



NOVACard Debit Accounts (ACE\$) Procedure

Procedure Number: 310P

Responsible Office: Parking and NOVACard Services

Forms: NOVACard Graduating/Closing Account/Refund Request (Form 105-101)

Effective Date: 09/10/2019

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1. Purpose

ACE\$ is a declining balance account for students, faculty and staff that is directly linked to their NOVACard. An ACE\$ account is required to use ACEPrint services for printing, copying, and scanning at campus locations. ACE\$ accounts are automatically set up when a NOVACard is issued. Money must be added to the ACE\$ account before it is ready to use.

2. Definitions

ACE\$: Declining balance account directly linked to NOVACard. Cardholders are able to deposit money in their ACE\$ accounts at cash only deposit terminals on campus, any Campus NOVACard Office or through GET. ACE\$ accounts are similar to a bank debit account in that purchases are deducted automatically.

GET: NOVACard online system that allows student, faculty, and staff to upload a photo to be used for their NOVACard, add money to their NOVACard, review transactions, and place their account on hold if they misplace their card.

3. Procedure

- a. Establishing an Account
 - i. ACE\$ accounts are automatically set up when a NOVACard is issued. NOVACard holders can register their cards for online services using GET. Individuals who do not have NOVACards may purchase Guest Cards at any NOVACard office or at a NOVACard Deposit Terminal on any NOVA campus.
- b. Adding Funds to an Account
 - i. Money must be added to the ACE\$ account before it is ready to use. There are several ways to add funds to an ACE\$ account:
 1. Deposit cash at a NOVACard Deposit Terminal on any NOVA campus.
 2. Deposit funds using credit cards at any NOVACard office on any campus.



3. Use a credit card on NOVACard's online service or mobile app, GET.

c. Closing Accounts

- i. A closing account processing fee is applied to every account being closed. To close an account, a cardholder must complete a NOVACard Graduating/Closing Account/Refund Request (Form 105-101).
- ii. Closing requests are processed by the Finance team of Parking & NOVACard Services. Upon closing the account, the balance, less the processing fee, is sent to the address provided on the form. Checks are processed within 4 to 6 weeks. Checks must be made out to the cardholder.

d. Inactive Accounts

- i. When a NOVACard becomes inactive, all rights and privileges associated with the card are deactivated.
- ii. Student NOVACards expire every two years and become inactive if the student is no longer enrolled at the college.
- iii. Employee NOVACards remain active as long as the cardholder is employed by NOVA and expire immediately upon their separation from employment from the College.
- iv. Once the NOVACard has been inactive for 12 months or more in the NOVACard system, the ACE\$ account must be closed less the processing fee. ACE\$ accounts that are considered inactive are subject to the Unclaimed Property process.
- v. Per Unclaimed Property policy inactive ACE\$ accounts that have \$100 or more as a balance are provided a written letter to the most current mailing address on file. This allows them to complete a 105-101 form, within 60 days of the post marked letter date, to request a refund (minus the processing fee) be sent to them directly from NOVA. All ACE\$ accounts that do not request a refund via the 105-101 form are sent to the Unclaimed Property division of the Virginia Department of Treasury.
- vi. Per Unclaimed Property policy inactive ACE\$ accounts that have less than \$100 will be transferred to the Unclaimed Property division of the Virginia Department of Treasury.
- vii. Guest cards that are inactive for 12 months cannot be reactivated. Any inactive Guest Cards funds are transferred to the NOVACard Inactive revenue fund.

e. Transaction Refund Requests

- i. All NOVACard refund requests require the completion of NOVACard Graduating/Closing Account/Refund Request (Form 105-101).
- ii. In the event that the cardholder believes there has been an error associated with their account, the cardholder must submit a NOVACard Graduating/Closing Account/Refund



Request (Form 105-101).

- iii. NOVACard Operations conducts an investigation and notifies the cardholder in writing the results of the investigation. The cardholder may request copies of the documents used by NOVACard Operations in the investigation.
- iv. Purchases made using the NOVACard at College Vendor locations (Campus Bookstores and Food Service) follow the vendor's refund policy at the time of purchase.
- v. NOVACard will process refunds for failed cardholder transactions after the time of purchase including instances where a cardholder has failed deposits or has been overcharged or charged without receiving the service or product. Many include
 - 1. Failed deposit terminal transactions.
 - 2. Copy machine & ACEPrint locations.
 - 3. College Vendors (Campus Bookstores and Food Service).