



Clark Atlanta University Office of Auxiliary Services

Frequently Asked Questions

(PAWCard, CAU Dining, CAU Print and Mail Center, CAU Bookstore, CAU Parking, Laundry Service, Vending and Market Thursday)

PAWCard:

1. **What is a PAWCard?** The Panther PAWCard also known as the PAWCard is the official ID card for Clark Atlanta University. The PAWCard also:
 - Identifies you as a CAU student
 - Allows you access to the dining hall to use your meal plan
 - Allows access to use your dining bucks at Dunkin Donuts, Marble Slab, Moe's Southwest Grill and select food trucks
 - Grants you access to parking when a permit is purchased
 - Grants you access to the library
 - Grants you access to ride the Atlanta University Center (AUC) Shuttle Bus
 - Allows you to make copies and prints on multi-function machines across campus
 - Allows you to gain access to residence halls (based on your credentials)
 - Allows you to purchase goods and services on campus using the PAW Cash account
 - Identifies you as a CAU student for discounts at participating local businesses
 - Gets you into CAU sporting and other special events
2. **How do I get my PAWCard?** PAWCards are issued by the PAWCard Office, which is located on the 3rd Floor of the Student Center. You must be financially enrolled and have completed the PAWCard consent form. Please bring a photo ID, such as a drivers' license, passport or some other official/government picture ID, so that we can verify your identity.
3. **Is there a fee for the PAWCard?** No, there is no fee for your first PAWCard. However, if your PAWCard is lost or stolen, you will be required to pay a replacement fee of \$25 for a new PAWCard.
4. **Where is the PAWCard Office located?** The PAWCard Office is located on the 3rd Floor of the Student Center. We are open Monday through Friday from 9:00 AM until 5:00 PM. We may also be reached at 404-880-8PAW (8729).

5. **Can I pick up my friend's PAWCard?** No. The PAWCard will only be issued to the specific cardholder and must be picked up in person.
6. **What do I do if my PAWCard does not allow access to my assigned Residence Hall?** There could be several reasons why your PAWCard does not work for your residence hall. The PAWCard office will need to confirm that you are financially enrolled and have a charge on your Banner Account in order to provide access to the residence hall. 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).
7. **What do I do if my PAWCard is not allowing me access into the Dining Hall to use my Meal Plan?** There could be several reasons why your PAWCard 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).
8. **Why did my PAWCard stop working?** There are a number of reasons why a PAWCard may stop working. Some of the more common reasons area as follows:
- Your ID card is bent or cracked
 - The magnetic stripe on your PAWCard is damaged
 - The magnetic stripe on your PAWCard has become demagnetized
 - You are using a card that you replaced
9. **Is it possible to have more than one active card?** No. For security reasons we do not allow more than one PAWCard ID card to be activated.
10. **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.
11. **What do I do if I cannot find my PAWCard?** If you are not able to locate your PAWCard, you may stop by or call the PAWCard Office at (404) 880-8PAW (8729). We will freeze your card so that it cannot be used. If you find it, you can have it re-activated by coming to the PAWCard Office. If you are not able to find your card, you may request a new card. The replacement card fee is \$25.
12. **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 PAWCard 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 PAWCard, with a \$25 replacement fee.

CAU Dining:

1. **What is my assigned meal plan?**
 - 1st year students are automatically assigned the Panther Platinum Unlimited Meal Plan.
 - 2nd year students are automatically assigned the Panther Gold Meal Plan.
 - 3rd, 4th and graduate residential students are automatically assigned the Block 60 Meal Plan
 - Non-residential students are automatically assigned the Black 30 Meal Plan
2. **Can I change or cancel my meal plan?** Please visit the Student Life website for this procedure. There are deadlines that apply.
3. **What if I have special dietary requirements?** Please contact dining services as we have resources to help you make the right food choices and can arrange for a consultation with our dietician.
4. **Who do I contact for additional questions, regarding my meal plan?** Please call Campus Dining Services at 404-880-8059 in the Lower Level of the Student Center.

CAU Print and Mail Center:

1. **How do I get my mail?** Visit the Print and Mail Center on the 3rd floor of the Student Center. At the kiosk, swipe your PAWCard ID, select pick up now and proceed to the counter.
2. **Can I receive mail if I live off campus?** Only students residing on campus can received mail and packages at the mail center.
3. **How will I be notified if I have mail or packages?** You will receive an email at your preferred email address.
4. **How do I submit a print order?** Please utilize the print portal on the CAU website-Campus Services-Print Shop. You may also visit the print center for assistance.
5. **How do I know the price of my print request?** A quote will be provided when you place your order. Custom print jobs are available and will be quoted on an individual basis.
6. **What type of files are accepted?** Word-ready or PDF documents will be accepted. No USB drives or web links are accepted.

7. **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 at www.cau.edu/campus-services/print-services.

CAU Bookstore:

1. **What time does the bookstore open?**
 - Monday – Thursday: 9am – 6 pm
 - Friday: 9am – 5pm
 - Saturday: 11am – 3pm

* Call for holiday hours or if the school is closed.
2. **Does the bookstore accept Flex dollars?** No, we only accept cash, debit or credit, bookstore scholarship gift card or PAW cash (money you put on your PAWCard).
3. **How can I find my book for my classes?** Verify the specific date and time for the classes on Banner Web.
4. **What are my course material options for my classes?** All of the following options may not be available:
 - Rental (New/Used)
 - Buy (New/Used)
 - Package (this included access code and the physical books)
 - Access Code (This includes an eBook)

*When purchasing an eBook, please make sure you retain your receipt for your records.
5. **What do I do if my book is not in stock?** You have the option to pre-pay for your book in store.
6. **What is the bookstore 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:
 - You cannot return any items that have been opened; this includes textbooks or electronics
 - Lab material, office/school supplies and gifts are FINAL SALES, even if the item has not been used
 - The refund will be issued using the same method of payment used for the purchase
 - Text book refunds can be processed up until the first week of the school term
 - Mid-term and Final exam material sales are FINAL SALES
 - It normally takes 3-5 business days to see your refund on your card

- You need the original purchase receipt to return any item
7. **Does the Bookstore “buy back” text books?** Yes. You must be a CAU student and your student ID will be required to sell text books.
 8. **How long does it take to get an online order?** It takes 24-48 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.
 9. **What can I purchase with my book scholarship?** You may purchase any items in the bookstore.
 10. **How do I contact the CAU Bookstore?** 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.
 11. **How do I purchase my books?** The cost of \$375 per semester (\$750 per academic year) will be posted to your student account on Banner Web.
 12. **Do I need special software to read these eBooks** The books are readable using a number of devices, including laptops, desktops, and mobile devices.
 13. **What if my books are not online?** Textbooks that are only available in print form can be picked up in the CAU Bookstore one week prior to the term starting.
 14. **I am a new undergraduate student and don't have a tablet or mobile device.** There are numerous facilities on campus that students can use to access their books such as the AUC Library. The CAU Bookstore also has laptop options available for purchase.
 15. **How do I pay the Included Book Bundle Fee?** You may use the same payment method/source as those you use to pay your tuition and fees.
 16. **Can I opt out of participating in this program?** Yes. A student must complete and submit the “Required Included Book Bundle Fee Opt-Out” form by 5 PM the day prior to the first class day of the student’s first semester as stated on the academic calendar. A student is required to return all course materials previously picked up that are part of the opt-out option to the CAU bookstore within 7 days of returning the opt out form. The fee on the student’s account will not be removed unless the deadline and return of course materials is satisfied. The opt-out form is available on the CAU website.
<http://www.cau.edu/campus-services/CAU-Included-Opt-Out-Form-F-2019-mh.pdf>
 17. **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 that 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.

18. **Where can I email any questions or concerns?** Questions or concerns can be emailed to IncludEDbook@cau.edu.

CAU Parking:

1. **As a student, do I need to buy a parking permit if I have a car?** All students are required to buy a parking permit from the Parking office if they are planning to park on university property. Day rates are also available in the Visitor's Parking Deck at Mildred Street.
2. **How and where do I get a parking permit?** Please visit the Parking office on the 1st level of the Visitor's Parking Deck located on Mildred Street. Office hours are 9AM-5PM, Monday-Friday.
3. **How much are parking permits?** The cost for parking in the Visitors' parking deck is \$112.50 per semester. The cost to park in the various Residence Hall locations (Brawley, Beckwith, Bumstead, Ware, Knowles and Oglethorpe) is \$72.50 per semester.
4. **What forms of payment do you accept?** All major credit cards, money order or cashier's check. Personal checks are not accepted.
5. **What happens if I lose my permit?** A replacement permit can be purchased for \$25.
6. **Are parking permits transferrable?** No. Only the original registered student may use the permit.
7. **Does the parking office enforce parking rules and what are the reasons for impoundment, immobilization or removal of vehicle?**
 - When the vehicle is in a designated tow zone
 - When a vehicle is illegally parked and constitutes a safety hazard
 - When a vehicle is parked without a designated permit
 - Other reasons outlined in the University's motor vehicle policy
8. **How do I pay if my vehicle is immobilized?** All parking fines have to be paid at the parking office before your vehicle can be released.
9. **How do I contact the CAU Parking Office?** Please visit our location on Mildred Street on the main level of the Visitor's Parking Deck. Call us at 404-880-6295 or visit us at www.cau.edu/campus-service/parking.

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?** Funds can be loaded to your PAWCard. Visit the PAWCard office to load funds or request a refund.

Vending:

1. **What kind of vending is offered on campus?** Beverage machines featuring Coke products and snack machines are located in most academic buildings and residence halls.
2. **Are there ATM's on campus?** We have ATM machines located in the Student Center on the 2nd and lower levels.
3. **What do I do to report a problem or request a refund?** Please call Campus Auxiliary Services at 404-880-8317 or e-mail auxiliaryservices1@cau.edu. The Campus Auxiliary Services office is located in Haven-Warren Hall, Room 300.

Market Thursday:

1. **What are the vendor requirements?** Complete the current year's vendor application and provide your current year's state tax license. The application can be found on the CAU website: www.cau.edu/campus-services/Market%20Thursday%20Application/index.html
2. **What form of payment do you accept?** Cashier's checks or money orders made payable only to Clark Atlanta University. No cash or credit cards are accepted. Payment must be received no later than Wednesday at Noon. No payments will be accepted at the market unless preapproved.

Current vending rates are \$59 for regular vendors and \$25 for enrolled/current students of the AUC. Rates vary for Homecoming or other special markets.

3. **What can I vend?** Clothing (non-logoed); accessories; artwork; beauty supplied, etc. No food vending is allowed.
4. **When does the market take place?** Most Thursdays during the Fall and Spring academic year. Please visit our website for the current year calendar. Market hours: 10:30 AM-4:30 PM.
5. **What are the set-up/load-out guidelines?** Load-in from Parsons Street begins at 10:00 AM to 10:30 AM; Load-out from Parsons Street ends at 4:30 PM-5:00 PM. Set-up is on the Student Promenade in 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 and Student Movement Blvd. Hourly parking rates do apply.

7. **Who do I contact for additional questions?** Please call Campus Auxiliary Services at 404-880-8317 or e-mail auxiliaryservices1@cau.edu. The Campus Auxiliary Services office is located in Haven-Warren Hall, Room 300.