U.S. Bank Prepaid Reloadable Cards for Faculty and Staff
Effective 8/1/23 only U.S. Bank Cards will be funded

Frequently Asked Questions

• Why did Yale discontinue the Bank of America prepaid card program?

  Bank of America notified Yale that they are exiting the card business.

• What do I do with my Bank of America prepaid card?

  Please spend down the funds, complete expense reports and close the card by calling the number on the back. Then shred it!

• I did not receive a U.S. Bank card, what should I do?

  Contact Treasury Services at 203-432-4100 or treasury.fa5@yale.edu

• How do I have my U.S. Bank card funded?

  Complete a Spend Authorization in Workday. There is no change to this process.

• How do I request a U.S. Bank prepaid card?

  Have your supervisor email treasury.fa1@yale.edu with your name and mailing address.

• I don’t have a U.S. Bank card and I need funds now. What should I do?

  Please request a Spend Authorization in Workday and choose a different payment method such as cash, check, direct deposit or gift cards.

• Which ATMs can I use without paying a fee?

  Allpoint - https://www.allpointnetwork.com/locator.html

  Moneypass- www.moneypass.com – look for the Moneypass logo at local Webster Bank ATMs

  U.S. Bank - Find a U.S. Bank Branch or ATM Near You | U.S. Bank (usbank.com)

• Is there a way to obtain a cash withdrawal at a bank branch?

  Yes, Visa member bank locations are required to provide a manual cash withdrawal over the counter for a $5 fee.
• I am starting a new study. What is the recommended payment method?

   Whenever possible please enroll the study participants in OnCore for automated payments. Please contact oncore.support@yale.edu.

• How do I close a Spend Authorization?

   Please complete an expense report and return any unused cash. Please see procedure Advances and Spend Authorizations (yale.edu)

• How can I view my balance and transactions?

   Please view online at usbankexpensecard.com or call cardholder services at 888-799-0030. You may also inquire about the balance at an ATM, however please be sure to use an in-network ATM to avoid fees.

• Are there limits on the card?

   Yes, please note these are lower than the BOA card limits

   $10,000.00   Amount that can be place on a card within a 24 hour period
   $15,000.00   Balance that can be on the card at any given time
   $5,050.00    Amount that can be withdrawn over the counter in a 24 hour period
   $1,025.00    Max withdrawal at ATM in one transaction
   $1,220.00    Amount that can be withdrawn at an ATM in a 24 hour period