

Frequently Asked Questions

(BusinessServices,PAW Card, CAU

8. What do I do if my PAW Card is not allowing me access into the Dining Hall to use my Meal Plan? There could be several reasons why your PAW Card does not work for your meal plan. We will need to confirm that you are financially enrolled and have a charge on your Banner Account, in order to provide access to the meal plan. We ask that you please stop by the Panther PAW Office, so that we may assist you. We may also be reached at (404) 880-8PAW (8729).

a. What is the Panther PAW Card Cash Account? A prepaid, stored value account that's part of your Panther PAW Card is the convenient cashless way to pay for goods and services on campus...and it's all on one card that you have with you.

b. How do I add funds to my Panther PAW Card Cash Account? You can make deposits to your PAW Card cash account in person using a credit card or cash at the Panther PAW Office (Student Center 3rd floor), or at the PAW Card ATM using cash (Student Center 2nd floor, CAU Suites East Lounge Area or Brawley Hall Main Entrance).

c. What if I do not like my picture? We will be more than happy to take another picture. However, there is a \$25 replacement card fee for all new cards.

d. What do I do if I cannot find my PAW Card? If you are not able to locate your PAW Card, you may stop by or call the PAW Card Office at (404) 880-8PAW (8729). We will freeze your cards so that it cannot be used. If you find it, you can have it re-activated by coming to the PAW Card Office. You can also log onto the e-Accounts link <https://caupawcardcash.sp.transactcampus.com/eAccounts/AnonymousHome.aspx> and follow the steps to freeze your PAW Card.

If you are not able to find your card, you may request a new card. The replacement card fee is \$25.

e. I lost my new card but found my old card, can I get the old card activated? Unfortunately, we cannot activate an old card once it has been replaced. Every PAW Card has a 16 digit number that is unique to each card. When we replace a card, we change the 16 digit number, which retires the old number. The system remembers that number and will not allow us to reuse it again once it has been retired. You will have to purchase another PAW Card, with a \$25 replacement fee.

CAU Dining:

1. What is my assigned meal plan?

X 1st year students are automatically assigned the Panther Platinum Unlimited Meal Plan.

X 2nd year students are automatically assigned the Panther Gold Meal Plan.

- x 3rd, 4th and graduate residential students are automatically assigned the Silver Block 60 Meal Plan
- x Non-residential undergraduate students are automatically assigned the Bronze Block 30 Meal Plan

2. Can I change or cancel my meal plan? Please visit the Student Residence Life website for this procedure. There are rules and deadlines that apply.
3. Where can I use my dining dollars? Your dining dollars can be used at any dining locations on campus, including all retail outlets and food trucks.

6. What type of files are accepted? Word-ready or PDF documents will be accepted. ~~do~~
USB drives or web links are accepted.
7. What is Student Printing? Student printing will be available for students to print to multiple copy machines in your residential hall ~~copy~~ lab. Students will be able to send jobs electronically and release their individual jobs by swiping their Paw Card for convenience. The cost of your print job/copies will be deducted from your PanthePAW Cash Account.
8. When can I ship items for my move in to campus? No more than 2 weeks prior to your move in date. The address is the main campus address. ~~Yes.~~ First and Last Name (no nick names), Clark Atlanta University, 223 James P. Bradley SW, Atlanta, GA 30314
9. Who do I contact for additional questions? Please contact the CAU Print and Mail Center at 404-880-8015. Visit us on the CAU website a-ter

4. Does the Campus Store take cash? No, we are cashless Campus
5. How can I find my book for my classes? Verify the specific date and time for the classes on Banner Web.
6. What are my course material options for my classes? All of the following options may not be available:
 - x Included ED Program (digital and/or hard copy course material) for Freshman, Sophomore, Junior and Senior Class. The course materials are included in their tuition.
 - x Buy (New/Used)
 - x Package (this included access code and the physical books)
 - x Access Code (This includes a new book)

*When purchasing an eBook, please make sure you retain your receipt for your records.
7. What is the campus store return policy? There is a 30 day return policy for clothing or electronics. All clothing must still have the original tag attached. Additional rules apply:
 - x You cannot return any item that has been opened (this includes textbooks or electronics)
 - x Lab material, office/school supplies and gifts are FINAL SALES, even if the item has not been used
 - x The refund will be issued using the same method of payment used for the purchase
 - x Textbook refunds can be processed up until the first week of the school term
 - x Mid-term and Final exam materials sales are FINAL SALES
 - x It normally takes 3-5 business days to see your refund on your card
 - x You need the original purchase receipt to return any item
8. Does the campus store “buy back” textbooks? Yes. You must be a CAU student and your student ID will be required to sell textbooks. Select **TEXBOOK** > **Sell My Textbook**, and then follow the necessary steps to sell your textbook.
9. How long does it take to get an online order? It takes 2-48 hours for all orders to be processed. To check the status of your order, you will need to have your online order number and your state or student I.D.
10. What can I purchase with my book scholarship? You may purchase any items in the bookstore.
11. How do I contact the CAU Campus Store? Please visit our location in the Student Center – 2nd Level. You may also visit us at www.bkstr.com/caustore for hours of operations or call us at 404-880-8582.

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9. Can I opt back in at a later date? Yes, you can once registration is open for the new term. Complete OPT IN Form by deadline (last day of class for the current term). In addition, there can be no "non-returned" course materials on your account. It is possible for a future semester but not in current semester that you just opted out. The form can be found on the CAU Included Web Page under Campus Services or below.

10. Can I share these eBooks with friends or family members? All the books included in this initiative are protected under international copyright law. This means when you purchase the Included book bundle, you are only purchasing one license for each book contained in the bundle. Each publisher will have different limitations relative to downloading and copying their textbook.

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11. How do I contact the CAU Parking Office? Call us at 404-880-6295 or visit us at <https://www.cau.edu/campuservices/Parking/index.html> for more information. Where is the CAU Parking Office located? The 1st level of the Visitor's Parking Deck located on Mildred Street. Office hours are 9AM-5PM, Monday-Friday.

Laundry:

1. Where do I do my laundry on campus? Washers and dryers are located in each of the residential halls. Use Laundry View to see machine availability or to report a problem. <http://m.laundryview.com/lvs.php?s=1671>
2. How do I pay for using the laundry equipment? CAU offers our residential students unlimited laundry services included in your residential fee!

Vending:

1. What kind of vending is offered on campus? Currently, beverage machines featuring

5. What are the setup/load-out guidelines? Load-in from Parsons Street begins at 10:00 AM to 11:00 AM; Load-out from Parsons Street ends at 4:00 PM-4:30 PM. Set-up is on the Student Promenade designated locations. The market coordinator will direct you on market day.
6. Where do I park? The Visitor's Deck is conveniently located on the corner of Mildred Street and Atlanta Student Movement Blvd. Hourly parking rates do apply.
7. Who do I contact for additional questions? Please call Business Services at 804 6710 or email auxiliaryservices1@cau.edu