

Card Store FAQs

Need help with your order? Check out these questions below.

I'm a returning customer. Can I order through the portal?

No. As a returning customer, you need to place your order through the cardstore, not your portal account. Once you enter your email in cardstore, a popup will open asking for your password. Enter your password here and you'll then be taken back to the cardstore home page to begin placing your order. Have questions? Call 1-800-820-6144 or email corporate@dashsolutions.com.

Why didn't I receive an order confirmation?

Upon placing your order, please allow 1 business day for account approval and processing. Once approved, a confirmation email will be sent to you. If you do not receive an order confirmation, please contact us at 1-800-820-6144, Monday through Friday, 8 a.m. to 5 p.m. CST. You may also contact us via email at corporate@dashsolutions.com.

When will my cards arrive?

Orders will be processed upon receipt of payment. Orders placed over the weekend may take longer to process. Processing and delivery times are estimated below and are subject to change.

- UPS Ground Shipping: 7-10 business days
- UPS Second Day: 4-5 business days
- UPS Next Day: 3-4 business days

Orders will only be shipped to the company address on file or the credit card address on file.

Where can I find my tracking information?

Tracking information can be found after logging into your account, navigating to the Reports tile, and selecting the Card Orders tab. Ensure the Start Date is the date the cards were ordered, and select "Search." A tracking number will be displayed on the order after the cards have shipped.

Are cards shipped with funds loaded?

No, for security purposes, cards are not shipped with funds already loaded. Once you receive your cards, login to the portal and load cards before distributing.

How do I load funds to the cards?

When you receive the cards, you will need to load the cards by logging into your portal account. Navigate to the Card Orders tab and select "Load Cards." Funds are then added to the cards based on the amount you entered for each card during the ordering process.

Do the cards expire?

Yes, cards have an expiration date of 12 months.

Do the cards have cash access?

Cards can only be used to make purchases. There is no cash access to the funds on the cards.

Is there a fee if I use a credit card to pay for my order?

Yes. A fee of 3.5% of the total order amount applies to all credit card transactions.

Do I have to activate the cards?

You should not activate the cards. Each card recipient will activate their own cards upon receipt.

How do I contact you with questions?

Customers with questions about their order can call us at 1-800-820-6144, Monday through Friday, 8 a.m. to 5 p.m. CST. You may also contact us via email at corporate@dashsolutions.com.