

ID Center

Campus Cash Terms and Conditions

These terms and conditions are subject to change without notice.

Campus Cash is a way to add value to any i-card, visitor card, conference card, or value card. You can use Campus Cash to pay for food, books, photocopies, and other conveniences at the University of Illinois Springfield.

Administration

Campus Cash is managed by the Springfield ID Center.
One University Plaza
SAB 30
Springfield, IL 62703-5407
217-206-7718
idcenter@uis.edu

Fees

No fees are charged to open, use, or close a Campus Cash account. However, if an account with a balance sustains no activity for 12 months or more, that account is deemed inactive. Thereafter, a \$5 fee is assessed each month against an inactive account until one of the following occurs:

- Account activity returns it to active status.
- The account balance reaches \$0.
- The account has been inactive for 48 months, at which time remaining funds are forfeited to the ID Center.

Deposits

You can make Campus Cash deposits four ways:

- 1 Online at icardwallet.uis.edu (if you have a university NetID). American Express®, VISA®, MasterCard®, and Discover® Card are accepted.
- 2 At the ID Center, using cash (exact change only), check, or any of the credit cards listed for item 1.
- 3 By mail to the ID Center. Include your University Identification Number (UIN) for your account to be properly credited. Mail-in deposits are credited within 48 hours of receipt.
- 4 At the Value Transfer Machine in the Public Affairs Center, near the Cashier's Office. This VTM accepts only cash; deposit funds are available immediately.

Statements and Balance Information

You may obtain your account balance and a statement at the ID Center, when you present valid photo identification. Account balances are not given over the phone, and balances are disclosed only to the account holder.

Persons with university NetIDs can login to www.icardwallet.uis.edu and check their balance anytime.

Refunds

You may request a Campus Cash refund when both of these conditions are true:

- Your relationship with UIS has ended (such as graduation or employment elsewhere).
- Your account has a credit balance.

Refunds to students are transferred to the student's university account to cover any outstanding balance. Any credit balance is deposited to your personal bank account.

Notice of Loss or Theft

If your ID card is lost or stolen, you must notify the ID Center promptly to limit your liability.

Account Holder Liability

Account holders must pay for all transactions made with their ID cards, except for unauthorized use. If your card is lost or stolen, you must notify the ID Center. Liability for unauthorized purchases is as follows:

- If you notify the ID Center within two business days, you are liable for up to \$50 of unauthorized transactions.
- If you notify the ID Center in three to four business days, you are liable for up to \$250.
- If you notify the ID Center *after* four business days, you are liable for up to \$500.

The total amount of your liability is not to exceed \$500.

Error Resolution Procedures

In case of errors or questions, contact the ID Center.

- Give your name, phone number, and UIN.
- Describe the error or transaction you are unsure about, and explain why you believe it is an error or why you need more information.
- Give the dollar amount of the suspected error.

You may be required to send your complaint or question in writing within 10 business days. Failure to respond may result in the complaint or question not being resolved.

You will be notified of the results of our investigation within 45 business days of your notice to the ID Center. Any errors will be promptly corrected.