

## **Electronic payment with your Student ID / employee ID, thus it goes:**

### **1. Electronic payment with your student ID /employee ID**

- 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.

### **2. Loading your student ID / employee ID**

- 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 canteens / cafeterias of the Studentenwerk Tübingen-Hohenheim in 5,00 € inkrements.

### **3. Paying with your student ID / employee ID**

- Lay your student ID/ employee ID 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.

### **4. Data protection**

- The Studentenwerk uses a data field on the student ID / employee ID which is not personalised.
- The cash function only uses the card serial number, which permits no conclusions on the identity of the user.

## **5. Loss of the student ID/employee ID**

- Inform us immediately of the loss of your identity card. To block your card for other use (except the copy machines), we need your card serial number. Please write your serial number down in case of loss.
- Students receive their card serial number in the student office and employees by the management of the university/college.
- Unfortunately, the payment of a possible rest credit is not possible. It concerns anonymous credit, comparably with cash

## **6. Defective student ID´s/employee ID´s**

- In case of the card malfunction 217 or 218 or damaged cards, please report this immediately to our personal at the InfoPoint. Be sure to inform the InfoPoint before applying for a replacement card, that we can deactivate the old card. (Don't forget your serial number)
- The credit on the damaged card can be credited to your new card. This takes a few days! Please be patient.
- Until you receive your new student ID / employee ID, you can receive a replacement card at our InfoPoints / cash-points against a deposit from 5,00 €.

## **7. 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.

## **8. The card reader indicates the mistake 403**

- Reason: The validity date of the card has run out
- Students must update the validity date in the self-service terminals of the colleges / universities. Under the menu item "Kartenaufdruck erneuern" you can update the date on the card after the confirmation of enrolment from your college/ university.

## **9. 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](http://www.tuebingen-hohenheim.de) or [www.my-stuwe.de](http://www.my-stuwe.de)