AGENT SERVICE CENTER
USER REFERENCE GUIDE

Branded Cash Card

JPMorganChase

This user reference guide provides step-by-step instructions for using the JPMorgan Chase Agent Service Center for a Branded Cash Card program.

If you have any questions about your program, please contact the JPMorgan Chase Central Support Unit at 1-888-606-5560.

Table of Contents

Before using Agent Service Center, each user must first complete an Agent Service Center User ID / Access Request Form. Once the completed form has been processed and approved by JPMorgan Chase, the user will receive an individual User ID and temporary password via e-mail. Please note that users may not share User IDs.

JPMorganChase

Agent Service Center
User ID / Access Request Form

Instructions:
This form is for **EXTERNAL CLIENT USERS ONLY.**
This form is to be completed by those wishing to gain/modify access to JPMorgan Chase's Agent Service Center application
This form is composed of 4 sections, 3 of which must be completed by the applicant
    1) User information,
    2) Functionality Riders
    3) Signatures and Approvals
All forms must be signed by an authorized corporate representative.
Completed and signed forms should be faxed to (813) 432-4567.
New User ID and temporary password information will be sent via e-mail to the address indicated in Section 1 below

Section 1: USER / ACCESS INFORMATION

Please select one option from the drop-down menu below.
If you already have access to another JPMorgan EFS application(s), please select CHANGE EXISTING USER ID RIGHTS and provide your User ID where requested. In the User Role section, select the appropriate User Role to have your profile modified.

PLEASE SELECT A REQUEST TYPE

PLEASE SELECT A REQUEST TYPE
Create New User ID
User ID Information Update
Change Existing User ID Rights
Disable Access to All Applications

e forms will be rejected.   Social Security Number:

User Name:

Company:

Street Address: Suite #

City/Province: State.   Zip Code:

Country: Telephone Number (W)

E-mail Address:

Password/Secret Text:

Agent Service Center User Role

If you have a User ID, enter it below. If you are a new user, you may enter your preferred User ID.

User ID (10 digits max):

Please select one option from the drop-down menu below.   Please check here if you are submitting a funding rider ☐
PLEASE SELECT A USER ROLE

Profile Access

Member Profile ID (required)   __ 12345 __ - __ 7890 __

Section 2: SIGNATURES AND APPROVALS
FAX COMPLETED FORMS TO (813) 432 - 4567

Requester Signature   Date

Manager Signature   Date

Section 3: FOR JPMORGAN EFS USE ONLY

JPMorgan EFS 'Security Administrator Signature/Stamp   Date

ASC User ID Request Form, JPMO EXTERNAL 06-15-2006

Change Password

The first time you log on to the Agent Service Center (**www.asc.jpmorgan.com**), you will be prompted to change your password. Once you have chosen your password, you can change it again at any time by following the same steps.

1. On the Agent Service Center Log On page, click **Change Password**.

2. Enter your current password and your new password. You must also re-enter your new password to confirm it. Then click **Submit**.

3. You will be returned to the Login page, where you may then login with your User ID and new password.

Log On/Log Off

1. Log-on to the Agent Service Center at **www.asc.jpmorgan.com**

2. Enter your User Name and Password. Then click **Submit**.

3. When you are finished using the Agent Service Center, just click **Log-off** in the Menu bar on any page.

Branded Cash Card Issuance

The Personalization feature creates a new cardholder account on the JPMorgan Chase system in real-time, and links this account to a Branded Cash Card you provide to the cardholder over-the-counter.

1. Click **Personalization** in the menu bar to access the Instant-Issue Enrollment feature.
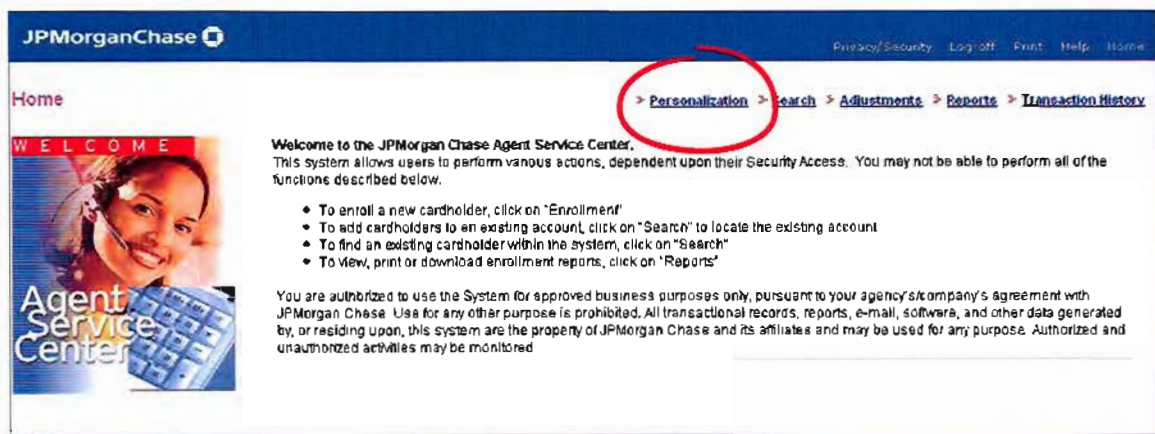
2. Enter the 10-digit Control # (displayed through the window of the Branded Cash Card envelope) for the card you are issuing to a new cardholder. If your Branded Cash Cards are not packaged in envelopes, enter the card number instead. Click **Submit.**
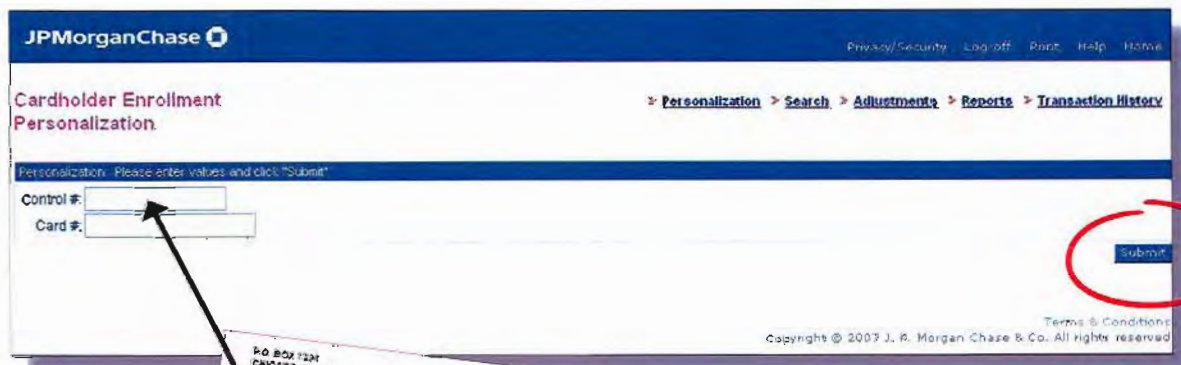
3. Enter the following information on the Cardholder Enrollment page and then click **Submit**. *(Note: * next to a field indicates minimum required information; some profiles also require Sub ID, which is an optional, agency-designated field that enables users to run specific system reports at a more detailed level [i.e., by division, location, department, etc.])*

4. Confirm that all entered information is correct. If so, click **Confirm**. If you would like to make changes, click **Edit**.

5. When the system has processed and accepted your enrollment request, an acceptance page will appear. You can obtain the account information needed for funding (ABA and account number) by clicking on **Direct Deposit Auth. Form**. To enroll another cardholder, just click **Personalization**.

Funding

Funds can be added to the Branded Cash Card in two ways:

- **Using the ACH network** — this process is similar to standard direct deposit procedures; using the cardholder's account number and JPMorgan Chase's ABA routing number, you can submit the request for a transfer of funds from your funding account to the cardholder's account.

- **Using the Agent Service Center's Online Adjustments feature** – the Agent Service Center enables authorized users to add or remove funds to existing cardholder accounts; all online funding transactions are processed in real-time, and funds are immediately added to (credit adjustment), or removed from (debit adjustment), the cardholder's account.

  There are two ways to add funds to or remove funds from a cardholder's account using the Agent Service Center's Online Adjustments feature:

1. If you know the account number for the cardholder account to which you want to perform a financial adjustment, access the funding feature directly by clicking **Adjustments** in the menu bar. Then, on the Adjustments page, choose either **Credit Adjustment** or **Debit Adjustment**.

8
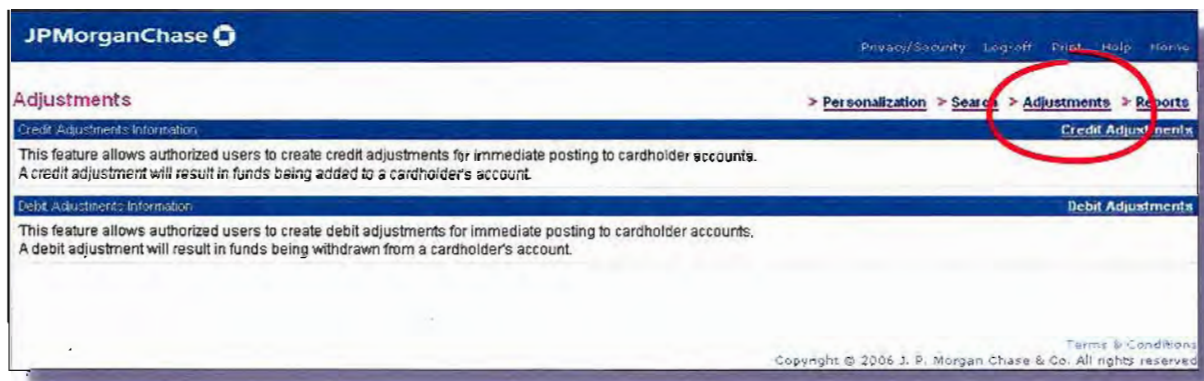
If you do not know the account number, first locate the account using the Search feature (see next section). Once you have located the account, select **Credit Adjustment** or **Debit Adjustment** from the Account Detail page.

2. If you accessed the Adjustments page from the menu bar, you can perform up to 25 adjustments at one time.

If you accessed the Adjustments page from the Account Detail page, you can only perform an adjustment on that particular account.

In either case, enter the Adjustment Amount, select an Adjustment Reason and click **Submit**. (Note: If you selected the Adjustment feature from the Account Detail page, the Account # is pre-completed for you.)

3. Confirm that all entered information is correct. If so, click **Confirm**. If you would like to make changes, click **Edit**. (Note: Once you confirm, funds will be immediately added to/removed from the cardholder's account.)

4. When the system has processed and accepted your financial adjustment transaction, a Result page will appear. If the transaction was approved, funds have been successfully added to/removed from the cardholder's account.

To process a new financial adjustment, just click **Process New Credit Adjustment** or **Process New Debit Adjustment**.

Search and Account Detail

The Agent Service Center enables you to search for existing cardholders within your profile.

1. To access the Search feature, click **Search** in the menu bar.
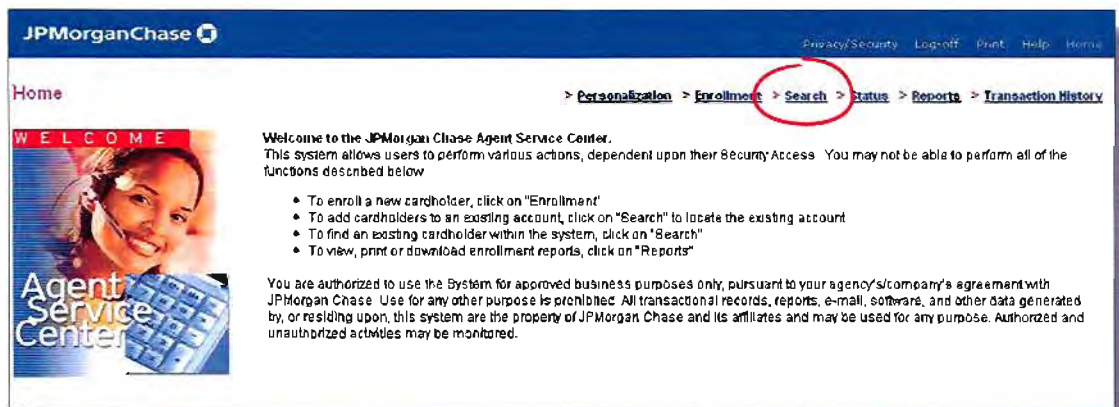
2. If you know the cardholder's card number or account number, you may enter it and click **Find** to go directly to the Account Detail page.
OR
To search for a cardholder, you may enter information in any of the following fields: ID, Cost Center ID, First Name, Last Name and Social Security Number/Taxpayer ID# and click **Search**. You may enter partial values for each of these fields.
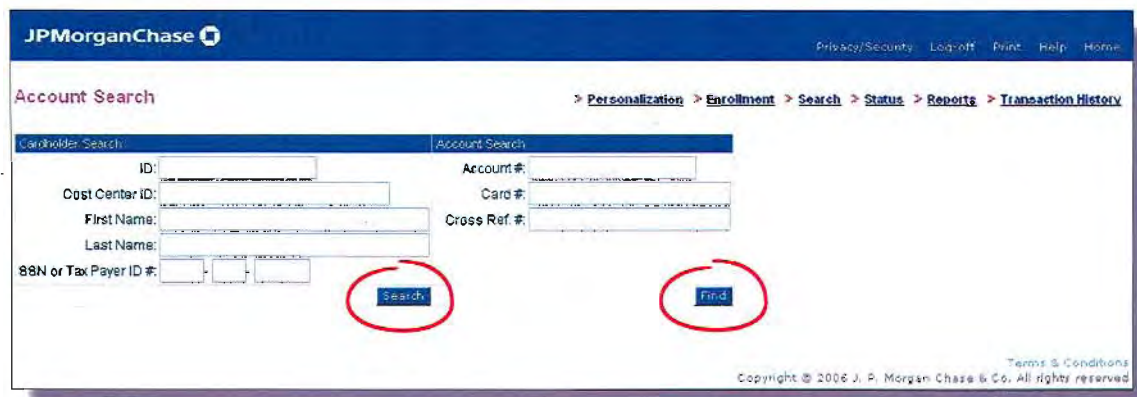
3. The system will return records that meet your search criteria. If a large number of accounts meet your search criteria, click **Next** to view subsequent pages of account records. To reach the Account Detail page for a specific record, click on the corresponding **Account #**. To refine your search criteria, click **Search** to perform a new search.

4. The Account Detail page provides information about the cardholder's account, including the account number, the amount and date of the last deposit, the account status [(1) Open, and (2) Closed], and the card status [(0) Not Activated; (1) Active Card and (2) Reported Lost; (3) Reported Damaged; (4) Reported Stolen; (11) Undeliverable; (54) Expired; (60) Negative Account — Monitoring; (61) Closed Card; (62) Inactive Card; (63) Negative Account — Closed]

View/Update Cardholder Information

You can use the Agent Service Center to easily view or update a cardholder's demographic information.

1. To access a cardholder's demographic information from the Account Detail page, click **Cardholder Detail**.

2. From the Cardholder Detail page, click **Demographics Update**. From this page, you can also update demographic information for other cardholders in this account by clicking **Demographics Update** in the appropriate section.

3. Replace the current demographic information with the new demographic information and click **Update**.

4. Confirm that all entered information is correct. If so, click **Confirm**. If you would like to make additional changes, click **Edit**.

When the system has processed and accepted your cardholder demographic information update, you will be returned to the Cardholder Account Detail page.

View Transaction History

You can use the Agent Service Center to easily view transactions posted to a cardholder's account.
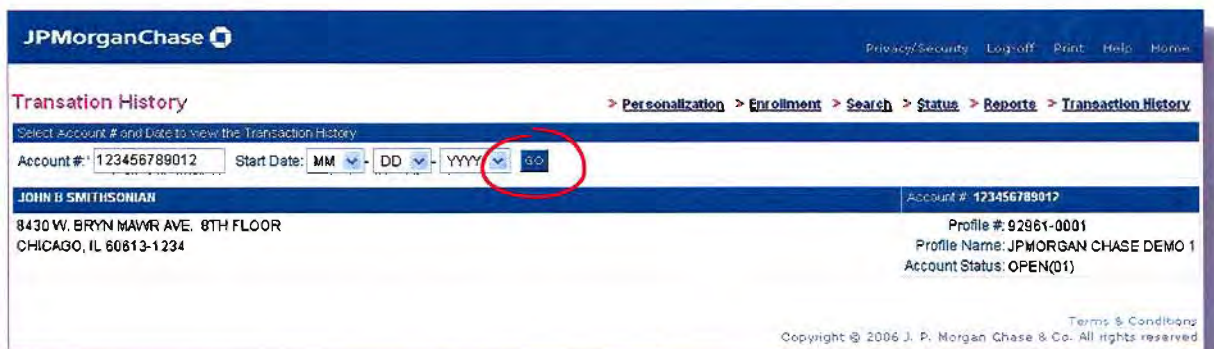
1. To access real-time transaction history from the Account Detail page, click **Transaction History.**

2. Select the starting date from which you would like to obtain transaction history and click **Go**.

3. To view additional transactions, click **Next**. You can view additional detail on a specific transaction by clicking on the transaction date and time. *(Field descriptions: **Appr** [transaction approved, Y or N], **Fee** [transaction fee charged by Chase, Y or N], **Sur** [surcharge fee charged by ATM owner, Y or N], **Mth** [card number entry method on POS terminal, S (swiped), K (keyed) or M (manual)])*

4. After clicking on a specific transaction, the Transaction Detail page will display.

Close Accounts

The Close Account feature enables you to instantly close a cardholder account. Once an account has been closed, any remaining balance in the account will be returned to your funding account.

1. Locate the account you wish to close (See *Search and Account Detail* section).
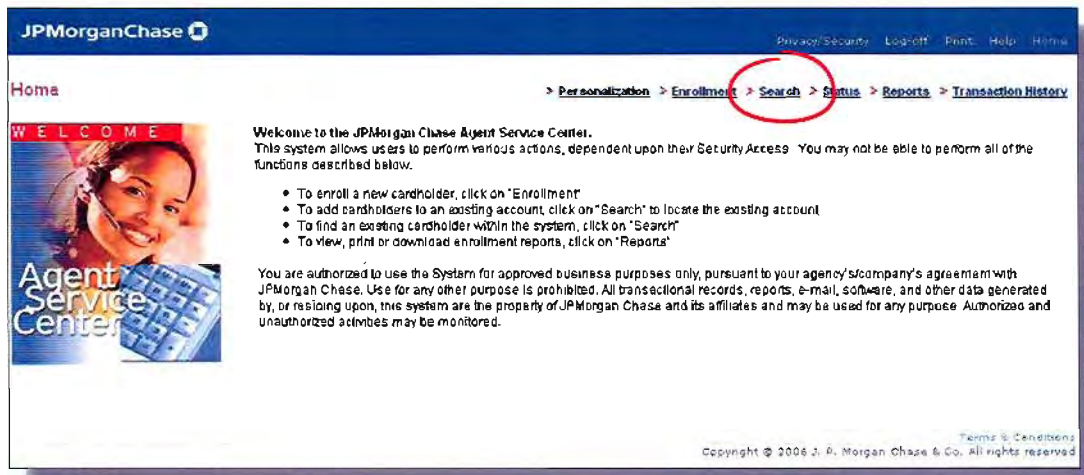
2. On the Account Detail page, click **Close Account**.
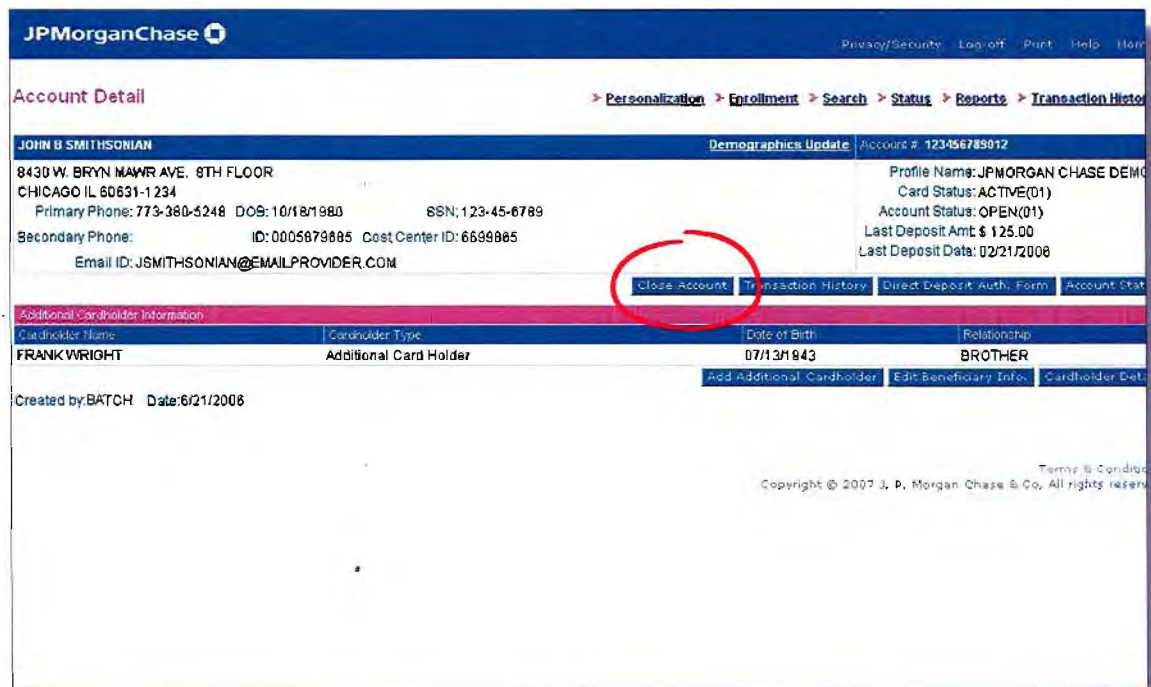
3. The system will ask you to confirm your request. Click **OK**.
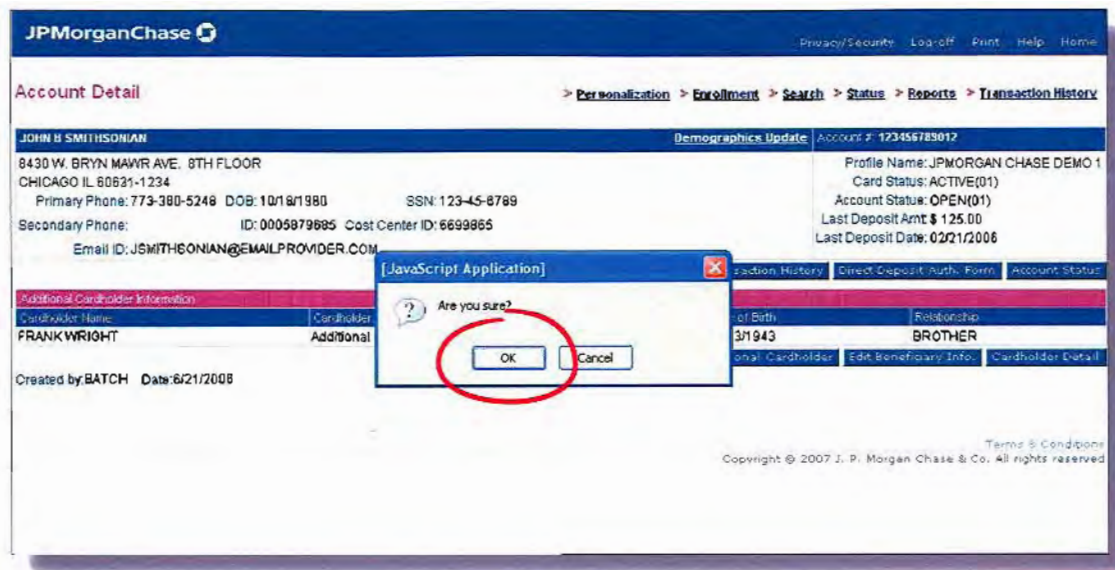
4. A confirmation message will display. Click **OK**.
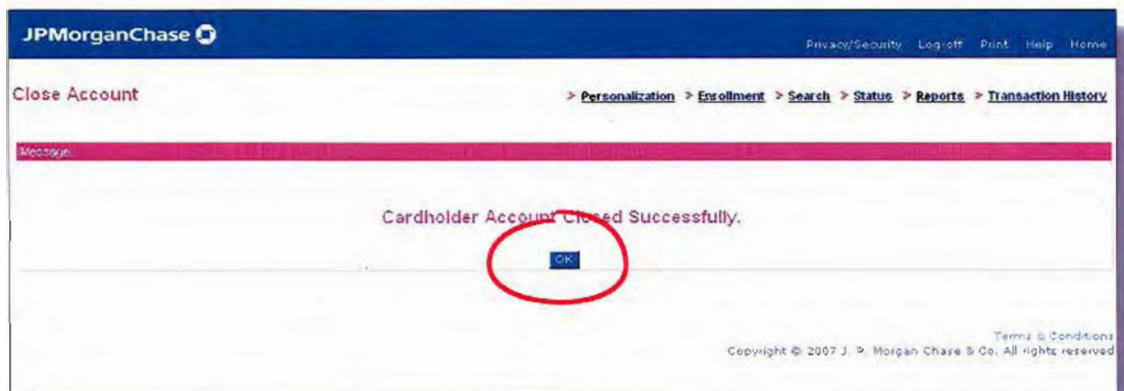
Reporting

The Agent Service Center provides clients with a number of reports that allow authorized users to monitor participation and actively manage their card program. Two different categories of reports are provided:
- **On-demand reports** — created dynamically, based upon user-selected parameters (i.e., date range, record type)
- **Scheduled Reports** — automatically created by the Agent Service Center on a set schedule (i.e., daily, weekly or monthly); cannot be customized by the user

The following are **standard** reports available through the Agent Service Center:
- **Customer Profile Report** — identifies the number of cards per profile and lists the cardholder names for each card
- **Adjustment Summary Report** — displays summary information for all adjustment transactions (credit & debit) within a selected date range
- **Adjustment Detail Report** — shows the detail of each online financial adjustment transaction (credit & debit) to a cardholder account within a selected date range
- **Cardholder Status Activity Report** — shows details of end-of-day card status updates over a selected date range
- **Inactivity Report** — provides details of cardholder accounts listed as "inactive" over a selected date range
- **Funding Summary Report** — shows summary information for all deposits processed during reporting period
- **Funding Detail Report** — lists cardholder account and amount that was funded to accounts during reporting period
- **Card Activation Summary Report** — provides an overall program participation snapshot, along with the total number of accounts currently open
- **Card Activation Detail Report** — provides detailed information about card activation status changes within the reporting period
- **Client Transaction Summary Report** — shows summary-level cardholder account usage
- **Cardholder Transaction Detail Report** — shows detail-level cardholder card usage for a client account
- **Card Replacement Report** — identifies all cardholders that received a replacement card
- **Account Closure Report** — lists accounts that have been closed

The following are **optional** reports available through the Agent Service Center:
- **Enrollment Status Report** — provides current enrollment status information for enrollments processed within a specific date range
- **Batch File Processing Report** — provides status and details about processed batch reports including number of records processed and rejected
- **Daily Transaction Report** — shows details of demographic updates performed within a specific date range
- **Direct Deposit Information Report** — displays direct deposit information for newly created accounts within a selected date range
- **Balance Reversal Report** — shows cards that have been affected by the Balance Reversal process

The following reports are **not** available through the Agent Service Center:
- **Pending Enrollment Confirmation Report** — shows enrollments where required documentation has not been received within a specified time period
- **Instant Card Online Activity Report** — shows the activated card activity
- **Negative Accounts Aging Report** — displays cardholder accounts that have a negative balance

Reports are available in one or more of the following formats, depending upon the particular report:
- **HTML format** — for on-screen viewing
- **PDF format** — for on-screen viewing, printing or saving
- **CSV format** — to import details into other applications (i.e. MS Excel, Access)

NOTE: Depending on the amount of data requested, some reports may require some additional time to run. You may provide your e-mail address to receive an e-mail notification when your report is ready for viewing.

1. Click **Reports** in the Agent Service Center user menu.

2. Click on the name of the report you would like to view.
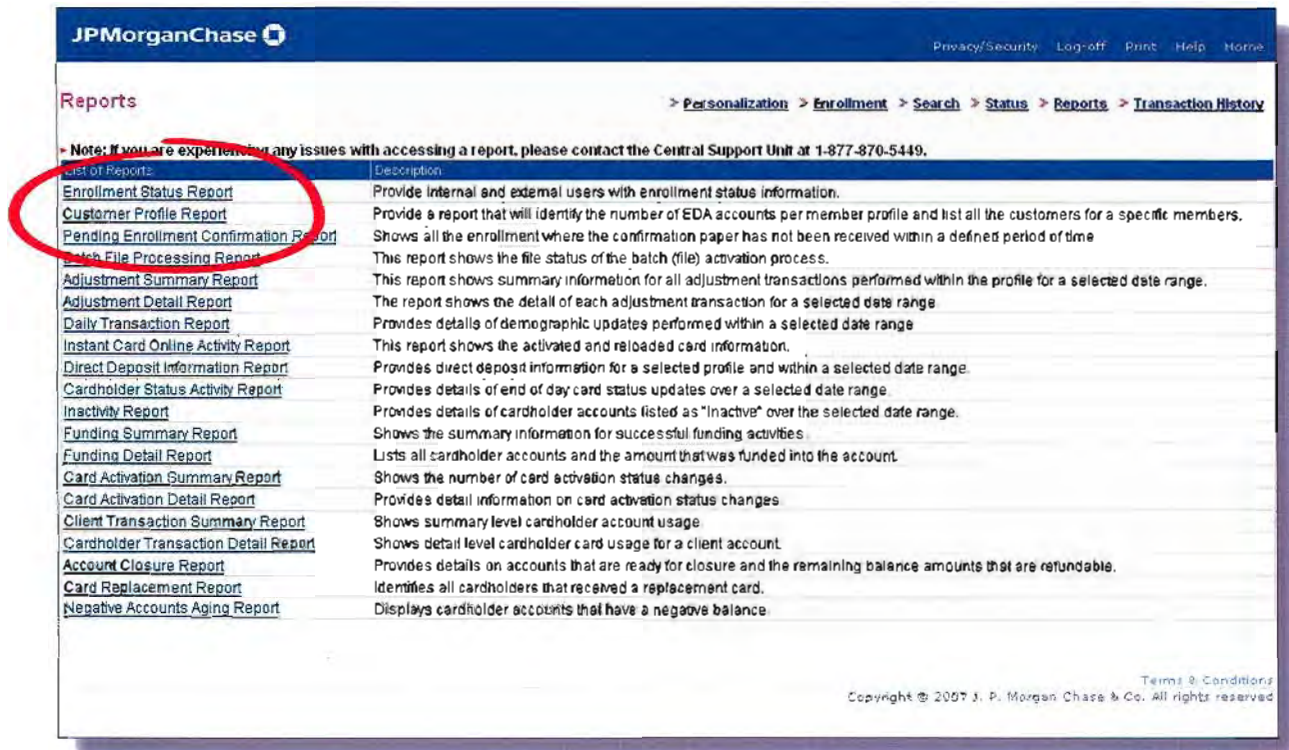
CUSTOMER PROFILE REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered). Click **CSV** or **HTML**, depending on the format desired. You will then be returned to the Reports Home page.
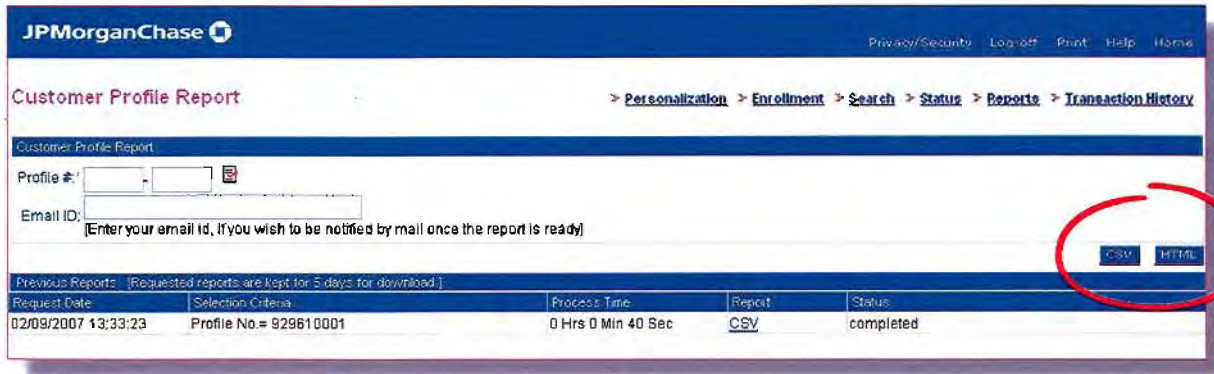
2. After re-selecting the report from the Reports Home page, you will see your requested report listed under Previous Reports. Click on the link for CSV or HTML in the Reports column. The report will either be displayed on-screen (HTML format) or you will be prompted to choose a location to save your file (CSV format).

ADJUSTMENT SUMMARY REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select your desired date range. Then click **CSV** or **HTML**, depending on the format desired. You will then be returned to the Reports Home page.

2. After re-selecting the report from the Reports Home page, you will see your requested report listed under Previous Reports. Click on the link for CSV or HTML in the Reports column. The report will either be displayed on-screen (HTML format) or you will be prompted to choose a location to save your file (CSV format).
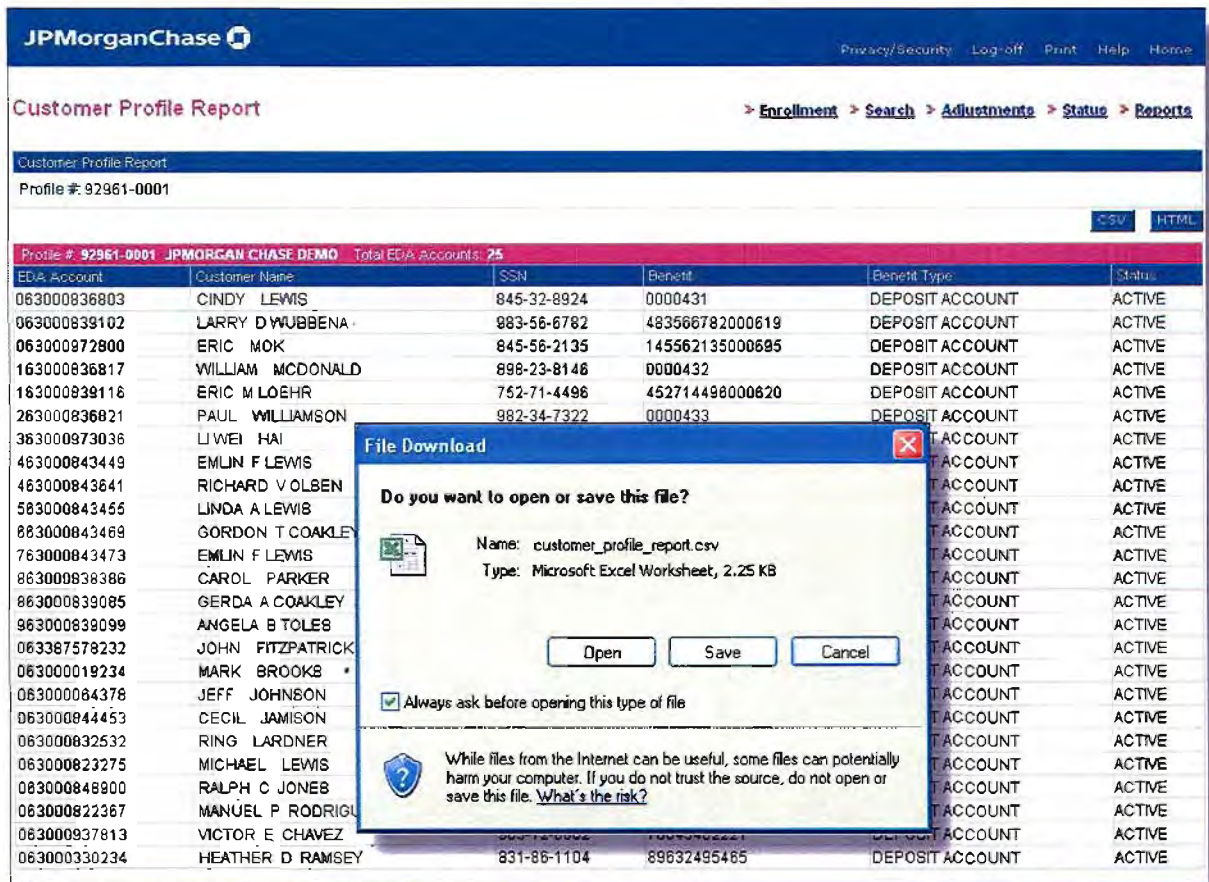
ADJUSTMENT DETAIL REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select your desired date range. Then click **CSV** or **HTML**, depending on the format desired. You will then be returned to the Reports Home page.

2. After re-selecting the report from the Reports Home page, you will see your requested report listed under Previous Reports. Click on the link for CSV or HTML in the Reports column. The report will either be displayed on-screen (HTML format) or you will be prompted to choose a location to save your file (CSV format).

CARDHOLDER STATUS ACTIVITY REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered), select your desired date range, and select the desired card status from the drop-down menu. Click **CSV**. You will then be returned to the Reports Home page.

2. After re-selecting the report from the Reports Home page, you will see your requested report listed under Previous Reports. Click on the link for CSV in the Reports column. You will be prompted to choose a location to save your file (CSV format).

INACTIVITY REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select your desired date range. Click **CSV**. You will then be returned to the Reports Home page.

2. After re-selecting the report from the Reports Home page, you will see your requested report listed under Previous Reports. Click on the link for CSV in the Reports column. You will be prompted to choose a location to save your file (CSV format).

FUNDING SUMMARY REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.

2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.

3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DATE 02/01/2007

FUNDING SUMMARY REPORT
PROFILE NUMBER: 92961-0001
PROFILE NAME: JPMORGAN CHASE DEMO
REPORTING PERIOD 12/31/2006 TO 01/05/2007

SUB PROFILE 12345678

ACCOUNT TYPE	FUNDING DATE	TRANS TYPE	NUMBER OF ACCOUNTS FUNDED	TOTAL AMOUNT FUNDED
UNEMPLOYMENT DEMO	01/01/2007	DEPOSIT	0	0.00
UNEMPLOYMENT DEMO	01/02/2007	DEPOSIT	39563	8901675.00
UNEMPLOYMENT DEMO	01/03/2007	DEPOSIT	0	0.00
UNEMPLOYMENT DEMO	01/04/2007	DEPOSIT	0	0.00
UNEMPLOYMENT DEMO	01/05/2007	DEPOSIT	0	0.00
UNEMPLOYMENT DEMO	01/06/2007	DEPOSIT	0	0.00

SUB TOTAL (Number of Transactions):   39563
SUB TOTAL (Total Dollar Amount)   8901675.00

TOTAL (Number of Transactions)   39563
TOTAL (Total Dollar Amount)   8901675.00

File Download

Do you want to open or save this file?

Name: funding_summary_report.csv
Type: Microsoft Excel Worksheet, 2.25 KB

[Open]   [Save]   [Cancel]

☑ Always ask before opening this type of file

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

FUNDING DETAIL REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.

2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.

3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DATE: 02/01/2007

FUNDING DETAIL REPORT
PROFILE NUMBER: 62981-0001
PROFILE NAME: JPMORGAN CHASE DEMO
REPORTING PERIOD: 01/31/2007 TO 01/01/2007

SUB PROFILE: 12345675

CARDHOLDER NAME	ID	CARD NUMBER	ACCOUNT OPEN DATE	COST CENTER	FUNDING TRANS TYPE	TRANSACTION DESCRIPTION	TRANS AMOUNT	FUNDING DATE	PO
JOHN SMITHSONIAN	206542203	0409200205893546	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	225.00		
PATRICIA SMITH-VASQUEZ	438221655	9409200266086025	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	206.00		
JANE SMOAK	599750130	0409200245870426	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	225.00		
WILLIAM SMYTHE	546165153	0409200207451056	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	296.00		
ROBERT SYNDER	585218554	9409200254857805	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	150.00		
LEYA SPEARS	231663430	9409200254867805	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	600.00		
LUELLA SPECTER	532921854	9409200254860548	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	640.00		
MARCELLA SPRAT	255643540	0409200201241574	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	276.00		
AMY SPRINGER	052125748	9409200254803489	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	290.00		
ERIN SPROUT	570510514	0409200284389054	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	250.00		
ALICE STASLER	549840521	9409200250684664	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	450.00		
FRANK STANFORD	054549857	0409200217474466	01/01/2007	00000000	DEPOSIT	UNEMPLOYMENT	396.00		
UNEMPLOYMENT DEMO	01/13/2007		DEPOSIT		0	0.00			
UNEMPLOYMENT DEMO	01/14/2007		DEPOSIT		0	0.00			
UNEMPLOYMENT DEMO	01/15/2007		DEPOSIT		0	0.00			

SUB TOTAL (Number of Transactions): 810492
SUB TOTAL (Total Dollar Amount): 25079921.19

TOTAL (Number of Transactions): 810492
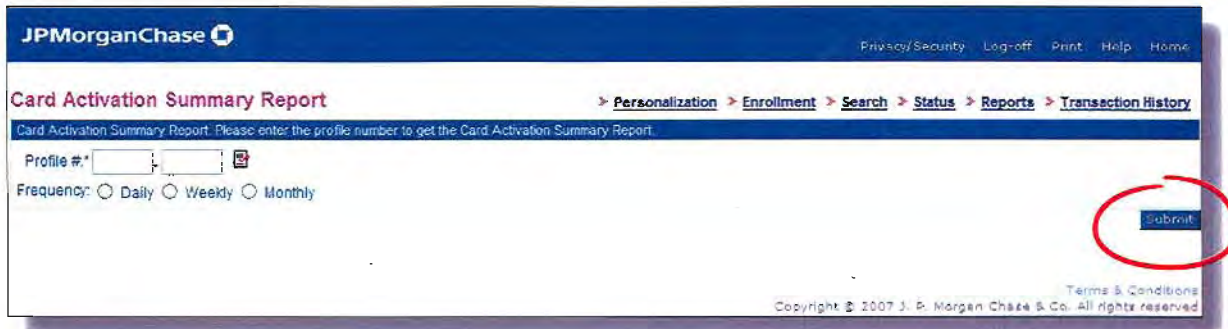TOTAL (Total Dollar Amount): 25079921.19

File Download

Do you want to open or save this file?

Name: funding_detail_report.csv
Type: Microsoft Excel Worksheet, 2.25 KB

[Open] [Save] [Cancel]

☑ Always ask before opening this type of file

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

CARD ACTIVATION SUMMARY REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.

2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.

33

3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

```
DATE: 02/01/2007                          Card Activation Summary Report                                    PAGE: 1
                                          PROFILE NUMBER: 92961-0001
                                          PROFILE NAME: JPMORGAN CHASE DEMO
                                          REPORTING PERIOD: 01/01/2007 TO 01/31/2007

SUB PROFILE  12345678
COMPANY NAME              ACTIVE      NOT ACTIVATED  UNDELIVERED
UNEMPLOYMENT DEMO          5932          112              2


SUB TOTAL:                  592          112              3


TOTAL CARDS ACTIVATED:    39568
TOTAL CARDS NOT ACTIVATED:  189
TOTAL CARDS UNDELIVERED:     56

TOTAL OF ALL CARDS:       39813
```

File Download

Do you want to open or save this file?

Name: card_activation_summary_report.csv
Type: Microsoft Excel Worksheet, 2.25 KB

[Open]   [Save]   [Cancel]

☑ Always ask before opening this type of file

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

CARD ACTIVATION DETAIL REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.

2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.

3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).
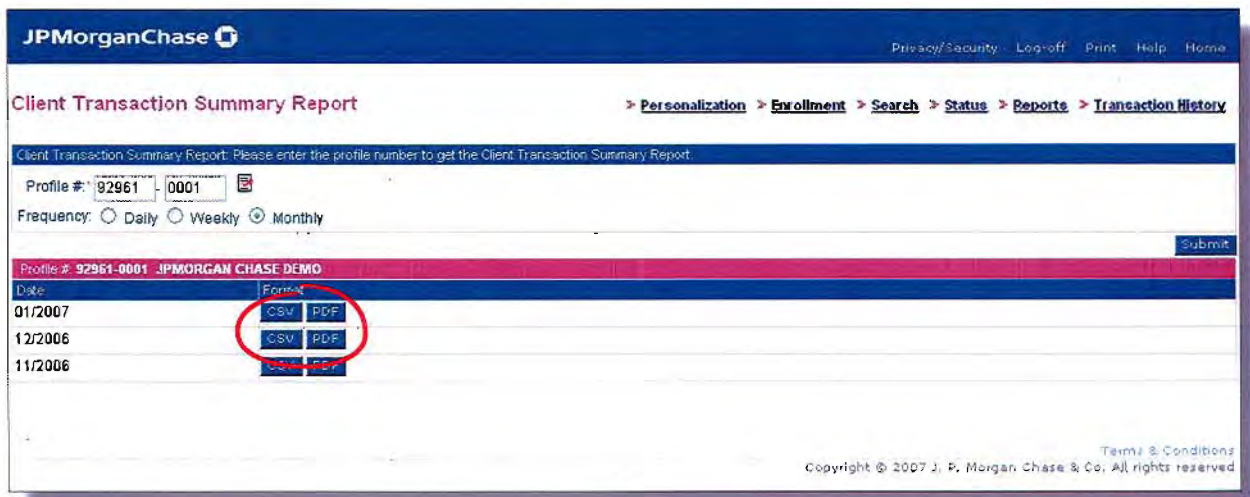
CLIENT TRANSACTION SUMMARY REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.

2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.

3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DATE: 02/01/2007   Client Transaction Summary Report   Page 1
PROFILE NUMBER. 92961-0001
PROFILE NAME: JPMORGAN CHASE DEMO
REPORTING PERIOD 01/01/2007 TO 01/31/2007

SUB PROFILE 12345678

COMPANY NAME	TRANS TYPE	TRANS TYPE DESCRIPTION	NUMBER OF TRANSACTIONS	TOTAL DOLLAR AMOUNT
UNEMPLOYMENT DEMO	01	ATM WITHDRAWAL COM	47481	1934850.75
UNEMPLOYMENT DEMO	01	ATM WITHDRAWAL INT	66	5260.00
UNEMPLOYMENT DEMO	02	POS SIGNATURE	324457	11849169.64
UNEMPLOYMENT DEMO	03	POS PIN	138488	11290620.80

SUB TOTAL (Number of Transactions).   810492
SUB TOTAL (Total Dollar Amount)   25079921.19

TOTAL (Number of Transactions).   810492
TOTAL (Total Dollar Amount).   25079921.19

File Download

Do you want to open or save this file?

Name: client_transaction_summary_report.csv
Type: Microsoft Excel Worksheet, 686 bytes
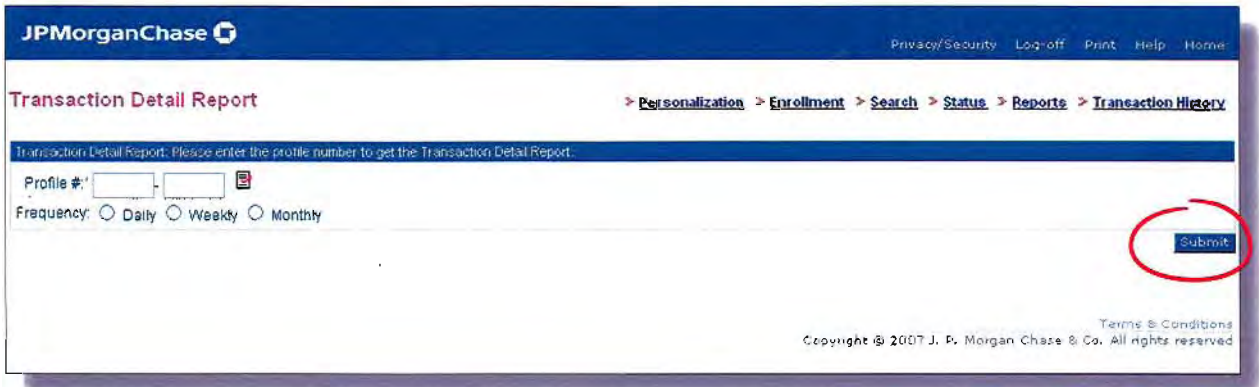From: questgrouptesting.com

[Open] [Save] [Cancel]

☑ Always ask before opening this type of file

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

CARDHOLDER TRANSACTION DETAIL REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.

2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.

3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

CARD REPLACEMENT REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.

2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.

3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).
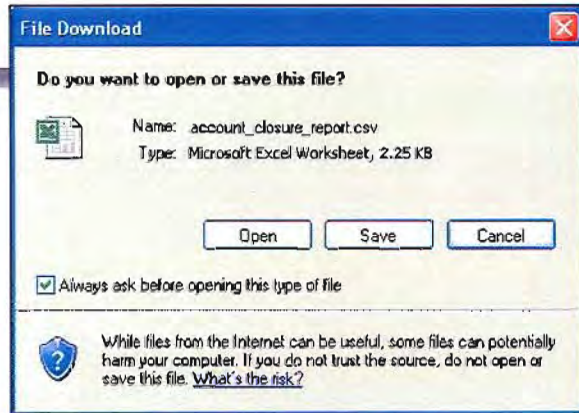
DATE: 02/01/2007
TIME: 12:34:56

CARD REPLACEMENT REPORT
MASTER PROFILE NAME: ABC PAYROLL
MASTER PROFILE NUMBER: 12345-0000
REPORTING PERIOD: 01/01/2007 TO 01/01/2007

PAGE NUMBER: 1
REPORT NAME: 008

SUBPROFILE NUMBER: 12345-0201   SUB PROFILE NAME: ABC PAYROLL XYZ

CARDHOLDER NAME FIRST NAME LAST NAME	CARD NUMBER	ID	EDA	FEE	CARD STATUS	ACCOUNT STATUS	DATE MODIFIED
Abraham, Lincoln	XXXXX3285987456	5678980124666	234999999999	10.00	Reported Lost	Open	01/01/2007
George, Washington	XXXXX7532159875	2321453515832	456999999999	10.00	Reported Lost	Open	01/01/2007
John, Adams	XXXXX1259874566	2367634225645	567999999999	15.00	Reported Stolen	Open	01/01/2007
John, Smith	XXXXX2879987465	8456345223652	678999999999	15.00	Reported Stolen	Closed	01/01/2007
Thomas, Jefferson	XXXXX3368623423	6598745233698	593999999999	10.00	Reported Damaged	Open	01/01/2007

File Download

Do you want to open or save this file?

Name: card_replacement_report.csv
Type: Microsoft Excel Worksheet, 917 bytes
From: questgrouptesting.com

[Open]   [Save]   [Cancel]

☑ Always ask before opening this type of file

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

ACCOUNT CLOSURE REPORT

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired report frequency. Click **Submit**.

2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired. Typically, the most recent 7 days, 4 weeks or 5 months of reports will be displayed.

3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

ENROLLMENT STATUS REPORT *(OPTIONAL)*

1. After selecting this report from the Reports page, select the date range for which you would like to view a report. Click **CSV** or **HTML**, depending on the format desired.
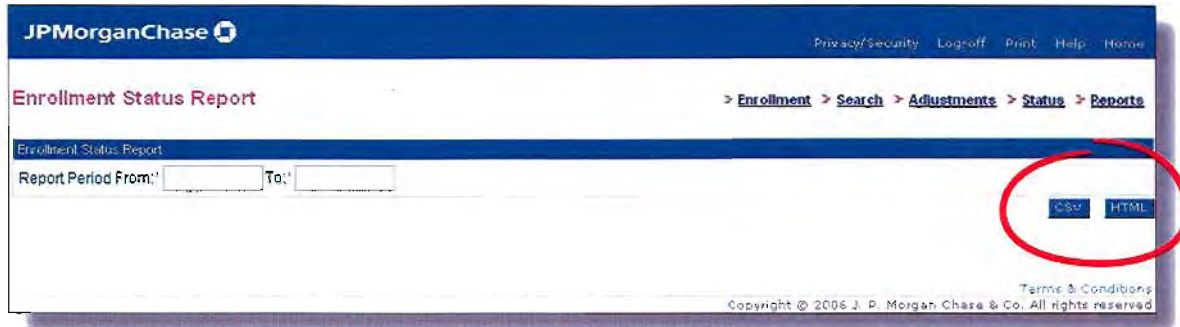
2. The report will either be displayed on-screen (HTML format) or you will be prompted to choose a location to save your file (CSV format).
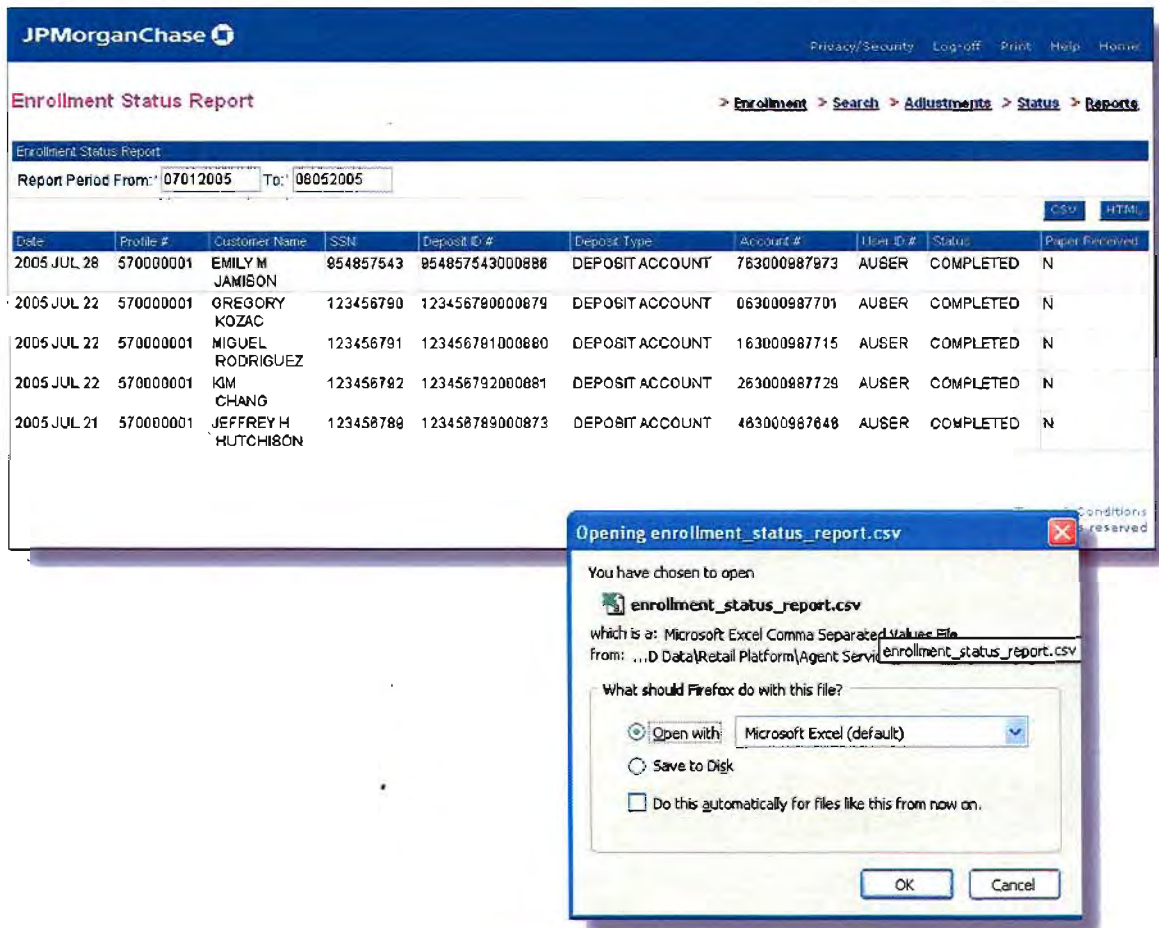
BATCH FILE PROCESSING REPORT *(OPTIONAL)*

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired date range. Then click **CSV** or **HTML**, depending on the format desired.

2. The report will either be displayed on-screen (HTML format) or you will be prompted to choose a location to save your file (CSV format).
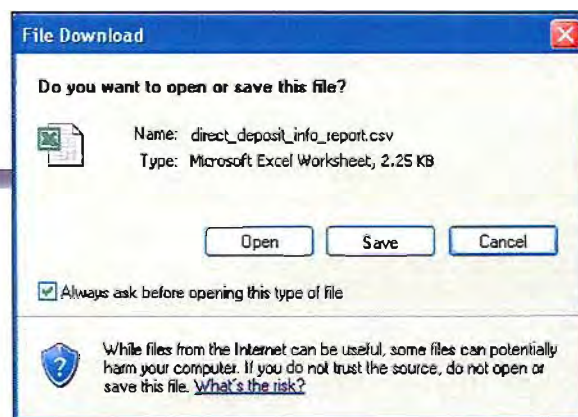
DAILY TRANSACTION REPORT *(OPTIONAL)*

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired date range. Then click **CSV** or **PDF**, depending on the format desired.

2. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DAILY TRANSACTION REPORT *(OPTIONAL)*

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired date range. Then click **CSV** or **PDF**, depending on the format desired.

2. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

DIRECT DEPOSIT INFORMATION REPORT *(OPTIONAL)*

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select the desired date range. Then click **CSV** or **PDF**, depending on the format desired.

2. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

BALANCE REVERSAL REPORT *(OPTIONAL)*

1. After selecting this report from the Reports page, enter your profile number (this may be pre-entered) and select your desired report frequency. Click **Submit**.

2. The system will display a list of reports (current and historical) for the frequency requested. Click **CSV** or **PDF** for the specific report, depending on the format desired.

3. The report will either be displayed on-screen (PDF format) or you will be prompted to choose a location to save your file (CSV format).

Online Help

You can access the online Help Guide from any page in the Agent Service Center by clicking **Help** in the header bar. Click on a topic from the list on the left side of the Help Guide and you will see step-by-step instructions, along with screen shots to assist you with any Agent Service Center function. *(NOTE: The contents of the Help menu may display pages that are not accessible to you based on your user role.)*