

ATTENTION STUDENTS  
INTRODUCING THE DOLPHIN CARD  
AND WHAT IT MEANS TO YOU!



## *Effective Spring 2009...*

*Your campus ID, meal, and library cards are "ONE CARD."*

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*What you must do is have a campus ID card.*

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*New or replacement ID cards can be obtained from the Cashier's Office for \$15.00.*

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*Campus ID cards are required for all students.*

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*Meal card balances from Fall 08 will be transferred to your Dolphin card and old meal cards should be discarded. Recycle bins for old cards are located in the Cashier's Office and the Student Housing Office.*

*For balances, contact Sodexo at 437-8917*

*For all other questions, please contact the IT Help Desk at 437-8552*

*Please see the following pages for FAQ's relevant to your particular Meal Plan...*



# **“Dolphin Card” Frequently Asked Questions**

*(For students living on campus in Anacapa or Santa Cruz Village with mandatory meal plans.)*

## **Do I have to have a Dolphin Card?**

Yes. CSUCI requires that every student have a Dolphin Card (which is your existing student ID card) and that it is carried on your person at all times.

## **What do I do with the meal card I have now?**

Meal plan cards previously issued will no longer function so they should be discarded. Recycle bins for old cards are located in the Cashier's Office and the Student Housing Office.

## **What happens to the balance I had on my card at the end of the fall semester?**

Balances from the old cards have been transferred to the new system and have been combined with payments made for your spring semester meal plan.

## **Will I be able to go to the dining room and provide only my student ID number to charge meals?**

Under unique situations, provided you have your ID number and a picture ID, Sodexo can access account information to allow a student to purchase a meal. An example of a “unique situation” would be if a Dolphin Card is lost or stolen and the Cashier's Office is closed. In all other cases, students must use their Dolphin Card.

## **Is there a central point of contact if I do not remember who I should call regarding questions or problems with my card?**

You may call the IT help desk at 437-8552.

## **What should I do if my Dolphin Card is lost or stolen?**

The first step recommended is to go as soon as possible to Islands Café to notify them. Sodexo will deactivate the card to prevent unauthorized spending. You will also need to go to the Cashier's Office to have a new card re-issued; the fee to re-issue a new card is \$15.00.

## **How long will it take to get my new card?**

Cards are issued immediately upon request and payment.

## **Who should I contact if I would like to discuss the balance showing on my meal plan?**

Please contact Angelo Heredia with Sodexo Campus Services at 437-8917.

## **Who should I contact if it appears that my Dolphin Card is not reading correctly?**

Please contact the IT Help Desk at 437-8552.

## **How do I add dollars to my meal plan? What form of payment is accepted? Can payments be made online?**

Initial payments for mandatory student housing meal plans may be made online with a credit card. If funds are being added to a meal account, in addition to mandatory meal plan dollars, these will be considered Flex Plan dollars. Flex Plan dollars do not expire but cannot be refunded or transferred. To add Flex Plan dollars to your Dolphin Card, visit the Cashier's Office during business hours (Monday through Thursday from 8:30 a.m. to 5:30 p.m. and Friday 8:30 a.m. to 5 p.m.). \*Note: The Cashier's Office closes daily between 3-4 p.m. Checks, cash, money orders, Master Card, American Express, Diners, and Discover Club cards are accepted methods of payment at the Cashier's Office (Visa is not accepted). Online payments cannot be made for Flex Plan accounts at this time.

## **If my balance reaches \$0 and I go to the Cashier's Office to add additional money, what is the lag time between when payments are made, and when my card can be used?**

This process has not changed. You will need to carry your receipt from the Cashier's Office and deliver it to Islands Café management staff. It will take approximately 24 hours for your added dollars to be loaded on to your account.

## **Can I view my account balance online?**

Not currently.

## **Why did the campus decide to implement this change?**

The Dolphin Card replaces an obsolete system. The new system will allow the campus to add services to enhance the functionality of the card.

## **Will my Dolphin Card function as a library card?**

The process to receive library use privileges has not changed. You must go to the library to receive a barcode sticker (to be affixed to the back of your Dolphin Card).

# **“Dolphin Card” Frequently Asked Questions**

## **(For Flex Meal Plan Participants)**

**\*PLEASE NOTE WITH FLEX PLAN ACCOUNTS, ONCE PAYMENT HAS BEEN MADE, ALTHOUGH DOLLARS DO NOT EXPIRE, THEY CANNOT BE REFUNDED OR TRANSFERRED TO ANOTHER PERSON’S ACCOUNT.**

### **What is a Dolphin Card?**

This is your student ID card. Balances from your old flex plan meal cards have been transferred to your ID card and your old card meal plan card will no longer function.

### **Do I have to have a Dolphin Card?**

You should have an ID card. It is encouraged but not required for campus community members to purchase Flex Meal Plans.

### **What do I do with the meal card I have now?**

Meal plan cards previously issued will no longer function so they should be discarded. Recycle bins for old cards are located in the Cashier’s Office and the Student Housing Office.

### **What happens to the balance I had on my flex card?**

Balances from the old meal cards have been transferred to the new system.

### **Will I be able to go to the dining room and provide only my ID number to charge meals?**

No. You must have your Dolphin Card to access account funds. Your options would be to use some other form of payment or return with your Dolphin Card. If your card has been lost or stolen, you should report it to Sodexo, and go to the Cashier’s Office to have your card re-issued (student fee for re-issue is \$15.00).

### **Is there a central point of contact if I do not remember who I should call regarding questions or problems with my card?**

You may call the IT help desk at 437-8552.

### **What should I do if my Dolphin Card is lost or stolen?**

The first step recommended is to go as soon as possible to Islands Café to notify Sodexo. Sodexo will deactivate the card to prevent unauthorized spending. You will also need to go to the Cashier’s Office to have a new card re-issued. (Students are required to pay a \$15.00 fee if a card is lost or stolen.)

### **How long will it take to get my new card?**

Cards are issued immediately at the Cashier’s Office.

### **Who should I contact if I would like to discuss the balance showing on my meal plan?**

Please contact Angelo Heredia with Sodexo Campus Services at 437-8917.

### **Who should I contact if it appears that my Dolphin Card is not reading correctly?**

Please contact the IT Help Desk at 437-8552. (\* Note: If your ID card was issued prior to fall of 2006 you may need to have your card re-issued. If your ID card works with the Pharos system, this is an indicator that the new meal plan function should work.)

### **How do I add dollars to my meal plan? What form of payment is accepted? Can payments be made online?**

Dollars may be added to Flex Plan accounts by visiting the Cashier’s Office during business hours. (Monday through Thursday from 8:30 a.m. to 5:30 p.m. and Friday 8:30 a.m. to 5 p.m.) \*Note: The Cashier’s Office closes daily between 3-4 p.m. Checks, cash, money orders, Master Card, American Express, Diners, and Discover Club cards are accepted methods of payment at the Cashier’s Office (Visa is not accepted). Online payments cannot be made for Flex Plan accounts at this time.

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