



Policy and Procedures

The Tompkins Cortland Community College TC3card identifies the cardholder as a student or staff member of the college. A Tompkins Cortland Community College TC3Guest card or TC3Fitness Center card identifies the cardholder as a user of college services. Upon receiving the card, the individual agrees to the following:

The TC3card is authorized for cardholder use only.

TC3card users are fully responsible for any and all purchases made using their TC3cards.

Certain monies placed on the TC3card are refundable less a **\$25 processing fee**. See the account balance section for specific information.

In order to obtain an ID card, students must come in person and provide photo identification, example: Drivers' License, or other government issued document with your picture and name on it. Faculty and staff requiring a TC3 ID card must provide photo identification and authorization from the Human Resources office. **There is a \$10 fee for all replacement cards.**

Community members requesting a TC3card for use in the Fitness Center must first see the Fitness Center manager. All Fitness Center TC3card holders must adhere to the policy and procedures associated with the use of the TC3card.

The print on the front of the TC3card designates the status of the cardholder - example, "Student" or "Staff". Community, Guest or Fitness Center designations do NOT classify the holder of the TC3card as a Tompkins Cortland Community College member with any Tompkins Cortland Community College rights or privileges.

TC3cards are to be used ONLY by the person that they are assigned to. If used by anyone else, for any reason, the card may be taken away. This policy is to ensure the personal security of each cardholder. Cardholder privileges may be revoked or temporarily restricted at any time by the TC3 Card Manager for security reasons, bad conduct while using the card or if requested by TC3 Campus Security or authorized ResLife personnel.

Lost or Stolen Cards - If your TC3card becomes lost or stolen you must report it to the TC3card office or go online to deactivate it. You will be held responsible for any monies used on your account prior to your deactivating the card or reporting it lost or stolen. You must then come into the TC3card office and pay a **\$10 replacement fee** to have your card reissued. To deactivate your card go to the following website: <https://www.tc3.edu/TC3card> or call the TC3Card office 607.844.8222 ext. 4284.

Replacement Cards -

If your TC3card is damaged, broken or demagnetized you must come in person with the entire card (even if it is in pieces) to the TC3card office and a new card will be issued free of charge. If this happens more than once, you may be charged the **\$10 replacement fee** for any subsequent cards. If your status changes, for example – student to staff, you must come in person and surrender your old card to receive an updated card at no cost. If you simply want a new photo, you will have to pay the **\$10 replacement fee**.

Confidentiality – Your account and personal information will be kept strictly confidential between the TC3card office and Tompkins Cortland Community College. Outside parties will not be privileged to any information about you, your account or the purchases you have made unless your express consent is received, or we are asked to comply with a government agency or a court order.

Give Something Back Network – This is for On- and Off- Campus purchasing. This is an account that you need to sign up for in the TC3card office. Monies placed in this account are held with Central National Bank of Enid Oklahoma and follow all legal banking rules and regulations. You can use monies placed in this account on campus, at local merchants in the area and at other select campus/communities in the nation. Information about monies placed in this account, account history, account information or locations where your TC3card can be used can be accessed at www.onecardgivesback.com/tc3. For all off-campus purchases you can designate 1% of the purchase to come back to the campus scholarship funds, another charity or even yourself. For more information about this account please see the TC3card office.

Door Access – The Tompkins Cortland Community College TC3card can be used to operate certain campus security points such as doors in much the same manner as a key. The campus representative authorized to make decisions regarding the appropriate access for the card user approves the profile of each cardholder. A profile may be changed, without notice, by the TC3card Office, Campus Security Office or the ResLife Director when it is deemed necessary or appropriate.

Statements - You can access your account history and print financial statements at any time by logging into our website www.tc3.edu/TC3card and signing into your account. If you request a printout from the TC3card office, a nominal fee will be applied. You can obtain an account balance anytime you use your TC3card on campus.

Account Balances – The Tompkins Cortland Community College TC3card is a declining balance debit card. Account information is below:

Panther Dollar account monies placed on the card are refundable, UPON WRITTEN REQUEST, less a \$25 processing fee. Please allow 4-6 weeks for processing. We strongly encourage you to use your monies on campus before you leave. All accounts will be cleared after 180 days of inactivity, no money will be returned. Monies placed in this account are subject to sales tax if applicable.

Printing/Copying dollars will expire at the end of the current semester. These funds are used for printing or copying only. They are replenished at the beginning of the enrolled semester.

Dining Dollars account monies placed on the card will expire at the end of the spring semester. There are **NO REFUNDS** on dining dollars. All monies placed in this account are not subject to sales tax. This account is for students only.

Deposits - Any money deposited at the ADM or online can be credited to your Panther Dollars or Dining Dollars account. If you run out of printing/copying dollars or dining dollars the system will automatically debit the Panther Dollars account.

Library Card – The Tompkins Cortland Community College TC3card operates as the Tompkins Cortland Community College Library card. Privileges to take material out on loan from the library are granted to all Tompkins Cortland Community College students, staff and alumni. You may also use your Tompkins Cortland Community College TC3card at any SUNY college (Cortland State, certain Cornell colleges, Binghamton University, etc). For more information about the library, click onto the following URL: <http://www.sunytccc.edu/library>.

Disclaimer – TC3cards are the property of the Tompkins Cortland Community College. TC3 ID cards must be carried at all times and presented to College Officials upon request. Cards are non-transferable and may be used only by the person they were issued to. Unauthorized use, alteration, or duplication for fraudulent use, warrants confiscation and/or disciplinary action. Cards become invalid open termination of affiliation with the College and must be surrendered upon request.

Tompkins Cortland Community College reserves the right to alter any policy or procedure contained herein. A current version of this agreement is available upon request from the Tompkins Cortland Community College TC3card Office.

Campus Copying – The Tompkins Cortland Community College TC3card allows access to a copying machine located in the library. Monies used for photocopying will come from your printing/copying dollars and then your Panther Dollars account. If there is a problem with the photocopier using your TC3card, it is the responsibility of the cardholder to notify the TC3card office. If there is a problem with the photocopier it needs to be reported to the library staff. Vandalism to any photocopier will result in the immediate denial of the cardholders' vending privileges and possible judicial action.

Campus Vending – The Tompkins Cortland Community College TC3card will allow access to almost all campus vending machines. All monies used for vending machines will come from your Panther Dollars account. If there is a problem with the vending machine using your TC3card, it is the responsibility of the cardholder to notify the staff in the TC3card office. If

there is a problem with the vending machine itself, it needs to be reported to the food services manager in the dining area. Vandalism to any vending machine will result in the immediate denial of the cardholders' vending privileges and possible judicial action.

Campus Laundry – The Tompkins Cortland Community College TC3card allows access to the appropriate dormitory laundry machines. All monies used for laundry machines will come from your Panther Dollars account. If there is a problem with the laundry machine using your TC3card, it is the responsibility of the cardholder to notify the TC3card office. If there is a problem with the laundry machine it needs to be reported to the RA on duty or the ResLife office. Vandalism to any laundry machine will result in the immediate denial of the cardholders' vending privileges and possible judicial action.