LOADABLE CARD PROGRAM - UPDATES

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AGENDA

- Status on transition to US Bank

- US Bank Program Details

- Impact on current programs using Western Union cards

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STATUS OF TRANSITION TO US BANK

- US Bank has completed the build of the Rewards card (single use card) and the Focus card (reloadable card) programs

- Our first order of card stock has arrived for both programs.

- Accounts Payable has started reaching out to active project owners and administrators for both card programs.

REWARDS CARDS VS FOCUS CARDS

REWARDS CARDS

- NO CARD OR LOAD FEES

- SINGLE LOAD ONLY

- MINIMUM LOAD = $10.00

- CARD DOES NOT REQUIRE REGISTRATION

- CARD MUST BE ACTIVATED BY RECIPIENT BEFORE FUNDS CAN BE SPENT

- ALL FUNDING FILES WILL BE LOADED BY APS

FOCUS CARDS

- NO CARD OR LOAD FEES

- RELOADABLE

- MINIMUM LOAD = $.01

- ATM ACCESS

- CARD MUST BE REGISTERED BEFORE LOADING (REQUIRES NAME, ADDRESS, DOB)

- CARD MUST BE ACTIVATED BY RECIPIENT BEFORE FUNDS CAN BE SPENT OR WITHDRAWN

- ALL REGISTRATION AND FUNDING FILES WILL BE LOADED BY APS

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CURRENT PROGRAM WITH WESTERN UNION

- End Date – The existing contract with WU will end 08/27/24.

- The university's last date of load access to Western Union will be 08/27/24.

- After 08/27/24, the Western Union customer websites will be taken down. The administrator site should remain available temporarily for assistance to current cardholders.

- Between 08/27/24 and 11/30/24, if the cardholder needs assistance with the Western Union card, they can continue to contact Accounts Payable Services and minimal support can be provided such as confirming loads and balances. All requests for assistance with PINs and lost/stolen cards must be referred to Western Union at 1-877-876-8803.

- Starting 12/01/24, if a cardholder needs any assistance with the Western Union card, the cardholder will need to contact Western Union directly at 1-877-876-8803. Western Union will require the cardholder to complete a verification process.
  - Verification for registered cards – Individuals that have registered their cards will have to verify the name tied to the card and provide the correct answers to the security questions on file.
  - Verification for unregistered cards – The individual will need to verify the last 4 digits of the card.

NEXT STEPS

- APS will start building a loadable card website and publish the training materials, applications, QRCs, etc.

- APS is continuing to contact project owners and administrators currently using the Western Union program. If your area has an active Western Union program and has not been contacted by end of day tomorrow (08/22/24), please reach out to loadablecard@uky.edu so we can address the project needs.

- APS has several outstanding questions with WU on the support provided to cardholders. We will be following up with WU to have questions answered.

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QUESTIONS?

Questions regarding the Loadable Card Program can be submitted to Loadablecard@uky.edu.