RowanCard Program

RowanCard Program Requirements

- Verifone 570 or 520
- Need internet connection
- Ethernet cord long enough to go from port to reader
- Port 9003 open to communicate (contact internet provider)
- Banking info
- Tax ID#

Glassboro Police Department:
856-881-1501

Rowan Public Safety:
856-256-4992

- 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 without 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 that student.

Prohibited Transactions

▶ You may not:

  ▶ Submit a transaction for an amount greater than the purchase price of the goods or services

  ▶ 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 an additional purchase, separate receipts will need to be created: one for the RowanCard transaction and one for the other transaction

Students Cannot Use Their RowanCard To:

▶ Purchase gift cards/ prepaid cards

▶ Get cash back

▶ Purchase tobacco or tobacco products including cigarettes, electronic cigarettes and vapes, etc.

▶ Purchase firearms

▶ Purchase alcohol

▶ Purchase drug paraphernalia

Non-delivery Purchases

1. Student must present their RowanCard

2. 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.)

3. 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

4. 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

Delivery Purchases

1. 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

2. 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 (driver's license, etc.)

3. The student receiving the delivery must sign their name on the receipt

4. 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

5. 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

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 new delivery 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.

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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