CUMONEY® Visa® Gift Card
Program Training
Prepaid Gift Card

A Prepaid Gift Card is a stored valued card that carries a VISA logo. It is not a debit card, as it is not linked to a checking or savings account. It is not a credit card, as the funds that can be spent are funds already place on the card. This **Gift Card is not reloadable**. The transaction types allowed with the Gift Cards are: Signature POS & PIN POS.

The Gift Card is an option for cardholders wanting to purchase a gift for someone but do not know what to purchase them. The Gift Card is more secure than cash and a convenient way to provide funds as a gift. In addition, Gift Cards have the added benefit of Zero Liability on all signature base fraudulent activity.
Contact Us

The Credit Union
For any questions or concerns, the Credit Union can contact the LSC Prepaid Customer Service team at 800-304-2273 option 4. The Credit Union may also email us at Prepaid@LSC.net. When calling the LSC customer service team you will be asked for the Code of the Day, this is to verify that you are calling from a credit union.

LSC is available from Monday - Friday (CST):
- Hawaii: 4:00am - 1:00pm
- Alaska: 5:00am - 2:00pm
- Pacific: 6:00am - 3:00pm
- Mountain: 7:00am - 4:00pm
- Central: 8:00am - 5:00pm
- Eastern: 9:00am - 6:00pm

The Member
The member can view/manage their accounts directly through the Consumer Card Access site (www.cumoney.com/gift) or by contacting their Customer Care number at 833-729-2843.
General Gift Card Information

• Access Limits
  ▪ Min. load is $10 and the Max. is $1000
  ▪ Signature POS
    • Daily limit: $1000
  ▪ PIN POS
    • Daily limit: $1000

• Fees
  ▪ $10 Refund/Unload fee
  ▪ $10.00 Replacement fee
  ▪ $5.00 Monthly inactivity cardholder fee after 12 consecutive months of non-usage

• Immediate Funds Availability
Gift Card Restrictions

- All internet gambling transactions are restricted
- Car Rentals, Hotels, and Hotel affiliations (gift shops, restaurants, etc.)
  - Transaction amount plus a $999 hold
- Gas Station/Pay at the pump
  - $75.00 preauthorization
- Restaurants and bars
  - Additional 20% for gratuity preauthorization
- Cruise Lines
  - 15% - 5 business day hold
- Taxi Cabs & Limos
  - 20% Preauthorization
- Beauty, Barber Shops, Health & Beauty Spas
  - 20% Preauthorization
OFAC Compliance

The Office of Foreign Assets Control, which is a division of the U.S. Department of the Treasury. It administers and enforces economic and trade sanctions against targeted foreign countries, terrorism sponsoring organizations and international narcotic traffickers based on U.S. foreign policy and national security goals. Financial institutions must monitor all financial transactions performed by or through them to detect those that involve any entity or person subject to the OFAC laws and regulations. Your responsibility, as the Credit Union, is to know the individuals purchasing Gift Cards from your institution. LSC does monitor reports from our processor in case anything should flag as suspicious. If a cardholder is flagged, LSC will run the questionable information through Patriot Guard. If the member fails the Patriot Guard search, a representative of our office will contact your office to verify the cardholder further.
Consumer Card Website

www.cumoney.com/gift
CUMONEY® Visa® Gift Cards

Easy to use | Secure | Convenient

Toll Free: 1-833-729-2843

FAQ

Contact Us

Privacy
Consumer Card Access Site

For your member to access their account online, they must go to www.cumoney.com/gift. Then they must enter their 16 digit gift card number.

- Cardholders can activate their replacement cards for lost/stolen cards on the consumer website and via the toll-free number
- Cardholders can initiate a dispute from the consumer website
- Cardholders will have the ability to suspend or reactivate their Gift Cards through Card Controls through the Consumer Card Access site.
- Cardholders will have the ability to set alerts and reset credentials
  - Forgot Website Password
  - Forgot Website User ID
  - Profile Update System Email
  - PIN Change System Email
Credit Union Prepaid Access

www.lsc.net
## Users vs. Admin Roles

<table>
<thead>
<tr>
<th>Action</th>
<th>User</th>
<th>Admin</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sell a Card</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Replace a Card</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>View Code of the Day</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Change current Password</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Order/Cancel Gift Cards</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>View Reports</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Manage Locations</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Manage User List</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>(Add, delete users, and reset passwords)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create a Fee Transparency sheet</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Grant User administrative access</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>(must email <a href="mailto:prepaid@LSC.net">prepaid@LSC.net</a>)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

There are two sets of users on the LSC Prepaid Access site, Users and Administrators.

As an administrator you will be assigned your own PIN. The permanent PIN will be used for various functions.
Login to Prepaid Access

The Gift Card program was designed for simplicity and the Credit Union can perform all activity in house by logging into our LSC Prepaid Access site.

- Go to [www.LSC.net](http://www.LSC.net)
- Click on Tools
- Select Login to LSC Prepaid Access – then enter your credentials
- Follow the Multifactor Authentication process
Login to Prepaid Access

Multifactor Authentication

- Email enrollment
  - Enter the email you want the code to be sent to

![Email Enrollment Form](image)
Login to Prepaid Access

Mobile Enrollment (Optional)

- One time passcode will be sent directly to your mobile device
- SKIP, if you wish to not enroll your mobile device
Login to Prepaid Access

- Enter One-Time Passcode
- Check off Remember this Device (next login will not require the code)
Card ID

The Card ID will be on the outside of the Gift Card envelopes.

- Search and sell cards by Card ID in Prepaid Access
- Quickly access Card ID information in Prepaid Access without removing the card from the package
- Note when maintaining your card inventory:
  - Card ID is not sequential
  - The sequence number below the QR code is in sequential order
Prepaid Access
Ordering Gift Cards
Order Gift Cards

To place a Gift Card order, the administrator must login to the Prepaid Access site:

- Go to the Gift Card tab
- Order Cards
- Select a card design
Card Packaging Options

Each Gift Card will come individually packaged in a carrier. The credit union can choose from the two following options:

1. **Standard Card Carrier**
   - No additional charge
   - Gift Cards will come attached to a Letter sized 8x10 document. This document will have the printed Terms & Conditions for the Gift Card program.

2. **Custom Greeting Card Carrier**
   To order a custom greeting card carrier you must follow the step by step process.
   - Gift Card plastics will be attached to a 5x7 Greeting Card with the Terms & Conditions on the back of the carrier.
   - Additional fee of $2.25 x Gift Card

There are multiple card designs to choose from in the Gift Card Gallery. Once you have selected your Gift Card designs, you will be prompted to select a card packing option.

*If you have any questions regarding the custom packing options, please contact LSC.*
Select Card Packaging

- Choose the card packaging option
- Click on continue
- If selecting a custom greeting carrier, you will be prompted to the Custom Greeting Carrier Gallery.
Order Custom Greeting Carrier
Enter Quantity Requested

Once the carrier option has been selected:

- Enter the Quantity Requested – for that card design
  - There are **NO minimum orders**
- Select Add to Cart
  - A message will confirm that the cards have been added to your cart
- Order More Gift Cards
  - To order additional cards, go back to the gallery to choose another card design
- Proceed to Checkout
Enter Quantity Requested

<table>
<thead>
<tr>
<th>Gift Card</th>
<th>Reports</th>
<th>Marketing</th>
<th>Reference</th>
<th>Training</th>
<th>Administration</th>
<th>Change Password</th>
<th>Code of the Day</th>
</tr>
</thead>
<tbody>
<tr>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Piggy Bank**

- **Card Cost**: 1.25
- **Carrier Description**: Standard
- **Carrier Cost**: 0.00

25 - "Piggy Bank" card(s) on "Standard" carrier(s) have been added to your cart!

[Add To Cart] [Order More Gift Cards] [Proceed To Checkout]
Gallery Card Request Cart

• Select the shipping address
  (for credit unions with multiple locations)
• Select a shipping method
  (allow 1-2 business days for processing)
  ▪ *Standard 5-7 Business Days*
  ▪ *Expedited 2-3 Business Days*
• Confirm Request
# Gallery Card Request Cart

![Gallery II Card Request Cart](image)

## Gift Card Information

<table>
<thead>
<tr>
<th>Gift Card</th>
<th>Reports</th>
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<th>Reference</th>
<th>Training</th>
<th>Administration</th>
<th>Change Password</th>
<th>Code of the Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Cancel Card Request]</td>
<td>[Order More Gift Cards]</td>
<td>[Confirm Request]</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Shipping Address

- **Street Address**: [Redacted]
- **City**: [Redacted]
- **State**: [Redacted]
- **ZIP Code**: [Redacted]

## Select Shipping Method

- Standard (5-7 business days)
- Expedited (2-3 business days)

## Selected Card Types

<table>
<thead>
<tr>
<th>Program</th>
<th>Card Design</th>
<th>Quantity</th>
<th>Per Card Cost</th>
<th>Carrier Description</th>
<th>Per Carrier Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepaid Gift Cards</td>
<td>Piggy Bank</td>
<td>25</td>
<td>1.25</td>
<td>Standard</td>
<td>0.00</td>
</tr>
</tbody>
</table>

[Cancel Card Request]  [Order More Gift Cards]  [Confirm Request]
Confirmation of Request

- Admin: Enter your PIN
- Submit Request
Card Request Sales Receipt

The Gallery II Card Request Sales Receipt will confirm the order was successfully placed. Receipts can be printed for your records.
Order Status

Under the Order Status Tab found under Gift Card Admins will have the ability to:

- Cancel orders
- Track shipments
- Verify if an order was received.

<table>
<thead>
<tr>
<th>Gift Card</th>
<th>Reports</th>
<th>Marketing</th>
<th>Reference</th>
<th>Training</th>
<th>Administration</th>
<th>Ch</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sell a Card</td>
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<td></td>
<td></td>
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<tr>
<td>Record Mass Purchase</td>
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<tr>
<td>Replace a Card</td>
<td></td>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Order Status</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Order Status for SEG</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Cancelling an Order

Cancel a Card Order in the *Order Not Yet* processed section.

To successfully cancel an order, it must be completed **BEFORE 12:15 CST**

- Check off Cancel
- Enter your Admin PIN
- Submit

A message will appear to confirm your order was cancelled successfully.
The hyperlink in the message will give you a receipt for your records.
Tracking Card Shipment

Tracking information can be found in the *Orders Shipped* section

- Click on the tracking number
  - The tracking number link will take you to the UPS website and will provide full details on the ETA of your card order.
Receiving Card Order

Card orders will need to be verified and marked as received.

- Orders shipped
  - Check off Rec’d
  - Enter Admin PIN
  - Submit

The administrator must mark the cards as received before the cards can be sold. If they are not marked, an error will occur at the time of a sale.
Prepaid Access
Selling a Gift Card
Sell a Gift Card

Enter the Following information:
• Buyers Name
• Address, City, State and Zip Code
• Phone Number
• Card ID(s)
• Card Value
• Select **Add Card**
  • If the buyer is purchasing multiple gift cards, enter the next Card ID and value, and then click **Add Card**.
• Once the card(s) are added
• Confirm Purchase
Sell a Gift Card

Confirmation of Gift Card purchase:
• Verify the information was entered correctly
• Submit Purchase
Sell a Gift Card

The Gift Card Purchase Sales Receipt and transaction number will confirm the sale was completed successfully.

<table>
<thead>
<tr>
<th>Gift Card</th>
<th>Reports</th>
<th>Marketing</th>
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<th>Training</th>
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<th>Change Password</th>
<th>Code of the Day</th>
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<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

**Transaction Information**

- **Transaction Number**: 2243941
- **Recorded By**: Crystina Duran
- **Recorded On**: 7/14/2015 2:25:09 PM

**Purchaser Information**

- **Name**: Crystina Trainer
- **Address**: 1807 W Diehl Rd
- **City**: Naperville
- **State**: IL, **Zip Code**: 60566
- **Phone**: 800-304-2273

**Gift Cards Purchased**

<table>
<thead>
<tr>
<th>Card Type</th>
<th>Card Number</th>
<th>Card Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>African Lion</td>
<td>***************2970</td>
<td>10.00</td>
</tr>
</tbody>
</table>

**Total Card Value**: 10.00
Mass Gift Card Purchase

A range of cards be loaded at one time for a buyer, as long as the card style and dollar amount are the same.

Please note: The Card ID is not in order but the sequence order is. If you plan to use this feature, please keep your bundles in shipment order. When you enter the Card ID, LSC is translating this to a sequence #.
Check a Gift Card Balance

- Enter Card Number
- Search

### Card Number Search

Enter Card Number to Retrieve Balance: ****** 901121  
Search

### Purchaser Information

Name: Tester Tester  
Phone: 630-987-9876  
Address: 123 Main St  
E-Mail: abc.xyz@att.net  
City: Geneva  
State: IL 60134

### Card Information

<table>
<thead>
<tr>
<th>Original Sale Amount</th>
<th>Date Sold</th>
<th>Status</th>
<th>Current Card Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>$101.00</td>
<td>9/5/2018</td>
<td>Card Issued</td>
<td>$299.00</td>
</tr>
</tbody>
</table>
Card Refund/Unload

1. Search for the Card to Refund

2. Confirm the refund for the entered card
Card Refund/Unload

3. CU will need to confirm refund a 2\textsuperscript{nd} time. A receipt will confirm that the refund was completed successfully.
Card Replacement

When a Gift Card is Lost or Stolen, the cardholder must call their Customer Service number that is listed on their disclosure (833-729-2843) to block their card. If the member contacts the Credit Union, then the Credit Union can Call LSC Customer Service to place a block on the card.

In order for your Member to receive their replacement, they may request a replacement through the VRU toll-free number or request a Replacement at the Credit Union. Replacements via the VRU will be mailed to the Buyers address on record.

- Go to Gift Card
- Replace a Gift Card
- Search by Purchaser name
- Select the Card Number

<table>
<thead>
<tr>
<th>Buyer Name</th>
<th>Card Type</th>
<th>Card Number</th>
<th>Initial Card Value</th>
<th>Purchase Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hester Prymne</td>
<td>Colored Pencils</td>
<td>************950728</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hester Prymne</td>
<td>Birthday Party</td>
<td>************902860</td>
<td></td>
<td>09/10/2018</td>
</tr>
<tr>
<td>Heather</td>
<td>Blue Burst</td>
<td>***********<em>00007</em></td>
<td>200.00</td>
<td>12/07/2017</td>
</tr>
<tr>
<td>Holden Caulfield</td>
<td>Silver Gift</td>
<td>************937437</td>
<td>25.00</td>
<td>09/07/2018</td>
</tr>
</tbody>
</table>
Card Replacement

The Purchaser information and original card information will show for your reference. ONLY the current balance will transfer, minus the $10 replacement card fee.

Record Card Replacement:
- Enter Replace Card ID
- Select Reason for Replacement
- Enter Optional Notes
- Confirm Replacement

**Purchaser Information**
- Name: [Redacted]
- Address: 1817 W Dairy
- City: Rossville
- State: Illinois
- Phone: 815-885-1234

<table>
<thead>
<tr>
<th>Card Type</th>
<th>Card Number</th>
<th>Exp Date</th>
<th>Current Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Silver GS</td>
<td>123456789012</td>
<td>12/25/07</td>
<td>$25.00</td>
</tr>
</tbody>
</table>

**Replacement Card ID**
- [Redacted]

**Reason for Replacement**
- Lost
- Stolen
- Expired
- Damaged

*There will be a $10 fee removed from the replacement card balance.*
Card Replacement

Confirm Replacement details on page. If replacement information is correct, Submit Replacement.

<table>
<thead>
<tr>
<th>Card Type</th>
<th>Card Number</th>
<th>Exp Date</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Silver Gift</td>
<td>****************937437</td>
<td>2025/07</td>
<td>25.00</td>
</tr>
</tbody>
</table>

Reason for Replacement
Lost

Gift Card Replacement Sales Receipt confirms that the replacement was submitted successfully.
Funds will be transferred immediately.

There will be a $10 fee removed from the replacement card balance.

CUNA Strategic Services through LSC.
Prepaid Access
Branch Inventory/Deactivation
Prepaid Access Branch Inventory

- Branch to branch inventory transfer access to credit unions

- From CU
  - ICUL
  - John Test SEG
  - ICUL Address2

- Starting Card ID

- Ending Card ID

- To CU
  - ICUL
  - John Test SEG
  - ICUL Address2

- Add Range

- Cancel

- Submit
Gift Card Deactivation

Administrators will have the ability to deactivate gift cards through Prepaid Access.

- Search by Card ID or Card Type
- Select Cards to Deactivate
- Enter Admin PIN
- Click on Deactivate

Please note: Once a card(s) are deactivated, this process is not reversible. Deactivated card stock will need to be destroyed.
Prepaid Access
Reports
Gift Card Reports

All Administrators have access to reports through the Prepaid Access Site.

- Go to Report
- Gift Card
- Select a Report
  - *Daily Monetary Activity*
  - *Sold Gift Cards*
  - *Card Inventory*
  - *Card Orders*

- Select Transaction Dates
  - Today
  - Yesterday
  - 30,90,180 Days
  - Last Year
  - YTD
  - Custom Dates

- Generate Report
Daily Monetary Activity

The Daily Monetary Activity report shows all of the financial activity processed on the LSC Prepaid Access Site.

- Card Plastic Fee’s (Card Requests)
- Load Values (Card Purchases)
- Cancellations
- Marketing Material Orders

Daily Gift Card Activity Report

<table>
<thead>
<tr>
<th>Date</th>
<th># Cards</th>
<th># Cards</th>
<th>Value</th>
<th># Cards</th>
<th>Charge</th>
<th>Shipping</th>
<th># Cards</th>
<th># Charge</th>
<th>Shipping</th>
<th>Marketing Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/2/2015</td>
<td>0</td>
<td>1</td>
<td>50.00</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>7/3/2015</td>
<td>0</td>
<td>3</td>
<td>200.00</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>7/8/2015</td>
<td>0</td>
<td>10</td>
<td>500.00</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>7/9/2015</td>
<td>0</td>
<td>1</td>
<td>50.00</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Grand Totals:
- 0

Shipping charges where zero (0), will be charged at cost with the month-end card purchase invoice.
Card Inventory

The Card Inventory Report shows all of the available cards the credit union has for sale.

- Type of card
- Card Numbers
- Expiration Dates
- Which Locations (if Multiple Locations)
Sold Gift Cards

The Sold Gift Cards report will show all Gift Cards that were sold in detail.

- Check ALL card types when generating report
- Transaction number
- Recorded by (who sold the card)
- Date of Sale
- Buyer Name
- Card type
- Card Number
- Value
# Card Orders

Card Orders report will show all of the Gift Card orders and status:

- Pending Orders
- Received Orders
- Cancelled Orders

<table>
<thead>
<tr>
<th>Card</th>
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</tr>
</tbody>
</table>

**Pending Orders**

There are no pending orders to display

**Received Orders**

<table>
<thead>
<tr>
<th>Confirmation #</th>
<th>CU Name</th>
<th>Address Description</th>
<th>Address</th>
<th>Request #</th>
<th>Requested By</th>
<th>Requested Date</th>
<th>Program</th>
<th>Card Type</th>
<th>Carrier Type</th>
<th>Per Card Cost</th>
<th>Per Carrier Cost</th>
<th>Qty</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>27651</td>
<td></td>
<td>ICUL 1807 W, Diehl RD Naperville IL</td>
<td>50781</td>
<td>Martha</td>
<td>2/21/2018 4:23:43 PM</td>
<td>Prepaid Gift Cards</td>
<td>Standard</td>
<td>1.25</td>
<td>0.00</td>
<td>1</td>
<td>1.25</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Cancelled Orders**

There are no cancelled orders to display

--

**Back to Top**
Reference

- **Contact Numbers** lists all of the toll free Prepaid Customer Care numbers
- **Teller Quick Reference** is a comparison of each of the Prepaid programs
- **Important Message** references back to the message board found on the initial log in screen
- **CU FAQs** link lists all the most frequently asked questions for each Prepaid program
- **Lost/Stolen Procedures** goes through this process for each program type
- **Card Designs** has PDFs of each plastic card and greeting card design that are separated by each program type
- **Prepaid Disclosures** has the terms and conditions in an electronic format for each program
- **Card Destruction Procedures** goes through the steps of how to destroy expired Gift Cards.
  - *Gift cards are issued with a seven year expiration date. The cards must be sold to the members with a minimum of a five year expiration date, so that gives the credit union two years to sell the card. If the card is not sold within the two years, then the credit union must complete a deconstruction form.*
Card Destruction

All Visa Gift Cards are issued to the Credit Union with a seven year expiration date.

In 2009 the Card Act requires all Visa Gift Cards to have a minimum five year expiration date when sold to a consumer.

LSC gives Credit Unions two years to sell the cards before the cards are no longer valid. If any of your Gift Cards have reached a five year expiration date you must properly destroy the cards because of their invalid status.
Prepaid Access
Administration
Managing Locations

Administrator can Manage Locations

- Location Name
- Address, City, State, and Zip Code
- Phone and Fax Number
- Check Active Box
- Enter Admin PIN for confirmation
- Select Add

Uncheck Active to remove a location
Manager User List (3 different functions)

1. **Add a New User:**
   - Select Add New User (in the right hand corner)
   - Enter User Information
     - First and Last Name
     - Phone and Fax Number
     - E-Mail Address
   - Enter Account Information
     - Account ID (Ex: First.Lastname)
     - Password, then Confirm (Ex: Season@YYYY)
   - User Roles
     - Check off Prepaid Gift Cards
     - Select Create User
Manage User List – Adding User
Manager User List – Delete User

1. **Delete a User:**
   - Select Delete (on the far right corner of the User)
     - It will prompt to Delete User Information
   - Select Delete User
Manager User List – Updating User

1. Update a User:
   - Select the Account ID
   - Enter temporary password & confirm
   - Check off Require Password Change on Next Login
   - Select Update User
Marketing

LSC offers Marketing Materials to help sell and promote the LSC Gift Card program. We have different options; posters, table tents, and brochures. We also have Gift Card Holders for the card to be placed in, $3.75 per pack of 25.

Please submit Marketing Material requests to: Prepaid@lsc.net
Training

Training materials are available for the credit union for all of the Prepaid programs. Materials can be used to train new staff or as a refresher to the program.

The credit union can also contact LSC to schedule a live training by emailing: Prepaid@lsc.net
Change Password

This option is for ALL Users who want to change their password; you must know your password.
The Code of the Day is a security feature that LSC uses to verify that you are calling from a Credit Union, and that you are a current employee.

Code of the Day for Wednesday, July 15, 2015:

8CFD36
LSC Web Reports
Invoices and Other Gift Card Reports
LSC Web Reports Site

The website is a completely separate website from our LSC Prepaid Access site. The login information is separate Account ID and Password. When logging into this website, you will be retrieving your Gift Card invoice and reports.

For new credit unions, there will be a designated person set up as the administrator on the site. The administrator will set up any additional users to this site.

If your Credit Union has not been set up with an Administrator, please contact LSC customer service to have the set up form e-mailed to you.
LSC Web Reports – Login

To Login to LSC Web Reports:

• Go to www.lsc.net
• Select Tools
• Select Login to LSC Web Reports
• Enter your Account ID and Password
LSC Web Reports – Home Page

The HOME Tab (Dashboard)
Once you’re logged into the site, you will be directed to the Home Page (Dashboard). On the Home Page you will see updates, announcements, and My History. The history section is a list of reports you have previously browsed.

- **Browse by Report** will show most recent reports you have available.
- **Browse by Date** will show reports you have available for specified date entered.

Welcome!

FRAUD REPORTED ON CREDIT AND DEBIT CARDS

LSC is continuing to receive reports of confirmed fraud from credit unions that were monitoring their lists of compromised cards from the Target, SuperValu/Albertsons, and Home Depot breaches. Although it is a business decision on the part of the credit union, LSC is recommending that each credit union block and reissue cards from these breaches.

If your credit union is unsure of where to retrieve your card numbers that are included in these alerts, please call LSC Card Services.

My History

<table>
<thead>
<tr>
<th>Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/12 09:55</td>
<td>User <a href="mailto:info@midwestco.org">info@midwestco.org</a> views CAMS_DEBIT</td>
</tr>
<tr>
<td>05/22 09:41</td>
<td>User <a href="mailto:info@midwestco.org">info@midwestco.org</a> views LSC FIS Network Debit Invoice</td>
</tr>
<tr>
<td>05/01 14:47</td>
<td>User <a href="mailto:info@midwestco.org">info@midwestco.org</a> views Blocked-dispute Account Report [CP400]</td>
</tr>
<tr>
<td>05/01 14:41</td>
<td>User <a href="mailto:info@midwestco.org">info@midwestco.org</a> views CAMS_DEBIT</td>
</tr>
<tr>
<td>05/01 14:30</td>
<td>User <a href="mailto:info@midwestco.org">info@midwestco.org</a> views Cardholder Count Report - Monthly [CI]</td>
</tr>
<tr>
<td>05/01 14:29</td>
<td>User <a href="mailto:info@midwestco.org">info@midwestco.org</a> views CAMS_DEBIT</td>
</tr>
<tr>
<td>05/01 14:28</td>
<td>User <a href="mailto:info@midwestco.org">info@midwestco.org</a> views CAMS_DEBIT</td>
</tr>
<tr>
<td>05/01 11:33</td>
<td>User <a href="mailto:info@midwestco.org">info@midwestco.org</a> views VisaNet Authorization Profile Report...</td>
</tr>
<tr>
<td>05/01 11:32</td>
<td>User <a href="mailto:info@midwestco.org">info@midwestco.org</a> views CH STMT Insert Image Detail [CP316-01]</td>
</tr>
<tr>
<td>05/01 11:32</td>
<td>User <a href="mailto:info@midwestco.org">info@midwestco.org</a> views Issue Register for Add Issues - Acct...</td>
</tr>
</tbody>
</table>
LSC Web Reports – My Profile

A pop up of your Profile will appear. This is where you can update your information, and change your password, if needed (must know current password).
LSC Web Reports – User Tab

The Administrators for LSC Web Reports will have the ability to add additional users to the site.

Create New User:
• Personal Information
  ▪ Email Address (will be used as their Account ID)
  ▪ Password
  ▪ First and Last Name
• Privileges and Duties
  ▪ Check off Admin or User
    • Admins have the ability to Add additional Users
  ▪ Check off Prepaid, Invoices, and Documentation
• Submit
LSC Web Reports – User Tab
LSC Web Reports – Reports

Pre-Deactivation Report
This report will generate if you have any Gift Card in your inventory that are coming close to the 5 years expiration. Users will receive an e-mail notification that this report is available.
LSC Web Reports – Invoice

Instant Issue Prepaid Debit Invoice

This is a monthly invoice; the credit union will receive one for any gift card orders that were placed in the previous month.

- **All Versions** option
  - View previous invoices
- Invoices will include descriptions, quantity, price, and totals

![Invoice Example](image.png)
LSC Web Reports – Security Codes

This monthly Code of the Day report is for credit union convenience. Instead of having to login each time for the COD, this report can be printed and kept in a secure location.
Thank you!

If you have any questions or concerns please feel free to contact LSC. 800-304-2273 option 4 for Prepaid Prepaid@lsc.net