



# MEAL PLAN AND DINING DOLLARS

## TERMS AND CONDITIONS

### MEAL PLAN USAGE ACCOUNT HOLDER

The meal plan selected is intended to be used solely by the individual paying for the meal plan. Letting another person use a meal plan not purchased by them is considered fraud. You must present your actual HawkCard for any meal plan, guest meal plan, or dining dollars purchases. Paper cards or HawkCard photos on smartphones will not be accepted. If found to be happening, your HawkCard will be confiscated and sent to the HawkCard Office in University Center Rm. 250. You will be notified by the HawkCard Office when you can pick up your HawkCard.

### WEEKLY MEAL PLANS

#### Meal Plan Requirement

According to the policy of the University of Wisconsin Board of Regents, all freshman and sophomore students are required to reside in University Operated Residence Halls during the academic year. If you wish to be exempt from the "Residency Requirement," you will need to file the Application for Exemption form prior to signing a housing contract.

The University Housing Contract states "If you are a freshman or sophomore, you also agree to subscribe to one meal plan offered at the University."

Exceptions to this policy include:

1. Students who have completed 60 credits or more
2. Married students
3. Veterans
4. Students who have resided in the residence halls for at least two full years
5. Students recognized by the University as having independent status
6. Students with Junior, Senior, or Commuter status
7. Students 21 years of age or older

Exemptions to the mandatory meal plan policy will not be granted for employment reasons, class schedule conflicts, or for financial reasons. Exemptions will be considered for medical or religious reasons only. The "Meal Plan Exemption" form is available at Center for Students with Disabilities.

#### Meal Plan Enrollment

If you have an active University Housing contract on file for the fall semester, you will be notified each summer by the HawkCard Office, through your UWW email account, when and how you can sign up for a meal plan. If you are required to have a spring semester meal plan; the meal plan that was in place at the end of fall semester will automatically be reassigned for spring semester.

If you are required to have a meal plan but did not sign up for a plan, you will be assigned the “14 Weekly” plan AND \$50.00 Dining Dollars.

If you are required to have a spring semester meal plan, the meal plan that was in place at the end of fall semester will automatically be reassigned for spring semester. This reassignment will include the weekly meal plan AND a new deposit of Dining Dollars.

If you are NOT required have a to meal plan, you may enroll for any meal plan at any time during the semester.

- Weekly meal plans with add-on Dining Dollars will be prorated based on the week of the semester you enroll.
- Full Dining Dollar plans will be prorated based on the week of the semester you enroll.
- Flex Meal Plans are NOT PRORATED at the time you enroll in a plan.

#### Weekly Meal Plans AND Flex Meal Plans include a Debit (Declining Balance) Account

Every meal plan includes Dining Dollars. Retail purchases are debited from the Dining Dollars Account balance at the time of purchase by either presenting the student’s University ID card at any dining service location on campus or selecting Dining Dollars as a method of payment on the mobile app. Only the owner of the University ID is allowed to make purchases. Any cashier has the right to verify proper use of the University ID by requiring additional identification. Anyone attempting to use a University ID that is not their own is subject to disciplinary and/or legal action.

#### Meal Plan Changes

Meal plan changes will be accepted during the second and the third weeks of fall semester and the first two weeks of spring semester. Meal plan changes are effective the Monday after the request is received.

Account holders may change their meal plan ONCE during the meal plan change period each semester. You can increase your weekly meal plan after the Change Meal Plan period ends. You need to make the request in-person at the HawkCard Office. (UC 250)

Changes to a meal plan may be requested in person at the HawkCard Office (UC 250) or by using the online change form available on the HawkCard Office website ([www.uww.edu/uc/hawkcard](http://www.uww.edu/uc/hawkcard))

#### Meal Plan Balance Tracking

It is your responsibility to keep track of your weekly meal usage. There are multiple ways you can check your Weekly Meal Plan balance:

- At any dining location. The cashier can complete a balance check when asked.
- At the HawkCard Office.
- Online using the Online HawkCard Office (<https://hawkcard-sp.transactcampus.com/eaccounts>)
  - Instructions to register and use the Online HawkCard Office are available from the HawkCard Office website.
- Use the “eAccounts” app on your smartphone. (You must be registered at the website before using the eAccounts app.)

Download the eAccounts app for extra convenience. Search for “Transact eAccounts” in your phone’s app store.

## Meal Plan Cancellations

It is the student's responsibility to cancel a meal plan. The meal plan is NOT automatically cancelled if the student moves out of the residence hall, withdraws from classes, or does not return for spring semester. The student is responsible for all charges accrued prior to the cancellation. All cancellations will be effective at the end of the week of notification on Sunday and prorated as of that date.

## **DINING DOLLARS**

### Time Period Dining Dollars

Once your Dining Dollar account is activated, it will remain open until the end of the spring semester of the academic year in which the account was opened. Dining Dollar balances will roll over from the fall semester to spring semester during the academic year. Any remaining Dining Dollars will expire on the last day of the spring semester.

As stated above, if you are required to have a spring semester meal plan, the meal plan that was in place at the end of fall semester will automatically be reassigned for spring semester. This reassignment will include the weekly meal plan AND a new deposit of Dining Dollars.

### Purchasing Add-On Dining Dollars

The maximum amount of Add-On Dining Dollars that can be added to the student account is \$1,000 per semester. Dining Dollars can be purchased by check, cash or credit card at the HawkCard Office or using the "my.uww.edu/hawkcard" website.

### Unused Dining Dollar Balances

**On the last day of spring semester any remaining Dining Dollar balance will expire. Dining Dollars are non-refundable.**

### Deposits, Adjustments, Shortages, and Negative Amounts Balances

The University reserves the right to make appropriate adjustments or corrections to the amounts assigned to your Dining Dollars account. Any such adjustments will be fully documented and disclosed to you should you inquire about either your account balance or account transactions. Such inquiries need to be made in person at the HawkCard Office, University Center 250. Account status can also be checked through the eAccount site.

It is your responsibility to keep track of your Dining Dollars usage. There are multiple ways you can check your Dining Dollars and Purple Points balance:

- At any dining location. The cashier can complete a balance check when asked.
- At the HawkCard Office
- Online using the Online HawkCard Office (<https://hawkcard-sp.transactcampus.com/eaccounts>)
  - Instructions to register and use the Online HawkCard Office are available from the HawkCard Office website.
- Use the "eAccounts" app on your smartphone. (You must be registered at the website before using the eAccounts app.)

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However, should the occasion arise when, due to power outages, network issues, or other system problems, a purchase occurs with insufficient funds in your Dining Dollars (creating a "shortage" or "negative" amount), you agree to pay the negative amount against funds that may thereafter be deposited to your account or are charged for on your student account.

### Disputes About Purchases

Purchases using your HawkCard are like cash and, as such, cannot be disputed in the same manner as credit or charge card transactions. If you have a question about a particular transaction, the HawkCard Office will provide you with whatever information is available regarding the matter. Any disputes about the nature or quality of goods or services purchased with the card need to be resolved by you at Warhawk Dining Office, (UC 66).

## **FLEX MEAL PLANS**

**Students who are exempt from living on campus as listed above ARE eligible for the Flex Meal Plan.**

1. The initial Flex Meal Plan enrollment for each academic year is a combination of meal swipes and Dining Dollars.
  - A. Meal swipes can be purchased in increments of 15 or 30
  - B. Dining Dollars can be purchased in increments of \$100 or \$200
2. After initial purchase, additional meal swipes can be purchased in increments of 5 and Dining Dollars in \$25 increments.
3. Unused meal swipes and Dining Dollars at the end of fall semester will be available for use during spring semester.
4. Unused meal swipes and Dining Dollars will expire at the end of spring semester.
5. Unused meal swipes and Dining Dollars are non-refundable.

### **Staff:**

1. The initial enrollment for each academic year is a combination of meal swipes and Dining Dollars.
  - A. Meal swipes can be purchased in increments of 5, 15, or 30
  - B. Dining Dollars can be purchased in increments of \$50, \$100, or \$200
2. After initial purchase, additional meal swipes can be purchased in increments of 5 meal swipes and Dining Dollars in \$25 increments.
3. Unused meal swipes at the end of the fall semester will be available for use during the spring semester.
4. Unused meal swipes and Dining Dollars will expire at the end of spring semester.
5. Unused meal swipes and Dining Dollars are non-refundable.
6. Staff Flex Plans are charged sales tax at the time of purchase of the plan and additional meal swipe or Dining Dollar purchases.

## **LOST OR STOLEN HAWKCARD**

A lost or stolen HawkCard could be used by another party until you report it as lost or stolen. You are financially responsible for all transactions by others against your Meal Plan, Dining Dollars, Purple Points, and other accounts until your HawkCard is reported lost or stolen.

You can report your HawkCard lost or stolen at any point-of-sale location where the HawkCard is accepted, at the HawkCard Office or at the "Online HawkCard Office" (<https://hawkcard-sp.transactcampus.com/eaccounts>) or using the "eAccounts" app. When you report your HawkCard as lost or stolen, the meal plan, Dining Dollars, Purple Points and any other associated accounts will be locked. You can also suspend the use of your HawkCard

at the "Online HawkCard Office" website (<https://hawkcard-sp.transactcampus.com/eaccounts>) or using the "eAccounts" app.

When you report a HawkCard lost or stolen, you need to come to the HawkCard Office with a photo ID to obtain a replacement card and to "unlock" your account(s). A twenty-five dollar (\$25.00) card replacement fee will be assessed.

If you reported your HawkCard as lost or stolen through the eAccounts app and later found it, you can reactivate your card and associated accounts using the eAccounts app, with no need to print a new HawkCard. However, if a new HawkCard has already been issued, reactivation of your old card will not be possible.

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