

Adding value to your CSU Card

In 2008 all CSU students and staff will receive a new photo ID known as the CSU Card. The CSU card has a link to an account in the Terminal Management Server "TMS" which allows low value transactions, such as photocopying to be done with the card. All transactions will require that you have your CSU Card available for card readers to recognise your details.

During 2008 and 2009 additional services allowing cards to be used at campus shops, vending machines and food outlets will become available.

Card Balance

Your card balance can be checked via a Value Adding Station in the Libraries or learning commons, simply by passing your card over the card reader so that it recognises the card and displays the remaining value on the account.

Card Security

Your CSU Card is not transferable, and if it is found in the possession of any person other than the authorised holder, it will be confiscated and may be cancelled.

Your CSU Card should be kept secure, and you are liable for any losses resulting from unauthorised building entry or transactions, attributable to the fact you delayed to report that your card has been lost, stolen or misused.

Cards reported lost or stolen are unable to be used again if recovered after a new card has been issued. Whoever has possession of the card will be able to access the attached account. **TREAT THE CARD AS THOUGH IT WERE CASH AT ALL TIMES.**

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Your CSU Card can be "re-charged" with money through any of the following methods:

Value Adding Station

The Value adding stations will be in place in the campus Libraries and Learning Commons from mid-April 2008. The stations contain a touch screen with instructions on how to load value to your card account, a card reader to recognise your card account and an EFTPOS machine to accept credit or debit card transfers. Transfers will be available immediately.

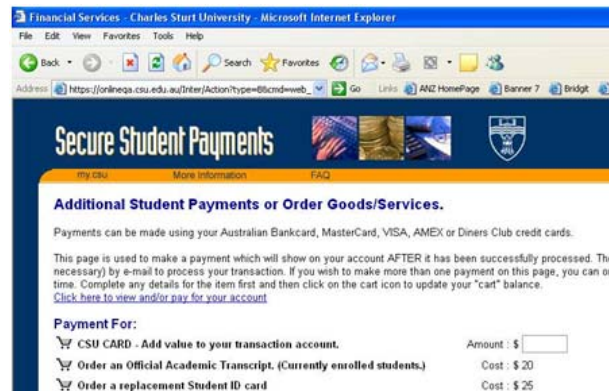


Web Payment

CSU secure web payments page currently allows payment of printing and internet charges, and will allow payment via credit card to add value to your CSU card. The CSU Secure web payments page can be found at:

https://online.csu.edu.au/Inter/Action?type=B&cmd=web_payments

or by following the financial balances link from the personal info Quick link at my.csu. There may be a 15 minute delay for transactions to process.

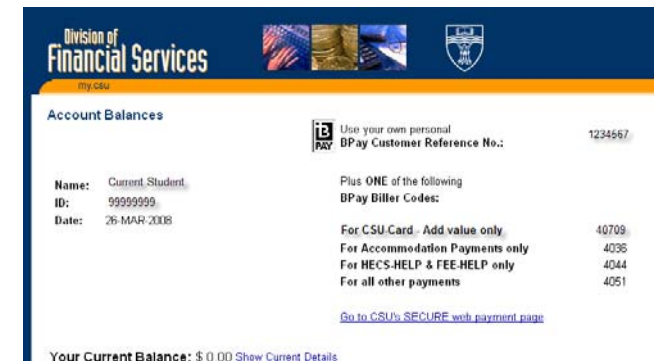


Bpay

A B-pay facility will also shortly be available which shall allow users to place value on the card without the need to log securely onto the CSU secure web page. Bpay details are available in the top left hand corner of the Account Balances page:

https://online.csu.edu.au/Inter/Action?A=B&B=AR_transactions&1=inquiry_results&1=stu_inqu

or by following the financial balances link from the personal info Quick link at my.csu. You will need to provide your unique Bpay customer Reference Number, as well as the unique Bpay Biller code for the CSU Card. Anyone with a Bpay facility through their financial institution can make payments to your card through this method. The usual Bpay processing time (usually one business day, but may take up to 3 working days) will apply.



CSU Cashier

Payments can be made in person by cheque, money order, cash, and credit or debit card through the University cashier during normal cashing hours. Transfers will be available immediately.

Trouble Shooting

If you have queries about a transaction please contact the Service Desk on 84357 or via the IT Services Quick Link at my.csu

Secure your card

Keep your card in your possession at all times. Do not loan your CSU Card to a friend to use. Cashiers and University officers will only accept the ID that belongs to the cardholder.

Your CSU Card cannot be held by any CSU area for any reason. Your card is the same as cash in many areas or in cases of providing access to buildings, it is your details that are logged as using the facility or service.

Cost of CSU Card

For students, staff, contractors, and some Community cards, the first CSU Card is issued FREE.

Students are required to pay a replacement fee if a card is lost or damaged due to lack of care. After seven years a new card is available for no charge.

Community cards which include Library borrowing privileges by members of the public include fees.

To ensure problem free use of your card:

Decoded or damaged CSU Cards may be rejected by card readers. This will suspend your privileges until a new card is obtained.

To ensure problem free use of your card:

- DO NOT bend or fold;
- DO NOT subject to heat (eg car dashboard);
- DO NOT subject to strong magnetic fields (eg leaving card on speakers, TV or microwaves);
- DO NOT pass through a washing machine
- DO NOT punch holes in the card;
- DO NOT pass through other card systems such as bank ATMs

General conditions of use of the CSU Card

Your card should be carried with you when you are on a campus of the University and must be shown when requested by any university officer. You must present the card when sitting an examination conducted by the university.

CSU Cards are **not transferable**. When a card is used to access facilities, services or concessions, the use of the card is considered an agreement by the holder to be bound by any rule or condition applying to the respective facility, service or concession.

Card holders cannot lend their card or permit other people access to facilities or services using the card.

CSU Card Ownership

Your CSU Card remains the property of Charles Sturt University. You must return your CSU Card to the University immediately if asked to do so, or upon cessation of your association with CSU.

Cancellation of Card Services

The University may cancel any of its services available to you in connection with your card in accordance with University policies and procedures.

University's Liabilities

To the extent permitted by law, the University's liability is limited to replacing faulty cards.

Each card holder is responsible for managing the funds on their CSU Card's electronic account and for reducing the balance to a zero before final departure from the University.

The University does not accept liability for lost, stolen, user damaged or destroyed cards, nor for the loss of monetary value through unauthorised use of your CSU Card. Until reported lost or stolen any liability for card use is the card holders.

The University is not liable from any loss you may suffer arising from any malfunction of the card system, or if a card reader or terminal equipment is unavailable for use or unable to be used.

To the extent permitted by law, the University is not liable for the availability, quality or fitness for purpose of any of the services not provided by the University or any goods or services purchased with your card not provided by the University.

The University is not liable to you if a system participant fails to accept your card. Possession of a CSU Card does not empower any staff member or card holder to act as an agent for the University.

Expiry date of CSU Card

Staff and Student cards do not have an expiry date printed on the card. Instead University electronic systems will maintain your status based on your enrolment if you are a student or your ongoing association with CSU for other card types.

If an outside organisation requires you to demonstrate that you are a current student then you should print off a statement of enrolment using the CSU Online Student Banner system.

Trouble Shooting

If you have queries about a transaction please contact the Service Desk on 84357 or via the IT Services Quick Link at my.csu

Conditions of Issue and Use and Frequently Asked Questions are available at:

<http://www.csu.edu.au/csu-card>

To find out how to replace a lost or damaged card

- If you lose or damage your card, please contact your administrative campus Student Administration Office immediately. A fee of currently \$25.00 is payable for a replacement card. You can apply for a replacement card via the Web (credit card details required) or by enclosing the appropriate fee and forwarding your request to your Student Administration Office.
- In the following circumstances a new CSU Card will be issued at no charge:
 - Card has been stolen and a copy of a Police report is supplied;
 - Your name has been changed and a copy of the marriage certificate or other supporting government documentation is supplied;
 - The card is in good physical condition but the data in the card no longer works.