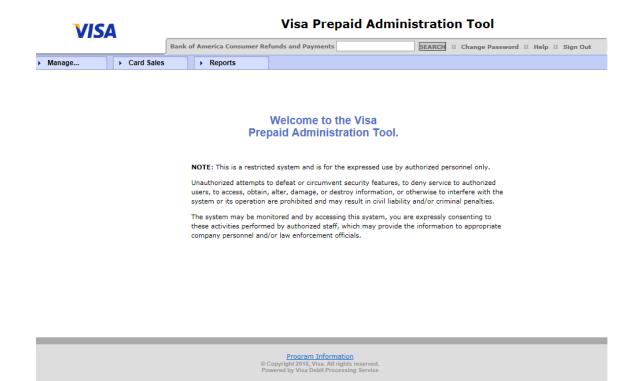
# Bulk Upload Process Steps – Ordering Personalized Cards/Initial Load

Access the Bulk Upload option:

From the Main Menu, click on Card Sales > Bulk Upload



At the Bulk Upload screen, choose Add Cards from the Tasks options on the left:

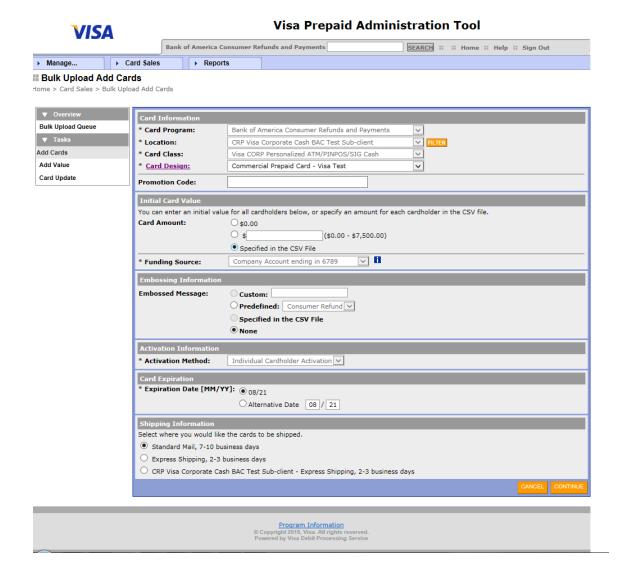




Choose the appropriate dropdown options for Card Information. In most cases, these fields will default (be grayed out) to the appropriate options for your program.



Once the Card Information fields are fully populated, you will see the main screen for the Bulk Upload Add Cards option below:



Choose the appropriate option for Initial Card Value:

- Click radio button for \$0.00 if you will not be loading funds during this Add Cards process.
   If you choose this option, you will not put any value in the Card Value field on your bulk upload file.
- Click second radio button if you are assigning the same value to all cards in the file. Key
  in the appropriate amount in the field provided.
- Click third radio button if you will be indicating individual amounts for each card within the file.

### Embossing Information:

This section will only be used if the client has special embossing set up for their program.

#### **Activation Information:**

• This section will be defaulted for you – no action needed

## Card Expiration:

• This section will be defaulted for you – no action needed

# Choose the appropriate option for Shipping Information:

- Click the radio button for Standard Mail if you want to have the cards mailed via USPS directly to each individual cardholder.
- Click the radio button for Express Shipping if you want to have the cards sent via express shipping to each individual cardholder. This may result in \$15 charges to the client for each individual card ordered.
- Click the last radio button to have the entire order of cards sent to the client location via Express Shipping (4 business days).

Click Continue to proceed to the next screen (Upload File screen)



Program Information

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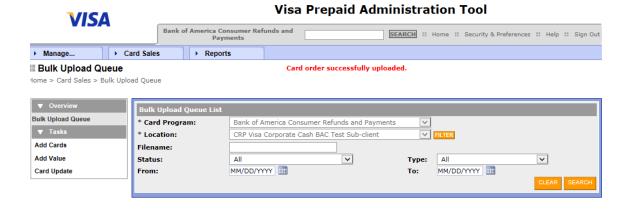
At this screen, you can pull both the Field Requirements and Excel Sample for your file. It is recommended that you pull a new Excel Sample every time you create a new file. Below are helpful tips when creating your file:

- When using the bulk upload file, our recommendation is to create and format the file in Excel using the sample, save in Excel, and then save in CSV format (which is the format in which you would upload the file in the PAT system).
- If you need to make any changes or correct errors in the file, always go back to the Excel
  version, make the changes, save as Excel, and then save as CSV. This helps keep the
  formatting correct between Excel and CSV.
- If you have any data fields with a leading zero (i.e. zip code or SSN), format those fields in Excel as "Custom" and enter the number of zeroes applicable in the "Type" field (for example for zip code enter 00000 in the "Type" field and for SSN enter 000000000 in the "Type" field). This will format these fields correctly and retain the leading zero when saving in CSV format. Please note that when viewing the CSV file the format may not appear to have been retained, but it has.
- Actual field lengths for address and city may not match the specs that are published on the PAT system. For example, Address Line 1 and 2 fields are limited to 30 characters/spaces and the City field is limited to 19 characters/spaces. In addition, Address Line 3 is not currently available for use by BofA Prepaid card clients.
- USA must be used in the Cardholder Country Code field.
- Card Value field (if used) must be formatted as a Number with 2 decimal places

 Depending on your program type and configuration, the following fields will generally be required fields: Cardholder First Name, Cardholder Last Name, Cardholder Address, Cardholder City, State, Postal Code (5 or 9 numbers, no dashes), Cardholder Country Code (USA), Cardholder Phone Number (no dashes), Cardholder Phone Type. Some program types (i.e. CashPay and Govt disbursement type programs) may require date of birth, Govt ID type, Govt ID (SSN) and Govt ID Country. Click the Browse button to display your desktop. Choose the CSV version of the file you have created. Once the file name is populated in the box shown below, you would click the Submit button to submit the file. Please note that the initial submission here starts the edit check process to make sure that there are no errors with content or formatting of your file.



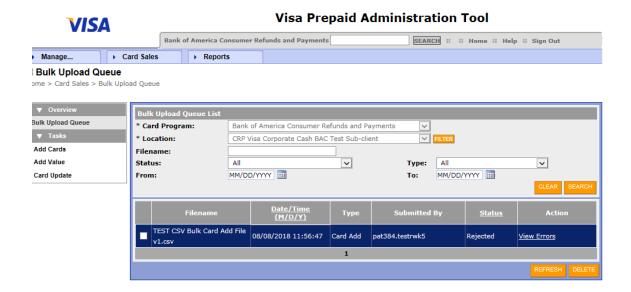
You should receive the message below in red after uploading the file.





Within a few minutes (or longer if your file is large), you should return to the Bulk Upload Queue (by clicking the Search button) to check the status of the file. Clicking Search will take you to the next screen which will list out the file that you uploaded.

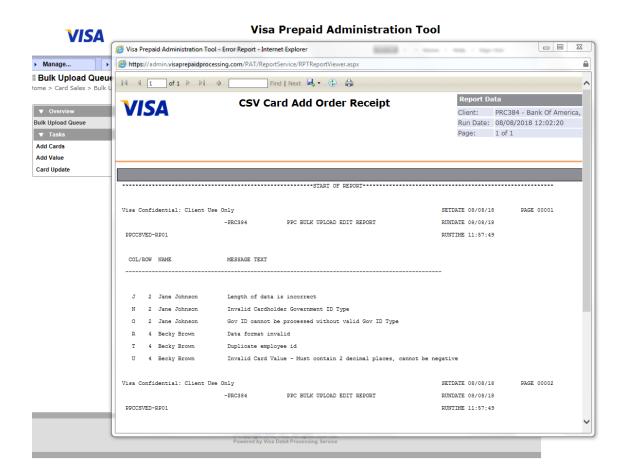
As shown below, the file is in a Rejected status and requires that you take Action by clicking on View Errors (under Action).



The Error Report will appear as depicted below (be sure that you have pop up blockers turned off, or you will not be able to view the Error Report). The Error Report details the errors that you have on the file. In this example, there are several errors on 2 of the card recipients within the file:

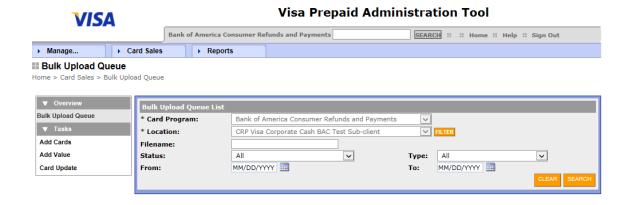
- For Jane Johnson, line 2, column J the leading zero has dropped from the zip code.
   Per the helpful tips, zip codes with a leading zero must be formatted in a custom manner to retain the leading zero.
- For Jane Johnson, line 2, column N An invalid code was used for Cardholder Government ID Type. This would need to be corrected with a valid code from the specs document.
- 3) Related to #2 above. Once #2 is corrected, this error would be corrected.
- 4) For Becky Brown, line 4, column R Date of Birth is in the wrong format. The proper format is yyyymmdd. This would need to be corrected.
- 5) For Becky Brown, line 4, column T Employee ID is a duplicate ID for another person on the file. You would need to provide a unique Employee ID for Becky Brown.
- 6) For Becky Brown, line 4, column U the card value is invalid. Card value fields must be formatted as a Number with 2 decimal places. Formatting of this field would need to be corrected.

Going back to your original Excel version of the file, you would need to correct each error, save as Excel under a different name (i.e. change version on the file name, "v2"), save as CSV format, and re-upload the entire CSV file again.



Re-uploading the file works in the same manner as before:

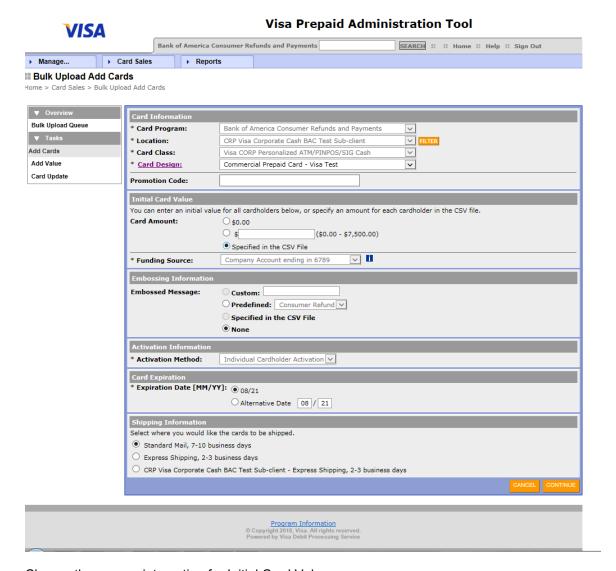
At the Bulk Upload screen, choose Add Cards from the Tasks options on the left:



Choose the appropriate options for Card Information. In most cases, these fields will default (be grayed out) to the appropriate options for your program.



Once Card Information fields are fully populated, you will see the main screen for the Bulk Upload Add Cards option below:



Choose the appropriate option for Initial Card Value:

- Click radio button for \$0.00 if you will not be loading funds during this Add Cards process.
   If you choose this option, you will not put any value in the Card Value field on your bulk upload file.
- Click second radio button if you are assigning the same value to all cards in the file. Key
  in the appropriate amount in the field provided.
- Click third radio button if you will be indicating individual amounts for each card within the file.

## **Embossing Information:**

• This section will only be used if the client has special embossing set up for their program.

#### Activation Information:

• This section will be defaulted for you – no action needed

# Card Expiration:

• This section will be defaulted for you - no action needed

Choose the appropriate option for Shipping Information:

- Click the radio button for Standard Mail if you want to have the cards mailed via USPS directly to each individual cardholder.
- Click the radio button for Express Shipping if you want to have the cards sent via express shipping to each individual cardholder. This may result in \$15 charges to the client for each individual card ordered.
- Click the last radio button to have the entire order of cards sent to the client location via Express Shipping.

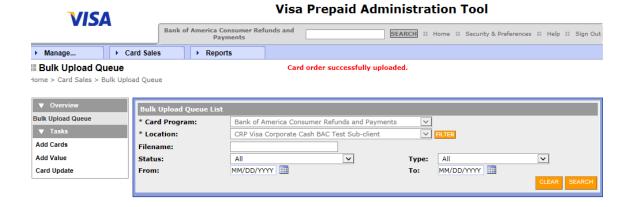
Click Continue to proceed to the next screen Upload File screen):



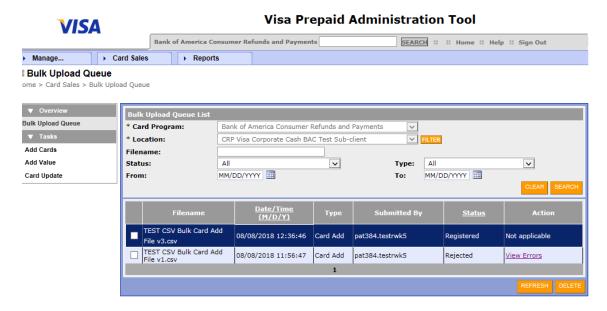
Click the Browse button to display your desktop. Choose the CSV version of the file you have created. Once the file name is populated in the box shown below, you would click the Submit button to submit the file. Please note that the initial submission here starts the edit check process to make sure that there are no errors with content or formatting of your file.



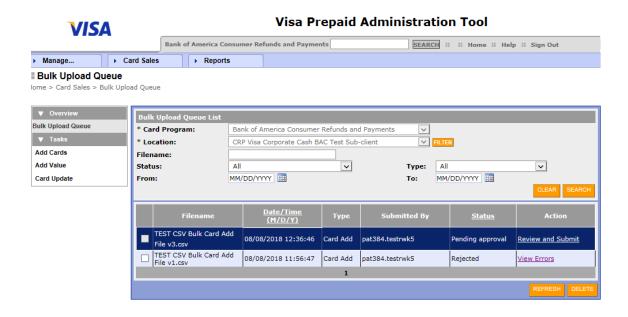
You should receive the message below in red after uploading the file.



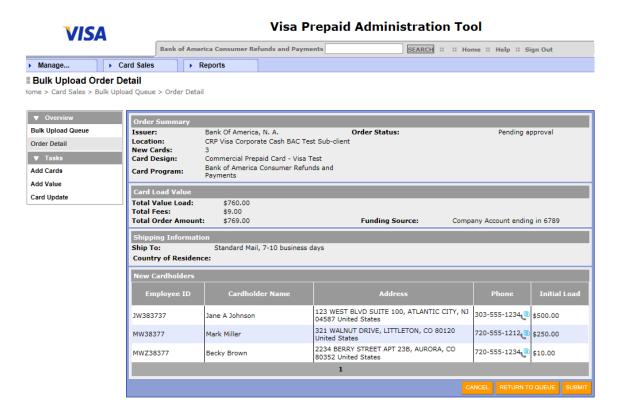
Clicking Search will take you to the next screen (Bulk Upload Queue – depicted below) which will list out the old file (with errors) and the new file that you just uploaded. The file may take a few moments to run through the edit check process and will be in a Registered status until the process is complete.



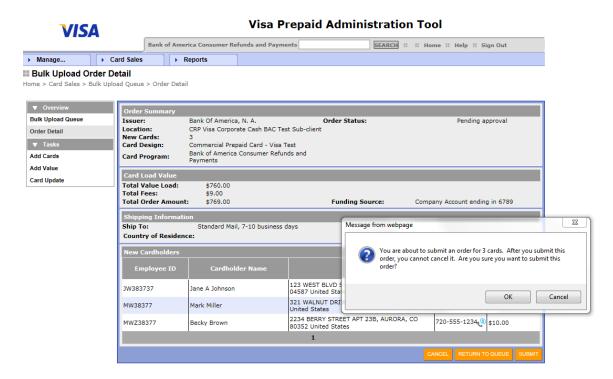
Clicking on the Refresh button will refresh the screen and give an updated status once the file is processed. You will see below that the file has now changed Status to Pending approval and the Action has changed to Review and Submit.



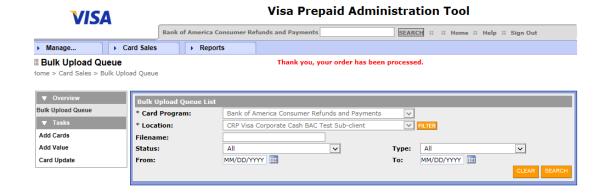
Review and Submit as the Action means that the file has successfully passed edit checks. You will need to click on Review and Submit to complete the next step in the process. Clicking on Review and Submit will give you the opportunity to review the contents of the file and to check the amount that will be loaded to each card and in total (if applicable – if you are loading funds to the cards during this initial order), as well as the shipping option that was chosen.



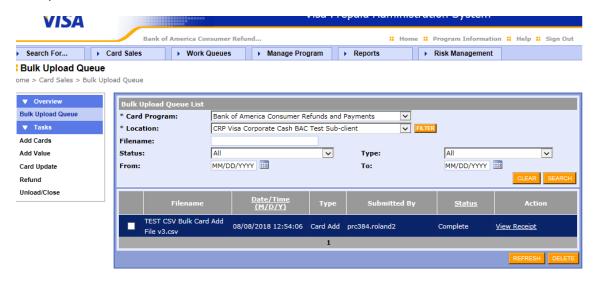
Once you have reviewed this screen and you agree with the contents, you will click on Submit. You will receive the message below asking if you are sure you want to submit the order. Click OK if you are ready to submit the order; click Cancel if not.



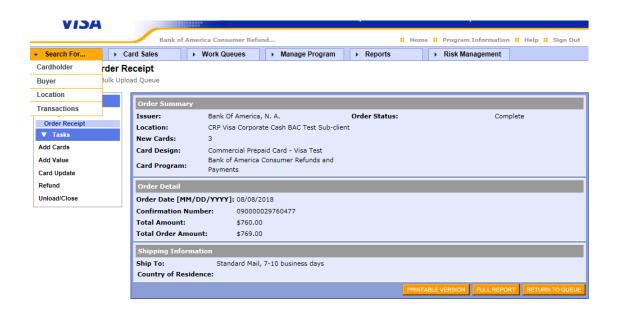
If you clicked OK in the prior step, you will receive the confirmation message shown in red below:



Within a few minutes or longer, the file will process and your Status and Action will change again as depicted below.



If you click on View Receipt, you will see the details of the file. At the bottom of this screen, you can click the Full Report button and a New Cardholder Accounts Added report will be created for you to view.



This New Cardholder Accounts Added report provides detail information like Cardholder Name, Employee ID, RTN, Account Number, Card Number, and Proxy ID for each card that was ordered during this upload process. This report can be downloaded into several file format types.

