

**TERMS & CONDITIONS**  
**UNCG SpartanCard and SpartanCard Services**  
**Effective Date: 04/01/2024**

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**USE OF THE SPARTANCARD**

1. The cardholder agrees that the SpartanCard is the property of UNCG and can be confiscated from bearer as a result of inappropriate conduct, abuse, or inactive status. Use of the SpartanCard is subject to all terms, conditions, rules, and regulations contained in this document.
2. Your SpartanCard must be present at the time of use to obtain in-person 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.

**SPARTANCARD FUNDS**

**Accounts - SpartanCash, Bookstore Bucks, Flex**

1. **SpartanCash** and **Bookstore Bucks** are optional 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 Funds cannot be withdrawn as cash from the card at any time. If the cardholder is no longer affiliated with UNCG, a refund may be processed (**See Closing Accounts, Refunds, and Returns**).
2. Cardholder's **SpartanCash** will be activated automatically upon receipt of the initial deposit.
3. In the event a cardholder's deposited check is returned due to insufficient funds, a \$30.00 processing charge will be assessed by the SpartanCard Center and the cardholder's account will be suspended until the returned check and \$30.00 processing charge have been paid. After the second offense, funds will be accepted on a permanent cash-only basis.
4. Additional deposits to **SpartanCash** may be made at the SpartanCard Center, on the web, or at a Cash-to-Card Fill Station. The Cash-to-Card Fill Station accepts cash only and does not give change.
5. The deposited funds shall be applied against amounts debited from your **SpartanCash, Bookstore Bucks, or Flex** for goods and services purchased at point-of-sale locations. There is no limit to the number of purchases that may be made and debited to the account, provided funds are available. The cardholder understands and agrees the SpartanCard is not a credit card, nor can it be used to obtain cash or cash advances from the account **under any circumstances**.
6. If the cardholder's balance goes below zero due to offline purchases or other financial transactions, the cardholder remains responsible for payment of those purchases. A statement showing the transaction(s) and location can be obtained through the transaction history via SpartanCard Online (web).
7. 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 SpartanCard, except in the case of textbook sellbacks at the UNCG Bookstore according to their sellback procedure.
8. The SpartanCard may not be used for the purchase of Gift Cards at the UNCG Bookstore. This is a Barnes & Noble company rule.

**Bookstore Bucks**

1. Cardholder's **Bookstore Bucks** will be activated automatically. **Bookstore Bucks** requests will be processed according to the schedule presented in your **Bookstore Bucks** confirmation email. Funds may not be added after the end of the second week of classes during the active semester.
2. Funds charged to the student bill for **Bookstore Bucks** must be reconciled with the Cashier's Office by the deadline provided through their office. An individual cardholder may charge their student account up to \$750 each semester for **Bookstore Bucks**.

3. All refunds of **Bookstore Bucks** will be applied to the student account.

### **Student Meal Plans**

1. All residential students are assigned a meal plan when housing is applied to the student account. Commuters may select a meal plan during the change period. Meal plans may be changed during a limited, pre-determined time, each term.
2. Meal plans are established with a start and end date. At the end date, all meal entries will zero out.
3. Meal plans include a declining balance called **Flex**. **Flex** is subject to sales tax per general statute North Carolina G.S. 105-164.13(27).
5. **Flex** may only be used at Dining Services locations, with Dining Flex Partners, or in select vending on campus. **Flex** may not be transferred to other spending accounts and unused **Flex** is non-refundable.
6. **Flex** expires when the cardholder is no longer affiliated with the University or the end of the academic year, whichever occurs first.

### **Spartan Express**

1. **Spartan Express** is a meal plan option available to all actively employed faculty and staff at UNCG. Funds may be payroll deducted or added to your card through the SpartanCard Center.
2. **Spartan Express** may only be used at Dining Services locations, with Dining Flex Partners, or in select vending on campus. Like Flex, **Spartan Express** may not be transferred to other spending accounts. **Spartan Express** is non-refundable.
3. **Spartan Express** is subject to sales tax per general statute North Carolina G.S. 105-164.13(27).
4. **Spartan Express** expires when the cardholder is no longer affiliated with the University.

### **Non-Standard Cards**

1. Owners of non-standard cards, as the owner of the card's associated fund accounts, are responsible for ensuring that funds are spent appropriately and in accordance with state tax law and applicable University policies.
2. Sponsors of partner cards for affiliated University persons (contractors, vendors, etc.) are responsible for maintaining an active record of University association in the Banner ERP system through Human Resources. All non-Banner partner cards will have a set expiration date of one year from issuance. Proof of contract or affiliation must be provided by the sponsoring department to reactivate any expired partner card.

### **Error Resolution Procedures and Cardholder Liability**

1. If an error is noticed on the 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 SpartanCard Center should they need help in resolving the error.
2. Cardholders are responsible for any loss of funds resulting from card loss, theft, or other malicious action. In these cases, the SpartanCard Center and affiliated partners hold no liability for the restoration of funds. Cards that are lost or stolen should be locked immediately using available SpartanCard resources. As noted in **CONFIDENTIALITY** below, the SpartanCard Center will cooperate with law enforcement to attempt reclamation of funds from perpetrators due to acts of fraud.

### **Closing Accounts, Refunds, and Returns**

1. Upon graduation, official withdrawal, cessation of enrollment, or termination from the institution, the cardholder's SpartanCard accounts may be closed and any **SpartanCash** or **Bookstore Bucks**

balance over \$10.00 will be refunded to the cardholder's student account, subject to the refund escheat processing charge as listed below.

2. Refunds will be subject to a \$5.00 escheat processing charge. All debts on the cardholder's student account must be satisfied prior to a check being processed for a refund. Any negative balances will be charged to the cardholder's student account or billed directly to the cardholder.

3. The SpartanCard Center may close any account that has been inactive for a period of eighteen (18) months. Unused SpartanCash and Bookstore Bucks under the \$10 minimum are considered forfeit by the cardholder upon account closure. Flex and Spartan Express 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 online or electronically upon request of the cardholder from the SpartanCard Center.

### **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 SpartanCard Center. These terms and conditions may be revised quarterly, with the most-current version posted to the SpartanCard Center website and available in the SpartanCard Center. The SpartanCard Center 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**

**Each individual may only possess one card.**

### **Students**

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

### **Full Time or Part Time Faculty/Staff**

- Must have Current Employee or Retired status of Yes when reviewed
- Must present a valid government-issued photo identification
- Must provide their University Identification Number
- Responsible for any card replacement charge

### **Religious Accommodations**

The SpartanCard is the identifying record used by departments of and vendors to the University. As such, the photo used for the SpartanCard must display an unobstructed, unshadowed view of the Cardholder's face. However, accommodations based around this requirement are detailed below.

If a student or Faculty/Staff member meets all above listed eligibility requirements with the exception of:

1. Photo identification not displaying religious clothing which is now worn for religious observance
2. Head or facial coverings worn for religious observance

Accommodations may be offered to or requested by the student or Faculty/Staff member to properly meet their needs.

- Head coverings worn for religious observation are accepted so long as the Cardholder's face can be clearly photographed
- In the case of facial coverings worn for religious observation
  - Appropriate staff can take the photo in a private setting without disturbance (when appropriate staffing will allow)
  - If the SpartanCard Center cannot provide accommodations at that time (due to the presence of additional customers or lack of appropriate staff), an appointment can be scheduled for a private photo relative to the needs of the Cardholder

### **Name Accommodations for Reasons of Safety and Gender Diversity**

While a person's legal name is used by default, the SpartanCard Center (and the greater UNCG community) recognizes that some members of our campus community are safer using names other than those which were originally entered into the Banner system. For those students or employees (Faculty, Staff, or Temporary), a Name Correction meeting can be requested with the SpartanCard Center manager through email. These meetings are generally scheduled in advance and take place via video conferencing platform to remove the need to be physically present or discuss what may be sensitive information in front of others. Stable video and audio must be used during the meeting, however. An in-person meeting can also be scheduled if online meetings are not possible.

The SpartanCard Center manager will use the information provided during this meeting to determine if the request would fall under the designation of Safety and Security. Though Preferred Names are utilized on campus for Canvas and University email (among others), not all requests can be granted for changes to the SpartanCard. No matter the determination, the SpartanCard Center manager will provide information to update names through Canvas, UNCG Email, and other systems as needed. All information and discussions will automatically be considered confidential, unless the safety of a member of the campus community is at risk.

Cardholders which have their names corrected will need to bring their original card (if already printed) to turn in and pay the \$5.00 Damaged charge, explained below. New photos can be taken during this process as well. If you have not yet had a SpartanCard printed, the original is always free.

### **Non-Standard Cards**

- Non-standard cards may be issued on a case-by-case basis
- Issuance is at the discretion of SpartanCard Center management and staff
- Non-standard cards are subject to all applicable terms and conditions

### **REPLACEMENT CRITERIA**

Each individual may only possess one active card. Upon replacement, if possible, the old card must be turned in to be destroyed. If the old card is not available to be turned in at the time of replacement, the replacement will be considered Lost (see below) and incur the charges appropriate to that status.

### **Procedures for Lost or Stolen Cards**

Report any lost or stolen card immediately, or unauthorized card usage to the SpartanCard Center in 106 Moran Commons in person, by phone at (336) 334-5651 during the business hours of 8:00am - 5:00pm, Monday through Friday, or via email at [idcenter@uncg.edu](mailto:idcenter@uncg.edu). After hours, you may suspend activity to your SpartanCard through our website at [businesscenter.uncg.edu/spartancard/](https://businesscenter.uncg.edu/spartancard/), then return to the SpartanCard Center the following business day to purchase a new card. The cardholder is responsible for all usage of the card prior to properly notifying the SpartanCard Center or suspending the card online.

## **Replacement Cards**

There is a \$20.00 replacement charge for lost or stolen cards and a \$5.00 replacement charge for damaged cards. Your most current, active card must be surrendered whole with identifiable information to qualify as a damaged card. Non-active and retired cards are not eligible for damaged replacement. Only one damaged card per semester may be replaced at the reduced \$5.00 rate. All other damaged cards within said semester are subject to the full \$20.00 replacement charge.

If your SpartanCard is stolen and you can provide the SpartanCard Center a verifiable Police Report (this will include at minimum: the Case Number, Date, and specify that loss included ID), the SpartanCard Center will provide a replacement at the damaged charge (\$5.00).

## **Card Acceptance/Confiscation**

SpartanCards 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 SpartanCard photo prior to the transaction.

SpartanCards found in the possession of someone other than the owner will be confiscated and turned in to the SpartanCard Center, or Campus Police if needed as evidence in an ongoing case or investigation. Individuals who allow someone else to use their card must meet with the SpartanCard Manager before the card is returned. The individuals involved may be referred to the Office of Student Rights and Responsibilities for judicial action or to Human Resources.

## **CONFIDENTIALITY**

The information contained on your SpartanCard is overseen by the UNCG Data Steward representing the ID Center. This information is considered moderate risk data by the UNCG Data Classification policy:

<http://policy.uncg.edu/university-policies/data/>

## **Students**

The SpartanCard Center reserves the right to share your card information including ISO number, accounts, meal plans, door access rights, 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 SpartanCard Center 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 SpartanCard Center will also comply with legal requests for card information through standard University procedures.

## **Faculty/Staff**

The SpartanCard Center reserves the right to share your card information including ISO number, accounts, meal plans, door access rights, and photo with University employees when the information is to be used for a legitimate University business interest.

The SpartanCard Center 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 SpartanCard Center will also comply with legal requests for card information through standard University procedures.