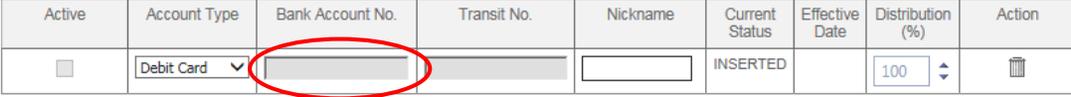


Hints and Tips

Type: Payment
Category: Provider

The Aline ADP debit card is the default payment method in IPOne if you choose no other payment method during provider enrollment, after you submit your first timesheet in IPOne. If you choose another payment method inside IPOne or contact the call center to change your payment choice and your account will be updated overnight and viewable within IPOne portal within 48 hours.

For additional information about the ADP debit card, view your [training materials](#) and www.mycard.adp.com to activate your card, view statements and FAQs.

Question	Answer																		
<p><u>My card was lost/stolen.</u></p> <p>Where do I find my Aline Debit Card account number if I never received my card? ADP will not talk with me until I give it to them.</p>	<p>Log into IPOne. Click on Direct Deposit Setup menu. The account number will appear in the box next to the Account Type Debit Card. You can also contact the IPOne call center to obtain your debit card account number. Your account number is not the same as the number listed on your debit card. Your account number is not the same number listed on your card.</p>  <table border="1" data-bbox="856 695 1927 792"> <thead> <tr> <th>Active</th> <th>Account Type</th> <th>Bank Account No.</th> <th>Transit No.</th> <th>Nickname</th> <th>Current Status</th> <th>Effective Date</th> <th>Distribution (%)</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>Debit Card</td> <td>XXXXXXXXXXXX</td> <td></td> <td></td> <td>INSERTED</td> <td></td> <td>100</td> <td></td> </tr> </tbody> </table>	Active	Account Type	Bank Account No.	Transit No.	Nickname	Current Status	Effective Date	Distribution (%)	Action	<input type="checkbox"/>	Debit Card	XXXXXXXXXXXX			INSERTED		100	
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<input type="checkbox"/>	Debit Card	XXXXXXXXXXXX			INSERTED		100												
<p>How do I change or update my payment method?</p>	<p>Your payment method can be updated online on the Direct Deposit menu or by contacting the IPOne call center. Instructions to change your payment method online can be found in your IPOne training materials.</p>																		
<p>When I change my payment method to debit card, how fast will my payment method be updated?</p>	<p>Your payment method choice will be updated nightly but funds will not be issued on the card for 10 days to allow processing time to receive your card.</p>																		
<p>Why does ADP refuse to mail the debit card to a PO Box address?</p>	<p>Many card companies will not ship to a PO Box address. Contact your local Postal Service and ask if they offer competitive street addressing for your PO Box.</p>																		
<p>Do I have to contact ADP when I want to cancel my debit card?</p>	<p>Yes. When you change your payment method payment preference online (see training materials for instructions) or contact the IPOne call center, the information goes to ADP overnight and the debit card payment method is turned off. All future payments will be made to your new choice. However, your card is not canceled and will remain active for 365 days if you do not cancel it with ADP.</p>																		
<p>Do I have to activate my card online? I don't use computers.</p>	<p>No, you do not have to activate your card online. You can call 1.877.237.4321 to activate your ALINE Debit Card.</p>																		
<p>I don't want a debit card. How do I get my money back?</p>	<p>When you choose to cancel/close your Prepaid Card account, you agree to use the Prepaid Card to reduce the balance to zero and contact ADP to cancel your card. We will send a check at no charge to the Primary Cardholder for the remaining balance. This option can also be used if your card is lost or stolen to receive the remaining balance.</p>																		
<p>The ADP Aline debit website says it will take up to three weeks after activation to receive my pay. Does that apply to IPOne Washington providers?</p>	<p>No, once Washington state IPOne providers have updated their payment choice to ADP debit card your pay will be applied to your account within 10 days as stated above.</p>																		