



CLARK ATLANTA UNIVERSITY
Business and Auxiliary Services

Frequently Asked Questions

(Business Services, PAW Card, CAU Dining, CAU Print and Mail Center, CAU Campus Store, CAU Parking, Laundry Services, Vending and Vendor Markets)

Business Services:

What is the Office of Business Services? Business Services enhances the quality of campus life through the delivery of quality goods and services to our students, faculty, staff, alumni and guests. Our services include the Panther PAW Office, Dining, Print and Mail Center, Print Fleet Management, Campus Store, Parking, Laundry, Vending, Vendor Markets, and University Meetings and Events.

1. **How can I contact the Business Services office?** Our office can be contacted by phone at 404-880-6710 or by email at auxiliaryservices1@cau.edu.

PAW Card:

1. **What is a PAW Card?** The Panther PAW Card also known as the PAW Card is the official ID card for Clark Atlanta University. The PAW Card 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 Jazzman's Cafe, Panther Smoothie, Wicked Wings 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 located in your residence hall computer lab
 - Allows you to gain access to residence halls (based on your Banner assigned residence)
 - 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 PAW Card?** All photos must be submitted 2 weeks prior to the move in date.

New students arriving to Clark Atlanta University must follow the steps below:

- You must be financially enrolled
- You must consent to the PAW Card via CAU Banner web
- You must use the on-line photo submission process to submit a photo: the photo portal opens **December 18th, 2023 for Spring 2024**

Step 1: Log onto the e-Accounts link:

<https://caupawcardcash-sp.transactcampus.com/eAccounts/AnonymousHome.aspx>)

Step 2: Take or upload your ID photo

Step 3: Submit and click next to proceed

Step 4: Submit your government issued photo ID (driver's license, passport, state ID, etc.)

Please note: you must enter your name exactly how it was submitted to CAU (example: Ja'Von McGough)

Photos must be submitted and approved no later than **January 4th, 2024**. You will receive an email from the PAW Card Office letting you know if your photo is approved and the next steps if your photo cannot be used.

You will also receive an email letting you know when and where to retrieve your PAW Card.

3. **Is there a fee for the PAW Card?** No, there is no fee for your first PAW Card. However, if your PAW Card is lost or stolen, you will be required to pay a replacement fee of \$25 for a new PAW Card.
4. **Where is the PAW Card Office located?** The PAW Card 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 PAW Card?** No. The PAW Card will only be issued to the specific cardholder and must be picked up in person.
6. **What do I do if my PAW Card does not allow access to my assigned Residence Hall?** There could be several reasons why your PAW Card does not work for your residence hall. The PAW Card 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).

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 anyway.
- 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 card 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?

- 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 Silver Block 60 Meal Plan
 - 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.
 4. **How do I get more dining dollars?** Please visit the Office of Residence Life 128 Mildred Street (CAU Suites 100).
 5. **Can I share my dining swipes with a friend?** You may share dining swipes with a friend only if you have a Silver and Bronze block meal plan.
 6. **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 at 404-880-8059.
 7. **Who do I contact for additional questions, regarding my meal plan?** Please call the Office of Residence Life at 404-880-8074 located in the CAU Suites (building 100) 128 Mildred Street.
 8. **How can I see dining hours, locations and today's menu?** Visit the CAU Dining website: <https://www.cau.edu/campus-services/Dining-Services/index.html>
 9. **When does the meal plan start for Spring 2024?** January 12th at lunch.

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. Please proceed to the appropriate line retrieve student mail/packages.
2. **Can I receive mail if I live off campus?** Only students residing on campus can receive 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 student email address letting you know that you have mail/packages.
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. **What is Student Printing?** Student printing will be available for students to print to multiple copy machines in your residential hall computer 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 Panther PAW 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: Your First and Last Name (no nick names), Clark Atlanta University, 223 James P. Brawley Dr., 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 at www.cau.edu/campus-services/print-services.

CAU Campus Store:

1. **What time does the campus store open? ***

- Monday – Thursday: 9am – 5pm
- Saturday: 11am – 3pm (Starting 1/13)

*** Call for holiday hours, summer hours or if the school is closed.**

2. **What does the Campus Store Sell?** We sell items from:

- Textbooks
- General Reading Books and Children Books
- Women, Men & Children CAU Apparel
- Gift items from drink ware, key chains, pennants and more.
- School supplies
- Book bags
- Technology accessories
- Laptops (Pre-Order)
- Snacks, drinks
- Health and beauty items
- Move-in linen packages

**We are not just a bookstore.
We are a Campus Store. ..We sell almost everything.**

3. **Does the campus store accept Dining Flex dollars?** No, we only accept debit or credit, bookstore scholarship gift card or PAW cash (money you put on your PAW Card).

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:
- IncludedED Program (digital and/or hard copy course material) for Freshman, Sophomore, Junior and Senior Class. The course materials are included in their tuition.
 - 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.**

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:
- 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
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 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.
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.

IncludED Book Bundle Program:

1. **Who is eligible for the Book Bundle Program (IncludED)?** All undergraduate students who are registered/enrolled for 12 credit hours or more. The fee will remain in effect for the duration of the student's matriculation at Clark Atlanta University.
2. **How do I purchase my books?** You can pay with credit card and debit card if you are not on the book bundle. All Ungraduated students financially enrolled and has 12 or more credit hours. The cost of \$413 per semester (Fall/Spring term) will be posted to your student account on Banner Web.
3. **What if my books are online or digital?** You will receive an email from Follett customer service to your student email giving you instructions on accessing your digital materials. Some materials are automatically loaded to your bookshelf within your course in CANVAS. Please review the "helpful hints" flyer for more specific information below or visit the Campus Store webpage in the IncludED area.
4. **Do I need special software to read these eBooks?** The books are readable using a number of devices, including laptops, desktops, and mobile devices.
5. **What if my books are not online or digital-new or rental?** Students that reside on Campus can pick up their course materials in the CAU Campus Store on or after 1/11/2024. Non-resident student's course materials can we mailed at the expense of the student. Shipping fee is \$7.99. The Campus Store Delivery carrier services are UPS and USPS.
6. **I'm a new undergraduate student and don't have a tablet or mobile device. What should I do?**

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.

7. **How do I pay the IncludED Book Bundle Fee?** The cost of \$413 (plus shipping if applicable) per semester will be posted to your student account on Banner Web. The fee is subject to change each academic year based upon course adoptions. You may use the same payment method/source as those you use to pay your tuition and fees.
8. **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 on the official OPT OUT deadline. The deadline for Fall 2023 is July 26th, 2023 and for Spring 2024 is January 3rd, 2024. Opt Out opens on the first day of registration for each term. You must Opt-Out for each term. Students are required to return all course materials previously received that are part of the bundle program before the refund can be processed. 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-Campus Services- IncludED Book Bundle Program.

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. Opt in is possible for a future semester, but not in current semester that you just opted out from. 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 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.
11. **Where can I email any questions or concerns?** Questions or concerns can be emailed to IncludEDbook@cau.edu. Or contact the CAU Campus Store Course Materials Hotline at 404-880-8582.

How will my book bundle materials be delivered?

1. **Book Bundle Students:** All students will receive digital materials via their student e-mail starting on the week of 8/6/2023 and once you are registered and financially enrolled. For Residential Students, hard back texts will be held in the Campus Store for pick up once the student is past the 5-day pause and prepare period.

****NOTE:** Online students are responsible for the shipping of their Course Materials. Contact the Campus Store immediately for possible solutions. Shipping fee is \$7.99 and our carriers are USPS and UPS.

2. **Non-Book Bundle Students:** Students not on the Book Bundle program will order their books online through Canvas and follow the directions on the website to order and pay for their materials. You may also visit the Campus Store online at www.ClarkAtlantaShop.com to place your order.

3. **Who is part of the Book Bundle Program:** All undergraduate students who are registered/enrolled for 12 credit hours or more. The Book Bundle continues your whole matriculation at CAU.

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 **online** from CAU Parking. Please visit the website in Campus Services. Day rates are also available in the Visitor's Parking Deck at Mildred Street.

2. **How and where do I get a parking permit?** Student Online registration for parking will open **1/1/2024**. **Parking is assigned by resident hall.** Please use the link below to register and pay. Decals will be available for pick up at the Parking Office in the Visitors Parking Deck on or

3. after 1/10/2024. Students are given a grace period through 1/29/2024 when ticketing will commence.

Click on LAZ Parking: <https://www.cau.edu/campus-services/Parking/student-parking.html>

For Faculty and Staff, parking registration opens on August 21, 2023 and goes into effect on September 1, 2023: Parking year is from September 2023-August 2024.

Go to the Faculty and Staff parking website to register

<https://www.cau.edu/campus-services/Parking/Faculty-Staff-Parking.html>

Contractor/Vendors can register anytime by going to the parking website, contractor's page and completing the form for each parker. All parkers must present a PAW Card in order to receive their parking decal from the office and have parking loaded to their PAW Card. Only certain parking areas are available to contractors.

<https://www.cau.edu/campus-services/Parking/Contractor-Vendor-Parking.html>

4. **Where do I pick up my parking decal?** Decals will be available for pick up at the Parking Office in the Visitors Parking Deck located on Mildred Street. Office hours are 9AM-5PM, Monday-Friday. Students are given a grace period that ends 1/29/2024 when ticketing will commence. You must present your PAW Card to receive your decal.

5. **How much are student parking permits?** The cost for parking in all student lots is \$300/semester. Assignments are based upon the residential hall that you reside in. You must present your PAW Card to receive your decal. Employee and Contractor/Vendor pricing is available on the parking website.

6. **What forms of payment do you accept?** All major credit cards, or company check for contractor/vendors. No cash is accepted. Employees can do payroll deduction.

7. **What happens if I lose my permit?** A replacement permit can be purchased for \$25.

8. **Are parking permits transferrable?** No. Only the original registered student may use the permit.

9. **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; visit the parking website

10. **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.

11. How do I contact the CAU Parking Office? Call us at 404-880-6295 or visit us at <https://www.cau.edu/campus-services/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 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. PNC is our current vendor.
3. **What do I do to report a problem or request a refund?** Please call 404-880-6710. E-mail auxiliaryservices1@cau.edu. The Paw Card Office is located in the Student Center on the 3rd floor.

Vendor Markets:

1. **What are the vendor requirements?** Complete the current year's vendor application and pay the vendor fee. The application can be found on the CAU website: <https://www.cau.edu/campus-services/market-thursdays/Market-Thursday-Application-Requirements-and-Policies---FY24-05-26-231.pdf>
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. Please refer to <https://www.cau.edu/campus-services/market-thursdays/index.html> for rates and additional information.
3. **What can I vend?** Clothing (non-logoed); accessories; artwork; beauty supplied, etc. No food or beverage 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: 11:00AM-4:00PM.

5. **What are the set-up/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 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 Street and Atlanta Student Movement Blvd. Hourly parking rates do apply.
7. **Who do I contact for additional questions?** Please call Business Services at 404-880-6710 or e-mail auxiliaryservices1@cau.edu.