

Cougar Bucks Policies

POLICY STATEMENT

Students and/or parents can deposit money into an account called Cougar Bucks. The student ID card is used to access this as well as meal plans and Dining Dollars. Deposits for Cougar Bucks can be made with cash, check, or credit card at the Cashier's Office, the University Bookstore, or the One Card Office. There must be a minimum \$20 deposit each time and there are no cash withdrawals. Cougar Bucks are not transferable.

Cougar Bucks can be used at all Hospitality Services venues, the University Bookstore, the Computer Store, Graphics Center, Trinity Laundry Room, printing at University Libraries and selected vending machines around campus.

PROCEDURES

1. Deposits can be made with cash, check or credit card at the One Card Office, Cashier Office on East Campus, the University Bookstore express window, or the Graduate Center Cashier. Returned checks are subject to the University check collection procedure.
2. A minimum of \$5 is required with each deposit.
3. No cash withdrawals will be allowed under the Cougar Bucks program.
4. A statement of transactions can be requested at any time by filling out a Cougar Buck Statement Request Form at the Cashier Office on East Campus, University Bookstore, the Graduate Center Cashier, or the One Card Office. Statements will be available within one business day.
5. All transactions debited through the ID Card are final at the point and time of sale. It is the responsibility of the cardholder to keep record of each card transaction.
6. The terms of this agreement begin when the cardholder purchases Cougar Bucks. This agreement expires only upon graduation, formal withdrawal, or dismissal from the university. Any balance remaining on the Cougar Bucks account at the expiration of this agreement will be refunded after a Refund Request is received. Refund Request forms are available at the Student Financial Services office, or the One Card Office. Evidence of graduation or formal withdrawal from the university must be submitted with the refund request. Refund checks will be mailed within 30 days after receiving such request for refunds of \$100 or more, and will be sent to the address provided on the Refund Request form. Refunds of \$100 or less will be refunded in cash at the Cashier Office on East Campus.
7. Any requests for refund of balance will be first applied to any individual debts owed to the university.
8. In the absence of a refund request, Cougar Bucks accounts will be closed automatically three years after you have left the university through graduation, formal withdrawal, or dismissal. Accounts closed in this manner will have funds forfeited to the State of California.
9. The ID Card and all associated forms, records and transcripts are the property of Azusa Pacific University. Use of the card may be revoked at any time.
10. The cardholder agrees to abide by all rules, regulations, policies and procedures specified by Azusa Pacific University. Violations of such rules, regulations, policies and/or procedures may result in cancellation of a cardholder's account and/or a conduct report being filed. Future changes in the terms and conditions regulation use of this card will apply to all cards in circulation and use at the time, and will supersede the terms and conditions in effect at the time of this contract.

Hospitality Services Department Charge Plans

POLICY STATEMENT

This program will effectively record departmental spending at Hospitality Services dining venues and to give departments an efficient means to purchase items from Hospitality Services using their department account(s).

PROCEDURE

1. A Department plan in Odyssey will have a Department Meal and Department Dollars tender. These tenders will only be allowed for use by departments.
2. Department cards can be used at any Hospitality Services venue.
3. Department plans will not be able to use other tenders such as Board, Cougar Bucks, etc.
4. The Department Dollars tender will be used for all non-board transactions such as coffee, snacks, etc.
5. Department Meals tender is for all board meal transactions at all venues that accept board meals as a form of payment.
6. Each department patron will be given an initial balance of 50 Department Meals and \$50 Department Dollars each month. These amounts will be reset to their initial balance at the first of each month. Individual departments may change these amounts at their discretion by contacting the One Card Office in writing to have these balances changed.
7. Departments will be billed on a monthly basis via Department Billing and will receive an email containing an electronic statement for the month's transactions.
8. Department cards will be issued to individuals within their particular department. Each card will be printed with the department and employee's name. Department cards may only be used by the employee whose name is printed on the card.
9. A \$1 fee will be charged for each card printed after the initial card production.
10. Departments must request a department card from the One Card Office in writing using the Department Card Request Form. Cards can be picked up from the One Card Office.
11. Hospitality cashiers will use only the department tenders in Micros (Department Meals and Department Dollars) when processing a transaction at their venue.
12. The One Card Office will run statements at the first of each month for all department transactions that occurred the previous month and bill the departments according to the account number(s) given.

Faculty/Staff ID Card

POLICY STATEMENT

This card can be used for dining, library usage, check cashing, fitness center access and any other times an employee

ID is needed. This card is for your use as long as you are an employee of Azusa Pacific University. It must be returned to Human Resources upon leaving the employment of the University.

PROCEDURES

1. Meals can be purchased as follows:
 - a. You can pre-purchase \$4.50 meals at the East Campus Cashier, the Graduate Center Cashier, Bookstore Express Window, or the Dining Hall Reception desk.
 - b. You may NOT buy meals directly from the dining venue for \$4.50. They must be on your card.
 - c. A maximum of 25 meals is allowed on your account at any given time.
 - d. Once a month, you may use the meals on your card to pay for a guest; otherwise, guests must pay the appropriate retail price.
 - e. Cougar Bucks are also available for Faculty and Staff. Cougar Bucks are monies that can be deposited onto your ID card and used like a debit account to purchase a la carte items at any Hospitality Services location. Cougar Bucks can also be used in the University Bookstore, Graphics Center, Computer Store, Felix Event Center Box Office, and selected vending machines around campus.
2. You can continue to enter the Dining Hall without charge if you bring your lunch, upon presentation of your Faculty/Staff Id.
3. If your card is lost it is imperative that you report your card lost once you realize it is missing. During business hours report the card lost to the One Card Office. We can be reached at 626-815-3833. During non-business hours, report card lost to any Hospitality Services location cashier.

Graduate Student ID Card Information

POLICY STATEMENT

This card is for your use as long as you are a matriculated student in good standing at Azusa Pacific University.

This card is to be used for dining, library usage, check cashing, bookstore, fitness center, making payments at

Cashier's office, school activities and may be required by Campus Safety Officers.

PROCEDURES

1. You can pre-purchase \$6.75 meals at the East Campus Cashier, Graduate Center Cashier, University Bookstore Express Window, or Dining Hall Reception desk. A maximum of 25 meals is allowed on your account at any given time.
2. Cougar Bucks can be deposited onto your card at any of the above listed locations. Cougar Bucks is money that you deposit onto your ID card, enabling you to use your ID card like a debit card to eat at any Hospitality Services area or for purchases at the University Bookstore, Graphics Center, Computer Store, Felix Event Center Box Office, Library print release stations or selected vending machines around campus. A photo ID card is required for any student who has a Cougar Bucks account.
3. Photos for photo ID cards can be taken at the Dining Hall Reception desk during office hours or mailed to onecard@apu.edu.
4. If you have any questions or concerns, please feel free to contact our office at 626-815-3833.

Replacing Lost or Damaged ID Cards

POLICY STATEMENT

It is imperative that you report your card lost once you realize it is missing.

PROCEDURES

1. During business hours, report the card lost to One Card Office. During non-business hours, report card lost to any Hospitality Services location cashier.
2. A charge of \$20 will be accessed to replace a lost card. Payment is required before the new card is made. Payments can be made at the Dining Hall Reception desk. Payments of cash, check, credit card, or Cougar Bucks will be accepted.
3. Damaged or stolen cards can be replaced free of charge. To receive a new ID card you must present either your damaged card or a police or campus safety report (proving your card was stolen).

Meal Benefit for Summer Student Workers

POLICY STATEMENT

Students must work on campus at least 30 hours per week for at least 8 weeks during the summer. The price for meals is \$4.50. The minimum purchase amount is 4 meals.

PROCEDURES

1. Student supervisors must email the One Card Office (onecard@apu.edu) a list of all employees who are eligible for the benefit.
2. Students must add meals to their ID card at designated locations (East Campus Cashier, Bookstore Express Window, Dining Hall Reception desk and Grad Center) in order to use the benefit. Students paying at the door will pay full price for their meal.
3. The meal benefit for summer student workers will end the Friday before Orientation weekend.
4. Refunds for unused meals are available at the end of the summer. The last day to obtain a refund for unused meals is the Friday before Orientation weekend. All remaining account balances will be transferred to Cougar Bucks after the Friday before Orientation weekend.
5. Students are allowed only one meal per day. These meals may not be used for friends and/or coworkers.
6. Obtain refund for unused meals, if necessary.