



Memorandum

To: Agency Program Administrators & Cardholders
From: IDOA Credit Card Services Program Administrator
Re: Credit Card Activation Instructions

Please forward the following memo to cardholders for card activation.

Steps to Activate the State Credit Card:

1. Call the number provided on the card to activate the card.
2. Cardholders will be required to enter the expiration date on the new card.
3. The Customer Service Representative will ask for access code #1. This was created at the time of account application. Access code #1 is a 4-digit numeric identifier. Typically, this is the last four digits of the employee identification number (x10000123456 = 3456). This is **not** the last four digits of the employee's Social Security Number (SSN).
4. The Customer Service Representative may ask for access code #2 if additional verification is needed. This is another 4 digit identifier (alpha and/or numeric) that was also created at the time of account application.
5. Contact the Agency Program Administrator if either identifier is unknown.
6. Sign the card and keep locked in a secure location at employee's workstation. *Credit cards should not be kept with personal belongings and should be treated as State property. Travel cards should only be carried when necessary for State travel.

Sincerely,

IDOA Credit Card Services Program Administrator
402 W. Washington Street Room W468
Indianapolis, IN 46204

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