EagleCash™ Card User's Guide

EagleCash™ is a Stored Value Card that replaces dollar bills and coins with secure and convenient "electronic currency". An encrypted microchip keeps track of the available balance on the card automatically, accurately and securely. Cardholders can add funds to the card at the Finance Office, or at self-service Kiosks (where available). Funds are deducted from the card when a customer pays for a product or service with the EagleCash™ card at a merchant on base. It's fast, easy and secure!

Q: What does an EagleCash™ card look like?

A: The front of the card looks like this:

EagleCash™ logo

Microchip Stores "Electronic Currency"

The U.S. Department of the Treasury seal appears on the back.

Q: How does an EagleCash™ card work?

A: Customers insert the EagleCash™ card into the store Point of Sale terminal when instructed to do so by the cashier. The available balance on the card is displayed on the terminal. The cashier enters the purchase amount into the terminal, then the customer presses "Yes" to approve the sale. Within seconds, the value of the purchase is deducted from the card. The new balance is displayed on the terminal, and the card is released.

Q: Can the customer cancel the transaction?

A: Yes, to cancel a transaction on the Point of Sale terminal, the customer presses "No" instead of "Yes" when prompted to approve the sale.

Q: Is the card secure?

A: Yes, your card is protected by advanced cryptographic technology which ensures the card is valid and the balance is accurate. If a card is lost, it can be "hotlisted" which tells card-accepting devices that the card has been cancelled. Information stored in the EagleCash™ system permits value to be restored to a lost card. A PIN is issued to secure transactions at the self-service Kiosk. Your electronic currency is secure and protected.

Q: How does the customer know how much value is on their EagleCash™ card?

A: The "balance" of the EagleCash™ card is displayed when the card is inserted in a Point of Sale terminal, or at a self-service Kiosk (where available). Once the transaction is complete, the terminal displays the "new balance". The customer can keep paying with the card anywhere it is accepted until all the electronic currency has been spent. The customer can reload the card at the Finance Office or at a self-service Kiosk (where available).

Q: What does the customer do if there is not enough value left on the EagleCash™ card to cover the purchase amount?

A: The customer can pay the difference with cash, check, or a credit/debit card; or cancel the sale.

Q: What should be done if the customer thinks his/her EagleCash™ card has more value than the balance showing on the EagleCash™ terminal?

A: The customer should request a transaction detail report from the Finance Office or obtain one from a self-service Kiosk (where available).

How to use the EagleCash card

1. Insert card chip side first.

2. Approve purchase.

BALANCE $10.00
AMOUNT   5.00
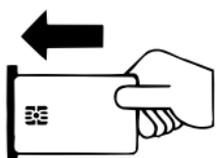
3. Wait for new balance.

NEW
BALANCE $5.00

4. Listen for the tone and remove card.