

**Policy Procedure:** NOVACard Debit Accounts (ACE\$)

**Procedure Number:** 310P

**Contact Information:** 703.764.7759, [asknovacard@nvcc.edu](mailto:asknovacard@nvcc.edu)

**Forms:** [Graduating/Closing Account/Refund Request](#) (online Form 105-101)

**Last Reviewed Date:** 08/03/2020

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1. Establishing an Account
  - a. 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 deposit machine on any NOVA campus .
2. Adding funds to an Account
  - a. 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:
    - i. Deposit cash at a deposit machine on any NOVA campus.
    - ii. Deposit cash or use credit cards at any NOVACard office on any campus.
    - iii. Use credit card on NOVACard's online service or mobile app, GET.
3. Closing Accounts
  - a. A closing account processing fee is applied to every account being closed. Cardholders are always encouraged to spend their remaining balance before becoming inactive at the college. To close an account, a cardholder must complete a NOVACard [Graduating/Closing Account/Refund Request \(Form 105-101\)](#).
  - b. NOVACard IT must close out the account. 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.
4. Inactive accounts
  - a. When a NOVACard becomes inactive, all rights and privileges associated with the card cease.
  - b. Student NOVACards expire every two years and become inactive if the student is no longer enrolled at the college.
  - c. Employee NOVACards remain active as long as the cardholder is employed by NOVA and expire immediately upon their separation from employment from the College.
  - d. Once the NOVACard has been inactive for 12 months or more in the NOVACard system, the account must be closed less the closing account fee. The remaining ACE\$ balances are forwarded to Unclaimed Property unless a NOVACard [Graduating/Closing Account/Refund Request \(Form 105-101\)](#) is submitted before the account is closed.
  - e. Per Unclaimed Property policy, before accounts are reported, Student and Faculty/Staff accounts with a remaining balance of \$100 or more are contacted by mail to the most

recent address; the cardholder is provided 60 days to request a refund before funds are sent to Unclaimed Property.

- f. Guest Cards that have been inactive for 12 months cannot be re-activated. No refunds on balances are made for any Guest Card.
5. Transaction Refund Requests
- a. All NOVACard refund requests require the completion of the NOVACard [Graduating/Closing Account/Refund Request \(Form 105-101\)](#).
  - b. In the event that the cardholder believes that there has been an error associated with his/her account, the cardholder must submit a NOVACard [Graduating/Closing Account/Refund Request \(Form 105-101\)](#) within thirty (30) days after the problem or error occurred.
  - c. NOVACard IT 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 office in the investigation.
  - d. Purchases made using the NOVACard at College Vendor locations (Campus Bookstores and Food Service) follow the vendor's refund policy at time of purchase.
  - e. 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. May include:
    - i. Failed deposit terminal transactions
    - ii. Copy machine & Pay for Print locations
    - iii. College Vendors (Campus Bookstores and Food Service)

## **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.