



PEX Card Job Aid

Prepaid Expense (PEX) cards are provided to eligible customers for work support, work search support, and education and training support. Staff must follow the process for determining a customer eligible as outlined in the [Workforce Solutions Financial Aid Standards and Guidelines](#). Refer to the [Financial Aid Limits by Types of Assistance](#) desk aid for a complete list of categories and limits. This job aid details the steps to issue a PEX card to the customer.

The designated office staff (Approver) must:

1. Review the request.
2. Assign a card to the customer in the PEX system.
3. Change the Spend Policy on the card.
4. Work with the customer to set up the PEX Mobile App.
5. Explain to the customer how the card may be used and the reporting requirements.
6. Assign the PEX card to the customer in the financial aid management system (FAMS).
7. Upload documentation to the document management system.

Step 1: Review the request.

- a. Financial Aid Intake Form
- b. Financial Assistance Request Form
- c. I-9 documents and checklist
- d. Eligibility documents for the fund source(s) for which the customer qualifies, if applicable
- e. Confirm the customer's current contact information is in the case management system

Step 2: Assign a card to the customer in the PEX system.

- a. Open Google Chrome and access the PEX Dashboard here:
<https://dashboard.pexcard.com/login>.
- b. Login using your UserID and Password. Your PEX dashboard displays.

Note: You will be asked to confirm your information via an email link if you:

- Were timed out from the system
- Forget to log out
- Log in using an IP address different from your normal access

PEX Support for Admins: 1.866.685.1898 | adminsupport@pexcard.com

If you contact PEX Support for any reason, email Gale Childers at FAPO (Gale.Childers@wrksolutions.com) a summary of the issue and resolution.



- c. Click 'Cards' on the left menu. The list of PEX cards issued for all career offices displays.
- d. Select one of the cards assigned to your office. Be sure to use cards in the order they are received and in sequence.
- e. Enter the number on the front of the card in the Search field on the top right of the screen to locate that card on the list. You can also use the filter button to see cards assigned only to your office.
- f. Select the card by clicking on it.

<input type="checkbox"/>	Card name	Group	Spend policy	Status	Balance
<input type="checkbox"/>	Card 00001 --- 6872	Northline		Inactive ▾	\$0.00

Card status Active ▾

- g. Change card status to "Active" by clicking the dropdown option under Status. The Card Details screen displays, and a notification pops up.

ⓘ This card has not yet been registered to a team member. [Send invite](#)

Do not click 'Send Invite' – until you update the card profile with the customer's information.

- h. Click on the Profile tab. The card profile screen displays.

Transactions	Declines	Spend rules	Statement	Profile
Custom Id	-			
Group	Northline			
Date of birth	01 Jan 1990			
Home phone	(713) 000-0000			
Mobile	-			
Email	gale.childers@wrksolutions.com			
Billing Address	7324 SW Fwy Ste 1600, Arena Tower II, Houston, TX 77074 <small>This also counts as the "card billing address" for online purchases.</small>			
Shipping Address	7324 SW Fwy Ste 1600, Arena Tower II, Houston, TX 77074 <small>Renewals and replacement cards will be shipped to this address.</small>			

- i. Click 'Edit Profile,' on the bottom left of the screen to update the customer's information:

Note: Required information is indicated with an asterisk.

***Custom ID:** Last name and TWIST ID – example (Jones123456)

***Customer's name:** Do not use special characters such as a hyphen or apostrophe.*

***Date of Birth:** Note – a PEX card cannot be issued to customers under 18.

***Home/Cell phone number**

***Email address:** If the customer does not have an email address, help them create one.

*** Address and Shipping Address**

Notes:

*Verify the customer's account in FAMS does not have any special characters. This may cause a mismatch with PEX.

- You can edit the customer's information anytime it changes. The customer cannot update their own information.
- Career Advisors must ensure the customer's contact information is correct in the case management system and matches the information on the Financial Aid Intake Form.
- The information entered here will be used by PEX to verify a customer's identity if they ever need to request a new card.

- j. Click 'Update.' The card is now registered to the customer. Two pop-up notifications display: "You've successfully updated the card" and "This card has not yet been registered to a team member. Send invite."

- k. Click 'Send invite.' This sends the customer an email stating their card is registered.



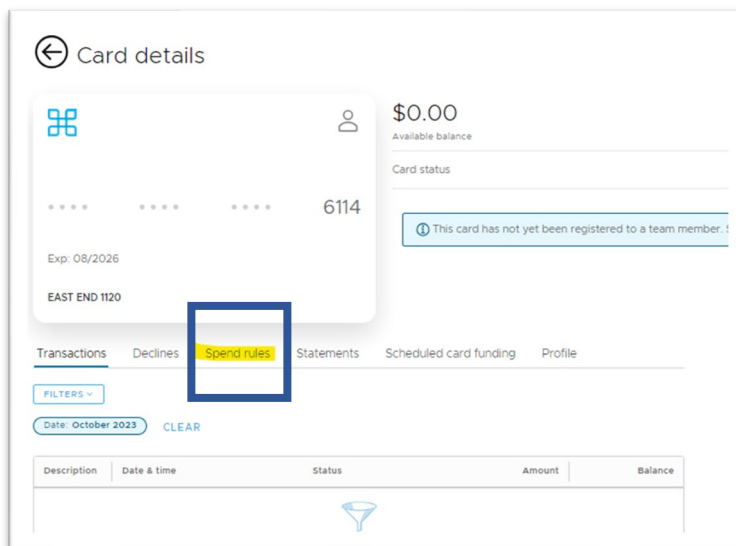
Step 3: Change the Spend Policy on the card (for purchases other than fuel).

All PEX cards have a default ‘Spend Rule’ for ‘Fuel Only.’ When you issue a card for any other reason, you must change the ‘Spend Rule’ in the PEX system to allow the card to be used at other locations, in person or online. The pre-set ‘Spend Rules’ are:

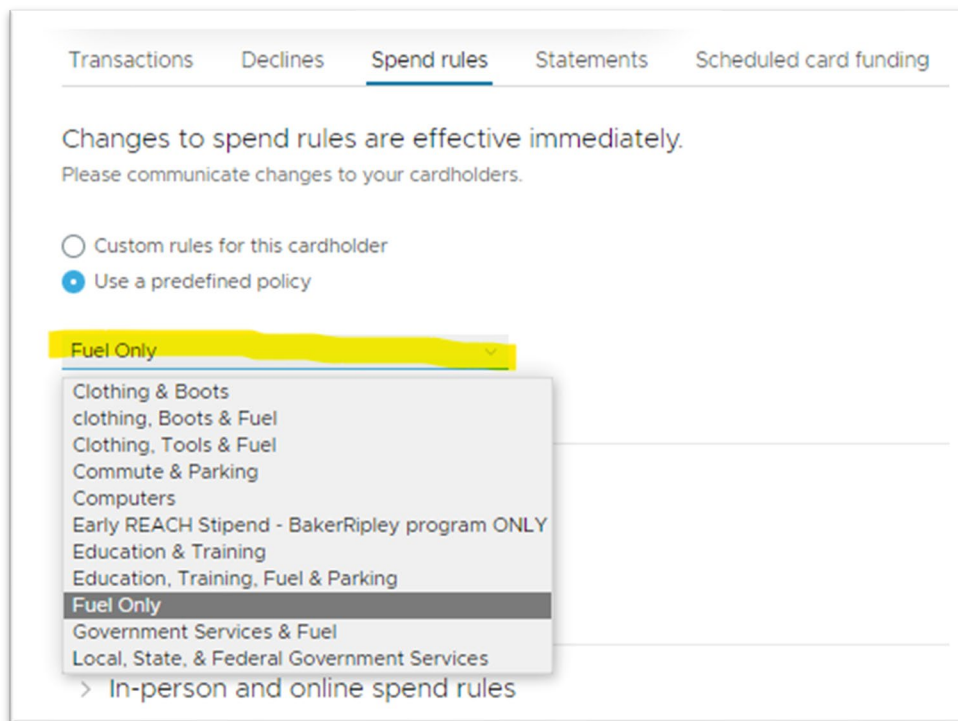
- Clothing & Boots
- Clothing, Boots & Fuel
- Clothing, Tools & Fuel
- Commute & Parking
- Computers
- Education & Training
- Education, Training, Fuel & Parking
- Fuel Only
- Government Services & Fuel
- Local, State, & Federal Government Services
- Early REACH Stipend -BR program ONLY

To change the ‘Spend Policy’

- a. With the card in focus, click ‘Spend Rules’ on the dashboard.



- b. Select the appropriate Spend Rule from the dropdown menu.



Step 4: Work with the customer to set up the mobile app.

Using the app is encouraged, especially for customers receiving substantial financial aid, but not required. If a customer chooses not to use the mobile app, skip to step 5.

The customer must use the card number, the expiration date, and their first and last name to set up the app on their phone.

- a. Have the customer download and open the “PEX Card” App from their iPhone, Android, or Google Play Store. A ‘First-time user’ option displays.
- b. Have the customer enter the PEX card information as requested and confirm their email address is correct.
- c. Have the customer access their email to complete the registration.
- d. Once logged in, have the customer open ‘Settings’ to enable Receipt Notifications. This will allow the App to remind the customer to upload receipts related to any purchases.

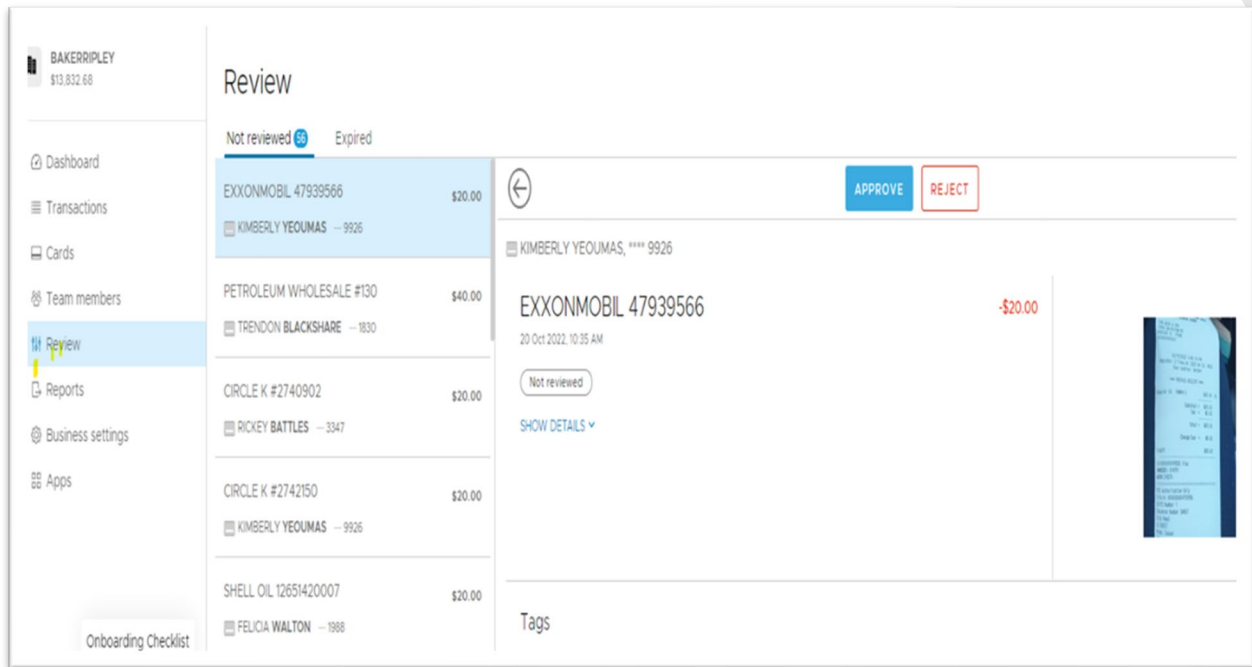
Step 5: Explain how the card may be used and the reporting requirements.

- The card will be loaded within 24 hours by the Financial Aid Payment Office (FAPO).
 - Trackers must create and submit a voucher for approval within 24 hours of receiving the documents. The voucher must be “Submitted for Approval” in FAMS to alert FAPO to load the card.
 - If FAPO receives the request for approval before 4 PM, it will be loaded the same day.

- If FAPO receives the request for approval after 4 PM, it will be loaded the following business day.
- The sticker must be removed from the card.
- The card can be used any day of the week only in Texas.
- The card must be used as a credit card, not a debit card.
- The customer must use the card with a cashier and not at the pump to purchase fuel.
- Only convenience stores, gas stations, and grocery stores are allowed for fuel. The card may be declined if used at other locations.**
- The customer may view their available balance on the app dashboard or by calling the number on the back of the card. *No fee applies for a balance inquiry.*
- Receipts must be provided within 5 business days of the card being loaded.
Customers can:
 - Upload pictures of receipts for each transaction to the app
 - Send pictures to the staff
 - Submit paper receipts at the office
 - Scan in receipts and email, etc.
- How to upload a receipt from the App:
 - Select “Transaction” on the lower menu bar
 - Locate the appropriate transaction
 - Follow instructions to take a picture of the receipt or upload a picture from the photo gallery
- If receipts are not submitted within the 5-day time limit, or the funds are used for purchases other than those approved, Workforce Solutions may take action to request the funds be returned and suspend any additional support.

Staff Notes:

- Customers who are provided multiple weeks of support may not submit all their receipts within five days. Document in case notes the customer’s situation and when their receipts are due.
- PEX does not notify you when receipts are submitted. You can see receipts that are due by clicking on the ‘Review’ button on the Dashboard. **Suggestion:** Use a shared spreadsheet, Outlook reminders, or another reminder system to verify receipts are received.



You can view the transactions a customer attempts, the location of the purchase, and the total amount used in the PEX system. You cannot view the specific items purchased.

Note: Effective October 1, 2023, receipts are required for all support services, except bus passes, and must be stored in the document management system.

Step 6: Assign the card to the customer in FAMS.

- a. Log into FAMS.
 - b. Access the customer’s support account.
 - c. Select ‘Disburse Card’ from the dropdown list.
 - d. **Enter the card number from the spreadsheet attached to the CashSub FACS issue distribution.** Use the last four digits of the card number to locate it on the sheet.
- Important Note: Do not swipe the card.**
- e. Verify the career office is correct.
 - f. Click ‘Validate.’

Disburse/Return Card

Disburse Card(s)
 Return Card(s)

description

	Validation Message	Card Number	Category	Code	Card Value
remove	PEX Card card validated for disbursement.	2121677	PEX Card	Career Office Financial Aid Paymen	\$2.67
					Total \$2.67

Step 7: Upload all documents to the document management system.

Staff Notes:

View Card Usage

- a. In the PEX system, click on “Transactions” in the left menu.
- b. Sort the cardholder column to find your customer or use the search bar to enter your customer’s name.
- c. Click on the customer’s name. Card transactions display.
- d. Click on the individual transaction to view the transaction details.

Unblock a Card

Occasionally a card is blocked due to issues beyond the customer’s control; for example, in some instances, a grocery store gas station registers as ‘groceries’ instead of ‘fuel’, or the customer mistakenly uses the card at the pump. In this case, the customer may contact the Approver to unblock the account for the purchase.

At other times, the customer may attempt to use the card at an unauthorized vendor, or to purchase unauthorized items. In this case, leave the block on the card and refer the customer to their Career Advisor. The Career Advisor must document the conversation in case notes and explain the decision to continue or discontinue support.

A blocked card reflects the status “Blocked” in red.

1. Put the card you wish to unblock in focus.
2. Review the customer’s card use by looking at transaction details.
 - a. Open the transaction(s) on the card by double clicking on the transaction to bring up the details.
 - b. Review purchases, and declines, etc.
 - c. Decide whether to unblock the card using the guidance above.
3. Change the card status from “Blocked” to “Active.”

Once a card is unblocked, there is no wait for the customer to use it.

Contact Gale Childers at gale.childers@wrksolutions.com if you have technical issues.