

EagleCash™ Kiosk User's Guide

HOW WILL THE EAGLE CASH™ KIOSK HELP ME?

Enroll in the EagleCash™ program at the Finance Office and access your designated U.S. checking/savings account 24 hours a day, seven days a week!

- Load funds from your designated U.S. checking or savings account to your EagleCash™ card.
- Unload funds from your EagleCash™ card to your designated U.S. checking or saving account.
- Transfer funds from one EagleCash™ card to another EagleCash™ card.
- Change your PIN.
- View or print recent EagleCash™ transaction history.
- Obtain a printed receipt of the balance on your EagleCash™ card.



HOW DOES THE KIOSK WORK?

The Kiosk has a “Smart Card” reader that prompts you for your PIN and reads the banking information you provided when the card was issued at the Finance Office. Cardholders select the type of transaction they want to perform and the amount of funds to transfer. The cards are re-valued at the Kiosk and are ready for immediate use. Funds will be debited/credited to your U.S. designated checking/savings account. Receipts are available for all transactions.

WHEN IS THE KIOSK AVAILABLE?

The EagleCash™ Kiosk is available to manage your funds 24 hours a day, seven days a week.

HOW MUCH MONEY CAN I TRANSFER?

The local Command establishes the daily withdrawal limit. Please see the Finance Office for details.

IS THERE A FEE TO USE THE KIOSK?

No! There are no transaction fees associated with the use of the EagleCash™ card or Kiosk.

HOW WILL THESE TRANSACTIONS APPEAR ON MY BANK/CREDIT UNION STATEMENT?

Kiosk transactions will be reflected on your checking/saving account statement and contain the description "US Treas- EagleCash Kiosk" along with the associated date and amount of the transaction.

HOW DO I KNOW MY CARD WILL WORK IN THE KIOSK?

Your EagleCash™ card will only work in the Kiosk if you enroll at the Finance Office for this service and provide your bank routing number. If you insert a card that has not been enrolled, you will be prompted to go to the Finance Office to enroll. Enrollment is easy and convenient!

WHAT IF MY BANK/CREDIT UNION DOESN'T HONOR A KIOSK TRANSACTION?

In cases where the transaction is dishonored due to incorrect account information, the US Dept of Treasury will work with the local Finance Office to get the banking data corrected. If the transaction is returned because of insufficient funds, it will be represented up to two more times, coinciding with military pay dates. You are responsible for any bank fees due to insufficient funds. In either case, by signing the ACH Enrollment Authorization, you authorize the US Dept of Treasury to collect negative funds immediately from your pay.

WHAT IF I MAKE A MISTAKE DURING MY TRANSACTION?

Simply press "Cancel".

WHAT IF I DON'T AGREE WITH THE BALANCE ON MY CARD?

Print a Transaction History Report and contact the Finance Office for assistance.

FOR MORE DETAILS, CONTACT THE FINANCE OFFICE.

