

# OneCard Account Terms and Conditions

(To post on website and at deposit stations)

## OneCard Description

The OneCard is Wayne State University's multi-use prepaid debit card that combines a number of features including:

- photo identification;
- secure building access;
- fitness center and Matthaei athletic center access;
- library borrowing privileges and late night access;
- copying and printing;
- meal plans & Warrior dining dollars;
- OneCard dollars;
- parking access.

One of the primary functions of the OneCard is its function as a prepaid debit account. When You obtain Your OneCard, You automatically agree to the terms outlined in this agreement. You may use the OneCard to pay for purchases at participating on and off-campus locations up to the amount of Your OneCard account balance (plus or minus any adjustments due to manual/offline transactions. See section 17).

1. **Agreement:** This agreement is between the individual named on the front of the OneCard (the Cardholder) and Wayne State University (WSU). This agreement references a OneCard account, which is an option available to WSU Students, Faculty, Staff and certain WSU Affiliates. The OneCard/Parking Service Center administers this agreement at Wayne State University.
2. **Definitions:**
  - a. You and Your each refers to the Cardholder.
  - b. Cardholder refers to the individual in whose name and for whose benefit the Onecard has been issued.
  - c. Student - an individual who is registered for classes at WSU during the current semester.
  - d. Faculty/Staff - an individual who is employed by WSU with an active classification in the Banner system.
  - e. Alumni - an individual who has graduated from Wayne State University.
  - f. Affiliate - an individual who is not a WSU Student, Faculty, Staff or Alumni who is working on WSU's campus with Students, Faculty, Staff or Alumni and whose job responsibilities require a photo ID and building access.
  - g. Guest – an individual with no WSU affiliation with a desire to access on-campus services such as printing, copying or parking. Guests do not require, and are not eligible for, a photo ID or building access.
3. **Term of the Agreement:** The term of this Agreement depends on the Cardholder's university affiliation or status.
  - **Students:** The term for Students begins on the day they first register for classes and continues until they are no longer registered for classes.
  - **Faculty/Staff:** The term for Faculty/Staff is from the date the OneCard/Parking Service Center issues the OneCard, until the Faculty/Staff member terminates employment at WSU.
  - **Alumni:** The term for Alumni begins the day that the Alumni OneCard is requested through the Alumni office, and continues throughout their lifetime.
  - **Affiliates:** The term for Affiliates is from the date the OneCard/Parking Service Center issues the OneCard, until the Cardholder no longer has WSU affiliation.

- **Guests:** The term for Guest cards continues so long as there is stored value activity on the cards for the prior twelve months. After one year of inactivity the account may be closed by the OneCard/Parking Service Center. (See section 21)
4. Transaction Types:  
The following OneCard transactions are currently available:
1. Stored Value Activity –
    - a. Cash deposits at OneCard cash deposit machines.
    - b. Credit card or debit card deposits made online through pipeline to the OneCard.
    - c. Check deposits made at the OneCard/Parking Service Center.
    - d. Purchases at on and off-campus locations where merchants have agreed to accept OneCard dollars (e.g., retail locations, parking, vending, copying/printing, campus offices, etc.).
    - e. Warrior Dollar purchases at retail locations operated by Campus Dining Services.
  2. Access Activity –
    - a. Exterior or interior building/door access via OneCard swipe readers.
    - b. Access into and out of parking lots and structures with a valid parking assignment.
    - c. Meal Plan swipes at the dining halls operated by Campus Dining Services.
5. Types of Debit Accounts: Your OneCard includes two (2) types of prepaid debit accounts -
- **OneCard Dollars** – Funds that can be used anywhere on or off-campus where merchants have agreed to accept the OneCard. OneCard dollars roll over from year to year and do not expire during the term of the agreement. Cardholders are encouraged to use all funds before the end of the agreement term.
  - **Warrior Dollars (Campus Dining Dollars)** – Funds that are a part of a meal plan and can only be used at restaurants/locations operated by Campus Dining Services. Warrior Dollars and meal plans are governed by the Housing and Dining License Agreement found at: <http://housing.wayne.edu/forms-policies.php>. Warrior dollars expire at the end of the winter semester and do not roll over from year to year like OneCard dollars.
6. Taxable Funds: There are different sales tax regulations that govern OneCard purchases.
- **OneCard Dollars** – Purchases made on-campus or off-campus with OneCard Dollars may be subject to sales tax in accordance with Michigan law. OneCard Dollars added to Faculty/Staff OneCards by their department are treated by WSU as income and are reported by the OneCard/Parking Service Center to Payroll.
  - **Warrior Dollars (Campus Dining Dollars)** –Warrior Dollar purchases as part of a Student’s meal plan are not subject to sales tax. Purchases made by faculty, Staff, Alumni and Affiliates are subject to sales tax.
7. Depositing Funds: There are several ways to add money to Your OneCard. Value additions are usually instantaneous, but may be delayed due to network traffic. WSU is not responsible for any delays.
- **Online:** Visit [pipeline.wayne.edu](http://pipeline.wayne.edu) and log into Your account. In the My Pipeline tab click on “Access OneCard Account,” then “Deposit to OneCard.” You can use a credit or debit card for online deposits. There is a service fee for all deposits. The current service fee amount is listed on the website. The minimum amount for an online deposit is \$15.00. Patrons also have the ability to set up low balance alerts and auto deposits through pipeline.
    - **Authorized Guest User Deposits**– Student, Faculty/Staff and Alumni Cardholders may authorize another person, such as a parent or family member, to deposit funds to their OneCard account (“Authorized Guest User”). You will need to login to pipeline and enter the email address of the Authorized Guest User. The system will then email the Authorized Guest User a login and password giving them access to Your account to add funds. Cardholders are

- responsible for the actions of those individuals to whom they grant Authorized Guest User access.
- Affiliates without an access ID will be unable to deposit funds online through pipeline.
  - **In the Office:** Bring a check or money order to the OneCard/Parking Service Center in Suite 257. Returned/NSF checks will result in a \$25.00 fee and, if the action results in a negative balance on Your account, Your OneCard account may be suspended until the fee is paid. If the Cardholder is a Student, a hold may also be placed on the Student account until the balance deficit is resolved. The OneCard/Parking Service Center reserves the right to file charges with the Dean of Students and/or make a report with Public Safety in cases where NSF checks are linked to fraudulent actions.
  - **OneCard Cash Machine:** Deposit cash in denominations of \$1, \$5, \$10 or \$20 in cash machines located throughout campus. The minimum amount that can be deposited into a cash machine is \$1.00.
8. Account Balance: The maximum allowable OneCard account balance is \$500.00.
  9. Closing an Account: A Student or Faculty/Staff Cardholder may close their account only upon leaving WSU (e.g., due to graduation, withdrawal, or employment termination). Affiliates may only close their account when they no longer have an affiliation with WSU. Alumni may close their account at any time if they no longer plan to use them. However, the OneCard/Parking Service Center reserves the right to close any OneCard account that has been inactive for a period of twelve (12) months. An account is inactive when it has had no stored value activity or any access activity (including meal plan activity) for a twelve (12) month period; otherwise, the account is considered active. A review of inactive accounts will take place each March in order to ensure proper reporting to the State of Michigan regarding “abandoned property”. OneCard dollars on accounts that are inactive for one year or more will be reported and transferred to the State of Michigan, per Michigan law.
  10. Refunds Due to Account Closure: Refunds of account balances due to closure, including those that have been automatically closed due to inactivity, are subject to a \$15 administrative closing fee, deducted before refunding. No refund will be issued for accounts with less than \$15 remaining, and, in such situations, the administrative closing fee shall be equal to the remaining balance. Refunds will be mailed to the Cardholder’s last known home address as recorded in the University’s Banner system, unless an alternate address is listed on the OneCard Cancellation Request Form. Addresses may be updated through pipeline. Refunds cannot be mailed to campus offices. Any negative OneCard account balances at the time of closure will be billed directly to the Cardholder.
  11. Other Refunds/Account Disputes: Account disputes and refund requests for specific transactions should be brought to the attention of the OneCard/Parking Service Center, with the exception of merchandise returns, which should be brought to the attention of the vendor who sold the product for resolution. Cardholders should submit a Refund Request Form with supporting documentation to the OneCard/Parking Service Center, 257 Welcome Center or electronically to [onecard@wayne.edu](mailto:onecard@wayne.edu). Refunds are not guaranteed and will be based upon documentation submitted and investigation by the Service Center Staff. Some refunds may require approval by the vendor.
  12. Lost or Stolen Cards: Lost or stolen cards should be reported immediately to the OneCard/Parking Service Center at (313) 577-2273 during regular business hours (Monday – Friday, 8:30am – 5:00pm). Lost or stolen cards can also be reported stolen and deactivated 24/7 at: [www.pipeline.wayne.edu](http://www.pipeline.wayne.edu).
    - Log into Pipeline
    - Access OneCard Account
    - Deactivate Card

When cards are reported lost or stolen, the account is suspended until the OneCard is found or a new OneCard is obtained. The OneCard/Parking Service Center and WSU are not responsible for any charges made to the OneCard account resulting from the loss, theft, or misuse of a OneCard.

13. Replacement Cards: The fee to replace a card that is lost or stolen is \$20.00. Fees are subject to change at the sole discretion of the OneCard Office. The fee may be paid in one of the following ways:
  - Cash at the Cashier's Office, with a copy of the receipt brought to the OneCard /Parking Service Center as proof of payment;
  - Check at the OneCard/Parking Service Center;
  - Funds can be deposited online to the Cardholder's OneCard account through pipeline, after which the amount can be deducted from the OneCard to pay for the replacement.
14. Unauthorized Use of a OneCard: The Cardholder may not transfer his or her rights under this agreement to another person. Only the person whose photo and identification information are printed on the card is authorized to use the card and/or spend from that account. Cards will be confiscated by WSU staff and returned to the OneCard/Parking Service Center if an unauthorized user is found using or attempting to use a card. Unauthorized use or cases of fraud related to a Student's OneCard may result in charges being filed with the Dean of Student's Office for violations of the Student Code of Conduct. Unauthorized use of a OneCard that constitutes a crime will be reported to WSU Public Safety.
15. Damaged OneCards: Damaged OneCards due to normal wear and tear will be replaced by the OneCard/Parking Service Center at no charge ONLY if the damaged card is surrendered at the time the new card is issued. Damaged cards that are not surrendered upon issuance of the new card will be considered lost and the Cardholder will be required to pay the \$20 replacement card fee. Damaged cards that do not appear to be due to normal wear and tear, and patrons who are consistently requesting new cards due to damage, will be required to pay the \$20 replacement card fee.
16. Name Changes, Status Changes, and Photo Updates:
  - **Legal & Preferred Name Changes**: Card holders who change their Legal Name (due to marriage, divorce, or other circumstances), or those who register a Preferred Name through the University's preferred name registration process, after obtaining their initial card, will be required to pay the \$20.00 replacement card fee in order to obtain any new replacement card. The old card must be surrendered at the time the new card is issued.
    - a. Student legal name changes must be initiated at the Student Service Center on the 1<sup>st</sup> floor of the Welcome Center. After the information has been updated in the Banner system by the appropriate department, the OneCard/Parking Service Center will be authorized to print a new OneCard.
    - b. Faculty/Staff legal name changes should be initiated through the Employment Compensation Service Center in AAB. After the information has been updated in the Banner system by the appropriate department, the OneCard/Parking Service Center will be authorized to print a new OneCard.
    - c. Alumni legal name changes should be initiated through the Alumni Office who will communicate the change to the OneCard/Parking Service Center and request that the new card be printed on behalf of the Alumnus.
    - d. Any cardholder who wishes to register a Preferred Name should follow these steps:
      1. Log into Academica, click on the button for "Settings" in the top right hand corner of the screen
      2. Click on "Account Management"
      3. Click on "Change Preferred Name"

4. You'll now be prompted to enter and save your preferred name information.

Once the preferred name is updated in the Banner system, the OneCard/Parking Service Center will be authorized to print a new card.

- **Status Changes:** If your affiliation or status changes with the University, you are entitled to one new OneCard free of charge except if your status changes to an Affiliate (for any reason). You must surrender your old OneCard to obtain the new card with the appropriate status.
- **Photo Updates:** Cardholders can request a new card, with an updated photo, at any time; however, the Cardholder must pay the \$20.00 replacement card fee.

17. Manual Transactions and Offline Activity:

The Cardholder acknowledges that:

- a. The OneCard system is an online program that relies on fiber connections, modems, and underground lines to communicate between the OneCard account server and readers. It is possible for the reader to record and store access and debit transactions that have occurred in offline mode. Offline transactions will be posted to the Cardholder's account after the connection is restored. The Cardholder is responsible for such posted charges that exceed the Cardholder's account balance. The Cardholder is also responsible for any usage charges that post to their OneCard account after all postings are completed.
- b. Balances given at readers, cash deposit machines, or online may not reflect manual account activity or offline activity.

18. Transaction History: Student, Faculty, Staff and Alumni Cardholders may check their balances and view their last 6 months of activity through pipeline. Affiliates without pipeline login credentials, Guest card holders, or Cardholders who would like to request information about transactions that happened prior to the past 6 months may call the OneCard/Parking Service Center at (313) 577-2273. Printed copies of transaction history may be obtained from the OneCard/Parking Service Center. Transaction history can only be emailed to a verified WSU email account.

19. Privacy Policy and Disclosure of Information Third Parties: WSU values our cardholders and respects the privacy of students, faculty, staff, alumni, affiliates and guests. Our goal is to make using the OneCard convenient and secure. To accomplish this we may collect information that permits us to open or close your account and process transactions. This information may include your name, email address, phone number, student ID number and transaction history. Information regarding the Cardholder's account or a particular transaction may be disclosed to third parties when necessary to complete transactions (I.E. Refunds), when the condition or existence of an account must be verified, to comply with government agency or court orders, or with the Cardholder's written permission (i.e., a signed Family Educational Rights and Privacy Act (FERPA) waiver to release information to authorized individuals).

20. Other Cardholder Rules and Responsibilities:

- Use of the OneCard is subject to all of the terms and conditions outlined in this agreement as well as the Student Code of Conduct and the Residential Community Living Guide.
- The Cardholder agrees that the OneCard shall be the property of WSU. The Cardholder further agrees to return the OneCard to WSU upon the University's request, or upon separation, termination, or graduation from WSU.
- The Cardholder's OneCard will be the access device for the OneCard account. The card must be presented at the time of purchase and shall be the only means of accessing the Cardholder's account.
- You may not withdraw cash from Your OneCard Account.
- The Cardholder may be required to sign a receipt for goods or services rendered.

- The Cardholder may not receive a receipt for transactions at self-service locations including vending and printing/copying.
  - All Cardholders, in particular Alumni who do not have a photo on their OneCard, may be required to present additional photo identification along with their OneCard when completing transactions.
  - The Cardholder is responsible for maintaining a valid OneCard in proper working condition. Defacing, duplicating, or abusing the card in any way is prohibited.
21. Guest Cards: Guests of WSU may purchase a Guest card from one of the OneCard Cash Machines or in the OneCard/Parking Service Center for \$1.00/card. Purchased cards have no value until money is added using cash at a OneCard cash deposit machine, or by a check or departmental IRB in the OneCard/Parking Service Center. Funds deposited onto Guest cards are non-refundable. The OneCard/Parking Service Center is not responsible for lost or stolen Guest cards. The OneCard/Parking Service Center reserves the right to close any Guest card account that has been inactive for a period of twelve (12) months or more. To be considered inactive, an account must not have had any stored value activity for the twelve (12) month period. A review of inactive accounts will take place each March and funds will be forfeited if not used.
22. Change in Terms: The University may, in its sole discretion, change a term or condition of this Agreement at any time. The University shall notify the campus community via email and a posting on [onecard.wayne.edu](http://onecard.wayne.edu) at least 30 days before the effective date of any change in a term or condition if the change would result in increased charges or liability for the Cardholder, or if there are stricter limitations on transactions. Prior notice is NOT required where an immediate change in the terms and conditions is necessary to maintain or restore the security of a transaction or account. In these cases, follow up notification must be given to the Cardholders within 10 days of the change.
23. Contact Information: Questions about these terms and conditions or about the OneCard in general can be directed to:

**OneCard/Parking Service Center**  
42 W. Warren #257  
Detroit, Michigan 48202  
(313) 577-CARD (2273)  
[onecard@wayne.edu](mailto:onecard@wayne.edu)  
<http://onecard.wayne.edu>

Updated AGK 4-27-15