PEX FAQs

How do I activate my card?

> Create your PEX account with a username and password. Your card will be funded within 1-2 business days.

How does my card get funded? Or is it the same as a credit card?

> Your card should be used as a credit card at merchants however funds need to be loaded on the card prior to use. Your seed capital will be applied within 2 business days after activation.

How do I know how much funds are available to use?

> After you create your user PEX account, please download the PEX mobile app. Here you will be able to view your account balance and transaction history.

I made a purchase, what else should I do?

> You will need to complete the 'tags' for each transaction through the mobile app. Tags are similar to an expense report. Select the appropriate category for the expense, provide additional details and you're done!

When should I 'tag' my expenses?

> Please do this as soon as possible but within 7 days. We know life can get busy so we may provide a friendly reminder via text message if anything is missing.

Am I required to keep receipts?

> Current requirement for receipts is set for any transaction that is $200 or more. Once a photo has been taken and uploaded to the app, you may discard the physical receipt if you wish.

I see a Notes section in the app, should I use this?

> Please provide additional details about your purchase (what it is for, how it will be used, etc.) through the '**Additional Details**' tag. The '**Notes**' section should be disregarded.

I need help, who should I contact?

> Please contact PEX to issue replacement for lost or stolen card (customerservice@pexcard.com or 866.685.0898.
> Contact YE for anything else.

Help, I forgot my password.

> Please follow the prompts on the PEX website, which includes links and processes in case you forget your user name and/or password.

Do I need a PIN number to make purchases?

> Maybe. Swipe-and-sign transactions for prepaid cards such as PEX generally work for most vendors. However, there are a limited number of vendors who may require a PIN. If you feel this could impact you, please call or email for next steps.

Why is YE changing to prepaid cards?

> This solution helps support Educators in a variety of flexible ways including a higher level of convenience to carry out the YE curriculum.

I was asked for my date of birth during my account registration process and it would not work.

> Your generic DOB for purposes of your PEX Card is 1/1/2000