

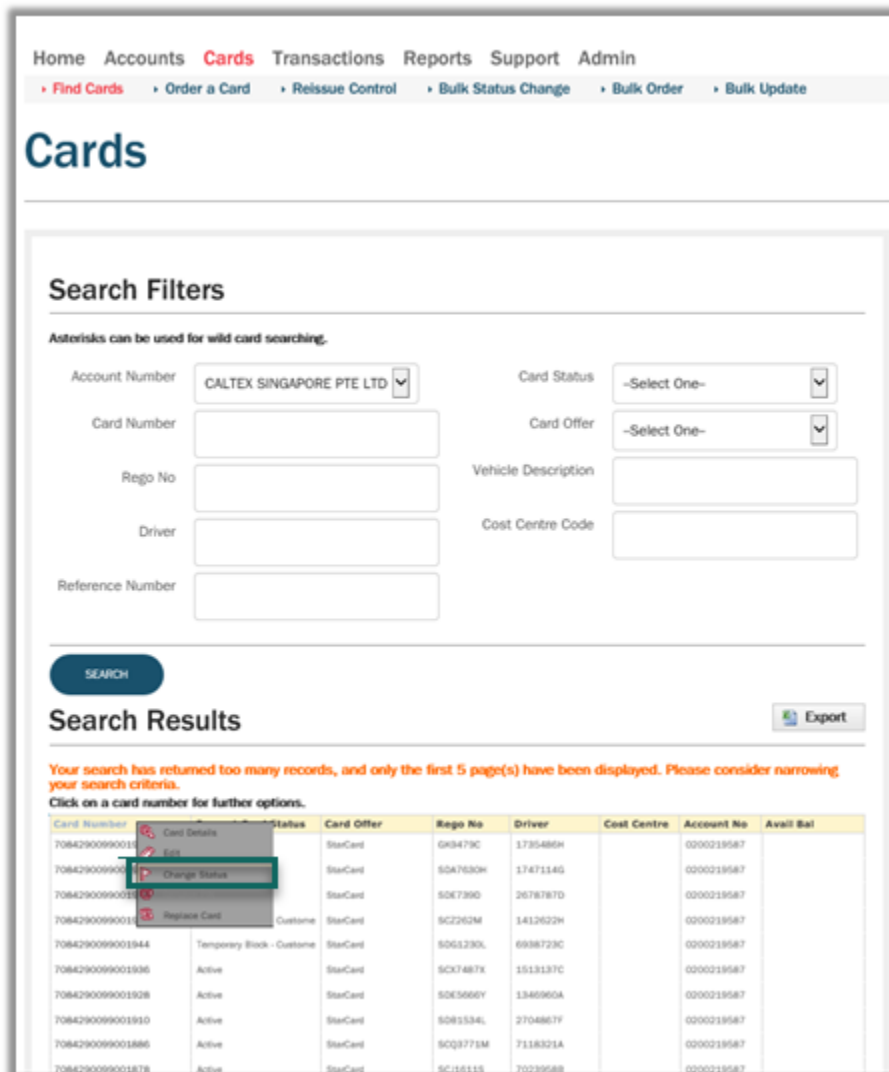
Starcard Online Quick Reference

Card Management

Cancel card, Change Card Status, Pin Reset, and Replace Card

Cards > Find Cards > Change Card Status

To cancel a card, temporary block or reset pin



The screenshot displays the Starcard Online interface. At the top, there is a navigation menu with links for Home, Accounts, Cards, Transactions, Reports, Support, and Admin. Below this is a breadcrumb trail: Find Cards > Order a Card > Reissue Control > Bulk Status Change > Bulk Order > Bulk Update. The main heading is "Cards".

The "Search Filters" section includes a message: "Asterisks can be used for wild card searching." The filters are as follows:

- Account Number: CALTEX SINGAPORE PTE LTD (dropdown)
- Card Status: -Select One- (dropdown)
- Card Number: (text input)
- Card Offer: -Select One- (dropdown)
- Rego No: (text input)
- Vehicle Description: (text input)
- Driver: (text input)
- Cost Centre Code: (text input)
- Reference Number: (text input)

A "SEARCH" button is located below the filters. Below the search button, there is a "Search Results" section with an "Export" button. A message states: "Your search has returned too many records, and only the first 5 page(s) have been displayed. Please consider narrowing your search criteria. Click on a card number for further options."

The search results table is as follows:

Card Number	Status	Card Offer	Rego No	Driver	Cost Centre	Account No	Avail Bal
7084290099001944	Temporary Block - Custom	StarCard	SG61230L	6938723C		0200219587	
7084290099001936	Active	StarCard	SCX7487X	1513137C		0200219587	
7084290099001928	Active	StarCard	SDS9660Y	1349960A		0200219587	
7084290099001910	Active	StarCard	S081534L	2704867Y		0200219587	
7084290099001886	Active	StarCard	SCQ3771M	7118321A		0200219587	
7084290099001878	Active	StarCard	SC16111L	7023956B		0200219587	

A context menu is open over the first row, showing options: Card Details, Edit, Change Status, and Replace Card. The "Change Status" option is highlighted.

Starcard Online Quick Reference

Change Card Status – effective immediately

1. Go to **Cards > Find the Card** then search for the Card to be updated
2. Click the card and select **“Change Status”**
3. A new window will appear, go to **“New Card Status”** field and choose the new card status from the dropdown options
4. Click **“Save”** to finalize the changes
5. A prompt at the screen stating, **“The card status for card 70***** has been successfully changed to {New Card status selected}”**

Change Card Status – Future dated (30 days from processing date)

1. Go to **Cards > Find the Card** then search for the Card to be updated
2. Click the card and select **“Change Status”**
3. A new window will appear, go to **“New Card Status”** field and choose the new card status from the dropdown options. ****For Replacement cards: Set the card to Cancelled or Temporary Block - Customer Request.**
4. Enter the effective date of the change on the **“New Status Begin Date”** field if the change should not take effect immediately. Click **“Save”** to finalize the changes
5. Observe that there is a box containing the future dated action that appeared at the screen

Pin Reset – Setting the card to Ready for Use

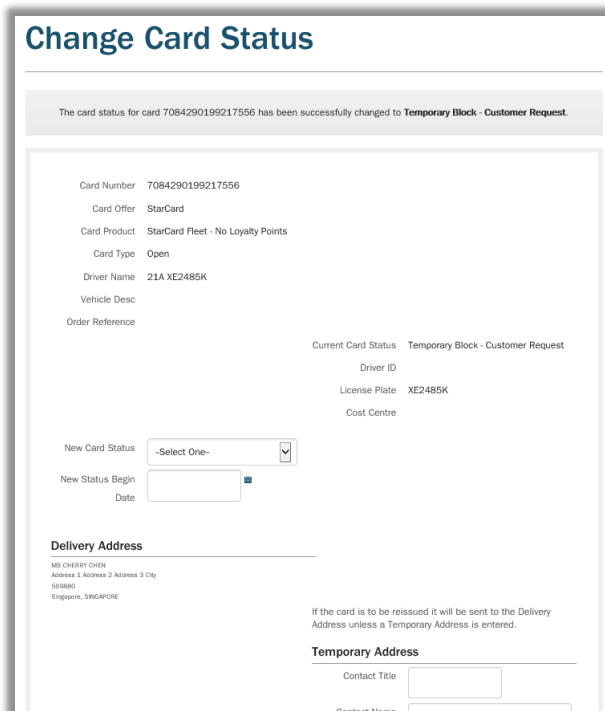
1. Go to **Cards > Find the Card** then search for the Card to be updated
2. Click the card and select **“Change Status”**
3. Depending on card sub status (i.e. *Normal service/No Transactions*): (a) A new window will appear, go to **“New Card Status”** field and choose **“Ready for Use”**
4. **Or if “Ready for Use” is not available select “Temporary Block – Customer Request”** from the dropdown options then Click **“Save”**
5. *Then change selection should display: Ready for Use. Set the card status to **“Ready for Use”**
6. Click **“Save”** to finalize the changes
7. A prompt at the screen stating **“The card status for card 70***** has been successfully changed to PIN Reset**

Starcard Online Quick Reference

Card Replacement

To tag the card as **Stolen, Damaged, and Lost**

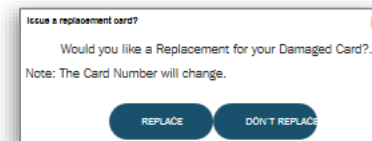
Cards > Find Cards > Change Card Status



IMPORTANT!

CARD REPLACED/DAMAGED STATUS: Means that card is still active, card cancellation is still necessary. Follow **Change Card Status** steps. Old card must also be destroyed to avoid unauthorized transactions.

Do not Use CANCELLED STATUS for temporary cancellation



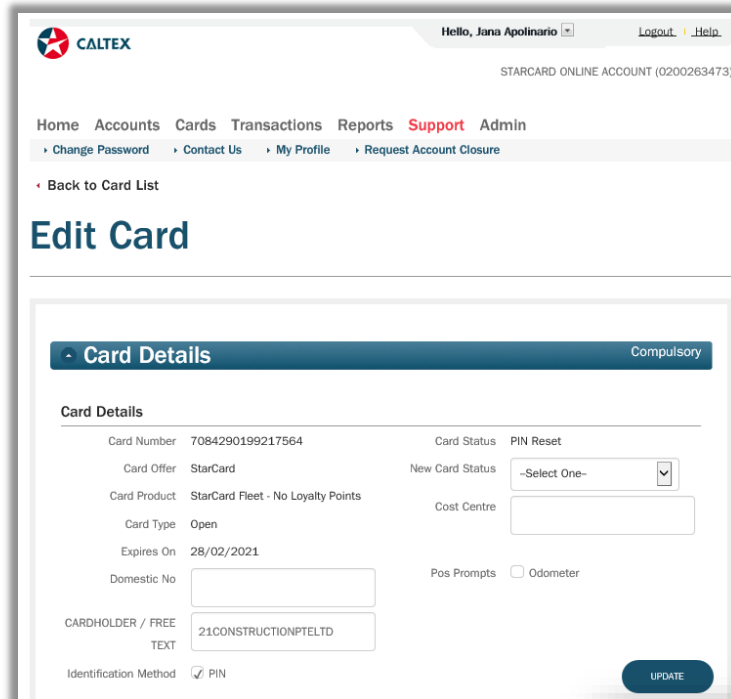
1. Go to **Cards > Find the Card** then search for the Card to be updated/replaced
2. Click the card and select **"Change Status"**. A new window will appear, go to **"New Card Status"** field and choose **"Damaged or Lost or Stolen"**. Then Click **"Save"**
3. If applicable, enter a **Temporary Card Delivery Address**
4. Click **"Save"** to finalize the changes
5. A prompt at the screen stating **"Would you like a Replacement for your Damaged Card? Note: The Card Number will change"**
6. Clicked **"Replace"**, a confirmation will appear that **"Success! Card 70***** ordered"**

Starcard Online Quick Reference

Card Replacement

To update Card Details: embossing and non-embossing

Cards > Find Cards > Edit Card



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STARCARD ONLINE ACCOUNT (0200263473)

Home Accounts Cards Transactions Reports **Support** Admin

Change Password Contact Us My Profile Request Account Closure

Back to Card List

Edit Card

Card Details Compulsory

Card Details

Card Number	7084290199217564	Card Status	PIN Reset
Card Offer	StarCard	New Card Status	--Select One--
Card Product	StarCard Fleet - No Loyalty Points	Cost Centre	
Card Type	Open	Pos Prompts	<input type="checkbox"/> Odometer
Expires On	28/02/2021		
Domestic No			
CARDHOLDER / FREE TEXT	21CONSTRUCTIONPTELTD		
Identification Method	<input checked="" type="checkbox"/> PIN		

UPDATE

IMPORTANT!
CARD REPLACED STATUS: Means that card is still active, card cancellation is still necessary. Follow **Change Card Status** steps.
Old card must also be destroyed to avoid unauthorized transactions.

Please confirm saving the updates by replying ACCEPT or else CANCEL the save request.

ACCEPT CANCEL

Issue a replacement card?

One or more of the updates you have just accepted requires the card to be reissued. Please ACCEPT again to confirm card reissuing or else CANCEL the updates.

ACCEPT CANCEL

Updating the Card Details- non-embossing (Cost Centre, Vehicle details, Domestic No)

1. Go to **Cards > Find the Card** then search for the Card to be updated/replaced
2. Click the card and select **"Edit"**
3. A new window will appear, allowing changes on the card. Edit field/s that needs update
4. Go to the bottom of the screen and click the **"Update"** button to finalize the changes
5. A pop-up will appear asking to confirm the changes. Click **"Accept"** to proceed or otherwise click **"Cancel"**
6. Clicked Accept, A confirmation of **"Success! Your card details have been saved"** will appear at the top of the screen.

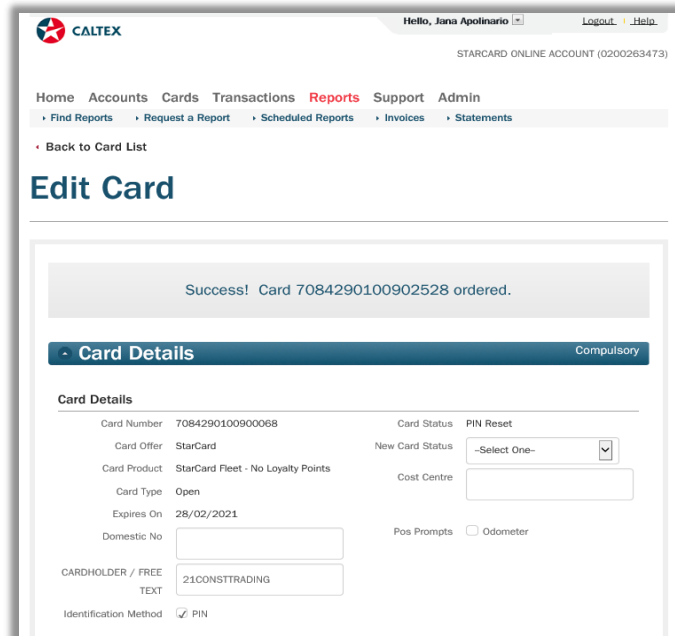
Starcard Online Quick Reference

Requires Replacement card: Updating the Card Details- embossing (Product, License Plate, Cardholder Free text, POS, PIN)

1. Go to **Cards > Find the Card** then search for the Card to be updated/replaced
2. Click the card and select **"Edit"**
3. A new window will appear, allowing changes on the card. Edit field/s that needs update
4. Go to the bottom of the screen and click the **"Update"** button to finalize the changes

A pop-up will appear asking to confirm the changes. Click **"Accept"** to proceed or otherwise click **"Cancel"**. Selecting **"Cancel"** will not **Save** the changes and **reissue** a card.

5. Clicked **Accept**, a prompt will appear informing the user that a new card will be created
6. A confirmation of **"Success! Card 70***** ordered"** will appear at the top of the screen



Important:

Two steps to cancel the old card.

1. After new card has been ordered. Recommended step: **Change Card Status – Future dated (30 days from processing date) Set the card to Cancelled or Temporary Block - Customer Request.**
2. Follow steps of **Change Card Status change effective immediately** to tag the old card as **"Cancelled"** once the Replacement card was received. Old card must also be destroyed to avoid unauthorized transactions.



Starcard Online Quick Reference

Important: Available drop-down options will be dependent on the CURRENT Card's Status - following Card **Status Transition Rules**.

Card Status	Description
Card Lost	A manually triggered inactive card status used to indicate that card is lost. (Permanent deactivation of the card).
Card Replaced	A manually triggered active card status used to indicate that card is replaced. Card Replaced means that card is still active and cancellation is necessary. Set the card into an inactive status once the new card is received or schedule the future-date cancellation.
Card Stolen	A manually triggered inactive card status used to indicate that card is stolen. (Permanent deactivation of the card)
Expired	A system triggered inactive card status which indicates that the card is beyond its card life. (Permanent deactivation of the card)
Active/ Pin Reset/ Ready for Use	A system or manually triggered active card status.
Card Damaged	A manually triggered active card status used to indicate that card is damaged. Card Damaged means that card is still active and cancellation is necessary. Set the card into an inactive status once the new card is received or schedule the future-date cancellation.
Temporary Block - Customer Request	A manually triggered inactive card status used to indicate that Customer has requested for Temporary deactivation of the card. Call customer service to activate the card.
Cancelled *Do not Use for temporary cancellation*	A manually triggered inactive card status used to indicate that Customer has requested for Permanent deactivation of the card.