

## Mission:

The Zip Card office strives to support the University's mission by providing an essential identification and debit card system functions to the campus community using innovative technology and collaboration across campus to deliver convenience, efficiency, and security using one card.

The Zip Card functions as the University photo identification card and serves to authenticate access to resources and services on and off campus.

## Goals:

The near-term goals for the Zip Card office is to continue to provide identification and debit card system functions to the campus community in an effective manner with excellent customer service.

The long-term goal is to upgrade the Zip Card Blackboard Transact system to the latest software version and move the system from physical servers to virtual servers.

## Services:

### Card Production:

- Produce photo identification cards for current students, employees or contractors.
- Produce non-photo access cards for University departments.
- Produce gift debit cards for University departments.
- Lost or damaged card replacements.

### Critical Partners

- Office of Student Accounts/Bursar
- Safety - Locking Systems
- Information Technology Services – Daily PeopleSoft extract of students and employees
- Controller's Office – Approval of department requisitions
- Residence Life and Housing – Residential student information

### Customers/end-users:

- Photo identification cards for students, employees or contractors.
  - Aetna janitorial services
  - Admissions/New Student Orientation
  - Athletics
  - Emergency Operations Group Cards
  - Human Resources
  - IT Computer repair
  - Locking Systems
  - Nursing Student Badges
  - Parking and Transportation Services

- Payroll
  - Residence Life and Housing
  - Student Accounts
  - Student Recreation and Wellness Center
  - Student Union Administration Badges
  - Testing Center
  - UA Libraries
  - UA Solutions
  - Zip Assist
- Non-photo access cards for University departments.
    - Athletics
    - Locking Systems
    - Residence Life and Housing
    - UA Libraries
  - Gift debit cards for University departments.
    - Admissions
    - CBA international students
    - Residence Life and Housing
    - UA Libraries
    - Office of Accessibility –Note Taker program payment

### **Debit Card:**

- All Campus debit accounts.
- Dining Dollars debit account (meal plans).
- Pharos UniPrint debit accounts (student free prints).
- College supplemental print debit accounts for students.
- Department debit Print and Photocopy accounts.
- Administer Blackboard eAccounts web system (Online Card Office).

### **Critical Partners:**

- Office of Student Accounts/Bursar
- Information Technology Services – Daily PeopleSoft extract of students and employees
- Controller's Office – Approval of department requisitions

### **Customers/end-users:**

- All Campus accounts
  - Admissions/New Student Orientation (gift cards)
  - Athletics (vending for athletes)
  - AVI Concessions (InfoCision, Cub Cadet and JAR)
  - AVI Vending machines
  - Barnes and Noble Bookstores
  - BSVI Vending machines
  - CBA visiting international students (gift Cards)
  - eSports (charges)
  - External Merchant Program
  - IT Computer repair (charges)
  - IT Pharos UniPrint (student paid prints)

- Law School – Law Plus program (gift cards)
  - Office of Accessibility –Note Taker program payment
  - Parking and Transportation Services (fines)
  - Print Management department (photocopiers)
  - Residence Life and Housing (funds for RA during breaks and OLSI program)
  - School of Art (printing and supplies)
  - Student Conduct (fines)
  - Student Recreation and Wellness Center Pro Shop
  - UA Libraries (fines)
  - Payroll deduct for UA employees
  - Wayne Campus
- Pharos UniPrint debit accounts
    - IT Pharos UniPrint (free prints for enrolled students)
    - Wayne Campus
  - College supplemental print debit accounts for students.
    - College of Engineering – select students
    - Faculty/Staff
    - PEAC photocopiers
  - Department debit Print and Photocopy accounts
    - Student Union Administration
    - UA Libraries
    - Folk Hall
    - CBA – Tax program

### **Locking Systems:**

- Maintain the Lost Card count field on the Zip Card

### **Critical Partners:**

- Safety - Locking Systems

### **Customers/end-users:**

- Students
- UA employees
- UA departments with swipe access doors
- UA Contractors

### **Zip Card Online Card Office (Blackboard eAccounts web system):**

- Check Debit account balances
- Check meal plan board balances
- Deactivate lost or stolen card
- Deposit Funds

**Critical Partners:**

- Controller's Office
- Office of Student Accounts/Bursar

**Customers/end-users:**

- Students
- UA employees
- Parents
- Departmental gift cards

**Card Readers (Verification):**

- Check for valid enrollment status.
- Check for valid employee status.  
(The Zip Card system receives a daily import file of "enrolled" or "admit only" students and a file of current employees and their status, from PeopleSoft)

**Critical Partners:**

- Information Technology Services – Daily PeopleSoft extract of students and employees.

**Customers/end-users:**

- Athletics (Bike Share)
- Barnes and Noble Bookstores (UA employee discount)
- eSports
- Hower House Museum
- Parking and Transportation Services (Bike Share)
- Student Union Game Room
- Student Union Information Desk
- UA Libraries (Laptop check out)

**Card Readers (Financial):**

- Provide readers to University departments for financial transactions.
- Provide financial reports via email to departments.

**Critical Partners:**

- Controller's Office – reimbursement of sales to department accounts.

**Customers/end-users:**

- Athletics (Bike Share)
- Athletics (vending for athletes)
- AVI Concessions (InfoCision, Cub Cadet and JAR)
- AVI Vending machines
- Barnes and Noble Bookstores (UA employee discount)
- BSVI Vending machines
- CBA visiting international students (gift Cards)
- eSports

- External Merchant Program
- Hower House Museum
- IT Computer repair (charges)
- Office of Accessibility – Note Taker program payment
- Parking and Transportation Services (Bike Share)
- Parking and Transportation Services (fines)
- Payroll deduct for UA employees
- Print Management department (photocopiers)
- Residence Life and Housing (funds for RA during breaks and OLSI program)
- School of Art (printing and supplies)
- Student Conduct (fines)
- Student Recreation and Wellness Center Pro Shop
- Student Union Game Room & Information Desk
- UA Libraries
- Wayne Campus

## **Card Readers Door Access:**

- Provide readers for select UA departments' door access.

### **Critical Partners:**

- Safety - Locking Systems

### **Customers/end-users:**

- Bierce Library
- Science Library
- Robs Café

## **Meal Plan Services:**

- Assign residential meal plans
- Assign commuter or staff meal plans
- Change meal plans per request
- Maintain Quattrics web form for meal plan change requests
- Credit/Debit student accounts for meal plans
- Assign RLH resident assistant and RLH staff meal plans per requisition
- Respond to questions concerning meal plans (email, telephone and in person)
- Provide Cash Net web store for student and parents to purchase meal plans online.
- Provide Transaction reports:
  - Aramark
  - Controller's office
  - Students

### **Critical Partners:**

- Bursars Office - Student Accounts
- Controller's office
- Dining Services/Aramark
- Office of Student Financial Aid/Scholarships

- University Communications and Marketing – Web Team

## Customers/end-users:

- Parents
- Residence Life and Housing
- Students
- UA employees

## Value Transfer Stations:

- Customers can deposit cash to their card
- Customers can purchase a gift card
- Customers can check card balances

## Critical Partners:

- Controller's Office
- UA Libraries
- Wayne Library

## Customers/end-users:

- Community patrons
- Students
- UA employees

## External Zip Card Merchant Program:

- Manage Merchant Agreements
- Invoice for equipment rental fees
- Process reimbursement for sales less transaction fee
- Provide equipment to process Zip Card transaction
- Program and maintain equipment

## Critical Partners:

- Accounts Payable
- Purchasing Department

## Customers/end-users:

- Arby's
- AVI Food Systems
- Barnes and Noble
- BSVI
- Burger King
- Campus Book and Supplies
- Chick-fil-a
- Dave's Market
- Denny's
- Eat-n-Park

- EuroGyro
- Five Guys Burgers
- Giant Eagle - Chapel Hill
- Giant Eagle – Portage Crossing
- Giant Eagle – Waterloo
- Mary Coyle
- Panda 168
- Papa Johns
- Penn Station Subs
- Starz Market
- Subway
- Taco Bell
- Wendy's

## **Quaker Square Tenant Services:**

- Administer Quaker Square tenants program
- Invoicing tenants
- Collect rent payments
- Submit work requests with PFOC
- Lease preparation
- Handle complaints, concerns, issues
- Coordinate and show available rental suites
- Act as University liaison between University departments and tenants

## **Critical Partners:**

- Accounts receivable
- Office of General Counsel
- Parking and Transportation Services
- Physical Facilities Operations Center

## **Customers/end-users:**

- Susan Pritchard, Attorney at Law
- Summit Initiative
- Roger A. Sours
- River Valley Paper Company
- Koch & Regal
- Robert H. Brown & John M. Dohner
- Dan Walpole
- Bruce Wilson
- Emershaw, Mushkat & Schneier

## **Vending Services:**

- Administer vending machine programs
- Respond to and resolve complaints
- Refunds (cash and All Campus)
- Collect commission payments from AVI Food-systems
- Coordination of machine locations
- Payments to Bureau of Services for the Visually Impaired

- Act as University liaison for vendors
  - Account Payable
  - Departments where machine is located

## **Critical Partners:**

- AVI Food Systems
- Bureau of Services for the Visually Impaired
- Accounts receivable
- Accounts Payable

## **Customers/end-users:**

- Students
- UA departments
- UA employees

## **Blackboard Transact System Interfaces:**

- The Transaction Interface Agents (TIA's) allow processing of Zip card transactions from other non-Blackboard point of sale systems.
  - Barnes & Noble Bookstores – University bookstore
  - Micros – Aramark Food Service Provider
  - Micros – University departments
  - Pharos Uniprint – Information Technology Services
  - Tapingo – Aramark Food Service Provider

## **Oracle MICROS Point of Sale System:**

- Allows department to process sales transactions using:
  - Cash
  - Credit/Debit card
  - Zip Card
- Allows reporting of transactions

## **Critical Partners:**

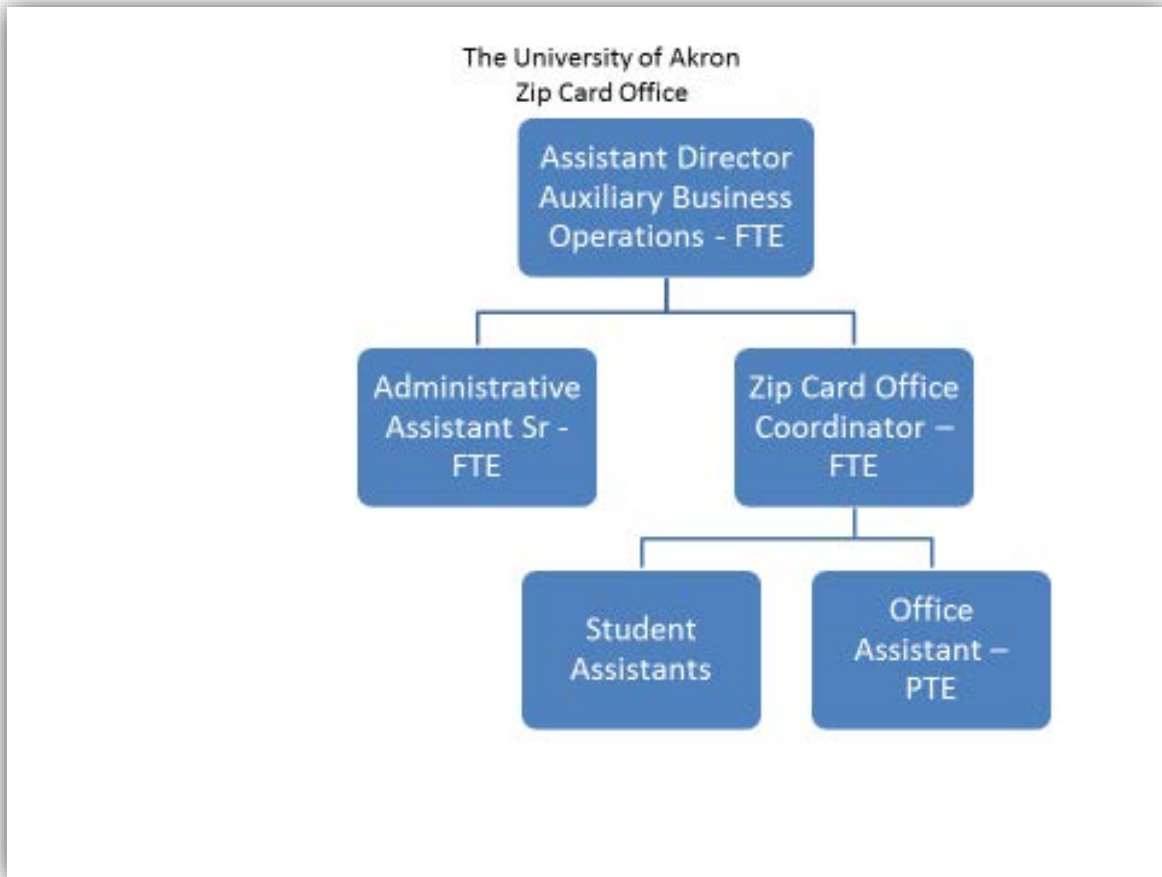
- ITS – Server Administration
- Controller's Office

## **Customers/end-users:**

- DocuZip
- Hower House Museum
- Materials Handling – Central Stores
- Materials handling - Surplus Property
- Parking and Transportation Services
- Psychology Museum
- Zip Card Offices



## Resources



- Personnel

Title	Type	#	Description
Assistant Director of Auxiliary Business Operations	FTE	1	Manages Zip Card Operations – Dining Plan Administration, Blackboard Transact (ID, Declining Balance Accounts and Meal Plan) system, Bb eAccounts, Micros POS system, External Merchant program and any equipment associated the Zip Card operations. Produces reports to Aramark and assists with technical issues. Provides reports to any location using the Zip Card. Maintains UA web pages and digital signage. Maintains software licensing and hardware maintenance contracts.
Zip Card Office Coordinator	FTE	1	Manages Zip Card offices, student assistants and customer service. Coordinates requests from UA Departments for guest and gift cards. Produces ID cards and Badges. Works closely with locking systems. Processes reimbursements to External Merchants.
Administrative Assistant Sr	FTE	1	Manages the Quaker Square tenants program. Lease preparation, invoicing, collection and deposit of rent. Processes tenant PFOC requests and provides customer service to tenants. Manages the AVI and BSVI vending programs, processes reimbursement to BSVI. Coordinate location of machines. Collects commission payment from AVI. Assists with the Zip Card office card production and customer service.
Student Assistants	STE	2-4	Polsky Office – produces Zip Cards and acts as Information Desk for Polsky. Processes vending machine refunds. (The number of SA's depends on student availability)
Office Assistant	PTE	1	Shreds papers 4 hours per week.

- Financials

The University of Akron Zip Card Office Financial Activity																
Budget Pools	Budget FY 14	Actual FY14	Variance	Budget FY 15	Actual FY15	Variance	Budget FY 16	Actual FY16	Variance	Budget FY 17	Actual FY17	Variance	Budget FY 18	Actual FY18	Variance	Percentage Variance
4400 - Sales and Services	\$70,000.00	\$54,308.79	(\$15,691.21)	\$75,000.00	\$66,587.43	(\$8,412.57)	\$60,000.00	\$58,642.18	(\$1,357.82)	\$60,000.00	\$49,856.42	(\$10,143.58)	\$0.00	\$0.00	\$0.00	
5100-Administration	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
5200-Full Time Staff	\$111,805.00	\$124,240.12	(\$12,435.12)	\$155,825.00	\$157,797.94	(\$1,972.94)	\$156,138.00	\$140,714.26	\$15,423.74	\$161,708.00	\$154,597.86	\$7,110.14	\$126,186.00	\$129,509.94	(\$3,323.94)	-2.63%
5220- Part time staff	\$15,375.00	\$11,748.95	\$3,626.05	\$15,685.00	\$1,067.29	\$14,617.71	\$15,685.00	\$447.67	\$15,237.33	\$4,582.00	\$1,589.75	\$2,992.25	\$0.00	\$1,645.30	(\$1,645.30)	-100.00%
5240 - Overtime	\$3,000.00	\$1,065.21	\$1,934.79	\$3,000.00	\$2,481.06	\$518.94	\$3,000.00	\$370.63	\$2,629.37	\$1,000.00	\$518.75	\$481.25	\$0.00	\$272.45	(\$272.45)	-100.00%
5600-Fringe Benefits	\$71,000.00	\$60,472.68	\$10,527.32	\$83,000.00	\$78,791.68	\$4,208.32	\$83,000.00	\$79,477.03	\$3,522.97	\$90,236.00	\$91,906.36	(\$1,670.36)	\$0.00	\$74,809.25	(\$74,809.25)	-100.00%
5400-Student Assistants	\$50,000.00	\$40,382.87	\$9,617.13	\$45,000.00	\$44,738.38	\$261.62	\$45,000.00	\$38,517.72	\$6,482.28	\$45,000.00	\$41,649.24	\$3,350.76	\$40,000.00	\$27,536.69	\$12,463.31	31.16%
5700-Supplies & Services	\$210,000.00	\$244,210.91	(\$34,210.91)	\$170,000.00	\$164,197.60	\$5,802.40	\$170,000.00	\$16,248.06	\$153,751.94	\$15,000.00	\$10,549.82	\$4,450.18	\$6,200.00	(\$36,419.07)	\$42,619.07	687.40%
6300-Communications	\$20,000.00	\$19,105.93	\$894.07	\$20,000.00	\$14,413.84	\$5,586.16	\$20,000.00	\$80.50	\$19,919.50	\$1,000.00	\$0.00	\$1,000.00	\$0.00	\$483.47	(\$483.47)	-100.00%
6400-Chargebacks	\$0.00	\$227.05	(\$227.05)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
6600 - Utilities	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
6600 - Movable Equipment	\$300,000.00	\$0.00	\$300,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
7000 - Travel/Hospitality	\$5,000.00	\$0.00	\$5,000.00	\$5,000.00	\$511.00	\$4,489.00	\$5,000.00	\$0.00	\$5,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
7100-Cost of Goods Sold	\$0.00	\$4,750.96	(\$4,750.96)	\$7,500.00	(\$789.78)	\$8,289.78	\$7,500.00	\$0.00	\$7,500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
7300-Indirect Costs	\$0.00	\$3,258.53	(\$3,258.53)	\$4,500.00	\$3,995.26	\$504.74	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
<b>Totals</b>	<b>(\$716,180.00)</b>	<b>(\$455,154.42)</b>	<b>(\$261,025.58)</b>	<b>(\$434,510.00)</b>	<b>(\$400,616.84)</b>	<b>(\$33,893.16)</b>	<b>(\$445,323.00)</b>	<b>(\$217,213.69)</b>	<b>(\$228,109.31)</b>	<b>(\$258,526.00)</b>	<b>(\$250,955.36)</b>	<b>(\$7,570.64)</b>	<b>(\$172,386.00)</b>	<b>(\$197,838.03)</b>	<b>(\$25,452.03)</b>	<b>-14.76%</b>
4800- Non Mand Transfer In	\$0.00	\$31,480.00	\$31,480.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,208.00	\$1,208.00	\$0.00	\$1,208.00	\$1,208.00	\$0.00	\$0.00	\$0.00	
77750 - Non Mand Transfer out	\$0.00	\$0.00	\$0.00	\$0.00	\$1,208.00	\$1,208.00	\$0.00	\$1,208.00	\$1,208.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
<b>Totals</b>	<b>(\$716,180.00)</b>	<b>(\$423,674.42)</b>	<b>(\$292,505.58)</b>	<b>(\$434,510.00)</b>	<b>(\$401,824.84)</b>	<b>(\$32,685.16)</b>	<b>(\$445,323.00)</b>	<b>(\$217,213.69)</b>	<b>(\$228,109.31)</b>	<b>(\$258,526.00)</b>	<b>(\$249,747.36)</b>	<b>(\$8,778.64)</b>	<b>(\$172,386.00)</b>	<b>(\$197,838.03)</b>	<b>(\$25,452.03)</b>	<b>-14.76%</b>

- Financials continued
  - FY14
    - There was Blackboard Transaction system upgrade.
      - Blackboard was no longer going to support the UNIX platform.
      - The UNIX server was replaced by two servers that run on MS Window 2008 R Enterprise.
      - The Blackboard Transact software updated to the current windows GUI version.
      - The data from the UNIX server was migrated to the Windows servers.
      - The DataCard production software upgraded to current version.
      - Three new card printers with laminators installed.
      - JSA online card office replaced by Blackboard eAccounts.
  - FY15
    - Dining Services outsourced to Aramark.
  - FY16
  - FY17
  - FY18
    - Zip Card Honors closed and merged with Simmons Hall office.
    - Reduction of Student Assistants
  
- Equipment and Technology
  - Blackboard Transact – on premise servers
    - Bb Photocopier readers
    - Bb Activity readers (verification)
    - Bb Value Transfer Stations (cash deposit and balance review)
    - Bb Vending readers (vending and door access)
    - Bb MF (multifunction readers –POS, verification, photocopier)
  - Blackboard eAccounts - Software As a Service (SAS) (Online Card Office)
    - Allows deposits by credit card
    - Declining account balances
    - Meal plan swipe balances
    - Statement of transaction history
    - Ability to deactivate a Zip Card if lost or stolen
  - DataCard
    - SP75 plus card encoding and laminating printers
    - PC work stations

- Oracle Micros HMS 9700 – on premise server
  - WS5 workstations POS registers used at
    - UA locations
      - Zip Card offices
      - Parking Services and Transportation Services
      - DocuZip
      - Central Stores
      - Surplus Property
      - Hower House Museum
      - Psychology Museum
    - All Aramark locations
      - They communicate with the Aramark Oracle Micros corporate server in Philadelphia PA.
- Sage Business Works – virtual server
  - Auxiliary accounting and invoicing
- Aramark Lenovo servers – 3 on premise
  - Gateway for Starbuck cards STUN and UA Blackboard Transact
  - Gateway for Starbuck cards Exchange
  - Gateway for Starbuck cards Polsky
- Space
  - Simmons Hall - main Zip Card office.
  - Polsky 3<sup>rd</sup> floor next to bookstore – Zip Card satellite office

- Future Plans
  - Potential changes
    - Within the next year (2019), we will need to upgrade the Blackboard Transact system because the servers are currently on Microsoft Windows Server 2008 R2 Enterprise service pack 1 and Microsoft extended support is scheduled to stop on January 14, 2020.
    - This would be a good time to move from physical to virtual servers and upgrade the Blackboard Transaction System to the current version which is version 13.3.5.0 (we are on version 3.12.8.4)
  - Trends;
    - To move from physical servers to virtual servers. (This would be a cost savings.)
    - To move from magnetic stripe card to contactless cards and/or mobile credentials. (This would be very expensive and would depend on our current Door Access Control System.)