

Merchant Resource
Presentation



Rowan **Card**

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- Pax A80 Terminal
- Needs Ethernet Internet connection
- Merchant must provide ethernet cord long enough to go from terminal to port
- Firewall open for outbound communication
- Banking Information
- Tax ID
- You must be a registered business in the State of NJ
- Your Business must be located in the Borough of Glassboro

RowanCard Requirements

RowanCard

Glassboro Police
Department
856-881-1501

Rowan Public Safety:
856-256-4922

If a merchant suspects a student is using a RowanCard ID that does not belong to them, you must confiscate the card and contact Rowan Public Safety

Merchants should not complete a transaction with out confirmation that the student is the RowanCard holder

If a student is causing an issue while completing a transaction, the merchant can contact Rowan Public Safety or Glassboro Police to address the student

Prohibited Transactions

- You may not:
 - Submit a transaction for an amount greater than the purchase price
 - Impose a surcharge on RowanCard transactions
 - Charge the cardholder more than they would be charged using an alternative payment method
 - Establish a minimum amount for the RowanCard to be used
 - Allow the student to purchase prohibited items with their RowanCard
 - If a prohibited item is included with a purchase, a separate transaction should be processed for the prohibited item using another means of payment.

Students Cannot Use their RowanCard to:

- Purchase gift cards/prepaid cards
- Get cash back
- Purchase tobacco or tobacco products including cigarettes, electronic, cigarettes, vapes, etc.
- Purchase firearms
- Purchase alcohol
- Purchase drug paraphernalia

Rowan**Card**

Non-delivery Purchases

- **Student must present their RowanCard**
- **Merchants must compare the photo on the RowanCard to the customer.**
 - *If the card holder looks different than the RowanCard ID, ask for an additional form of identification (driver's license, etc.)*
- **If a student does not have their ID, RowanCard transactions CANNOT be manually processed by entering the ID number**
 - *If the student does not have their RowanCard, the merchant will have to decline the sale*
- **If the RowanCard swiped will not read, the card number may be manually entered to complete the transaction**
 - *The merchant must write the cardholder's name on the receipt*
 - *The customer needs to provide a signature*
 - *The customer will need to provide the last 4 digits of the card number in order to complete the transaction*



Delivery Purchases

- **Students must place their order over the phone and provide merchants with their RowanCard number**
 - *Merchants must instruct student to bring their RowanCard with them to the delivery location*
- **The delivery driver MUST view the ID card when the delivery is made**
 - *If the student does not present their RowanCard at the delivery location, the transaction should not be completed*
 - *If the card holder looks different than the RowanCard ID, ask for an additional form of photo identification*
- **The student receiving the delivery must sign their name on the receipt**
- The delivery person MUST print the name exactly as it appears on the RowanCard
 - *This name should be printed clearly below the student's signature*
- Delivery to anyone other than the RowanCard holder is not permitted. A non-Rowan student or a friend of the holder cannot retrieve the order if the purchase was made using the RowanCard

The RowanCard logo is centered within a white circle that has an orange border. The circle is positioned on the right side of the slide, overlapping a vertical brown bar that runs from the top to the bottom of the page. The logo itself consists of the word "Rowan" in a dark grey sans-serif font, followed by the word "Card" in a bold, black sans-serif font. The "Card" portion is contained within a yellow rectangular box with a thin black border.

Rowan**Card**

and



Delivery Expectations

- All delivery vehicles must have the business decal displayed
- All delivery drivers must wear something to distinguish that they are a representative of their business
 - *Shirt with business name/ logo on it*
 - *Hat or visor*
- Merchants are required to run a criminal background check on all delivery personnel and submit this to Public Safety at the beginning of each semester

Merchants

- Merchants must maintain a \$2,000 minimum in RowanCard sales each semester.
- Merchants must confirm that a student is the owner of the RowanCard prior to completing a transaction.
- If fraudulent transactions occur due to a merchant's failure to meet those expectations, they will not receive payment for that transaction.

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Documenting RowanCard Transactions

- **Each use of the RowanCard for a purchase must be reflected by a sales receipt printed by the electronic card reader**
 - *A signed copy of this receipt must be retained by the merchant for the academic year*
- **The receipt must include:**
 - *The name of the merchant, the date of the transaction, and the merchant number designated by the university*
 - *The cardholders name*
 - *The total amount of the transaction*
 - *Signature of the cardholder*

RowanCard Contact Information

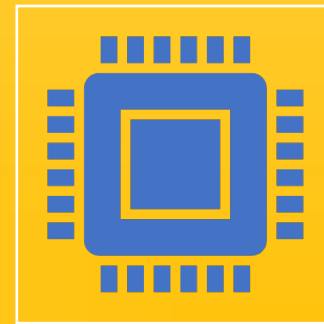
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