



About the New Mexico Teacher's Supply Program Visa® Prepaid Card

An eligible teacher ("Cardholder") may receive a New Mexico Teacher's Supply Program (NMTSP) Visa® Prepaid Card to provide the teacher with resources to purchase classroom supplies. As the only authorized user, Cardholders agree to accept the responsibility for the protection and proper use of the NMTSP Card in accordance with the terms and conditions of the New Mexico Teacher's Classroom Supply Agreement in effect. The NMTSP Card will have an initial amount available and the amount will decrease as purchases are made.

PLEASE READ THIS IMPORTANT INFORMATION BEFORE ATTEMPTING TO USE THE NMTSP CARD

- The NMTSP Card and the account number are unique and registered to the cardholder. Please activate, register and sign the card prior to use. Activation and Registration steps are listed below.
- Never allow any other person to use your assigned card or account number. Cardholders are responsible for all charges and transactions.
- The Cardholder should always notify vendors in New Mexico that purchases are exempt from state and local taxes by State law. A copy of the New Mexico Public Education Department's tax exemption memo is available with each cardholder's agreement and NMTSP packet, and may also be made available from the home page of the School District's website. **(If taxes are charged, obtain credit immediately.)**
- Valid purchases can be made in person, by telephone or online.
- This account is for classroom materials only, **No personal use is allowed.**
- By signing for and using the NMTSP Card, Cardholder agrees to abide by the terms and conditions of the New Mexico Teacher's Supply Program (NMTSP) Visa Prepaid Card Cardholder Agreement and the New Mexico Educator Code of Ethics and Standards of Conduct.
- Cardholder agrees to provide all documents relating to purchases during an annual audit of the purchases made using their NMTSP Card.
- If the cardholder becomes unemployed due to termination, resignation, retirement or if cardholder transfers to another district or charter prior to January 31, 2016, the teacher supply card must be surrendered immediately to the School District's Human Resources Department with all supporting documentation.
- Back orders are not allowed. (Assure that all commodities are received.)
- Do not request cash advances or accept cash refunds.
- **Do not charge travel expenses** on the NMTSP Card. (Any forms of travel related expenses are not allowed.)



About the New Mexico Teacher's Supply Program Visa® Prepaid Card

- If the NMTSP Card is lost or stolen, call Customer Service immediately at (877) 610-1075 and provide the card number. If you call before the expiration date, you will be sent a new card with the remaining balance at the time of your call, subject to card replacement fees. Cardholder should also notify the Program Coordinator at your district/charter.

Frequently Asked Questions

1. How do I request a New Mexico Teacher's Supply Program Visa Prepaid Card? **You will be notified by your district/charter Program Coordinator if you are eligible to receive a card.**
2. When do I receive my card? **The school Principal will notify you that the card has arrived. You will be required to sign and date the NMTSP Agreement, before receiving your card. You must immediately activate and register the card via the steps below.**
3. When will my card expire? **All NMTSP cards will expire on January 31, 2016.**
4. What do I do with my card when all funds have been expended or the card has expired? **Once the available balance is zero, the account will auto-suspend and prevent further use. When the card's expiration date (1-31-16) has passed, the cards can be discarded by the cardholder.**
5. Who do I notify when transferring from one school to another? **Contact the School District's Human Resources Department for instructions. You will be responsible for the charges incurred on the card while it was assigned to you.**
6. How do I report a lost or stolen card? **To report a lost or stolen card, you should immediately call Customer Service at (877) 610-1075 and provide the card number. If you call before the expiration date, you will be sent a new card with the remaining balance at the time of your call, less a card replacement fee. Please also notify your Program Coordinator.**
7. What purchases can I make with my NMTSP Card? **For information on allowable purchases, please refer to the NMTSP Cardholder Agreement.**
8. What is my card limit? **The card limit is one hundred dollars (\$100.00). The amount decreases as purchases are charged.**
9. Can I request to have my spending limit increased? **No. The limits are established through legislative appropriations.**
10. How do I dispute a transaction or a fraudulent transaction? **Before contacting Customer Service, you must first attempt to resolve the issue directly with the vendor. If you are unable to reach an agreement with the vendor, contact customer service at (877) 610-1075.**



About the New Mexico Teacher's Supply Program Visa® Prepaid Card

11. What do I do if a vendor charges sales tax to my purchase? **You must attempt to resolve the issue directly with the vendor. Be sure to remind the vendor that the purchase is exempt from New Mexico state sales tax, and present the attached NMPED “Tax Exempt – New Mexico Teacher’s Supply Program Visa® Prepaid Card” memo to constitute proof of payment (Regulation 3.2.2.212.18 NMAC), which qualifies the sale as a deductible sale under Section 7-9-54 NMSA 1978.**
12. What type of documentation should I retain? **It is your responsibility to retain all original receipts for all transactions made using the NMTSP Card. Any additional documentation you retain to justify the transaction is your choice. To prevent fading of some receipts, scan or copy the items. Keep all items readily available for audit production.**
13. How will I verify my identity if I call the Customer Service center? **Please provide your name and home address and the name of the organization that issued your card.**
14. How are teachers chosen for audit? **A randomly generated number of cards will be chosen each year for audit. These cards are then identified by the district number and the program coordinator is contacted. The School District’s Human Resources Department will be asked to: (1) identify and provide the name of the card holder and a copy of the signed NMTSP Cardholder Agreement, (2) to contact the cardholder requesting all receipts and supporting documentation for purchases.**
15. What happens if I lose my receipts or cannot supply supporting documentation for the purchases? **It is important to safeguard receipts at all times as you are spending public funds and need to account for the expenditures of these funds. If you lose a receipt, attempt to contact the vendor for an additional copy. If you are unable to verify funds were expended appropriately, the following actions may be taken:**
 1. **Discontinuation of program eligibility and card privileges**
 2. **Cardholder will be required to return any unaccounted funds.**

ACTIVATION and REGISTRATION PROCESS

1. **Visit the MyprepaidCenter.com site**
2. **Enter card number**
3. **Enter expiration date**
4. **Enter Security Code (three digit code located on the back of the card)**
5. **Receive confirmation that card is activated**
6. **Click on Register card link (regardless of whether or not the card will be used to shop online)**
7. **Enter name and home address**
8. **Click to register card**
9. **Receive card registered confirmation**