

## College Auxiliary Services (CAS)

Clinton Dining Hall 101 Broad Street Plattsburgh NY 12901  
518-564-2035 Toll Free 1-877-778-CAS1(2271) Fax 518-564-4092  
ID Card Office 518-564-3083  
[www.cardinalcard.com](http://www.cardinalcard.com)

### Statement of Disclosure for Cardinal Cash

#### **What Is Cardinal Cash**

Cardinal Cash is a campus administered prepaid declining debit account accessed on your campus ID. All Plattsburgh State ID card holders have a Cardinal Cash account. All it takes to activate the account is a deposit. There are no service fees or charges and because it is a prepaid account, overspending is nonexistent. To minimize potential loss to account holders, campus vending machine purchases are limited to \$10 per day. This optional account rolls over from semester to semester. Cardinal Cash is accepted universally on campus and at a variety of locations off campus. (Go to [www.cardinalcard.com](http://www.cardinalcard.com) for an up-to-date list of Cardinal Cash on and off campus locations.)

Cardinal Cash is completely separate from the meal plan options.

#### **Cardinal Cash Account Deposits**

For your convenience, Cardinal Cash deposits can be made in a variety of convenient ways:

- At [www.cardinalcard.com](http://www.cardinalcard.com) – 24/7
- On your Student Accounts bill
- By contacting College Auxiliary Services (CAS) via phone at 518-564-3083/toll free 1-877-778-CAS1(2271) or fax 518-564-4092 or at Clinton Dining Hall
- At the Angell College Center desk
- Student Accounts Office in Kehoe
- VTS machine at Feinberg Library

*Please note:* if you have a Financial Aid credit you may authorize that credit to be deposited to your Cardinal Cash account. Students MUST accept their most recent up-to-date university charges before their Cardinal Cash account can be activated.

#### **Managing Your Cardinal Cash Account**

Managing your Cardinal Cash account is easy, fast, convenient and safe; online, in person, by mail, fax or phone. With online features you can manage your account 24/7; check your balance, deposit funds, check your transaction history, deactivate your card if it has been lost or stolen, grant additional access up to four people to see your online account, setup reoccurring deposits, set up a low

balance warning or request money by letting us send an email to a friend or relative for you.

### **Cardinal Cash Transaction History**

CAS does not issue account statements, unless requested in writing by the account holder only. Your account transaction history is available on line 24/7 at [www.cardinalcard.com](http://www.cardinalcard.com).

### **Accessing Cardinal Cash Information**

In order to access your account information at [www.cardinalcard.com](http://www.cardinalcard.com), it will be necessary for you to register:

- Go to [www.cardinalcard.com](http://www.cardinalcard.com)
- Place cursor on *Cardinal Card*
- Click on *Manage Your Account Online* in drop down box, this will bring you to the account management site
- Click on *I'm New Here* in the upper right hand corner and follow the instructions to complete your registration
- A password will be sent to you via email, you may change your password if desired after the initial registration
- If you encounter problems registering, please call the ID Card Office at 518-564-3083 or email us at [cardinalcard@plattsburgh.edu](mailto:cardinalcard@plattsburgh.edu)

### **Cardinal Cash Account Information Disclosure Policy**

Information regarding your Cardinal Cash account may only be disclosed to third parties when necessary to complete, investigate or verify specific information or transaction(s). Personal information will only be disclosed in accordance with SUNY Plattsburgh policies and procedures. (For Plattsburgh State policies regarding the Family Educational Rights and Privacy Act (FERPA) go to [www.plattsburgh.edu/policies/privacy/ferpa/students.php](http://www.plattsburgh.edu/policies/privacy/ferpa/students.php).)

### **Procedures Regarding Lost, Stolen or Damaged ID Card**

If your ID card is lost or stolen, deactivate it immediately (see process below). Once your card is deactivated, no one will be able to use it. Due to security issues, if you find your card, it will be necessary for you to come to the CAS offices in Clinton Dining Hall to reactivate it. CAS cannot reactivate ID cards over the phone or via email. After purchasing a new card, your old card, if found, cannot be used or reactivated and should be destroyed.

If you believe you have misplaced your card and choose not to purchase a new card immediately, you must go to the Housing Office or University Police to obtain a temporary card that will allow you access to your dorm. (Temporary cards are activated for a limited amount of time. Contact the Housing Office for details). In order to dine, you may sign in for meals at Clinton or Algonquin Dining Halls only. (This option is available to you for a limited time. Contact CAS for details). If you are unable to locate your card, you must purchase a new card

at CAS in Clinton Dining Hall (564-3083) during regular business hours; Monday through Friday 8:00AM – 4:30PM.

### **Deactivating Your Card**

If your Plattsburgh State ID card is lost or stolen, it is the account holder's responsibility to deactivate it immediately:

- Go to [www.cardinalcard.com](http://www.cardinalcard.com)
- Place cursor over *Cardinal Card*
- Click on *Manage Your Account*
- Click on *Lost or Stolen Card* on the right hand side
- Click on *Deactivate*
- Your card will be deactivated immediately and no one will be able to use it

*Please note:* you must be registered online in order to deactivate your ID.

OR

- If you do not have internet access or for assistance, please call CAS at 518-564-3083 (office hours Mon-Fri 8:00AM – 4:30PM)

### **Fees for Lost/Stolen or Damaged ID Cards**

When you first arrive on campus you will receive your Plattsburgh State ID card. This card is your lifeline for on and off campus programs, services and activities. Should the need arise to replace your ID card the following fees will apply:

- Lost/Stolen: \$15.00
- Damaged: \$5.00 (Please note: in order to receive the discounted damaged fee you must bring in the remnants of your card)

*Fees subject to change without notice at the start of the academic year.*

### **Procedures Regarding Unauthorized Account Use**

Where a signature is required for a Cardinal Cash purchase, it is the cardholder's responsibility to sign and receive a receipt for that purchase. The cardholder agrees to verify all Cardinal Cash purchases against their account transaction history in a timely manner.

#### **If you suspect an unauthorized transaction:**

- The cardholder agrees to notify CAS immediately (within 30 days) of any suspected unauthorized transactions
- Upon notification, CAS will investigate and if deemed necessary, report the transaction to University Police (UP)
- If applicable, UP will conduct an investigation and notify CAS of the findings
- CAS will notify the cardholder of the investigation findings
- If the transaction is deemed unauthorized, the funds in question will be reimbursed to the cardholder's Cardinal Cash account (with the exception of the \$10 per day vending machine purchase limitation)

*Please note:* the sooner CAS is notified of any suspected unauthorized use, the quicker an investigation can be begin.

### **Reporting Unauthorized Use**

Before contacting CAS regarding any suspected unauthorized transactions, please have the following information available:

- Your name, address, email address and phone number
- Date of suspected unauthorized use
- Dollar amount of suspected unauthorized use

### **Cardinal Cash Account Refunds**

Cardinal Cash account refunds, with a balance greater than \$9.99, will be reimbursed according to the original method of deposit. If the balance is below \$9.99 refunds cannot be issued and the account holder must use the remaining funds.

### **Requesting a Refund**

- Call or come into the CAS offices in Clinton Dining Hall
- CAS will determine how the funds were deposited and refund accordingly
- For additional information regarding refunds, please contact CAS at 518-564-3083

### **Rules and Regulations**

- Cardinal Cash is provided without any service fees or charges to account holders.
- Account management is available online 24/7 at [www.cardinalcard.com](http://www.cardinalcard.com).
- Cardinal Cash is a campus administered program developed for the use and convenience of all Plattsburgh State ID cardholders.
- Cardinal Cash increases the account holders' purchasing power on and off campus.
- Cardinal Cash can be used to make purchases universally on campus and at a variety of locations off campus.
  - As a prepaid account, over-expenditures are nonexistent.
  - Cardinal Cash rolls over from semester to semester.
  - To minimize potential loss to the account holder, vending purchases will carry a daily spending limit of \$10.00.
  - No interest or other earnings will be paid to your Cardinal Cash account.
  - Cardinal Cash is non-transferable.
  - Cash withdrawals cannot be made from your Cardinal Cash Account.
  - The purchase of alcohol, tobacco and/or body altering procedures (such as tattoos or piercings) is prohibited.