

## ***Electronic payment with your student ID or employee ID***

### **1. Where can I pay with my student ID/ employee ID?**

- in all food courts and cafeterias of the Studierendenwerk Tübingen- Hohenheim
- at the vending machines (at this time only partially in Nürtingen and Hohenheim)
- 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

### **2. How can I recharge my student ID/ employee ID?**

- with your cash-card at the card recharging terminals in the facilities of the Studierendenwerk
- with cash only at the card recharging terminal in the university library in Tübingen
- at the cash points of the InfoPoints and at many cash points in the food courts and cafeterias in increments of 5,00 €

### **3. How do I pay with my student ID/ employee ID?**

- Place your student ID/ employee ID 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 identity card from the card reading terminal and keep it in safe custody.

### **4. How is my data privacy protected?**

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

**5. What must I do in the event of loss of my student ID/ employee ID and/or my cash card?**

- Inform us immediately of the loss of your student ID/ employee ID. To block your card to avoid abuse we need your card serial number. Students receive their card serial number in the registrar's office and employees in the management of the university/college.
- A potential remaining balance on the lost card can't be refunded, as it is anonymous credit, comparable with cash.
- Please inform us immediately of the loss of your cash card as well to avoid abusive transactions from your cash card to your student ID/ employee ID.
- **Attention: It's not sufficient to only block your cash card at your bank!**

**6. What must I do if my student ID/ employee ID doesn't work anymore?**

- If the student ID/ employee ID indicates the errors 217 or 218 or the card is damaged, please contact our staff at the InfoPoints or cash points first. Please, don't forget to inform the InfoPoints before applying for a replacement card at your college/university, so that we can deactivate the damaged card (don't forget your card serial number).
- The remaining balance on the damaged card will be transferred to your new card. This transaction can take a few days.
- Until you receive your new student ID/ employee ID, you can get a replacement card at our InfoPoints or cash-points by giving a deposit of 5,00 €.

**7. 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.

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

- Reason: The validity date of the card has expired.
- Students must update the validity date in the self-service terminals of the colleges/universities. In the menu under "Kartenaufdruck erneuern" you can update the date of the card after the confirmation of your re-enrollment by your college/university.

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

- Reason: Your student ID/ employee ID has been locked due to outstanding debts to the Studierendenwerk as your account is overdrawn at the bank.
- If you clear the outstanding debts at our InfoPoints or cash points or via bank transfer, your card will be unlocked again.

**10. 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](http://www.my-stuwe.de).

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