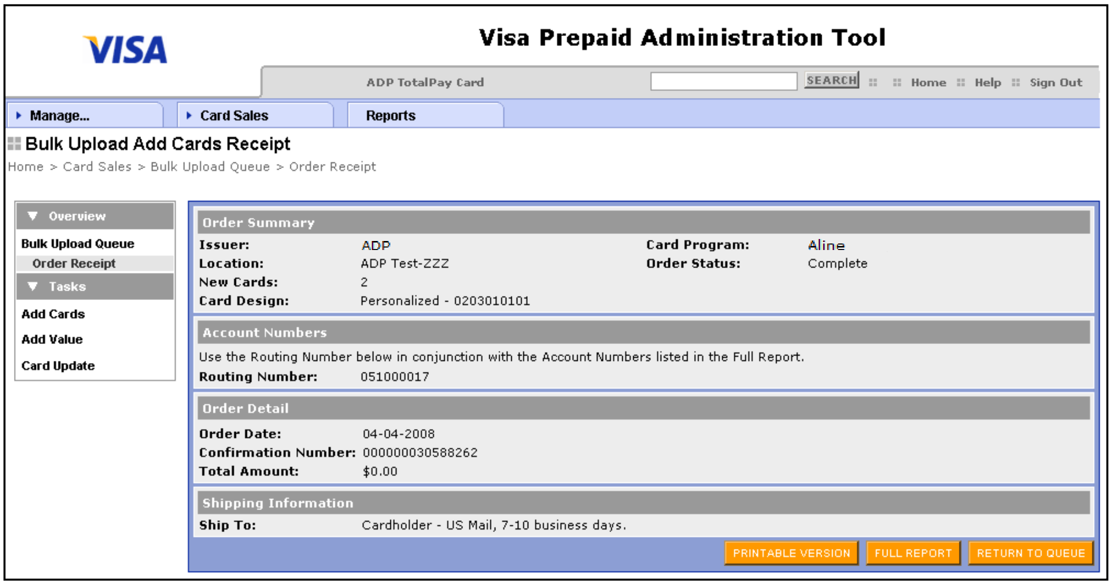
1. Locate the submitted file using the Bulk Upload Queue.

Bulk Upload Queue page—File with View Receipt Action



2. Click the View Receipt link. The Bulk Upload Add Cards Receipt screen appears.

Bulk Upload Add Cards Receipt



Visa Prepaid Administration Tool

ADP TotalPay Card | SEARCH | Home | Help | Sign Out

Manage... | Card Sales | Reports

Bulk Upload Add Cards Receipt

Home > Card Sales > Bulk Upload Queue > Order Receipt

Overview
- Bulk Upload Queue
- Order Receipt

Tasks
- Add Cards
- Add Value
- Card Update

Order Summary

Issuer:	ADP	**Card Program:**	Aline
Location:	ADP Test-ZZZ	**Order Status:**	Complete
New Cards:	2		
Card Design:	Personalized - 0203010101		

Account Numbers

Use the Routing Number below in conjunction with the Account Numbers listed in the Full Report.

Routing Number: 051000017

Order Detail

Order Date: 04-04-2008
Confirmation Number: 000000030588262
Total Amount: $0.00

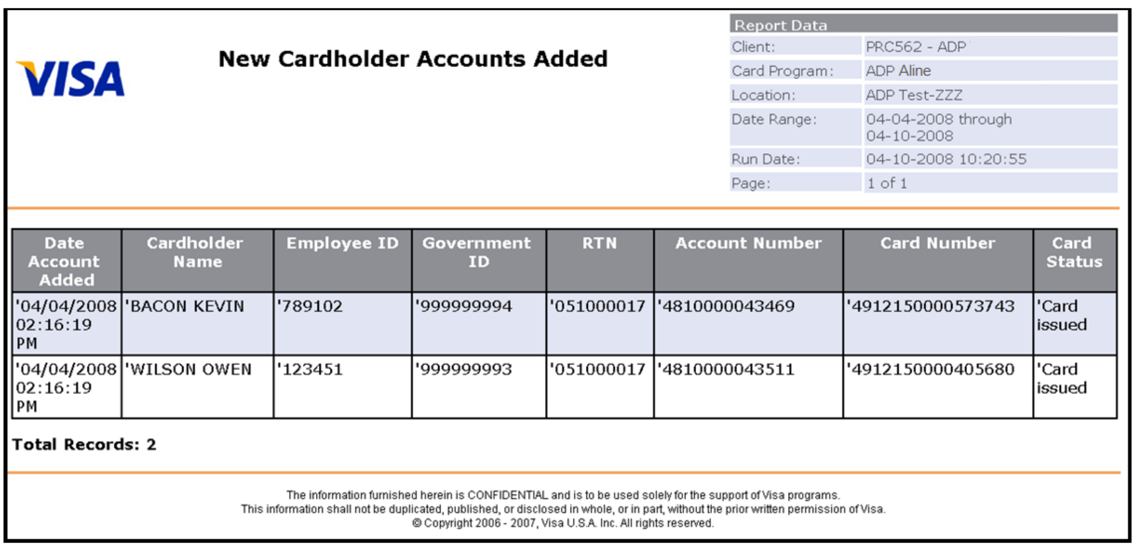
Shipping Information

Ship To: Cardholder - US Mail, 7-10 business days.

PRINTABLE VERSION | FULL REPORT | RETURN TO QUEUE

3. Click the Full Report button to view the New Cardholder Accounts Added Report.

New Cardholder Accounts Added Report



New Cardholder Accounts Added

Report Data	
Client:	PRC562 - ADP
Card Program:	ADP Aline
Location:	ADP Test-ZZZ
Date Range:	04-04-2008 through 04-10-2008
Run Date:	04-10-2008 10:20:55
Page:	1 of 1

Date Account Added	Cardholder Name	Employee ID	Government ID	RTN	Account Number	Card Number	Card Status
'04/04/2008 02:16:19 PM	'BACON KEVIN	'789102	'999999994	'051000017	'4810000043469	'4912150000573743	'Card issued
'04/04/2008 02:16:19 PM	'WILSON OWEN	'123451	'999999993	'051000017	'4810000043511	'4912150000405680	'Card issued

Total Records: 2

4. The New Cardholder Accounts Added Report displays all the completed requests that have been processed.

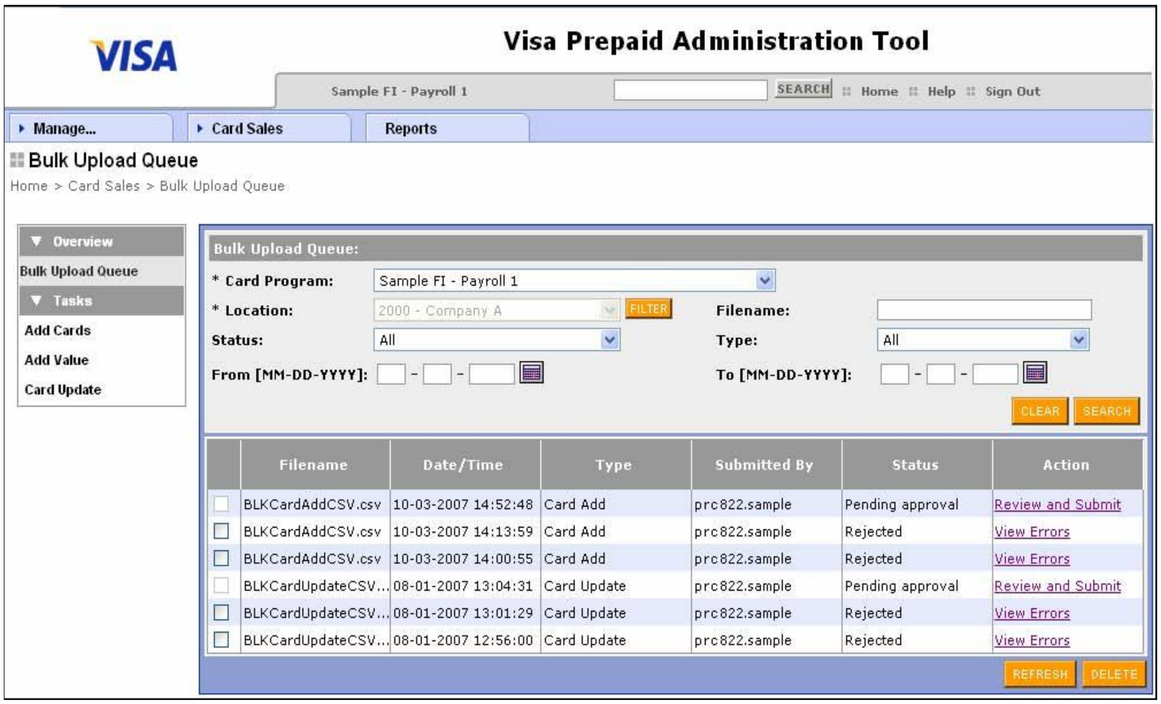
View Bulk Upload Errors

You can view errors detected in a bulk upload file that has been submitted for processing. If a bulk upload file contains data errors, the program lists the file with a status of Rejected in the Bulk Upload queue. You must identify and correct all errors and then resubmit the entire file.

To view files containing an error:

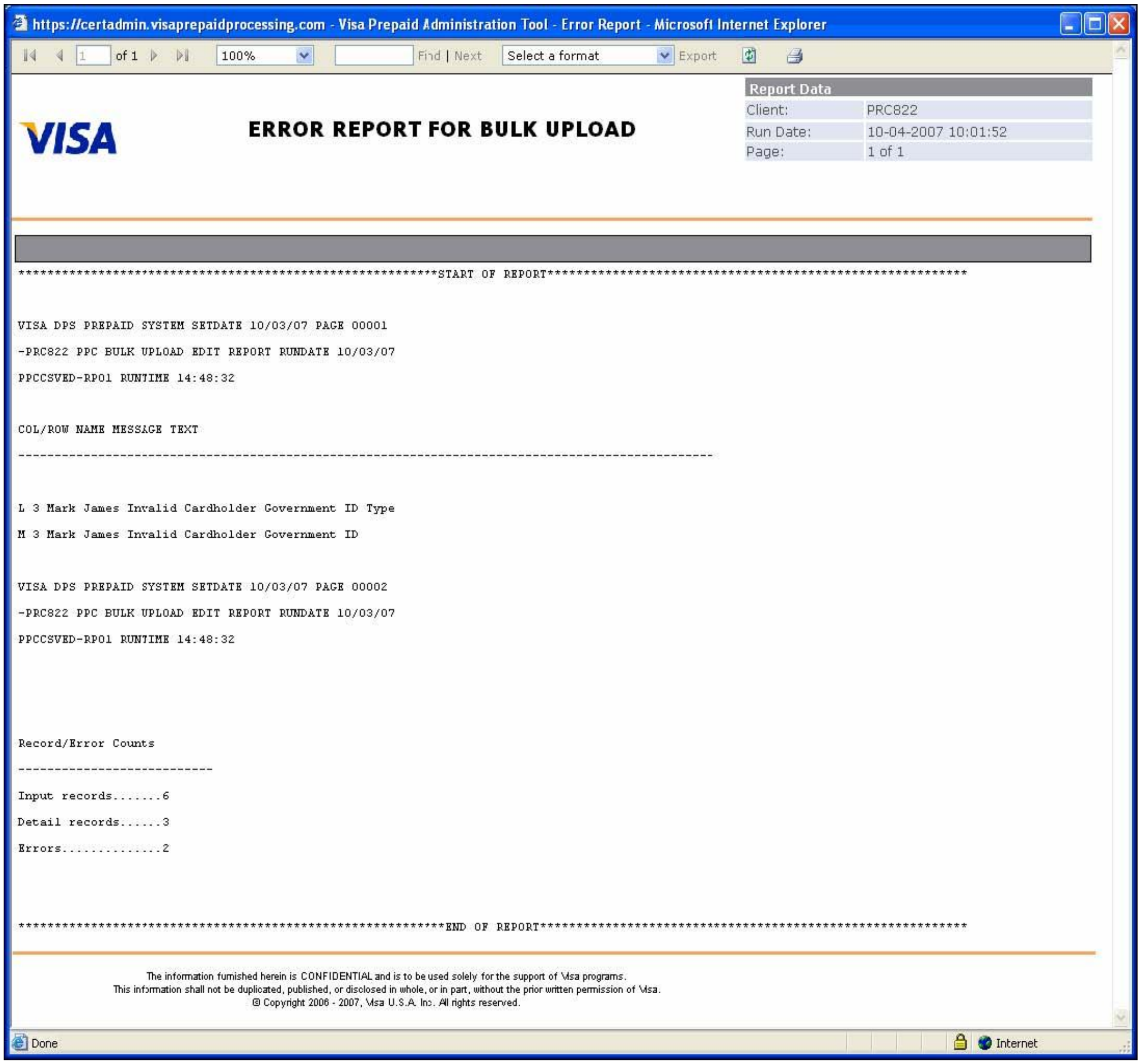
1. Locate the file containing errors by using the Bulk Upload Queue.

Bulk Upload Queue page—File with View Errors Action



2. Click the View Errors link. An error report opens in a new window.

Bulk Upload Error Report


https://certadmin.visaprepaidprocessing.com - Visa Prepaid Administration Tool - Error Report - Microsoft Internet Explorer

1 of 1 100% Find | Next Select a format Export

VISA

ERROR REPORT FOR BULK UPLOAD

Report Data	
Client:	PRC822
Run Date:	10-04-2007 10:01:52
Page:	1 of 1

```
*************************************************************START OF REPORT*************************************************************

VISA DPS PREPAID SYSTEM SETDATE 10/03/07 PAGE 00001
-PRC822 PPC BULK UPLOAD EDIT REPORT RUNDATE 10/03/07
PPCCSVED-RP01 RUNTIME 14:48:32

COL/ROW NAME MESSAGE TEXT
------------------------------------------------------------------------------------------------

L 3 Mark James Invalid Cardholder Government ID Type
M 3 Mark James Invalid Cardholder Government ID

VISA DPS PREPAID SYSTEM SETDATE 10/03/07 PAGE 00002
-PRC822 PPC BULK UPLOAD EDIT REPORT RUNDATE 10/03/07
PPCCSVED-RP01 RUNTIME 14:48:32


Record/Error Counts
--------------------------
Input records.......6
Detail records......3
Errors..............2


**************************************************************END OF REPORT**************************************************************
```


Done Internet

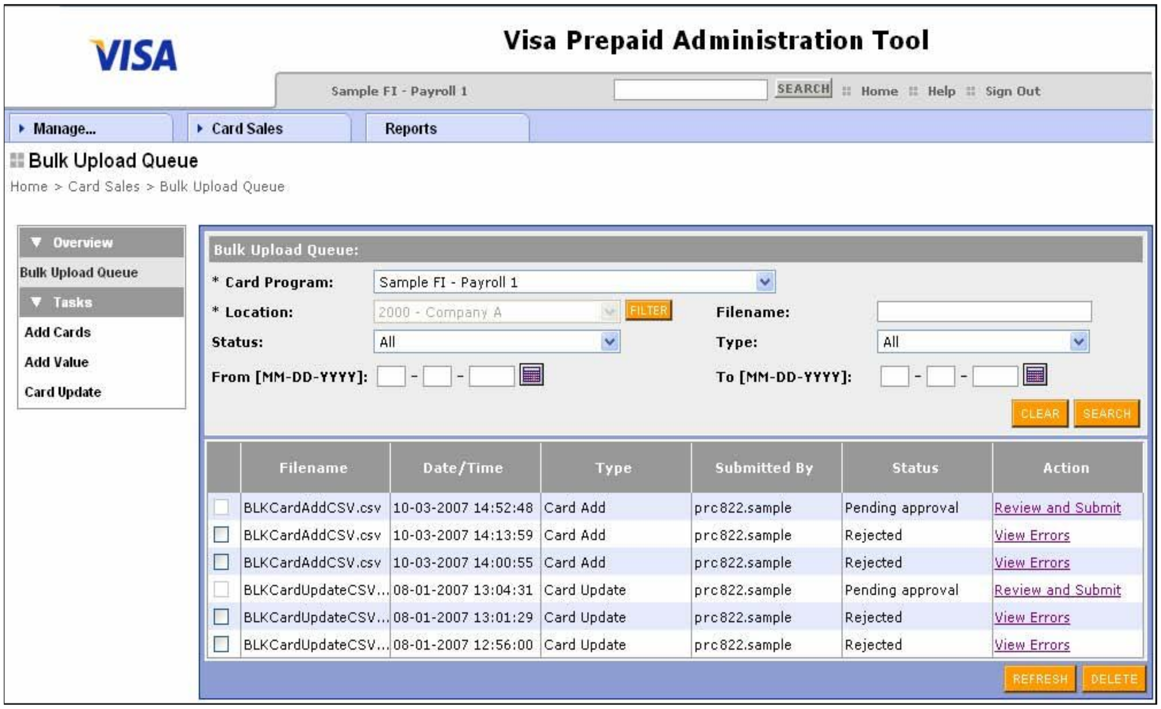
IMPORTANT: You must identify and correct all errors and then resubmit the entire file.

Cancel a Bulk Upload File

To cancel a bulk upload file:

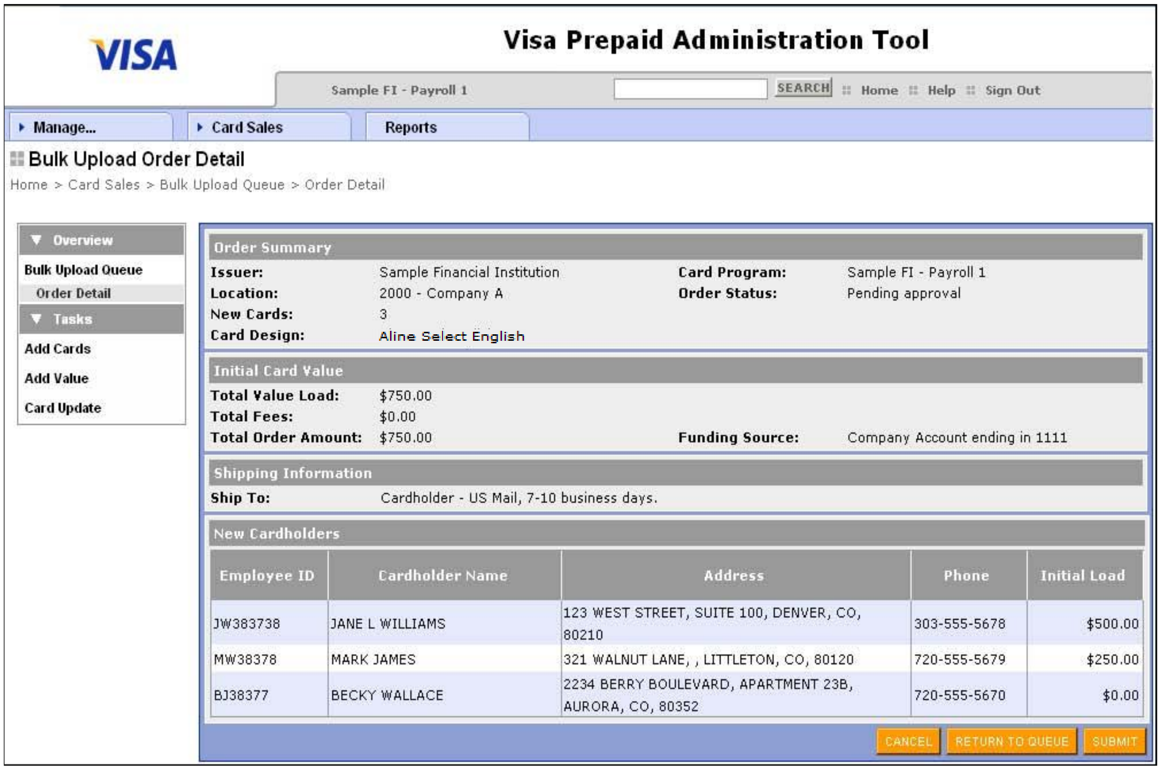
1. Locate the file that you want to cancel using the Bulk Upload Queue.

Bulk Upload Queue page—File with Review and Submit Action



2. Click the Review and Submit link. The Bulk Upload Order Detail page appears.

Bulk Upload Order Detail



3. Click Cancel.
4. Click OK to confirm the cancellation.

Update Cardholder or Instant Issue Information through Bulk Upload

You can also update information to the Prepaid system via the bulk upload process. The Card Upload function enables you to issue a card that is in the pending issuance status and update the cardholder record (non-monetary items) for existing cardholders.

Issuing a card that is in the pending issue status optionally includes adding cardholder demographic data as well as funding the card. For example, you can use this function if you have a large number of Instant Issue cards that you want to issue and load in bulk. The CSV Card Update File gives you the ability to add cardholder demographic data and fund up to 10,000 cards in one file.

This file can also be used to update demographic data for existing cardholders. For example, you can update the cardholder records for all of your cardholders. Instead of updating each cardholder on a card-by-card basis, you can create a CSV file and upload the new information for each cardholder into the prepaid system.

Since a single file is used to issue Instant Issue cards and update existing cardholder accounts, the first field for each record must contain II for Instant Issue or CU for Cardholder Update. Information in the file is matched to the existing records in the database by matching the cardholder account number or card number.

You can view and print the requirements for the CSV Card Update file and download a sample of the CSV Card Update file in Microsoft Excel format via PAT.

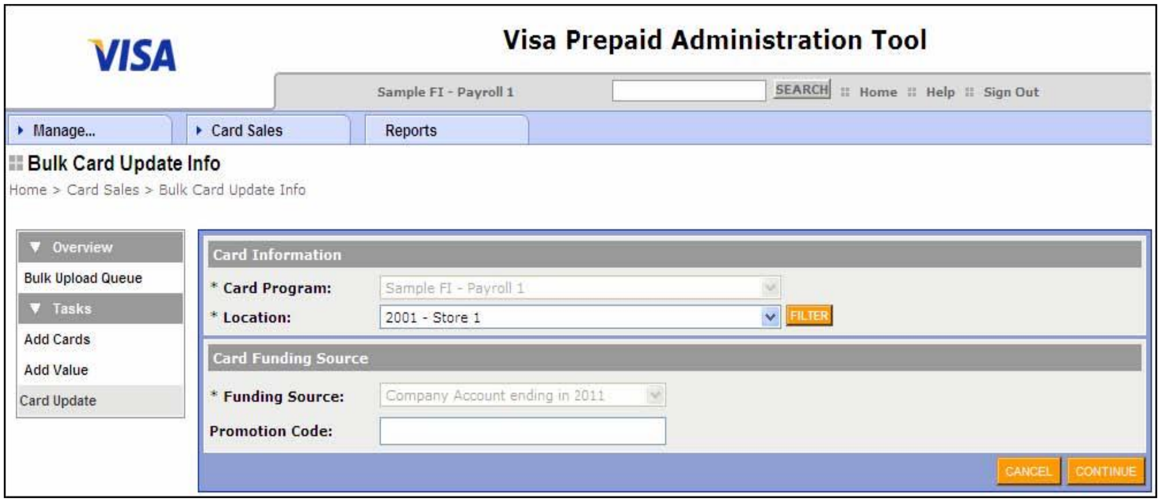
Follow these steps to update cardholder or Instant Issue information through bulk upload:

1. Select Card Sales > Bulk Upload. The Bulk Upload Queue page appears.

Bulk Upload Queue

2. Click Card Update from the left navigation menu. The Bulk Card Update Info page appears.

Bulk Card Update Info



3. Select your Card Program (if not already selected).
4. Select your Location (if not already selected). If you have access to several locations, you can filter the locations by parent company.
5. Select the Funding Source from the drop-down menu (if not already selected).
6. Enter the Promotion Code (if applicable).
7. Click Continue. The Bulk Upload File page appears.

Bulk Upload File

8. Complete one or more of the following options:

If you want to . . .	Then . . .
Print or view field Requirements for the CSV file:	Click the Field Requirements link. A separate window listing the Field Requirements opens. You can view this information online or print it.
Download a sample file to use as the basis for creating your CSV file:	Click the Excel Sample link. You can open or save the sample file.
Upload a CSV file:	1. Click Browse to locate the file that you want to upload. 2. Locate and select the appropriate file on your computer. 3. Click Open. The file's full path name now appears in the CSV File to Upload field. 4. Click Submit. The bulk upload is complete when a card update file completion message appears at the top of the page. **NOTE:** The file is not processed until you review the upload and authorize its submission.

After you have completed the steps to update the cardholder information or Instant Issue information, repeat the Manage Bulk Upload process to check for errors and then review and submit the file.

Manage Cardholder Information

Cardholder information includes the following areas:

- Cardholder Account Information
- Fee Information
- Scheduled Funding

Cardholder account information includes the cardholder's personal information, address, contact, and general account information. For payroll cards, you can validate the routing number and the assigned account number.

The first step in performing any cardholder management activities is to search for the employee information. You can perform a quick search by entering the cardholder's last name or card number, or you can search using a variety of criteria in the advanced search options. The available criteria for payroll card programs are:

- Cardholder name
- Account number
- Employee ID

Maintain Cardholder Accounts

Update Cardholder Information

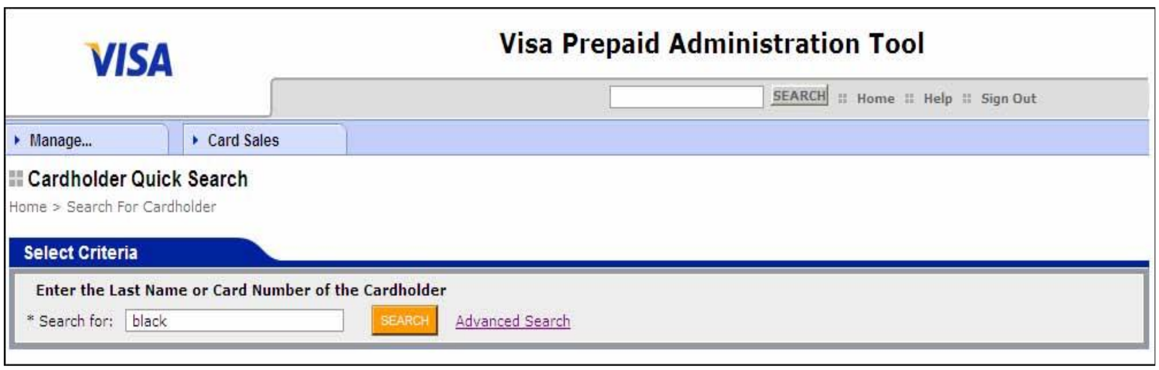
You can view cardholder profile information, which includes the cardholder's personal identification information, address, contact, and general card account information. You can also update selected cardholder profile information, including address and contact information. Once this information is entered into the system, the account status is changed to Registered.

Search for Cardholder Information-Quick Search

To perform a quick search for cardholder information:

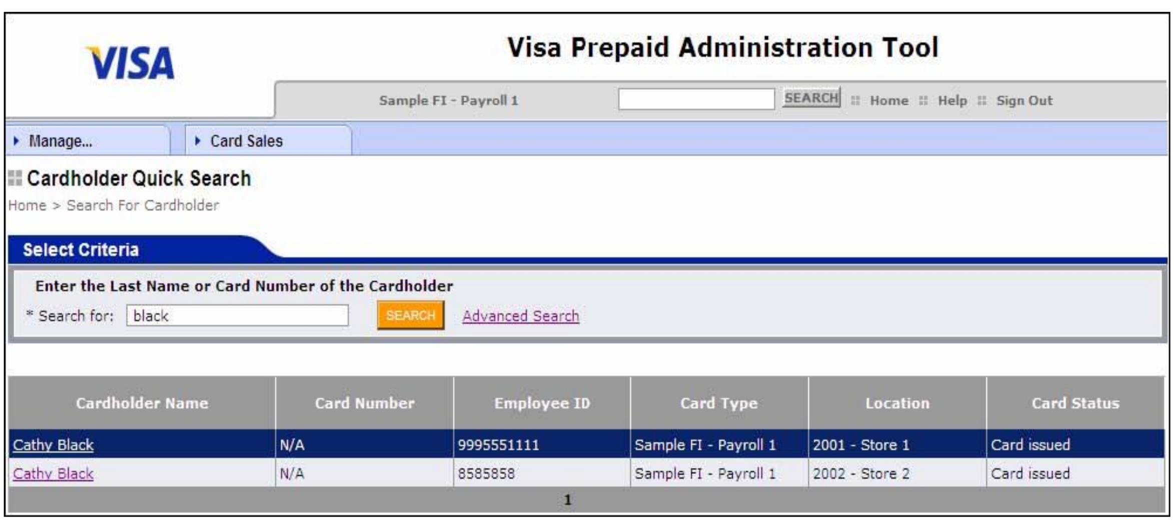
1. Select Manage > Cardholder.
2. Enter the last name or card number of the cardholder.

Search for Cardholder



3. Click Search. All cardholders that meet the search criteria will appear.

Cardholder Quick Search Results



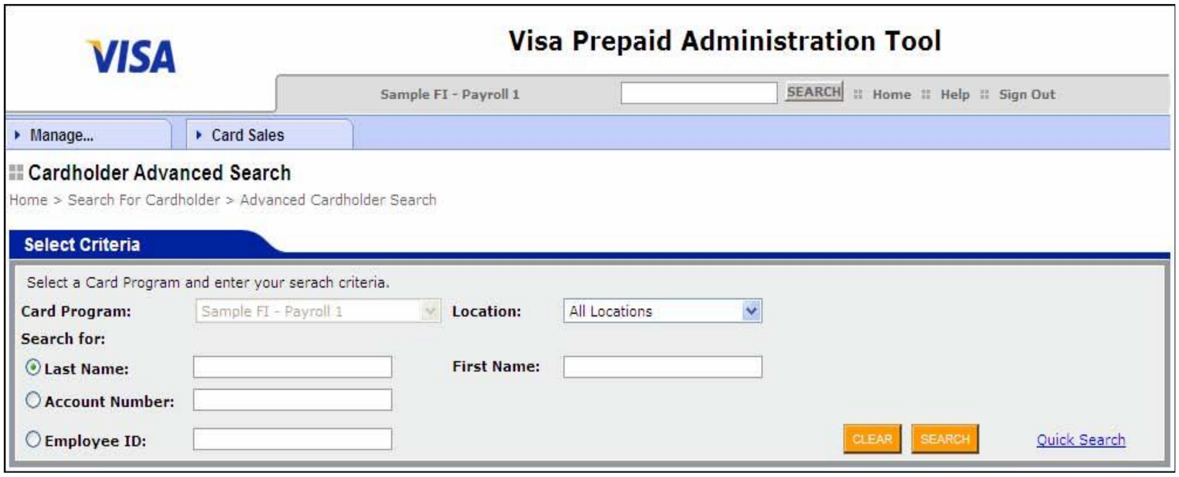
4. Click the cardholder name to view the cardholder account information page.

Search for Cardholder Information-Advanced Search

To perform an advanced search for cardholder information:

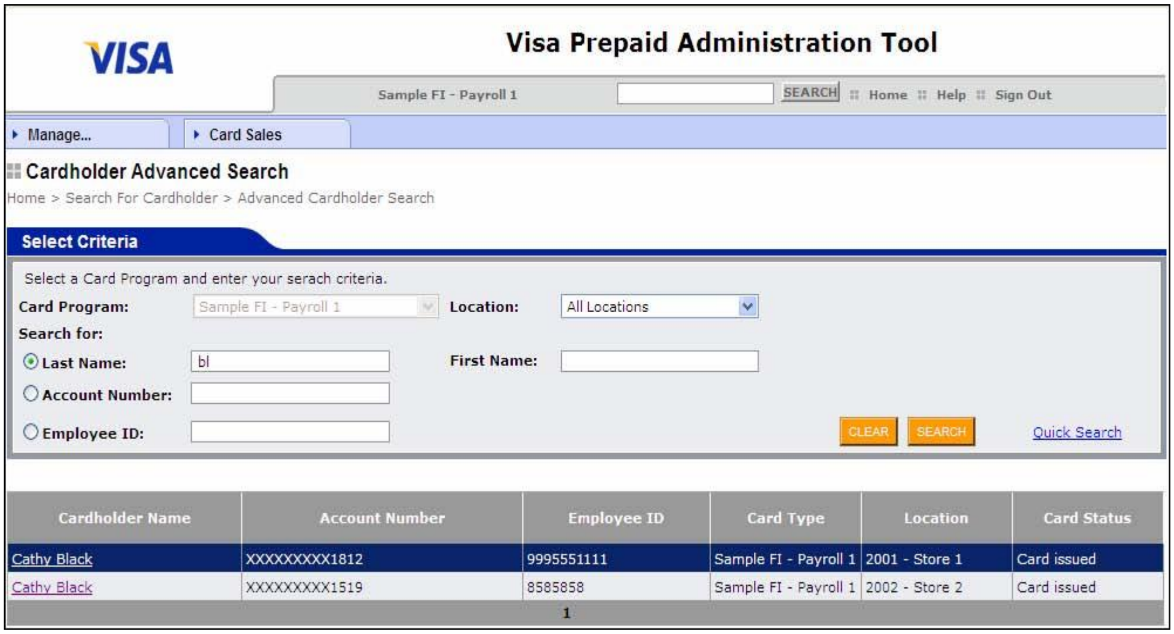
1. Click on Advanced Search.

Advanced Cardholder Search



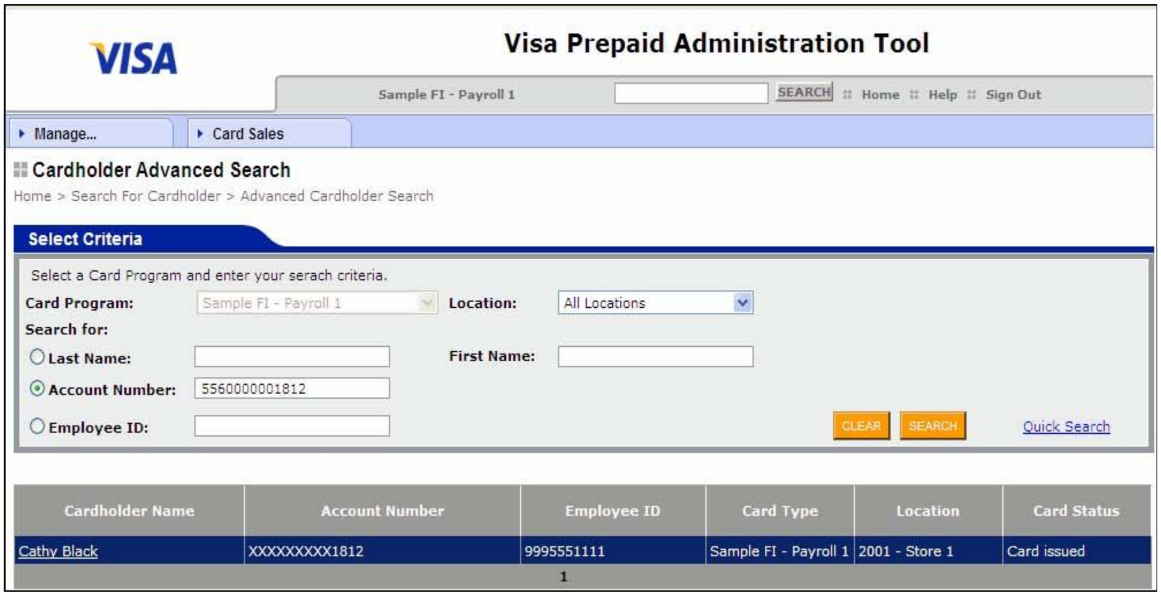
2. To search by cardholder name:
   - a Select a Card Program (if not already selected).
   - b Select a location (Optional).
   - c Enter the last name of the cardholder in the Last Name field.
   - d Enter the first name of the cardholder in the First Name field (Optional). Only the first two letters of the last name are required.
   - e Click Search.

Advanced Search by Cardholder Name



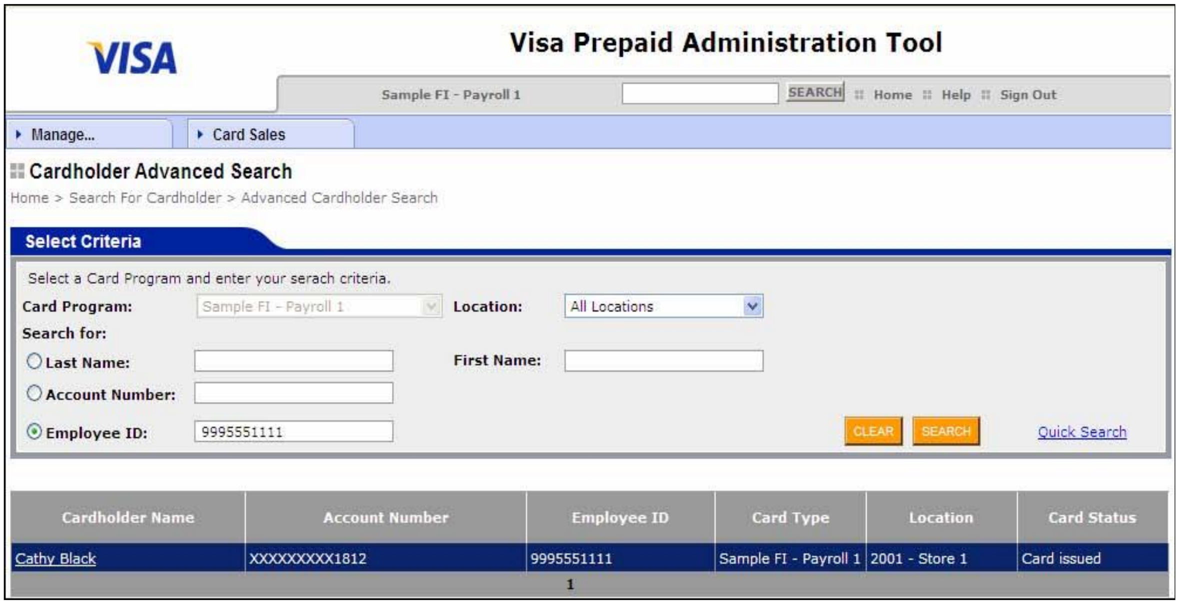
3. To search by account number:
   a Select a Card Program (if not already selected).
   b Select a location (Optional).
   c Select Account Number in the Search for field.
   d Enter the full account number in the Account Number field.
   e Click Search.

Advanced Search by Account Number



4. To search by Employee ID:
   a Select a Card Program (if not already selected).
   b Select a location (Optional).
   c Select Employee ID in the Search for field.
   d Enter the full Employee ID in the Employee ID field.
   e Click Search.

Search for Cardholder by Buyer Company Name



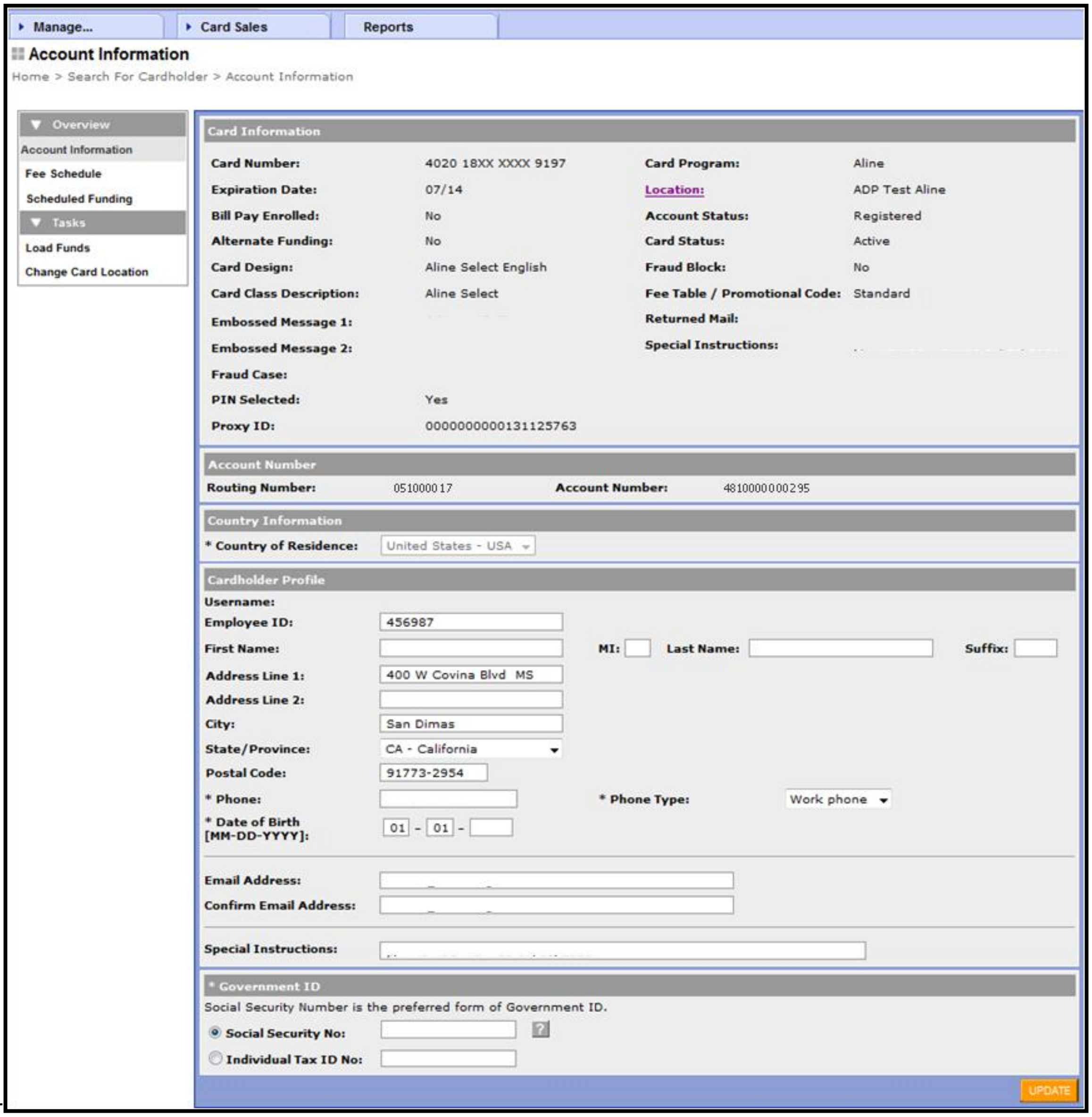
5. Click the cardholder name to view the account information page.

View Cardholder Account Information

To view cardholder account information:

1. Search for cardholder information.
2. Click Account Information on the left menu.

Account Information



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Manage Cardholders Tasks

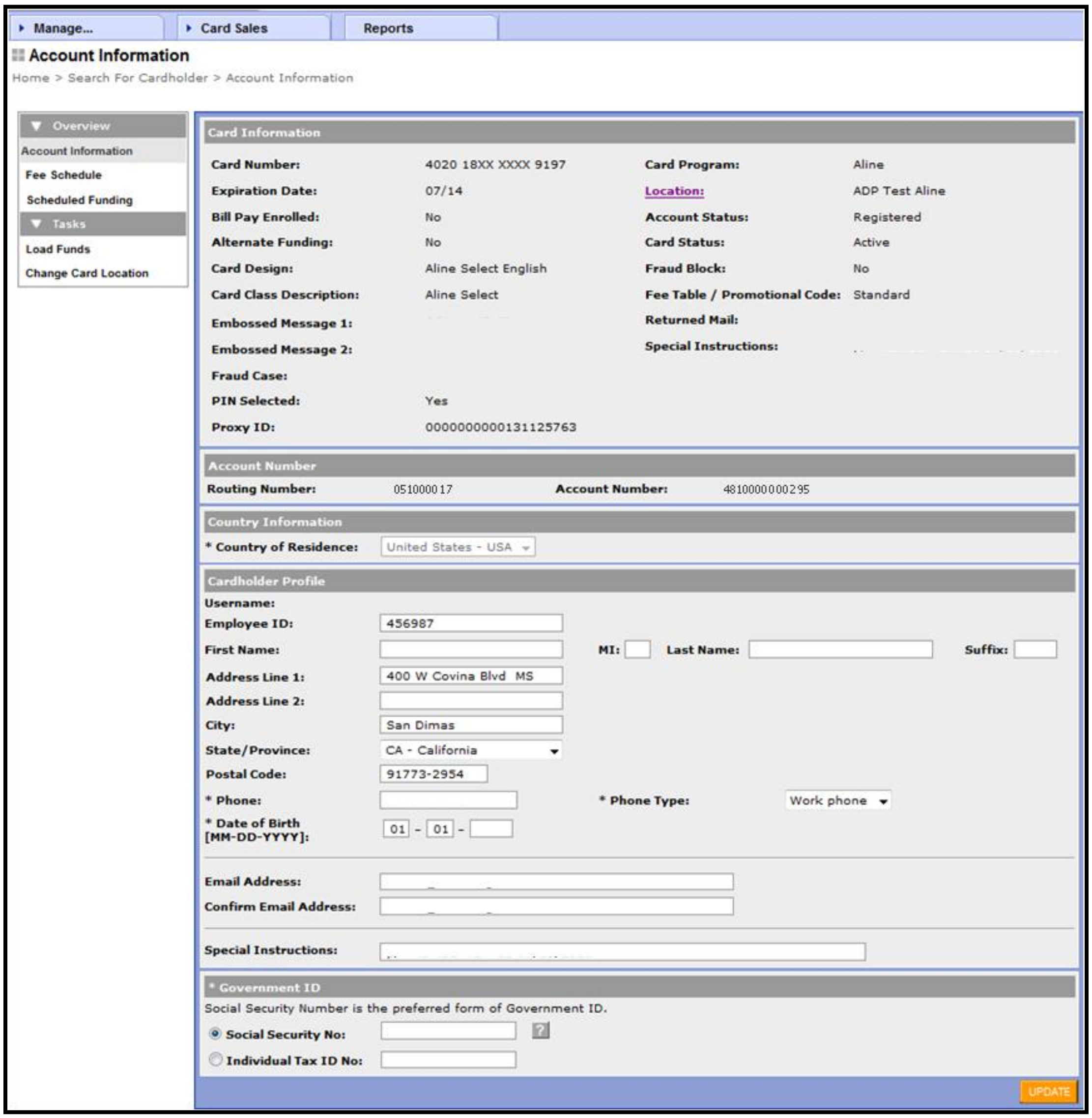
Change a Cardholder Location

If a cardholder transfers to a different location within your company, you can change the cardholder's location.

To change a cardholder's location:

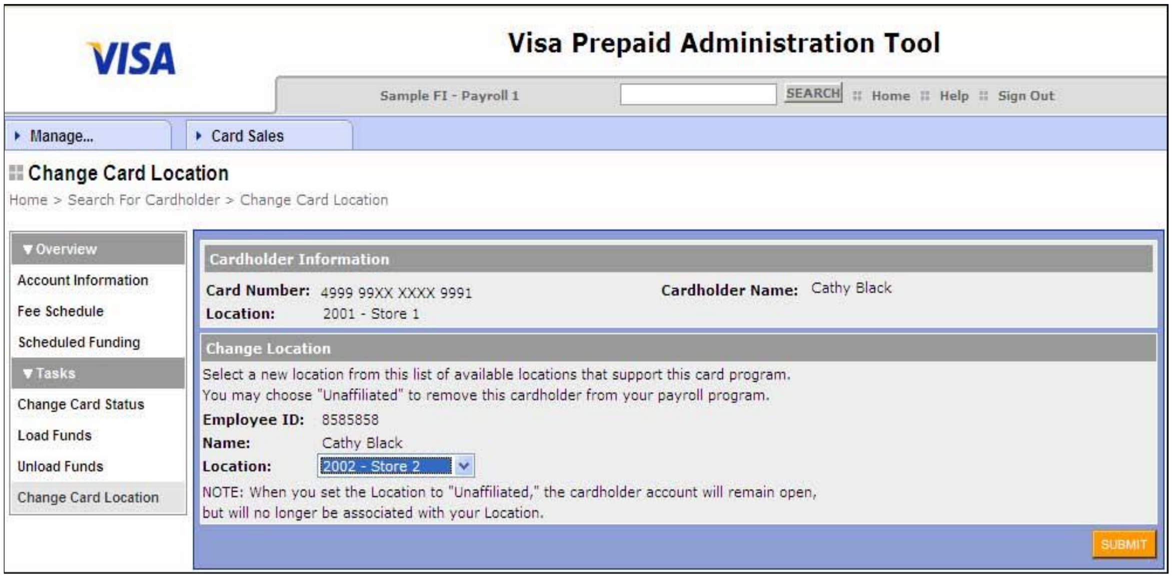
1. Find the cardholder's Account Information page by searching for cardholder information.

Account Information



2. Click Change Card Location.

Change Card Location



3. Select the new location from the drop-down menu.
4. Click Submit. A confirmation page will appear.

Manage Card Stock Inventory

Inventory Control is a feature within the PAT application that helps you manage and maintain card stock levels throughout your organization. You can configure the system so that orders can be automatically forwarded to the card vendor, or you can configure the system to require approval before processing. Inventory Control also provides functionality that will auto-generate new card stock orders when stock levels drop below your preset levels.

With functionality to support inventory transfer between locations, you can deploy “idle” inventory more efficiently and can efficiently manage stale card inventory. Auto-generated ordering automates stock replenishment and relieves the burden of inventory management.

Order Card Stock

Manual Card Stock Orders

You can create a manual order for new card stock that is separate from any automatic card stock order. When you create a manual order, the order automatically moves to Approved status and is processed during the daily system update, which begins at approximately 10:00 p.m. MT. You can update or reject manually generated orders up until 10:00 p.m. MT on the day that the order is created.

Automatic Orders

You can set PAT to automatically order card stock when your inventory drops to a level pre-determined by you. Automatic orders can be set to require approval or to be automatically approved and submitted to the card vendor.

For the system to create automatic card stock orders, you must set up automatic ordering at the location level.

Location Settings

Location level settings can adopt the default-level settings set by your company or they can be modified for the specific location. At this level you can:

- Subscribe to or delete subscriptions to card stock.
- Modify card stock subscription inventory level settings or adopt default settings.
- Enable automatic approval for card stock orders, if available. If this option has been disabled in the default settings, you are not able to activate automatic approval for any location.
- Add location-level contacts to receive notifications for stock orders and stale stock alerts.

Order Processing

Once the order is approved (whether created manually or automatically system generated), it moves to the Pending Submittal status during the daily system update beginning at approximately 10:00 p.m. MT. While the Pending Submittal status is displayed, the order is being uploaded to the system, and you cannot make changes to the order.

Beginning at approximately 4:00 a.m. MT, the system sends the card order to the vendor. The vendor returns an acknowledgement indicating that the order was received and that the vendor is in the process of fulfilling the order.

At this point, the order moves to the In Process status. The order remains In Process until the destination location assigns a status of Received or Not Received. If the destination location does not have access to assign a status of Received or Not Received, that location can use a card from the order and a status of Received will be applied to the entire order.

Set Up Card Stock

Add Card Stock

ADP will add card stock at the default level. When you add card stock, you specify information such as the minimum order quantity and whether orders can be automatically approved. In addition, you will specify the:

- Reorder Point—PAT generates automatic orders when the total number of cards for both on-hand and on-order fall below this point.
- Order Quantity—PAT orders a predefined number of cards when it generates an automatic card stock order. (This number must be equal to or greater than the minimum order quantity that you specified at set up.)

To complete the setup of automatic card stock ordering, you need to make sure that card stock is available to locations, allowing the locations to subscribe to that card stock. Locations that subscribe to a card stock inherit the default settings made at this level; however, some settings can be customized.

Add Contacts

The system sends automatic notification e-mails when it generates an automatic order and when card stock nears its expiration date. You must specify contacts to receive these e-mails. Your company can specify contacts at the default level, and you can specify contacts at the location level.

IMPORTANT: The system requires at least one default contact or location contact to receive notification e-mails.

Subscribe to Card Stock

In order for a location to automatically order card stock that has been added at the default level, that location must subscribe to that card stock.

Before you can subscribe to a new card stock for your location, ADP needs to:

- Set notification parameters and automatic ordering availability.
- Add at least one default contact.

Customize Card Stock Subscriptions

You can make changes to the default settings for card stock ordering at your location level. Listed below are changes you are able to make.

- If automatic card stock ordering is set to Available at the default level, you can change the setting and require manual approval for all card stock orders.

- You may change the minimum order quantity.
- You can determine your card stock reorder points and quantities for each month; however, you must subscribe a location to the card stock before you can customize the card stock subscription for that location.

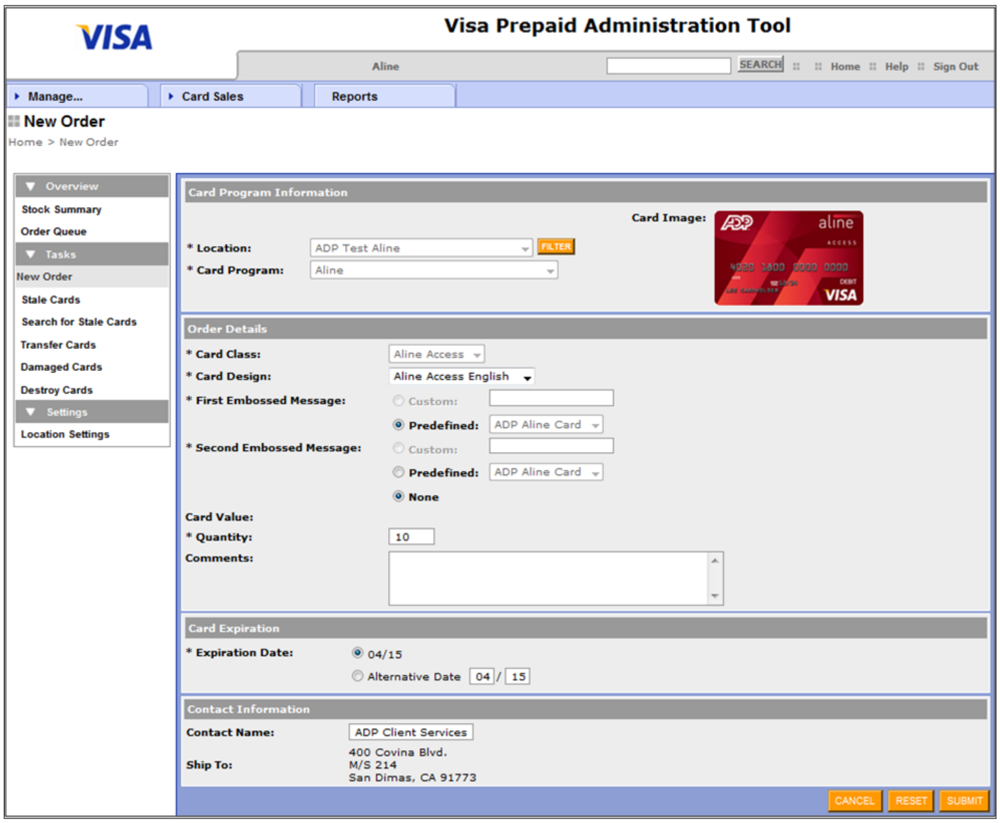
NOTE: All of the above tasks apply to the automatic order process.

Enter a Manual Order

To enter a manual order:

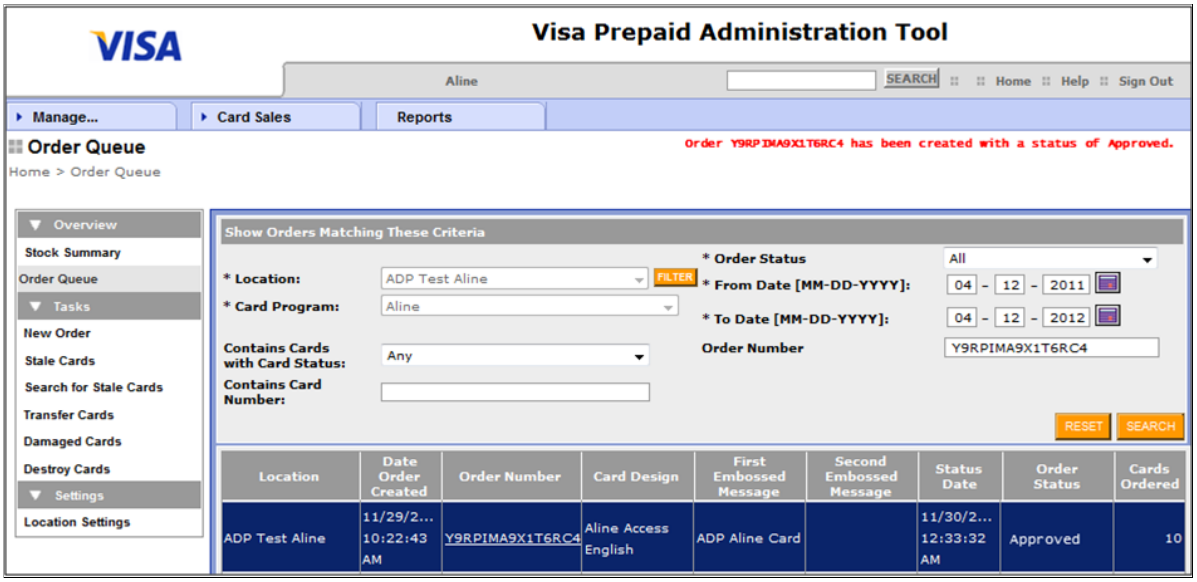
1. Select Manage > Card Inventory.
2. Select New Order on the left menu. The New Order Page appears.
3. Select a Location (if not already selected).
4. Select a Card Program (if not already selected). The New Order page expands to include additional fields.

New Order



5. Select a Card Class (if not already selected).
6. Select a Card Design (if not already selected).
7. Select an Embossed Message (if not already selected).
8. You can (Optional):
    - Enter any notes or comments in the Comments field. (Special characters are not allowed in the Comments field.)
    - Change the contact information in the Contact Name field.
9. Enter the quantity of cards you are ordering.
10. Click Submit to review the number of cards being ordered.
11. Click OK in the confirmation box if the number of cards ordered is correct. The Order Queue page appears, and the order is approved.

Order Queue—Manual Order Confirmation

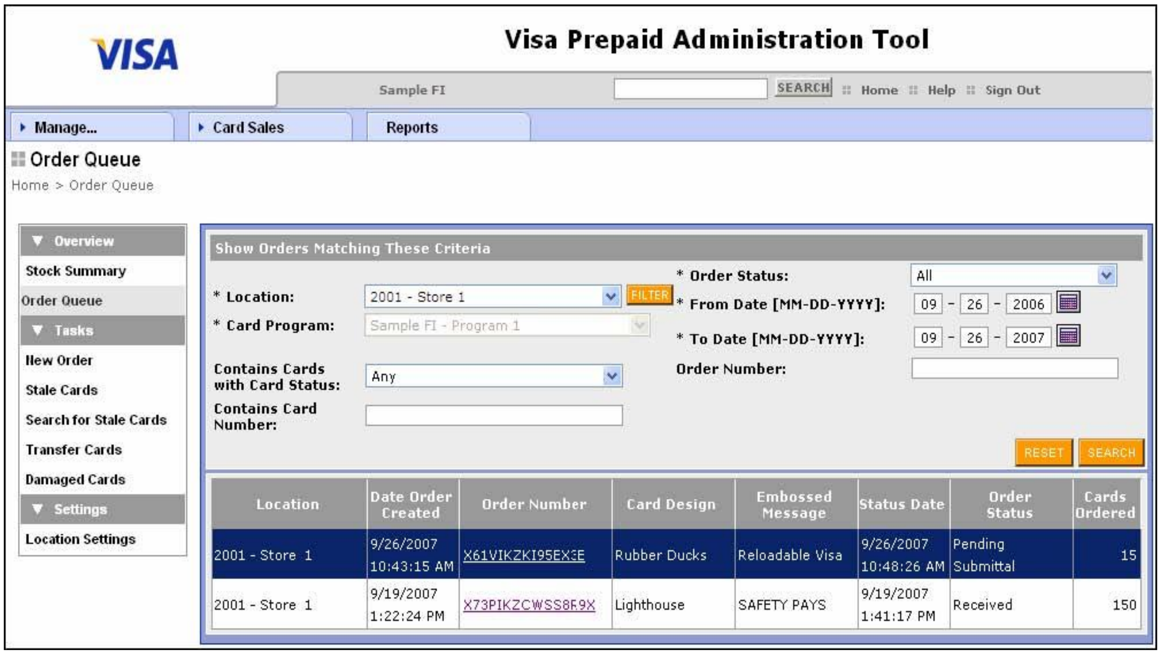


Review Card Stock Orders

To review card stock orders:

1. Select Manage > Card Inventory. The Stock Summary page appears.
2. Click Order Queue in the left menu. The Order Queue page appears.

Order Queue page



3. Select a Location (if not already selected).
4. Select a Card Program (if not already selected).
5. Select an order status in the Order Status field to filter your search results by order status. Valid order statuses are Pending Approval, Approved, Pending Submittal, In Process, Rejected, Received, Not Received, and In Transfer.
6. Enter or select a creation date range for the order in the From/To Date Range fields. This will filter your search results by the date the order was created. By default, the To Date field displays the current day, and the From Date field displays one year previous.
7. Enter an order number in the Order Number field to search by order number.
8. Select a card status in the Contains Cards with Card Status field to search for orders that have cards with a specific status. If you select a specific card status (value other than Any), the system ignores all other search criteria except Location and Card Program.
9. Enter a card number in the Contains Card Number field to search for an order that has a specific card. If you enter a card number, the system ignores all other search criteria except Location and Card Program.
10. Click Search. One or more matches appear in a table with a summary of the order information for each.
11. Click the order number link to view the card stock order detail page.

Manage and Receive Orders

Automatic stock orders are generated with either the Pending Approval status or the Approved status, based on the location settings.

If automatic approval is on:

- When an automatic card stock order is generated, the system automatically moves the order into Approved status and sends a notification e-mail to the designated contact.
- Automatically approved orders are transmitted to your card vendor during the daily system update, which begins at approximately 10:00 p.m. MT unless you manually reject the order before this time.

If automatic approval is off:

- When an automatic card stock order is generated, the system sends an e-mail to a designated contact asking the contact to manually approve the order.
- Orders awaiting manual approval by a designated user remain in Pending Approval status indefinitely until approved or rejected.

You can update or reject orders with both Approved and Pending Approval status. You have until approximately 10:00 p.m. MT to update or reject orders with the Approved status.

Manage Orders as Received or Not Received

You can receive complete or incomplete card stock orders from card vendors or through location transfers. Receiving a card stock order places the order in a Received status.

You can receive a card stock order that has a status of:

- In Process—your company's card stock vendor has received the card stock order and is in the process of fulfilling it or sending it to the destination location. The order remains In Process until the destination location gives the order a status of Received or flags it as Not Received.
- In Transfer—ADP is in the process of transferring the card stock to another location.
    - If you do not receive the order, you can mark the order as Not Received, which assigns a status of lost to every card in the order.
    - If you use a card from an order that has a status of In Process or In Transit, the order status automatically changes to Received.

NOTE: If you mark an automatically generated order as not received and your location settings indicate that a new order is necessary, the system will generate a replacement order the next day.

Approve an Order from a Notification E-Mail

To approve an order from a notification e-mail:

1. Open the order notification e-mail.

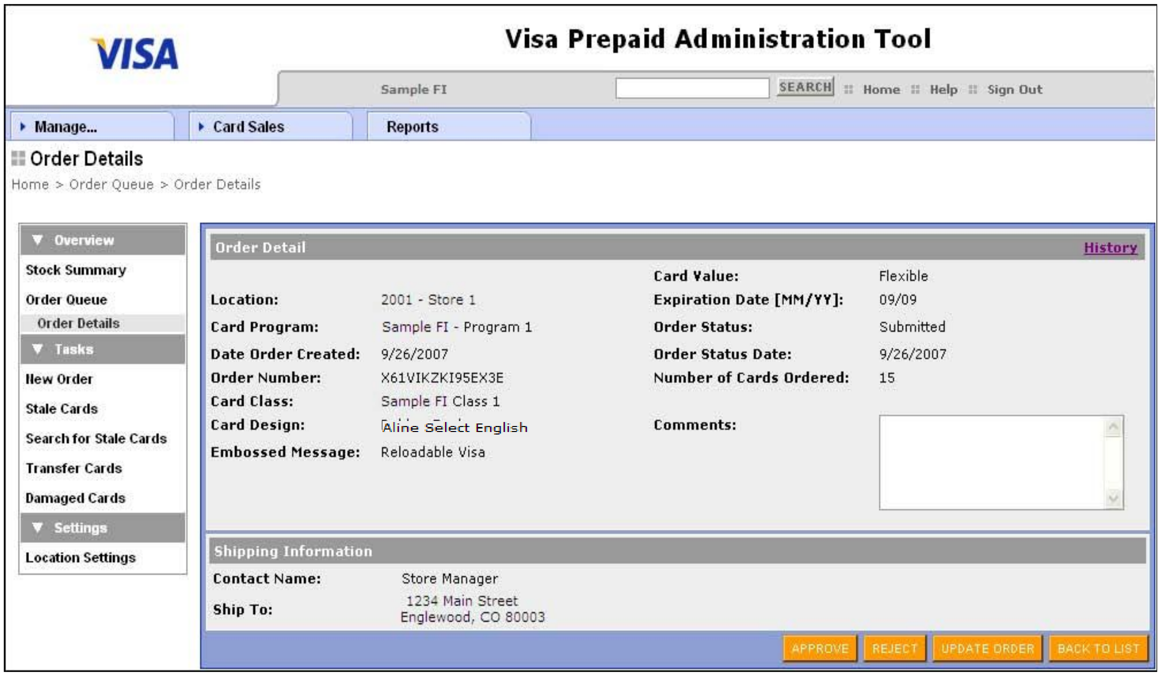
Order Approval Notification E-Mail

Dear Cathy Black The Visa DPS prepaid card inventory control system has created a replenishment stock order requiring approval before it can be submitted to the card vendor. Please access Prepaid Administration website to review the suggested order details in order to approve the order for submittal to the card vendor for processing. Release DO NOT RESPOND TO THIS EMAIL Thank you EID 1019V1

2. Click the order link in the e-mail; this will prompt you to sign onto the system. After you sign on, the Order Details page for the Pending Approval order appears.

   NOTE: If more than one order is pending approval, the Order Queue displays all pending orders, and you can choose which orders you want to approve or reject.

Order Details—Pending Approval Order



3. Review the order and, if necessary, make any changes to the card stock order, or enter comments.
4. Click Approve.
5. Click OK in the confirmation box. The Order Detail appears, and the order is approved.

Approve an Order from the Order Queue

To approve an order from the Order Queue:

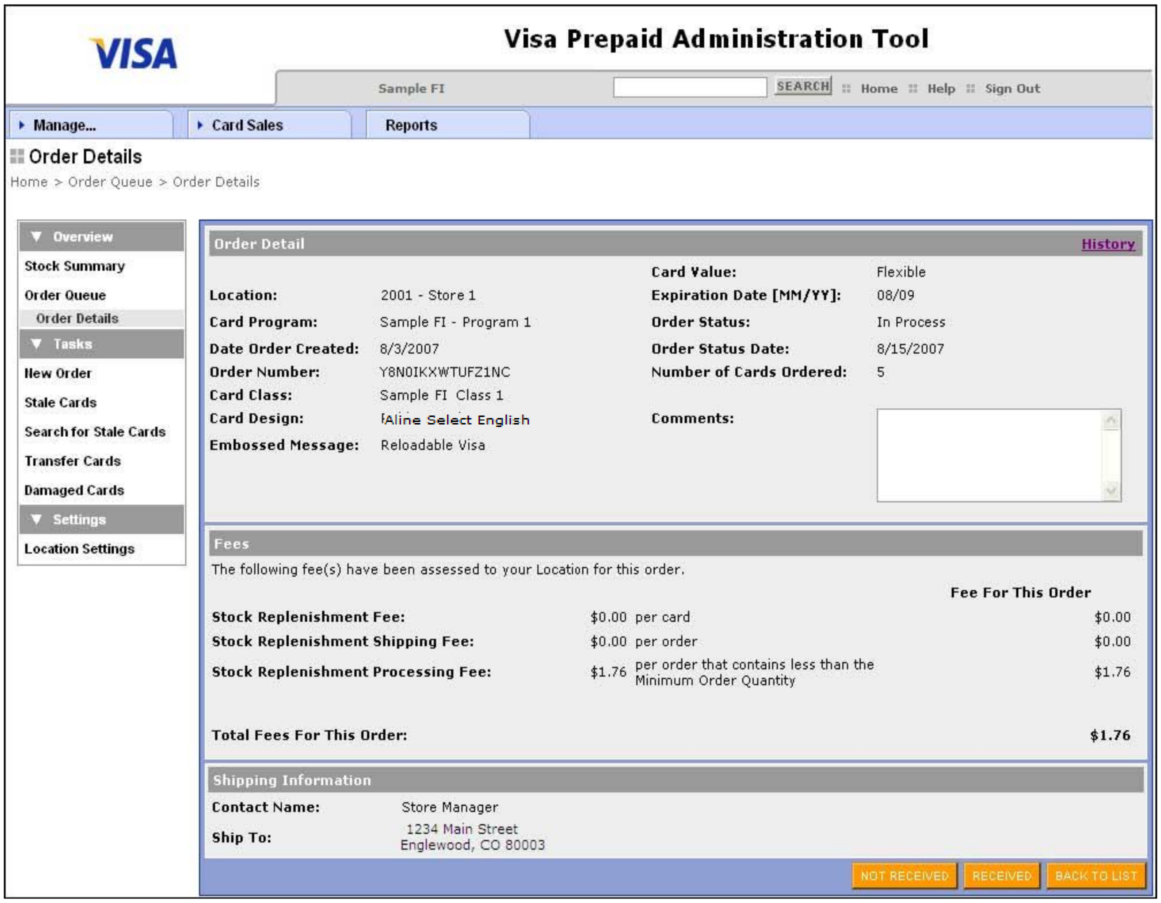
1. Locate and select an order you want to approve by searching for card stock orders.
2. Review the order. If necessary, make any changes to the card stock order or enter comments.
3. Click Approve.
4. Click OK in the confirmation box. The Order Detail page appears and the order is approved.

Receive a Complete Card Stock Order

To receive a card stock order:

1. Locate and select an order you want to receive by searching for card stock orders. The Order Detail page appears.

Order Detail—In Process Order



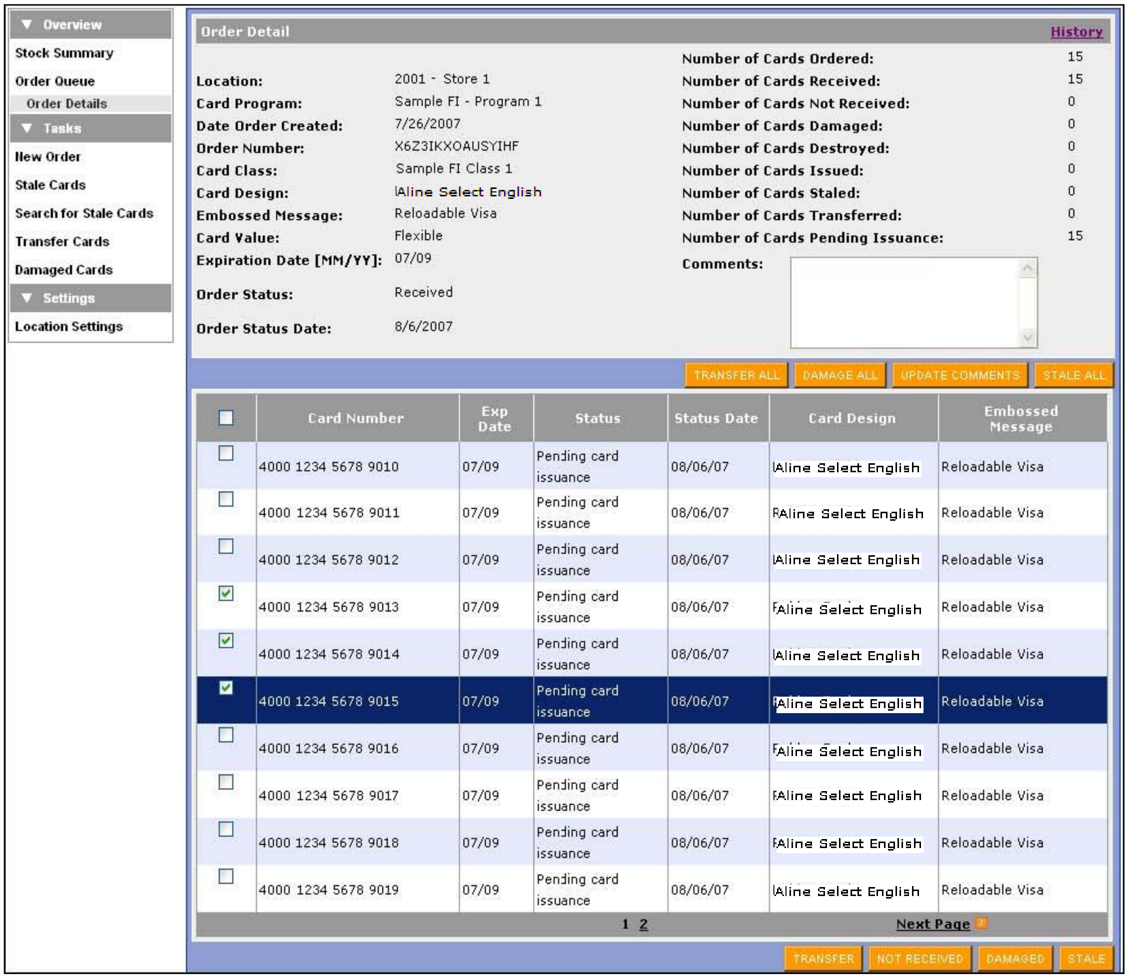
2. Click Received or Not Received.
3. Click OK in the confirmation box. The Order Detail page appears.
   - If you clicked Received, the order is placed in Received status, and the cards in the order are placed in Pending Card Issuance status.
   - If you clicked Not Received, the order is placed in a Not Received status, and the cards in the order are assigned a status of Lost.

Receive a Partial or Damaged Card Stock Order

To receive a partial or damaged card stock order:

1. Complete the steps to receive the entire order.
2. Locate and select an order that you received by searching for card stock orders. The Order Details page appears with each card in the order listed.

Order Details—Detail Area



3. Select the checkboxes by the card numbers of any cards not in the order.
4. Click Not Received or Damaged at the bottom of the page.

IMPORTANT: The top and bottom buttons on the Order Detail page perform different actions. Buttons at the top perform actions on an entire order. Buttons at the bottom perform actions on the individual cards that are selected

5. Click OK in the confirmation box. The system displays a report of lost or damaged cards.
6. Click Return to close the report. The Order Detail page appears, and the selected cards have a status of Lost or Damaged.

View Card Stock Inventory

You can use the Stock Summary page to view your on-hand and on-order card stock quantities at a specific location. From the Stock Summary page, you can access a printable report of on-hand quantities. If you have orders that are pending approval, you can click a link to access the Order Queue for those orders. You can also access the Order Queue from the menu on the left side of your screen.

You can use the Order Queue to search for card stock orders for a specific location by order number, date order created, or order status.

After you locate an order using the Order Queue, you can review the order or perform various actions such as changing the status of the order.

To view on-hand and on-order quantities:

1. Select Manage > Card Inventory. The Stock Summary page appears.
2. Select a Location (if not already selected).
3. Select a Card Program (if not already selected).
4. Click Search. One or more matches appear in a table with a summary of the order information for each match.

Stock Summary

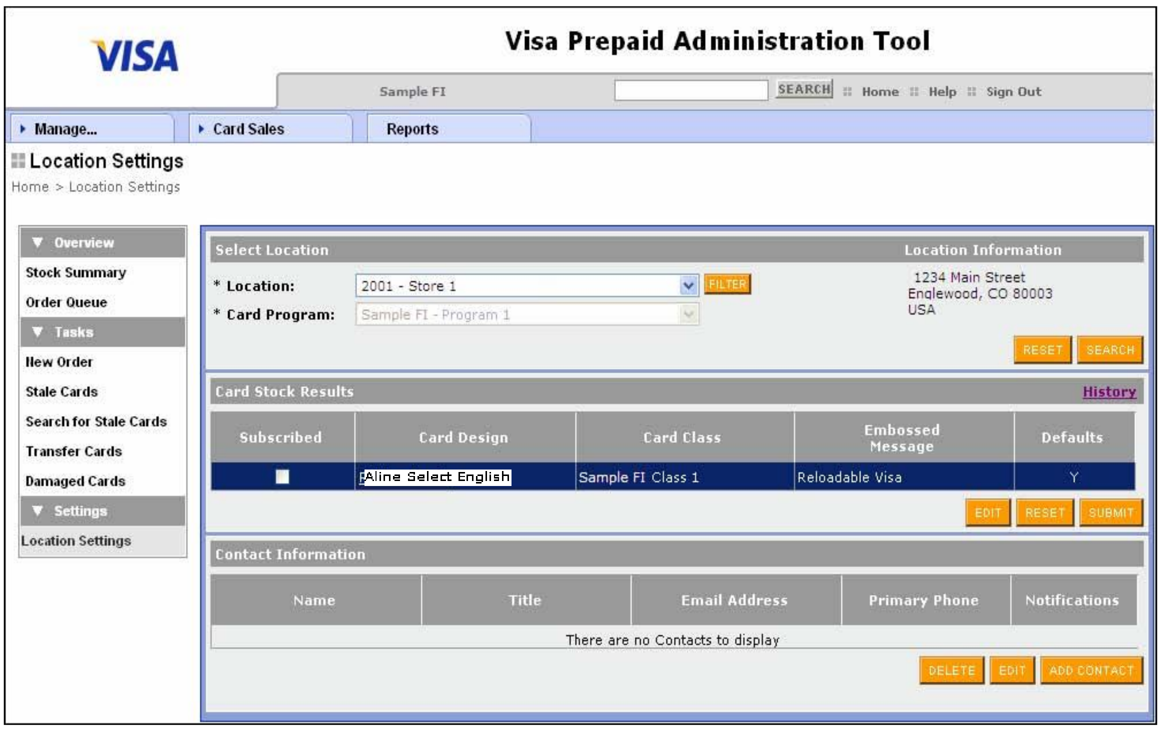
5. Click the Yes link in the Pending Orders column to go to the Order Detail page if you have pending system-generated card stock orders that require approval.
6. Click the number link in the Quantity On Hand column to access a printable report that shows card detail (if you have quantity on hand for a card stock).
7. Click Reset if you want to view card stock inventory for another card program and location.

Subscribe Location to Card Stock

To subscribe a location to card stock:

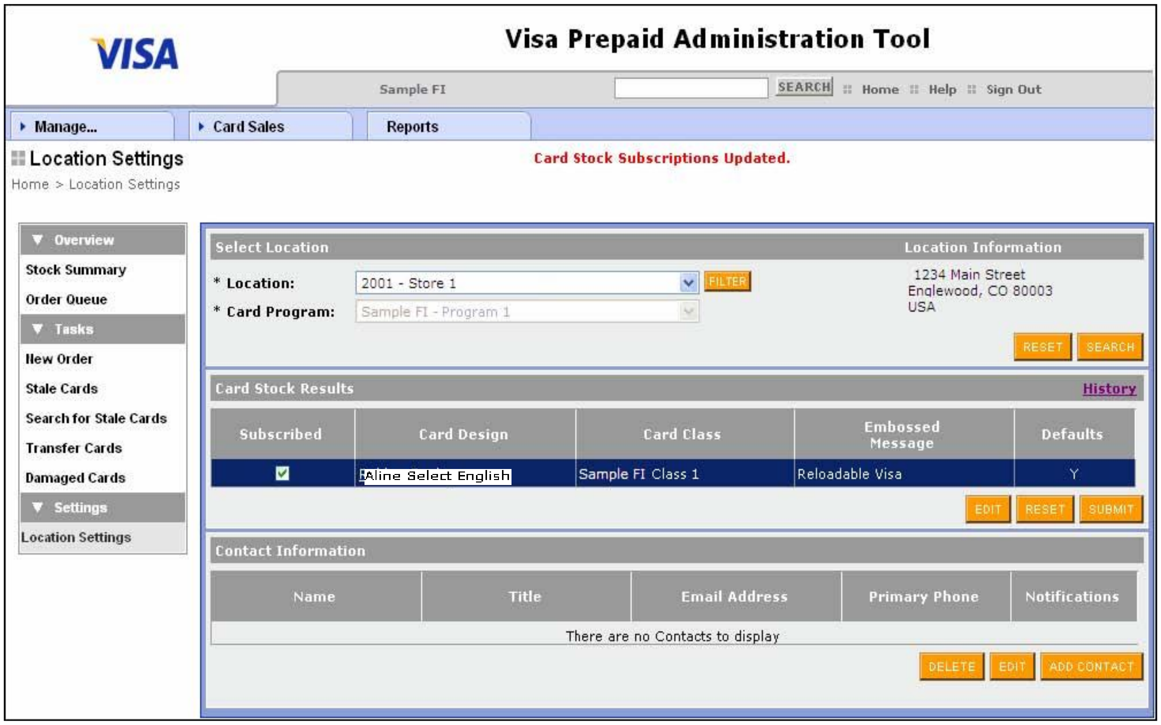
1. Select Manage > Card Inventory. The Stock Summary page appears
2. Click Location Settings on the left menu. The Location Settings page appears.
3. Select a Location (if not already selected).
4. Select a Card Program (if not already selected).
5. Click Search. The Location Settings page appears.

Location Settings



6. Click History at the top of the Card Stock Results group to view a history of changes made to the card stock subscriptions list.
7. Select the check box in the row of a card stock to subscribe to it.
8. Click Submit in the Card Stock Results group to save the subscription.
9. Click OK in the confirmation box. The Location Settings – Location Information page appears with the new card stock subscription checked.

Location Settings—Location Information with a Card Stock Subscription

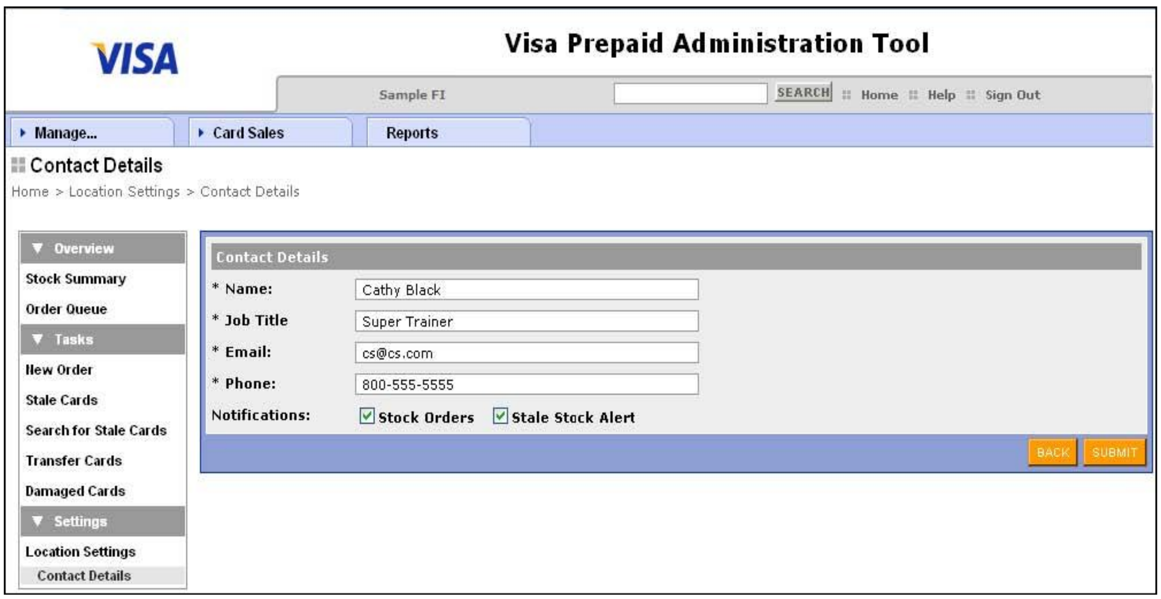


Add a Location Contact

To add a location contact:

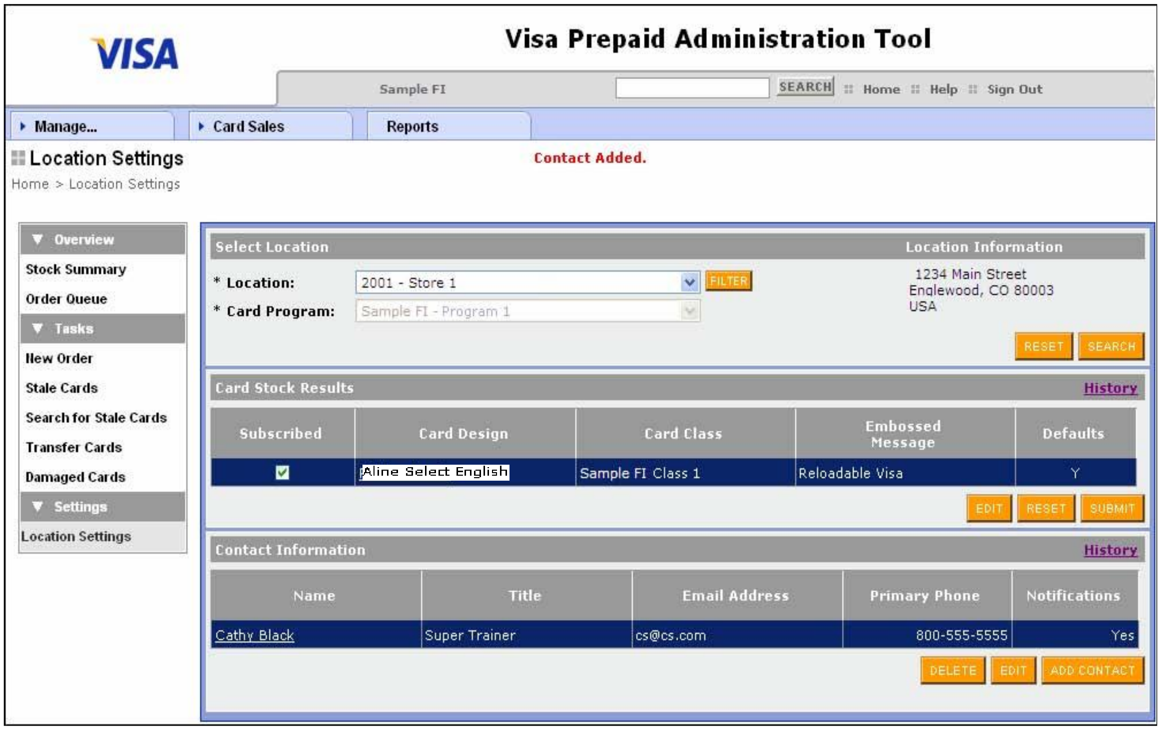
1. Select Manage > Card Inventory. The Stock Summary page appears.
2. Click Location Settings on the left menu. The Location Settings page appears.
3. Select a Location (if not already selected).
4. Select a Card Program (if one already selected).
5. Click Search. The Location Settings page appears.
6. Click History at the top of the Contact Information group to view a history of changes made to the contacts list.
7. Click Add Contact in the Contact Information group. The Contact Details page appears.

Contact Details



8. Enter the name, title, e-mail, and phone information for the designated contact.
9. Select one or more of the following notification preferences:
   - Stock Orders—the contact receives notification e-mails for automatic card stock orders.
   - Stale Stock Alert—the contact receives notification e-mails when card stock nears its expiration date.
10. Click Submit.
11. Click OK in the confirmation box. The Location Settings page appears with the new contact.

Location Settings—Contact Added

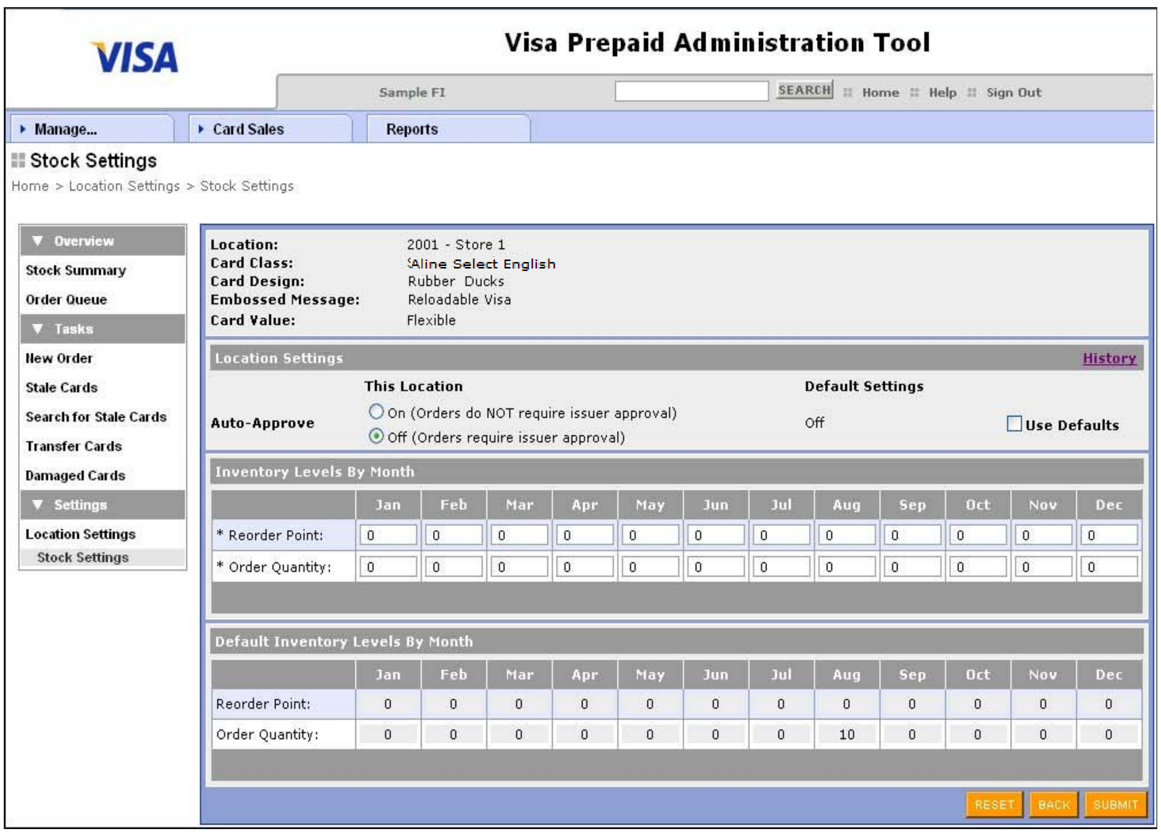


Customize an Automatic Card Stock Order for a Location

To customize an automatic card stock order for a location:

1. Select Manage > Card Inventory. The Stock Summary page appears.
2. Click Location Settings on the left menu. The Location Settings page appears.
3. Select a Location (if not already selected).
4. Select a Card Program (if not already selected).
5. Click Search. The Location Settings page appears.
6. Select the row of the card stock for which you want to change settings.
7. Click Edit in the Card Stock Results section. The Edit Card Stock page appears.

Edit Card Stock

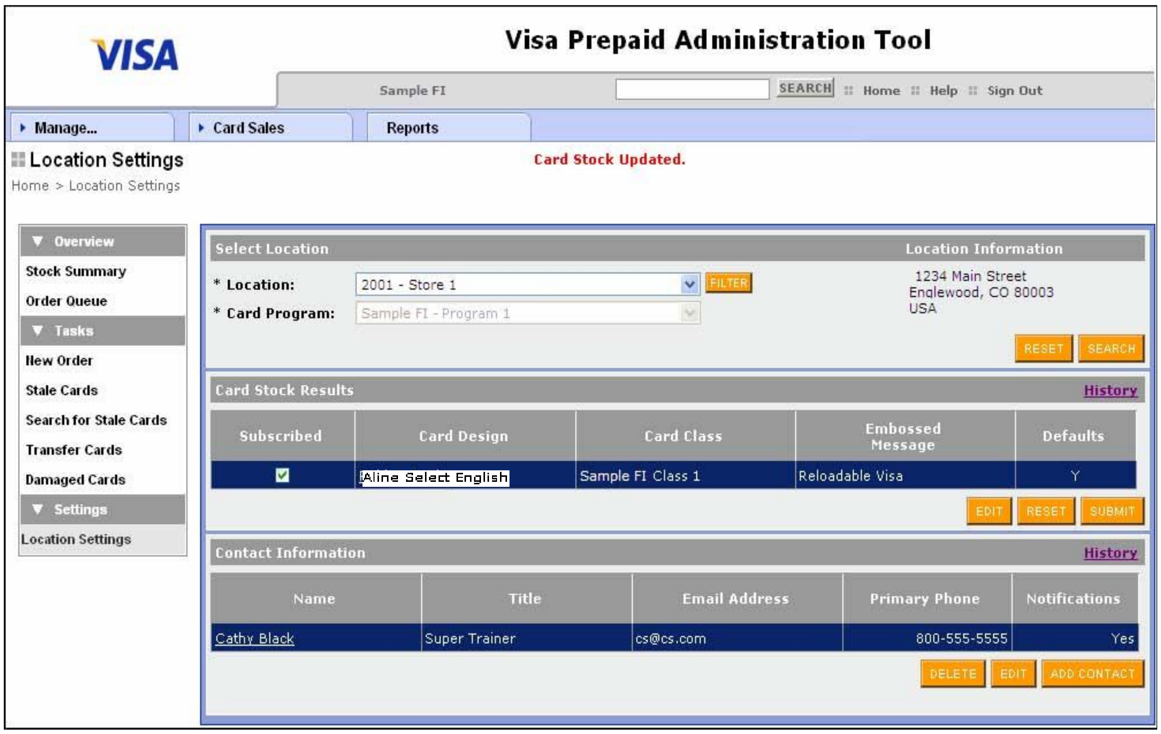


8. Deselect the Use Defaults checkbox if selected.

   IMPORTANT: When the Use Defaults checkbox is selected, the system uses the settings under the Default Inventory Levels by Month heading. When the Use Defaults checkbox is not selected, the system uses the settings under the Inventory Levels By Month heading and allows you to modify the settings.

9. Make changes to any of the following if necessary:
   - Auto-Approve On or Off. (The Auto-Approve option appears only if Automatic Ordering is set to Available and if automatic approval is turned on at the default level.)
   - Reorder Point
   - Order Quantity
10. Click Submit.
11. Click OK in the confirmation box. The Location Settings page appears with the edited card stock.

Location Settings—Location Information with Updated Card Stock Settings



Transfer and Status Cards

Transfer Cards

You can transfer a single card, a group of cards, or an entire card stock order to another location. You can transfer cards from an Order Detail, or you can use the Transfer Cards option on the left menu.

You can only transfer card orders that are in the Received status.

Assign Stale or Damaged Status to Cards

Stale Cards

A stale card is one that will expire within 90 days and should not be issued.

You can status a single card, a group of cards, or an entire card stock order as Stale. You can status cards as Stale in an Order Detail or by using either the Stale Cards or Stale Cards by Expiration Date option on the left menu. The Stale Cards by Expiration Date option lists cards that are set to expire within a specified number of months. The number of months is specified in the parameter settings for your company.

You can only status cards that are in a Pending Card Issuance status and card orders that are in Received status as stale.

Damaged Cards

You can assign a status of Damaged to a single card, a group of cards, or an entire card stock order. You can assign a status of Damaged in an Order Detail or you can use the Damaged Cards option on the left menu.

Only cards that are in a Pending Card Issuance status and card orders that are in a Received status can be changed to damaged status.

Destroyed Cards

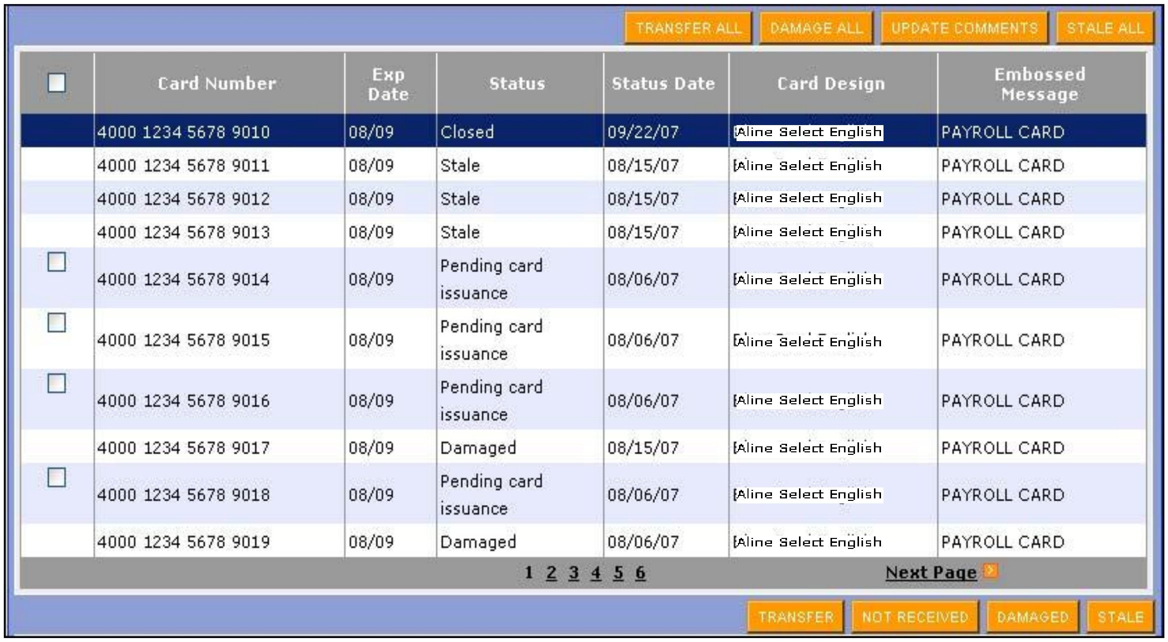
- You can use the Stale Cards by Expiration Date function to status cards as destroyed.
- You can status cards that are in a Pending Card Issuance or Stale status as Damaged.
- Cards with a status of Destroyed are not counted as location inventory.

Transfer a Complete Card Order

To transfer a complete card order:

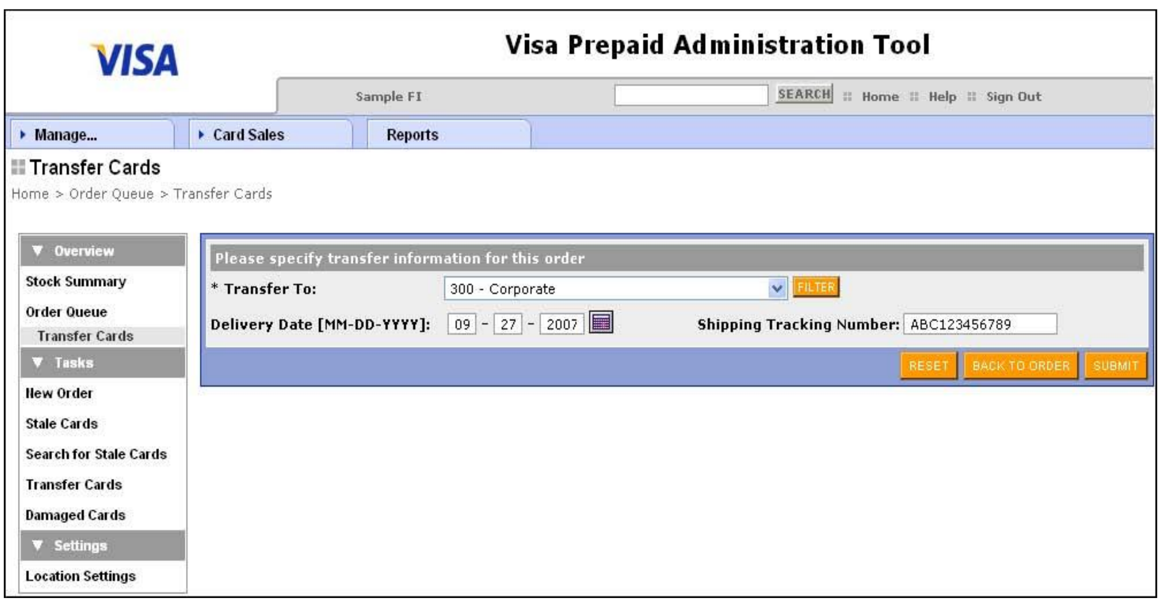
1. Select Manage > Card Inventory. The Stock Summary page appears.
2. Locate and select an order in Received status by searching for card stock orders.

Order Detail—Detail Area



3. Click Transfer All at the top of the Order Detail. The Transfer Information page appears.

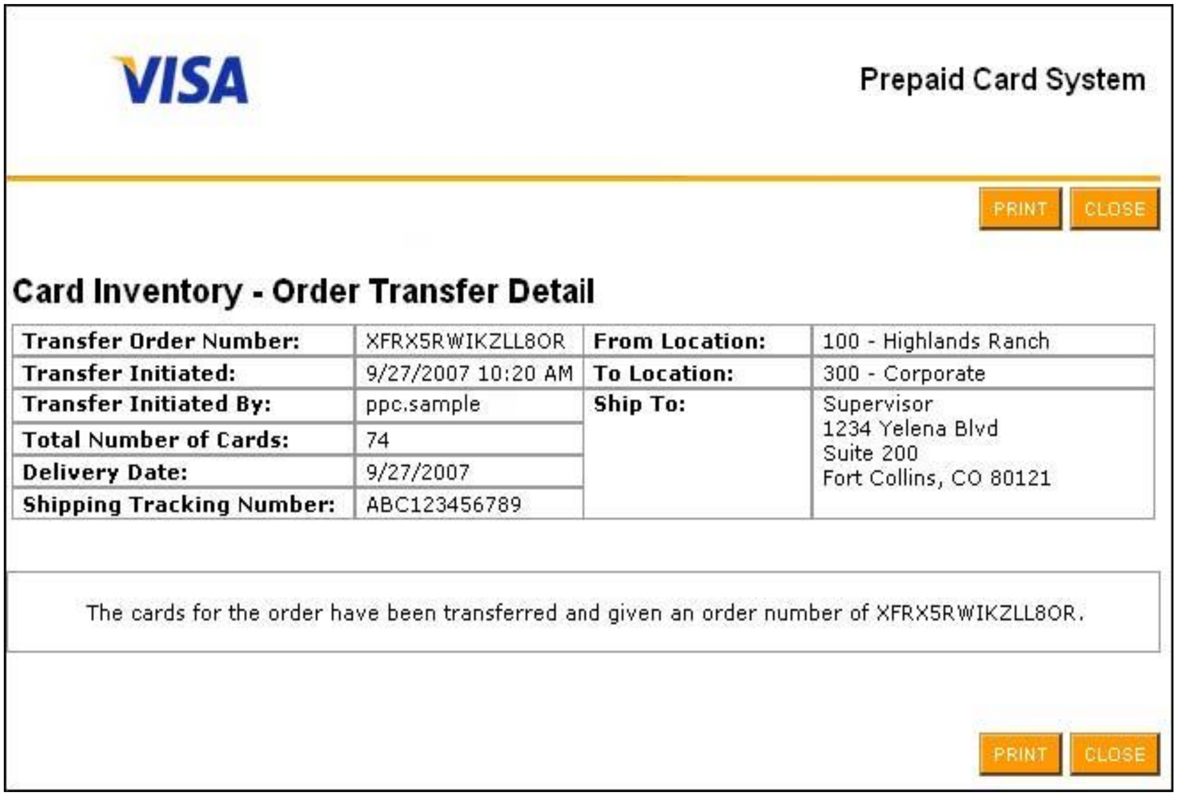
Transfer Information



4. Select a location in the Transfer To field.
5. Enter an approximate arrival date for the transfer in the Delivery Date field (Optional).
6. Enter a shipping tracking number for the transfer order (Optional).
7. Click Submit. The Card Transfer Detail appears.

NOTE: Card stock transfers will start with an order number XFR.

Card Transfer Detail Report



VISA

Prepaid Card System

PRINT CLOSE

Card Inventory - Order Transfer Detail

Transfer Order Number:	XFRX5RWIKZLL8OR	**From Location:**	100 - Highlands Ranch
Transfer Initiated:	9/27/2007 10:20 AM	**To Location:**	300 - Corporate
Transfer Initiated By:	ppc.sample	**Ship To:**	Supervisor 1234 Yelena Blvd Suite 200 Fort Collins, CO 80121
Total Number of Cards:	74		
Delivery Date:	9/27/2007		
Shipping Tracking Number:	ABC123456789		

The cards for the order have been transferred and given an order number of XFRX5RWIKZLL8OR.

PRINT CLOSE

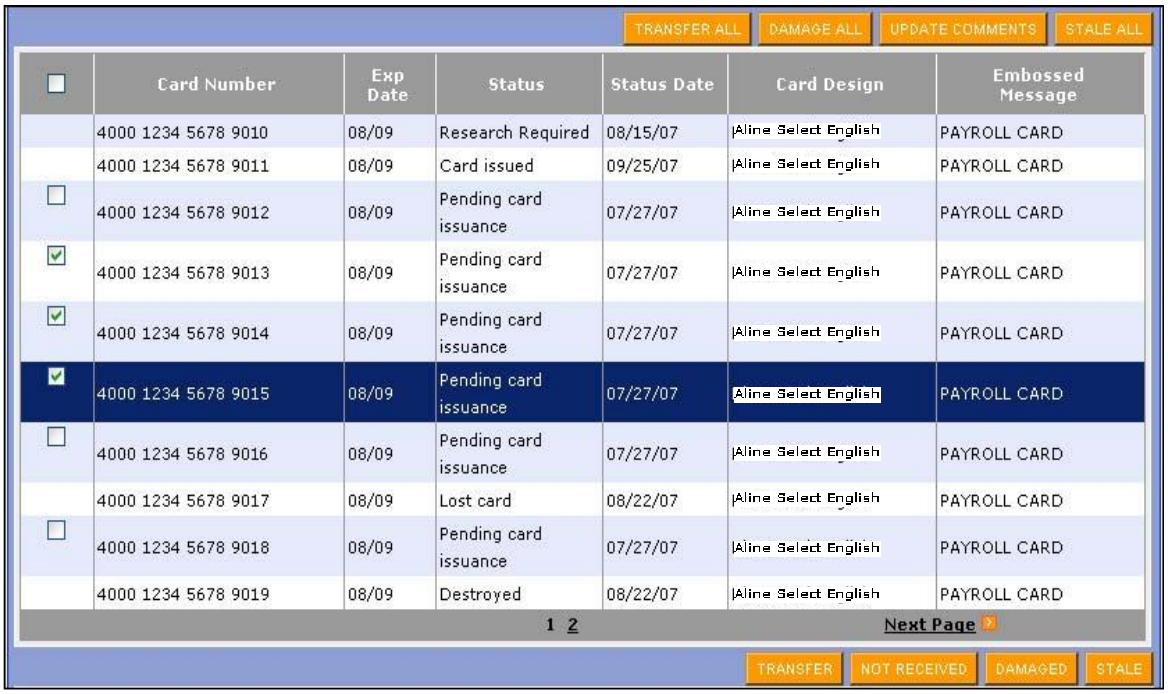
8. Click Print to print a copy of the Card Transfer Detail.
9. Click Close to close the report.

Transfer Selected Cards within an Order

To transfer selected cards within an order:

1. Select Manage > Card Inventory. The Stock Summary page appears.
2. Locate and select an order in Received status by searching for card stock orders.

Order Detail—Detail Area



☐	Card Number	Exp Date	Status	Status Date	Card Design	Embossed Message
	4000 1234 5678 9010	08/09	Research Required	08/15/07	Aline Select English	PAYROLL CARD
	4000 1234 5678 9011	08/09	Card issued	09/25/07	Aline Select English	PAYROLL CARD
☐	4000 1234 5678 9012	08/09	Pending card issuance	07/27/07	Aline Select English	PAYROLL CARD
☑	4000 1234 5678 9013	08/09	Pending card issuance	07/27/07	Aline Select English	PAYROLL CARD
☑	4000 1234 5678 9014	08/09	Pending card issuance	07/27/07	Aline Select English	PAYROLL CARD
☑	4000 1234 5678 9015	08/09	Pending card issuance	07/27/07	Aline Select English	PAYROLL CARD
☐	4000 1234 5678 9016	08/09	Pending card issuance	07/27/07	Aline Select English	PAYROLL CARD
	4000 1234 5678 9017	08/09	Lost card	08/22/07	Aline Select English	PAYROLL CARD
☐	4000 1234 5678 9018	08/09	Pending card issuance	07/27/07	Aline Select English	PAYROLL CARD
	4000 1234 5678 9019	08/09	Destroyed	08/22/07	Aline Select English	PAYROLL CARD

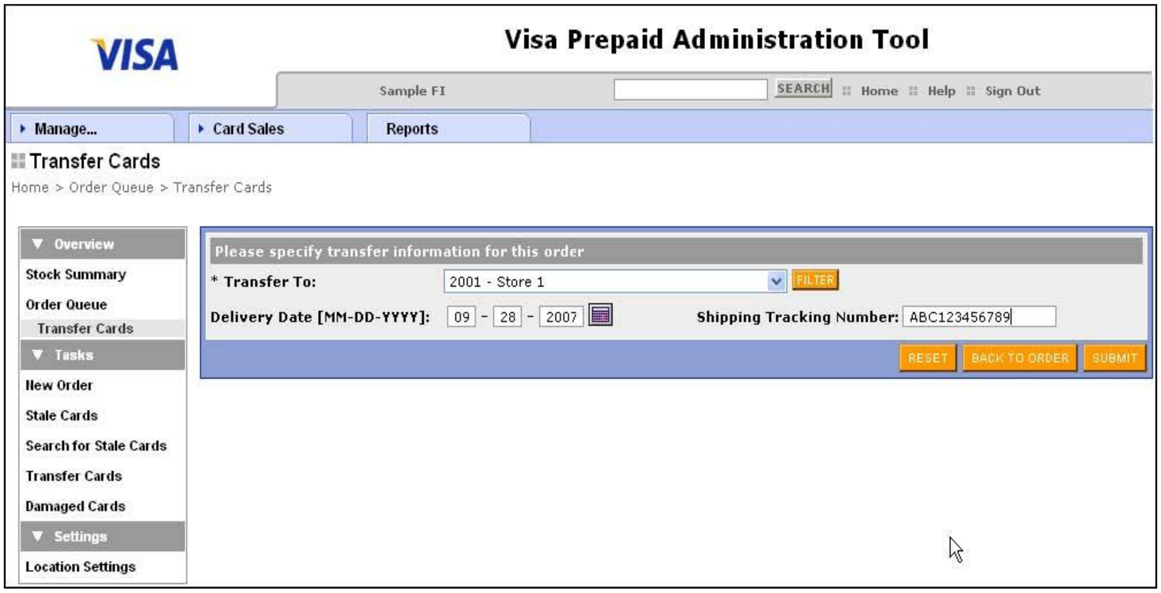
3. Select the check boxes beside the card numbers of any cards you want to transfer, or click the Check All option.

   The Check All option selects all check boxes on the current page; however, this option does not select cards on subsequent pages.

   NOTE: Only cards that are eligible to be transferred have a check box.

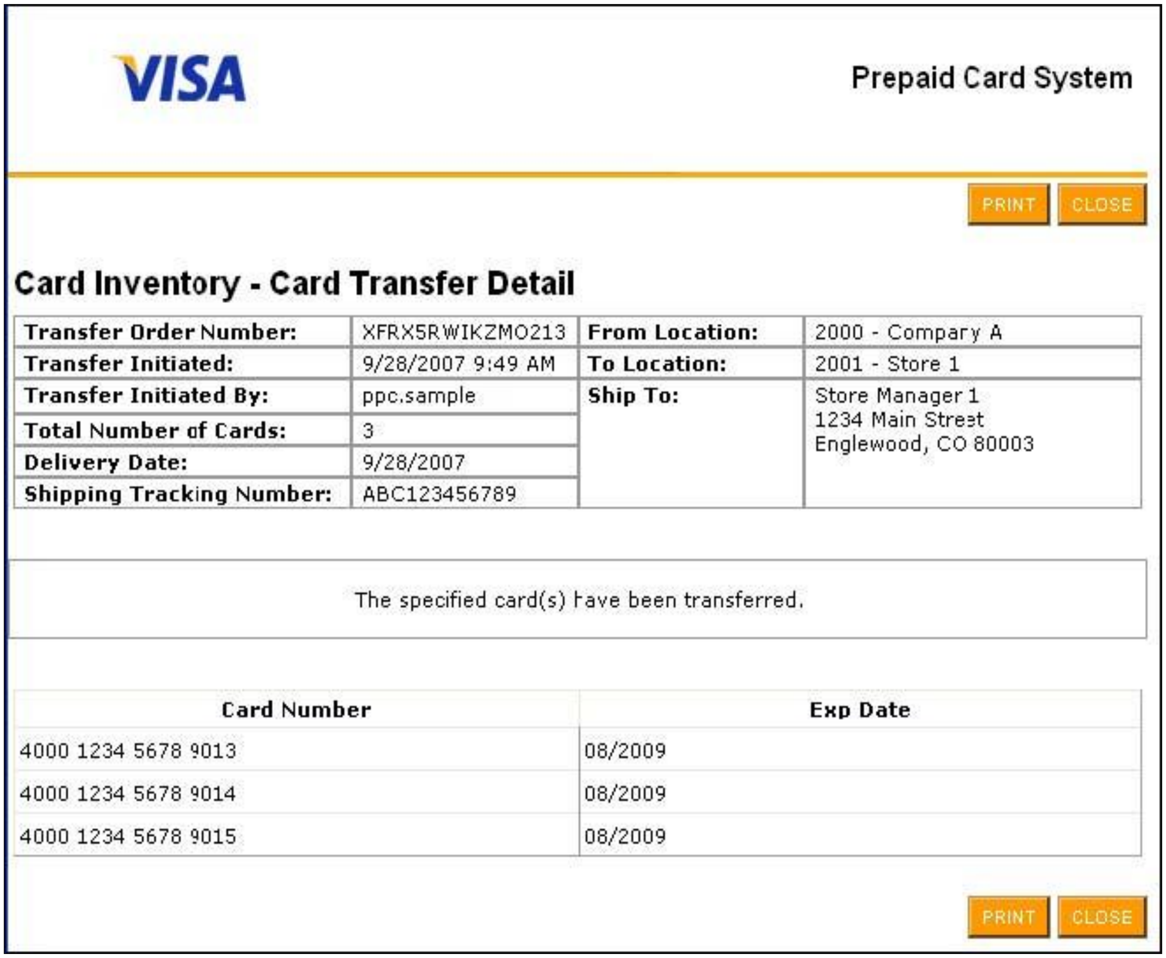
4. Click Transfer at the bottom of the Order Detail. The Transfer Information page appears.

Transfer Information



5. Select a location in the Transfer To field.
6. Enter an approximate arrival date for the transfer in the Delivery Date field (optional).
7. Enter a shipping tracking number for the transfer order (optional).
8. Click Submit. The Card Transfer Detail appears.

Card Transfer Detail Report



VISA

Prepaid Card System

PRINT CLOSE

Card Inventory - Card Transfer Detail

Transfer Order Number:	XFRX5RWIKZMO213	**From Location:**	2000 - Company A
Transfer Initiated:	9/28/2007 9:49 AM	**To Location:**	2001 - Store 1
Transfer Initiated By:	ppc.sample	**Ship To:**	Store Manager 1 1234 Main Street Englewood, CO 80003
Total Number of Cards:	3		
Delivery Date:	9/28/2007		
Shipping Tracking Number:	ABC123456789		

The specified card(s) have been transferred.

Card Number	Exp Date
4000 1234 5678 9013	08/2009
4000 1234 5678 9014	08/2009
4000 1234 5678 9015	08/2009

PRINT CLOSE

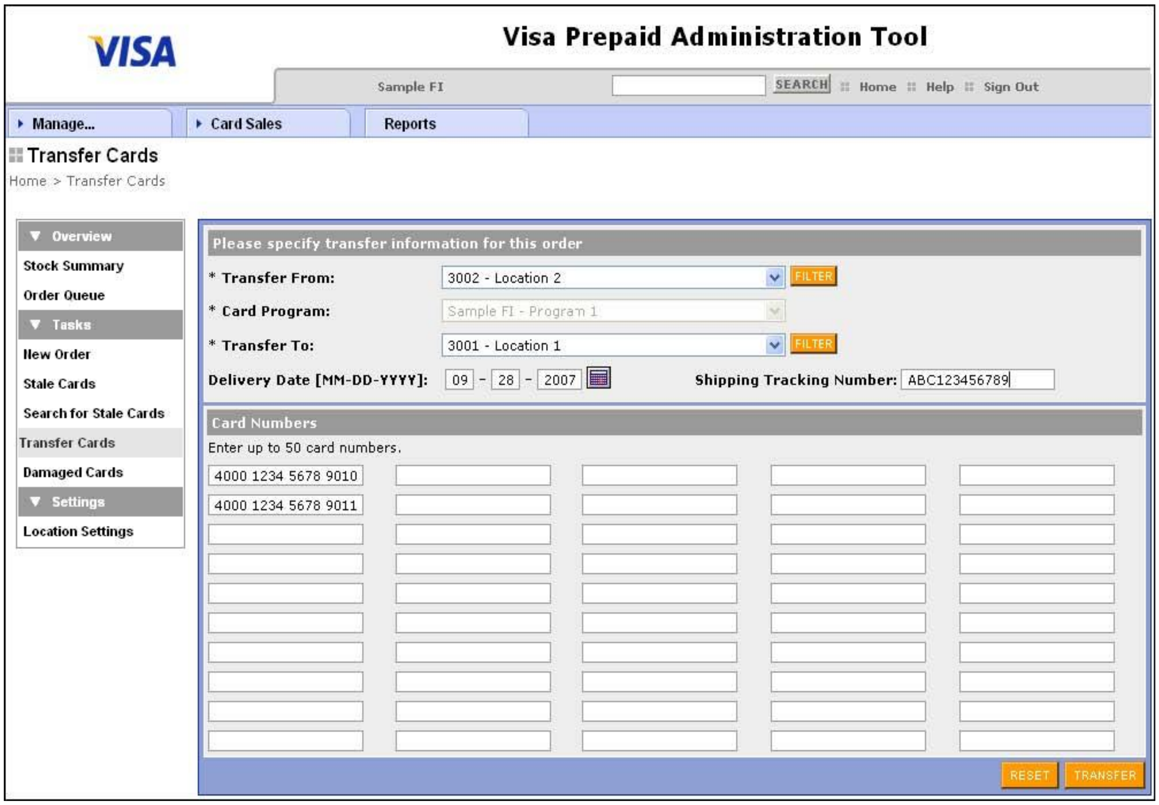
9. Click Print to print a copy of the Card Transfer Detail.
10. Click Close to close the report.

Transfer Individual Cards

To transfer individual cards:

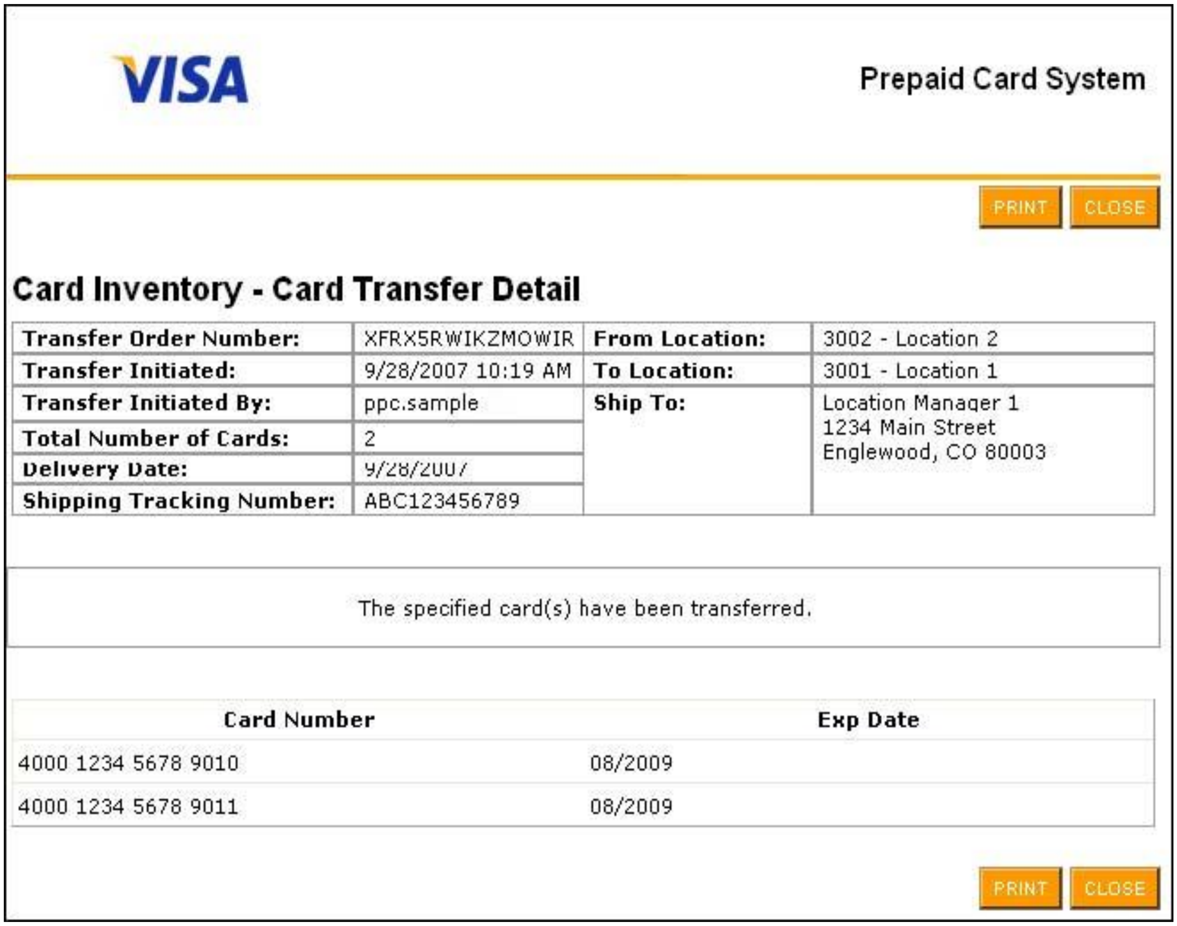
1. Select Manage > Card Inventory. The Stock Summary page appears.
2. Click Transfer Cards on the left menu. The Transfer Cards page appears.

Transfer Cards (partial)



3. Select an origin for the transfer in the Transfer From field.
4. Select a Card Program (if not already selected).
5. Select a destination for the transfer in the Transfer To field.
6. Enter or select an approximate arrival date in the Delivery Date field (optional).
7. Enter a shipping tracking number for the transfer (optional).
8. Enter the card numbers of the cards you want to transfer.
9. Click Transfer. A Transfer Confirmation Box appears.
10. Click OK in the confirmation box. The Card Transfer Detail page appears.

Card Transfer Detail Report


Prepaid Card System

PRINT CLOSE

Card Inventory - Card Transfer Detail

Transfer Order Number:	XFRX5RWIKZMOWIR	**From Location:**	3002 - Location 2
Transfer Initiated:	9/28/2007 10:19 AM	**To Location:**	3001 - Location 1
Transfer Initiated By:	ppc.sample	**Ship To:**	Location Manager 1 1234 Main Street Englewood, CO 80003
Total Number of Cards:	2		
Delivery Date:	9/28/2007		
Shipping Tracking Number:	ABC123456789		

The specified card(s) have been transferred.

Card Number	Exp Date
4000 1234 5678 9010	08/2009
4000 1234 5678 9011	08/2009

PRINT CLOSE

11. Click Print to print a copy of the Card Transfer Detail.
12. Click Close to close the report.

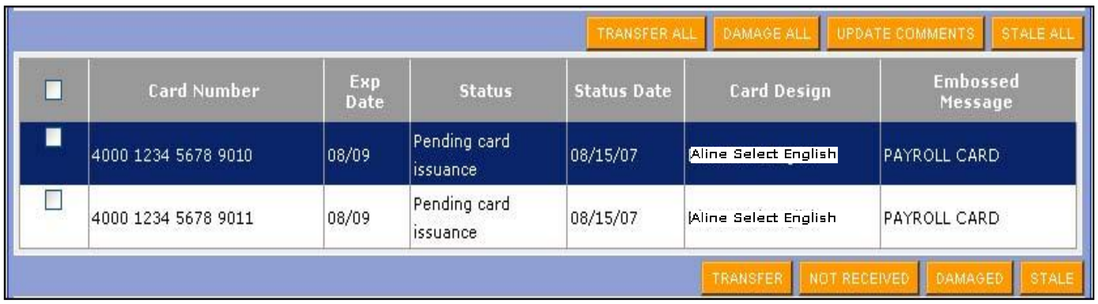
Assign a Status to an Order as Stale or Damaged

The screens in this section show the process for giving an order a status of Stale. Similar screens appear when you status an order as damaged.

To assign a status of stale or damaged to an order:

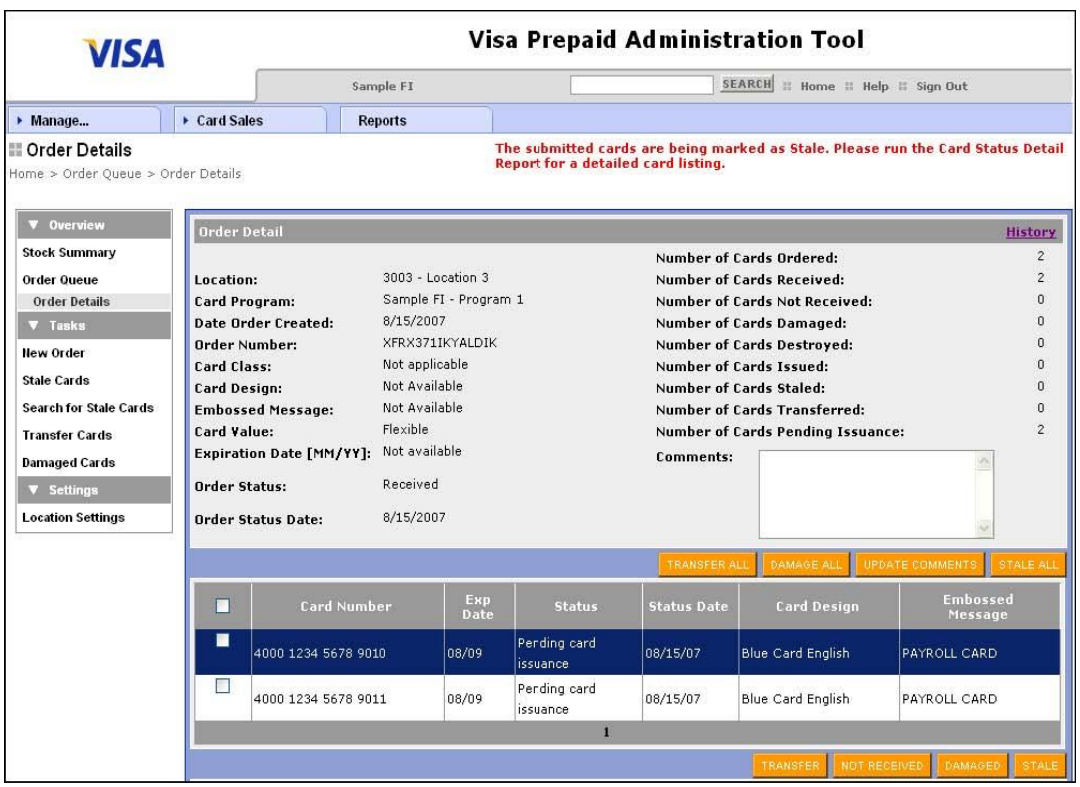
1. Select Manage > Card Inventory. The Stock Summary page appears.
2. Locate and select the card order that is in a Received status but you want to assign a status of stale or damaged to the order.

Order Details—Detail Area



3. Click Stale All or Damage All at the top of the page.
4. Click OK in the confirmation box. A confirmation message appears on the Order Details page.

Order Details—Stale Confirmation Message



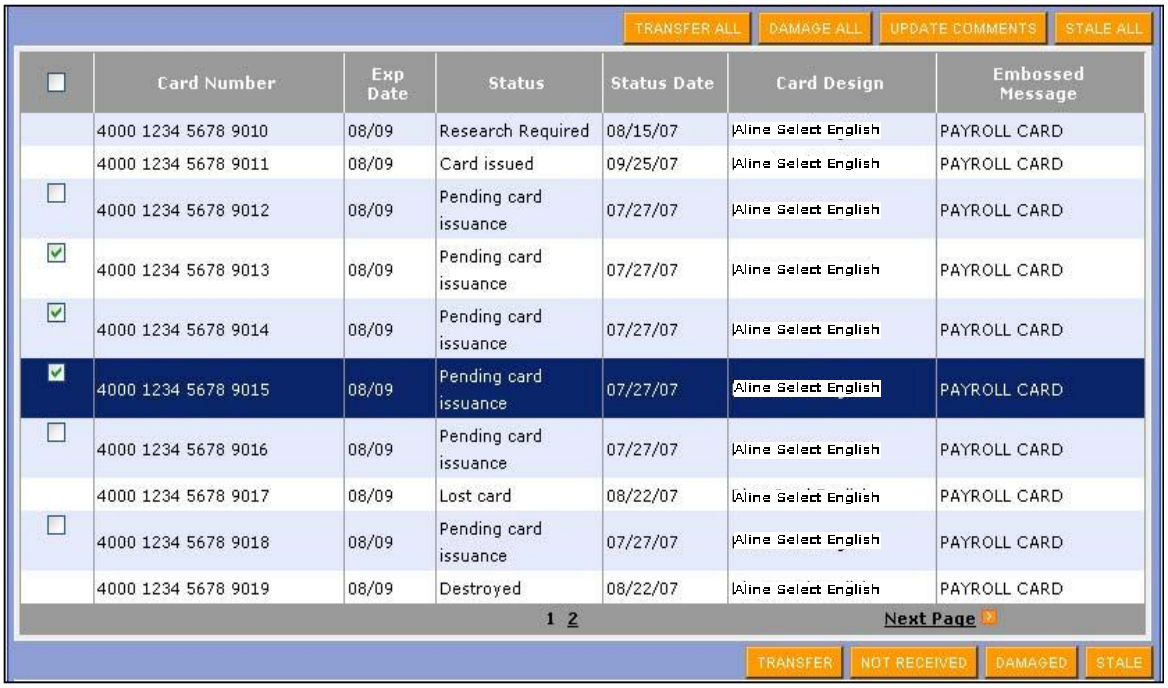
Assign a Stale or Damaged Status to Selected Cards within an Order

The screens in this section show you how to assign a stale status to selected cards within an order. Similar screens appear when you assign a Damaged status to selected cards within an order.

To status selected cards within an order as stale or damaged:

1. Select Manage > Card Inventory. The Stock Summary page appears.
2. Locate and select a card order which is in a Received status but you want to assign a status of stale or damaged to the order.

Order Detail—Detail Area



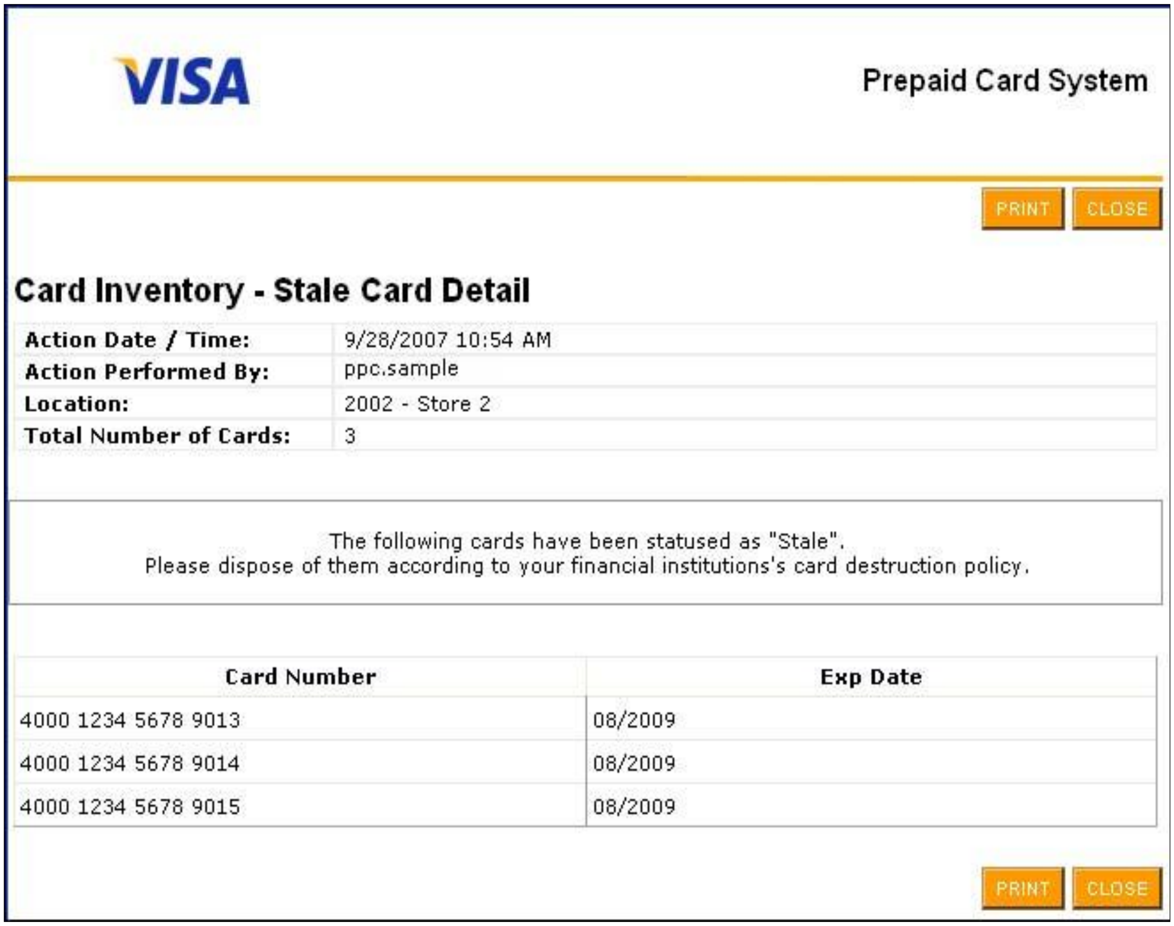
☐	Card Number	Exp Date	Status	Status Date	Card Design	Embossed Message
	4000 1234 5678 9010	08/09	Research Required	08/15/07	Aline Select English	PAYROLL CARD
	4000 1234 5678 9011	08/09	Card issued	09/25/07	Aline Select English	PAYROLL CARD
☐	4000 1234 5678 9012	08/09	Pending card issuance	07/27/07	Aline Select English	PAYROLL CARD
☑	4000 1234 5678 9013	08/09	Pending card issuance	07/27/07	Aline Select English	PAYROLL CARD
☑	4000 1234 5678 9014	08/09	Pending card issuance	07/27/07	Aline Select English	PAYROLL CARD
☑	4000 1234 5678 9015	08/09	Pending card issuance	07/27/07	Aline Select English	PAYROLL CARD
☐	4000 1234 5678 9016	08/09	Pending card issuance	07/27/07	Aline Select English	PAYROLL CARD
	4000 1234 5678 9017	08/09	Lost card	08/22/07	Aline Select English	PAYROLL CARD
☐	4000 1234 5678 9018	08/09	Pending card issuance	07/27/07	Aline Select English	PAYROLL CARD
	4000 1234 5678 9019	08/09	Destroyed	08/22/07	Aline Select English	PAYROLL CARD

Select the check boxes beside the card numbers of the cards that you want to place in a stale or damaged status, or click the Check All option. Only cards that are eligible to be assigned a status have a check box.

- The Check All option selects all check boxes on the current page; however, this option does not select cards on subsequent pages.

3. Click stale or damaged at the bottom of the page.
4. Click OK in the confirmation box. The Stale Card Detail or Damaged Card Detail appears.

Stale Card Detail Report



VISA

Prepaid Card System

PRINT CLOSE

Card Inventory - Stale Card Detail

Action Date / Time:	9/28/2007 10:54 AM
Action Performed By:	ppc.sample
Location:	2002 - Store 2
Total Number of Cards:	3

The following cards have been statused as "Stale".
Please dispose of them according to your financial institutions's card destruction policy.

Card Number	Exp Date
4000 1234 5678 9013	08/2009
4000 1234 5678 9014	08/2009
4000 1234 5678 9015	08/2009

PRINT CLOSE

5. Click Print to print a copy of the Stale Card Detail or Damaged Card Detail.
6. Click Close to close the report.

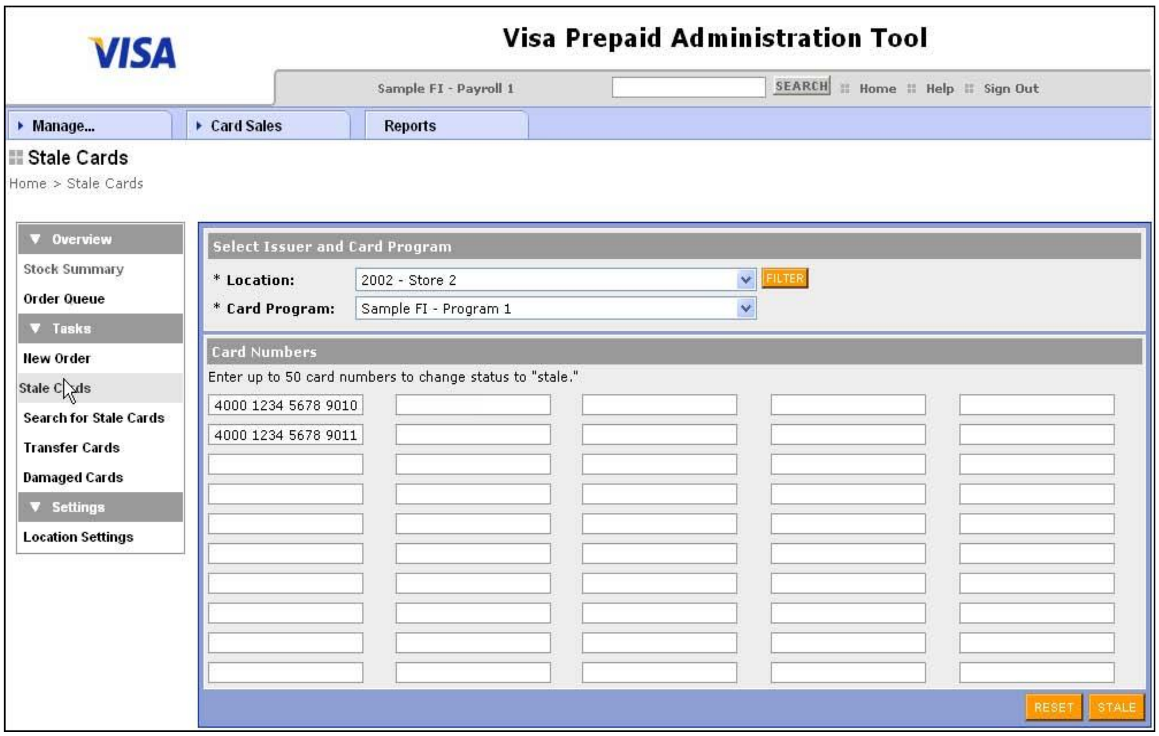
Assign a Stale or Damaged Status to Individual Cards

The screens in this section show you how to assign a stale status to individual cards. Similar screens also appear when you assign a status of damaged to individual cards.

To status individual cards as stale or damaged:

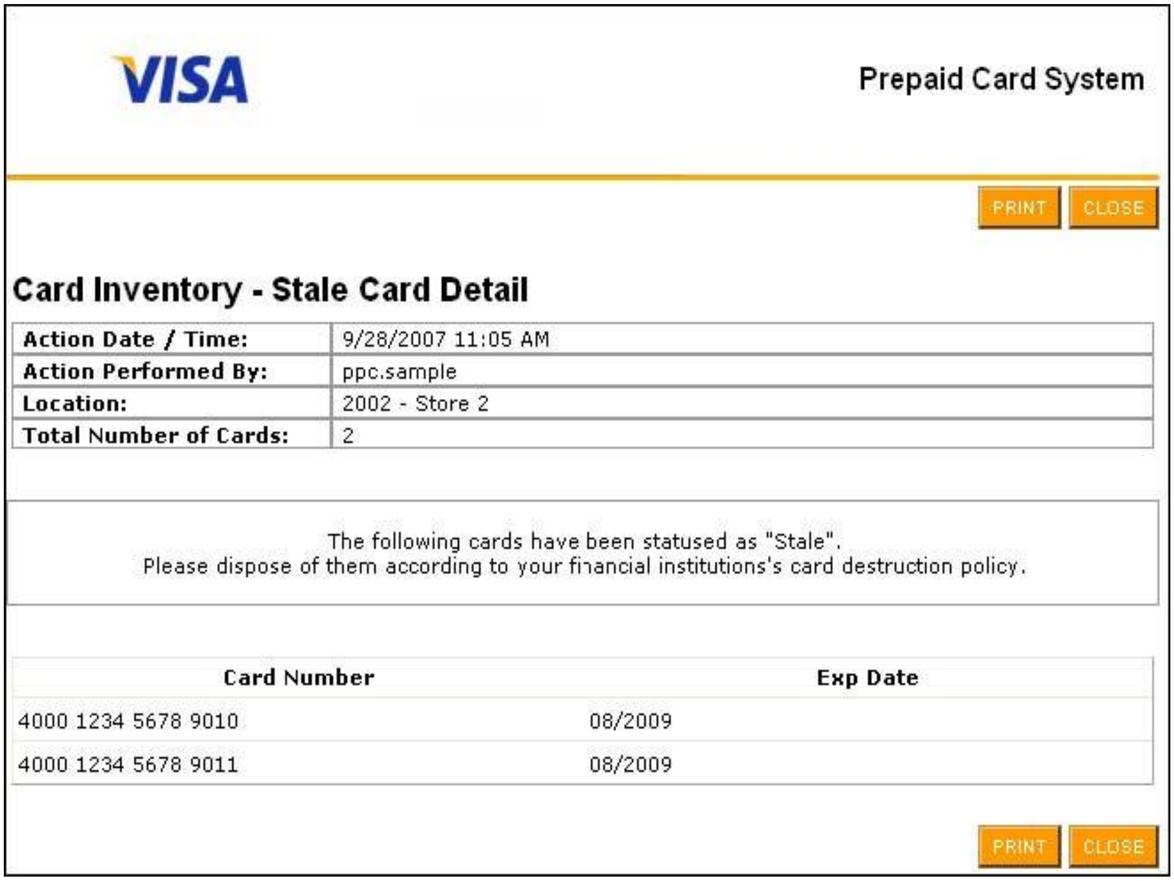
1. Select Manage > Card Inventory. The Stock Summary page appears.
2. Click Stale Cards or Damaged Cards on the left menu. The Stale Cards or Damaged Card page appears.

Stale Cards (partial)



3. Select a Location (if not already selected).
4. Select a Card Program (if not already selected).
5. Enter the numbers of the cards you want to status as stale or damaged.
6. Click Stale or Damaged. A confirmation box appears.
7. Click OK in the confirmation box. The Stale Card Detail or Damaged Card Detail appears.

Stale Card Detail Report



VISA

Prepaid Card System

PRINT CLOSE

Card Inventory - Stale Card Detail

Action Date / Time:	9/28/2007 11:05 AM
Action Performed By:	ppc.sample
Location:	2002 - Store 2
Total Number of Cards:	2

The following cards have been statused as "Stale".
Please dispose of them according to your financial institutions's card destruction policy.

Card Number	Exp Date
4000 1234 5678 9010	08/2009
4000 1234 5678 9011	08/2009

PRINT CLOSE

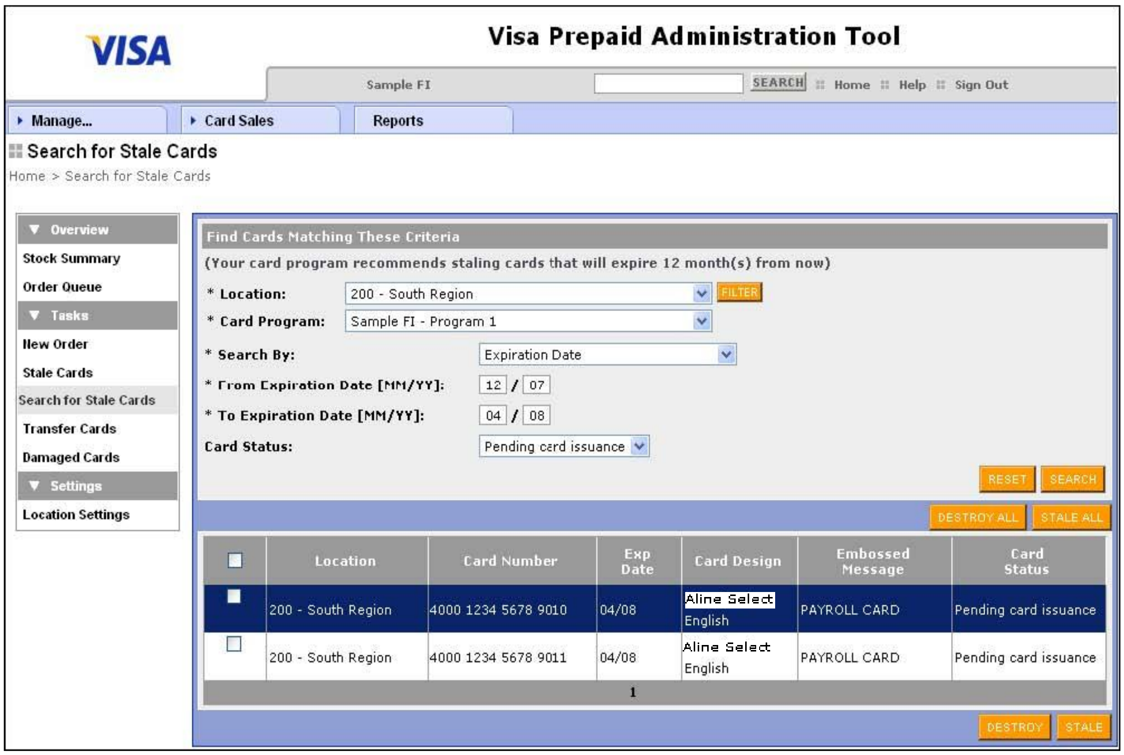
8. Click Print to print a copy of the Stale Card Detail or Damaged Card Detail.
9. Click Close to close the report.

Assign a Status to Cards as Stale by Expiration Date

To assign stale status to cards by expiration date:

1. Select Manage > Card Inventory. The Stock Summary page appears.
2. Click Stale Cards by Expiration Date on the left menu. The Stale Cards by Expiration Date page appears.

Stale Cards by Expiration Date (partial)



3. Select the Location for which you want to status cards (if not already selected).
4. Select the Card Program (if not already selected).
5. Complete one of the following options:

If you want to . . .	Then . . .
Search by expiration date:	1. Select Expiration Date in the Search By field 2. Enter the From and To expiration dates of the cards you want to status as Stale or Destroyed. 3. Specify a Card Status (optional).
Search by stale month:	1. Select Stale Month Value in the Search By field. 2. Specify a Stale Months Value: The system will search for cards that will expire in the number of months you specify from the current date.

6. Click Search. One or more matches appear in a table with information (summary) of each card.

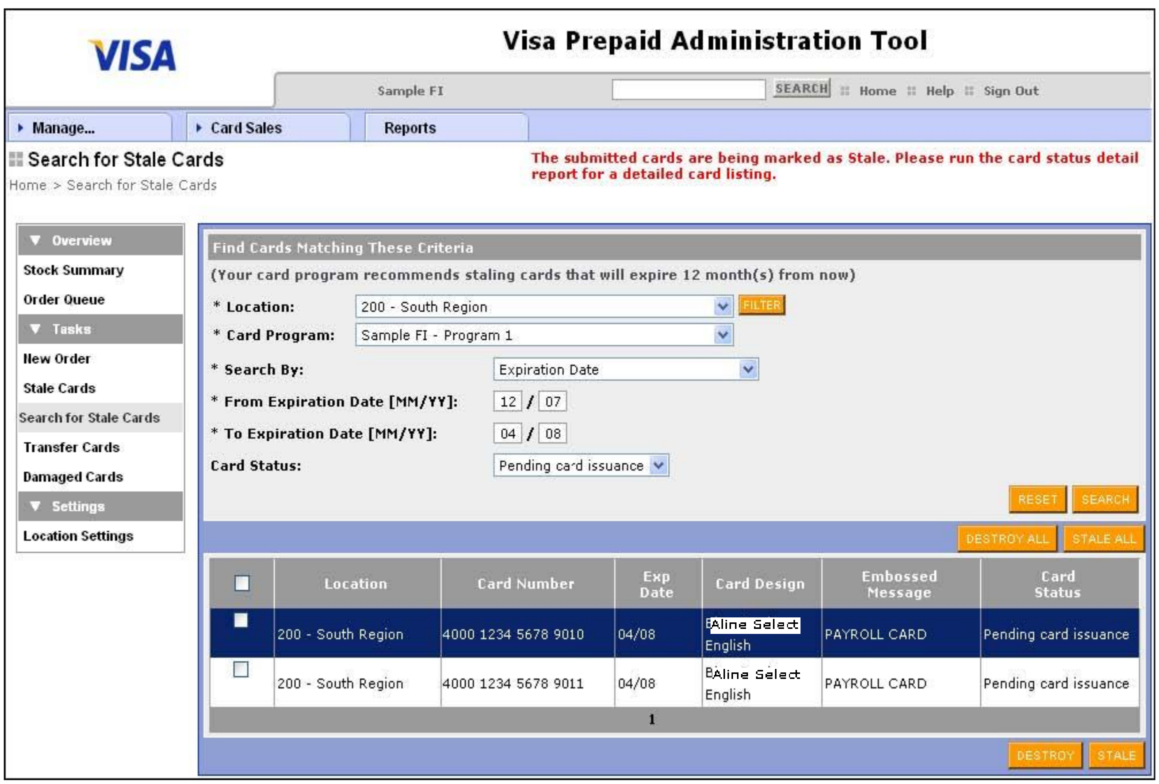
7. Complete one of the following options:

If you want to . . .	Then . . .
Assign a status of stale or destroyed to one or more cards:	1. Select the check boxes for the card numbers that you want to assign a stale status. 2. Click stale or destroy. 3. Specify a Card Status (optional).
Assign a status to all cards on the current page as stale or destroyed:	1. Check the checkbox in the header row 2. Click stale or destroy.
Assign a status of stale or destroyed to all cards in the search results (all pages):	1. Click Stale All or Destroy All.

A confirmation box appears.

8. Click OK in the confirmation box. A confirmation message appears at the top of the page.

Search for Stale Cards—Status Confirmation Message



View Location Information

The Prepaid system is designed to support multilevel processing and reporting to support your various business relationships. You can also group locations together for reporting and set up some locations as “children” of other locations.

Search for Locations

The first step in performing any location management activities is searching for locations. You can search for locations using a variety of criteria including:

- Location Name: enter at least 2 letters of the location name.
- Location Zddress: enter at least the first two characters of the street address line 1 or 2, or at least the first two characters of the city, state, or Zip code.
- Contact Name: enter at least the first two characters of the person’s name.
- Contact Phone: phone number must be 10 digits and entered with no dashes.
- Location Set Up: select or filter information by parent location or select a reporting group.

Location Information

Location Information shows demographics and contact information as well as business and reporting hierarchies. The location ID is assigned by ADP to identify the company.

Account History Information

Account History information shows any function that has been performed for this location.

Funding History Information

Funding History shows any funding transactions that have been performed from this location’s funding accounts through the PAT system.

Card Programs

The Card Program information available for your location includes the location and reporting hierarchy, the number of active cards for the location, and the available card programs.

Reporting Group

The Reporting Group information available for your location includes the reporting hierarchy as well as a list of any child locations associated with the location.

Notes

You can add notes about a location and view historical notes that have been added by previous users.

Search for Cardholders by Location

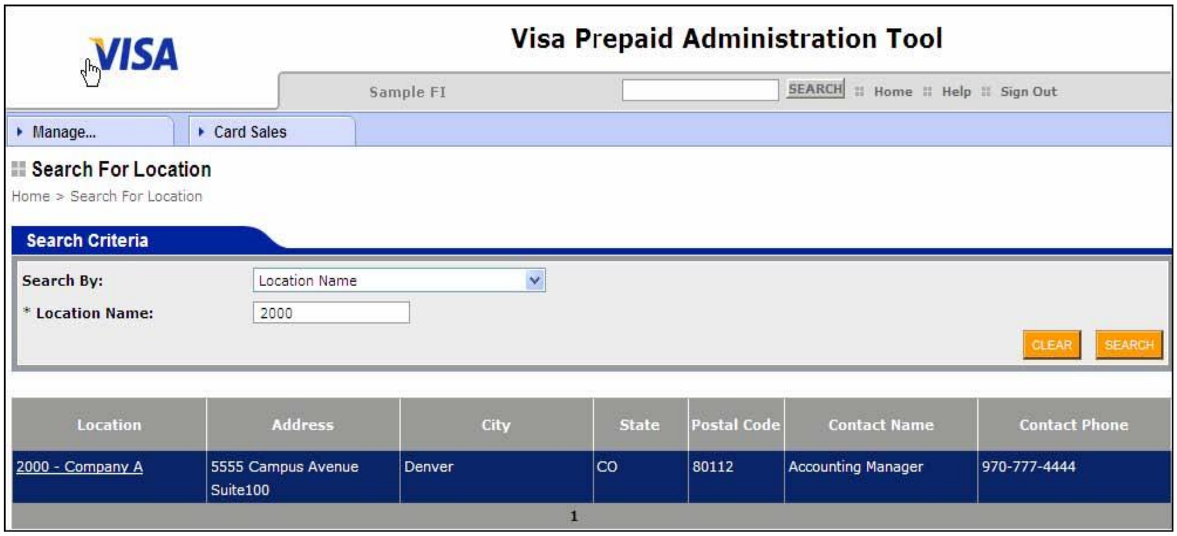
You can search for cardholders within a location and access all cardholder functions and menus by first searching for a location. When you search for a cardholder by location, you must specify the cardholder name or card number.

Search Location Information

To search for location information (only the first two letters of the name are required):

1. Select Manage > Location.
2. To search by location name:
   - Select Location Name in the Search By field.
   - Enter the location name in the Location Name field.

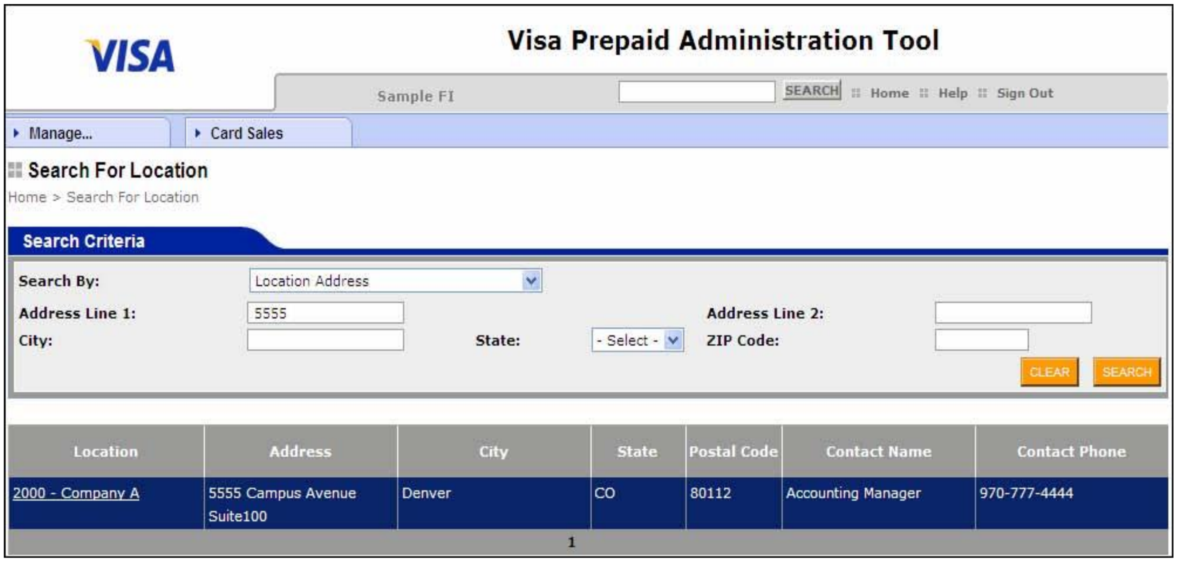
Search for Location by Location Name



3. To search by location address:
   - Select Location Address in the Search By field.
   - Enter the address information in the fields provided.

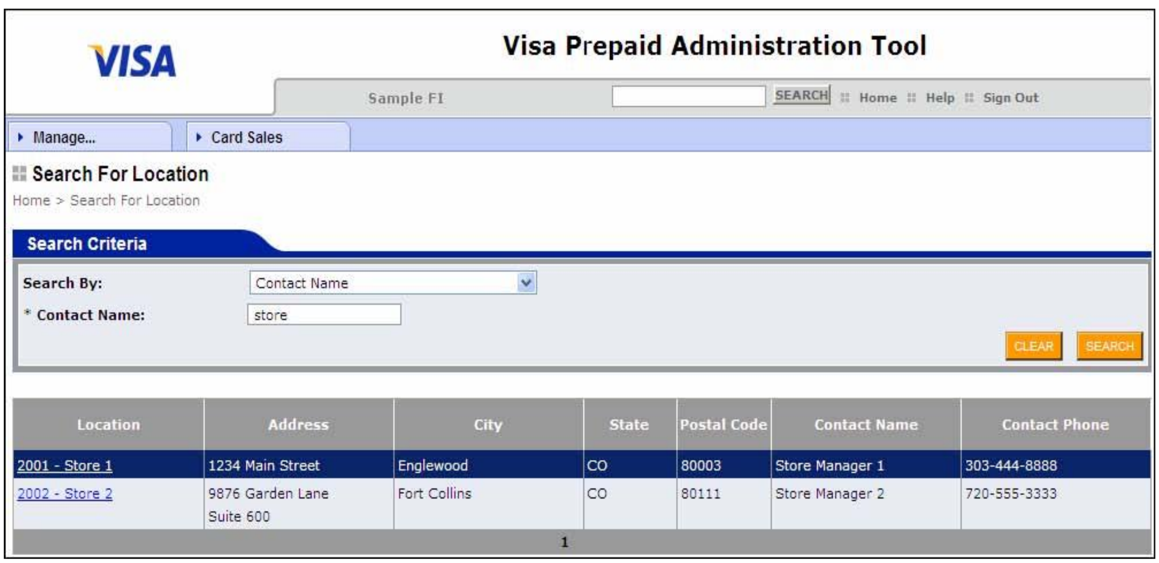
NOTE: The program accepts partial entries in any of the fields, and you only need to enter data in one of the fields to initiate a search.

Search for Location by Location Address



4. To search by contact name (only the first two letters of the name are required):
   - Select Contact Name in the Search By field.
   - Enter the contact name in the Contact Name field.

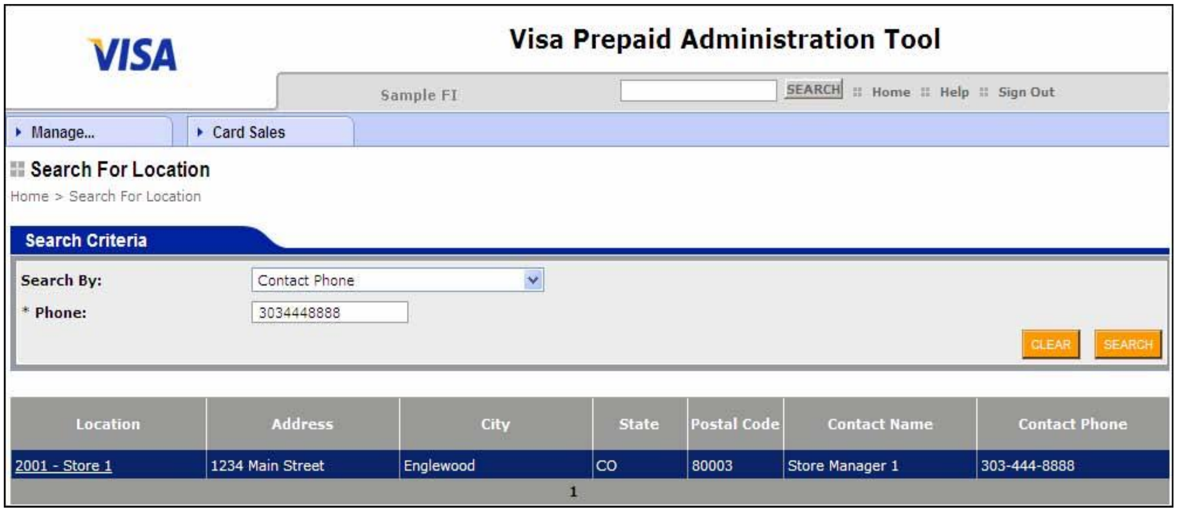
Search for Location by Contact Name



5. To search by contact phone:
   - Select Contact Phone in the Search By field.
   - Enter the contact phone number in the Phone Number field (no spaces or hyphens).

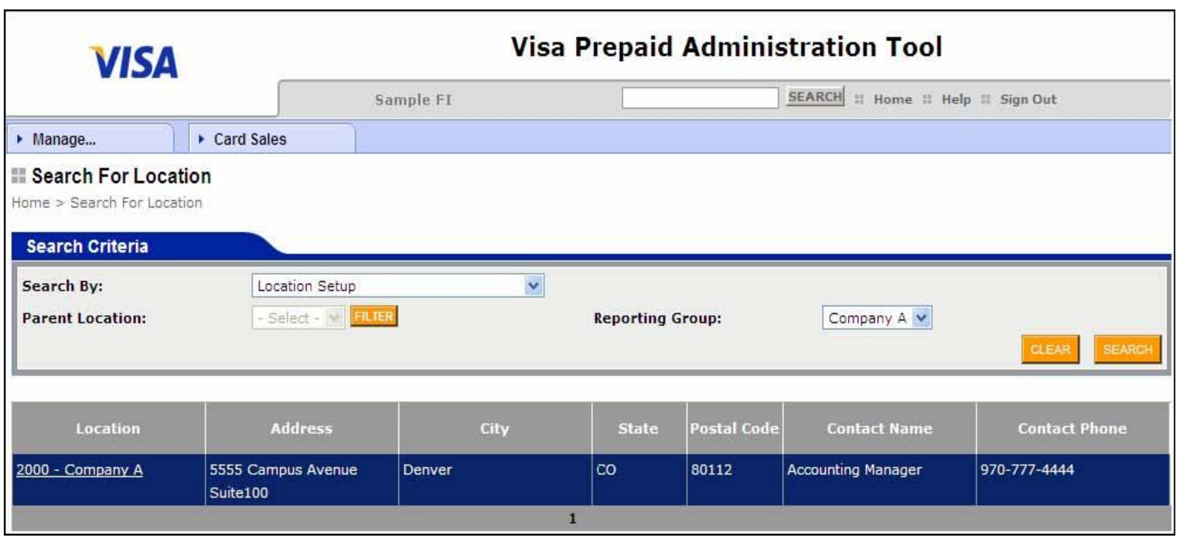
IMPORTANT: Exact match logic is used for all contact phone number searches. If only part of the number is known, or if any part of the number is keyed incorrectly, the search will fail or result in incorrect information.

Search for Location by Contact Phone



6. To search by location setup:
   - Select Location Setup in the Search By field.
   - Select the desired Parent Location, Reporting Group, or both using the Filter button and drop-down menus provided.

Search for Location by Location Setup



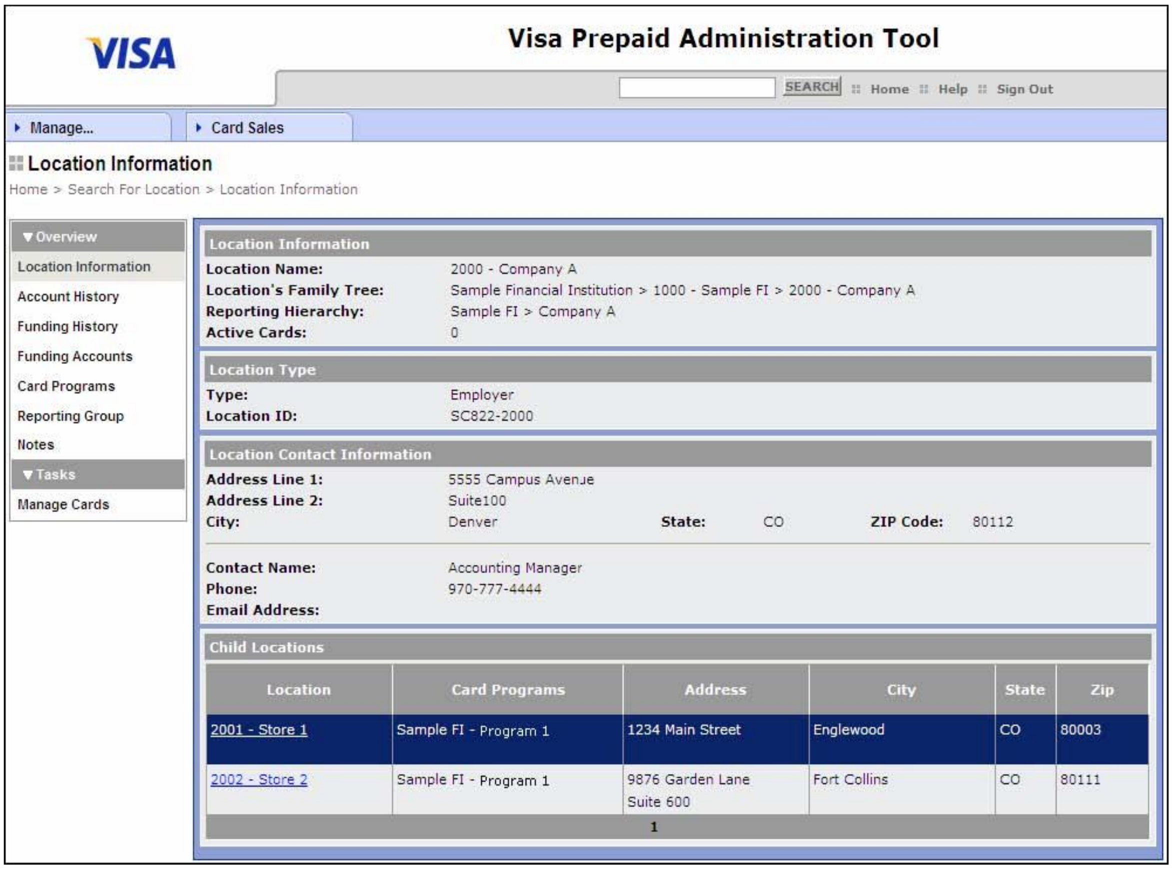
7. Click Search. One or more matches appear in a table with address and contact information displayed for each match.
8. Click the desired location name to view that location's information page.
9. Click one of the child locations listed at the bottom of the display to view adjunct locations (locations that report up through the current location).

View Location Information

To view location information:

1. Use the desired Search for Location option to display the Location Information page.
2. Click Location Information on the left menu. The Location Information page appears showing all address and contact information for that location.

Location Information



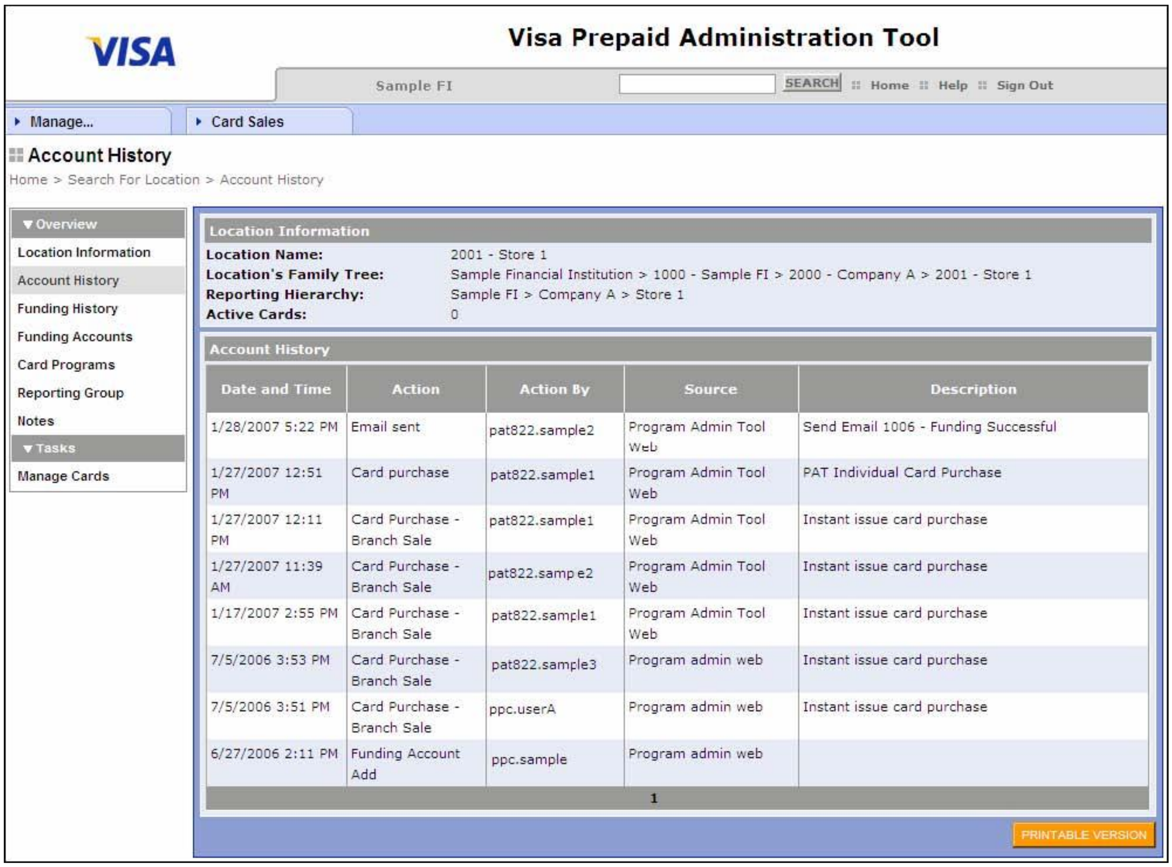
3. Select a location link from the bottom of the display (only if this is a parent location and you want to view other location pages associated with this parent).

View Account History for a Location

To view account history for a location:

1. Use the desired search for location option to display the Location Information page.
2. Click Account History on the left menu. The Account History page appears showing at this location.

Account History

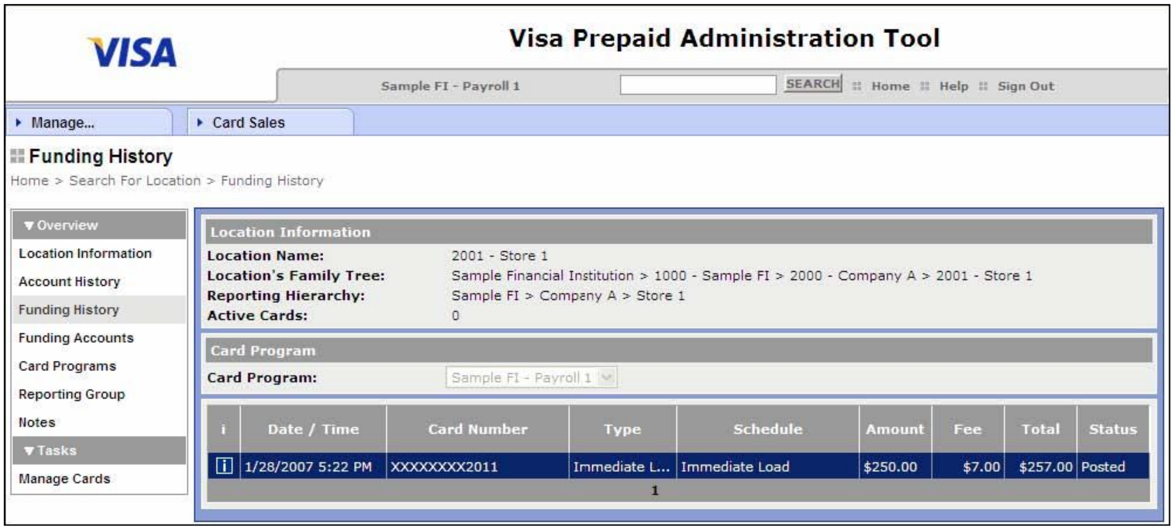


View Funding History for a Location

To view funding history for a location:

1. Use the desired search for location option to display the Location Information page.
2. Click Funding History on the left menu. The Funding History page appears.

Funding History



View Card Programs for a Location

To view card programs for a location:

1. Use the desired search for location option to display the Location Information page.
2. Click Card Programs on the left menu. The Card Programs page appears listing all card programs that are offered and supported at this location.

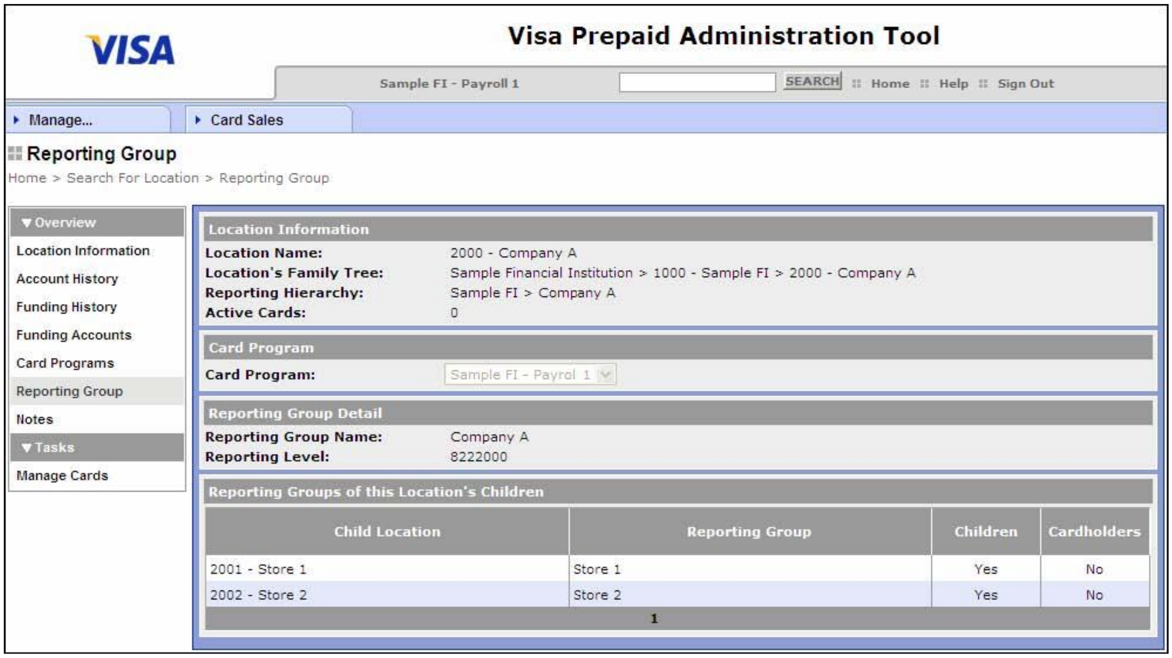
Card Programs

View Reporting Group Information

To view reporting group information:

1. Use the desired search for location option to display the Location Information page.
2. Click Reporting Group on the left menu. The Reporting Group page appears displaying the name and level of the reporting group associated with the present location. Also, a list of all child locations associated with this location is displayed.

Reporting Group

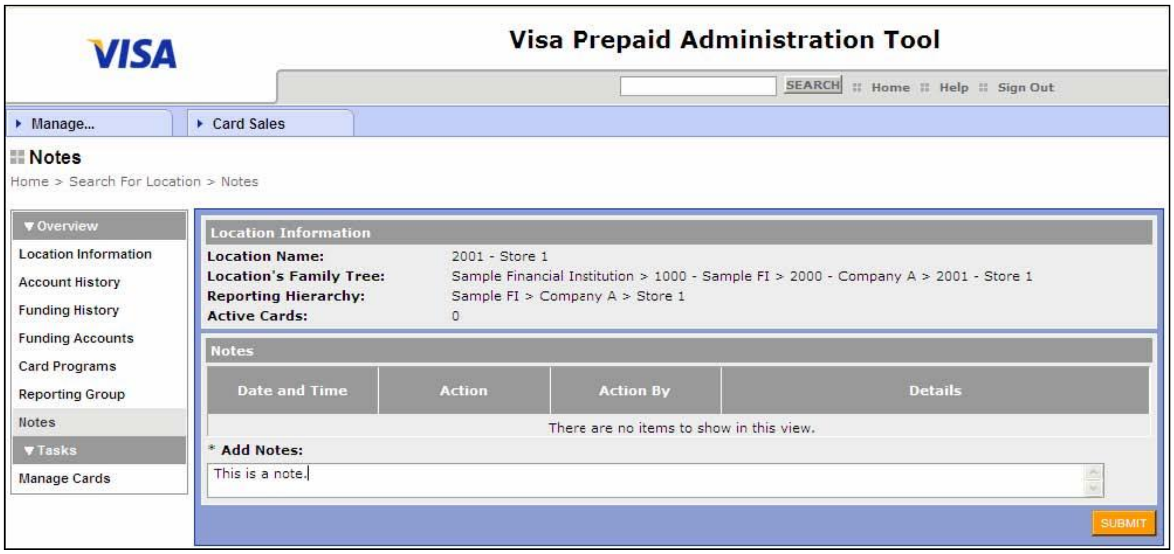


View and Add Location Notes

To view and add location notes:

1. Use the desired Search for Location option to display the Location Information page.
2. Click Notes on the left menu. The Notes page appears, displaying a list of all notes previously entered for this location.

Notes



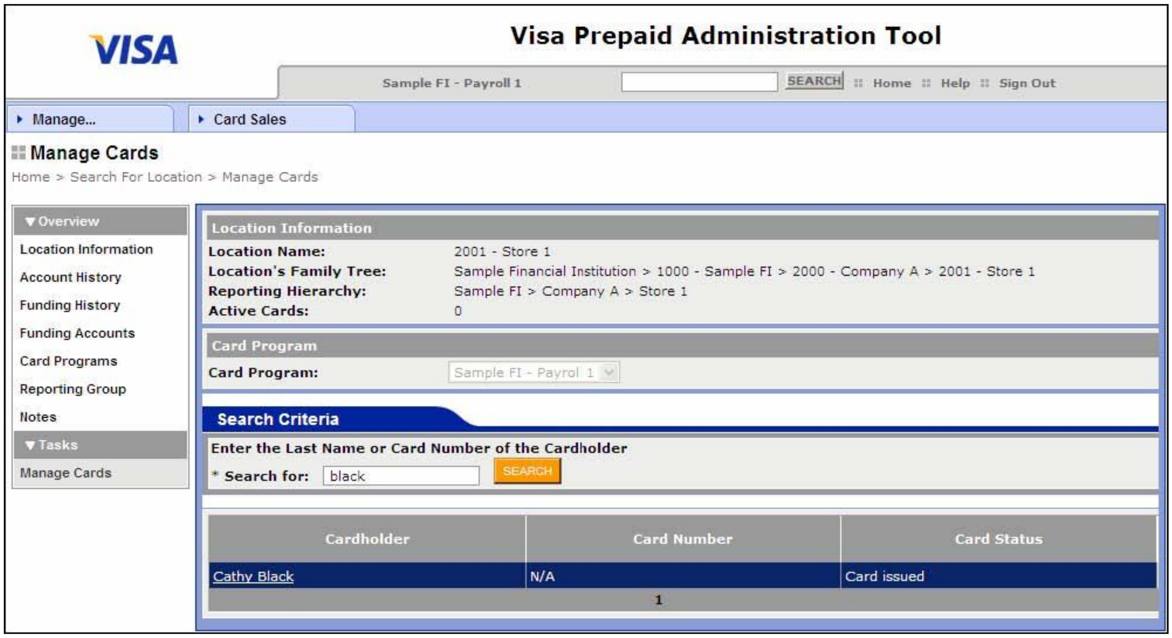
3. Enter your notes (text) in the Add Notes box.
4. Click Submit to record and save the note.

Search for Cardholders by Location

To search for cardholders by location:

1. Use the desired search for location option to display the Location Information page.
2. Click Manage Cards on the left menu. The Manage Cards page appears.

Manage Cards



3. Enter a last name or card number in the Search for field. Only the first two letters of the last name are required; however, the full card number is required.
4. Click Search.
5. Click the desired cardholder name to view the Account Information page for this cardholder.

Manage Users and Security Functions

Security Functions

Business Groups

Business groups are determined by your company's parameter settings. You may view, but not edit, business groups. Business groups are used to group locations within your company. You might group all of your locations together in one business group, you might create a separate business group for each location, or you might pick and choose individual locations to put in separate business groups.

When you add a PAT user, you specify one or two business groups to which the user has access. The user then has access within PAT to the card programs and reports for the locations that are associated with the business groups you specified.

NOTE: If a user is given access to two business groups, that user has the same access, based on the user's security roles, for all locations within those two business groups.

For example, if your company has locations in Colorado and Wyoming, you can group all of the locations in Colorado together as a business group. Or, you can define a more discrete structure by creating smaller business groups such as business groups by counties. You can create a business group for locations in Denver County and another business group for locations in Arapahoe County, and so on. You can also create another business group that includes all of the locations in Colorado. You can then give some users access to all locations in Colorado by assigning them the Colorado business group, but give some users access to fewer locations by assigning them to the Denver County business group.

Security Roles

Security roles are predetermined. You may view security roles; however, you may not edit them. Security roles determine the access users have to various functions within PAT. For example, based on a security role, a user may be denied access to Buyer Purchase History but allowed access to view Buyer Purchase History or to update Buyer Purchase History.

When you add a user, you may specify as many as three roles per user. If the access granted in one role for a specific function is greater than the access granted for that same function in another role, the user is granted the greater access.

For example, you may have a role that is intended for back-office personnel that grants update access to all Card Order functions, but only read access to all Instant Issue functions. Or you may have another role that is intended for a specific job function, for example teller, which grants update access to Instant Issue functions and no access to Card Order functions.

If you had a user who worked in the back office but occasionally worked as a teller, you could assign this user both of these roles. When this user accesses a Card Order function, the back-office role takes effect and the user has update access. When this user accesses an Instant Issue function, the teller role takes effect and the user has update access.

Each user's access is determined by a combination of business groups and security roles. For example, if a user with the back office role is assigned to the Denver business group, that person may only perform card order functions for locations within the Denver business group. However, if the user is assigned to both the Denver and Arapahoe business groups, the user can perform card order functions for locations within both business groups.

Manage User Accounts

If you have the appropriate authority, you can set up a new user, edit information for an existing user, delete a user, and reset a user's password.

When you add, edit, delete a user, or reset a user's password, you must follow these steps:

- The security administrator must verify the user's identity.
- The user must provide predetermined personal information which only that person knows. This is used for authentication/validation purposes in response to questions asked by the security administrator.

  NOTE: This personal information is not stored in the PAT system. You must verify this information using other resources.

Add Users

Before you add a user, you must decide which business groups and roles you will assign to the user. This is based on the user's job functions and location.

If a user does not access PAT for 400 consecutive days, the system automatically deletes that user ID.

Reset User Passwords

To reset a user's password, you must assign a temporary password for that user. Once the user has successfully logged into the system with the temporary password, the system prompts the user to change the temporary password and create a personalized password.

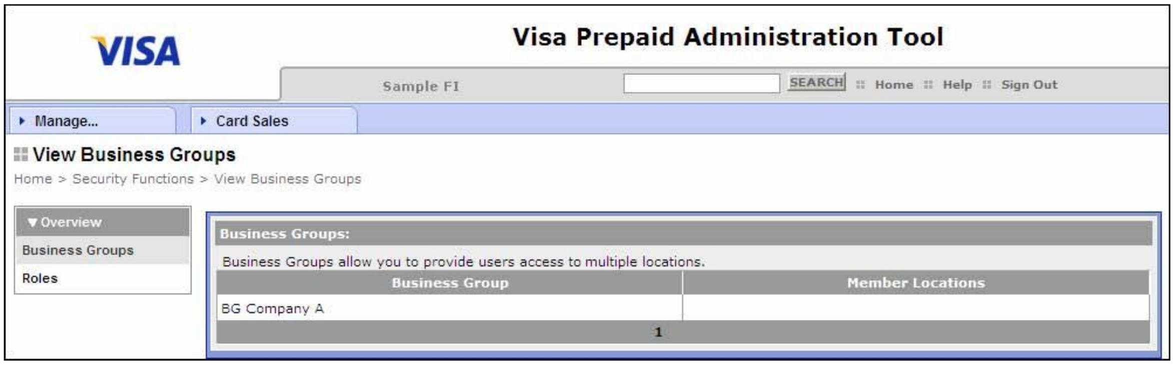
IMPORTANT: Be sure to follow your company's security procedures for distributing passwords to associates.

View Business Groups

To view business groups:

1. Select Manage > Security Functions
2. Select Business Groups from the left navigation panel

View Business Groups

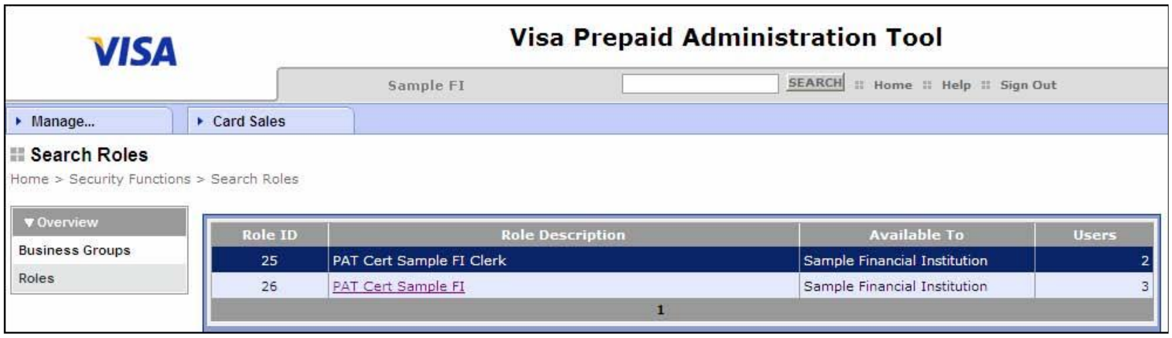


View Security Roles

To view security roles:

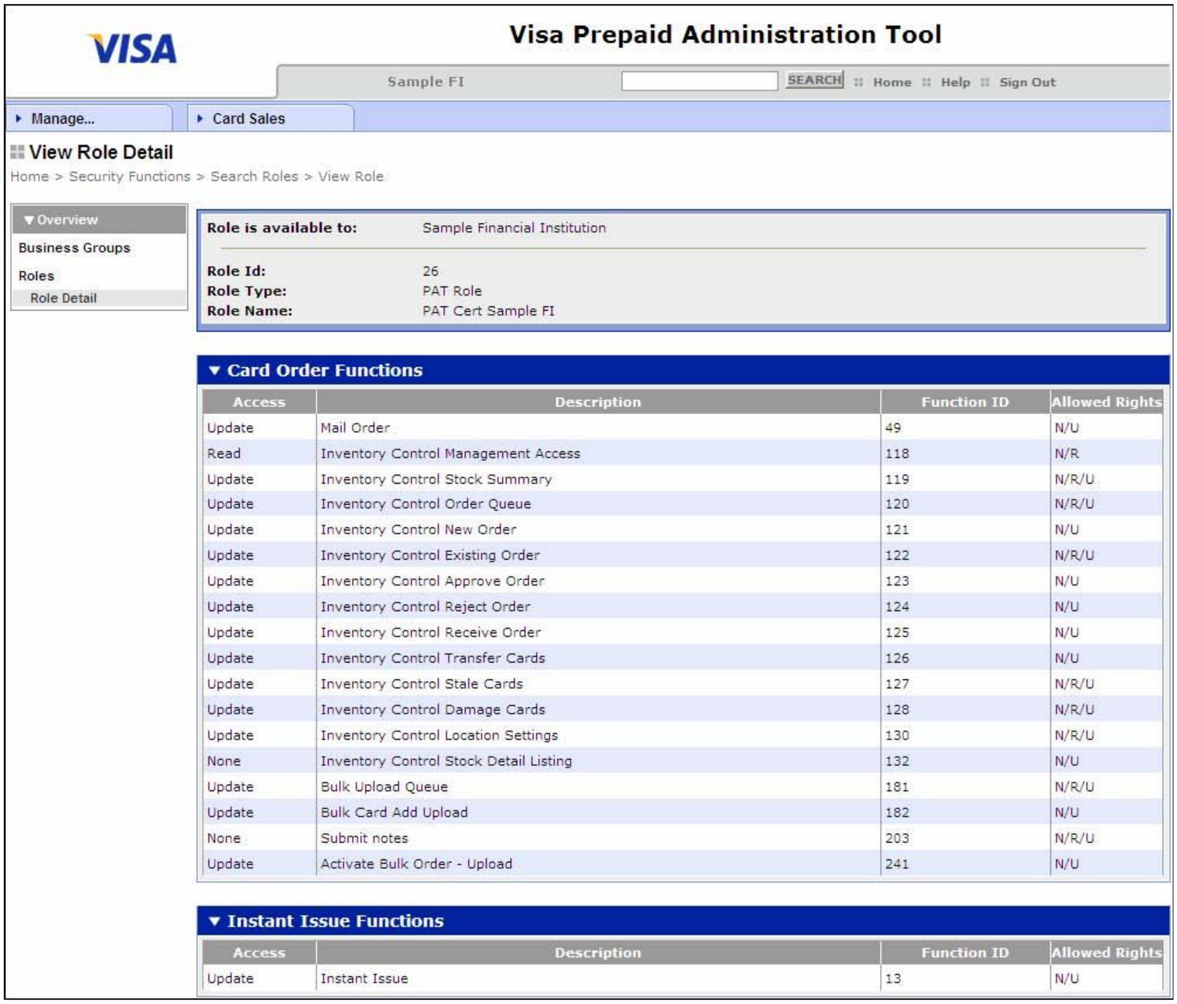
1. Select Manage > Security Functions.
2. Select Roles from the left navigation panel to display the Search Roles page.
3. Click Search.

Search Roles



4. Click the desired Role Description link to view the functions this role is allowed to access.

View Role Detail



VISA

Visa Prepaid Administration Tool

Sample FI | SEARCH | Home | Help | Sign Out

Manage... | Card Sales

View Role Detail

Home > Security Functions > Search Roles > View Role

Overview
- Business Groups
- Roles
  - Role Detail

Role is available to:	Sample Financial Institution
Role Id:	26
Role Type:	PAT Role
Role Name:	PAT Cert Sample FI

Card Order Functions

Access	Description	Function ID	Allowed Rights
Update	Mail Order	49	N/U
Read	Inventory Control Management Access	118	N/R
Update	Inventory Control Stock Summary	119	N/R/U
Update	Inventory Control Order Queue	120	N/R/U
Update	Inventory Control New Order	121	N/U
Update	Inventory Control Existing Order	122	N/R/U
Update	Inventory Control Approve Order	123	N/U
Update	Inventory Control Reject Order	124	N/U
Update	Inventory Control Receive Order	125	N/U
Update	Inventory Control Transfer Cards	126	N/U
Update	Inventory Control Stale Cards	127	N/R/U
Update	Inventory Control Damage Cards	128	N/R/U
Update	Inventory Control Location Settings	130	N/R/U
None	Inventory Control Stock Detail Listing	132	N/U
Update	Bulk Upload Queue	181	N/R/U
Update	Bulk Card Add Upload	182	N/U
None	Submit notes	203	N/R/U
Update	Activate Bulk Order - Upload	241	N/U

Instant Issue Functions

Access	Description	Function ID	Allowed Rights
Update	Instant Issue	13	N/U

Add a New User

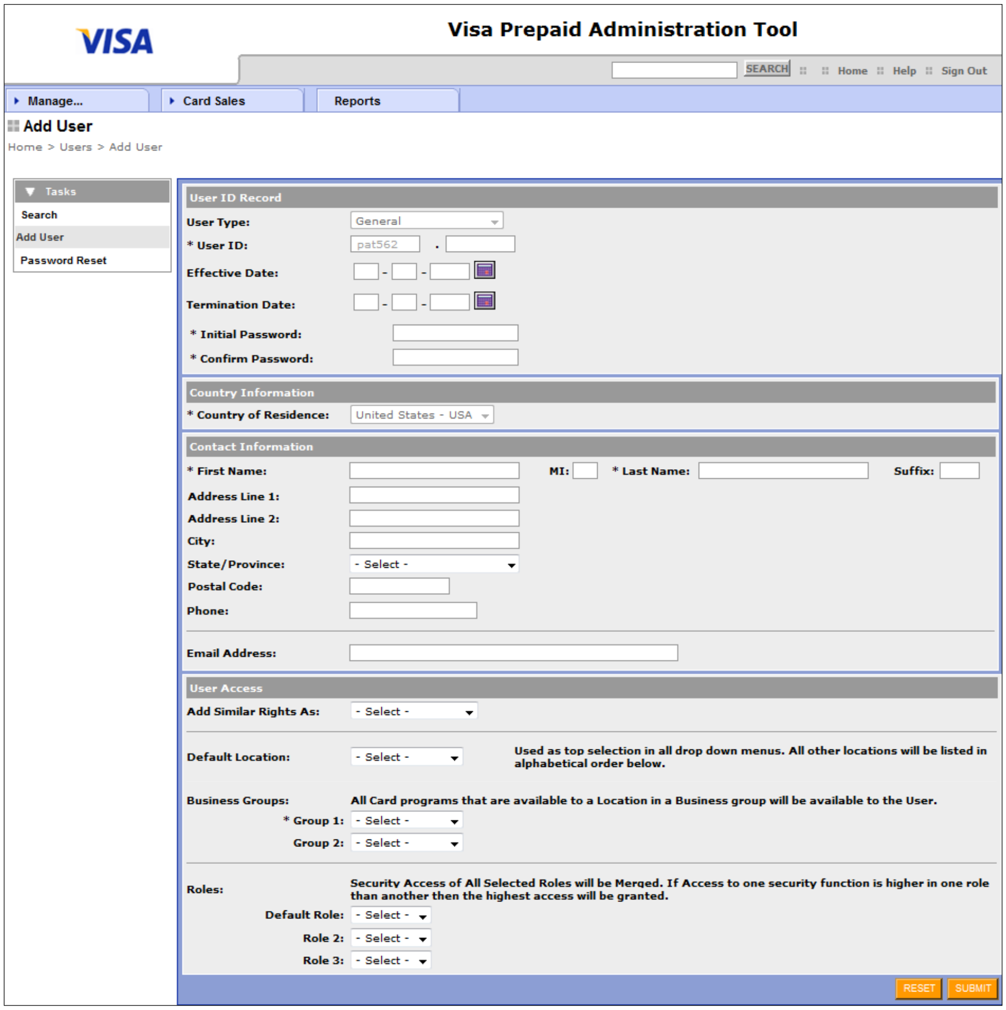
To add a new user:

1. Select Manage > Users.
2. Select Add User from the left menu.
3. Enter the desired User ID for this user (eight-character maximum). The suggested format for the user ID is “pat” and your location number followed by some form of the user’s name. For example: pat562.csmith
4. Enter an Effective Date of activation for this user (optional).
5. Enter a Termination Date for this user ID. This is the date in the future when the user ID will be disabled. You might use this with contract or temporary associates (optional).
6. Enter an initial password for the user, and then retype the password in the Confirm Initial Password field.
   - Passwords are case sensitive and must be at least seven characters. The password must contain both alpha and numeric characters. The user will be prompted to change this password during the first log in.
7. Enter the user name information in these fields:
   - First name
   - Middle initial
   - Last name
   - Suffix
8. Enter the user’s contact information in the appropriate fields (optional).
9. To duplicate the access profile of a current user for the user you are adding, select the desired user in the drop-down that is labeled Add Similar Rights As.

   When you select a user in this field, it populates the subsequent fields (Default Location, Group 1, Group 2, Default Role, Role 2, Role 3) that apply to the "source" user. To change any one of these defaults, simply change the displayed value per the instructions below.
   - Select a Default Location for this new user. This location appears by default in all location drop-down lists.
   - Select a Business Group 1 and Business Group 2 for this new user. These selections control which locations and card programs this user may access.
   - Select a Default Role for this new user (access to various screens and information is associated with this role).
   - If required, select a Role 2 and Role 3 to expand this user’s access.

     NOTE: If the access granted in one role is greater than the access included in another, the user is granted the greater access.

Add User



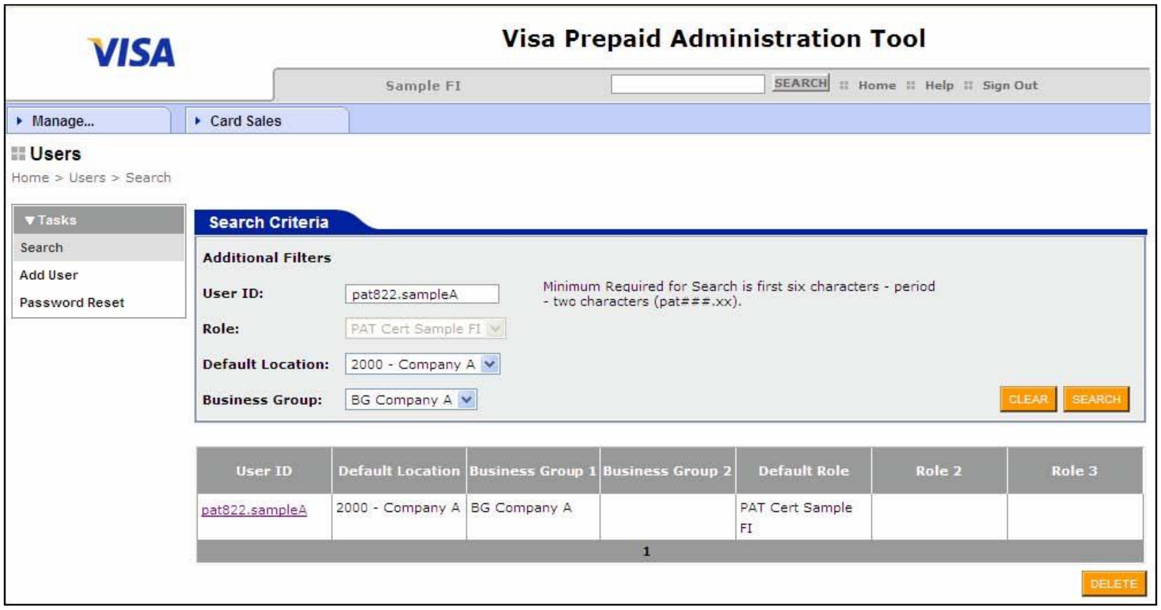
10. Click Submit to add this user to the system.
11. Click Reset to delete all the information entered and start over.

Edit User Information

To edit user information:

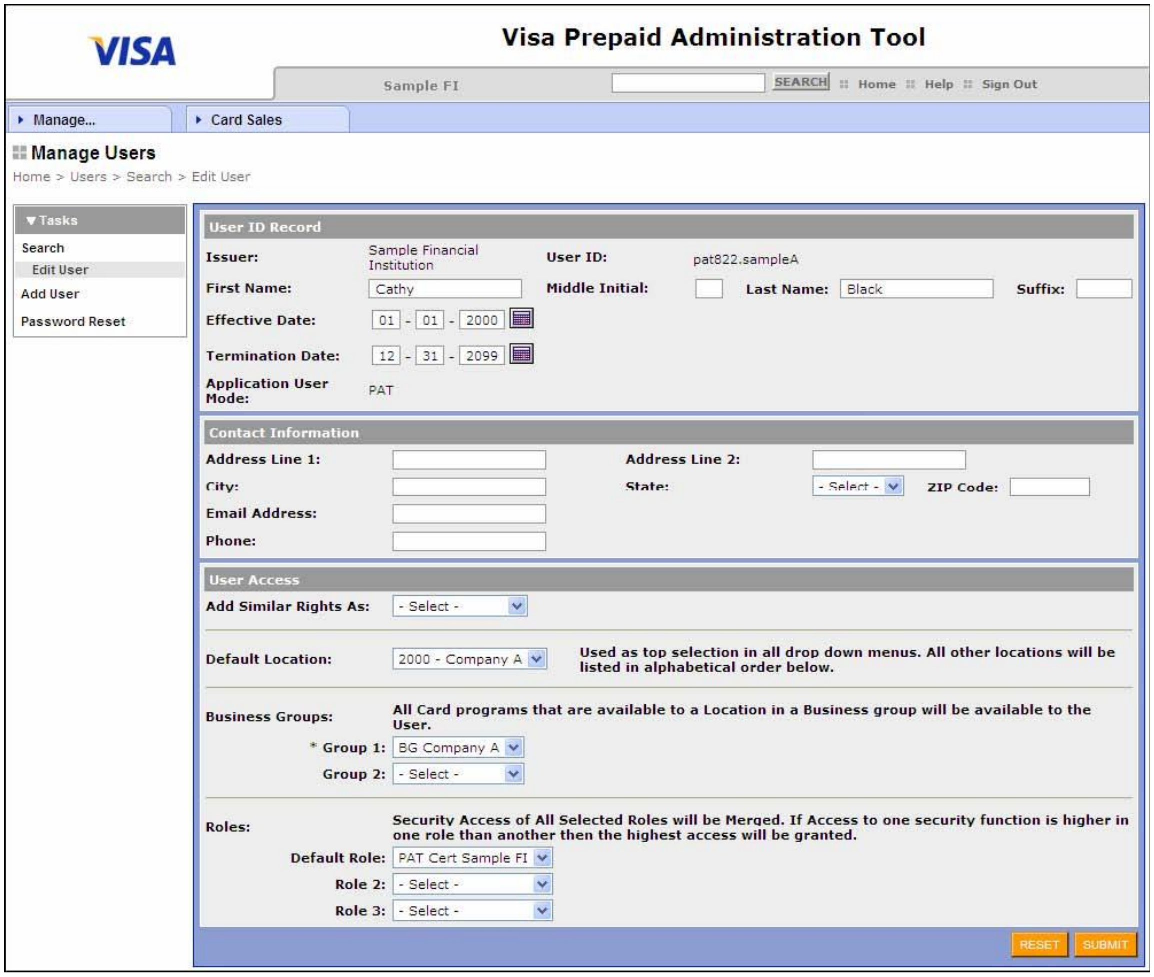
1. Select Manage > Users. The Search Users page appears.

Users > Search



2. Enter the user ID in the User ID field (Optional).
3. Select a Role to search all users with the same role (Optional).
4. Select a Default Location to find all users with the same default location (Optional).
5. Select a Business Group to find all users belonging to a specific business group (Optional).
6. Click Search. User IDs matching the search criteria appear.
7. Click the desired User ID link to display the Edit User page.
8. Revise information on the Edit User page as necessary.

Edit User



9. Click Submit to enter your updates into the user file.
10. Click Reset to delete the information entered and restore the original values for this user.

Delete a User

System access must be suspended for anyone on a leave of absence. Accounts belonging to terminated associates must be disabled. To delete a user:

1. Select Manage > Users. The Search Users page appears.
2. Enter the user ID in the User ID field (Optional).
3. Select a Role to search all users with the same role (Optional).
4. Select a Default Location to find all users with the same default location (Optional).
5. Select a Business Group to find all users in a specific business group (Optional).
6. Click Search. User IDs matching the search criteria appear.
7. Highlight the row containing the user you wish to delete and click Delete.
8. Confirm the deletion when prompted.

Reset a User Password

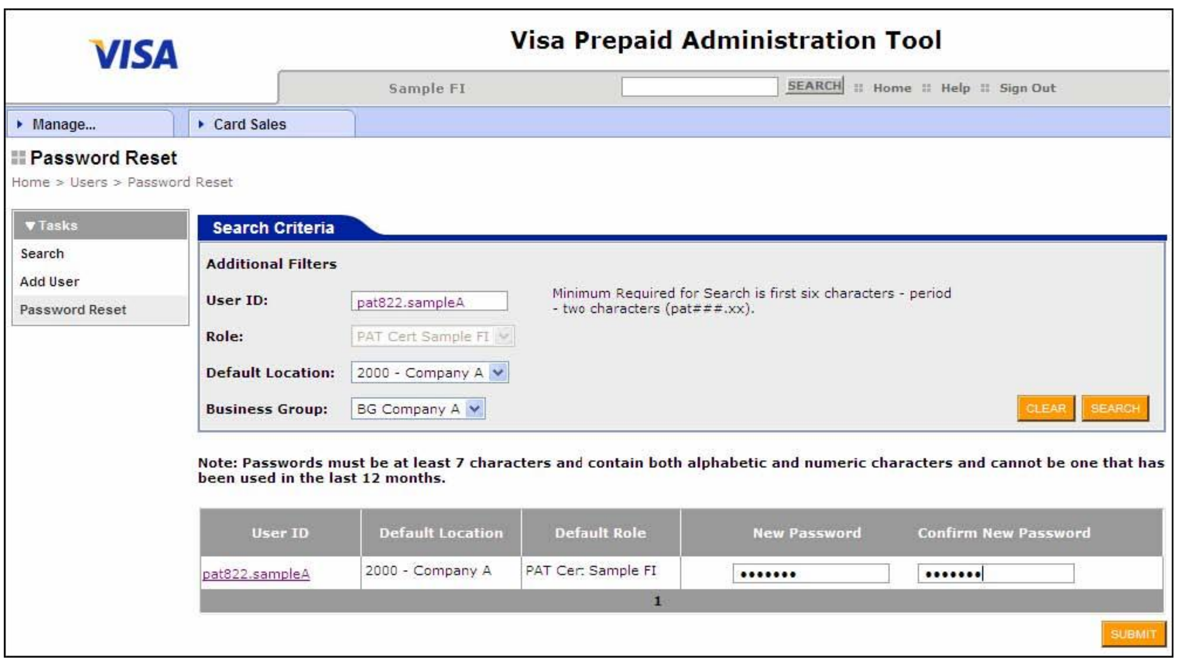
To reset a user's password:

1. Select Manage > Users.
2. Select Password Reset from the left menu.
3. Enter the user ID whose password you intend to change in the User ID field (Optional).
4. Enter the role of the user whose password you intend to change in the User ID field (Optional).
5. Enter the default location of the user whose password you intend to change in the User ID field (Optional).
6. Enter the business group of the user whose password you intend to change in the User ID field (Optional).
7. Click Search. User IDs matching the search criteria appear on the Password Reset page.
8. Enter the temporary reset password in the New Password field.

   NOTE: Passwords are case sensitive and must be a minimum of seven characters long. Passwords must contain both alpha and numeric characters and cannot have been used by the current User ID within the last 12 months.

9. Re-enter the temporary reset password in the Confirm New Password field.

Password Reset



10. Click Submit. The temporary reset password is accepted.

PAT Reports

The following PAT reports provide information about your cardholders:

Report Title	Description
Detached Employees Report	This report provides a list of employees who have left the company (detached) and are no longer on the Employer Account. The report shows that this employee has been moved from a specific location to another location exclusively for detached employees.
Funding Activity Payroll and Commercial Report	This report provides a detailed accounting of funding activity associated with payroll cards.
New Cardholder Accounts Added Report	This report lists new cardholders that have been added (processed) through the bulk upload option. The primary use for this report is to obtain the account number and RTN so that direct deposit can be set up for the enrolled employee.
Order Summary and Detail Report	This report provides a summary and detail information regarding the inventory control card orders.
Card Order Detail Report	This report provides a detailed listing of all the cards within a single card order as identified by the entry of the Order Confirmation number.
Card Status Detail Report	This report provides a detail listing of cards that were assigned a specific card status on a specific date. This report is primarily used for audit purposes after a user has assigned a status of stale, damaged, or destroyed to a large number of cards.
Denied Card Orders Report	This report lists bulk card add uploads that were not submitted because the associated accounts were previously closed for fraud.
Pending Card Orders Report	This report lists bulk card add requests loaded through the bulk upload option that were not submitted due to a pending fraud case.
Stock Summary Report	This report displays summary inventory levels based on user selections.

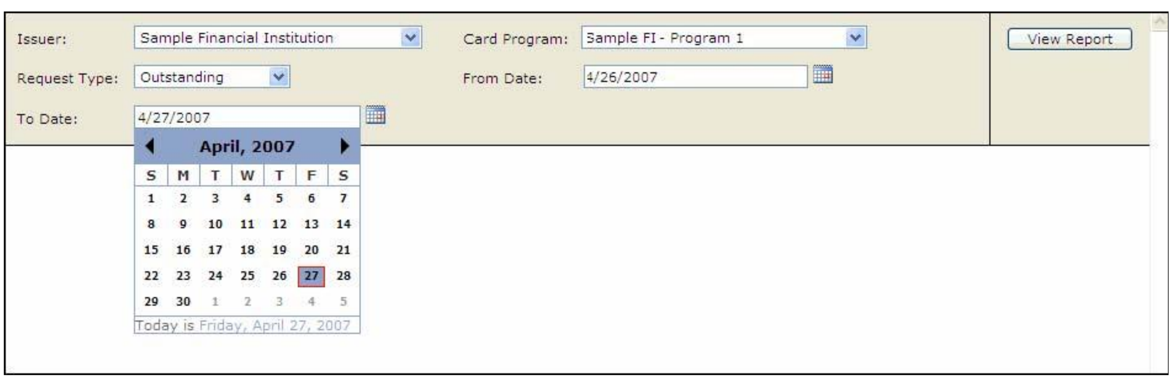
Access PAT Reports

To access PAT reports:

1. Select Reports on the main menu.
2. Select a Card Program (if not already selected). A list of the reports you can run, along with a description of each, appears.

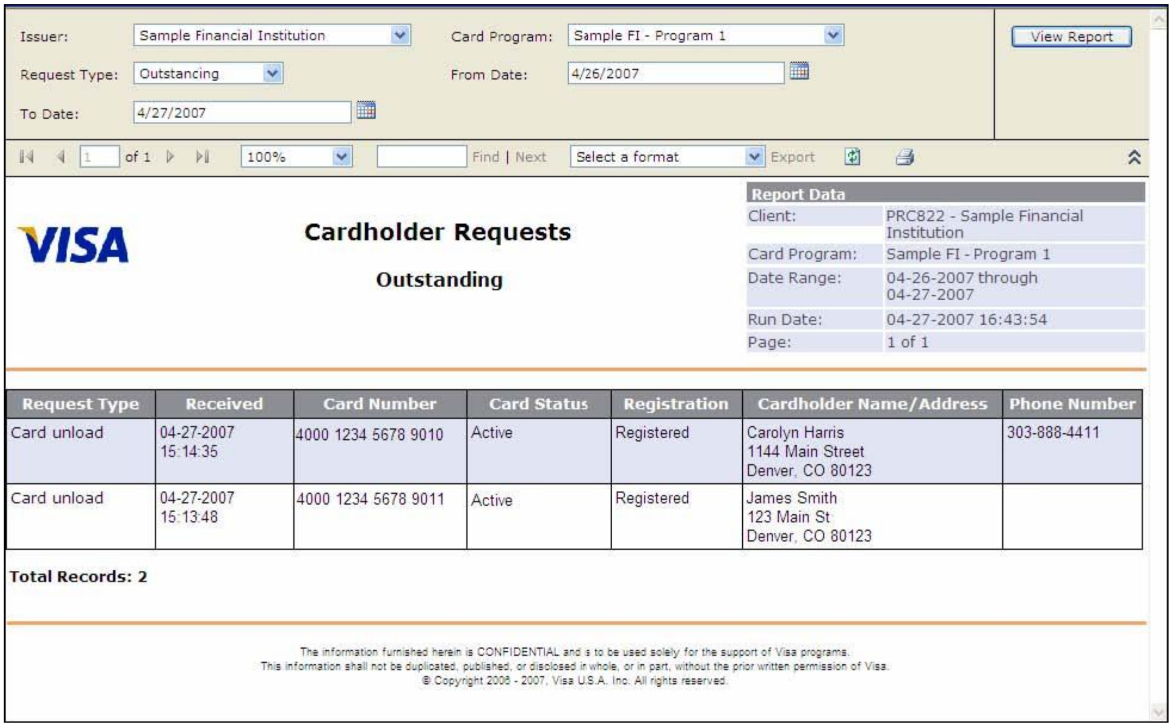
Reports

3. Click the name of the report you want to run.
4. Enter the data ranges and any other parameters for the report, if required.



5. Click View Report.

Sample Report


Issuer: Sample Financial Institution

Card Program: Sample FI - Program 1

View Report

Request Type: Outstancing

From Date: 4/26/2007

To Date: 4/27/2007

1 of 1 100% Find | Next Select a format Export

Cardholder Requests

Outstanding

Report Data	
Client:	PRC822 - Sample Financial Institution
Card Program:	Sample FI - Program 1
Date Range:	04-26-2007 through 04-27-2007
Run Date:	04-27-2007 16:43:54
Page:	1 of 1

Request Type	Received	Card Number	Card Status	Registration	Cardholder Name/Address	Phone Number
Card unload	04-27-2007 15:14:35	4000 1234 5678 9010	Active	Registered	Carolyn Harris 1144 Main Street Denver, CO 80123	303-888-4411
Card unload	04-27-2007 15:13:48	4000 1234 5678 9011	Active	Registered	James Smith 123 Main St Denver, CO 80123	

Total Records: 2

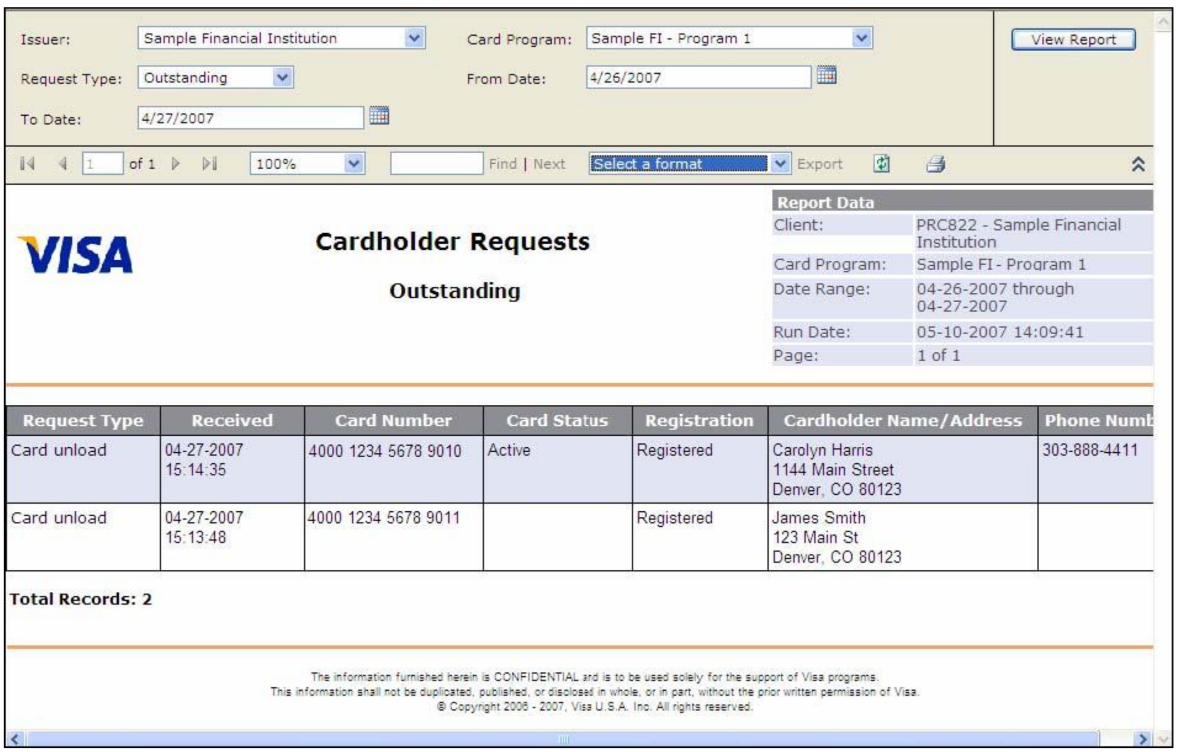
6. To print a copy of the report, click the printer icon above the Report Data.

Export PAT Reports

To export PAT reports:

1. Access the report that you want to export.
2. Select a format from the dropdown menu. Valid formats are:
   - Extensible Markup Language (.xml)
   - Comma Separated Value (.csv)
   - Tagged Image File Format (.tif)
   - Adobe Acrobat (.pdf)
   - Excel (.xls)

Export Options


Issuer: Sample Financial Institution
Card Program: Sample FI - Program 1
View Report
Request Type: Outstanding
From Date: 4/26/2007
To Date: 4/27/2007
1 of 1 100% Find | Next Select a format Export

VISA

Cardholder Requests

Outstanding

Report Data	
Client:	PRC822 - Sample Financial Institution
Card Program:	Sample FI - Program 1
Date Range:	04-26-2007 through 04-27-2007
Run Date:	05-10-2007 14:09:41
Page:	1 of 1

Request Type	Received	Card Number	Card Status	Registration	Cardholder Name/Address	Phone Numb
Card unload	04-27-2007 15:14:35	4000 1234 5678 9010	Active	Registered	Carolyn Harris 1144 Main Street Denver, CO 80123	303-888-4411
Card unload	04-27-2007 15:13:48	4000 1234 5678 9011		Registered	James Smith 123 Main St Denver, CO 80123	

Total Records: 2

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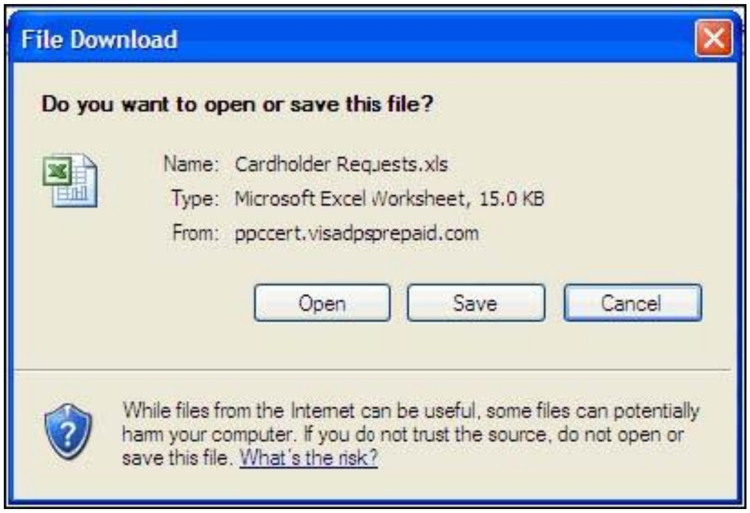
3. Click Export. The download dialog box appears.

File Download Dialog Box



4. Choose one of these options:

- Click Open to open the report in the application you have selected.
- Click Save to save the file.

NOTE: If you would like to run another report, be sure to close all of the report windows before proceeding.