

UNIVERSITY of HOUSTON
MANUAL OF ADMINISTRATIVE POLICIES AND PROCEDURES

SECTION: Procurement
AREA: Auxiliary Services/University Services

Number: 04.05.02

SUBJECT: Cougar Cards

I. PURPOSE AND SCOPE

This document establishes guidelines for the issuance and use of the University of Houston's campus access card, the Cougar Card. This policy applies to university students, faculty, staff and individuals classified as Person of Interest (POI).

II. POLICY

The Cougar Card is required for all active members of the University of Houston community. A Cougar Card is obtained through the [Cougar Card Office](#) after completion of a [Cougar Card Agreement Form](#), which specifies all terms and conditions. This Agreement Form is obtained by contacting the Cougar Card Office.

The Cougar Card Office recognizes that faculty, staff, and students may use names other than their legal names to refer to themselves. The use of a preferred names is supported by the University's systems, including the campus card management system. It should be noted that a preferred name is not official identification.

III. TERMS AND CONDITIONS

Use and acceptance of the card indicates agreement to the terms and conditions that govern its use. These terms and conditions are:

- A. The Cougar Card is a means of access for cardholders to all privileges associated with their classification.
- B. Rights and privileges accessed through the card are non-transferable.
- C. Rights and privileges associated with the card are contingent upon active status as a student, faculty, staff person, or individuals classified as Person of Interest (POI).
- D. The card must be secured at all times and presented to a university official upon legal request.
- E. Photo images and electronic signatures captured for the identification card become part of the cardholder's educational or personnel record and, therefore, may be used for official university business, but does not constitute official identification for legal purposes.
- F. The university will disclose information to third parties only as required by law, or with the cardholder's written permission.
- G. The cardholder will have responsibility for reporting and replacing lost, stolen or damaged cards in a timely fashion.

- H. Students under 17 years of age will be issued a card only with parental/guardian signature.

IV. DEFINITIONS

- A. Preferred Name: A preferred name is defined as an alternative to the individual's legal name as designated by the individuals in university systems.
- B. Legal Name: A person's legal name is the name they use for official governmental documents, such as licenses, passports, and tax forms.
- C. Primary Name: A person's legal name.

V. ALLOWABLE NAME FORMATS

- A. Many members of the University of Houston community use a first and last name that differs from their legal first and last name. Allowable name formats include (but are not limited to):
 1. A shortened derivative of a name (e.g. "Sue" for "Susan");
 2. A middle name instead of a first name;
 3. First and middle initials (e.g. "A.J." for "Andrew John");
 4. An anglicized name (e.g. "Peter" instead of "Xingyu");
 5. A name that better represents the individual's gender identity; and/or
 6. A name to which the individual is in the process of legally changing.
- B. The Cougar Card office will not accept a preferred name that is vulgar, offensive, obscene or fanciful, or creates confusion of the individual with another person. The use of a preferred name cannot be used for the purpose of misrepresentation, and does not constitute legal identification.

VI. COUGAR CARD PREFERRED NAME PROCEDURE

- A. Faculty, staff, and students who wish to use preferred names are required to update their profile within the PASS or MyUH systems. Faculty and staff are required to update their preferred names through the [AccessUH](#), via the PASS system. The preferred name option is listed under the Employee Self Service/My Personal Info. Students are required to update their preferred name through [AccessUH](#), via MyUH. The preferred name option is listed under Personal Information.
 1. There is no replacement fee for cards that have outdated, incorrect names, or classification. The incorrect card must be returned to the Cougar Card Office in exchange for the new card being issued.
 2. Visit the [Cougar Card website](#) for a full list of all services fees.
- B. Please note that only the First and Last name fields noted with an asterisk will be printed on the Cougar Card. If a preferred name is not entered, the primary names will be printed on the Cougar Card.
- C. A person's preferred name will be printed on his or her UH campus access card. Persons who are issued cards with a preferred name that is different from their legal

names should be cautioned that such cards are issued for the purpose of university business only, and that campus access cards issued by the University of Houston are not considered government issued identification.

- D. Faculty, staff, and students should carry a driver's license or other legal identification at all times.
- E. The primary name will remain in effect on all legal documentation including, but not limited to, financial aid forms, tax forms, university transcripts, and health records.

VII. COUGAR CARD ONLINE PHOTO PROVISION

Applying for the Cougar Card Online enables university students, faculty, staff, and individuals classified as a Person of Interest (POI) to upload their photograph online and pick up their Cougar Card at the Cougar Card Office at their convenience.

- A. Cardholders can upload their photographs through [AccessUH](#) on the [My Photo](#) portal hub.
- B. Online requests are received by the Cougar Card Office. A confirmation receipt e-mail from the Cougar Card Office will be received by the online requester, indicating the photo has been successfully received. Once the photo has been reviewed, the online requester will receive further details. If the photo is approved, the Cougar Card will be ready for pickup on campus during regular business hours. If the photo is denied, the online requester must resubmit an acceptable photo for approval.
- C. Cougar Cards are also available for pick up at the New Student Conferences for both incoming freshmen and transfer students during regular business hours.
- D. A valid government-issued identification must be presented prior to receiving a Cougar Card. Acceptable forms of valid government-issued identification are as follows: US or Foreign Passport/Visa, US Driver's License, US State or Federal-issued ID, US Military Card, Permanent Resident Card, Birth Certificate, or Social Security Card. Any dated valid ID presented to the Cougar Card Office cannot be expired.

VIII. COUGAR CARD REPLACEMENT

Visit the [Cougar Card web site](#) for a full list of service fees for replacement cards.

Replacement Cougar Cards are issued to active university students, faculty, staff, and individuals classified as Person of Interest (POI). A Cougar Card can be replaced if lost, stolen, damaged/worn, or name/classification change. Replacement cards are issued after verification that personal information from PeopleSoft matches personal information in the Cougar Card System. Additionally, replacement cards are issued with a new card number and the previous card number is deactivated. A Cougar Card can be reported online as lost or stolen to immediately deactivate the card. All physical cards replaced must be done in person.

- A. Lost/Stolen Cards: These are cards that cannot be recovered. If a photo image is not in the Cougar Card System, cardholder must present some other form of government identification (picture ID) to replace the lost or stolen card.
- B. Nonfunctioning/Worn Cards: These are cards that are defective or are nonfunctioning due to normal wear and tear and need to be replaced. There is no replacement fee for nonfunctioning or worn cards due to normal wear and tear, provided the nonfunctioning

or worn cards are returned to the Cougar Card Office in exchange for the replacement card.

- C. Name/Classification Change: Cards that have outdated, incorrect, names, or classification. Cardholder's name and classification must be updated in PeopleSoft and the Card System before a replacement card is issued. There is no replacement fee if the card is outdated or has an incorrect name or classification, provided the outdated or incorrect card is returned to the Cougar Card Office in exchange for the replacement card.

IX. REPORTING OBLIGATION FOR LOST, STOLEN OR REPLACEMENT CARDS AND PHOTOS

Notice of lost/stolen cards or of unauthorized card use should be reported immediately through the Access UH Cougar Card Online Service portal hub.

- A. If a replacement card is needed outside of Cougar Card regular business hours, a temporary card is available at the UH Police Department.
- B. Until the card is reported lost or stolen, the cardholder may be held responsible for transactions made with the card. If it is discovered that unauthorized purchases were made, a report should be made with the UH Police Department. For more information on requirements, visit the [Cougar Card Web Site](#).
- C. In the instance where there is no image on file, the cardholder is required to present valid government-issued identification when requesting a replacement card.

X. CARDHOLDER FINANCIAL LIABILITY FOR LOST OR STOLEN CARDS, UNAUTHORIZED USE AND REFUNDS

Visit the [Cougar Card web site](#) for cardholder financial liability for lost or stolen cards and unauthorized use.

The Cougar Card value is refundable under the following conditions:

- A. Damaged cards: Immediate transfer of the remaining value from a damaged card to the new card will be made at the time of re-issuance. Damaged cards must be relinquished to the Cougar Card Office.
- B. Lost or stolen cards: Remaining balances from lost or stolen cards will be transferred immediately to the new card at the time of re-issuance.
- C. Closed accounts (flex accounts only): Individuals may request to close their flex account at any time. Cash withdrawals are not permitted. Balances greater than \$5.00 will be refunded in the form of an Automated Clearing House (ACH) or check. The cardholder must be set up as a vendor in the university's accounts payable system before an ACH or check can be issued. All requests must be made in the Cougar Card Office.

XI. ENTITLEMENT TO A RECEIPT; ACCOUNT HISTORY

If a point-of-sale terminal is equipped to provide a receipt, upon request a cardholder will receive a receipt at the time of the purchase. A cardholder may access their account history through Access UH Cougar Card Online Services portal hub or may request an account history in person, or in writing, during normal business hours at the Cougar Card Office. Account history will not be shared over the phone.

XII. ERROR RESOLUTION PROCESS

- A. If a cardholder believes there is a discrepancy with a transaction on an activity statement or receipt, or would like more information about a transaction listed on the activity report or receipt, the cardholder should immediately submit a written request for inquiry to the Cougar Card Office. The request must include the cardholder's name and PeopleSoft number; a description of the transaction in question and a thorough explanation of the alleged discrepancy; the date, time and location where the error occurred; the dollar amount of the transaction; and a phone number where the cardholder can be reached during the day.
- B. The Cougar Card Office must receive inquiry requests from the cardholder no later than 60 days after an alleged discrepancy has appeared on the cardholder's activity report. The office will generally complete an investigation within 10 business days after the complaint is received. If an error is found, it will be promptly corrected. Should the investigation reveal that no error was made, the office will send a written explanation to the cardholder immediately following the completion of the investigation.

XIII. REVIEW AND RESPONSIBILITY

Responsible Party: Associate Vice President for Administration
Review: Every five years on or before March 1

XIV. APPROVAL

Jim McShan
Senior Vice President for Administration and Finance

Renu Khator
President

Date of President's Approval: _____ March 25, 2019

XV. REFERENCES

- [Cougar Card Web Site](#)
- [Cougar Card Agreement Form](#)
- [Cougar Card Frequently Asked Questions \(FAQs\)](#)

REVISION LOG

Revision Number	Approved Date	Description of Changes
1	06/27/2001	Initial edition
2	09/15/2004	Applied revised MAPP template to meet current documentation standards. Changed Section III.D from university official to UH official. Added \$6.00 per semester fee to Section III.I. Changed replacement fee in Section IV from \$20.00 to \$15.00. Updated Section VIII responsible party from Associate Vice President for Finance to Associate Vice President for Administration.
3	08/03/2010	Applied revised MAPP template to meet current documentation standards. Changed document title from Cougar 1Cards to Cougar Cards. Changed references throughout procedure to Cougar Cards, including the Cougar Card Office. Removed location of Cougar Card office throughout procedure. Changed Section III.D from UH official to university official. Removed specific price for mandatory per semester Cougar Card fee from Section III.I, Added residential option reporting for lost, stolen or replacement cards in Section IV. Card replace fee changed to \$10.00 in Section IV.A. Changed social security number to PeopleSoft number in Section VII.A. Changed responsible party in Section VIII from Associate Vice President for Administration to Assistant Vice President for University Services. Revised review period from every three years on or before August 31 st to every three years on or before March 1 st . Removed Section X, Index Terms
4	06/06/2017	Applied revised MAPP template to meet current documentation standards. Added links to various sections as applicable. Added Person of Interest (POI) to process. Added Section IV, Cougar Card Online Photo Provision. Added Section V, Replacement Cougar Card. Added Section VI,A regarding the process for obtaining replacement temporary cards outside of Cougar Card Office business hours. Changed Department of Public Safety to UH Police Department in Section VI.C. Added information to Section VII.D.3 on refunds for closed accounts (flex accounts only). Added documentation to Section VIII on electronic receipt and accessing account history. Added Section XII, References

Revision Number	Approved Date	Description of Changes
5	03/25/2019	<p>Changed MAPP Area to "Auxiliary Services/University Services." Changed "official identification" to campus access card throughout procedure. In Section II, added the Agreement Form can be obtained by contacting the Cougar Card Office. Also included use of preferred names is supported by the University systems, including the Cougar Card Office. Additional information added that a preferred name is not official identification in Section II, Section III.E, and Section V.B. Added Section IV, Definitions, Section V, Allowable Name Formats, and Section VI, Cougar Card Preferred Name Procedure to document. In Section VII, Cougar Cards are received in the Cougar Card Office; updated Section VII.D on valid government-issued identification. Updated Section VIII, Cougar Card Replacement, with three different classifications of card replacement. Added information on requirements for replacement cards to Section IX.B. Changed the responsible party to be the Associate Vice President for Administration. Changed review period from every three years to every five years on or before March 1</p>