

TERMS & CONDITIONS

Braves Card and Braves Card Office

Effective Date: 07-14-21

USE OF THE BRAVES CARD

1. The cardholder agrees that the Braves Card is the property of UNCP and can be confiscated from bearer as a result of inappropriate conduct, abuse, or inactive status. Use of the Braves Card is subject to all terms, conditions, rules and regulations contained in this document.
2. Your Braves Card must be present 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 and/or possible judicial action. Except where specifically stated below, you are responsible for the usage of your card.

BRAVES CARD FUNDS

Braves Dollars

1. **Braves Dollars** are optional flexible spending accounts of pre-deposited funds accessed by the cardholder for products and services. Funds cannot be withdrawn as cash from the card at any time. These funds are available to all students, faculty and staff. If the cardholder is no longer affiliated with UNCP, a refund may be processed (**See Closing Accounts, Refunds, and Returns**).
2. **Braves Dollars** are subject to sales tax per general statute North Carolina G.S. 105-164.13(27).
3. **Braves Dollars** may be used at any point of sale location on campus, including Dining Services, Mail Services, Print Services, vending, laundry, and campus printers. There is no limit to the number of purchases that may be made and debited to the account, provided funds are available.
4. Additional deposits to **Braves Dollars** may be made at the Braves Card Office, on BraveWeb, in the GET App or at the Bursar's Office in Lumbee Hall.
5. Cardholder's **Braves Dollars** will be activated automatically upon receipt of the initial deposit.

Flex Dollars

1. **Flex Dollars** are only available with meal plans. **Flex Dollars** do roll-over from fall to spring semester. However they do not roll-over year to year.
2. **Flex Dollars** are subject to sales tax per general statute North Carolina G.S. 105-164.13(27).
3. **Flex Dollars** may only be used at Braves Dining locations. **Flex Dollars** may not be transferred to other spending accounts and unused **Flex Dollars** are non-refundable.

Dining Dollars

1. **Dining Dollars** are declining dollar plans spent dollar-for-dollar. Cardholders receive a 10% discount at the time of purchase.
2. **Dining Dollars** are subject to sales tax per general statute North Carolina G.S. 105-164.13(27).
3. **Dining Dollars** may be used at Braves Dining locations. Dining Dollars may not be transferred to other spending accounts and unused Dining Dollars are non-refundable.
4. Additional deposits to **Dining Dollars** may be made at the Braves Card Office, on BraveWeb and in the GET App.

BRAVES CARD ACCOUNTS

Bookstore Financial Aid Accounts

1. Students must activate their **Financial Aid** accounts within BraveWeb through Banner Self-Service.
2. Funds charged to the student's account for **Financial Aid** must be reconciled with the Student Accounts Office by the deadline provided through their office.
3. All refunds of **Financial Aid** will be processed using direct deposit.

Student Meal Plans

1. **All** residential students must choose a **meal plan** option when applying for housing. Commuters may select a meal plan at any time during the term. Meal plans may be changed during a limited, pre-determined time, each term.
2. Commuter students may select residential or commuter meal plans during the meal plan selection period at the beginning of each semester. Commuters may also purchase commuter plans throughout the semester by visiting the Braves Card Office or the Cashier's Office.
3. **Meal plans** are established with a start and end date. At the end date, all meal entries will reset.

Faculty/Staff Block Meal Plans

1. **Faculty/Staff Block Meal Plans** are available to all actively employed faculty and staff at UNCP. Funds may be payroll deducted or added to your card through the Braves Card Office or the Bursar's Office. Faculty/Staff Block Meal Plans are non-refundable.

2. **Faculty/Staff Block Meal Plans** are for the exclusive use of the cardholder only.

Error Resolution Procedures and Cardholder Liability

1. The cardholder understands and agrees the Braves Card is not a credit card, nor can it be used to obtain cash or cash advances from the account **under any circumstances**.
2. If an error is noticed on a receipt, contact the appropriate manager at that location to report the error no later than fifteen (15) days after the error appears. The location will contact the Braves Card Office should they need help in resolving the error.
3. Cardholders are responsible for any loss of funds resulting from card loss, theft, or other malicious action. In these cases, the Braves Card Office and affiliated partners hold no liability for the restoration of funds. Cards that are lost or stolen should be reported immediately using available Braves Card resources. As noted in **CONFIDENTIALITY** below, the Braves Card Office will cooperate with law enforcement to attempt reclamation of funds from perpetrators due to acts of fraud.
5. In the event a cardholder's deposit check is returned due to insufficient funds, a \$25.00 processing charge will be assessed by the Bursar's Office and the cardholder's account will be suspended until the returned check and \$25.00 processing charge has been paid.
6. Merchandise will be accepted for return according to the refund procedures in force where the goods and/or services were purchased. Cash refunds will not be made for returned merchandise that was purchased with the Braves Card.

Closing Accounts, Refunds, and Returns

1. Upon graduation, official withdrawal, or cessation of enrollment from the University, the cardholder's Braves Card accounts may be closed. A refund can be requested by completing a Braves Dollar Refund Request and submitting it to the Braves Card Office. All debts on the cardholder's student account must be satisfied prior to a check being processed for a refund.
2. The Braves Card Office may close any cardholders account with unclaimed Braves Dollars balances under \$25 that has been inactive for a period of 12 months after separation from the University. Unused Braves Dollars under the \$25 minimum are considered forfeit by the cardholder upon account closure. Braves Dollars expire at the time of account closure and are non-refundable.

Documentation

1. If the point-of-sale terminal is equipped to provide a receipt, you can request a receipt at the time of purchase. It is the cardholder's responsibility to ensure the receipt is correct.
2. Activity statements can be generated through BraveWeb in GET, in the GET App, or upon request of the cardholder from the Braves Card Office.

Effective Date of Agreement

These terms and conditions are effective as of the effective date at the beginning of this document and shall remain so until revised, replaced, or nullified by the Braves Card Office. These terms and conditions may be revised quarterly, with the most-current version posted to the Braves Card Office website and are available in the Braves Card Office. The Braves Card Office reserves the right to perform immediate changes in a term and/or condition when necessary to maintain or restore the security of a system or account.

CARD ELIGIBILITY

Students

- Must be a current registered student
- Must present valid government-issued photo identification
- Must provide their Banner ID Number
- Responsible for card replacement charge

Full Time or Part Time Faculty/Staff

- Must have status of budgeted position or official retired status
- Must present a valid government-issued photo identification
- Must provide their Banner ID Number
- Upon termination the card must be surrendered to Human Resources

Non-Standard Cards

- Non-standard cards may be issued on a case-by-case basis
- Issuance is at the discretion of Director of Auxiliary and Business Services and staff
- Non-standard cards are subject to all applicable terms and conditions

REPLACEMENT CRITERIA

Each individual may only possess one card. Upon replacement, if possible, the old card must be turned in to be destroyed.

Procedures for Lost or Stolen Cards

Report any lost or stolen card immediately, or unauthorized card usage to the Braves Card Office in Auxiliary Services Building, Suite 4 during the business hours of 8:00-5:00pm Monday-Friday, or after hours by phone at (910) 521-6845 leaving a clear and detailed voicemail message, or email to bravescard.id@uncp.edu. Return to the Braves Card Office to purchase a new card. The cardholder is responsible for all usage of the card prior to properly notifying the Braves Card Office.

Lost Braves Cards are turned in at the Information Station inside the University Center, at Campus Police in the Auxiliary & Business Services building and in the Braves Card Office in the Auxiliary & Business Services building.

Replacement Cards

There is a \$25.00 replacement fee for lost, stolen, or damaged cards.

Faculty/Staff Termination

When a faculty and/or staff member terminates his/her employment with the University, he/she is required to turn in their Braves Card to their department at the time of their exit interview. The card should then be given to Human Resources. Upon notification from Human Resources, the Braves Card Office will close all privileges and accounts and suspend the card.

Card Acceptance/Confiscation

Braves Cards may only be used by the individual identified on the card. In order to protect the cardholder's account from unauthorized usage, it is the card takers' responsibility to verify the Braves Card photo prior to the transaction.

Braves Cards found in the possession of someone other than the owner will be confiscated and turned in to the Braves Card Office, or Campus Police if needed as evidence in an ongoing case or investigation. Individuals found using another person's card and the individual who allowed someone else to use their card must meet with the Director of Auxiliary and Business Services before the card is returned. The individuals involved may be referred to the Director of Student Conduct for judicial action or to Human Resources.

Students

The Braves Card Office reserves the right to share your card information including Banner ID number, accounts, meal plans and photo with University employees when the information is to be used for a legitimate educational interest. The use and dissemination of student photographs falls under the Family Educational Rights to Privacy Act (FERPA).

The Braves Card Office considers legitimate educational interests when the data is relevant and necessary to the accomplishment of some task or determination that is in support of the student's education; or the information is required to assist with the personal safety of the individual or the campus community. The Braves Card Office will also comply with legal requests for card information through standard University procedures.

Faculty/Staff

The Braves Card Office reserves the right to share your card information including Banner ID number, accounts, meal plans and photo with University employees when the information is to be used for a legitimate University business interest.

The Braves Card Office considers requests legitimate University business interests when the data is relevant and necessary to the accomplishment of some task or determination in support of University functions or interests; or the information is required to assist with the personal safety of the individual or the campus community. The Braves Card Office will also comply with legal requests for card information through standard University procedures.