



## **ClassWallet Prepaid Debit Card Frequently Asked Questions**

**Q: How do I request a debit card for my student's account?**

**A:** Contact ClassWallet at [help@classwallet.com](mailto:help@classwallet.com) or by phone at 1-877-969-5536.

**Q: If I am only making payments or purchases through the ClassWallet portal, do I need a debit card?**

**A:** No. You only need a debit card if you intend to make purchases outside of the ClassWallet system.

**Q: Why do I need to upload my tutor's credential when using the debit card? They are already registered with ClassWallet.**

**A:** This is a requirement even if the vendor is registered in ClassWallet. To avoid uploading credentials, payments must be made inside the ClassWallet portal.

**Q: What do I need to do with the debit card receipts?**

**A:** All debit card receipts need to be uploaded in the ClassWallet portal within the quarter that the expense was made. A guide to uploading receipts is available [here](#).

**Q: I tried the debit card, and it wouldn't go through due to an MCC code restriction. Is there a problem?**

**A:** Certain MCC codes are restricted due to the ClassWallet contract, as well as to protect parents from misspending unintentionally. If you encounter a restricted MCC code, the item will need to be purchased in another way or the vendor will need to register with ClassWallet. There is additional information on purchase options beginning on page 32 of the [ESA Parent Handbook](#).

**Q: I lost a receipt. What do I need to do?**

**A:** First, reach out to the vendor to see if a duplicate can be made. If not, you can repay the expense with check or money order made payable to the Arizona Department of Education. The funds will be deposited back into your student's account.