Gardner-Webb University

Webb Card Policies

PREFACE

The Gardner-Webb University Webb Card is an identification card and a financial transaction card. It is intended to be used the entire length of time you are at the University. Use of the Webb Card constitutes acceptance of all terms, conditions, and regulations under which it was issued.

Anyone requiring this document in an alternative format should contact the GWU Student Accounts Office at (704)406-4287.

TERMS & CONDITIONS

Use of the Webb Card

1. The cardholder agrees that the Webb Card is the property of Gardner-Webb University and can be confiscated from bearer as a result of inappropriate conduct or abuse. Use of the Webb Card is subject to all terms, conditions, rules, and regulations.

2. You must present your Webb Card 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 as provided below, you are responsible for the usage of your card.

Webb Card Accounts

1. The Webb Card Account is an optional account of pre-deposited funds accessed by the cardholder for products and services. Funds cannot be withdrawn off the card at any time, except for withdrawal from the University or graduation. (See Closing Accounts, Refunds, Return).

2. Cardholder's Webb Card accounts will be activated automatically upon receipt of the initial deposit. Deposits made online or at the GWU Student Accounts Office must be a minimum of $20.00.

3. In the event a cardholder's deposit check is returned due to insufficient funds, a $30.00 charge will be assessed by the GWU Student Accounts Office and the cardholder’s account will be suspended until the returned check and $30.00 fee have been paid. The Card Office complies with the campus policy on returned checks: third offense, permanent cash or certified check only basis.

4. Deposits may be made at the GWU Student Accounts Office or online at https://gardnerwebb.managemyid.com/student/login.php. Deposits made using Visa, MasterCard, Discover, or American Express Credit Cards, or any Debit Card that has the one of these credit card logos on the card and are subject to a transaction fee of $1.00.

5. These funds shall be applied against amounts debited to your Webb Card Account for goods and services purchased at points of sale. All vending locations have a $20.00 daily spending limit with the Webb Card. At all other 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 Webb Card 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 Webb Card Account balance goes below zero as a result of the system or one of its readers being offline, the cardholder remains responsible for payment of those purchases. In the event of a negative balance, the cardholder will be notified in writing stating the negative amount. A statement showing the transaction(s) and location will be provided upon request.

7. Merchandise will be accepted for return according to the refund policy in force where the goods and/or services were purchased. Cash refunds will not be made for approved return of merchandise that was purchased with the Webb Card. A credit will be made to the cardholder’s account.
Procedures for Lost, Stolen, or Replacement Cards

1. Report immediately any lost or stolen card, or unauthorized card usage to the GWU Student Accounts Office in Webb Hall or by phone at (704)406-4287 during the business hours of 9:00am - 4:00pm, Monday through Friday. After hours, you may suspend activity to your Webb Card through the ManageMyID website at https://gardnerwebb.managemyid.com/student/login.php, then return to the GWU Student Accounts Office the following business day to purchase a new card. Once a new card has been purchased you may proceed to the University Police Office to have your new card issued. The cardholder is responsible for all usage of the card prior to proper notification to the GWU Business Office or suspending your card online.

2. There is a $10 replacement fee for a lost or stolen card. There is no charge for a replacement card. At least one piece of the card with identifiable information must be submitted to qualify as damaged.

Error Resolution Procedures

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 GWU Student Accounts Office should they need help in resolving the error.

Closing Accounts, Refunds, Returns

1. Upon graduation or official withdrawal from the institution, the cardholder accounts will be closed and any balance over $5.00 on GWU Cash Account will be refunded to the cardholder.

2. The Webb Card Office reserves the right to close any Webb Card Account that has been inactive for a period of twelve (12) months.

3. Refunds on accounts will be made at the full value of the unused balance of $5.00 or greater. All debts on the cardholder's Student Account must be satisfied prior to a check being processed for a refund. Any negative Webb Card Account balances will be charged to the cardholder's Student Account, or billed directly to the cardholder.

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 upon request of the cardholder from the GWU Student Accounts Office in Webb Hall.

Effective Date of Agreement

These terms and conditions are effective immediately and remain so until written notification is received. Gardner-Webb University shall mail or deliver a written notice at least thirty (30) days before effective date, any change in a term or condition if the change would cause increased fees or charges; or increase liability for the cardholder. Prior notice need not be given where immediate change in a term and/or condition is necessary to maintain or restore the security of the system or account.

Bank Affiliation

There are no banks affiliated with the Webb Card.

CARD ELIGIBILITY

Each individual is issued only one card.

Students

• Must be a current registered student
• Must have a valid photo identification prior to issuance
• Responsible for replacement card fee
Full Time or Part Time Faculty/Staff

- Must have status of permanent position
- No card fee charged
- Responsible for replacement card fee
- Upon termination of employment, the card must be surrendered to Human Resources

Spouses/Dependents (16-26 years of age) of Employees

- No card fee charged
- Responsible for replacement card fee
- Eligibility expires when faculty/staff member’s employment is terminated or a dependent reaches 26 years of age.

Sodexo Employees

- Cards issued to managers
- Cards issued to selected cashiers

Camps & Conference

- Camps & Conference cards issued at no charge only for the period of the Camp or Conference

CONFIDENTIALITY

Gardner-Webb University will disclose information to third parties about your account only:

- In order to comply with court orders or other applicable laws.
- If the cardholder gives the Webb Card Office written permission.

Card Acceptance/Confiscation

The Webb Card should only be accepted for debit account transactions from the individual identified on the card. In order to protect the cardholder's account from unauthorized usage, it is the departments' responsibility to verify the Webb Card photo prior to the transaction.

Webb Cards found in the possession of someone other than the owner will be confiscated and immediately turned in to the GWU Student Accounts Office in Dover Campus Center or University Police. Individuals found using another persons card and the individual who allowed someone else to use their card will meet with the GWU Assistant VP for Business before the card is returned and could possibly be referred to the Dean of Students for judicial action or to Human Resources.
NOTICE!

The Online Webb Card information resides online at http://www.gardner-webb.edu/administration/business/ManageMyID/index.html

If you are not a Webb Card holder, but would like to deposit funds into a Webb Card holder's account, go to the ManageMyID Website at https://gardnerwebb.managemyid.com/student/login.php and click on the Guest Deposit section on the left side of the screen.

What is the Webb Card?

Simply put, the Webb Card is your Gardner-Webb University student ID and much more. The Webb Card is a convenient program that allows the entire university community to make purchases, pay fees, and gain access to many locations on campus.

Where/how can I use my Webb Card on campus?

Pay for meals at all campus dining facilities
Purchase books, supplies, and novelties from the Campus Shop
Use vending machines to purchase drinks and snacks
Use to pay for concessions at Athletic Events
Check out materials/books in the Dover Library
Pay for parking stickers at the Student Accounts Office
Purchase stamps, mail packages, and send a Fax at the University Post Office
Pay some fees at the Student Accounts Office
Get access to student activities, concerts, athletic events and cultural events on campus
Use facilities at Bost Gym and participate in recreational programs

Where/how can I use my Webb Card off campus?

Some area off campus merchants also accepts Webb Cash as payment. For a list of off campus merchants who accept Webb Cash as payment, go to our website at http://www.gwuwebbcash.com.
Frequently Asked Questions

The Webb Card Accounts:

• **What accounts are on The Webb Card?**
  Webb Cash, which can be spent at various locations, Meal Plan Count (part of the meal/board plan), and Meal Flex Dollars (part of the meal/board plan).

• **How are the accounts used?**
  The Webb Cash account can be used in all sales locations on campus. The Meal Plan Count and Meal Flex Dollars account can only be used at the campus dining locations. The balance on Meal Flex Dollars must be used by the end of each semester or they expire.

• **Do I lose any funds if it’s not spent by the end of the school year?**
  Only the Meal Flex Dollars account is "use it or lose it". Any balance at the end of the semester on the Meal Flex Dollars account expires. A fixed amount is deposited to the Meal Flex Dollars account at the beginning of each semester based on the meal plan in which you are enrolled. This account can be used at any dining location on campus. Unused dollars left in a GWU Webb Cash debit account remain in the account until you graduate or withdraw from the University. Unused dollars left in an employee's account will be carried forward until the conclusion of employment.

• **Do meals roll over from week to week?**
  Each Sunday beginning with dinner, students will receive a new allotment of meals for the week. The number of meals depends on the plan in which the student is enrolled. Any unused meals from the previous week WILL NOT roll over to the following week.

• **If I go to an on campus dining location, will the Meal Plan Count be automatically spent first since they are "use it or lose it"?**
  Always tell the cashier which account (Meal Plan Count, Meal Flex Dollars, or Webb Cash) you want to use.

• **Can I withdraw GWU Webb Cash account funds through an ATM?**
  No. Your Webb Card is not associated with any banking account and cannot be used at an ATM.

Deposits and Withdrawals:

• **Where can I make deposits to my Webb Cash account?**
  Credit Card (Visa, MasterCard, Discover, or American Express) deposits can be made using the web at https://gardnerwebb.managemyid.com/student/login.php. You can also make deposits using cash, check, and credit cards at the GWU Student Accounts Office (Webb Hall) in person, by mail (no cash), or by credit card over the phone. You can check your current Webb Cash account balance using the website noted above.

• **Can I withdraw funds from my Webb Cash account?**
  The only time funds can be withdrawn from the Webb Cash account is when a student officially withdraws or graduates from Gardner-Webb University. At that time, any balance of $5.00 or greater will be refunded by check.

General Information:

• **Where can I use funds from the Webb Cash Account?**
  On campus dining locations, vending machines, Campus Shop, Campus Post Office, and the Student Accounts Office. Other possible locations in the future might be campus copy machines, Student Computer Services, Print Services, and Campus Recreation Center. Some area off campus merchants also accepts Webb Cash as payment. For a list of off campus merchants who accept Webb Cash as payment, go to our website at http://www.gwuwebbcash.com.

• **What other features are available?**
  The Webb Card allow students access to their specific Residence Halls on campus, as well as access to athletic, cultural and other events, material and book checkout in Dover Library and access to the Suttle Wellness Center.

• **Do all vending machines have card readers installed?**
  Most vending (drink and snack) machines have card readers.
• **Do the vending machines accept coin and bills?**
The vending machines accept both coins and bills.

• **How much does it cost to get my new Webb Card?**
The first card is free.

• **What do I do if I have lost my Webb Card?**
Always report a missing card to the GWU Student Accounts Office at 704-406-4287 or University Police at 704-406-4444 as soon as you are aware that your card has been lost and/or stolen. Nights and weekends you can suspend activity on your Webb Card by visiting the website at [https://gardnerwebb.managemyid.com/student/login.php](https://gardnerwebb.managemyid.com/student/login.php). The next day visit the University Police Office during office hours to receive a replacement card.

• **How much does it cost to replace a lost, stolen or damaged Webb Card?**
There is a $25 replacement fee for lost or stolen cards. There is a $5 replacement fee for damaged cards. A portion of the damaged card must be submitted for it to be considered damaged.

• **Who do I contact with questions or problems?**
The GWU Student Accounts Office in Webb Hall at 704-406-4287.