

# State of Washington Focus Payroll BAR Meeting

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Presented by:

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# Agenda



- Program Overview & Statistics
- Admin Website Demo
  - Card Registration
  - Funding
  - Cardholder Search
  - Standard Reporting
- CFPB Requirements
- Contact Information



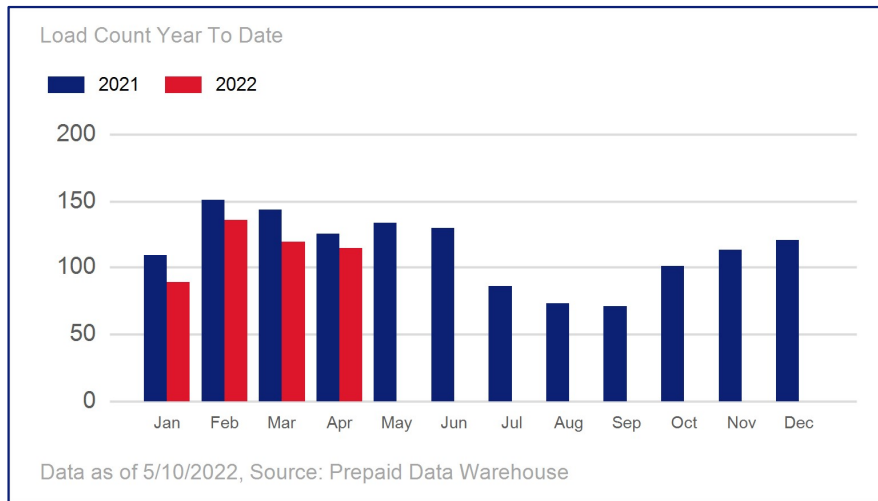
# Program Summary 2022 YTD Statistics

Clover Park Technical College  
Columbia Basin College  
Green River College  
Olympic College  
Peninsula College  
Pierce College  
Seattle Colleges  
Tacoma Community College  
Walla Walla Community College  
Wenatchee Valley College  
Yakima Valley College

# Program Summaries

Year	Month	Active Card Count	YoY % Change
2021	April	93	-53.50%
2022	April	92	-1.08%

Year	Total Loads	YOY Amount % Change	Load Count	YOY Count %Change
2021	\$361,531	-42.51%	530	-55.16%
2022	\$276,327	-23.57%	460	-13.21%



# Card Registration – Personalized



1. Order a Personalized Card
2. Select the Client Program and Location
3. Continue

Hello, Kristin Yentes.

Last login on 12/30/13 10:08 AM (CST).

## Cardholders

Search Cardholders

- View Cardholder Details

Register New Cardholder

Order a Personalized Card

## Recent Accounts

Please search for cardholder accounts.

## How to Guides

How to Order a Personalized Card

Glossary

## Order Personalized Card

Client Program and Location

Cardholder Information

Card Ins

Select Client Program

Janes Temp Agency

Select Location

NONE

NONE

Janes Temp Agency Location

Continue

# Card Registration – Personalized



Complete required fields:

First Name, Last Name, Physical Address (no P.O. Box), Mailing Address, Date of Birth, Employment State

### Order Personalized Card

- Client Program and Location
- Cardholder Information**
- Card Instructions

\*Required Fields

**Account Holder Name**

\*First Name

Middle Name/Initial

\*Last Name

Note: The Physical address is the address at which the cardholder resides. This may not be a P.O. Box. The mailing address is the address to which we will direct written correspondence.

Check here if mailing address and physical address are the same

**Account Holder Address**

<p><b>Physical (Legal) Address</b> P.O. Box is not allowed as the physical address.</p> <p>* Country <input type="text" value="-- Please select a country --"/></p> <p>* Street Line 1 <input type="text"/></p> <p>Street Line 2 <input type="text"/></p> <p>* City <input type="text"/></p> <p>* State/Province <input type="text"/></p> <p>* Postal Code <input type="text"/></p>	<p><b>Mailing Address</b></p> <p>* Country <input type="text" value="-- Please select a country --"/></p> <p>* Street Line 1 <input type="text"/></p> <p>Street Line 2 <input type="text"/></p> <p>* City <input type="text"/></p> <p>* State/Province <input type="text"/></p> <p>* Postal Code <input type="text"/></p>
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**Account Holder Personal Information**

\* Birth Date month  day  year

# Funding

To locate the account information for a specific cardholder, perform a search by last name for the registered card in the system

The Funding Account Number is the Account Number Prefix (600) + the 10-digit Card ID

The screenshot displays the U.S. Bank Prepaid Administrative Website interface. At the top left is the **usbank** logo, and at the top right is the tagline "All of **us** service". Below the logo is the text "U.S. Bank Prepaid Administrative Website". A navigation bar contains the following menu items: **Programs**, **Cardholders**, **Tools**, **Reports**, **My Account**, and **Help**.

On the left side, a user greeting reads "Hello, Kristin Yentes." with a sub-note "Last login on 12/16/13 11:29 AM (CST).". Below this is a "Cardholders" section with a search bar and two options: "View Cardholder Details" (selected with a blue dot) and "Register New Cardholder". A "Recent Searches" section is also visible at the bottom of the left sidebar.

The main content area features a blue header for the cardholder's details: **Cardholder: Yentes, Kristin**. Below this, the "16-digit Card Number" is **4281 90XX XXXX 0805** and the "10-digit Card ID" is **2048374405**. The "Logo" is **9271** and the "Card Status" is **PreActive**. A "BAC" link is visible on the right side of this section.

Below the cardholder details is a navigation bar with three dropdown menus: **Cardholder Information**, **Account Management**, and **Cardholder Support**. The "Cardholder Information" dropdown is currently selected, and its title "Cardholder Information" is displayed in a large blue banner below the navigation bar.



# Searching Within the Website

To perform a search:

1. Click on the “Cardholder” tab
2. Search for cardholders using one of the following criteria:
  - Name
  - Unique Identifier

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

Hello, Kristin Yentes.  
Last login on 12/27/13 3:09 PM (CST).

**Cardholders**

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

**Recent Accounts**

Please search for cardholder accounts.

**How to Guides**

- How To Search for a Cardholder Glossary

## Cardholder Search

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

**Search By Name**

\*Last Name   
(can use \* for wildcard search)

First Name

Middle Name

Date of Birth   
(ex. MM/DD/YYYY)

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

**Search By A Unique Identifier**

16-digit Card Number

Customer ID

10-digit Card ID

Social Security No.   
(ex. 000110000)

# Searching Within the Website

To update information for a cardholder, click on “Cardholder Information” and “Edit Cardholder Information.”

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

The main content area shows cardholder details for **Yentes, Kristin**. The 16-digit Card Number is **4281 90XX XXXX 0805**, the 10-digit Card ID is **2048374405**, and the Card Status is **PreActive**. The Logo is **9271**.

A navigation menu is open, showing options: "Cardholder Information", "Account Management", and "Cardholder Support". The "Cardholder Information" dropdown is expanded, listing "Cardholder Information", "Edit Cardholder Information" (highlighted), "Card Information", and "Transaction History".

On the left side, a sidebar menu includes "Cardholder Details" and "Personalized Card".

# Standard Reporting

1. Click on the “Reports” tab
2. Select the “Report Category”
3. Select your “Report Name”

NOTE: Data will only populate on the report if activity has occurred.

The screenshot displays the U.S. Bank Prepaid Administrative Website. At the top left is the **usbank.** logo, and at the top right is the slogan "All of **us** servin". Below the logo is the text "U.S. Bank Prepaid Administrative Website". A dark blue navigation bar contains the following tabs: Programs, Cardholders, Tools, Reports, My Account, and Help. On the left side, a user is logged in as "Hello, Kristin Yentes." with a last login time of "12/20/13 9:13 AM (CST)". A "Reports" sidebar menu is open, showing "Report Viewer" as the selected option. The main content area is titled "Report Viewer" and features a "Report Selector" section with two dropdown menus. The "Report Category" dropdown is set to "Standard". The "Report Name" dropdown is currently open, showing a list of report options: NONE SELECTED, NONE SELECTED, Card Load Report, Card Order Report, Card Activity Summary Report, Card Activity Detailed Report, Card Status Report, Cardholder Information Exception Report, Cardholder ID Verification Status Report, Inventory Point Level Report, Card Account Detail Report, and Funding Reject Report.



# CFPB Requirements

- Pre-Acquisition Disclosures provided **before** consumer selects method of payment
- Short Form and Long form
  - Provided from U.S. Bank via custom URL
  - Formatting mandated by the CFPB
  - Annual program review requirements
- Employee onboarding process
  - New hire orientation?
  - New hire packet?
  - Pay election: online or paper?

# Thank you



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