

**UNIVERSITYof HOUSTON**  
**MANUAL OF ADMINISTRATIVE POLICIES AND PROCEDURES**

**SECTION:** Procurement  
**AREA:** Auxiliary Services

**Number:** 04.05.02

<b>SUBJECT:</b> Cougar Cards
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**I. PURPOSE AND SCOPE**

This document establishes guidelines for the issuance and use of the University of Houston's official identification card, the Cougar Card. This policy applies to university students, faculty and staff.

**II. POLICY**

The Cougar Card is required identification for all active members of the University of Houston community. A Cougar Card is obtained through the Cougar Card Office after completion of a Cougar Card Agreement Form, which specifies all terms and conditions. This Agreement is obtained by contacting the Cougar Card Office.

**III. TERMS AND CONDITIONS**

Use and acceptance of the card indicates agreement to the terms and conditions that govern its use. These terms and conditions are:

- A. The Cougar Card is a means of access for cardholders to all privileges associated with their classification.
- B. Rights and privileges accessed through the card are non-transferable.
- C. Rights and privileges associated with the card are contingent upon active status as a student, faculty or staff person.
- D. The card must be controlled at all times and presented to a university official upon legal request.
- E. Photo images and electronic signatures captured for the identification card become part of the cardholder's educational or personnel record and therefore may be used for official university business.
- F. The university will disclose information to third parties only as required by law, or with the cardholder's written permission.
- G. The cardholder will have responsibility for reporting and replacing lost, stolen or damaged cards in a timely fashion.
- H. Students under 17 years of age will be issued a card only with parental/guardian signature.
- I. Registered students are required to pay the mandatory per-semester Cougar Card Fee.

**IV. REPORTING OBLIGATION FOR LOST, STOLEN OR REPLACEMENT CARDS AND PHOTOS**

Notice of lost/stolen cards or of unauthorized card use should be reported immediately to the Cougar Card Office. Resident students have the option of reporting a lost or stolen card to the supervisor of any dining location on campus.

- A. The card replacement fee is \$10.00, due at the time of re-issuance, and is payable by cash, check, or credit card.
- B. Until the card is reported lost or stolen, the cardholder may be held responsible for transactions made with the card. If it is discovered that unauthorized purchases were made, a report should be made with the Department of Public Safety.
- C. In the instance where there is no image on file, the cardholder is required to present valid photo identification when requesting a replacement card.

**V. CARDHOLDER FINANCIAL LIABILITY FOR LOST OR STOLEN CARDS, UNAUTHORIZED USE AND REFUNDS**

- A. If the cardholder reports a lost or stolen card within two business days of learning of the loss or theft, the cardholder's losses will be no more than \$50.00 plus the card replacement fee.
- B. If the cardholder fails to report a lost or stolen card within two business days of learning of the loss or theft, the cardholder's potential liability rises to \$500.00 plus the card replacement fee.
- C. If the cardholder fails to report a lost or stolen card within 60 days, and an activity report requested by the cardholder shows card purchases that the cardholder claims are unauthorized, the cardholder's liability will have no dollar limit.
- D. Cougar Card value is refundable under the following conditions:
  - 1. Damaged cards: Immediate transfer of the remaining value from a damaged card to the new card will be made at the time of re-issuance. Damaged cards must be relinquished to the Cougar Card office.
  - 2. Lost or stolen cards: Remaining balances from lost or stolen cards will be transferred immediately to the new card at the time of re-issuance.
  - 3. Closed accounts (flex accounts only): Individuals may request to close their account at any time. Cash withdrawals are not permitted. Balances greater than \$5.00 will be applied against the cardholder's university account. All requests must be made in the Cougar Card Office.

**VI. ENTITLEMENT TO A RECEIPT; ACCOUNT HISTORY**

If a point-of-sale terminal is equipped to provide a receipt, a cardholder will receive a receipt at the time of the purchase. A cardholder may request an account history in person, or in writing, during normal business hours at the Cougar Card Office. Account history will not be shared over the phone.

## VII. ERROR RESOLUTION PROCESS.

- A. If a cardholder believes there is a discrepancy with a transaction on an activity statement or receipt, or would like more information about a transaction listed on the activity report or receipt, the cardholder should immediately submit a written request for inquiry to the Cougar Card Office. The request must include the cardholder's name and PeopleSoft number; a description of the transaction in question and a thorough explanation of the alleged discrepancy; the date, time and location where the error occurred; the dollar amount of the transaction; and a phone number where the cardholder can be reached during the day.
- B. The Cougar Card office must receive inquiry requests from the cardholder no later than 60 days after an alleged discrepancy has appeared on the cardholder's activity report. The office will generally complete an investigation within 10 business days after the complaint is received. If an error is found, it will be promptly corrected. Should the investigation reveal that no error was made, the office will send a written explanation to the cardholder immediately following the completion of the investigation.

## VIII. REVIEW AND RESPONSIBILITY

Responsible Party: Assistant Vice President for University Services

Review: Every three years, on or before March 1

## IX. APPROVAL

Carl P. Carlucci  
Executive Vice President for Administration and Finance

Renu Khator  
President

Date of President's Approval: August 3, 2010