
PROCEDURAL GUIDELINES

**University of North Carolina
School of the Arts**

One Card Office

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Mission Statement

The mission of the *One Card* operation is to provide superior and comprehensive service to all users of the identification, access and declining balance card systems and to deliver to the campus community a one card system that allows for effective and efficient access to campus services and facilities using the *One Card*. The services made available with the *One Card* are intended to enhance the quality of life for our students, faculty, and staff. It is our goal to continue to improve current services by listening to our customers and to provide new services by continuously researching new applications and technologies.

Preface

The *One Card* is the official form of identification and an essential part of campus life at the University of North Carolina School of the Arts. The *One Card* is a key to an extensive system of services on the campus and should be carried at all times. It is intended to be used the entire length of time a student is enrolled or a member of faculty or staff is employed at the university. Use of the *One Card* constitutes acceptance of all terms, conditions and regulations under which it is issued.

Caring for One Card

The *One Card* should be treated like a driver's license and not be defaced or altered in any way.

The *One Card* should be treated as any bank issued credit or debit card.

The *One Card* should be treated like cash.

The *One Card* should be kept away from other card's magnetic stripes and from all magnetic fields, especially cell phones.

The *One Card* should not be bent, scratched or used to pry things open.

Eligibility

The *One Card* is available to all currently enrolled UNCSA students and currently employed faculty, staff or vendors. Each individual is issued only one card. A valid form of photo identification must be presented in order to receive a *One Card*.

STUDENTS (High School, Undergraduate and Graduate)

- Must be registered for the current term with UNCSA Registrar's Office
- Current photo required on card
- CWID number is assigned by Registrar's Office
- Card background color reflects classification (high school or college)
- Card is suspended upon notification from school officials
- Cardholder responsible for replacement fee of \$10.00
- Access is suspended at the end of each term
- All Fall Term, Winter Term and Spring Term access is completely removed at the end of Spring Term

SUMMER SESSION STUDENTS (High School, Undergraduate and Graduate)

- Must be registered for the current Summer Session term
- Current photo required on card
- CWID number is assigned by Registrar's Office
- Card background color reflects classification (high school or college)
- Card expires at end of Summer Session
- Card is specific for year of Summer Session student is attending
- Card no longer valid at end of session and cannot be used at any other time
- Cardholder responsible for replacement fee of \$10.00
- All access is completely removed at the end of the term

FACULTY/STAFF

- Must have status of budgeted permanent position
- Must show a valid photo ID for identification prior to issuance
- Current photo required on card (photo to be updated every 5 years)
- CWID number is assigned by Human Resources
- *Faculty/Staff One Card Authorization form* must be completed with proper signatures, dates and times for activation
- Cardholder information must be received and entered into *One Card* system before photo may be taken, card be printed and issued
- Card is suspended upon notification from school officials
- Cardholder responsible for replacement card fee of \$10.00
- Card is collected when employment is terminated

UNCSA POLICE One Card

- Must have status of budgeted permanent position
- Must show a valid photo ID for identification prior to issuance
- Current photo of officer in uniform required (photo to be updated every 5 years)
- CWID number is assigned by Human Resources
- *Faculty/Staff One Card Authorization form* must be completed with proper signatures, dates and times for activation
- Cardholder information must be received and entered into *One Card* system before photo may be taken, card be printed and issued
- Card is suspended upon notification from school officials
- Cardholder responsible for replacement card fee of \$10.00
- Card is collected when employment is terminated
- Card design designates UNCSA Police Officer
- Card design is ONLY used for UNCSA Police Officers

TEMP EMPLOYEE /INDEPENDENT CONTRACTOR

- Must have status of budgeted contractual service
- Must show a valid photo identification prior to issuance
- Current photo required on card (photo to be updated every 5 years)
- CWID number is assigned by *One Card Office*
- *Faculty/staff One Card Authorization form* must be completed with signatures, dates and times for activation and expiration (if applicable). HR Signature is not required
- Cardholder information must be received and entered into *One Card* system before photo may be taken, card be printed and issued
- Card is suspended upon notification from school officials or expires every year when contract is renegotiated
- Cardholder responsible for replacement card fee of \$10.00
- Card is collected when employment is terminated
- *Students who become temporary staff during the summer must turn in their purple/yellow student One Card in order to get a blue student card. Student will get correct color card back when they turn in their blue card at the end of their summer employment*

VENDORS (Contracted)

- Must show a valid photo identification prior to issuance
- Current photo required on card (photo to be updated every 5 years)
- CWID number is assigned by *One Card Office*
- *One Card Authorization form* must be completed with signatures, dates and times for activation and expiration (if applicable). HR Signature is not required
- *One Card Authorization form* must be approved by Director of Purchasing
- Cardholder information must be received and entered into *One Card* system before photo may be taken, card be printed and issued
- Card is suspended upon notification from school officials or expires on date stated on *One Card Authorization Form*
- Cardholder responsible for replacement card fee of \$10.00
- Card is collected when employment is terminated

VENDORS (Temporary)

- Must show a valid photo identification prior to issuance
- Current photo required on card (photo to be updated every 5 years)
- CWID number is assigned by *One Card Office*
- *One Card Authorization form* must be completed with signatures, dates and times for activation and expiration (if applicable). HR Signature is not required
- *One Card Authorization form* must be approved by Associate Vice Chancellor of Facilities Management, UNCSA Architect, UNCSA Police or Housing Administrator
- Cardholder information must be received and entered into *One Card* system before photo may be taken, card be printed and issued
- Card is suspended upon notification from school officials or expires on date stated on *One Card Authorization Form*
- Cardholder responsible for replacement card fee of \$10.00
- Card is collected when employment is terminated

FOOD SERVICE EMPLOYEES (ARAMARK)

- Must show a valid photo identification prior to issuance
- Current photo required on card
- CWID number is assigned by *One Card* Office
- *One Card Authorization form* must be completed with signatures, dates and times for activation and expiration (if applicable). HR Signature is not required
- *One Card Authorization form* must be approved by Director of Dining Services
- Cardholder information must be received and entered into *One Card* system before photo may be taken, card be printed and issued
- Card is suspended upon notification from school officials or expires on date stated on *One Card Authorization Form*
- Cardholder responsible for replacement card fee of \$10.00
- Card is collected when employment is terminated
- Card is suspended upon notification from Director of Dining Services

FITNESS CENTER MEMBERS

- Must have paid membership to the Fitness Center
- No photo required on card
- Card background color denotes Fitness Center member only
- CWID number is assigned by *One Card* Office
- Fitness Center notifies *One Card* Office with dates and times for activation and expiration
- Card expires on date of membership expiration
- Card may be reactivated with paid membership
- Privileges limited to the Fitness Center ONLY during regular Fitness Center hours
- Card is suspended upon notification from school officials
- Cardholder responsible for replacement card fee of \$10.00
- Department is responsible for cost of \$10.00 per card through Internal Invoice initiated by the *One Card* Office

UNCSA STATE-MANDATED POLICE ID

- ID purposes only – no card swipe
- Photo with officer in full uniform required on card
- Badge number, expiration date and rank required on card
- Card expires annually
- Card and photo updated annually after January 1.
- UNCSA Police is responsible for cost of \$10.00 per card through Internal Invoice initiated by the *One Card* Office

UNCSA VISITOR ID

- Must be requested by school official in writing
- Requesting party determines use and what privileges to be attached, if any
- UNCSA Police state if card to have photo or not
- CWID number is assigned by *One Card Office*
- Card is collected when activity or event is finished
- Cardholder responsible for replacement card fee of \$10.00
- Card is suspended upon notification from school officials
- Card category is used for all Guests, Visitors, Volunteers and Conference Attendees

LIBRARY COPIER

- Monitored by Semans Librarian
- No photo required on card
- Usage log maintained and reviewed monthly
- Library is responsible for charges to *Pickle Dollars* account
- Library is responsible for lost or stolen card
- Card is suspended upon notification from school officials

ALUMNI LIBRARY PATRON CARDS

- Must be an alumnus of UNCSA as determined by UNCSA Advancement Office employee
- No photo required on card
- Monitored by Semans Librarian
- Restricted to Library usage (see library for card policy information)
- Card will not have magnetic strip on back only a barcode
- Card produced for Semans Library barcode system
- Request must be submitted in writing
- No record will be of Library Patron is created in the *One Card* system
- Advancement Office is responsible for the cost of \$10.00 per card through Internal Invoice initiated by the *One Card* operation

LIBRARY PUBLIC PATRON and LIBRARY SPECIAL PATRON CARDS

- Monitored by Semans Librarian
- Restricted to Library usage (see library for card policy information)
- Card will not have magnetic strip on back only a barcode
- Card produced for Semans Library barcode system
- Request must be submitted in writing
- No record will be of Library Patron is created in the *One Card* system
- The Library is responsible for the cost of \$10.00 per card through Internal Invoice initiated by the *One Card* operation

Issuing Cards

All *One Cards* are issued by the *One Card Office*. Each recipient of a *One Card* must receive a copy of the UNCSA *One Card Policy*. A photograph is taken (if not received earlier) and printed on the card. The color and text of the card identifies the cardholder's position on campus.

Each faculty & staff member must sign the authorization form that they have read and agree to the terms and conditions governing the use of the *One Card*.

Card Privileges

Card privileges provide authorized cardholders with prepaid flexible spending account opportunities, meal plan memberships, facility access, and activity participation. Privileges are granted for a specific period of time and may be revoked upon authorization from School officials.

The UNCSA *One Card* office assigns various privileges to individual cardholders based upon pre-approval received from the Registrar for students, Human Resources for employees and the Departments of Purchasing and Facilities Services for vendors. The Senior Director of Business Affairs approves cardholders at the administrative level of Dean or above, or any cardholder requiring 24 hour/7 days per week residential facility access.

The categories of card privileges that can be assigned to cardholders include, but are not limited to, the following:

Pickle Dollars Account - Pre-paid funds are applied against amounts debited to the UNCSA *One Card* for goods and services purchased at points of sale

Meal Plan - Pre-paid meal allowances are applied against meals expended at the dining hall and designated meal exchange locations

Security - Building and interior door access is granted to various residential, academic, performance, and administrative office facilities

Activity - Participation is permitted and monitored in a wide range of events, such as check cashing, class attendance, and fitness center membership

Student card privileges are revoked upon withdrawal from UNCSA or upon expiration date. Employee privileges are revoked upon employment re-assignment or termination. Vendor and temporary employee privileges are revoked upon expiration date.

Student membership is reviewed each term in conjunction with the Registrar's office. Employee membership is reviewed semi-annually by Human Resources. Vendor membership is reviewed quarterly by the Departments of Purchasing and Facilities Management.

Possession of a *One Card* does not authorize immediate access to the Library or Fitness Center. Library and Fitness Center access will need to be arranged with those departments **except** for currently enrolled students. The Library system is a standalone system maintained by the Library. Access to the Library is subject to their policies and procedures. Fitness Center access is provided only after a membership fee is paid. Fitness Center employees notify the *One Card* office of membership.

Unique Access Plans

When a department has a group of individuals (students, faculty/staff, vendors, etc.) that require access to specific areas for a set period of time, that department is to submit a Department Access Form which lists alphabetically each individual with full name, CWID if possible, where they need access and during what time during the day. The form should also include the date and time as to when the access should begin and the date and time as to when it will end. The *One Card* Office needs a minimum of 24 hours to process request. For access plans that need special attention the *One Card* Office would appreciate one week notice of the request. The department will be notified via email when the request is complete.

Unique student access **requests must be resubmitted to the One Card Office each term.**

UNCSA Pickle Dollars Account

The *Pickle Dollars* Account is an optional, no-cost feature of the *One Card*. It is a prepaid flexible spending account that is accessed with the *One Card*. Once a *Pickle Dollars* account has been activated, the ID becomes a prepaid flexible spending account for miscellaneous purchases on campus. All account information is linked to the magnetic stripe on the back of the card. Every time the card is used to make a purchase, the amount is electronically deducted from the pre-paid funds.

All point-of-sale terminals are equipped with receipt printers. A receipt will be provided at the time of purchase. It is the cardholder's responsibility to ensure the receipt is correct.

If an error is noticed on the receipt, resolution should be addressed at the location where goods or services were received. Any refunds due to the cardholder should be made at the point-of-sale register with the approval of the operation's manager. If unauthorized card usage is suspected, the UNCSA *One Card* Office should be contacted immediately for investigation.

If a transaction is not completed properly at a laundry or copy machine, a refund is available with the completion and submission of a copier or laundry refund form to the UNCSA *One Card* Office.

Per federal banking regulations, cash cannot be dispersed from any open UNCSA *One Card* Account. Merchandise will be accepted for return according to the return policy where the goods or services were purchased. Cash refunds will not be made for returned merchandise purchased with an UNCSA *One Card*. A credit will be made to the UNCSA *One Card* Account for the amount of the return.

UNCSA *One Card* account holders may request, at any time, a statement of their transactions from the UNCSA *One Card* Office. Statements and account balance information is available by written request or in person.

Pickle Dollars Account Deposit Procedures

Students or employees may deposit funds to their account at the UNCSA *One Card* Office located on the ground floor of Hanes Student Commons or at the Value Transfer Station (VTS) machine in the Semans Library (Cash only). A receipt will be available to each cardholder at the time of deposit.

Only cash or checks can be taken for deposits. The VTS machine can only receive bills in denominations up to \$20 dollar bills. The VTS machine will not dispense change.

Fund may also be deposited into a student's **Pickle Dollars** account by sending a **check** made payable to **UNCSA One Card to:**

**One Card Office
University of North Carolina School of the Arts
1533 South Main Street
Winston-Salem, NC 27127-2188**

Pickle Dollars Account Refunding Procedures

Students

- Student UNCSA **Pickle Dollars** account will carry over term to term and academic year to academic year unless they graduate or withdraw from UNCSA.
- Accounts will be closed and funds forfeited at the end of each academic year for those graduating from the institution unless they complete a written request for a refund.
- Accounts will be closed and funds forfeited at the separation of the student unless they complete a written request for a refund.
- The balance on the card is verified
 - if balance is below \$25.00 **no** refund is issued
 - if balance is more than \$25.00, a check request is processed and forwarded to the Accounting office (less any amount owed on the student's accounts receivable)
- Requests for **Pickle Dollars** Account refunds must be submitted in writing on **Pickle Dollars Refund Request** form.
- Refund requests must be received within 6 months of separating from UNCSA.
- Refunds will not be received until all school fees are paid in full.
- All refund checks will be mailed to the payee.
- Refunds take approximately 2 months for processing.

Summer Session Students

- **Pickle Dollars** accounts are closed at the end of each Summer Session.
- Funds in **Pickle Dollars** accounts created during Summer Session term are **non-refundable** and forfeited at the end of each Summer Session term.

Faculty/Staff

- A UNCSA **Pickle Dollars** account is available to school employees. The employee needs to request that their account be made active by *One Card* personnel.
- Upon separation from UNCSA, any account with a balance of \$25 or higher on the **Pickle Dollars** account will be eligible for a refund by mail, upon completion of a **Pickle Dollars Refund Request** form.
- Faculty/staff must apply in writing to the *One Card Office* for a refund at the end of term in which they resign or at any other time during the term if they officially separate from UNCSA.
- Refunds will not be received until all school fees are paid in full.
- All refund checks will be mailed to the payee.
- Refunds take approximately 2 months for processing.
- School employees' accounts will be closed and funds forfeited upon termination of employment unless they complete a written request for a refund.

UNCSA Visitor ID Cards

- ALL unused balances on guest or conference cards are **nonrefundable**.

Negative Balances

It is the responsibility of the point-of-sale operator to verify that the unit is online. Verification is made by making sure an asterisk (*) is **NOT** visible in the upper right hand corner of the screen. If an asterisk is visible then the unit is offline and **Pickle Dollars** transactions should not be conducted.

During off-line situations, should a cardholder be permitted to use their *One Card* without the availability of funds on their account, the cardholder is responsible for payment of the negative balance. The location's operations manager, where the transaction took place, is responsible for the collection of the funds.

One Card Acceptance/Confiscation

The *One Card* should only be accepted for **Pickle Dollars**, Bonus Bucks and Meal account transactions from the individual identified on the card. In order to protect the cardholders' accounts from unauthorized usage, it is the retail operation's responsibility to verify photo prior to the transaction. Verbal CWID numbers will not be accepted under any circumstances. Failure to verify the cardholder ID will result in the department compensating the cardholder for any erroneous usage of their card.

A *One Card* found in the possession of someone other than the owner should be confiscated and reported to the *One Card Office* at (336) 770-1429 immediately.

Locations

The *One Card* can currently be used in the following areas for purchases: Campus Store, Dining Hall, Pickle Jar (snack bar), Wellness Center, Mail Center, UNCSA Police, The What (coffeehouse), *One Card Office*, Fitness Center, Semans Library copiers, vending machines and laundry machines. It may also be used to access areas where cardholder has been given authorization.

Lost or stolen cards

Lost or stolen cards must be reported immediately to the *One Card Office* in person or by phone at (336) 770-1429 between 9:00 a.m. – 5:00 p.m. Monday through Friday to prevent unauthorized use. After business hours and on weekends, lost cards should be reported to the UNCSA Police at (336) 770-3321. Their emergency number is 55 from on campus phones. The card will be instantly suspended. If a card is found and a replacement has not been issued, it can be reactivated at no charge with a visit to the UNCSA *One Card Office*. A temporary ID may be issued by UNCSA Police during the hours that the *One Card Office* is closed. The temporary card will only be active until 9am of the next business day. The fee for replacing a lost temporary card is \$20.00.

The cardholder will not be held accountable for any UNCSA *One Card* transactions once a card has been reported lost or stolen. The sooner a lost or stolen card is reported, the less the cardholder liability for unauthorized charges. The potential liability for unauthorized charges is limited by the total dollar amount available in the **Pickle Dollars** account.

Investigation of fraudulent charges on a lost card will be referred to the UNCSA Police Department.

Replacement Criteria

One Card - \$10.00 replacement fee for lost, stolen or damaged (see note below) cards. The fee remains the same for each subsequent replacement card.

Note: Cost may be waived if the card failed/deteriorated due to initial defect or normal wear and tear (as judged by the *One Card* Office personnel).

In the event a card is lost or stolen, a temporary *One Card* will be issued by UNCSA Police at the cardholder's request. An application for a temporary card is required along with photo identification, such as a driver's license. If one is not available, the cardholder will be subject to a series of questions to verify their identity.

The temporary *One Card* will expire at 9 am of the next business day. The cardholder must return the temporary *One Card* to the UNCSA *One Card* Office. The temporary *One Card* must be returned before a replacement card can be issued. There is a \$20 fee for failure to turn in a temporary *One Card*.

Procedures for Lost, Stolen, Replacement or Spare Cards

- A form of photo ID must be presented.
 - Verify if the card has previously been reported lost/stolen, retrieve temporary card if one has been issued and return it in the CampusWide System
 - Increase cardholder's issue number (if applicable)
 - Issue new card and collect replacement fee
 - **Note:** All assigned privileges and balances will automatically transfer to the new replacement card.
1. Lost or stolen cards must be reported immediately to the *One Card* Office during regular business hours in person or by phone at (336) 770-1429, Monday-Friday, 9 a.m. to 5 p.m. After hours and on weekends the UNCSA Police Department should be contacted at (336) 770-3321.
 2. The account holder will not be held accountable for any *One Card* transactions once a card has been reported lost or stolen.
 3. There is a replacement fee for lost or stolen cards (\$10.00). Damaged cards may be replaced free of charge if the card failed/deteriorated due to initial defect (as judged by the *One Card* Office personnel).
 4. Some UNCSA departments require a special use departmental card in order to access university facilities or equipment. In the event a member of a department should lose a departmental card, the cardholder is not responsible for the replacement fee, if the department head authorizes the fee to be charged to that department. Authorization must be made in writing by the department head.
 5. Students are required to present their *One Card* in order to access facilities and equipment. In the event a member of a department should misplace a student *One Card*, the cardholder is not responsible for the replacement fee if the department head authorizes the fee to be charged to that department. Authorization must be made in writing by the department head.
 6. Cards that have been found can be stored at the *One Card* Office for reactivation in the Spare Card.

Temporary ID Cards

1. In the event a card is lost or stolen, a temporary *One Card* will be issued at the cardholders' request. An application for the temporary card is required along with photo identification, such as a driver's license. If photo identification is not available, the cardholder will be subject to a series of questions in order to verify their identity.
2. The temporary *One Card* is issued by UNCSA Police until 9 am of the next business day. A \$20.00 fee is charged for all temporary *One Cards* not returned.
3. If the cardholder fails to return the temporary *One Card*, the *One Card* Office will apply the charge to their student account.

Suspending Faculty/Staff Cards

- When a faculty and/or staff member terminates their employment with the university, an email is received from the terminating department or Human Resources. *One Card* Office personnel will immediately suspend the card.
- *One Card* personnel sets the employee's card to expire at the stated date.
- The terminating department then notifies Human Resources.
- Human Resources will complete a *Notice of Employee Separation from Employment* form and send a copy to the *One Card* Office.
- For a temporary employee, each department is responsible for completing *One Card Authorization Form* requesting de-activation.
- The *One Card* must be returned to the *One Card* Office.

Marketing

The *One Card* office will provide informational materials to all cardholders. Any marketing material must be approved by the Auxiliary Services office prior to publication. The Auxiliary Services office will advise on marketing, informational and promotional needs for new services.

Scheduled Reports

DAILY

- Location Sales
- Manager/Cashier Location Sales
- Plan Usage Summary
- Daily Product Mix
- Log Recall
- Patron Analysis

WEEKLY

- Privilege Membership (meal plan privileges)
- Privilege Participation (prints on Thursday)
- Consolidated Products Mix (prints on Monday)

MONTHLY

Department sales information is provided by the One Card office and generated on a monthly basis by location. The sales are transferred monthly as revenue to the departments through journal entry transaction by the university Account office.

Procedure for Department Report Requests

To request a Location access report (log recalls) of the transactions (card swipes) at one or more locations, the department contact will need to email onecard@uncsa.edu a request containing the following:

1. The location number- if you do not know the location number give an accurate description of the reader's location
2. The start date of the report – the date - 12/1/2009
3. The start time of the report – for access around 7pm, we suggest a start time of 6:30pm. Please consider the time range to adequately cover any attendance you are trying to monitor.
4. The end date of the report – if the request is for several hours within the same day then the end date will be the same as the start date
5. The end time of the report – for access around 7pm, we suggest an end time of 7:30. Please consider the time range to adequately cover any attendance you are trying to monitor.

The report will be emailed back to you in the .RPT File format. To view the file you will need to:

1. open the email message and save the attachment (note where it is saved at)
2. Open excel and select "Open" at the bottom of the screen you will need to change the file type to "All Files". (not "All Excel Files")
3. Follow the instructions provided by the "Text Wizard"

Door Schedules Information

Exterior door and the gate schedules are governed by UNCSA Campus Police. Interior door schedules and access is determined by the school or department that controls them. Standard access plans have been established to cover each school and department. The standard access also applies to student access.

Approximately one week before each break period UNCSA Campus Police submits an emailed update of the exterior doors and gates schedule to the One Card office. Each school/department also submits, via email, an updated schedule. All access and door schedules are changed per the requests. It is the responsibility of each school/department and UNCSA Campus Police to submit the changes each term. One Card will attempt to remind departments of the upcoming break but encourages departments to submit their schedule for the whole academic year.

Use of the One Card

1. Students, faculty and staff are issued their initial *One Card* free of charge. Replacement cards are issued at a cost of \$10.00 for all students, faculty or staff.
2. The *One Card* is the property of the University of North Carolina School of the Arts. The card can be confiscated from bearer as a result of inappropriate conduct or abuse. Use of the *One Card* is subject to all terms, condition, rules and regulations.
3. The *One Card* must be presented at the time of use in order to obtain products and/or services. The cardholder may be required to sign a receipt for goods purchased. The card and related accounts are non-transferable: any misuse or illegal transactions can result in privilege suspension. Cardholders are responsible for the usage of their cards.

Pickle Dollars Account

1. The *Pickle Dollars* Account is available to each student, faculty and staff member who has a valid *One Card*. Cash withdrawals are not permitted. The *Pickle Dollars* Account is a prepaid flexible spending account which holds deposited funds to be used by the cardholder for purchases at campus locations.
2. Student *Pickle Dollars* Accounts are activated automatically upon receipt of their *One Card*. All other cardholders need to request to have a *Pickle Dollars* account activated. Funds may be placed on the account at the *One Card* Office and at the VTS machine in the Semans Library.
3. These funds shall be applied against amounts debited to the *Pickle Dollars* Account for goods and services purchased at points of sale. There is no daily limit on the number of purchases that may be made and debited to the account, provided funds are available. The cardholder understands and agrees that the *One Card* currently is not a credit card, nor can it be used to obtain cash or cash advances from the account.

Account Closings, Refunds, Returns

1. All requests for account closings must be made in writing to the *One Card* Office via the *One Card Refund Request form*. **The cardholder will need to complete a *One Card Refund Request Form* and *Request for Taxpayer Information Form*.** The forms are available at the *One Card* Office or on the *One Card* website. ***Refunds on closed accounts will be made at the full value of the unused balance as long as the balance is GREATER than \$25.00. If the student failed to request the refund of the balance of the *Pickle Dollars* account when he/she separates from the university, the funds will be held for 6 months. After the 6 months the funds will become a part of the *One Card* Administrative budget.*** Said funds will then be used for repairs and replacement of equipment. Refunds will be mailed to the address on the *One Card Refund Request Form*.
2. Merchandise will be accepted for return according to the return policy where the goods or services were purchased. Cash refunds will not be made for returned merchandise purchased

with a *One Card*. A credit will be made to the *PICKLE DOLLARS* Account for the amount of the return.

Documentation

1. All point-of-sale terminals are equipped with receipt printers. A receipt will be provided at the time of purchase. It is the cardholder's responsibility to ensure the receipt is correct.
2. *PICKLE DOLLARS* Account holders may request, at any time, a statement of transactions from the *One Card* Office in the Hanes Student Commons. Statements will be issued only upon request. Account balance information is available by request, in person, at the *One Card* Office, at most locations where the *One Card* is accepted.

Confidentiality

The University of North Carolina School of the Arts adheres to FERPA, HIPAA, and State and Federal Laws pertaining to confidentiality. UNCSA will disclose information to third parties about the *PICKLE DOLLARS* Account only:

1. in order to comply with court orders, applicable laws, or Univ. Police

The University of North Carolina School of the Arts has established that the ID photo image is not directory information without written permission, and is therefore not readily available. UNCSA Police may only view a photo for reference. Should extensive information be required, a subpoena must be presented for the release of additional records.

Disclosure Terms & Conditions

If an error is noticed on the receipt or statement, resolution should be handled at the location where the goods or services were received. Any refunds due the cardholder should be made at the point-of-sale register with the approval of the operation's manager. If unauthorized card usage is suspected, the UNCSA Police should be contacted immediately for investigation.

Effective Date of Agreement

These terms and conditions are effective immediately and remain so until written notification is received. The *One Card* holder agrees to abide by all sales, regulations, policies and procedures as specified by the University and the *One Card* program. Violations of such rules, regulations, policies and/or procedures may result in cancellation of a *One Card* holder's privileges. Further changes in terms and conditions regulating the use of the *One Card* and the *PICKLE DOLLARS* Account will apply to all cards/accounts in use at that time and will supersede the terms and conditions in effect at the time the card/account was acquired. 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.