Title: Procedure for taking payments for and loading Dining Dollars to Meal Plan Cards.

Statement

This procedure is established to document the process and reconcile the amount of Dining Dollars when they are added to Meal Plan accounts.

Purpose

To provide The University Corporation, (TUC), with a) the procedure for the Meal Plan Administrator to add Dining Dollars to Meal Plan accounts and b) the Meal Plan Supervisor verifies that the amount purchased is equivalent to the amount added.

Procedure

A. Complete the Request to Buy More Dining Dollars form

1. Cash and Check Payments
   a. The customer fills out the correct form showing the amount of Dining Dollars purchased and payment method.
      i. See Attached Form A for Request to Buy More Dining Dollars
   b. The Meal Plan Administrator takes the form and cash or check.
   c. The Meal Plan Administrator rings up the sale on the cash register, and closes the transaction to the appropriate form of tender (cash or check).
   d. 3 copies of the receipt are printed.
   e. The customer receives one copy.
   f. The second copy of the receipt is kept in the customer’s file.
   g. The third copy is kept for end of day reconciliation.
   h. Cash and checks collected are kept in a locked box during the day.

2. Credit Card Payment
   a. The customer fills out the correct form showing the amount of Dining Dollars purchased and payment method.
      i. See Attached Form A for Request to Buy More Dining Dollars
   b. The Meal Plan Administrator rings up the sale on the cash register.
   c. The Meal Plan Administrator charges the credit card on the cash register.
   d. If the credit card number was written on the form, it is then redacted after the credit card transaction.
   e. 3 copies of the receipt are printed.
i. The customer receives one copy.
ii. The second copy of receipt is kept in the customer’s file stapled to the form
iii. The third receipt kept for end of day reconciliation.

3. **Independent Reconciliation of Dining Dollars Added to the Amount Purchased**
   a. Meal Plan Administrator completes a Daily Sales Report (DSR) by logging all transactions from the day and balancing totals against the “Current Terminal Shift Report.” Once amounts are verified, Meal Plan Administrator runs the “Terminal Shift Reset Report” and attaches to the DSR.
   b. Meal Plan Supervisor signs and dates the bottom of the DSR after verifying Dining Dollars added reconciles with Dining Dollars purchased.

B. Request to Buy More Dining Dollars through E-Cash (online card management system)

**Credit/Debit Card Payment**

a. The customer registers their Meal Plan card online through E-Cash by creating an online account which allows them to check their card balance and purchase additional Dining Dollars to load onto their card.

b. The customer selects their own User ID and Passcode upon creating the online account.

c. To load/purchase more Dining Dollars, the customer selects the amount of Dining Dollars they wish to add to their card.

d. Then they are prompted to enter a debit or credit card for the payment.

e. Then asked to verify if the amount for purchase is correct.

f. Once the transaction is processed, customers will see additional funds purchased reflected in their card balance.

g. Customer can decide if they would like to print a copy of the transaction receipt.
REQUEST TO BUY MORE DINING DOLLARS

Amount of Dining Dollars Purchased: $____________________

Payment Method: □ Visa/MasterCard/American Express □ Cash □ Cashier's Check □ Money Order

We do not accept personal checks
Please make Cashier's Checks and Money Orders payable to
"The University Corporation"

Visa/MasterCard/American Express Number: ______________________________
Expiration Date: ________________
Cardholder's Name: ________________________________
Cardholder's Address: ______________________________________________________
Cardholder's Phone Number: ______________________________
Cashier's Check Number: ______________________________
Money Order Number: __________________________________

Student's Last Name (Print) ________________________________ Student's First Name (Print) ________________________________

CSUN ID ________________________________ Student's Phone Number ________________________________

CSUN Email Address ________________________________

Student's Signature ________________________________

Additional Dining Dollars can be purchased at anytime during the semester as long as your account is in good standing (all payments must be current). Your parent or guardian can also call the Meal Plan Office and give their credit card information over the phone.

Purchasing additional Dining Dollars will increase the cost of your meal plan. Your monthly payments do not increase the number of Dining Dollars you have. The only way to increase the number of Dining Dollars you have is to purchase more from The Meal Plan Office.