

# ID Terms of Service Agreement

## MOBILE MULE CARD ID TERMS OF SERVICE AGREEMENT

By enabling your mobile credential and adding it to Apple Wallet or Google Pay, you have agreed to accept all current and future University of Central Missouri campus policies relative to University of Central Missouri's Mobile Mule Card ID. Adding our Mobile Mule Card ID to Apple Wallet or Google Pay allows the use of your mobile device in place of your Mobile Mule Card at all of University of Central Missouri's current ID readers, such as for payments, meal plan, door access, events, and more. Any misuse, including sharing your mobile credential with any other individual, is in strict violation of University of Central Missouri policy and will result in disciplinary action.

## PHYSICAL ID CARDHOLDER TERMS OF SERVICE AGREEMENT

The Mule Card promises to continue the university's tradition of service by providing convenient access to a variety of campus services. Listed below are the terms and conditions governing the use of your new Mule Card.

**The Card:** You must present your card to purchase products or services. The card may be deactivated and/or retained when presented for inappropriate or illegal use. The Mule Card is a valid form of identification only at UCM and may not be used in place of a government-issued ID.

**Lost, Stolen, or Damaged Cards:** It is important to immediately report a lost or stolen card in person at The Mule Post, online through the Manage Your UCM ID button at [IDCenter@UCMO.edu](mailto:IDCenter@UCMO.edu) or by telephone at 660-543-8443. After business hours, leave a phone message with your name and ID Number along with a brief description of the circumstances. Your message will automatically be logged with

the date and time. You will be responsible for all use of your card prior to reporting its loss or theft to The Mule Post. You must come to The Mule Post during business hours to obtain a replacement card. Replacement fee is \$30.

#### FUNDS ADDED TO YOUR MOBILE OR PHYSICAL ID

**The Central Cash Account:** This account is a debit-dollar account tied to the money you deposited with us. It is possible to purchase products and services where the card is accepted. The card is not a credit card, nor can it be used to obtain cash. We will activate your account when you deposit five U.S. dollars (\$5) or more. You may add additional funds to your account at any time. You may make cash, check, money order, or credit card deposit in person or by mail at Student Financial Services, or deposit cash into one of the Value Transfer Stations (VTS) or make a deposit online at [ucmo.edu/id](http://ucmo.edu/id). No change is given from a VTS. Deposits made at Student Financial Services will be credited to your account by the close of the next business day. Central Cash refunds will be posted to your student account only in the instance in which you graduate or withdraw from the university. Refunds must be requested by the account holder. Refunds will be processed through Student Financial Services and a processing fee will be assessed.

**Receipts and Statements:** Most point-of-sale terminals are equipped to provide a receipt for each transaction. It is your responsibility to ensure the receipt is correct. An account statement listing recent transactions will be generated upon your personal request at The Mule Post or online through the Manage Your UCM ID button at [IDCenter@UCMO.edu](mailto:IDCenter@UCMO.edu).

**Error Resolution:** If you suspect an error on a receipt or account statement, or if you would like more information about a specific transaction, you may contact The

Mule Post by telephone at 660-543-8443, by email at IDCenter@UCMO.edu, or by mail at Elliott Student Union 119, University of Central Missouri, Warrensburg, MO 64093. You must contact us within 60 days of the transaction(s) in question.

**Account Closure:** Your account will be closed when you cease to be a student or employee of UCM. Student Financial Services reserves the right to close any account that is inactive for more than 12 months. A processing fee will be assessed for any account closure. To close your account, contact Student Financial Services.

**Agreement Changes:** This agreement may change during the time your card is active. All changes and updates to this agreement can be found on the following website: [UCM Campus Card Center Website](#).

For any other questions please contact The Mule Post by visiting the Elliott Student Union room 119, or by calling (660) 543-8443.

Dated: March 31<sup>st</sup> 2026