HOBART AND WILLIAM SMITH COLLEGES

HWS ONECARD POLICY AND CARD HOLDER RESPONSIBILITIES

The purpose of this policy is to define the rights and requirements of eligible card holders of the HWS OneCard. This Policy applies to any individual who requests and/or receives an official HWS OneCard.

Official Identification

The HWS OneCard is the official identification card used at the Colleges' campus. The issuance of the active HWS OneCard will be based upon the individual's primary affiliation with the Colleges and the name appearing on the HWS OneCard will be the card holder's official name of record with the Colleges. At any given time, an individual can only have one active HWS OneCard. Students shall show their identification card when requested to do so by Colleges' officials performing their duties and who identify themselves and state the reason for their request.

The HWS OneCard remains the property of the Colleges at all times and the Colleges governs all uses of the card. The card is not transferable; only the person pictured on the front of the HWS OneCard will be allowed to use the card. Unauthorized use, sharing, alteration or duplication for any purpose will result in immediate confiscation of the card and may result in disciplinary or legal action.

Key Uses of the HWS OneCard

Meal Plans
Snack Money – Use for on-campus purchases
Off-campus and on-campus purchases
Door Access
Library access, online and in person
Access to athletic facilities
Access to sporting events
Faculty/Staff/Student Identification

Card Holder Responsibilities

All individuals requesting a HWS OneCard must agree to the terms and conditions in this policy. The card holder is responsible for use of the card in accordance with the instructions at all locations where the card is accepted. The card holder is responsible for maintaining a valid HWS OneCard that is in proper working condition. The card holder may be required to sign a receipt for goods received. If the point of sale terminal is equipped to provide a receipt the card holder will either receive a receipt as a matter of course or upon request. It is the card holder's responsibility to ensure that the receipt is correct. Under no circumstances may alcoholic beverages be purchased with the HWS OneCard.

The HWS OneCard acts as a stored value account, not as a credit card. Deposited funds on the HWS OneCard will be referred to as "**COMMUNITY CASH"**. No negative balances, cash withdrawals or cash advances are permitted. Account balances do not accrue interest or other earnings. For continuing card holders, COMMUNITY CASH remaining at the end of a semester will automatically be rolled over to the next semester. If a check is presented for deposit and the check is subsequently returned for any reason, the account will be reduced by the amount of the check and the card holder will also be charged any fees incurred by the Colleges as a result of the returned check. The Colleges will use any means available to collect amounts due, including, but not limited to, deactivating the card and/or placing a hold on the card holder's account. The card will be reactivated upon full restitution.

Card holders may obtain information regarding their HWS GET Funds account usage, including the amount of funds remaining on the account, recent transactions or where the account was used and any new amounts added to the account by accessing the "manage your account" page on the HWS OneCard Office website www.hws.edu/offices/onecard/ or (by visiting the HWS OneCard Office), report the card lost and/or found and easily print, email or download a .pdf of the card's full transaction history. Students may also send an email to parents, family or friends to add money to their account.

Merchandise may be accepted for return in accordance with the refund policy in effect at the place of purchase of the product(s) or service(s). Any refund(s) shall be credited to the card holder's account; no cash refund(s) will be made for any purchase made with the card. Refunds of money deposited on the HWS OneCard via a credit card will be issued back to the credit card used.

The Colleges and the HWS OneCard Office are not responsible for the refusal to accept or honor the HWS OneCard by any of the participating establishments under, but not limited to, the following circumstances:

- There are insufficient funds in the account at the time the purchase is requested,
- The equipment being used by the merchant or office initiating the transaction is not functioning correctly at the time the transaction is attempted,
- The account has been temporarily or permanently suspended due to violation(s) of this agreement,
- The card has been reported lost or stolen.

At Dining Services' locations contracted meal and snack plans are automatically assessed first. If sufficient funds are not available in a contracted meal or snack plan to satisfy a transaction, the system will automatically cascade to the GET Funds account. Following automatic cascading if an account still does not have sufficient funds to complete the transaction, the remaining balance will need to be paid with cash. Dining Services' meal and point accounts follow policies found at the Dining Services website https://hwsdining.sodexomyway.com/dining-plans/index.html.

Faculty and Staff - Adding funds to the HWS OneCard through Payroll Deduction

Employee Self-Service –

- Employee logs into PeopleSoft HR/Payroll Self Service
- Add an entry for amount deducted from each pay check to be transferred to their HWS OneCard
- Employee can modify/cancel entry at any time

Payroll Responsibilities–

- Payroll has access to an 'Employee OneCard Deduction' report
- Appropriate dollar amounts are deducted from employee paycheck each pay period
- Deductions are accurately displayed on employee's paycheck

Disclosure to Third Parties

The Colleges will not release the card holder's photograph outside the institution, unless permitted or required by law, or with the card holder's permission. The HWS OneCard office reserves the right to disclose your photograph and/or a copy of the information maintained on your HWS OneCard to Colleges' officials who have a legitimate educational need. Information maintained on the HWS OneCard is shared with Sodexo for on-campus purchases and to UGRID who manages the off-campus purchase information. UGRID and Sodexo are prohibited from using this data in any manner, except to provide purchasing information to the Colleges.

Proper Card Care and Card Replacement

It is the card holder's responsibility to take good care of the HWS OneCard. Storing the card in a protective card case will lessen the risk of damage to the magnetic strip on the back of the card. A **$20 replacement charge** will be assessed for non-functioning ID cards that are determined to be caused by improper care and handling. The charge will automatically be assessed to a card holder presenting a non-functioning card that has been tampered with (including but not limited to hole-punched, gouged, and broken with a vertical or ragged break) regardless of the overall condition of the card. If an HWS OneCard is non-functioning as a result of normal use caused by swiping the card through authorized equipment the HWS OneCard Office will replace it at no charge. The non-functioning card must be surrendered at the time of replacement.

Upon issuance of a replacement card, remaining balances will be transferred to the new HWS OneCard.

Lost or Stolen Cards

The Colleges is not liable for lost or stolen cards. The card holder is responsible for unauthorized transactions resulting from the loss or theft of his/her card so reporting a lost or stolen cards must be done as soon as possible so that the card is deactivated.

Deactivating a Lost Card

There are several ways to report a lost card:

- **In Person:** You may stop by the HWS OneCard Office during business hours to report a lost or stolen card and a new card may be issued right away.
- **By Phone:** You may call the HWS OneCard Office during business hours, or Campus Safety after hours. Your card will be deactivated while you are on the phone.
- **Online:** Use your HWS username and password to log into **GET Funds** and select "I Lost My Card". This will lock your card so that no one may use it.

Reactivating a Reported Lost Card

Should you find your lost card or have it found and returned to you, if you have not had a new card issued to you, you may reactivate your found card online, at the **GET Funds** web site. You may also bring it in person to the HWS OneCard Office or Campus Safety for reactivation. If you have had a new card issued and you find your old card, destroy the old card and just use the new one.

Closing an Account

HWS OneCards become invalid upon termination of affiliation with the Colleges and must be surrendered upon request. All accounts will be closed automatically and funds held for one year from date of separation. Upon withdrawal, graduation or termination of employment from the Colleges, refunds must be requested in writing. Proof of separation from the Colleges may be required. All debts on the participant's Student Account must be satisfied prior to a check being processed for a refund. Refunds will not be issued for accounts less than $5.00. All refund checks will be mailed to the permanent/home address in the unless the request is made in person and may take 4-6 weeks to process. If no refund is requested within one year, funds will be forfeited to the HWS OneCard Office for its on–going operation.

Dispute Procedures

Error resolution: If the card holder suspects an error on a receipt or transaction, contact the HWS OneCard Office at ext. 4971 or by e-mail at onecard@hws.edu. Contact must be made within sixty (60) days of the transaction(s) in question. Failure to request error resolution in a timely manner could result in the loss of a refund. Errors on receipts from local on and off–campus merchants should be first addressed with that merchant. When making a request for an adjustment to the account, the card holder must furnish the following information:

1. The card holder's name and PeopleSoft number;
2. A description of the transaction in question and explanation of the discrepancy;
3. The dollar amount of the transaction in question; and
4. Approximately when and where the error took place

The Colleges may change any or part of these terms and conditions and will notify Colleges card holders by e-mail at least 30 days before change is to become effective and by posting the new policy and card holder responsibilities on the HWS OneCard website. The use of the HWS OneCard on or after the effective date of change means that the participant accepts and agrees to the change. Prior notice need not be given where immediate change in the terms and conditions is necessary to maintain or resolve the security of the account. Changes can be found http://www.hws.edu/offices/onecard/.

HOBART AND WILLIAM SMITH COLLEGES

ONECARD REFUND REQUEST

Date _____

Last Name: _____ First Name: _____ MI: ____

Street Address: _____ Apt.: _____

City: _____ State: _____ ZIP: _____

Telephone: _____ Email: _____

Current HWS OneCard GET Funds Balance: $ _____.____

Reason for Refund:

____ I am graduating

____ I am not returning to HWS next term

____ Faculty/Staff Member no longer employed at HWS

Refund Policy

- Upon graduation or withdrawal from HWS Colleges, any GET Funds account with a balance of $5 or higher will be eligible for a refund provided you complete the OneCard Refund Request.
- You must apply with the OneCard Office for a refund at the end of the term in which you graduate or at any other time during the term if you officially separate from HWS.
- Refunds will not be received until all school fees are paid in full. All refund checks will be mailed to the payee. Refunds take approximate 2 weeks for processing.
- Faculty and/or staff that are no longer employed at HWS will not receive refunds until all personal computer loans and/or Colleges Store purchasing accounts are paid in full. Faculty and/or staff may direct the Colleges' to redirect their GET Funds dollars to make payment towards these accounts.

Signature: _____ Date: _____

Processed by: _____ Date: _____

HOBART AND WILLIAM SMITH COLLEGES

ONECARD PAYROLL DEDUCTION AUTHORIZATION FORM

Date _____ EmplID#: _____

Last Name: _____ First Name: _____ MI: ____

Department: _____

Email: _____ Campus Phone Ext.: _____

I authorize the Payroll Office to deduct the following amount each payroll to be applied to my OneCard GETFunds Account. I understand that this amount may be changed or cancelled at any time by submitting another OneCard Payroll Deduction Authorization Form.

Total to be deducted each payroll period: $_____.____ ($10.00 minimum/$500.00 maximum)

Signature _____ Date: _____

TO CANCEL YOUR PAYROLL DEDUCTION, PLEASE USE THIS SAME FORM.

I wish to cancel my current authorization to deduct from my paycheck monies to be transferred to my OneCard GETFunds account. I understand that my OneCard will be deactivated so no further on-campus/off-campus charges will not be allowed. I also understand that if there are any charges not yet paid at the time of this transaction, I will need to meet with the OneCard Office to satisfy payment of outstanding charges.

Signature: _____ Date: _____

Please note - Refund Policy

When your employment terminates with HWS Colleges, any GET Funds account with a balance of $5 or higher will be eligible for a refund provided you complete the OneCard Refund Request.