

Op 8.25 BearPass Card Policies and Procedures

**Missouri State University
BearPass Card Office**

**Policies and Procedures
Revised August 2014**

**Plaster Student Union (PSU)
Room 128
(417) 836-8409**

MISSION STATEMENT

The mission of the BearPass Card Office is to provide students, faculty, staff and guests with a securely encoded identification card. This identification card is formally referred to as the BearPass Card.

TERMS AND CONDITIONS/FAQ

What is a BearPass Card?

- The BearPass Card is a personal identification card and can be used for many purposes: it can be used as an on-campus declining balance card; it can access your meal plan; it may be used for attendance; and, it may be used as a door access card. The BearPass Card should be carried by each student, faculty member, staff member or guest permitted to use the card, for the entire length of time they are at the University.
- Use of the BearPass Card constitutes acceptance of all terms, conditions, and regulations under the University's Acceptable Use Policy.
- All policies, procedures, fees and charges are subject to change at any time.
- The University reserves the right to deny or restrict participation.

How Do I Get a BearPass Card?

- A BearPass Card is available to Missouri State students, faculty, staff, Greenwood students, and qualified guests. A photo ID must be presented in person at the BearPass Card Office (PSU 128) in order to obtain a BearPass Card.
- A spouse ID card for faculty or staff members may be obtained by contacting the Office of Human Resources.

Who is Eligible?

- The BearPass Card is available to all Missouri State University admitted students, faculty, staff, authorized guests and Greenwood students. See the "BEARPASS CARD ELIGIBILITY" section of this document for additional information.

What is a BearPass Card Debit Account?

- The BearPass Card is an optional, prepaid, declining balance account which may be used to purchase products and services at select locations on campus. For more information, see the "USE OF THE BEARPASS CARD AS A DECLINING BALANCE CARD" section of this document.

Safeguarding the BearPass Card

The BearPass Card must be treated like any bank-issued debit card. Keep the BearPass Card away from magnetic fields, as they may damage the encoding on the card. Do not bend, scratch, or punch holes in the card.

Use of the BearPass Card

- The BearPass Card has numerous uses. It can be used for meal plans, on-campus food vendors, Missouri State Bookstore products, Taylor Health & Wellness Center services, Meyer Library, discounts at sporting or entertainment events, and any other location on campus displaying the BearPass Card symbol, providing funds have been deposited in the account.
- The BearPass Card must be presented at the time of use in order to obtain services. The BearPass Card and related accounts are non-transferable. Any misuse or illegal transactions will result in privilege suspension.
- The cardholder agrees that the BearPass Card is the property of Missouri State University and can be confiscated from the holder as a result of inappropriate conduct or abuse.
- Students, faculty and staff in good standing and eligible under My Payment Plan, may defer charges to the university account utilizing the BearPass Card at select university locations.

What Should I Do if My BearPass Card is Lost or Stolen?

- The lost card should be reported immediately to the BearPass Card Office (PSU 128) between the hours of 8:00 am – 5:00 pm, Monday through Friday or the cardholder may go to www.MissouriState.edu/BearPassCard/Lost.htm to disable the card status.
- Visit the BearPass Card Office the following business day to purchase a new card. The fee for a replacement card is \$25.00.
- The cardholder is responsible for all usage of the card prior to card being disabled.

What Should I Do if My BearPass Card is Defective?

- Bring the BearPass Card to the BearPass Card Office for inspection.

What Should I Do if I Change My Name?

- Students: A name change must be reported to the Records Office before a new BearPass Card will be issued. Once the Office of the Registrar has updated the student's name in the University's business administrative information system, the old BearPass Card must be turned in to the BearPass Card Office in order for it to be replaced with an updated card at no charge.
- Faculty/Staff: A name change must be reported to the Office of Human Resources before a new BearPass Card will be issued. Once the Office of Human Resources has updated the change in the University's business administration system, the BearPass Card can be replaced with an updated card at no charge.

BEARPASS CARD ELIGIBILITY

The BearPass Card is available to all Missouri State University admitted students, faculty and staff members, Greenwood students and authorized guests.

Students

- Must be admitted to the Missouri State University Springfield campus or be a Greenwood student.

Faculty/Staff (full or part-time)

- Must have status of “Active Employee” or “Adjunct” (non-paid Faculty member) within the University’s administrative business information system.

Students - Faculty/Staff (full or part-time) West Plains Campus

- BearPass Cards are not issued to students, faculty, or staff at the West Plains campus, since BearPass Cards are only used on the Springfield campus.
- Students at the West Plains campus who are enrolled in classes offered through the Springfield campus may optionally obtain a BearPass Card by presenting a photo ID in person at the BearPass Card Office.

Retired and Emeritus

- Must have status of “Retired” or “Emeritus” within the University’s administrative business information system.

Authorized Guests

- Guests of the University are eligible to obtain a BearPass Card with proper authorization approved by the BearPass Card Office.

OBTAINING A BEARPASS CARD

New Cards

- When a student is admitted to Missouri State University, they may obtain a BearPass Card by bringing a photo ID to the BearPass Card Office.
- When faculty or staff members who are not currently in the University’s business administrative information system are to be issued cards, they must have the appropriate paperwork from the Office of Human Resources and must present a photo ID.

USE OF THE BEARPASS CARD AS A DECLINING BALANCE CARD

- The BearPass Card is an optional, prepaid, declining balance account. The account is used to purchase products and services. When making a purchase at locations where the BearPass Card symbol is displayed, simply notify the cashier of your intent to use the account and the amount will be automatically deducted from the pre-deposited funds.
- After initial activation, additional deposits may be made at the Bursar's Office (Carrington 102), mailed to the Bursar's Office or by accessing the Bursar's Office web page at www.MissouriState.edu/Bursar.
- If funds are available, there is no daily limit on the number of purchases that may be made and debited to the account. The cardholder understands and agrees that the BearPass Card is not a credit or debit card, nor can it be used to obtain cash or cash advances from the account under any circumstances.
- Merchandise will be accepted for return according to the refund policy in force where the goods and services were purchased. Cash refunds will not be issued for returned merchandise that was purchased with the BearPass Card. A credit will be made to the cardholder's BearPass account.
- Any accounts with no activity for one year may be charged a \$1.00 per month service charge, charged back to the last activity date until the account is depleted.
- Withdrawal from the account (to close the account in full) requires a form be filled out in the BearPass Card Office or by mailing a written request to the BearPass Card Office. This form will be sent to Financial Services before completion of this transaction.
- Funds that remain in the account at the end of each semester will remain secure for use by the cardholder upon returning the following semester.
- Depositing money into a debit account signifies agreement with these terms and conditions.

WITHDRAWAL FROM BEARPASS CARD DEBIT ACCOUNT

- The cardholder may request his/her account be closed. Upon withdrawing from the University or at the end of the semester any remaining amount will be refunded upon request. Refunds will be done via a check sent to the cardholder's permanent home address or direct deposited into the cardholder's bank account provided direct deposit has been authorized. The request must be made in writing to the BearPass Card Office.
- Refunds on closed debit accounts will be made at the full value of the unused balance, except on occasion where other fees to Missouri State are due. All debts on the cardholder's accounts receivable account must be satisfied prior to a refund. Refunds will be done via a check sent to the cardholder's permanent home address or direct deposited into the cardholder's bank account provided direct deposit has been authorized. Any negative BearPass Card debit account balance will be charged to the cardholder's accounts receivable account.

VENDORS – ON AND OFF CAMPUS

- Vendors (on Campus)
 - Missouri State Bookstore and its affiliated on-campus retail venues.
 - All Chartwells-operated on-campus retail food venues and dining centers.
 - Vendors on campus utilizing the declining balance function and any of the equipment for BearPass Card transactions will be responsible for preparing their own invoices to be reimbursed for the purchases made with the card. The invoice must be an original document, cannot have totals or other numbers changed, and must show the percentage of use fee calculated before the total amount to be paid is listed. Vendors will receive reports showing the total account activity for the previous day. A detailed listing of all transactions is available upon request. This process must be set up prior to the vendor starting business on campus. Vendors are not authorized to give credits on the system. They must contact the BearPass Card Office to give a credit to an account that was overcharged or when a refund is due. The same applies to voided transactions.

- Vendors (off Campus)
 - Presently there are no plans to obtain permission for off campus vendors to establish accounts with the University. If off-campus vendors are brought on line, they will be added to the list of BearPass Card vendors at that time.

CONTROLLED DOOR ACCESS POLICY

Doors under the control of the BearPass Card system may allow access to cardholders when authorized and identified in writing to the BearPass Card Office. Cost Center Heads or their delegates, who are responsible for building access, are also responsible for identifying those who will have access via BearPass Cards.

Campus security officers are authorized access to all doors that have BearPass Card access capabilities.

Line of Authority:

Responsible administrator and office: Vice President of Administrative & Information Services

Contact person in that office: Chief Information Officer, Computer Services

Approved by President: August 11, 2014