



Roo Express Agreement

ROO Express is accessed through the campus ID card, the official identification card for SUNY Canton. Use of any ROO Express means you have accepted the terms and conditions listed below, and they will apply to your account. Other offers from the College Association (CA) may supersede this agreement. ROO Express is an optional taxable debit account at SUNY Canton.

Roo Express may be used at locations on campus at Roos Court, Rendezvous, Cyber Café, Joey's, The Corner, Chaney, Campus Store and in campus vending services (excluding Micro-Market), and off-campus at select providers.

Once a ROO Express account is opened, funds can be added via credit card, cash, or debit card via Student Support, located in Miller Campus Center, 115 or contact akinsd@canton.edu. Check deposits are also accepted. There is a \$1,500 balance limit for Roo Express accounts.

Roo Express cannot be used to pay portions of your student bill. Any federal, state or private financial aid funds that you are entitled to receive will be applied first to educational expenses due to the College and next to credit the ROO Express account or other non-educational expenses. Once all outstanding charges have been satisfied, any remaining account credit will be refunded as appropriate. (Subject to the terms of this agreement.)

ROO Express that has been billed for the current semester, and not paid in full by the end of the semester will be deactivated. It will not be reinstated until the total amount due on the bill is paid.

Any Roo Express amount over \$20.00 rolls forward semester-to-semester. ROO Express accounts with no transactions for twelve months will incur a monthly inactivity fee of the lesser of (i) \$20* or (ii) the amount of your remaining unused ROO Express, starting with the twelfth month of successive inactivity. CA will deduct that fee from the value of your unused ROO Express prior to issuing any refund. The amount of any monthly maintenance fee is not refundable in whole or in part and will not be restored to you even if you later request a refund of your unused ROO Express. Upon graduation/separation or at the end of the spring semester, you may contact CA for a refund of your ROO Express. Accounts with a zero balance and twelve months of inactivity will be closed.

Card holders are responsible for deactivating their physical ID card in the event of a lost card. Dining Services is not responsible for any transactions that occur when a card is lost. Any person who attempts to use another person's account will be subject to discipline via the Student Conduct Office.

Cash withdrawals cannot be made from your Roo Express account. *Roo Express is not accepted for purchases for alcohol, tobacco products, lottery tickets, gift cards, items that could be construed as weapons, obscene materials, tattoos, gift certificates, or items sold by multilevel marketing organizations.*

Information regarding the participant's account or transactions may be disclosed to third parties when necessary to complete transactions, when the condition or existence of an account must be verified, to comply with a government agency or court orders, or with the participant's written permission.

All transactions can be viewed online. Upon reviewing transactions, inform CA of any discrepancies immediately. The error will be investigated and the participant will be notified of the determination within 20 business days. If CA is not informed within 60 days after the transaction occurred, the participant shall assume liability for the erroneous charges.

To request a refund, please contact College Association, Student Support, in Miller Campus Center 115 or email akinsd@canton.edu. An \$8.00 processing fee applies on all refunds.

Questions? Please contact David Akins at akinsd@canton.edu or stop by Miller Campus Center 115.