

# TAMIU OneCard Terms and Conditions

TAMIU OneCard is the property of Texas A&M International University. The card is issued by Campus Card Services to the cardholder only and is non-transferable. Use of the ID card may be revoked at the University's sole discretion for violation of University policies and procedures. Faculty and staff must turn in the OneCard to the Office of Human Resources upon separation from the University. Access privileges will be deactivated when student, faculty, or staff status is terminated. The OneCard should be carried at all times and must be presented upon request to obtain services or to establish official University status. The OneCard is to be used only by the person to whom it is issued. The card will be confiscated if presented by someone other than the cardholder.

## CARDHOLDER PRIVILEGES

### Access Card

The TAMIU OneCard will provide the cardholder access to certain activities on campus, such as athletic events; as well as access to campus facilities i.e. Killam Library, academic resources, recreational sports, and game room, provided the cardholder is eligible for those privileges.

### Debit Card

The OneCard is issued with a campus debit account (Dusty Dollars) but is not valid for use until activated by the cardholder. The cardholder may activate the account by making a deposit at Campus Card Services, the Business Office, or Cash-to-Card stations (see OneCard website for locations). Activation of the account is acknowledgement and acceptance of terms and conditions governing the use of Dusty Dollars. The cardholder understands that the Dusty Dollars account may not be used to obtain cash or cash advances under any circumstances.

### Residence Hall Access

Residence Hall Access is available to students staying at the University Village or the Residential Learning Community. Cardholders may not allow anyone else to use their cards, nor may unauthorized and/or unknown persons be allowed to follow the resident into the residence hall (tailgating). Knowingly permitting unauthorized and/or unknown persons to enter a hall through the use of your card may result in disciplinary and/or legal action for all parties involved.

## LOST OR STOLEN CARDS

A replacement fee will be charged for any lost, stolen, or damaged cards. The ID Card Fee, assessed on a semester basis, is a service fee required for the operation and maintenance of the OneCard program and it does not entitle the student for a replacement card each semester. Lost, stolen, or damaged cards should be reported immediately. Notification should be made to Campus Card Services during normal business hours. It can also be done online at <http://onecard.tamui.edu>. Replacement cards may be obtained at Campus Card Services.

## ACCOUNT LIFE EXPECTANCY

Your TAMIU OneCard will remain active and all assigned privileges continue as long as you are enrolled in classes at TAMIU or are employed by the University. The debit privilege will remain active unless there is no account activity for one year (365 days), at which time the card will be deactivated and any funds remaining in the account will be forfeited to the University.

## DUSTY DOLLARS

### Account Statements

Regular statements will not be provided, but cardholders can request a statement at Campus Card Services or view it online at <http://onecard.tamui.edu>.

### Cardholder's Liability for Unauthorized Use

The account holder (cardholder named on the card) assumes all responsibility for use and/or purchases made by unauthorized persons using a lost or stolen card until the loss has been reported to Campus Card Services.

### Error Resolution

If you feel there has been an error on your account, notify Campus Card Services within sixty (60) days from the date of the transaction in question.

In order to resolve a problem, we will need the following information:

- a. Name and Campus Student/Employee ID number.
- b. Description of the error or transaction in question, and a clear explanation of why you believe there is an error.
- c. Dollar amount of the transaction in question.
- d. Phone number where you can be contacted during normal business hours.
- e. A mailing address at which we may contact you, or respond to your request for error resolution.

In addition to a verbal notification, you may be requested to provide a written explanation of your problem within 10 (ten) business days. Campus Card Services will investigate your request and contact you within ten (10) days of your notice. Confirmed errors will be promptly corrected.

### Refund Policy

Goods purchased and debited to the Dusty Dollars account may be returned pursuant to the return policies of the location where the purchase was made. The cardholder's account will be credited with the refund amount. No cash refunds or withdrawals may be made to the cardholder.

Refund of an account balance will be made only upon request, either in person or in writing. Refunds may be requested upon withdrawal or graduation from the University, or termination of employment. No refund of a balance of less than \$10 will be made, and no partial refunds or cash advances from TAMIU OneCard will be allowed. Refunds will be mailed to the permanent address on file with the University. Please allow (30) days for processing of refunds.