

EZpay™ Card User's Guide

EZpay™ 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. Funds are deducted from the card when a customer pays for a product or service with the EZpay™ card at a merchant on base. It's fast, easy and secure!

Q: What does an EZpay™ card look like?

A: The front of the card looks like this:



Microchip Stores “Electronic Currency”

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

Q: How does an EZpay™ card work?

A: Customers insert the EZpay™ 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 “hot listed” which tells card-accepting devices that the card has been cancelled. Information stored in the EZpay™

system permits value to be restored to a lost card. A PIN is used for Marines to transact in a more secure manner. The PIN is not used by Army or Air Force. Your electronic currency is secure and protected.

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

A: The “balance” of the EZpay™ card is displayed when the card is inserted in a Point of Sale terminal, or hand held reader (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.

Q: What does the customer do if there is not enough value left on the EZpay™ 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 EZpay™ card has more value than the balance showing on the EZpay™ terminal?

A: The customer should request a transaction detail report from the Finance Office.

Q: What should I do if I still have money on my EZpay™ card before graduation?

A: Near the end of your basic training, cash out all funds left on your EZpay™ card at the local on-base Financial Institution. Your EZpay™ Card should have a zero (\$.00) balance before graduating basic Training.