

FREQUENTLY ASKED QUESTIONS

What IS the ScotsCard?

The ScotsCard is a multi-service, college identification card. The functions of the ScotsCard are as follows:

Campus Pre-Paid Card

The ScotsCard is a prepaid service account or campus debit card. You will never lose the money on your ScotsCard. It carries over from semester to semester and year to year.

The ScotsCard is *safe*, *fast*, and *convenient* to use, providing all cardholders with security and accessibility to the services listed below:

On-Campus

- Campus activities
- Dining
- Tuck Shoppe
- Laundry (see “Where can I spend...my laundry money” below)
- Office Services
- Health Services
- Vending
- ADM (Automatic Deposit Machine)
- Full-service ID Office

Off-Campus

- CVS Pharmacy (St. Elmo).

Access

The access system offers safety and security for the campus. ScotsCards are required for access into the resident hall buildings. If you are having trouble getting into your resident hall building, please come see ScotsCard Services.

Library

Students are required to present their ScotsCard when checking out library books. Copiers require use of the ScotsCard for purchases. To find out more about the library please visit, <https://scots.covenant.edu/library/>

Chapel

All students are required to scan their ScotsCard to record their attendance for chapel. Students are required to meet a set amount of chapels each semester. Students are able to check their attendance through the college intranet. To find your chapel attendance record, see <https://huss.covenant.edu/em/chapel/main.php>. If you have any problem with chapel credit and you record, contact the chapel office.

Why do I need a ScotsCard?

The ScotsCard is the official identification card of Covenant College. We request all students, staff and faculty to have their ScotsCard with them for campus safety reasons. Students must have their ScotsCard for entrance to Chapel, resident halls and dining hall.

How do I put money in my ScotsCard ACCOUNT?

Funds may be added to your ScotsCard using cash, check or credit\debit card at ScotsCard Services.

Normal Operating Hours
Monday-Friday: 8:00-4:30
Additional hours posted at the office

The ADM is a 24-hour cash deposit machine located in the mailroom lobby.

Friends, family, and businesses may add funds by mail with checks or by phone with credit-debit cards in increments of \$50.

Why should I put money in my ScotsCard ACCOUNT?

The ScotsCard is a student's access to early financial planning, semester budgeting, and a deterrent of theft or misplacing of money.

A financial e-statement or hard copy is available through ScotsCard Services.

When do I get my Covenant College ID/ ScotsCard?

Every freshman or returning student who does not already have the most current ID will receive their ID during orientation. See ScotsCard Services for ID replacements (\$15).

What if I lose my ID?

Report the card lost immediately to ScotsCard Services, following the guidelines for "lost or stolen cards" expressed in the ScotsCard policies and procedures. All IDs can be replaced in ScotsCard Services during posted office hours. Please see an RD about temporary cards. There is a minimum ID replacement fee of \$15. Cardholders may update their ID photo at the time of card replacement.

Where can I spend my Meal Plan money, Laundry Plan money & my Personal money that is on the ScotsCard?

Meal Plan

Meal money is administered through the selection of a meal plan. Each meal plan has a dining cash value that allows students the ability to eat in the Blink or invite a guest to eat in the dining hall. Meal Plan Money is only usable in the two dining areas, dining hall & Blink. When the Meal Plan Money is gone, then and only then will it start to debit your personal funds.

Note: Until the Meal Plan Money is gone, the total remaining balance will show a combined balance of the Meal Plan Money and your personal funds.

Meal Plan Money is non-transferable. Personal funds can be added to the ScotsCard for additional purchases. You can add as much or as little as you need.

Meal Plan Money expires at the end of each semester!
The funds you add to your ScotsCard never expire!

Laundry Plan

All resident students are provided with a laundry plan. Laundry Plans expire at the end of every semester. Students who commute or live in the campus apartments may purchase a laundry plan from ScotsCard Services. Laundry Plan money is only accessible in the laundry rooms.

Note: Until the Laundry Plan Money is gone, the total remaining balance will show a combined balance of the Laundry Plan Money and your personal funds.

Laundry Plan Money is non-transferable. Personal funds can be added to the ScotsCard for additional purchases. You can add as much or as little as you need. The funds you add to your ScotsCard never expire!

Personal Funds added to the ScotsCard.

See the section above for a “campus pre-paid debit card” under “What is a ScotsCard”.

Where is ScotsCard Services?

ScotsCard Services is located in the Safety and Security Office, Carter Hall room 29.

Contact Information:

Daniel Dupree

ScotsCard Coordinator

P 423-5056731

F 706.820.2165

ScotsCard@covenant.edu

POLICIES AND PROCEDURES

Obtaining a ScotsCard:

Your ScotsCard may be obtained through ScotsCard Services, located in Carter Hall. You must be a registered student or employee of Covenant College to receive an ID (ScotsCard). An ID Replacement is \$15

Handling the ScotsCard:

It is important that you handle the ScotsCard with respect and care. Damaged cards may not be accepted at any location. PUNCHING HOLES in the ScotsCard is prohibited - it will damage the functionality of the card. Do not bend, scratched, mangle, chew, defaced, or damaged in any way. All cards are issued in good working condition. If a card stops working after it has been issued, the card must be replaced at the cardholder's expense (\$15). It is recommended that a ScotsCard should not be stored or carried in or near any electronic device. Damaged cards will prevent access to buildings and/or chapel attendance. Cardholders are responsible for the card and its functionality.

Please contact ScotsCard Services with any card problems. Our first response is to assist you in answering your concerns, troubleshooting problems and suggesting better methods of care, before we ever think of requiring an ID replacement. The card is your care and you are ours!

Lost, stolen or damaged ScotsCard:

If someone loses their ScotsCard or believes that it is stolen, they should immediately report it to ScotsCard Services to deactivate. Replacement cost for an ID is \$15. We desire to work with the students who lose their ID. Therefore in emergencies a temporary card can be obtained from an RD. The replacement of a temp card is \$15.

Negative Balances???

Periodically, the ScotsCard system and the card machines that you might use will go down and will run off-line. "Run off-line" means that transactions may occur but not immediately balance the account. Once the ScotsCard system comes back online, it will balance your account. If funds are not available to cover the purchase the system will over-draft your ScotsCard account, thus creating a negative balance.

When you receive your ScotsCard you are responsible for all transactions. You can always check your balance at any card location or by contacting ScotsCard Services to receive a statement. You can pay negative balances only at ScotsCard Services.

ScotsCard Services checks for negative balances on a regular basis and will attempt to advise you of the situation via your college email account. However you are responsible to be aware of your account balance, and are responsible for any negative balances. If you do not repay the amount due, ScotsCard Services may transfer the outstanding balance to your College Student Account for collection with a \$5 late fee.