

EAGLEcard

The EAGLEcard is the official Embry-Riddle Aeronautical University identification card and should be readily available at all times to present to University officials who may request identity verification. The EAGLEcard is the property of ERAU, which reserves the right to revoke the use of the EAGLEcard on any of its accounts at any time. Only the individual to whom it is issued may use the EAGLEcard. Other uses include:

- **Activity Card:** Your EAGLEcard allows you access to student activities, events, games, voting, and other services provided by Embry-Riddle.
- **Access Card:** If you reside in on-campus University Housing, your EAGLEcard will give you access to the residence halls. Also, certain labs and buildings require the use of an EAGLEcard for entry.
- **Library:** You must present your EAGLEcard each time you check out library materials.
- **Meal Plans:** These are accessed via your EAGLEcard. (See the Dining Services section for more information on meal plans.)
- **Prepaid Debit Card:** Your EAGLEcard offers a debit account that is managed by the University. There are no cash withdraws from this account. The EAGLE Dollar account can be used at any University point of sale, including vending, dining locations, laundry and the University bookstore. The EAGLE Dollar account is also accepted as payment by some of the local merchants see our website for a complete listing.

Daytona Beach and Prescott EAGLEcard Information: <https://erau.edu/student-experience/student-services/student-financial-services>

Transactions

The cardholder must present their EAGLEcard at the time of purchase. All sales transactions charged to an account through the use of the EAGLEcard are final at the point and time of sale. The cardholder is responsible for observing the amount charged during the transaction and monitoring balances.

At the Daytona Beach Campus, a cardholder can check their account balances online via the cardholder's University Blackboard account. Up to 90 days' history is available. A cardholder is responsible for all transactions.

At the Prescott Campus, a cardholder can check their account balances online through ERNIE under My Accounts.

Statements

At the Daytona Beach Campus, the cardholder can obtain a detailed statement of their debit transactions through their ERNIE account. Up to 180 days' of history is available.

At the Prescott Campus the cardholder may request a detailed statement of the EAGLEcard transaction history and/or activity at the EAGLEcard Office.

Error Resolution

If you feel there has been an error on your account, please notify the EAGLEcard Office by emailing eaglec@erau.edu within 60 days from the date of the transaction in question. In order to resolve the problem we will require the following:

- Name, and student ID number
- Sent from your Embry Riddle generated email address, if possible
- Description of the error or transaction in question
- Dollar amount of the transaction in question
- A clear explanation of why you believe there is an error

Lost or Stolen Card

If an EAGLEcard is lost or stolen, the cardholder must immediately contact the EAGLEcard Office during normal business hours (8 a.m. to 5 p.m.) or report the loss online through their ERNIE account. The cardholder is responsible for all transactions made before proper notification to the EAGLEcard office. Reporting the card will suspend it until it is reactivated.

At the Daytona Beach Campus, a replacement fee of \$15.00 will be charged for lost cards; however, this fee will be waived if the cardholder provides a report number issued by a government agency for stolen cards. A fee of \$7.50 will be assessed for damaged cards when the non-functioning card is turned in to the EAGLEcard Office.

At the Prescott Campus, a replacement fee of \$20.00 will be charged for lost cards, but this fee will be waived if the cardholder provides a report number issued by Campus Safety for stolen cards. A fee of \$10.00 will be charged for damaged cards if the non-functioning card is turned in to the EAGLEcard Office.

Disclosure of Accounting Information to Third Parties

The University will disclose information to third parties about the account holder's account(s) or the transfer made only:

1. *in order to comply with court orders or other applicable laws, or*
2. *if the account holder gives written or verbal permission, or*
3. *if the student's account receivables is in the third party's name.*

All policies and procedures are subject to change.

Prescott-Specific Information

Deposits

The Eagle Dollars Account has a minimum deposit is \$5.00. Deposits can be made at the Cashier Office or via the Web through ERNIE under My Accounts. The University reserves the right to suspend any account if a negative balance goes unpaid for more than 30 days, or if a student account is delinquent.

Account Closing and Refund

A request for a refund must be submitted to the Cashier's Office.