



Expired card replacement guide

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Quick start checklist

Please follow the steps below before proceeding with the card replacement process.

- Active cards check

Ensure that your active card list does not include any blocked or disabled cards. To view if a card is blocked, visit www.getmybalance.co.za. If there is no pop-up error, the card is not blocked.

- Inactive cards check

Ensure that you have inactive cards available on your profile that can replace your existing cards.

- Disabled cards check

Refer to page 2 in the guide below. Click on "Card Status Report" under the Reports section, and then select "Disabled Cards" in the Status section to view the list of disabled cards.

- R0 balance cards

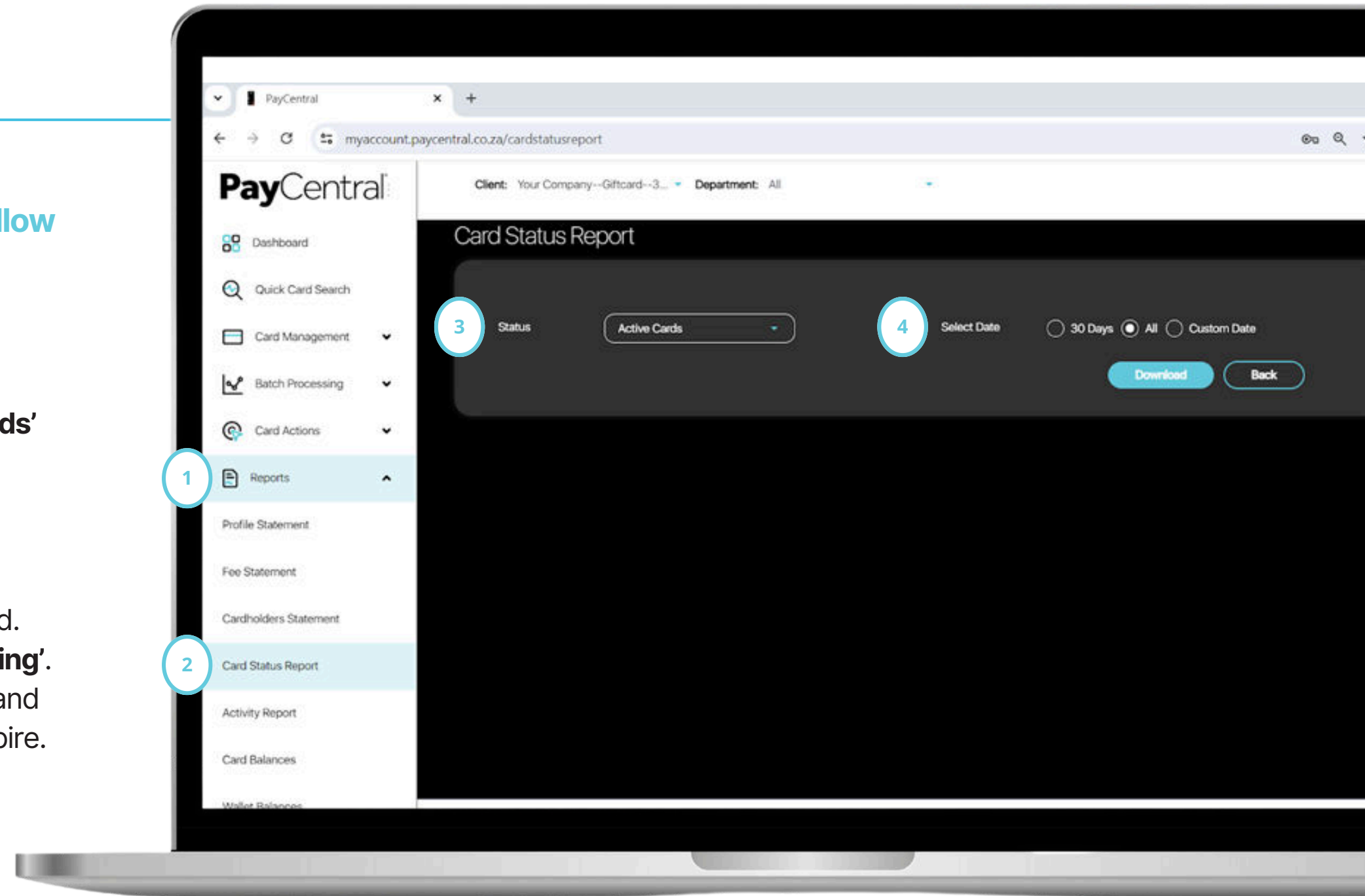
A card with a R0 balance cannot be replaced. It is recommended to activate the card either individually or by doing a batch card activation.



How to locate expiring cards

To view the 'Active card' list, please follow these steps:

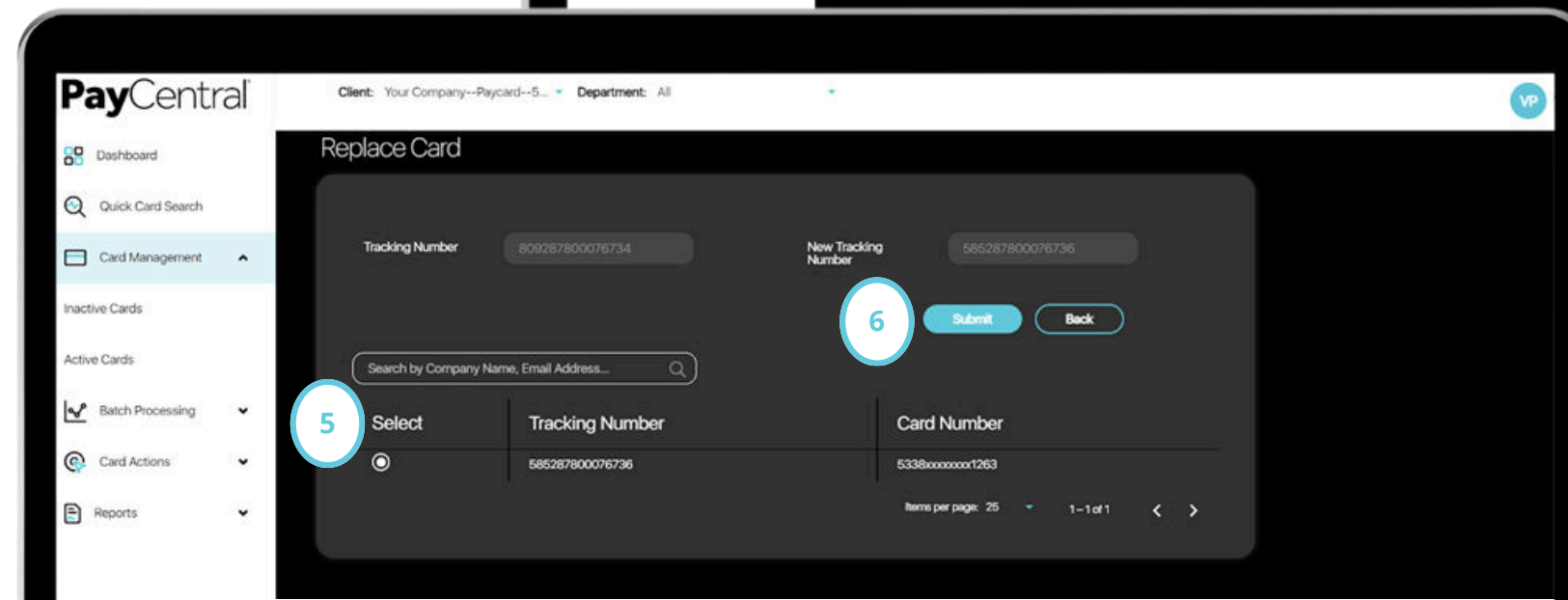
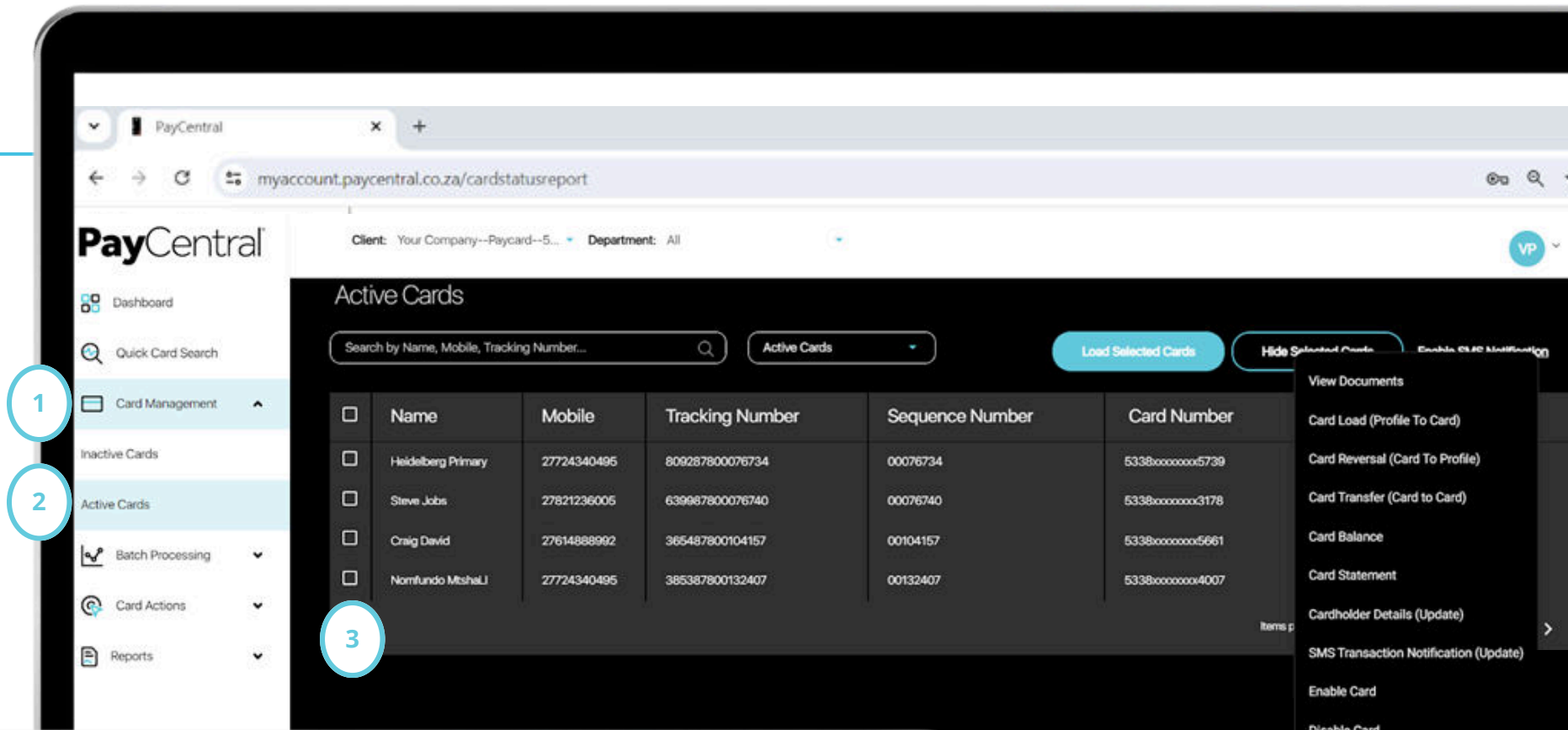
1. Click on 'Reports'.
2. Select 'Card Status Report'.
3. Click on 'Status' and choose 'Active Cards' from the drop-down list.
4. Select the desired date range and click 'Download'. (For the best results, we recommend choosing 'All'.)
5. An Excel spreadsheet will be downloaded.
6. Open the sheet and click on 'Enable Editing'.
7. Click on 'Expiry Date', then go to 'Data', and apply a filter to view the cards due to expire.



How to replace expiring cards

Individual processing

1. Click on **'Card Management'**.
2. From the dropdown menu, select **'Active Cards'**.
3. Scroll to find and select the card/s you need to replace.
4. Click on the dropdown menu and select **'Replace Card'**.
5. Select the replacement card tracking number from the list.
6. Click **'Submit'**.



How to replace expiring cards

Batch processing

1. Click on **'Batch Processing'**.
2. From the dropdown menu, select **'Batch Card Replacement'**.
3. Under the Templates section, **click the download icon** to download the Excel file named *"Card Replacement Tracking Number Template."*
4. Open the Excel template and add both the old and new tracking numbers into the respective columns. Save the updated document.
5. Under the Batch-Card Replacement section on the portal, click **'Choose File'** then select and upload your saved Excel spreadsheet.
6. Click **'Submit'**.

The image shows a two-part visual guide. The top part is a screenshot of the PayCentral web interface for 'Batch - Card Replacement'. The interface includes a sidebar with navigation options: Dashboard, Quick Card Search, Card Management, Batch Processing (highlighted with a '1'), Batch - Card Load, Batch - Card Load Reversal, Batch - Card Replacement (highlighted with a '2'), Card Actions, and Reports. The main content area has a 'Select Action' dropdown set to 'Card Replacement' and a 'Choose File' button (highlighted with a '5'). To the right, under the 'Templates' section, there is a download icon (highlighted with a '3') and a 'Card Replacement Using Tracking Number Template' link. Below this, there are filters for Status (All), From/To dates (05/09/2024), and a 'Submit' button (highlighted with a '6'). A table with columns for #, Request By, Request Date, Status, Actions, Total Amount, Total, Success, and Failed is shown, with a 'No records found' message. The bottom part of the image shows an Excel spreadsheet with columns for 'From Tracking Number' and 'To Tracking Number' (highlighted with a '4'). The Excel ribbon is visible at the top of the spreadsheet window.

Thank you

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