

ClipperCard Office  
352 Lafayette Street  
2<sup>nd</sup> Floor Dining Commons North Campus  
Salem, MA 01970  
978.542.CARD (2273)  
clippercard@salemstate.edu

### **ClipperCard holder Rights & Responsibilities**

1. Your ClipperCard is your official identification card and the property of Salem State University. It should be carried with you at all times while you are on campus.
2. Your ClipperCard is not to be loaned or transferred to any other person(s). It is subject to confiscation if found in the possession of another person.
3. It is the responsibility of the cardholder to report any lost, stolen, or damaged cards. You may have your ClipperCard deactivated during business hours by contacting the ClipperCard Office (978-542-CARD) and 24 hours a day online, log into your Navigator account and place your account on lost. <http://navigator.salemstate.edu/>
4. Once deactivated, it is the responsibility of the cardholder to go to the ClipperCard Office during regular business hours to have your card reactivated.
5. Salem State University is not responsible for any loss or expenses resulting from the loss, theft, or misuse of your ClipperCard.
6. Defacing, duplicating, or abusing this card in any way is strictly prohibited.
7. A replacement fee will be charged for a new ClipperCard if lost, damaged, or stolen.
8. If you find another person's ClipperCard, please return it to the ClipperCard Office, Dining Commons Building (2<sup>nd</sup> Floor), 352 Lafayette Street, Salem, MA 01970.
9. Your ClipperCard includes up to two (2) debit accounts – "ClipperCash" (i.e. Flexible spending) and "Dining Dollars". These accounts are pre-deposited funds for pre-paid products and services where the ClipperCard is accepted as authorized by Salem State University. Funds cannot be transferred between accounts.
10. Funds added to your ClipperCard "ClipperCash Dollar" account are for pre-paid services on campus (e.g. food service, bookstore, vending machines, copy machines, laundry machines, computer printing stations, Dunkin Donuts, athletic events, etc.) and at selected Off-Campus partners. Please visit web address below for a full list of locations on and off campus where the ClipperCard is accepted <http://www.salemstate.edu/clippercard/> and click on "Where to use your card"
11. Deposits may be made to your ClipperCard "ClipperCash" account by cardholders online using your navigator account at <http://navigator.salemstate.edu/> or by family members, guardians, friends, etc. by visiting [salemstate.netcardmanager.com](http://salemstate.netcardmanager.com) and clicking on the Parents "Click here" link. You will then have to type in eight zero's, an S, and the Student ID number where you wish for the money to be deposited (for example: 00000000S1234567). Then follow the instructions on the website to complete the deposit. All national credit cards (i.e. MasterCard, Visa, Discovery, and American Express), bank debit cards, etc. are accepted for payment. Checks made payable to: Salem State University can be mailed or dropped off at the ClipperCard Office. There is no minimum balance but minimum deposits are \$ 20.
12. Funds will be applied to the ClipperCard "ClipperCash" account on a timely basis.
13. "Dining Dollars" are included in all Meal Plans and may be used at all on-campus food service operations. Additional funds cannot be added to your "Dining Dollars" account; however, "ClipperCash" can be used at all on campus food service operations.
14. "ClipperCash Account" balances will be rolled over by semester and by academic year. "Dining Dollars" will expire at the end of each academic year.
15. Statements of accounts are available by request from the ClipperCard Office and via the web at <http://navigator.salemstate.edu/> click on ClipperCard Account.
16. Cash cannot be withdrawn from your ClipperCard. This is not a personal bank account and no interest is paid on account balances.
17. Cash refunds will not be made for returned merchandise that was purchased via the ClipperCard at authorized outlets which accept the ClipperCard for payment of products or services.
18. Requests for refunds for transactions at authorized ClipperCard locations must be provided in writing at the ClipperCard Office by the account cardholder.
19. ClipperCard "ClipperCash Account" funds can be refunded upon request by completing a request form available at the ClipperCard Office or online at [salemstate.edu/clippercard](http://salemstate.edu/clippercard) and choosing "Depositing Funds" from the left navigation bar. Forms must be submitted to the ClipperCard Office once completed where they will be subject for review and approval. The maximum amount refunded from your "ClipperCash" account will be \$100. Payment or deduction of a \$10 service fee will apply to all refunds. Approved refunds from closed "ClipperCash" accounts will be paid through the Office of the Bursar and all debts owed to the University must be satisfied prior to a refund being processed. Please allow six weeks for processing account closure requests. Refund checks will be mailed to the permanent address of the account cardholder.
20. The University reserves the right to deactivate "ClipperCash" accounts which are dormant for over 120 days; such accounts will be subject to a \$ 5.00 per month maintenance fee.
21. Future ClipperCard Cardholder Rights & Responsibilities will supersede all previous notifications and the terms and conditions in effect at the time the card was first issued.