



Order Guide Updated 08/01/11

Before Placing Your Order

Before placing your order there are a few things you need to know.

Prepaid Visa Cards

iCARD Visa Promotion Cards are a type of prepaid Visa card. They are issued by either MetaBank or The Bancorp Bank, and are subject to bank regulation. To combat fraud and money laundering, bank regulations require us to know our customers and how they intend to use cards. We are also required to verify this information against a national database.

When placing your initial order online, you will be asked to establish an account with us. To avoid delays with your order, and to help us comply with federal mandates, please be prepared to provide us with the following information:

- Purchasers Name, Title, Phone & Email
- Approving Authority's Name, Title, Phone & Email
- Company Name, Description, Web Address, Fed Tax ID / EIN, State of Incorporation, Ticker Symbol if Public, Address, Main Company Tel, Fax
- Description of Card Program, Expected Card Volumes, Average Value per Card

The iCARD Visa Promotion Card is compliant with the Card Act of 2009. Unlike a Visa Gift Card, Visa Promotion Cards may only be sold to corporate customers. They cannot be purchased by consumers, and may not be made available for resale. Visa Promotion Cards do not have ATM cash access. Cards can expire 3 – 9 months after issuance; however, generally they are set to expire four months after issuance. The expiration is embossed on the front of the card. Upon expiration, the card expires and the remaining funds on the card are forfeited. Neither the company, nor the cardholder will be entitled to receive a refund on the remaining balance. Other than a one-time purchase fee, there are no other fees associated with the card.



iCARD Gift Cards (aka Super Gift Cards)

iCARD Gift Cards may be redeemed for the gift card (or cards) of the recipient's choice. iCARD Gift Cards are issued by iCARD Gift Card (Florida) LLC and are not governed by banking regulations, but must comply with consumer protection laws.

In compliance with the Federal Card Act of 2009, as well as Florida state regulations, the iCARD Gift Card does not expire and has no fees. While there are no fees associated with the gift card, there is a charge to cover shipping and handling of the selected cards that are mailed to the recipient. The iCARD Gift Card is replaceable if lost or stolen. It has no cash value and may only be redeemed at www.icardgiftcard.com.

Bulk Gift Cards

iCARD is an official reseller of over 200 top merchant Gift Cards. Gift Cards are delivered subject to the terms and conditions of the individual retailer who issues them. Each retailer must comply with consumer protection laws as well as the Federal Card Act of 2009, which does not permit gift card fees or expirations. While the gift cards iCARD sells do not have fees associated with their use, iCARD does charge fees for shipping, handling, and order processing.



How To Order

- A) [Prepaid Visa Cards](#)
- B) [iCARD Gift Cards \(aka Super Gift Cards\)](#)
- C) [Bulk Gift Cards](#)



A) Prepaid Visa Cards

Go to icardsystems.com

In the Prepaid Visa Cards box select "Order Now"

"Accept" the Terms For Placing Card Orders

Choose your order type:

- [Single-load Prepaid Visa Non-Personalized Cards](#)
- [Single-load Prepaid Visa Personalized Cards](#)
- [30+ Reloadable Prepaid Visa Cards](#)
- [Custom Design Prepaid Visa Cards](#)
- [Single-load Prepaid Visa Card Order Process For Multiple Managers](#)

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Single-load Prepaid Visa Non-Personalized Cards (See FAQs for differences between “Personalized” and “Non-Personalized” cards)

- Go to icardsystems.com
 - In the Prepaid Visa Cards box select “Order Now”
 - “Accept” the Terms For Placing Card Orders
 - Select the “Order Now” button on the row next to 10+ Single-load Prepaid Visa Non-Personalized Cards
- A new window will open
- Complete the web form with your order details
- Create an user account, or log-in to your existing account
- Cards are non-personalized, however, they can be embossed with your company name or a generic phrase at no additional charge
- Cards may bulk shipped to you or a third party (Note: If you need individual fulfillment you must use our “personalized” order form)
- Submit your order
- Receive an automated email order confirmation
- Receive an emailed invoice from our accounting department
- Make payment by Check, Wire, or ACH, or credit card (American Express, MasterCard, or Visa) if your invoice is less than \$5,000.
 - Payment is due upon receipt of invoice - *your order will not be processed before payment is received*
 - Instructions for directing payment are included on the invoice
 - Please note our Prepaid Visa Cards and Super Gift Cards are billed from different companies
 - If you have ordered with us before, make sure you are sending funds to the appropriate iCARD entity and bank account as indicated on the invoice



- Orders will be processed within 2 – 4 business days
- Cards will be delivered to you in accordance with the shipping option you selected
 - Standard Delivery (\$0.50 per card)
 - With Standard Delivery, cards are generally received within 5 – 7 days and are mailed individually in separate envelopes via first-class USPS mail
 - Most ordering fewer than 50 cards choose this option
 - Bulk Delivery (\$35 per each 250 cards)
 - With Bulk Delivery, cards are generally received within 3 – 5 days and are mailed together in a single box via FedEx
- **Card must be activated before use**
 - The activation PIN is the last 4-digits of the your telephone number you provided in your account profile
- **You must notify your recipient of their PIN!**
 - Write the PIN on the outside of the envelope; or
 - When you place your order, use one of the blank message fields to notify the recipient
 - Example: CALL SUSAN JOHNSON FOR PIN, OR ACTIVATION PIN IS 6896
 - Note: PIN must match the last 4 digits of the telephone number as provided in your profile and cannot be changed
 - IMPORTANT! If you type the actual PIN in this field, iCARD is not responsible for lost/stolen cards at delivery
- Call 1-954-376-3180 M – F, 8:30 – 5:30 EST, if you need assistance with your order

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Single-load Prepaid Visa Personalized Cards*

- Go to icardsystems.com
 - In the Prepaid Visa Cards box select “Order Now”
 - “Accept” the Terms For Placing Card Orders
 - Select the “Order Now” button on the row next to 10+ Single-load Prepaid Visa Personalized Cards
- A new window will open
- Create an user account, or log-in to your existing account
 - Download and complete the Excel Order Form
 - Read the “Shipping Options” tab, then complete the “Order Details” tab
 - **Be sure to save the file onto your computer’s hard drive**
 - Personalized cards may be individually fulfilled, or bulk shipped to you or a third party
 - Upload the Order Form
 - If you’ve exited the website, you will need to log back in and go to the page where you downloaded the form
 - Use the “Browse” button to locate the saved file on your computer
- Receive an automated email order confirmation
- Receive an emailed invoice from our accounting department
- Make payment by Check, Wire, or ACH, or credit card (American Express, MasterCard, or Visa) if your invoice is less than \$5,000.
- Payment is due upon receipt of invoice
 - **Your order will not be processed before payment is received**
 - Instructions for directing payment are included on the invoice



- Please note our Prepaid Visa Cards and Super Gift Cards are billed from different companies
 - If you have ordered with us before, make sure you are sending funds to the appropriate iCARD entity and bank account as indicated on the invoice
- Cards will be delivered to you in accordance with the shipping option you selected
 - Standard Delivery (\$0.50 per card) - With Standard Delivery, cards are generally received within 6 – 8 days and are mailed individually in separate envelopes via first-class USPS mail
 - Bulk Delivery (\$35 per each 250 cards) - With Bulk Delivery, cards are generally received within 4 – 6 days and are mailed together in a single box via FedEx
- **Card must be activated before use**
 - The activation PIN is the last 4-digits of the receipt's telephone number as provided by you on the order form
 - If you do not have a valid HOME telephone number for the recipient then, you must use a message field to notify the recipient of their PIN
 - Example: PIN IS LAST 4 OF PHONE ON FILE, OR ACTIVATION PIN IS 6896
 - Note: PIN must match the last 4 digits of the telephone number as provided for your recipient on the order form
 - IMPORTANT! If you type the actual PIN in this field, iCARD is not responsible for lost/stolen cards at delivery
- Call 1-954-376-3180 M – F, 8:30 – 5:30 EST, if you need assistance with your order

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30+ Reloadable Prepaid Visa Cards

- To place orders for the iCARD Visa Rewards Card, your program must meet the following criteria:
 - Source of funds must be corporate, not consumer
 - Minimum 30+ card order
 - At least four loads per year, per card
 - \$1,250 minimum annual load per card
- Call an iCARD sales representative at 954-376-3180 Option 2, to discuss your program requirements in more detail

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Custom Design Prepaid Visa Cards

- There is a minimum order of 250 cards for custom Visa plastic
- Lead time is approximately four weeks
- Review our card art specifications at <http://www.icardsystems.com/cardart.pdf> , then submit your artwork to artwork@icardsystems.com
- Call an iCARD sales representative at 954-376-3180 Option 2, to discuss your program requirements in more detail

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Single-load Visa Card Order Process For Multiple Managers

- Card Commander™ from iCARD was designed to allow centralized billing where multiple managers are ordering cards
- Card Commander supports Personalized & Non-Personalized Visa Promotion Card orders
- Bulk Shipping or Individual Fulfillment delivery options
- Invoices delivered to designated manager for order validation and payment
- Card Commander allows for a custom branded manager order site
- Call an iCARD sales representative at 954-376-3180 Option 2, for a demo of <http://testdrive.giftcardcommander.com>

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B) iCARD Gift Cards (aka Super Gift Cards)

- Go to icardsystems.com
- In the Super Gift Cards box select "Order Now"
- "Accept" the Terms For Placing Card Orders
- Choose your order type:
 - [Less than \\$500 worth of iCARD Gift Cards](#)
 - [More than \\$500 worth of iCARD Gift Cards](#)
 - [iCARD Green Gift Cards](#)
 - [iCARD International Gift Cards](#)
 - [Order Process For Multiple Managers](#)

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Less than \$500 worth of iCARD Gift Cards

- Go to icardsystems.com
 - In the Super Gift Cards box select “Order Now”
 - “Accept” the Terms For Placing Card Orders
 - Select the “Order Now” button on the row next to Less than \$500 worth of iCARD Gift Cards
- A new window will open
- Choose from one our standard templates, or create your own by uploading a photo or corporate logo
- Complete the web order form
- The iCARD Gift Card may be emailed to the recipient or printed for hand delivery
- Pay using your American Express, MasterCard, Visa or Discover card
- The iCARD Gift Card is delivered instantly to your recipient (unless you have selected the print option)
- Receive an email order confirmation
- Log into your account (www.icardgiftcard.com/myaccount) any time
 - See if the recipient has received your card
 - Resend or reprint your Gift Card
 - Set email or text reminders for important gift giving occasions
- Delivery Times
 - Your personalized eCard with value attached is delivered instantly by email to the recipient (unless you choose to print it or schedule it for later delivery)
 - Physical Gift Cards redeemed by the recipient are sent by USPS First-class mail and should be received within 5 - 7 days (including processing and mail time); electronic Gift Cards redeemed by the recipient are emailed within 24 hours

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More than \$500 worth of iCARD Gift Cards

- Go to icardsystems.com
 - In the Super Gift Cards box select “Order Now”
 - “Accept” the Terms For Placing Card Orders
 - Select the “Order Now” button on the row next to More than \$500 worth of iCARD Gift Cards
- A dialogue box will open for you to download our Excel Order Form – Click “Open”
- The worksheet has three tabs
 - Complete the “Set-up Form”
 - Be sure to indicate the Order Type
 - Card Type – Select “iCARD Gift Card”, “iCARD Green Gift Card”, or “iCARD International Gift Card”
 - Company Logo –Select “Yes –On File”, “Yes – Attached”, or “No”
 - If “Yes –Attached”, be sure to attach your logo to the email order. **Be sure your logo format is appropriate for the type of order you are submitting – see below!** Call us if you need assistance.
 - eCard - eCard logos must be formatted to a 200 x 148 jpg image.
 - Email or Print - Email or Print logos must be formatted to a 200 x 148 jpg image.
 - Paper Certificate logos must be formatted as an RGB color, 1041 x 471 tif @ 300 dpi.
 - eCodes – Logos may not be included with eCode orders.
 - Type – Select from one of the following order types



- eCard – The “eCard” option delivers the iCARD Gift Card as an email directly to the recipient. eCards are the most popular form in which the iCARD Gift Card is delivered.
- Email or Print –When you select the “Email or Print” option, the iCARD Gift Card is emailed to you. You may then forward the iCARD Gift Card to your recipient by email, or print it for hand delivery. This option is often used for spot rewards.
- Paper Certificate – Selecting “Paper Certificate”, allows you to print the iCARD Gift Card as a high-resolution color image. This option generates a pdf with three (3) certificates to a page. Note: This is a self-print option which requires cuts.
- Codes – Select “Codes” with high-volume orders when you want to generate and distribute your own emails. With this feature iCARD provides you a spreadsheet containing links to individual claim codes.
 - Insert the link into your email. When the recipient clicks on the link, it will reveal an eCard with the following message: The iCARD Gift Card let’s you choose the gift card you really want. Choose from over 200 top merchant gift cards now by clicking the “Redeem Gift Card” button below.
 - Your recipient clicks on the “Redeem Gift Card” button and their claim code is automatically populated on the following page.
- Complete the “Card Order Details”
 - eCard – For eCards complete the “Name”, “Email”, “Amount”, “Theme”, “Delivery Date”, “Subject”, and “Message” fields.
 - Email or Print - For the “Email or Print” option, complete the “Name”, “Amount”, “Theme”, “Delivery Date”, “Subject”, and “Message” fields. Note: The “Email” field should be populated with *your* email address, not the recipients.



- Paper Certificate – For Paper Certificates, complete the “Name”, “Amount”, “Theme”, “Delivery Date”, “Subject”, and “Message” fields. Note: The “Email” address field is not needed.
- Codes - For the “Codes” option indicate the quantity and value on the “Set-Up Form. Leave the “Card Order Details” worksheet blank.
- Read the “Terms & Conditions”
- Save your worksheet
- Attach your worksheet to an email and send to orders@icardsystems.com
- Remember to attach your corporate logo or image if it’s to be included
- You will receive an automated reply acknowledging receipt of their order
- You will be emailed an Invoice no later than the next business day
 - Payment must be received before your order can be processed.
 - If your order is less than \$5,000, payment can be made by Visa, MasterCard, or American Express. Otherwise, please send payment by check, ACH, or Wire. Instructions for payment are included on your invoice.
- Orders will be processed on the same day payment is received, provided payment is received by 3pm EST. Otherwise, orders are processed on the next business day.
- You will receive an automated email from services@icardgiftcard.com that your order was delivered
- Delivery Times
 - Your personalized eCard with value attached is delivered instantly by email to the recipient (unless you choose to print it or schedule it for later delivery)
 - Physical Gift Cards redeemed by the recipient are sent by USPS First-class mail and should be received within 5 - 7 days (including processing and mail time); electronic Gift Cards redeemed by the recipient are emailed within 24 hours
- Manage Your Account – Once your order has been processed, you have the ability to manage your account online
 - Log into your account at www.icardgiftcard.com/myaccount



- See if the recipient has received your card
- Resend, forward, or reprint your iCARD Gift Card
- Set email or text reminders for important gift giving occasions
- *Your log-in information will be emailed to you. If you wish to use this feature and have not received your username and password, please contact 954-376-3180 x4*

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iCARD Green Gift Cards

The iCARD Green Gift Card lets the recipient choose from around seventy (70) top merchants that issue digital gift cards to be used online.

To learn more, or order individual cards, go to green.icardgiftcard.com. For corporate bulk orders, follow the procedure above for ordering [More than \\$500 worth of iCARD Gift Cards](#). *Then on the Set-up Form, select "iCARD Green Gift Card" as the Card Type.*

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iCARD International Gift Cards – *Coming Soon!*

The iCARD International Gift Card is designed specifically to be given to residents outside of the United States. It lets the foreign recipient choose from over thirty (30) top international-friendly merchants. That means merchants which have global brand recognition, ship overseas, and accept foreign-bank issued credit cards. When the foreign recipient redeems their iCARD Gift Card, they will be emailed a digital gift card which can be used at the selected merchant's online store.

To learn more, or order individual cards, go to green.icardgiftcard.com. For corporate bulk orders, follow the procedure above for ordering [More than \\$500 worth of iCARD Gift Cards](#). *Then on the Set-up Form, select "iCARD International Gift Card" as the Card Type.*

Note: The iCARD International Gift Card is to be given to residents outside of the United States. Unfortunately, at this time it is not available for purchase by non-US based companies or residents.

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iCARD Gift Card Order Process For Multiple Managers

- Card Commander™ from iCARD was designed to allow centralized billing where multiple managers are ordering cards
- Email or Print delivery options
- Customizable reporting options available at www.icardgiftcard.com/clientreports
- Invoices delivered to designated manager for order validation and payment
- Card Commander allows for a custom branded manager order site
- Call an iCARD sales representative at 954-376-3180 Option 2, for a demo of www.icardgiftcard.com/customorder

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C) Bulk Merchant Gift Cards

iCARD offers hundreds of top merchant gift cards at a discount. Our inventory includes gift cards from more than 200 merchants. We also offer one of the largest inventories of digital gift cards that can be delivered by email directly to your recipient. Download our Gift Card Catalogue at http://icardsystems.com/Gift_Card_Catalogue.pdf.

Then place your by calling an iCARD sales associate at 954-376-3180 x2.

Note: There is an order minimum of \$1,000 order and 50 cards per merchant.

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