

Electronic payment with your mensa-card, thus it goes:



1. What is a mensa-card?

The Studentenwerk Tübingen-Hohenheim has incorporated an electronic payment system in all of our institutions.

Therefore all persons purchasing the goods and services need the card offered by the Studentenwerk.

The mensa-card can be obtained by:

- Guests
- Full time students (after verification)
- University or college students from inland and foreign students, that do not use our present payment system (after verification)
- New students that have not yet received their permanent student ID

2. Where can I get a mensa-card?

In Tübingen: At the InfoPoints, found in the entrance area of the canteen Morgenstelle and canteen Wilhelmstraße, at the cashes in the cafeterias and the card machine for guests found in the university library.

In Hohenheim: At the InfoPoint, found in the entrance area of the canteen in Hohenheim.

At all other facilities belong to the Studentenwerk Tübingen-Hohenheim the card can be obtained at the cash-points in the canteens and cafeterias.

3. Electronic payment with your mensa-card

- In all canteens and cafeterias of the Studentenwerk Tübingen-Hohenheim
- At the vending machines (not in Nürtingen / Hohenheim at this time)
- At the washing machines and tumble driers of the student hostels in Tübingen and Reutlingen
- At the copy machines from the company Morgenstern in the area of the university of Tübingen, as well as at the copy machines in the colleges of Nürtingen-Geislingen, Rottenburg and Trossingen

4. What does the mensa-card cost?

- The mensa-card comes with a security deposit of 5,00 €.
- Upon return of the undamaged card, the security deposit will be returned along with any eventual sum remaining on the card.

5. Loading your mensa-card

- With your cash-card on the card recharging terminals in the facilities of the Studentenwerk Tübingen-Hohenheim.
- With cash only on the card recharging terminals of the company Morgenstern in the copy locations in the areas of the university of Tübingen.
- On the cash-points located in the InfoPoints and in many cash-points in the canteen /cafeterias of the Studentenwerk Tübingen-Hohenheim in 5,00 € increments.

6. Paying with your mensa-card

- Lay your mensa-card on the card reading terminal in the cash-point.
- The sum of the transaction will be deducted from your card. The transaction takes a few seconds, please be patient.
- When the transaction is complete, the remaining account balance will be shown on the display. On request you can also receive a receipt.
- Remove your identity card from the card reading terminal and keep it protected from damage.

7. Loss of the mensa-card

- A new mensa-card can be issued under the same conditions as the first card.
- Because the cash function of the card is not personalized there can be no refunds of any eventual balance left on lost cards.

8. Defective mensa-card

- The card is broken or just doesn't work? Report this immediately at our InfoPoints or at one of our cash-Points.
- The remaining balance on the damaged card will be transferred to your new card. This transaction takes a few days.
- The security deposit cannot be returned for cards that have been broken or bent.

9. The card reader indicates the mistake 448 or 620

- Reason: the card has been removed before the last transaction completed.
- To correct this problem, you have to place the card again on the same device where the previously uncompleted transaction was made.
- If you're not sure where the transaction was made, you can turn to our InfoPoint personal for help.

10. The card reader indicates the mistake 403

- Reason: The validity date of the card has run out
- Students, University or college students from inland and foreign students must update the validity date at the InfoPoints (after verification).

11. The card reader indicates the mistake 439

- Reason: your card has been suspended by the Studentenwerk due to non-sufficient funds from your bank (your loading transaction bounced).
Paying the outstanding debt at our InfoPoint or per bank transfer can reactivate your card.

Further questions on the subject card payment?

We would be happy to answer any further questions you may have concerning our electronic payment system. Information is available at our InfoPoints, by telephone 07071-29 7 38 30 or on our website under www.tuebingen-hohenheim.de or www.my-stuwe.de