Purpose:
This document is intended to inform the College community of the policies and procedures regarding Crusader Express accounts for students. The Crusader OneCard ID is the property of Holy Cross College. It is entrusted to each student while he/she is enrolled at 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, Crusader Movie Rental, Library copiers, campus vending machines and laundry 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 funds have been deposited 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. Cash refunds cannot be made for transactions made on the account. The account will be credited for the amount to be refunded. 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 is open 24 hours a day and can be reached at (508) 793-2224/2225. Lost, stolen or damaged cards are replaced by the Department of Public Safety. There is a fee for a lost or damaged card of $20.00.
3.0 Malfunctioning Cards

If your Crusader Express stripe malfunctions, (or if you can’t use your meal plan), go to the Crusader Express Office in Kimball Hall, Room 129 or call (508) 793-3301. If you can’t get into your residence hall with your OneCard, call Public Safety right away at (508) 793-2224/2225 or go to the O’Kane Building, room 5.

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 for 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 Crusader Express account application and deposit slip and mail or bring them, along with your initial deposit, to the Crusader Express office located in Kimball Dining 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

The Crusader Express account stays active until graduation. An account will be closed upon receipt of documentation that the student is leaving the college through an official process, either graduation or withdrawal. The College reserves the right to use funds remaining on the Crusader Express account to clear a balance due, e.g., an amount outstanding on a student account, before providing a refund. Any balance remaining at the time of closing an account may be refunded to the student, however a $5.00 processing fee will be assessed. No check will be written for subsequent balances of less than $10.00.

Forms:

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<tbody>
<tr>
<td>Crusader OneCard/Express Student Account Application</td>
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<td>Crusader Express Deposit Slip</td>
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Related Information:

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