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TERMS & CONDITIONS

Braves Card and Braves Card Office

Effective Date: June 30, 2023

USE OF THE BRAVES CARD

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.

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.

Card Eligibility

Students

- Must be a current registered student
- Must present valid state/government-issued photo identification
- Must provide Banner ID Number
- Responsible for card replacement fee
- First card is free

Faculty/Staff

- Must have status of budgeted position or official retired status
- Must present a valid state/government-issued photo identification
- Must provide Banner ID Number
- Upon exiting the university, the card must be turned into Brave Card Office or Human Resources
- Responsible for card replacement fee
- First card is free

Non-Standard Cards

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

Replacement Criteria

Procedures for Lost or Stolen Cards

Deactivate a lost or stolen card immediately on UNCP Atrium Campus Connect. Unauthorized card usage can be reported to the Braves Card Office in the Auxiliary Services Building, Suite 4 during regular business hours of Monday - Friday, 8:00 a.m. - 5:00 p.m. Voicemail messages can be left after hours at (910) 521-6845. Relevant emails can be sent to bravescard.id@uncp.edu. Return to the Braves Card Office to purchase a new card for the current fee. The cardholder is responsible for all usage of the card prior to properly deactivating their card through UNCP Atrium Campus Connect or notifying the Braves Card Office if misplaced during regular business hours.

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. A valid state or government ID is required.

Temporary Cards

Students are allowed to receive one free temporary card per academic year (fall to spring). Temporary cards last 7 days. A valid state or government ID is required.

Student Meal Plan Types

Student Meal plans are established with a start and end date. At the end date, all student meal entries will reset to zero.

Residential Meal Plan

All residential students must choose a meal plan option when applying for housing. Meal plans purchased through student accounts may be changed during a predetermined time set each semester by the Cashier's Office.

Commuter Meal Plan

Commuter students may charge residential or commuter meal plans to their student account during the meal plan selection period at the beginning of each semester. Commuters may also purchase commuter plans out of pocket throughout the semester by visiting the Braves Card Office or the Cashier's Office in Lumbee Hall.

Note: (Dining Dollars 804.60) is not considered a meal plan and does not include guest meals or meal exchanges.

Faculty/Staff Block Meal Plans

Faculty/Staff Block Meal Plans are available to all actively employed faculty and staff, contractors and retirees of UNCP.

Depending on status, Faculty/Staff Block Meal Plans may be payroll deducted. They can be purchased out of pocket in the Braves Card Office or the Cashier's Office. Faculty/Staff Block Meal Plans are non-refundable.

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

Meal Plan Account Descriptions

Board/Block Meals

Board meals are traditional meal plan meals that allow entry into the dining hall a specific number of times per week. Meals on traditional meal plans reset on Sunday mornings.

Block meals are commuter meal plan meals that allow entry into the dining hall a specific number of times per semester. Meals on commuter meal plans do not reset.

All unused board and block meals expire at the end of each semester.

Guest Meals

All meal plans include 10 guest meals per semester. Guest meals allow entry into the dining hall. These can be shared or used by the meal plan holder when out of regular meals.

All unused guest meals expire at the end of each semester.

Meal Exchanges

Meal exchanges are predetermined combos that can be used in place of regular board/block meals up to five times per week. When meal exchanges are used, the board/block balance is simultaneously deducted. In order to use a meal exchange, the balance of board/block meals cannot be zero (0). Meal exchanges can be used in the following UNCP Sodexo dining retail locations: Café 641, Chick-fil-A, Eats, Einstein Bros Bagels and Papa John's.

Meal exchange balances reset on Sunday mornings.

All unused meal exchanges expire at the end of each semester.

Declining Balance Fund Descriptions

Flex Dollars

1. Flex Dollars are only available with meal plans. Flex Dollar balances roll-over from fall to spring semester. However, they do not roll-over year to year.
2. Deposits cannot be made to Flex Dollars because they are part of a meal plan. Funds can be deposited into Dining Dollars, that work like Flex Dollars (See **Dining Dollars**).
3. Flex Dollars may only be used at all UNCP Sodexo Dining locations. Flex Dollars may not be transferred to other spending accounts. Unused Flex Dollars are non-refundable.

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, and has a balance of at least \$10.00, a refund for Braves Dollars 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 the following campus point of sale locations: Dining Services, Mail Services, Print Services, snack machines, drink machines, laundry machines, and the campus bookstore. Provided funds are available, there is no limit to the number of purchases that may be made. However, there is a specific dollar limit on purchases made at vending machines. The amount of Braves Dollars that can be deposited is unlimited. There is a 10.00 minimum for deposits to Braves Dollars.
4. Additional deposits to Braves Dollars may be made at the Braves Card Office, on BraveWeb through Atrium UNCP Campus Connect or at the Cashier's Office in Lumbee Hall.

Dining Dollars

1. Dining Dollars are prepaid declining balance funds that can be spent dollar-for-dollar at all UNCP Sodexo dining locations. Cardholders receive a 10% discount on Dining Dollar purchases in all UNCP Sodexo dining locations except Chick-fil-A.
2. Dining Dollars are subject to sales tax per general statute North Carolina G.S. 105-164.13(27).
3. Dining Dollars may not be transferred to other spending accounts. Unused Dining Dollars are non-refundable.
4. The amount of Dining Dollars that can be deposited is unlimited. There is a 10.00 minimum for deposits to Dining Dollars.
5. Additional deposits to Dining Dollars may be made at the Braves Card Office and on BraveWeb through UNCP Atrium Campus Connect.

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 > Atrium UNCP Campus Connect, or upon request of the cardholder from the Braves Card Office.

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 deactivated immediately using UNCP Atrium Campus Connect inside BraveWeb. As noted in **Card Acceptance/Confiscation** below, the Braves Card Office will cooperate with law enforcement to attempt reclamation of funds from perpetrators due to acts of fraud.
4. In the event a cardholder's deposit check is returned due to insufficient funds, a \$25.00 processing charge will be assessed by the Cashier's Office and the cardholder's account will be suspended until the returned check and \$25.00 processing fee has been paid.
5. 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, cessation of enrollment or employment 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 university debts of cardholder must be satisfied prior to processing refund. The Braves Dollars account must have at least \$10 to process a refund.
2. The Braves Card Office may close any cardholder's 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 forfeited by the cardholder upon account closure. Braves Dollars expire at the time of account closure and are non-refundable.

Exiting Employees

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.

FERPA/Privacy

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 or university business 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 or university business 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, university function or interest; 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.

Campus Facility Access

Your Braves Card may be used to access university buildings or rooms. Access will be granted by the University key control manager upon the submission of a valid request. In the case of residence halls, access will be granted by the Office of Housing & Residence Life. Access to campus recreational facilities is granted by the Office of Campus Recreation upon approval.

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.