

Special Use and Temporary Cards (Mav Express ID) CO-ID-PR4

Responsible Officer: Vice President for Administration and Campus Operations

Sponsoring Department: Mav Express

Revision Date: 07 March 2012

Errors or changes to: aim@uta.edu

CONTENTS

Procedure Objective

Scope

Responsibilities

Procedures

Section I. Acquiring and Using a Housing Temporary Card

Section II. Acquiring and Using a Departmental Print Card

Section III. Acquiring and Using a Campus Recreation "Rec" Card

Section IV. Acquiring and Using a Summer Camp and Conference Card

Section V. Acquiring and Using a Parent and Family Card

Section VI. Debit Plans and Mav Money

Section VII. Card Access

Section VIII. Guest Cards

Section IX. Replacing an ID Card

Section X. Resolution of ID Card Issues

Section XI. Mav Express Address

Forms and Tools/Online Processes

Definitions

Rationale

Related Statutes, Policies, Requirements or Standards

Appendices

Contacts

Website Address for This Procedure

PROCEDURE OBJECTIVE

This procedure provides guidance in the acquisition, replacement, and use of Mav Express Special Use and Temporary Cards.

SCOPE

Any individual or group who is eligible for one or more types of Mav Express special or temporary cards, and any required authorizers.

RESPONSIBILITIES

Department Approved Requestor

- Completes steps specifically required for each type of card as instructed
- Promptly notifies the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via access@uta.edu.

Mav Express

- Completes steps required to issue cards to qualified applicants

Vice President for Administration and Campus Operations or Designee

- Authorizes special use and temp cards to be used by non-university patrons associated with the University through a facility lease

Patron

- Follows instructions specific to the application for the appropriate type of card
- Returns the card when no long eligible to use the card

PROCEDURES

Section I. Acquiring and Using a Housing Temporary Card

A. Card Description

The card has a full color front, black back, and a magnetic stripe.

B. Card Privileges

A housing temporary card is intended to provide temporary access: no other privileges are associated with this type of card.

C. Department Approved Requestor's Instructions

1. New temporary access cards must be requested by the Hall Director or above. The request must be emailed to access@uta.edu or delivered in writing to the Mav Express coordinator or above.
2. The card must be delivered to or picked up by the Hall Director or above.
3. The requesting department is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via access@uta.edu.

Section II. Acquiring and Using a Departmental Print Card

A. Eligibility

Every department on campus has the option of obtaining a Mav Express card to use for printing in the library and [computer labs](#) ("print quotas").

1. One card per department or organization.
2. **Original card and any replacement will be charged to organization or department at a cost of \$5 per card.**
3. Accountable employee of department or sponsor or organization must be clearly identified.
4. Card funds can be refilled as needed. A new card is not required.

B. Department Approved Requestor's Instructions

Email [MavExpress](#) with the following information for the person responsible for card.

1. Department name
2. Full name
3. NetID
4. Campus phone number
5. Campus email address

C. Patron's Instructions

1. When MavExpress notifies that the card is ready for pickup, the responsible person must bring current ID to retrieve the Departmental Print Card.
2. To add departmental funds to the card, a departmental representative authorized to release funds should email helpdesk@uta.edu with the following information:
 - a. Card number
 - b. Account number for transfer funds
 - c. Amount of transfer

D. Privileges and Card Description

1. **Privileges**
 - a. No access privileges are associated with the card.

- b. Money placed on this card is only available for printing and cannot be used as MavMoney.

2. **Card Description**

The card has a full color front, black back, and a magnetic stripe.

Section III. Acquiring and Using a Campus Recreation "Rec" Card

This card's sole purpose is to give the Rec Center access to patrons who are not eligible for any other UTA/Mav Express ID cards that have Rec access capabilities.

A. **Eligibility**

The patron must provide proof of purchase of membership.

B. **Department Approved Requestor's Instructions**

The Recreation Department provides the patron with a form and assigns an ISO number from a predefined number pool. The patron must obtain a form from the Recreation Department.

The requesting department is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via access@uta.edu.

C. **Patron's Instructions**

The patron brings the form provided by the Recreation Department and shows the form and a government photo ID to the Mav Express office staff. The patron keeps the form after it is reviewed by the Mav Express office staff. The renewal process is the same as a first issuance.

D. **Privileges and Card Description**

1. **Privileges**

- a. Access to the Maverick Activities Center. The card is set with an expiration date of one year from its issue date.
- b. No other privileges can be added to this card.

2. **Card Description**

The card has a full color front, black back, and a magnetic stripe.

Section IV. Acquiring and Using a Summer Camp and Conference Card

These cards come in sets (one card plus one spare card per bed) that are kept and managed by the Summer Conference Office. The card sets can include 200 meal cards and 20 special access cards for classrooms and storage.

A. Department Approved Requestor's Instructions

Written request is required for the replacement of these cards if they are lost. These cards can only be requested by the Summer Conference Coordinator or full time Residence Life staff. The request must be delivered (or emailed via access@uta.edu) to the Mav Express coordinator or above, and the issued card must be delivered and picked up by the Summer Conference Coordinator or full time Residence Life staff.

The requesting department is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via access@uta.edu.

B. Privileges and Card Description

1. Privileges

- a. Room cards provide access to specific rooms.
- b. Special access cards provide access to specific requested rooms.
- c. Meal cards are used by camp leaders and staff to allow entry into dining facilities for meals.

2. Card Description

The card has a full color front, back back, and a magnetic stripe; however, the design of these cards is subject to periodic re-branding at the request of the summer camp management.

Section V. Acquiring and Using a Parent and Family Card

Parent and family cards are used by Student Affairs to provide identification for parent members of the UTA Parent and Family Association.

A. Eligibility

Parent and family cards may only be requested by Student Affairs.

B. Department Approved Requestor's Instructions

Student Affairs is responsible for providing requests in writing for these cards. Orders must be planned ahead as Mav Express can only guarantee a week's turnaround time for production. The requestor is responsible for providing a written request (email is acceptable) and for directly receiving the issued card.

C. Patron's Instructions

Mav Express does not interact directly with the patron. Only Student Affairs is authorized to work with Mav Express in the acquisition of parent and family cards. Any questions or requests should be directed to Student Affairs. The current contact is the Assistant Vice President for Student Affairs.

D. Privileges and Card Description

1. Privileges

The Parent and Family card has no magnetic or electronic components and, therefore, no electronic privileges.

2. Card Description

The Parent and Family card is a non-picture ID, full color, with a sequential ID number. The ID number is not tracked by UTA as an "official" number.

Section VI. Debit Plans and Mav Money

This section only applies to those cards that include debit plans in the "privileges" section.

A. Debit Plans

Mav Express Currently Manages 7 Debit Plans for the UT Arlington Community

1. Mav Money is the primary debit plan offered to the University community. It is available to anyone with a Mav Express card and deposits have no spending restrictions.
2. Sponsored Student Debit Accounts are limited to food purchases only. Deposits to this type of account are arranged through the Office of Sponsored Students.
3. Dining Dollars are part of a meal plan package and may be used at Dining Services facilities only. Dining Dollars not used before the end of each semester are forfeited.
4. Camp & Conference debit plans are for guests and operate the same as Mav Money.
5. Copy & Print accounts are primarily funded through departments or organizations. They are limited to use at copier readers and printing in campus computer labs.
6. Book Advance accounts are requested through the Financial Aid office. Spending from these accounts is limited to the UTA Bookstore and Maverick Computer until census date. Following census date, Book Advance account funds are moved to Mav Money or the student may request a refund.

B. Mav Money Features and Benefits

1. Mav Money is the primary debit plan offered the university community. It is available to anyone with a Mav Express card and deposits have no spending restrictions.
2. Mav Money is accepted at 12 photocopiers, several OIT computing labs, three laundry facilities, all campus retail and dining locations, and several off-campus merchants. Purchases made with Mav Money at any Campus Dining Service location will receive a 5% discount. Mav Money can also be used to make purchases from selected off-campus merchants and restaurants.
3. All Mav Money funds are carried forward each semester for as long as a person continues association with UTA. Because Mav Money is a debit plan, you cannot go in to debt using Mav Money. Once your account is depleted, you cannot use the card until funds are replenished.
4. Mav Money is to be used for purchase of goods or services only and no cash may be withdrawn.
 - a. Upon leaving the University, students may request a refund of any balance remaining. Refunds will be credited to the student's University account. If no balance is owed to the University, a check will be mailed to the student's home.
 - b. Any request for an early refund of Mav Money before leaving the University must be submitted to the Director, Campus Card Operations. The Director will consult with the Executive Director, Management Services and a decision will be rendered.
5. Deactivating a Mav Money account: An individual cardholder is responsible for completing a Mav Money Refund Request form at the Mav Express Office. Refunds are issued only by the Bursar. In the instance where a card is not issued to an individual but to a department, refund of the credit balance would require an interdepartmental transfer (IDT).

C. Mav Money Deposits

1. Deposit online at www.uta.edu/mavmoney.
2. A computer kiosk is available outside the Mav Express Office for your convenience.
3. Deposit cash, check, or credit card charges at the Bursar's Office in Davis Hall.
4. Deposit cash at the CSVT Machine (Cash Machine) in the Central Library next to the Help Desk.
5. Deposits to a Mav Money account may be made through one of the three locations shown below.

Deposit Location	Online at www.uta.edu/mavmoney	Bursar's office (Davis Hall)	CSVT Machine in Central Library (By Help Desk)
Cash		X	X
Check		X	
Debit Card with Visa/Master Card Logo	X	X	
Master Card	X	X	
Visa	X	X	
American Express	X	X	
Discover	X	X	
Transaction Fee	\$1.00 / deposit	None	None
Notes	Computer Kiosks and Computer Labs are available around campus for your convenience	X	

6. Deposit Limits and Restrictions.

A Mav Money Account cannot exceed \$1,000.00 and is set to reject any deposit transactions that would result in the balance being over this limit. A deposit cannot be made to a Mav Money account if the patron's CS Gold account is inactive.

D. **Meal Plans**

The Housing department sells a combination of meal plans with designated amounts of dining dollars.

1. Mav Express manages the CS Gold software and hardware used for the vending of meal plans as well as the procurement of meals by patrons at the proper time and location.
2. Mav Express is also responsible for both the initial population of meal plans at the beginning of each term and the removal of meals and dining dollars at the end of each spring and summer semester. Mav Express may make adjustments to meal plans and dining dollars per request by the Housing department. Mav Express provides reports on meals procured and other relevant information.
3. Housing is responsible for the management of meals during the semester. This responsibility includes: purchase payments of meal plan, deactivating/activating meal plans and the adjustment of dining dollars.
4. Dining Dollars Balance reset to Zero

It is necessary to periodically reset the balance of Dining Dollars to Zero as they do not carry over from semester to semester, with the exception of the fall-spring semester change. Dining dollar balances are cleared at the end of the spring and summer semesters.

Section VII. Card Access

This section only applies to those cards that have access privileges.

Mav Express offers two types of access control systems, both of which require the use of the Mav Express card. The on-line system is a server based system hardwired to the UT Arlington network. The off-line system uses stand-alone battery operated locks. The on-line and off-line systems are coordinated through the on-line database to ensure current credentials are used for access.

A. Submitting Access Requests

In order for an access request to be considered, it must come from an Approved Requestor. Mav Express keeps an updated list of approved requestors that can be audited by Directors (and above) upon request. An annual audit of all approved requestors is performed on an annual basis so that respective department heads can confirm the validity of their approved requestors.

1. Authorizing Approved Requestors

Requests for designating approved requestors must be sent via email to the Director or the Assistant Director of Campus Card Operations by a Director or any position above the Director level.

2. Approved Requestors that do not work for UTA

Any requests regarding non-UTA approved requestor status will be sent to the Office of the Vice President for Administration and Campus Operations for approval and routing to the Mav Express office.

3. Routing an Access Request

Access requests must be sent by an authorized requestor through to email address access@uta.edu. Only requests sent to this address will be processed. The request must include:

- a. Requestor's full name
- b. Brief description of what the request is (Few words to a sentence)
- c. Attachment: Card Access Request Form

B. Service and Response Time Expectations for Card Access Requests (Students and Employees)

- Card access to parking facilities, residence halls, and many academic facilities are granted automatically based on qualifying criteria. Additional card access to individual facilities and labs is provided based on departmental request through a designated authority.

Lock Type	Off-Line Locks	On-Line Locks
Typical Locations	<ul style="list-style-type: none"> • Classrooms • Labs • Studios 	<ul style="list-style-type: none"> • Building Exterior • Parking Gates
Granting Access Privileges	Access privileges are granted as soon as the authorized request is entered into the central database and a technician visits the off-line lock site.	Access privileges are granted as soon as the authorized request is entered into the central database. On-line locks are updated automatically through network connections.
Typical Response Time	Allow up to forty –eight (48) hours for granting of access privileges. Allow additional time (up to 5 working days) at the beginning of each semester or any requests of more that 10 doors.	Allow up to forty –eight (48) hours for granting of access privileges. Allow additional time (up to 5 working days) at the beginning of each semester or any requests of more that 10 doors.

How to activate the lock.	<ul style="list-style-type: none"> a. Swipe card. b. Wait for green and red flashing lights. c. If no lights appear, press any key and swipe card again. d. Enter your PIN (PIN is available at www.uta.edu/s elfservice) 	<ul style="list-style-type: none"> e. Swipe card. f. Follow instructions on display.
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C. Removal of Access Privileges

The requesting department is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via access@uta.edu.

1. Emergency access removal (students and faculty, staff, and all other non-student patrons)
 - a. Access removal is considered an emergency when a University official contacts Mav Express and requests action immediately due to potential risk to some aspect of the UTA community and/or campus property.
 - b. Mav Express notifies the requestor by email that access to online locks will be removed in 1 hour and access to offline locks will be removed within 12 hours. The requestor will also be notified when access has been removed.
2. Regular access removal (by request) (students and faculty, staff, and all other non-student patrons)

Removal access is sent via access@uta.edu by an approved requestor. The requestor will be notified when access has been removed.

3. Regular access removal (list removal agreement) (students)

Agreements are made with an approved requestor or with Residential Life/Housing to remove a list of patrons at a specific point in time. The authorized requestor is notified when access has been removed.

Section VIII. Guest Cards

Guests to the University who do not have a Mav Express Card but would like to use Mav Money can purchase a guest card and deposit Mav Money at the guest card machine at the Central Library. Each card costs \$1.00 and the patron can add Mav Money to the card as needed. Mav Money can be added to the card at the Central Library or the Bursar's office in Davis Hall.

Section IX. Replacing an ID Card

Unless otherwise specified in each card type description, replacement cards for lost or stolen IDs will be provided during normal operating hours.

- A. If the person brings in an ID that is not working properly or worn out, the ID is replaced for free. There is also no charge to replace cards for name and/or status changes as long as they return the old card. **(Mav Express will shred old cards.)** If a student is returning to the University for a different degree/coursework, or if a student is returning after being out for at least one full semester, then the \$15.00 charge is waived.
- B. In any situation where the card is not returned, it is necessary to re-issue (i.e. produce a card with a new ISO number) the card should be charged a replacement fee of \$15.00
 1. An IDR (ID replacement 3-part form) must be completed. Building access requirements must be stated on the form.
 2. Visual identity is established by Mav Express staff through review of the patron's photo on file or with a photo ID.
 3. The pink copy of the form is given to the patron. The white copy goes to the administrative assistant for UTA billing.
 4. The new card is scanned and a printout is placed in a hanging UTA Charge folder.
 5. The patron takes the new card and logs into their MyMav account to pay the lost ID charge.
 6. The patron is told it will take from 24 to 48 hours to reprogram all locks if his/her old card gave access to offline locks.

Section X. Resolution of ID Card Issues

- A. Problems with employee appointment information required by the DEFINE system can be addressed with the Human Resources Employee Records department at 817-272-5554, or email hrrecords@uta.edu.

- B. Issues with the types of access privileges that have been granted should be addressed with the hiring department.
- C. Questions regarding print funding can be answered by OIT helpdesk staff on the first floor of the Central Library at 817-272-2208, or email helpdesk@uta.edu.
- D. Access hardware suspected to be defective should be reported to the Mav Express office for replacement.
- E. For assistance any time after hours call Campus Police.

Section XI. Mav Express Address

A. Physical Address

E.H. Hereford University Center
300 West First Street, Suite 110
Arlington, Texas 76019

B. Mailing Address

Mav Express Office
P.O. Box 19070
Arlington, Texas 76019

FORMS AND TOOLS/ONLINE PROCESSES

- DEFINE - Department approved requestor activates appointments and sets up appropriate info to be transferred to Mav Express system
- access@uta.edu - approved requestors use this email address to request assigned and unassigned departmental cards
- www.uta.edu/netidrequest - department approved requestors use this site to request visitor/guest/vendor (assigned departmental) cards.
- www.uta.edu/selfservice and www.uta.edu/mypin are accessed by the patron/applicant to complete processing of assigned departmental cards

DEFINITIONS

N/A

RATIONALE

Identification cards are required for identification in instances involving security, for cashing checks on campus, for borrowing books from the University library, for attending many of the campus activities, such as athletic events and for access to some parking lots.

RELATED STATUTES, POLICIES, REQUIREMENTS OR STANDARDS

UT System Administration Policies and Standards	Other Policies and Standards
N/A	N/A

APPENDICES

N/A

CONTACTS

If you have any questions about Procedure 17-5, *Special Use and Temporary Cards (Mav Express ID)*, contact the following departments:

Subject	Office Name	Telephone Number	Email/URL
All topics in Procedure	Mav Express Office	(817) 272-2645	access@uta.edu http://www.uta.edu/mavexpress
Website access	Administrative Information Management	(817) 272-0222	aim@uta.edu http://www.uta.edu/aim

WEBSITE ADDRESS FOR THIS PROCEDURE

<http://www.uta.edu/policy/procedure/17-5>