SECTION: Procurement

AREA: University Services

SUBJECT: Cougar Cards

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, staff and individuals classified as Person of Interest (POI).

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, staff person, or individuals classified as Person of Interest (POI).

D. The card must be secured 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. COUGAR CARD ONLINE PHOTO PROVISION

Applying for the Cougar Card Online enables university students, faculty, staff, and individuals classified as a Person of Interest (POI) to upload their Identification (ID) photograph online and pick up their Cougar Card at the Cougar Card Office at their convenience.

A. Cardholders can upload their ID photographs through AccessUH on the Cougar Card Online Service portal hub.

B. Online requests are received by the Cougar Card Office. A confirmation receipt e-mail from the Cougar Card Office will be received by the online requester, indicating the photo has been successfully received. Once the photo has been reviewed, the online requester will receive further details. If the photo is approved, the Cougar Card will be ready for pickup on campus during regular business hours. If the photo is denied, the online requester must resubmit an acceptable photo for approval.

C. Cougar Cards are also available for pick up at the New Student Conferences for both incoming freshmen and transfer students during regular business hours.

D. Please note that the Cougar Card Office does not mail out Cougar Cards. This policy is to ensure the integrity of the Cougar Card program and to protect the university community.

E. A valid government-issued photo identification must be presented prior to receiving a Cougar Card. Acceptable forms of valid government-issued photo identification are as follows: US or Foreign Passport/Visa, US Driver’s License, US State or Federal-issued ID, US Military Card, or Permanent Resident Card.

V. REPLACEMENT COUGAR CARD

Replacement Cougar Cards are issued to active university students, faculty, staff, and individuals classified as Person of Interest (POI). A Cougar Card can be replaced if lost, stolen, damaged/worn, or name/classification change. Replacement cards are issued after verification that personal information from PeopleSoft matches personal information in the Cougar Card System. Additionally, replacement cards are issued with a new card number and the previous card number is deactivated.

A. Lost/Stolen Cards: Cards that are lost, have been confiscated, and cannot be recovered. If a photo image is not in the Cougar Card System, cardholder must present some other form of government identification (picture ID) to replace the lost or stolen card. There is a $10 charge to replace a lost or stolen card.

B. Damage/Worn: Cards that have physical harm, defected, or extended age that affects the usefulness or normal functions. There is no replacement fee if the current card is given to the Cougar Card Office in exchange for the replacement card.

C. Name/Classification Change: Cards that have outdated, incorrect, names, or classification. Cardholder’s name and classification must be updated in PeopleSoft and the Card System before a replacement card is issued. There is no replacement fee if current card is given to the Cougar Card Office in exchange for the replacement card.
VI. REPORTING OBLIGATION FOR LOST, STOLEN OR REPLACEMENT CARDS AND PHOTOS

Notice of lost/stolen cards or of unauthorized card use should be reported immediately through the AccessUH Cougar Card Online Service portal hub.

A. If a replacement card is needed outside of Cougar Card regular business hours, a temporary card is available at the UH Police Department.

B. The permanent card replacement fee is $10.00, due at the time of re-issuance, and is payable by cash or credit card.

C. 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 UH Police Department.

D. In the instance where there is no image on file, the cardholder is required to present valid photo identification when requesting a replacement card.

VII. 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 flex account at any time. Cash withdrawals are not permitted. Balances greater than $5.00 will be refunded in the form of an Automated Clearing House (ACH) or check. The cardholder must be set up as a vendor in the university’s accounts payable system before an ACH or check can be issued. All requests must be made in the Cougar Card Office.

VIII. ENTITLEMENT TO A RECEIPT; ACCOUNT HISTORY

If a point-of-sale terminal is equipped to provide a receipt, upon request a cardholder will receive a receipt at the time of the purchase. Additionally, all cardholders receive an electronic receipt at time of purchase to the primary e-mail address indicated in PeopleSoft. A cardholder may access their account history through AccessUH Cougar Card Online Services portal hub or 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.

IX. 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.

X. REVIEW AND RESPONSIBILITY

Responsible Party: Assistant Vice President for University Services

Review: Every three years on or before March 1

XI. APPROVAL

________________________
Jim McShan
Senior Vice President for Administration and Finance

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Renu Khator
President

Date of President’s Approval: June 6, 2017

XII. REFERENCES

Cougar Card Web Site

Cougar Card Agreement Form

Cougar Card Frequently Asked Questions (FAQs)
## REVISION LOG

<table>
<thead>
<tr>
<th>Revision Number</th>
<th>Approved Date</th>
<th>Description of Changes</th>
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<tbody>
<tr>
<td>1</td>
<td>06/27/2001</td>
<td>Initial edition</td>
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<tr>
<td>2</td>
<td>09/15/2004</td>
<td>Applied revised MAPP template to meet current documentation standards. Changed Section III.D from university official to UH official. Added $6.00 per semester fee to Section III.I. Changed replacement fee in Section IV from $20.00 to $15.00. Updated Section VIII responsible party from Associate Vice President for Finance to Associate Vice President for Administration.</td>
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<td>3</td>
<td>08/03/2010</td>
<td>Applied revised MAPP template to meet current documentation standards. Changed document title from Cougar 1Cards to Cougar Cards. Changed references throughout procedure to Cougar Cards, including the Cougar Card Office. Removed location of Cougar Card office throughout procedure. Changed Section III.D from UH official to university official. Removed specific price for mandatory per semester Cougar Card fee from Section III.I. Added residential option reporting for lost, stolen or replacement cards in Section IV. Card replace fee changed to $10.00 in Section IV.A. Changed social security number to PeopleSoft number in Section VII.A. Changed responsible party in Section VIII from Associate Vice President for Administration to Assistant Vice President for University Services. Revised review period from every three years on or before August 31st to every three years on or before March 1st. Removed Section X, Index Terms</td>
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<tr>
<td>4</td>
<td>06/06/2017</td>
<td>Applied revised MAPP template to meet current documentation standards. Added links to various sections as applicable. Added Person of Interest (POI) to process. Added Section IV, Cougar Card Online Photo Provision. Added Section V, Replacement Cougar Card. Added Section VI.A regarding the process for obtaining replacement temporary cards outside of Cougar Card Office business hours. Changed Department of Public Safety to UH Police Department in Section VI.C. Added information to Section VII.D.3 on refunds for closed accounts (flex accounts only). Added documentation to Section VIII on electronic receipt and accessing account history. Added Section XII, References</td>
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