

JCJC New Refund Options – FAQs

Can I continue to use my existing JCJC OneCard with the Discover logo?

You can continue to access the Money Network Account on your existing OneCard until there are no more funds remaining, but please note that eRefunds will no longer be placed on this Card as of December 31. There will be no change in the on-campus functionality (ability to access dorms, meal plans, etc.). You can still keep receiving ACH payments (payroll) to your Money Network/Discover account as well.

What if I lose my JCJC Discover OneCard?

After December 17, if your OneCard is lost/stolen, you should report your card as lost/stolen immediately to Money Network Customer Service at 800-822-4283. You should go to OneCard Services to receive a new JCJC OneCard that will still serve as your student ID, but it will *not* give you access to your old Money Network Account. For how to get the remaining balance from your lost/stolen Money Network account, see below. You should also provide any provider that uses direct deposit to transfer funds to your Money Network Account (employer, student payroll office, etc.) with new banking information.

How do I sign up to get a new JCJC Pay Card, a Money Network® Enabled Mastercard®, for eRefunds?

You can go online to www.enroll.moneynetworkedu.com to select your eRefund preference (which can be ACH/direct deposit into a separate bank account or you can sign up for the new JCJC Pay Card). Use your credentials (7-digit student ID number, birthdate, and jcjc.edu email address) to log in. If you select the Pay Card, it will arrive in the mail 7-10 business days after you sign up.

How can I transfer my Money Network balance from my current OneCard (Discover) to my new JCJC Pay Card (Mastercard)?

You can transfer funds via ACH to your new Pay Card, but you must upgrade** your Money Network® Account on your new Pay Card by calling Money Network Customer Service at 800-822-4283. Once that step is completed, you can obtain your new routing/account number for your prepaid Mastercard in order to transfer funds to it. The fee to transfer money out of your old Discover/Money Network Account on the OneCard via ACH is \$4.00.

** You must upgrade to reload your Account. Upgrade at no charge. Requires a one-time verification of your identity.

How are other ways I can get the funds off my old Discover OneCard?

You can keep using your OneCard for purchases where Discover is accepted or withdrawing cash at an Allpoint Network or the on-campus ATM, but to withdraw all funds to the penny, you will want to either:

- Call Money Network Customer Service at 800-822-4283 to request Money Network® Checks or pick up an extra Check at OneCard services. You can then follow the instructions on the back of the check to write a check to yourself and cash it for free at any Walmart location. It is suggested that you utilize this method for amounts under \$5000 as most Walmarts will cash your Check for up to \$5000 per check per day. Please check with your local Walmart, as some locations may have some restrictions or different policies.

- You can use transfer your Money Network account balance to Bobcat Bucks and use it everywhere Bobcat Bucks is accepted on and off campus (see here for all Bobcat Bucks locations: http://jicj.edu/onecard/onecard_locations.php). Just go to eAccounts and use your myJones username to login (<https://jicj-sp.blackboard.com/eaccounts/AnonymousHome.aspx>) and then use your Discover number to move the funds to Bobcat Bucks (or Flex/Dining Dollars).
- You can transfer funds from your account to another account via ACH (please note there is a \$4.00 fee). Follow the instructions on how to transfer money off your Account on www.moneynetworkedu.com.

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