

TERMS & CONDITIONS

Use of the SpartanCard

1. The cardholder agrees that the SpartanCard is the property of UNCG and can be confiscated from bearer as a result of inappropriate conduct or abuse. Use of the SpartanCard is subject to all terms, conditions, rules and regulations contained in this document.
2. Your SpartanCard must be present at the time of use in order to obtain services. Your card and related accounts are non-transferable; any misuse or illegal transactions can result in privilege suspension and/or possible judicial action. Except as provided below, you are responsible for the usage of your card.

SpartanCard Funds

SpartanCash

1. SpartanCash is an optional account of pre-deposited funds accessed by the cardholder for products and services. Funds cannot be withdrawn as cash from the card at any time, unless the cardholder is no longer affiliated with UNCG (See Closing Accounts, Refunds, and Returns).
2. Cardholder's SpartanCash will be activated automatically upon receipt of the initial deposit.
3. In the event a cardholder's deposit check is returned due to insufficient funds, a \$30.00 charge will be assessed by the SpartanCard Office and the cardholder's account will be suspended until the returned check and \$30.00 fee have been paid. After the second offense, funds will be accepted on a permanent cash-only basis.
4. Additional deposits may be made at the SpartanCard Office, on the web or at the Cash-to-Card Fill Station. The Cash to Card accepts cash only and does not give change.
5. These funds shall be applied against amounts debited from your SpartanCash for goods and services purchased at points of sale. There is no limit to the number of purchases that may be made and debited to the account, provided funds are available. The cardholder understands and agrees the SpartanCard is not a credit card, nor can it be used to obtain cash or cash advances from the account **under any circumstances**.
6. If the cardholder's SpartanCash balance goes below zero as a result of the system or one of its readers being off-line, the cardholder remains responsible for payment of those purchases. In the event of a negative balance, the cardholder will be notified in writing stating the negative amount. A statement showing the transaction(s) and location will be provided upon request.
7. Merchandise will be accepted for return according to the refund policy in force where the goods and/or services were purchased. Cash refunds will not be made for returned merchandise that was purchased with the SpartanCard, except in the case of textbook sellbacks at the UNCG Bookstore according to their sellback policy.

Student Meal Plans

1. All residential students choose a meal plan option when applying for housing. This option may be changed within the specific time frame provided by Dining Services.
2. Meal plans are established with a start and end date. At the end date, all meal entries will reset. Declining balance will roll from fall semester to spring semester but will expire at the end of the Spring Semester.
3. Meal plan funds may only be used at Dining Services locations and may not be transferred to other spending accounts.

Spartan Express

1. Spartan Express is a meal plan option available to all actively employed faculty and staff at UNCG. Funds may be payroll deducted or added to your card through the SpartanCard Center.

2. Spartan Express may only be used at Dining Services locations and may not be transferred to other spending accounts.

Procedures for Lost, Stolen, or Replacement Cards

1. Report any lost or stolen card immediately, or unauthorized card usage to the SpartanCard Office in EUC 121 or by phone at (336)334-5651 during the business hours of 8:00am - 5:00pm, Monday through Friday. After hours, you may suspend activity to your SpartanCard through our website at spartancard.uncg.edu, then return to the SpartanCard Office the following business day to purchase a new card. The cardholder is responsible for all usage of the card prior to properly notifying the SpartanCard Office or suspending the card online.
2. There is a \$20 replacement fee for a lost or stolen card. There is a \$5 replacement fee for a damaged card. The card must be presented whole with legible information to qualify as damaged. Only one damaged card per semester may be submitted for the reduced replacement fee. All other damaged cards within a given semester will be charged \$20 per replacement.

Error Resolution Procedures

1. If an error is noticed on the receipt, contact the appropriate manager at that location to report the error no later than fifteen (15) days after the error appears. The location will contact the SpartanCard Office should they need help in resolving the error.

Closing Accounts, Refunds, and Returns

1. Upon graduation or official withdrawal from the institution, the cardholder's SpartanCash account will be closed and any balance over \$10.00 on SpartanCash will be refunded to the cardholder.
2. The SpartanCard Office will close any SpartanCash account that has been inactive for a period of eighteen (18) months.
3. Refunds will be subject to a \$5.00 escheat fee. All debts on the cardholder's Student Account must be satisfied prior to a check being processed for a refund. Any negative SpartanCash balances will be charged to the cardholder's Student Account or billed directly to the cardholder.

Documentation

1. If the point-of-sale terminal is equipped to provide a receipt, you can request a receipt at the time of purchase. It is the cardholder's responsibility to ensure the receipt is correct.
2. Activity statements can be generated upon request of the cardholder from the SpartanCard Office in EUC 121.

Effective Date of Agreement

These terms and conditions are effective immediately and remain so until written notification is received. UNCG shall mail or deliver a written notice at least thirty (30) days before effective date of any change in a term or condition if the change would cause increased fees or charges or increase liability for the cardholder. Prior notice need not be given where immediate change in a term and/or condition is necessary to maintain or restore the security of the system or account.

CARD ELIGIBILITY

Each individual is issued only one card.

Students

- Must be a current registered student
- Must present a valid government-issued photo identification
- Must provide their University Identification Number
- Responsible for replacement card fee

Full Time or Part Time Faculty/Staff

- Must have status of budgeted position
- Must present a valid government-issued photo identification
- Must provide their University Identification Number
- Responsible for replacement card fee
- Upon termination the card must be surrendered to Human Resources

CONFIDENTIALITY

UNCG will only disclose information to third parties about your account in order to comply with court orders or other applicable laws.

REPLACEMENT CRITERIA

UNCG will issue only one SpartanCard per individual. If possible, the old card must be turned in to be destroyed.

Replacement Cost

There is a \$20.00 replacement fee for lost or stolen cards and a \$5.00 replacement fee for damaged cards. The card must be surrendered whole with identifiable information to qualify as a damaged card.

Note: All assigned privileges and balances will transfer to the new replacement card.

Faculty/Staff Termination

When a faculty and/or staff member terminates his/her employment with the University, he/she is required to turn in their SpartanCard to their department at the time of their exit interview. Upon notification from Human Resources, the SpartanCard Office will close all privileges and accounts and suspend the card. Any funds on the card over the amount of \$10 will be refunded to the cardholder after the correct paperwork has been received. A \$5 escheat fee will be applied to the balance.

Card Acceptance/Confiscation

The SpartanCard will only be accepted for debit account transactions from the individual identified on the card. In order to protect the cardholder's account from unauthorized usage, it is the card takers' responsibility to verify the SpartanCard photo prior to the transaction.

SpartanCards found in the possession of someone other than the owner will be confiscated and immediately turned in to the SpartanCard Office in EUC 121. Individuals found using another persons card and the individual who allowed someone else to use their card must meet with the SpartanCard Manager before the card is returned. The individuals involved may be referred to the Assistant Dean of Students for judicial action or to Human Resources.