



Savannah State University ID Card Office

King-Frazier Student Center, Box 20357, Savannah, GA 31404 - 912-358-3068

Your card is very valuable and you are responsible for its use. Please keep it in a safe place and do not loan it to anyone! Per University regulations, it must be kept with you at all times while you are on campus. Effective Immediately: Replacement cards have to be paid in full before a new replacement card is produced.

Use of the SSU ID Card

1. Cardholder agrees that the SSU ID Card is the property of Savannah State University and can be confiscated from bearer as a result of inappropriate conduct or use. Any misuse or illegal transactions are subject to University disciplinary action, per the SSU Student Handbook.
2. Use of the SSU ID Card is subject to all terms, conditions, rules, and regulations of Savannah State University, including the ID Card Office.
3. You must present your SSU ID Card at the time of use to obtain services.
4. Your card and related accounts and account balances are **NOT TRANSFERABLE**.
5. Except as provided below, **you are responsible** for the usage of your card.
6. **DO NOT under any circumstances allow anyone else to use or charge to your card; any such usage for any reason MAY result in permanent suspension of card privileges as well as other University disciplinary actions as outlined in the Student Handbook.**
7. **Knowingly attempting to charge amounts to your card not covered by the card balance will result in permanent suspension of card privileges as well as other University disciplinary actions as outlined in the Student Handbook.**

About Your Print Credit Account

1. All students receive \$20.00 print credit per semester, which is provided from the technology fee which you pay the University each semester.
2. The print credit may be used for black and white or color printing in the University's computer labs. (Note: the Library printers are not included at this time.)
3. At the end of the semester, any remaining print credits are deleted, and a new credit issued the following semester.
4. If the print credit is depleted during the semester, students may use the SSU ID Card Flex Fund Account for additional print funds. (See below.)

About Your SSU ID Card Flex Fund Account

1. The SSU ID Card Flex Fund Account is an optional account of pre-deposited funds accessed by the cardholder for products and services on campus.
2. You must sign a Cardholder Agreement before you can use your SSU ID Card's flex fund features.
3. Funds may be placed on the account using a Value Transfer Station (also called the PHIL) which are located next to the ATM in the Student Union and King-Frazier lobbies:
Minimum deposits in the PHIL are:
 - a. Via Cash: \$1.00 (Value Transfer Station only)
 - b. Via Credit Card: \$1.00
 - c. Via Debit Card (if used as a credit card): \$1.00
4. Maximum deposit in the PHIL is \$100.00 per transaction
5. The PHIL does not give change back.
6. Pre-deposited funds shall be applied toward amounts debited from your SSU ID Card Flex Fund Account for goods and services obtained at points of sale. The cardholder understands and agrees that the SSU ID Card Flex Fund Account is not a credit card, nor can it be used to obtain cash from the account under any circumstances.

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7. If the cardholder's SSU ID Card Flex Fund Account balance goes below zero as a result of a system problem or one of its readers being offline, the cardholder remains responsible for repayment of any negative balance. In the event of a negative balance, the cardholder will be contacted in writing by mail or by email stating the negative balance amount and other pertinent information. A statement showing the transaction(s) and location(s) will be provided by the SSU ID Card Office upon request. All negative balances must be replenished at the PHIL prior to the end of the semester; otherwise, the balance will be transferred to your University student account. University student account procedures will then apply to this balance.
8. Merchandise purchased with the SSU ID Card Flex Fund Account will be accepted for return according to the refund policy in force where the products and/or services were purchased. If the return meets the unit's return policies, a credit will be issued to the cardholder's SSU ID Card Flex Fund Account. Cash refunds will not be made for returned merchandise that was purchased with the SSU ID Card Flex Fund Account, except for textbooks being sold back to the SSU Bookstore during Book Buy Back at the end of the semester.
9. The funds in the SSU ID Card Flex Fund Account may currently be used:
 - To print using printers in computer labs (after the print allowance is used);
 - To make purchases of copying or fax services at the Document Center;
 - To make purchases of stamps or mailing services at the Mail Center.
 - To receive food at any venues on the SSU campus.As additional services/locations are added, they will be announced via SSU e-mail.

Error Resolution Procedures

1. If an error is noticed on a receipt, balance inquiry, or statement, contact the SSU ID Card Office no later than sixty (60) days after the error appears. This may be done by phone at 912-358-3068, or in person at 199 King-Frazier Student Center, Savannah State University 31404. ALWAYS REQUEST A RECEIPT OF YOUR TRANSACTIONS! You will need it as proof of transaction.
2. If the cardholder reports the error orally, a written confirmation is required within ten (10) business days addressed to: SSU ID Card Office, Auxiliary Services, Box 20357, Savannah State University, 3219 College Street, Savannah, GA 31404. The cardholder should furnish the following information when reporting an error: (a) cardholder name, (b) cardholder number (SSU ID number), (c) description and dollar amount of transaction in question, (d) date of the transaction, and (e) explanation of the discrepancy. *Forms for this purpose are available in the SSU ID Card Office*
3. An error investigation will take place within ten (10) business days after notification, but may take up to 45 days to resolve. If no error is found, a written explanation will be provided within three (3) days of the close of the investigation. Copies of the documents used during the investigation may be requested.
4. If it takes longer for our investigation than ten (10) business days, you will receive a provisional credit to your account on the 10th business day.
5. If an error is found, your account will be credited within one (1) business day after it was found, and you will receive a written notice.
6. If funds are deposited accidentally onto the student ID card, it must be reported within 2 days after the incident. A claim form has to be filled out that is available in the ID-card office, and the receipt of the deposit must be attached to the claims form.

Fees

1. No transaction fees are charged to any cardholder making a transaction using the SSU ID Card for purchase of products or services.
2. Applicable transaction fees assessed by Savannah State University's card processor may apply when funds are transferred from your credit or debit card to your SSU ID Card.
3. The financial institution that issues the card you use to transfer funds to your SSU ID Card may have fees or other legal requirements that apply to your account with them.

Keyless Entry System

1. The Suite Style and Traditional Residence Halls are equipped with keyless card readers to gain access to these residential facilities. Only residents of that hall may gain access to the hall and its laundry facilities.

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- The SSU ID card is used to access the residence hall by sliding the card through the reader.

Lost, Stolen and Replacement Cards

- Immediately report any lost or stolen SSU ID Card or unauthorized usage either in person at the SSU ID Card Office or by phone at 912-358-3068 during normal business hours. Please note that your card will not be able to be used for any transactions or access once it has been reported lost or stolen.
- The cardholder is responsible for all usage of the card prior to proper notification of loss to the SSU ID Card Office, except as noted below.
- If the loss is reported within two (2) business days of learning of the loss, your liability will not exceed \$50.00 in unauthorized charges.
- If the loss is reported after (2) business days of learning of the loss, your loss will not exceed \$500 in unauthorized charges.
- There is a \$35.00 fee for lost or stolen SSU ID cards**, which will have to be paid before a new card is made. **There are several ways that payments can be made (SSU/ Marketplace by credit card only. Cash and checks at the Auxiliary Services cashier's office, King Frazier, Rm. 127)** Damaged cards will be replaced at no cost, if it is the most current card. **The damaged card must be presented at the SSU ID Card Office at the time of replacement, and the magnetic stripe must be readable to determine if it is the most recent card issued.**
- The replacement fee for faculty and staff is \$35 as well. The fee must be paid at the cashier's office before a replacement card is requested. The receipt has to accompany the paperwork to receive the replacement card.

Closing Accounts

We encourage you to use all of the funds on your card while you are at Savannah State University. Unused Flex Funds on your card in the amount of \$5.00 or more on June 30 of each year will be transferred to your student account.

Documentation

- If the point of sale terminal is equipped to provide a receipt, you may request a receipt at time of purchase. It is the cardholder's responsibility to ensure that the receipt is correct.

Effective Date of Agreement

These terms and conditions are effective immediately and shall remain in force until written notification is received. Savannah State University will provide written notice via email at least thirty (30) days before effective date of a change that might cause increased fees, charges or liabilities for the cardholder. Prior notice need not be given where an immediate change in a term and/or condition is necessary to maintain or restore security of the system or its accounts.

Privacy Statement

The SSU ID Card Office and Savannah State University will disclose information to outside parties about a cardholder, a SSU ID Card photo, or SSU ID card usage reports only to comply with a court order or applicable laws.

I understand the above terms and conditions related to the SSU ID Card and, by my signature below, I indicate my compliance with all three pages of these terms and conditions, and with the replacement number indicated below.

Name: **(Print)** _____ (Sign) _____

Student, Employee, or Guest **ID NUMBER:** _____ Date: _____

Contact # _____ New ID Card ____ Replacement ID Card Number: ____

ID Card Office use only:

Processed by: _____ Charged by: _____

SSU Flex Fund Disabled in Bb System by: _____ Date: _____