Card Management

Chapter 7
Card Management

Section Objectives

At the end of this section, you should be able to:

- Request cards
- Accept cards
- Assign cards
- Return cards
- Reclaim cards
- View card details
**Card Management**

**Basic Rules of Card Ownership**

Cards are owned by individual people, not by departments, projects or studies.

- Card owners are responsible for all cards identified as theirs in the WePay™ system. Cards should be kept in a locked facility and treated like cash.

- Do not accept ownership of cards within the WePay™ system until the actual cards are in your physical possession.

- Card owners must ensure that the cards owned in the WePay™ system match the cards in your possession. Discrepancies should be resolved as quickly as possible.

- The actual cards should always be delivered and accepted in person. Interoffice mail should never be used to deliver cards. For offsite locations, a courier with tracking capabilities such as FedEx is acceptable.

- Cards you assign to a new WePay™ owner remain your responsibility until the new owner accepts the cards. The WePay™ system will send an email notification to both users when cards are in transit for longer than 3, 5 and 7 business days, WePay™ central administration is notified on the 7th day.

- If a card owned is lost, stolen, or damaged, it must be disabled within the WePay™ system. Cards disabled within the WePay™ system can never be activated or loaded.

- Older cards should be used first. Cards expire after three years, and cannot be issued or reloaded in the two months before expiration.

- Card-numbering: cards are tracked in the WePay™ system via a 7-digit admin number and the 3-digit CVV number found on the back of the card.
## Card Status

The WePay™ system keeps track of the status of each card in the system. Five possible values are:

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free</td>
<td>Card cleanly owned by a user; may be transferred to another user or issued to a Subject.</td>
</tr>
<tr>
<td>In Transit</td>
<td>Card has been assigned to a new owner, but has not yet been accepted within the WePay™ system. An in transit card is still the responsibility of the original owner.</td>
</tr>
<tr>
<td>Disputed (Declined)</td>
<td>A card was tentatively assigned to a new owner, but that person declined to accept it. The card still belongs to the original owner, who must either cancel transfer of ownership, or disable the card.</td>
</tr>
<tr>
<td>Disabled</td>
<td>Card was disabled because lost, damaged, or stolen. Cards disabled within the WePay™ system can never be activated/loaded.</td>
</tr>
<tr>
<td>Active</td>
<td>Card was loaded with value and issued to a Subject, who now owns it. The user who issued the card is no longer responsible for the card.</td>
</tr>
</tbody>
</table>
**Request Cards**

The Request Cards function sends an email to the selected Card Manager (CM), Administrator (ADM), Business Office Manager (BOM) or Study Coordinator (SC). Users are not required to send a WePay™ request for cards. Cards can be assigned to users without submitting a WePay™ request email.

![WePay™ System diagram](image)

N → Cards → Request Cards

Request Cards

**Request cards**

1. Select *Request Cards* from user.
   - The user supplying the cards can be any one of the following: designated local CM, ADM, BOM or SC.

2. Enter *Number of Cards*.

3. Enter *Comment*.
   - The text will appear in the email sent to the WePay™ user.

![Request Cards form](image)

4. Click the Send button.

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Request Cards

5. The WePay™ system will display the following acknowledgement.

   - Verify email addresses and request amount.

   ![Card Request Email was sent]

   6. Click the Done button.

   7. Both users will receive an email notification from the WePay™ system.
Accept Cards

Once cards have been delivered and physically accepted by the new card owner, the new card owner must also accept the cards in the WePay system.

WePay system

N → Cards → Accept Cards

Accept Cards

Accept cards

1. Cards Assigned will display as follows.

   - If cards are not in sequential order, a warning will appear.

2. Verify each card number with the physical cards in your possession.

3. Click the Accept or Decline button for verified cards.

   - The Accept All or Decline All buttons on the right hand side can also be used.
Accept Cards

4. Click the SAVE button.

5. The following confirmation will appear.

6. Click the Cards I own button to review.

7. Click the Cancel button to return to the main menu.
**Assign Cards**

When a user requests new card stock, a card owner must assign the cards in the WePay™ system.

**WePay™ system**

N → Cards → Assign/Return Cards

Assign/Return Cash Cards

**Assign cards**

<table>
<thead>
<tr>
<th>Role</th>
<th>Can dispense cards to any of the following user roles:</th>
<th>or</th>
<th>To any of the following having a common project:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card Manager (CM)</td>
<td>CM, ADM, BOM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrator (ADM)</td>
<td>ADM</td>
<td></td>
<td>BOM, SC, SA</td>
</tr>
<tr>
<td>Business Office Manager (BOM)</td>
<td>---</td>
<td></td>
<td>BOM, SC, SA</td>
</tr>
<tr>
<td>Study Coordinator (SC)</td>
<td>---</td>
<td></td>
<td>SA</td>
</tr>
</tbody>
</table>

1. Verify the current number of cards owned and available for assignment.

   - The number will appear in the upper right hand corner.
**Assign Cards**

2. Select the *Assign Cards to* user.

3. Assign Cards to the user by selecting one of the following three methods.

   **Quantity of Cards** *preferred method*
   - Enter number of Cards.
   - Click the Continue button.

   **Range of Cards**
   - Enter *Starting with Card* number.
   - Enter *through* card number.
   - Click the Continue button.

   **Individual Cards**
   - Select the *Assign* box for each desired card.
   - Click the Continue button.

4. Review and verify the cards to be assigned.
   - If cards assigned are consecutive, a range will be displayed. Otherwise, each card number will be listed individually.

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**Review Cards to be Assigned**

*Please review the following details for accuracy*

Assigning 5 Cash Cards to minnie MOUSE

<table>
<thead>
<tr>
<th>Consecutive Cards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low Card Number: 184110</td>
</tr>
<tr>
<td>High Card Number: 184114</td>
</tr>
</tbody>
</table>

- If correct, click ASSIGN to transfer Card ownership
- To modify Cards selected for transfer, click BACK
- To abandon this operation, click CANCEL

[ASSIGN] [<<Back] [Cancel]
Assign Cards

5. Click the ASSIGN button.

   • If cards are not correct, click the Back button and correct selections.

6. The following confirmation screen will display.

   • If cards assigned are consecutive, a range will be displayed. Otherwise, each card number will be listed individually.

   • Email confirmation will be sent to the assigned card holder. Cards are the responsibility of the original owner until they are delivered in person and accepted in the WePay™ system.

   • The WePay™ system will send an email alert if cards are not accepted within 3, 5 and 7 business days. On the 7th day, WePay™ Central Administrators are notified.

![Image of Cards Assigned to New Owner]

7. Click the Print button to print a copy for your records.

8. Click the Done button.
**Return Cards**

If there is an overstock of cards, a user is leaving or cards are approaching their expiration date, cards can be returned to a CM, ADM, BOM or SC.

WePay™ System

N → Cards → Assign/Return Cards

Assign/Return Cash Cards

### Return cards

1. Select the *Return Cards to* user.
Return Cards

2. Return cards to the user by selecting one of the following three methods.

Quantity of Cards

- Enter number of Cards.
- Click the Continue button.

Range of Cards

- Enter Starting with Card number.
- Enter through card number.
- Click the Continue button.

Individual Cards

- Select the Assign box for each desired individual card.
- Click the Continue button.

3. Review and verify the cards to be returned.
Return Cards

4. Click the ASSIGN button.
   - If cards are not correct, click the Back button and correct your selections.

5. The following confirmation screen will display.
   - If cards assigned are consecutive, a range will be displayed. Otherwise, each card number will be listed individually.
   - Email confirmation will be sent to the assigned card holder. Cards are the responsibility of the original owner until they are delivered in person and accepted in the WePay™ system.
   - The WePay™ system will send an email alert if cards are not accepted within 3, 5 and 7 business days. WePay™ central administrators are notified on the 7th day.

6. Click the Print button to print a copy for your records.

7. Click the Done button.
**Reclaim Cards**

If a user who owns cards is terminated or unavailable, the cards owned by that user can be directly reclaimed by an ADM. If a user is disabled, the ADM will need to have the user re-enable and relink the user before reclaiming the cards. If the cards are not in the physical possession of the ADM, the cards should be disabled.

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**WePay™ System**

N → Cards → Reclaim Cards

Reclaim Cards

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**Reclaim cards**

1. Select the *Card Owner*.

2. This function is an all-or-nothing function.
   - All cards found must either be reclaimed or disabled.

3. If cards are in the ADMs possession, verify all cards numbers with the physical cards.
   - If cards cannot be verified, cards should be disabled.

4. Select the appropriate card action for each card found.
   - The default selection is *Reclaim all cards*.

5. If cards are being disabled, select a reason.
   - Valid reasons are Lost, Stolen or Damaged.
6. Click the UPDATE CARDS button.

7. Optionally print a copy for your records, click Done when complete.
Review Cards I Activated

The Cards I Own function can be used to review cards, disable lost or stolen cards and to cancel the transfer of cards in process. All WePay™ users are required to periodically review cards in their possession and confirm that against their cards I own inventory. A written record of each periodic review should be maintained by that user.

1. Review cards owned and their status.

2. To cancel transfer of cards, select Cancel Transfer for each card.

3. To disable a lost, stolen or damaged card, select Disable for each card.

4. Click the SAVE button.
Review Cards I Activated

The Cards I Activated function can be used to review the new payment cards you have activated within a specified date range. Reloaded cards will not be displayed.

WePay™ System

N → Cards → Cards I Activated

Cards I Activated

Review cards activated

1. Enter the date range and click Submit.

   ![Cards I Activated](image)

   Cards issued by Pitt SC1 to Subjects between the following dates:
   
   Start Date: [mm/dd/yyyy]
   
   End Date: [mm/dd/yyyy]

   [Submit]

   You have not activated any Payment Cards between these dates.

   [Cancel]

2. Click on the Card Number to get individual card details.

   - Only new Payment Cards will be displayed. If payments were issued by reloading an existing card, they will not be shown here.
Review Cards I Activated

3. Optionally print a copy for your records.

4. Click the Cancel button to return to the main menu.
Review Card Details

The Card Details function can be used to review the status of individual card numbers, including who the card was assigned to, load history, and ownership history. Bank details including current card balance, debit and credit activity for the last 180 days can also be seen.

Participants can also get this information directly from the card processor TransCard LLC, by calling 1-877-428-4733.

WePay™ system

N → Cards → View Card Details

Cash Card Detail

Review card details

1. Enter Card Number.
   - This is the 7-digit administrative number on the back of the card.

2. Click the Get Details button.
3. Review card details.

4. Click Cancel to return to the main menu.
Card Management: Summary

Request Cards

- Request cards from a card manager, administrator or business office manager

Accept Cards

- Accept assigned cards

Assign Cards

- Assign cards to another user

Return Cards

- Return unused cards to another user

Reclaim Cards

- Reclaim cards from a terminated/unavailable user

Review Cards

- Review cards owned
- Review cards activated
- Disable or cancel transfer of cards
- Review card details
- Review active card transaction and balance information