



## CareerSource Central Florida 2023 Summer Youth Program Global Cash Card Frequently Asked Questions

**Please carefully review the following with your parents/guardians to ensure you use the card correctly and do not encounter any issues while utilizing the card. Also: THIS IS THE ONLY CARD YOU WILL RECEIVE THROUGH THE END OF THE SUMMER PROGRAM – DO NOT MISPLACE IT OR DESTROY IT. Global Cash Cards are used to pay Explore and Engage Track participants only.**

**Q: What is a global cash card?**

A: Global Cash Card is a payment solution company that provides pay card (or payroll card) solutions to companies that want to move away from traditional check payments. They are customized to work with companies existing HR and or payroll systems and they partner with Visa and Mastercard to deliver their pay card services.

**Q: How can I access the global cash card website on the internet?**

A: [www.globalcashcard.com](http://www.globalcashcard.com)

**Q: Is there a phone number I can call for any questions about the global cash card?**

A: Yes, the number is 866-395-9200.

**Q: When will I receive my global cash card?**

A: As soon as you start your Power Skills Academy, you will need to pick up your Global Cash Card at the designated pick-up timeframes and locations associated with your Power Skills Academy.

**Q: Does every student receive a global cash card?**

A: No, only EXPLORE and ENGAGE students. EXPERIENCE students will be paid through a separate process than the global cash card.

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**Q: Is there any documentation that needs to be presented for picking up my card?**

A: Yes, student's school Id, State Id, or picture of their Skyward (OCPS) webpage from school.

**Q: Can I activate my Global Cash Card at any time?**

A: You will not need to activate your card. Your card will automatically be activated with your first deposit.

**Q: When will be the first deposit?**

A: You will be paid a maximum of \$240 for completing the Power Skills Academy. See your Power Skills Academy FAQ document for details on how to complete the Academy. (For participants with COO23 referral codes, you already completed your Academy with City of Orlando and will not participate in CareerSource's PSA).

**Q: How often will I get paid?**

A: You will be getting paid every week you conclude a portion of the Summer Youth Program – so card payments will be uploaded by the following Friday of the previous week the participant fully completed.

**Q: What is the maximum I can earn?**

A: There are 5 total weeks to your program – You could earn a total of \$1,200 but if you miss a day you would not get paid for that day.

**Q: What should I do if I miss a payment?**

A: The participant will contact their Summer Youth Consultant.

**Q: Can I use the Global Cash Card anywhere?**

A: Not necessarily- some stores may not accept GCCs so check with the store cashier first if they accept GCCs. Always use the card at physical stores (for instance, it may not work at gas pump transaction stations, so you need to walk into the store to pay for gas) and use it **only as credit when making purchases**. THIS IS NOT A DEBIT CARD, so you cannot use it at an ATM, nor can you use a pin to access the card's account.

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**Q: Do I need a PIN to use the Global Cash Card?**

A: No, as shared above, it is used as a credit card, there is no PIN. ***If you are prompted by a card reader for a PIN, make sure you are using the card as credit.*** Please note there may be some major retailers where this may not be possible.

**Q: What happens if I cancel a transaction?**

A: A charge will be made on the card. It is recommended to avoid any cancellations while purchasing.

**Q: What happens if I lose my card?**

A: Student must call 866-395-9200 customer service number on the card and contact immediately your Summer Youth Consultant. When the Summer Youth Program concludes August 4, 2023, CareerSource Central Florida will make final payments to your card by August 10. After September 1, 2023, if you have any issue with your card or lose your card, CareerSource Central Florida cannot assist you with these issues. We highly recommend you spend whatever balance is on your global cash card by September 1.

**Q: How can I check the balance on my card?**

A: The balance can be checked on [www.globalcashcard.com](http://www.globalcashcard.com) or customer service can be contacted at (866) 929-8096. There is no charge to check card balance.

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