

Understanding the Card Life Cycle



Your one-time use card moves through three stages:

1.

ACTIVE — ABOUT 1 WEEK

After checkout, the card stays active for about a week so the vendor can complete the charge. Some retailers (Amazon, for example) take several days to actually bill you, so this window makes sure delayed charges still go through. During this time the charge settles and refunds can post. As a reminder, one-time use cards cannot be used a second time. Your card will remain active to be charged for the one time purchase. While it is active it will decline if you attempt to use it for additional orders.

2.

SUSPENDED — AFTER 1 WEEK

Once the active week ends, the card is suspended. Refunds can still be applied, but no new purchases can be made on it. This also frees you up to get a new card (see below).

3.

CLOSED — AFTER ABOUT THREE MONTHS

Eventually, the card fully closes, meaning no purchases and no refunds. All refunds need to be requested within 3 months of purchase or sooner per vendor refund policy.

CAN I HAVE MORE THAN ONE CARD AT A TIME?

Yes — you can have up to 10 active cards at once on each parent account (not per student), so several purchases can be in progress at the same time. If you're ever told you can't start a new card, you've reached that limit. You can wait for an older card to finish its active week and rotate out, or you can suspend a card that you no longer need and a slot will free up.