



# AGREEMENT

**The Card** – THE WHALEcard IS INTENDED TO BE USED THE ENTIRE TIME YOU ARE ASSOCIATED WITH THE UNIVERSITY OF ALASKA SOUTHEAST. Since it is your personal University identification card, it should be carried at all times and must be presented to University officials upon request. The card is non-transferable. The WHALEcard must be presented at the time of purchase and shall be the only means of accessing the cardholder's account.

**Obtaining The Card** - In order to receive a WHALEcard you must present a valid form of photo identification at the time of application (driver's license, military ID, passport, etc.) and complete a card application form.

**WHALEcard Agreement** - The University of Alaska Southeast agrees to accept and hold for the benefit of the cardholder, and exclusively for the purposes described herein, any funds (including dining dollars) deposited by the cardholder to an account maintained by the University and referred to herein as WHALEbucks. Funds deposited by the cardholder shall be applied against the amount in the cardholder's account for purchasing of goods and services at points of sale accepting payment through the use of WHALEbucks. The cardholder understands and agrees that WHALEbucks is NOT a credit card account, and under no circumstances may purchases reduce the account balance below zero. Further, the cardholder understands that WHALEbucks may not be used to obtain cash or cash advances under any circumstances. The cardholder understands and agrees that no interest or other earnings shall be paid or applied to the cardholder or cardholder's account by the University.

**Card Uses** - The WHALEcard will provide the cardholder admission to certain activities on campus, such as athletic events, voting events, Rec Center, etc., providing that the cardholder is currently enrolled as a student or employed as a faculty or staff member of the University, and is eligible for admission to the activity or event. The WHALEcard may be used to purchase products or services at locations accepting the card as payment, provided funds have been deposited and are available in the account. Funds must be deposited into the WHALEbucks account before the card can be used to purchase items at locations which honor the WHALEcard.

**Liability for Illegitimate Use of the Account** - Notification of lost or stolen cards should be made immediately upon discovery of loss to either Student Accounts (796-6267) during normal business hours or to the Student Housing Lodge (796-6443) at night or on weekends. Notification should be made in person if possible. The account holder assumes all responsibility for use and/or purchases made by unauthorized persons using a lost or stolen card until the loss has been reported to the appropriate office. The missing card will be deactivated immediately upon notification of its loss. A replacement fee will be charged for lost or stolen cards. See fees below.

**Damaged Cards** - Cards damaged due to normal wear and tear will be replaced at no charge. *The University reserves the right to charge a fee for replacement of a card damaged due to neglect, misuse or improper care. Replacement Fee \$20.00*

**Documentation of Account Activity** - The cardholder can request a receipt at the time of purchase if the point of sale terminal is equipped to provide a receipt. Some locations, including copiers, laundry readers, printing stations and vending readers, are not capable of providing receipts. The remaining balance in the cardholders WHALEbucks account is displayed at every point of sale terminal each time the account is accessed. The cashier, at any location accepting WHALEbucks, may be asked to verify an account balance. Occasionally the account balance is not available at a card reader. During these times, the Student Accounts Office (during regular business hours) will provide a balance whenever possible.

**Insufficient Funds/Offline Transaction/Negative Balances** - Under normal conditions, the cardholder will not be able to overdraw his/her account. If under certain unusual circumstances, an insufficient funds condition occurs, it is the responsibility of the cardholder to provide restitution. If the condition is not cleared, the insufficient funds amount will be deducted from any cardholder debit account with available funds, the account will remain negative and unusable and/or the University may seek recovery from the cardholder.

**Refunds** - Refund of the remaining balance of WHALEbucks may be requested upon graduation or official withdrawal from the University. To request a refund, the cardholder must complete a [WHALEbucks Refund Request Form](#) and submit it to the Student Accounts Office. All refunds will be processed and paid according to University policy, and are subject to a \$10 processing fee. Refunds to students will be disbursed through their regular account with the University. Refunds will be applied against any outstanding balances owed the University before a check is delivered. No refund of a balance of less than \$10 will be made and no partial refunds or cash advances from WHALEbucks will be allowed. Account balances will be refunded upon withdrawal or termination of employment. Refunds will be mailed to the permanent address on file with the University. The University will be allowed 30 days for processing of refunds.

**Privacy/Disclosure of Account Information to Third Parties** - The University will disclose information to third parties only in order to comply with subpoenas, court orders, or other applicable legal requirements or if the account holder gives written permission.

**Inactive Accounts** - The University reserves the right to delete cardholder accounts which have been inactive for a period of 18 months and which are held by individuals who are no longer associated with the University. Account balances of such deleted accounts will become the property of the University.

**Daily Limits** - The University reserves the right to establish daily limits on privileges to minimize misuse of funds on lost or stolen cards.

**Change of Terms** - The University may change any term or part of these policies by sending notice to cardholders at least 30 days prior to the change becoming effective. Any use of the card on or after the effective date of change means that the cardholder accepts and agrees to the change. The University may apply any such changes to the outstanding balance of the WHALEbucks account on the effective date of the change of terms and to new charges after the date. The University reserves the right to notify cardholders of such changes via e-mail using the official assigned University e-mail account.

**Error Resolution** - The cardholder must notify the Student Accounts Office within 60 days from the date of the transaction in question. The following information must be supplied: 1) Name and ID number of the cardholder; 2) Description of the error or transaction in question, and a clear explanation of why an error is suspected; 3) Dollar amount of the transaction in question; 4) Phone number where the cardholder can be contacted during normal business hours; 5) A mailing address at which the cardholder can be contacted. The WHALEcard administrator will investigate the transaction and provide an explanation within 10 business days of initial notice. Confirmed errors will be promptly corrected. Unauthorized access of WHALEbucks, or unauthorized use or possession of a WHALEcard, is a criminal offense and will be prosecuted to the full extent of the law and/or through the University disciplinary process, if applicable.