

TEXAS TECH UNIVERSITY RAIDERCARD POLICY AND CARD HOLDER RESPONSIBILITIES

The purpose of this policy is to define the responsibilities and requirements of eligible RaiderCard holders. This policy applies to any individual who is issued a RaiderCard. TTU reserves the right to change these terms and conditions without notice.

1. THE RAIDERCARD: The RaiderCard is the official University Identification card and is property of Texas Tech University. The issuance of an active RaiderCard will be based upon an individual's primary affiliation with Texas Tech University and is only valid and active when the bearer is a registered student, staff, or guest of Texas Tech University. At any given time, an individual may only have one active RaiderCard. The RaiderCard is not transferable. Only the person pictured on the front of the RaiderCard will be allowed to use the card. Misuse of the card reflects negatively on both students and the institution as a whole. Thus, students are expected to protect their card and abide by all terms and conditions associated with the use of the RaiderCard as found in this policy and within the Student Code of Conduct (see Section K of the Student Handbook). RaiderCard holders shall present the card when requested to do so by TTU officials performing their duties. 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. The RaiderCard may not be altered in any way. Use of the RaiderCard may be revoked or suspended at any time.

2. CARD HOLDER RESPONSIBILITIES: 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 RaiderCard that is in proper working condition. The RaiderCard should be carried at all times while on campus and at campus sponsored events.

The RaiderCard is the only means of accessing a participant's RaiderCash account and/or dining plan funds and as such must be presented at the time of purchase. The card holder may be required to sign a receipt for goods and/or services 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.

The RaiderCard acts as a stored value account, not as a credit card. No negative balances, cash withdrawals, or cash advances are permitted. Account balances do not accrue interest or other earnings. For continuing card holders, RaiderCash and/or Dining Bucks remaining at the end of a semester will automatically be rolled over to the next semester as long as the cardholder meets requirements of said plan. Card holders may request a printout of their account history by visiting the RaiderCard Office located in Room 103 of the Student Union Building. They may also view account balances online at www.raidercard.ttu.edu. The ID System does not capture what items were purchased, only the amount spent.

At Hospitality Services locations, Dining Bucks are automatically deducted first. If sufficient funds are not available in a contracted dining plan to satisfy a transaction, the system will automatically attempt to charge the RaiderCash account. Following automatic charging, if an account still does not have sufficient funds to complete the transaction, the remaining balance will need to be paid with cash or credit card.

Card holders may obtain information regarding their RaiderCash and Dining Bucks, including the amount of funds remaining on the account, recent transactions, where the account was used, and any new amounts added to the account by accessing the "manage your account" page on the RaiderCard website <http://www.depts.ttu.edu/unvid/> (or by visiting the RaiderCard Office). Links are also available on the

website to report the card lost and/or found to add funds as well as to send an email to parents, family, or friends to request they add money to the student's 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.

Texas Tech University and the RaiderCard Office are not responsible for the refusal to accept or honor the RaiderCard 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.

3. ID CARD CARE AND CARD REPLACEMENT: It is the card holder's responsibility to take good care of their RaiderCard. Storing the card in a protective card case, for example, will lessen the risk of damage to the magnetic strip on the back of the card. Cards should never be placed in a wallet with two magnetic stripes touching as this could result in an ID card becoming demagnetized.

All lost, stolen and damaged cards are subject to a replacement fee. The fee will be automatically assessed to a card holder presenting a non-functioning card that has been tampered with (including but not limited to hole-punched, gouged, and/or broken with a vertical or ragged break).

If a RaiderCard is not functioning as a result of normal wear and tear caused by swiping the card through authorized equipment, the RaiderCard Office may elect not to assess the fee.

All non-functioning cards must be surrendered at the time of replacement. Users may only have one RaiderCard at a time. Upon issuance of a replacement card, all remaining balances and door access will be transferred to the new RaiderCard.

4. PHOTOGRAPHS: Cards will be issued only to students, staff, and other patrons who present a valid, government issued photo ID at the time of issuance. An acceptable source of identification includes a valid passport, military ID, a driver's license or a valid state identification card. As this is an official identification card, full facial photographs are required with a plain white background. Applicants are not permitted to wear any article of clothing or eyewear that obscures their physical features, nor may any other person be in the photo. Please visit the RaiderCard website for full photo submission guidelines or to submit your photo online: http://www.depts.ttu.edu/unvid/photo_submit.php. Photos may also be taken in the RaiderCard office. Replacing an ID for vanity reasons will result in a replacement fee.

5. RAIDERCARD ACCOUNT(S):

(a) RaiderCards hold various pre-deposited fund accounts. These accounts are a record of pre-deposited funds accessed by the Cardholder for the purpose of purchasing products and services;

(b) there is no daily limit on the number of purchases that may be made and debited; however, no debits or

charges shall exceed the amount of deposited funds;

(c) no interest shall be paid on any balance in the Account(s);

(d) the Cardholder understands and agrees that the Account is nontransferable;

(e) the Account(s) will be activated automatically upon receipt by the University of an initial deposit;

(f) the patron is responsible for monitoring his or her own account balance(s) and for all purchases made.

Deposits may be made as follows:

(1) through the RaiderCard website: <http://www.depts.ttu.edu/unvid/>; by selecting “Manage Your Account” using credit or debit cards

(2) in person at the RaiderCard office located in Room 103 of the Student Union Building with check, money order, credit card, debit card, or RaiderCash

(3) through the GET website: https://get.cbord.com/raidercard/full/funds_home.php using credit or debit cards

(4) through the GET app available for iOS and Android using credit or debit cards

(5) through Automatic Deposit Machines located in the library and Art building – 2nd floor

(6) or students may send a request to parents, family and friends through the GET website (above) under “Ask For Funds” to deposit funds to their account(s)

All deposits are immediately available for use.

6. FEES

There are no charges assessed to the Cardholder for transactions(s) completed at a Hospitality Services register. There is a \$2.50 operations cost when a Commuter Dining Plan is purchased. Lost, stolen and damaged cards are subject to a replacement fee. Hospitality Services dining plan rates may be viewed at http://www.depts.ttu.edu/hospitality/dining_plans.php. There are no fees assessed to RaiderCash transactions. There is no charge assessed for using debit/ credit cards online or in person.

7. BALANCES, REFUNDS, RETURNS AND ACCOUNT CLOSURES

a. Merchandise may be accepted for return in accordance with the refund policy in effect at the place of purchase of the products(s) or services(s). Any refund(s) shall be credited to the Cardholder’s Account; no cash refunds will be made for any purchase made with the RaiderCard.

b. Requests for refunds from your RaiderCash account must be made to the RaiderCard Office in person or by email. The account balance on a RaiderCash account must be at least \$25.00 to receive a refund. Refunds are processed through Student Business Services and will first be applied towards outstanding tuition balances and then remaining funds will be returned through SBS direct deposit or issued by check. It will take 5-10 business days for the refund to be processed. Amounts greater than \$25.00 left on a RaiderCash account after graduation, withdrawal from the University, or termination will be automatically submitted for refund. Funds less than \$25.00 left on a RaiderCash account after graduation, withdrawal from the University, or termination will be automatically forfeited to the University ID Office.

- 8. ACCOUNT ACTIVITY:** Activity of your account will be made available to you on-line via https://get.cbord.com/raidercard/full/funds_home.php or through the GET app available on both Android and iOS. Balances given by card readers may not reflect outstanding manual account activity.
- 9. ERROR RESOLUTION:** If the card holder suspects an error on a receipt or transaction, please alert the cashier immediately. The manager will then contact the RaiderCard office and a refund will be issued. Contact must be made as soon as possible so the cashier can confirm the transaction / return. Failure to request error resolution in a timely manner could result in the loss of a refund. Errors on receipts from off-campus merchants should be first addressed with that off-campus 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 R#;
 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
- 10. LOST OR STOLEN CARDS:** Texas Tech University and the RaiderCard Office are not liable for lost or stolen cards. The card holder is responsible for unauthorized transactions resulting from the loss or theft of their card. Lost or stolen cards should be immediately reported through the RaiderCard website available 24 hours a day at raidercard.ttu.edu (<http://www.depts.ttu.edu/unvid/>) or by visiting the RaiderCard office at 806-742-1457 Monday through Friday from 8am to 5pm. Once notified, the RaiderCard account will be locked, preventing unauthorized usage. The user may go back to the same link to report the card found as long as a new card has not been printed. **Once a new card is made, previous cards cannot be re-activated nor will the replacement fee be refunded.**
- 11. CLOSING AN ACCOUNT:** RaiderCards become invalid upon termination of affiliation with Texas Tech University and must be surrendered upon request. All accounts will be closed automatically and funds will no longer be available. Upon withdrawal, graduation or termination of employment from TTU, refunds must be requested in writing. All debts on the user's student account with TTU must be satisfied prior to a direct deposit / check being processed for a refund.
- 12. DISCLOSURE OF ACCOUNT INFORMATION TO THIRD PARTIES:** Information about a patron's account usage will only be disclosed to third parties (a) where it is necessary for completing transfers; or (b) in order to comply with government subpoena or court orders, or (c) if the patron has included the third party on a FERPA waiver. Personal information is kept secure and confidential. The RaiderCard office reserves the right to disclose your photograph and/or a copy of the information maintained on your RaiderCard to TTU officials who have a legitimate educational need.
- 13. CHANGES IN TERMS AND CONDITIONS:** These terms and conditions are subject to change without notice, but will be updated and posted here for patrons to view.