

Gold Card Policies and Procedures

Use of the ABAC Gold Card

The cardholder agrees that the ABAC Gold Card is the property of Abraham Baldwin Agricultural College and can be confiscated from bearer as a result of inappropriate conduct or abuse. Use of the ABAC Gold Card is subject to all terms, conditions, rules and regulations.

You must present your ABAC Gold Card 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. You are responsible for the usage of your card.

Gold cards must be worn between the hours of 7:00 p.m. and 7:00 a.m., Monday – Thursday and 7:00 p.m. Friday through 7:00 a.m. Monday. IDs must also be visible on campus holidays.

ABAC Accounts

The ABAC Dining Dollars account, which includes a meal plan with flexible Dining Dollars, is mandatory for on campus residents. Dining Dollars can be used in the campus dining hall and the on-campus convenience store. A meal plan will be assessed each semester. Freshmen have the option of choosing one of two meal plans, at the same cost, but different dining options and Dining Dollar amounts.

Upperclassmen can “upgrade” to one of these larger meal plans as well. Commuter students may also purchase any meal plan or can purchase Dining Dollars in \$50 increments. Dining dollar balances remaining at the end of each semester will be posted to the next semester that the student is registered for as a credit. In the event that, the student is not registered and their account balance is zero, the student will be issued a refund within 30 days of the end of the semester.

The ABAC General Dollars account is an optional account of pre- deposited funds accessed by the cardholder for products and services. General Dollars can be used for laundry services, purchases from most vending machines, copies made in the college library, and purchases in the ABAC Bookstore. Funds (cash) cannot be withdrawn off the card at any time, except for withdrawal from the college or graduation. (See Closing Accounts, Refunds, Returns.) Only amounts in excess of \$10 will be refunded. The cardholder’s General Dollars account will be activated automatically starting with a zero balance. To

add funds to the account with cash, students may visit either the PHIL located next to the Office of Financial Aid on the second floor of the Branch Student Center, second floor of the Baldwin Library, lobby of Lakeside Apartments, or the PHIL Station located in Town Hall at ABAC Place. The PHIL Station accepts credit and debit cards for transaction between \$20 and \$100 and cash, but does not give change. Minimal PHIL Station cash deposits are \$1.00. There is no processing fee for debit/credit cards at the PHIL machines.

Deposits can also be made in the Cashier's window and can take the form of check, VISA, MasterCard, Discover Card, and American Express. Deposits made at the Cashier's window are a minimum of \$50. There is a processing fee of a minimum of \$3.00 or 2.75% for debit/credit cards at the cashiers' window. In the event a cardholder's ABAC deposit check is returned due to insufficient funds, a \$20.00 fee will be assessed by the Student Accounts Office. Upon notification by the Student Accounts Office, the cardholder's ABAC Account will be suspended until the returned check and \$20 fee have been paid. The ABAC Gold Card Office complies with the campus policy on returned checks: first offense, six month cash only basis; second offense, one year cash only basis; third offense, permanent cash only basis. These funds shall be applied against amounts debited to your ABAC Gold Card account for goods and services purchased at points of sale. All vending locations have a \$10 daily spending limit when purchasing with the ABAC Gold Card. At all other locations there is no limit to the number of purchases that may be made and debited to the account provided funds are available. Should a department continue to accept transactions during off-line situations, the department will be responsible for any losses incurred.

The cardholder understands and agrees that the ABAC Gold Card is not a credit card, nor can it be used to obtain cash or cash advances from the account under any circumstances.

If the cardholders' ABAC account 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 via mail stating the negative amount and the location(s) causing the negative balance. The cardholder will be given 30 days to pay the negative amount. If after 30 days the negative balance has not been reconciled, a hold will be placed on the cardholder's account in BANNER preventing registration and transcript requests.

Merchandise will be accepted for return according to the refund policy in force where the goods and services were purchased. Cash refunds will not be made for returned merchandise that was purchased with the ABAC Gold Card. A credit will be made to the cardholder's account.

Print Management

By using a part of the technology fee, students will be allowed a certain quota of pre-paid printing each term. The print quota is based on hours enrolled (see below). An added benefit is the access to color printing in Conger Hall, the Library and the Moultrie Center. In the labs, users will swipe their ABAC Gold Card at the reader attached to the printer. Students then select the job to be printed from the queue; the cost of the job will be displayed. The amount is charged against your quota or the balance in your General Dollars Account when the job is printed.

Printing from Computer Labs & Library:

- Printing B&W @ \$0.05 per page.
- Printing Color @ \$0.20 per page. Color printing is available in Library second floor, Conger Hall room 228 and Moultrie Center.
- The quota will be placed on the enrolled student account each term based on hours of enrollment at that time.
- At the end of drop/add period, the student's quota will be adjusted based on enrolled hours.
- When a student uses all of the printing quota, printing charges will be deducted from student's General Dollars account. A print job will not print unless the student has a sufficient amount on the Gold Card to pay for printing.
- If the student has not paid tuition and fees by the end of the drop/add period, the student quota will be removed for non-payment.
- Refunds will not be given for students print errors, only for equipment malfunction. Students unsure about how to print should ask for help from lab assistant or instructor.
- Printing account balances will be displayed on card reader.

Note: Students not currently enrolled will be charged from the General Dollars account, if there are funds available on their General Dollars Account.

Student Printing Quota

The Campus Printing Initiative Student Quota will be based on the amount of hours a student carries

each term. For each new term, the amount will be added to their cardholder account approximately 2 business days before new term. Students registering on or after the first day of classes will have the amount added to their cardholder within 2 business days. Unused printing quota balances will be cleared from the cardholder's account one week after the term ends. These balances do not roll over to the next term. General Dollars stay on the account until one year of inactivity.

Hours

5 or less credit hours per semester \$5.00

6 or more credit hours per semester \$10.00

Adding General Dollars to Your Gold Card

Gold Card holders can add value to their accounts at the Cashier Window in the Branch Student Center or at a PHIL Station located in the Branch Student Center near vending machines on the main floor, Lakeside Lobby, Library, or John Hunt Town Center.

Visitor Card

Visitors are defined as anyone other than ABAC students.

- Visitor Cards are available for purchase at the PHIL Station in the Library.
- B & W printing cost is \$0.05 per page. Color printing cost is \$0.20 per page.
- All Gold Cards cost \$1. Once purchased, cards can be recharged at any of the locations listed above.
- All funds deposited to a Visitor Gold Card are non-refundable and non-transferable. If a card is lost or stolen, the funds on the card are also lost.

ABAC Student Clubs

Students Clubs may print in the labs by purchasing a visitor card, following the same set of policies as described above.

Non-ABAC Students

Non-ABAC students may print in the labs by purchasing a visitor card, following the same set of policies as described above.

ABAC Faculty/Staff

ABAC faculty may print in the lab using their ABAC Gold Card ID

- Faculty who wish to print in the computer labs or library need to request a \$5.00 allotment by emailing the ABAC Gold Card Office.
- If the allotment needs to be increased during term, the department/division head should approve the increase via email to the ABAC Gold Card Office.
- Printing should be related to classroom instruction.
- Assignment of privileges to the ABAC Gold Card ID will normally be completed within 48 hours of request.

Closing Accounts, Refunds, Returns

Upon complete withdrawal from the institution, the cardholder may request his/her account be closed. The request must be in writing to Office of Student Accounts on the second floor of Branch Student Center. Only balances greater than \$10 will be refunded.

The ABAC Gold Card Office reserves the right to close any ABAC Account that has been inactive for a period of twelve months.

Refunds on closed General Dollar account will be made at the full value of the unused balance, except on balances less than \$10. Refunds will be mailed to the last known address within 30 days of the closing request. All debts on the cardholder's Student Account in the Business Office must be satisfied prior to a check being processed for a refund. Any negative ABAC Gold Card account balances will be charged to the cardholder's student account, or billed directly to the cardholder.

Balances on meal plans at the end of each term are not refundable. Dining dollar balances remaining at the end of each semester will be posted to the next semester that the student is registered for as a credit. In the event that, the student is not registered and their account balance is zero, the student will be issued a refund within 30 days of the end of the semester.

When an employee terminates his/her employment with the institution, the card should be returned to

ABAC Gold Card Office. The Office of Human Resources will notify the ABAC Gold Card Office of all employee resignations and terminations.

Procedures for Lost, Stolen, or Replacement Cards

Report immediately any lost or stolen card, or unauthorized card usage in person to the ABAC Gold Card Office located in the John Hunt Town Center or by phone at (229) 391-5140 during the business hours of 8:00 a.m. – 5:30 p.m., Monday through Thursday, 8:00 a.m. – 3:00 p.m. on Friday. After hours, contact Public Safety at (229) 391-5060; then return to the ABAC Gold Card Office the following business day to purchase a new card. The cardholder is responsible for all usage of the card prior to proper notification to the ABAC Gold Card Office or Public Safety.

If a loss is reported within two business days, your liability of lost funds will not exceed \$50.00 in unauthorized charges. If a report is made within sixty (60) days, your liability for unauthorized charges may be limited only to funds available in the account.

ABAC will issue only one active card per individual each Fall Semester. If possible, in all circumstances of card replacement, the old card should be turned in to be destroyed. There is no charge for damaged cards, but a fee of \$25.00 is assessed for a lost card.

Error Resolution Procedures

If an error is noticed on a receipt, contact Office of Student Accounts located on second floor of the Branch Student Center no later than thirty (30) days after error appears. If the cardholder reports the error verbally at (229) 391-4924, a written confirmation may be required within ten business days addressed to: Office of Student Accounts, ABAC 42, 2802 Moore Highway, Tifton, Ga 31793-2601. The cardholder should furnish the following information: (a) cardholder ID name, (b) Cardholder Number, (c) a description and dollar amount of the transaction in question, and (d) an explanation of the discrepancy.

The result of the investigation should be available within ten (10) business days of notification. However, if more time is needed, the investigation may take up to forty-five days. If no error is found, a written explanation will be provided within three (3) days after the close of the investigation. Copies of the documents used during the investigation may be requested.

Documentation

If the point-of-sale terminal is equipped to provide a receipt, the cardholder will receive a receipt at the time of purchase. It is the cardholder's responsibility to ensure the receipt is correct and properly handle the receipt as it contains the cardholder's ID number.

Dining hall receipts will be available upon request.

Activity statements can be generated upon the written request of the cardholder. Such requests should be submitted to the Gold Card Office.