Policies and Procedures Manual

Title: Crusader Express Policy-Faculty/Staff
Policy Administrator: Director, Dining Services
Effective Date: Jan-04-2010
Approved by: Vice President for Administration and Finance

Purpose:
This document is intended to inform the College community of the policies and procedures regarding Crusader Express accounts for faculty and staff. Eligibility is limited to personal accounts for current faculty, administrators and staff who are eligible for IDs. The Crusader OneCard ID is the property of Holy Cross College. It is entrusted to each person while he/she is employed by the College. Its use is restricted to the person bearing signature to the card. Cards presented by any other person are subject to confiscation.

Policy:

1.0 What is Crusader Express?

Crusader Express is a stored value account which can be used to make purchases in the Bookstore, the Lobby Shop, Crossroads, Cool Beans, the Kimball Food Court (2nd floor level), Kimball Main Dining Room, Hogan Copy/Business and Information Center, Library copiers, campus vending machines and for Domino’s Pizza or Boomers Deli delivery service. It is accepted at the Mt. St. James Post Office for shipping and for books of stamps. It may be used at Health Services for massage therapy. When you have deposited funds into your personal Crusader Express account, simply present your Crusader OneCard photo ID to the cashier. The amount will be deducted from your account and you’ll be able to see your new balance. A statement of transactions will be provided to the cardholder upon request.

2.0 Lost or Stolen Cards

When a card is lost or stolen, the Crusader Express account cannot be protected until the card’s loss is reported to the Crusader Express Office or the Public Safety Office. Only the balance at the time the card is reported missing and invalidated can be protected. The Public Safety Office, located in the O’Kane building, room 5, is open 24
hours a day (academic year) and can be reached at (508) 793-2224/2225. Lost, stolen or damaged cards are replaced by the Department of Public Safety.

3.0 Malfunctioning Cards

If your card malfunctions, call the Crusader Express Office at 508-793-3301 or go to the office in Kimball Hall, room 129. The card will be replaced if the malfunction cannot be corrected.

4.0 Agreement

The cardholder agrees to abide by all rules, regulations, policies and/or procedures specified by the College and Crusader Express. Violations of such rules, regulations, policies and/or procedures may result in cancellation of the account. Any agreement will be effective upon processing of your completed application of use of the account. Future changes in terms and conditions regulating use of the account/card will apply to all cards in circulation and use at that time and will supersede the terms and conditions in effect at the time the card was acquired.

Procedures:

1.0 Opening an Account

To open an account, fill out a Faculty/Staff Crusader Express Account Terms of Agreement and mail or bring it, along with your initial deposit, to the Crusader Express office located in Kimball Hall, room 129, PO Box F.

1.1 Minimum Initial Deposit

A minimum $20.00 initial deposit is required. No minimum balance is required on active accounts. Checks returned by our bank are subject to a $30.00 returned check fee. Cash refunds cannot be made for transactions made on your account. The account will be credited for the amount to be refunded.

1.2 Additional Deposits

Once an account has been opened, additional deposits (check, money order or credit card), may be made in person, by mail or by phone. Make checks payable to “Holy Cross Crusader Express”. The mailing address is Crusader Express, PO Box F, 1 College Street, Worcester, MA 01610-2395. The phone contact number is 508-793-3301. Office hours are Monday – Friday, 8:30am – 4:30pm. Cash deposits may also be directly applied by using one of the load stations on campus. Load stations are located on the 1st floor of the Hogan Campus Center, in the Science Library and in the main lobby area of the Dinand Library. Cash, checks and credit cards are also accepted at the College Bookstore to place additional funds on the account.
2.0 Closing the Account

An account may be closed by written request. Any balance remaining at the time of closing will be refunded via check. Cash withdrawals are not permitted.

Forms:

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<tr>
<td>Faculty/Staff Crusader Express Account Terms of Agreement</td>
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Related Information:

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<td>Crusader Express Website</td>
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