Reloadable Card Reference Manual

For Internal Use Only, Not for Distribution
Reloadable Card Overview

**Product Features:**

- Cards are instant issued for immediate use
- A personalized card is sent to the customer 7-10 business days after the second load (first reload)
- This card is accepted anywhere Visa/MasterCard debit cards are accepted, including point-of-sale PIN transactions, signature transactions and participating ATMs
- Loads can occur from cash deposits made at your locations, via direct deposit, and at cash reload locations (list available on the cardholder website)
- Customer Service is available via the number on the back of the card
- User friendly cardholder website via the web address on the back of the card
- Card fees and limits are available in the terms and conditions
Log In

1. Log into the system with the username and password provided to you by your manager (or Client Success Team).

2. If you have access to multiple locations for your institution, choose your location.
3. The **Main Menu screen** displays. From this screen, you can navigate to any product.
Order Plastics

1. Choose **Reloadable Card** from the Main Menu and click **Order Plastics**.

2. The following screen will display (Visa/MasterCard Network depends on program). Click on the radio button below the card design chosen to order.

![Screenshot of card designs]

3. In the **Order Details** section, complete all required fields.

![Screenshot of order details]

Custom Message Line 1 defaults to the type of card being ordered. You will have the ability to change the message if you choose. Remember, this phrase will go on each card in your order.

Custom Message Line 1: This line has a character limit of 22. (Required field)

Custom Message Line 2: This line has a character limit of 22. (Not required field)
Note: Available embossing characters are alpha (a-z), numeric (0-9), ampersand (&), comma (,), hyphen (-) and period (.)

Correct Example: RELOADABLE CARD
Incorrect Example: JOHN SMITH

4. There is a set minimum of 10 cards per design per order. However, you may order in any quantity above 10.

5. Choose your shipping option. “Free Ground Shipping” will be pre-selected.

Note: Production time is included in the timeframe listed next to each shipping option. Daily cutoff for production is 10 a.m., C.T. If past this time, please allow an additional day for production.

6. Verify the shipping address is correct. This should be the same address where your cards are delivered.

7. Click **Complete Order**. The **View Order** screen will display.

8. The order is complete and can be viewed through the **Search** screen.
Instant Issue

Reloadable Cards are subject to non-documentary CIP (Customer Identification Program) because they are a reloadable product, and they are considered an “account.” Consult your internal CIP or your compliance officer for any additional requirements that may be requested by your institution.

When a customer comes into your location and wants to purchase a Reloadable Card, you will use a card from your card inventory. To initiate the loading process, follow the steps as described below:

1. Choose **Reloadable Card** from the Main Menu.

2. Simplexes will walk you through the **Sell Card** process.

**Required Cardholder Information you will need to update in order to complete the process:**

- Enter the Customer’s Legal First and Last Name
- Enter the Date of Birth
- Enter the Social Security Number (SSN)
  - **Note:** It is required to enter the purchaser’s social security number if one has been issued. If an SSN has not been issued to the purchaser, only then can an alternate ID be used.

- Select Alternate ID Type (Required if an SSN is not issued)
- Enter the Alternate ID Number (Required if an SSN is not issued)
- Enter the Alternate ID Issue Date (Click on the ‘N/A’ box if none)
- Enter the Alternate ID Expiration Date
- Select the Alternate ID State (If applicable)
- Select the Alternate ID Country

- Enter Phone Number
  - **Note:** Though not required, entering a phone number is requested for additional security purposes.

- Enter the customer’s address on Address Line 1 and 2.
  - **Note:** A PO Box may be entered into Address Line 2 only if the cardholder’s physical address is entered into Address Line 1. A
physical address must be used in order to be compliant with CIP requirements.

- Enter the city, state and zip
- If there are changes recommended by the Address Verification Service, you will have an opportunity to review the entered address, make corrections and re-validate.

**Identity Could Not Be Verified**

- If the identity cannot be verified, the information entered should be reviewed to confirm accuracy and resubmitted.

**Note:** If manual verification is available, Simplexes will require presentation of a government issued picture ID and a secondary form of ID that includes personal identifying information. The following documents are acceptable and are included in the drop down menu:

- Social security card (only requires number)
- Birth certificate
- Utility bill (from within the last 60 days; showing prospective customer’s name and current address)
- Pay stub (from within the last 60 days)
- Bank statement (from within the last 60 days)
- Marriage license
- Divorce decree
- Other court documentation of a name change
- ITIN letter (does not require document issuer)
- Bill for debt repayment from a financial institution (from within the last 60 days; examples: credit card, auto loan or home mortgage)

**NOTE:** If resubmission fails, the card order must be cancelled. Manual verification is not an option. Follow the on-screen text to guide you through this scenario.

**Required Card Information:**

- Enter the Full Card Number and requested card verification
- Enter the Load Amount
- Check or enter the Institution Purchase Fee (Ask your Client Success Team if you do not know the fee your institution charges)
3. Print the receipt for the customer. You are required to provide this to the purchaser, as it will include the Terms and Conditions.

4. Review the bottom of the receipt with the customer and explain that payroll or benefits can be set up with automated direct deposit by completing the direct deposit form and submitting to an employer or government agency. The account number on the receipt is determined by MetaBank National Association, Member FDIC and cannot be changed at the customer’s request.

**OFAC and Prohibited Countries**

The Office of Foreign Asset Control (OFAC) is a department of the U.S. Treasury that administers and enforces economic and trade sanctions against individuals, entities, or countries. The OFAC regulations require all businesses to identify and freeze the assets of oppressive governments, international terrorists, narcotic traffickers and other specially designated persons identified by OFAC.

OFAC maintains lists of individuals and entities that their assets are blocked and U.S. persons and businesses are generally prohibited from dealing with. These lists include, but are not limited to the Specially Designated Nationals and Blocked Persons (SDN) list and the Consolidated Sanctions List. Any type of transaction involving a party listed on the OFAC lists must be prohibited. Reloadable card products will have a real-time OFAC check conducted through the prepaid platform at the time of the sale of the card. Should a match be found the platform will not allow the sale to take place. Further, Meta conducts periodic OFAC checks to incorporate any changes OFAC makes to their lists. Meta will be responsible for closing, suspending or blocking cards where a match has been confirmed after the sale.

Meta restricts business in countries sanctioned by OFAC, as well as other jurisdictions Meta has deemed high risk based on several sources including the Financial Action Task Force (FATF). Meta sends a communication that identifies these countries to its Agents. Meta restricts prepaid products from the following card-related activities to these countries:

- Processing transactions in these countries.
- Opening and/or processing accounts for customers with addresses in these countries.
- Mailing cards to these countries.
Using the Search Screen

1. Choose **Reloadable Card** from the Main Menu and click on **Search**.

2. The Reloadable Card Search Screen will display:

From this screen you can:
- Filter information by date range (mm/dd/yy)
- Look up a past order from an order number
- Look up a Reloadable Card from the card number
- Look up a past order from the **Ship Report Order Number**
  - The **Ship Report Order Number** is the order number located on the packing slip that came with your plastic order
**Find a Previous Card or Order**

1. Click on the **Search** link under the product type

2. Input the respective information into any corresponding field and click

3. The **Search** results will be listed at the bottom of this screen.

4. Click on the **Order #** hyperlink shown above on the left-hand side of the screen, and the **View Order** screen will display

5. Individual card detail can be viewed by clicking on the four digits in parentheses displayed after the card design under the **Detail** section found on the left-hand side of your screen.

7. The **View Card** screen will display showing the registration, balance, card history, adjustment history and adjustment options (for users with admin or adjustment access).

**Note:** For instructions on adjustments please refer to “Making Adjustments” within this manual.
Cancelling an Order

1. Click on the **Cancel Order** hyperlink from the **View Order** screen.

![Cancel Order]

2. This action will refresh your screen and show **Order Cancelled**.

![Order Cancelled]

3. The status of the order will also be changed to **Cancelled** on the **Search** screen.

![Search Results]

**Note:** There is a limited amount of time in which an order can be cancelled. Once this time has passed, the “Cancel Order” link will no longer be available.
**Making Adjustments**

Users who have Admin or Adjustment permissions will be able to complete the following adjustments on Reloadable Cards.

1. Click on **Search**.

2. Enter your search information, and click **filter report**.

3. Click on the hyperlink showing the **Order #**.
4. This will display the **View Order** screen.

5. Click on the last four digits of the card number listed below the **Detail** section.
6. The **View Card** screen will display:

```
view card

instant card # (last 6 digits) 624515
Personalized Card # (Last 6 Digits) 524572
View Order  Edit Customer Information
MPS Status for this card: ACTIVE

First Name  Last Name  Address  Phone  Card Status  Exp Date  Balance
Jane  Doe  1234 N Main Ave  555-555-5555  Active  01/15  $0.00

card history: dec 2011 jan 2012
Tran Date  Desc  Posted Amount  Auth Amount  Tran Status
01/19/2012 20:33:55  VALUE LOAD  $100.00  $0.00  2405

adjustment history
Date  Type  Person  Description  Amount
No adjustment history found for this card

direct deposit history
Date  Card #  Amount  Status
1/16/2012  516  $500.00  Processed

make adjustments
The net purchase fee you charged the customer for this card was $6.00. Change the purchase fee to $
The last reload fee you charged the customer for this card was $3.00. Change the Fee to $ The customer used the card, but now wants a refund of the remaining balance. Type REFUND to refund the balance of $100.00.
```

7. Under the **Make Adjustments** section it will display the available adjustments for the card.

The available adjustments are:

- **Change the net value load of card**: Use when the wrong amount was loaded to the card

```
The net value load on this card was $500.00. Change the load amount to $
```

- **Change the net fee charged**: Use if the card was charged too much or too little for the purchase fee

```
The net purchase fee you charged the customer for this card was $1.10. Change the purchase fee to $
```
• Destroy card and refund original load amount: Displays if card has not been used

| The card was issued by mistake, or there is some other problem with this card. |
| Type DESTROY to refund the original load amount of $500.00, close the card and flag the plastic as destroyed. |

• Refund remaining balance on card: Displays if card has been used

| The customer used the card, but now wants a refund of the remaining balance. |
| Type REFUND to refund the balance of $0.60. |
Reload a Card at Your Location

Reloading a Reloadable Card needs to occur at any location within the same organization. The card does not need to be present, as you can search by a name. Anyone can reload the card; it is not restricted to the owner.

1. Click on the Reload link from the taskbar.

2. You will either be able to reload by card number or by cardholder name
To Reload a Card Using a Card Number

1. Enter the card number, reload amount and reload fee your institution charges.

2. Click **reload card**

3. While the reload is being processed, do not navigate away from the screen or refresh the page.

4. The **View Order** screen will display.

5. The following message will appear on the top left:
   - **Card reloaded and personalized card ordered**: This indicates, only on the first reload, that the card reload process has been completed and a personalized card has been ordered. Please note that for subsequent reloads on the same card, you will see a message that states **Card reloaded**.

6. Click on the **View/Print Receipt** hyperlink to print a reload receipt.

**Note:** After the second load (first reload), a personalized card will be processed and mailed automatically. The instant issue card can only be reloaded three times. The personalized card will need to be activated by the cardholder by calling the number on the back of the card. Once the personalized card is activated, the instant issue card is closed, and the balance is moved to the personalized card.
Locating Card Number by Name

1. If the card number cannot be provided, you can search by first and last name.

Note: There is a 24-hour delay after the time of sale on a customer’s name returning in the search by name option.

 reload by cardholder name

When searching by name, values entered must match the registered cardholder name exactly in order to return results.

* First Name Jane
* Last Name Doe
* = Required field

search

2. Click search.

3. Click on the radio button for the card you wish to reload.

 reload card by search

Locate card number

* First Name Jane
* Last Name Doe

search

Select Card # Customer Name Address Date of Birth
(926) Jane Doe 1234 N Main Ave. Anytown, SD 57100 01/01/90

* Load Amount ($) 100
* Load Fee ($) 2.95
* = Required field when searching by name

reload card cancel reload

Note: To display the View Card screen, click on the Card # hyperlink.
4. Enter the reload amount and reload fee that your institution charges.

5. Click on [reload card]

6. While the reload is being processed, do not navigate away from the screen or refresh the page.

7. Once complete, you will receive the card reloaded confirmation, as laid out on previous pages.
Plastic Inventory Management

The Plastic Inventory Management tool is designed to help you better manage your card inventory across all of your retail locations.

Users with admin access will be able to reassign cards up to three times to any active branch location in quantities as low as one card up to an entire order. Cards can also be removed from inventory if a card becomes damaged or is missing from your stock. Reporting tools are available for tracking and audit purposes. The screen can be accessed two different ways:

1. From the **Admin** link in the top right hand corner of the screen. Select the **Plastic Inventory Management** hyperlink.
2. OR select the **Reports** tab under the product type. Select the **Plastic Inventory Management** hyperlink.

This screen can be filtered by location and will only display orders that contain stock that can be issued. To view expired or depleted orders check the **Display all orders** check box and click **filter**.
Plastic Inventory Management Report

Once **filter** is selected, the following screen is displayed:

![Plastic Inventory Management Report](image)

**Order Number:** This is the order number for the line item you are viewing. The order number contains a hyperlink to the **View Order** screen for this order.

**Design Name:** This is the card design of the order being viewed. This design name contains a hyperlink to the **Plastic Inventory Decision** screen, where cards can be reassigned or removed from this order.

**Expiration Date:** This is the expiration date on the card.

**Destruction Date:** This date indicates when the physical card should be destroyed by your institution.

- This card does not need to be sent back to or systematically destroyed by MetaBank National Association, Member FDIC.
- The system will not allow them to be activated once expired.
- Destroy any remaining inventory like you would any monetary instrument.
- No refund is available for cards with an expired shelf life.

**Shelf Life:** This is the available time that the card can still be sold.

- All compliant inventory will have a shelf life of 27 months from the month the order was placed.

**Total Ordered:** Indicates how many cards were initially purchased
<table>
<thead>
<tr>
<th><strong>Total Destroyed:</strong></th>
<th>The total number of cards that have been marked as destroyed by an employee or MetaBank National Association, Member FDI.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Reassigned In:</strong></td>
<td>The total number of cards that were reassigned from another branch location to create this order; this number contains a hyperlink to the <strong>Plastic Inventory History</strong> screen</td>
</tr>
<tr>
<td><strong>Total Reassigned Out:</strong></td>
<td>The total number of cards that were reassigned to another branch location from this order; this number contains a hyperlink to the <strong>Plastic Inventory History</strong> screen</td>
</tr>
<tr>
<td><strong>Total Sold:</strong></td>
<td>This number indicates how many cards from this order have been sold.</td>
</tr>
<tr>
<td><strong>In Stock:</strong></td>
<td>The number of cards that should be in physical inventory</td>
</tr>
</tbody>
</table>

What do the colors on this screen mean?

- **Black** – These cards are in stock and able to be sold
- **Red** – These cards are nearing maximum shelf life
- **Grey** – These cards are destroyed or expired
Plastic Inventory Decision Screen

1. Select the design name hyperlink of the order to reassign or remove inventory.

<table>
<thead>
<tr>
<th>Location</th>
<th>Order #</th>
<th>Design Name</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>*META Payment Systems</td>
<td>510039</td>
<td>05 LE Holiday Winter Wind</td>
<td>12/31/2012</td>
</tr>
</tbody>
</table>

2. The following screen will display:

To reassign cards from this order to another location, select **reassign inventory**.

To remove cards from this order, select **remove inventory**.

Once the appropriate inventory management function has been selected, the user will be taken to an additional screen to confirm and process the request.
Reassign Inventory

To reassign cards from this order, select [reassign inventory] on the Plastic Inventory Decision screen.

1. Select the location to which to reassign the inventory via the dropdown box.

2. Select the card(s) to reassign using one of the following options:
   **Option 1:** Select the entire order by pressing select all.

   ![Option 1: Select Entire Order]

   **Option 2:** Select a range of cards by entering the line numbers (shown below) associated with the card numbers to reassign and press select.

   ![Option 2: Select Range of Cards]
Option 3: Manually select the card(s) by selecting the checkbox to the right of the card(s) to reassign.

Once the location and inventory has been selected, click reassign/done to finish moving cards from this order. To continue moving cards from this order to other branch locations, select reassign/more.

3. Once a reassign option has been selected, the following confirmation screen will display:

Before selecting confirm reassignment, verify that all information displays correctly on this screen, including the location where cards will be reassigned, the total number of cards to be reassigned and the card numbers listed in the box.

Once you have confirmed the reassignment information is correct, select confirm reassignment.

Note: When shipping cards from location to location, remember to ship the cards via a secure method (FedEx, UPS, or similar), and require a signature upon delivery.
Remove Inventory

Important note: If cards are removed from inventory, this action cannot be reversed, and these cards CANNOT be issued.

1. Select the card(s) to remove using one of the following options:

Option 1: Select the entire order by pressing select all.

Option 2: Select a range of cards by entering in the line numbers (found below) associated with the card numbers to remove, and press select.

Option 3: Manually select the card(s) by selecting the checkbox to the right of the card(s) to remove.

Once the card(s) to remove from inventory has been selected, click remove.
2. Once **remove** has been selected, the following confirmation screen will display:

![Confirmation Screen]

Before selecting **confirm removal**, verify that all information displays correctly on this screen, including the total number of cards to be removed, as well as the card numbers listed in the box.

Once this information has been verified as correct, select **confirm removal**.

**Note:** Once a card has been removed in the Meta system, destroy the plastic following your internal monetary destruction procedures. You do not need to complete a destruction form for Meta or return any plastic inventory to Meta.
Plastic Inventory Management History

The Plastic Inventory Management History Report is useful for:

- Viewing the inventory reassignment history by date and by user
- Viewing the location “from” where an order was reassigned or “to” where an order was reassigned
- Viewing the current location of any card

From the Plastic Inventory Management History screen, access the Plastic Inventory Management History screen by selecting the hyperlink under Total Reassigned In or Total Reassigned Out.

1. To view a history of cards reassigned from the order being viewed, select the number of cards under the column Total Reassigned Out.

2. To view a history of cards reassigned into the order being reviewed, select the number of cards under the column Total Reassigned In.

3. The following screen will display:
Reports

1. To access the Reports screen, click on Reports from the taskbar.

2. After you’ve accessed the Reports screen you will be able to view a report by clicking on the report name listed.

available reports

- Order Summary by Branch
  Summary of all orders by branch/location

- Sales Summary by User
  Summary of all sales by user and location

- Order Summary by Design
  Summary of all sales by design

- End of Day Summary
  Summary of all sales by user

- Plastic Inventory Management
  Reassign or remove plastic inventory

- Inventory History Report
  Query inventory history and export to Excel

- ACH Request Detail
  View ACH requests by date range for this location

- Export to Microsoft Excel
  Query order detail and export to Excel
**Order Summary by Branch Report**

This report will be used to show all orders for plastics, large orders and instant issue. These will be listed out first by branch, followed by a total from all locations.

Why should I use this report?
- To compare Reloadable Card sales between branches
- To estimate reordering of cards

1. Click on [Order Summary by Branch].

2. If you are looking to report on a certain timeframe, enter the dates and click on Filter Report.

3. The branch is listed on the top, and the **All Locations** total is located on the bottom of this screen.
Sale Summary by User

This will display the type of card orders by each teller/user.

Why should I use this report?

• To compare the number of cards each teller/user at a location has sold

1. Click on **Sale Summary by User**

2. In the example below, you can see that the representative has sold three Reloadable Cards in June.

<table>
<thead>
<tr>
<th>Scott</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
</tr>
<tr>
<td>Meta Demo</td>
</tr>
</tbody>
</table>

3. If you need to find numbers for a specific time, use the report filters to enter your specified dates.

4. Click on Filter Report.
**Order Summary by Design**

This report is a summary of all card sales by design.

Why should I use this report?
- To determine which of your plastic designs are the most popular
- To assist you in planning which cards to re-order

1. Click on [Order Summary by Design].

2. This report can be broken down by Total Orders, Total Cards, Total Load, Card Fees and/or Totals.
End of Day Summary

This will show a summary of all sales per user.

Why should I use this report?
• To view a user’s sales and history for a specific day

1. Click on End of Day Summary.

2. This will allow you to filter by Reloadable Card and All Products if you have additional products.

3. Click on filter report.
Inventory History Report

The Inventory History Report is useful for:

- Viewing the entire history for an order including the user that initially placed the order, and when and where cards were reassigned
- Viewing all reassignments of an order or individual card (up to three times)
- Viewing the removal history of a card, including date and user name
- Providing an audit report of reassigned inventory

From the Reports screen, select the **Inventory History Report** hyperlink to view the Inventory History Report, which will provide a history of all cards including reassignments and removals.

1. The Inventory History Report can be filtered by
   a. Date (DD/MM/YY)
   b. Order Number
   c. Card Number

2. Enter in the filter criteria by which to search and select **filter report**.
3. Select **Open** to open and view the file.

4. The following screen will display:
**ACH Request Detail**

This report will be used to track all ACH transfers associated with your program.

Why should I use this report?
- To reconcile funding/fee accounts
- To obtain details on recent orders and monetary listings

1. Click on [ACH Request Detail](#).

2. By clicking on **AP Loads**, **AP Adjustments** or **AP Fees** hyperlinks under the **Summary** column, you will get specific information about the ACH transaction that has occurred.
Commissions Payable Summary

This report will display commissions earned and paid.

Why should I use this report?

- To track commissions
- To assist in reconciling commissions accounts

1. Click on Commission Payable Summary
Export to Microsoft Excel

This report will display requested data in an Excel spreadsheet.

Why should I use this report?
- To build customized reports

1. Click on Export to Microsoft Excel

2. Enter your criteria and click Filter Report.

**Note:** All fields are not required.

3. Click Open. Your report will display in Excel.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>107975</td>
<td>SF - Wstn</td>
<td>Sioux Falls - Western</td>
<td>Plastic Order</td>
<td>10/27/2006</td>
<td>Reloadable Radianc</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>122563</td>
<td>00352</td>
<td>Sioux Falls - 12th Street</td>
<td>Instant Issue</td>
<td>11/30/2006</td>
<td>Reloadable Radianc</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>139992</td>
<td>00979</td>
<td>Sioux Falls - 12th Street</td>
<td>Instant Issue</td>
<td>12/12/2006</td>
<td>Reloadable Radianc</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>139992</td>
<td>00979</td>
<td>Sioux Falls - 12th Street</td>
<td>Instant Issue</td>
<td>12/12/2006</td>
<td>Reloadable Radianc</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>139992</td>
<td>00979</td>
<td>Sioux Falls - 12th Street</td>
<td>Instant Issue</td>
<td>12/12/2006</td>
<td>Reloadable Radianc</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>186900</td>
<td>00486</td>
<td>Sioux Falls - Western</td>
<td>Instant Issue</td>
<td>12/22/2006</td>
<td>Reloadable Radianc</td>
<td></td>
</tr>
</tbody>
</table>
Administration Functions

1. Click on Admin from the top taskbar. This will only appear if you have Admin permissions assigned to you.

2. To change what products your institution has access to on the Product Menu, click on Agent Portal Settings.

3. The following screen will display:

<table>
<thead>
<tr>
<th>Module</th>
<th>Enabled</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gift Card</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Reloadable</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Travel</td>
<td>☑</td>
<td>☑</td>
</tr>
<tr>
<td>Youth</td>
<td>☑</td>
<td>☑</td>
</tr>
</tbody>
</table>

4. Check or uncheck the appropriate boxes in the Enabled field, and click on Save Changes.

5. You will receive a confirmation that the module settings were saved.

6. To view program settings, click on the program name hyperlink under Module.

7. This screen will display minimum and maximum limits and other card-specific information broken down by BIN and account information.

Note: Your institution will have access to any products that are checked as Enabled.
If you have any program questions or requests, please speak with your Client Success Team.

<table>
<thead>
<tr>
<th>Association</th>
<th>BII</th>
<th>Plastic Fee</th>
<th>Max Purchase Fee</th>
<th>Max Companion Purchase Fee</th>
<th>Max Reload Fee</th>
<th>Min Instant Load</th>
<th>Max Instant Load</th>
<th>Min Large Load</th>
<th>Max Large Load</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa</td>
<td>403169</td>
<td>$1.50</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$4.05</td>
<td>$20.00</td>
<td>$3,000.00</td>
<td>$20.00</td>
<td>$3,000.00</td>
<td>In-Progress</td>
</tr>
<tr>
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<td>$0.00</td>
<td>$4.05</td>
<td>$20.00</td>
<td>$3,000.00</td>
<td>$20.00</td>
<td>$3,000.00</td>
<td>Installed</td>
</tr>
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<td>Visa</td>
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<td>$0.00</td>
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<td>$3,000.00</td>
<td>$20.00</td>
<td>$3,000.00</td>
<td>Installed</td>
</tr>
<tr>
<td>MasterCard</td>
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<td>$1.50</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$4.05</td>
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<td>$3,000.00</td>
<td>$20.00</td>
<td>$3,000.00</td>
<td>Submitted</td>
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<tr>
<td>MasterCard</td>
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<td>$1.50</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$4.05</td>
<td>$20.00</td>
<td>$3,000.00</td>
<td>$20.00</td>
<td>$3,000.00</td>
<td>Installed</td>
</tr>
<tr>
<td>Discover</td>
<td>501199998</td>
<td>$1.50</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$4.05</td>
<td>$20.00</td>
<td>$3,000.00</td>
<td>$20.00</td>
<td>$3,000.00</td>
<td>Installed</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Location</th>
<th>Funding Account</th>
<th>Fee Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meta Demo - 1</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>- Demo Branch 1</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>- Demo Branch 2</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>- Demo Branch 3</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>
To Add a New User

**Note:** Only users with User Maintenance Access will be able to access the User Maintenance functionality.

1. Click on **Admin** from the user links.

2. Click User Maintenance.

3. The following screen will display if you have branch locations:

![User Maintenance Screen](image)

4. Choose a location, as well as the status of the type of users you wish to view. This will pull up a list of users for the specific location you have
chosen. You will also have the ability to add a new user or pull user permission reports.

5. To add a new user, click on **Add New User**.

6. The following screen will display:

![User Maintenance Screen]

7. Complete the respective fields under **User Detail**.
8. Select permissions access and locations access.

Permissions:
**Admin** – Access to all functions in update mode (except User Maintenance)
**Admin (Read-Only)** – Access to all functions in inquiry mode
**User Maintenance** – Ability to create, modify and delete user accounts
**Plastic Order** – Ability to place manual plastic orders
**Large Order** – Ability to place Large Orders
**Instant Issue** – Ability to issue cards
**Adjustments** – Ability to make adjustments to cards that have already been instant issued
**Reports** – Ability to view reports

At least one of the permissions boxes must be checked, or the user cannot log into the system.

Once you have completed these items click **save changes**.

**Note:** Permission descriptions are also located in the Help Text.

9. Select the locations to which the user needs access, or select **All Locations**.

If you do not see your locations displayed here but would like them to be, contact your Client Success Team for more information.
Reset a Password and Change User Status

1. Click on Admin from the user links.

2. Click User Maintenance.

3. The following screen will display if you have branch locations. Choose the user’s location from the dropdown, or select all locations.

4. Find the user in the User Name column, and click on the name.

5. This will allow you to change user details, permissions and location access.
**Password Reset**

User Maintenance Password Rules:

- Must be between 8-12 characters in length
- Must have at least one capital letter
- Must have at least two digits
- Must be a mixture of uppercase and lowercase characters

Then click **save changes**
Enabled: User has access to login as normal.

Locked: User has tried to log in three or more times with an incorrect password. Once the password has been reset and the user logs in, the user will go to the Profile screen to change the password.

Disabled: This should be used in a situation when a user no longer needs access to the site. Simply click Disabled in the Access Control dropdown and Save Changes, and this will suspend the user’s access.

Expired: If the Access Control shows Expired, this indicates the password has been expired due to not logging into the system for 90+ days.

Permission Reports

Note: To change user permissions you must select User and change permissions under User Details.

Permission Summary Report
1. Click on Admin from the user links.

2. Click User Maintenance.

3. The following screen will display if you have branch locations. Choose the user’s location from the dropdown or select all locations.
4. Click on User Permission Summary Report.

5. This will display a snapshot of all user permissions.
Permission Export Detail to Excel

1. Click on **Admin** from the user links.

2. Click User Maintenance.

3. The following screen will display if you have branch locations. Choose the user's location from the dropdown or select **all locations**.

4. Click on Export User Detail to Excel.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>K</th>
<th>L</th>
<th>M</th>
<th>N</th>
<th>O</th>
</tr>
</thead>
<tbody>
<tr>
<td>Branch or Location Name</td>
<td>Last Name</td>
<td>First Name</td>
<td>User Name</td>
<td>Email Address</td>
<td>Status</td>
<td>Date of Last Login</td>
<td>Admin</td>
<td>Admin To</td>
<td>User Maint</td>
<td>Plastic Order</td>
<td>Large Order</td>
<td>Instant Issue</td>
<td>Adjustments</td>
<td>Reports</td>
</tr>
<tr>
<td>Meta Demo - 1</td>
<td>John</td>
<td>Doe</td>
<td>Admin</td>
<td><a href="mailto:john.doe@bankmail.com">john.doe@bankmail.com</a></td>
<td>Enabled</td>
<td>2/12/2010 11:00</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meta Demo - 1</td>
<td>Jane</td>
<td>Smith</td>
<td>User</td>
<td><a href="mailto:jane.smith@bankmail.com">jane.smith@bankmail.com</a></td>
<td>Enabled</td>
<td>2/12/2010 11:16</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<td>Enabled</td>
<td>1/1/2010 11:30</td>
<td>X</td>
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<td></td>
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<tr>
<td>Meta Demo - 1</td>
<td>John</td>
<td>Doe</td>
<td>Test</td>
<td><a href="mailto:john.doe.test@bankmail.com">john.doe.test@bankmail.com</a></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Meta Demo - 1</td>
<td>Jane</td>
<td>Smith</td>
<td>Test</td>
<td><a href="mailto:jane.smith.test@bankmail.com">jane.smith.test@bankmail.com</a></td>
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</tr>
<tr>
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<td>Name</td>
<td>Test</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Meta Demo - 1</td>
<td>User</td>
<td>Name</td>
<td>Test</td>
<td><a href="mailto:user.name.test@bankmail.com">user.name.test@bankmail.com</a></td>
<td>Enabled</td>
<td>1/1/2010 11:50</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
User Profile

This will display the information for the logged in user.

### Log Out

For security purposes we recommend that you always log out when you leave your computer.

1. Click **Log Out** on the user links.

### Contact Us

For any additional questions or concerns, please contact your Client Success Team 866.270.2090 or ClientSupport@MetaBank.com.