

Electronic payment with your mensa-card

1. What's a mensa-card?

The Studierendenwerk Tübingen-Hohenheim has incorporated an electronic payment system in all of its facilities. All persons who want to purchase goods and services there need the card offered by the Studierendenwerk. The mensa-card can be obtained by:

- guests
- full time students (after verification)
- university or college students from home and abroad who do not use our present payment system (after verification)
- new students who have not yet received their permanent student ID

2. Where can I get a mensa-card?

In Tübingen: At the InfoPoints located in the entrance area of the food courts Morgenstelle and Shedhalle, at the cash points in the cafeterias and at the food court Prinz Karl as well as at the card machines for guests located in the university library at the Hörsaalzentrum Morgenstelle. In Hohenheim: At the InfoPoint located in the entrance area of the food court in Hohenheim. At all other facilities: at the cash points in the food courts and cafeterias.

3. Where can I pay with my mensa-card?

- in all food courts and cafeterias of the Studierendenwerk Tübingen-Hohenheim
- at the vending machines (except Nürtingen)
- at the washing machines and tumble dryers of the student dormitories in Tübingen, Reutlingen, Hohenheim, Albstadt, Sigmaringen and Geislingen
- at the copy machines of 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, Trossingen und Reutlingen

4. How much does the mensa-card cost?

- The security deposit of the mensa-card is 5,00 €.
- When you return an undamaged card at our InfoPoints, you receive the security deposit back as well as a potential remaining balance on the card. The credit will be refunded cashless.

5. How can I recharge my mensa-card?

- with your cash card at the card recharging terminals in our facilities
- with cash only at the card recharging terminal in the university library in Tübingen
- At the InfoPoints and at many cash points in the food courts and cafeterias (via cash card, credit card, Apple-Pay or Google-Pay)

6. How do I pay with my mensa-card?

- Place your mensa-card on the card reading terminal at the cash point. After a few seconds, the amount of the transaction will be charged.
- When the transaction is completed, the remaining balance will be shown on the display. On request you can also receive a receipt.
- Remove your mensa-card from the card reading terminal and keep it in safe custody.

7. What must I do in the event of loss of my mensa-card?

- A new mensa-card can be purchased on the same conditions as the first card.
- As the cash function of the card is not personalized, a potential remaining balance on the lost card can't be refunded. It is anonymous credit, comparable with cash.

8. What must I do in the event of loss of my cash card?

- Please inform us immediately of the loss of your cash card as well to avoid abusive transactions from your cash card to your mensa-card.
- **Attention: It's not sufficient to only block your cash card at your bank!**

9. What must I do if my mensa-card doesn't work anymore?

- If the mensa-card is not working, please contact our staff at the InfoPoints or at one of the cash points.
- The remaining balance on the damaged card will be transferred to your new card. This transaction can take a few days.
- The security deposit cannot be returned for cards that have been broken or are bent.

10. What has to be done if the card reader indicates the error 448 or 620?

- Reason: The card has been removed before the last transaction was completed.
- To solve this problem, you have to place the card on the same device again where the previously uncompleted transaction was made. If you're not sure where this transaction was made, please contact our staff at the InfoPoints or cash points.

11. What has to be done if the card reader indicates the error 403?

- Reason: The validity date of the card has expired.
- School students, university or college students from home and abroad must update the validity date at the InfoPoints or cash points (after verification).

12. What has to be done if the card reader indicates the error 439?

- Reason: Your mensa-card has been locked due to outstanding debts to the Studierendenwerk as your account is overdrawn at the bank.
- If you clear the outstanding debts cashless at our InfoPoints or cash points your mensa-card will be unlocked again.

13. Do you have 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, via telephone (07071/29-73830) or on our website at www.my-stuwe.de.

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