

## **ID CENTER/OLE MISS EXPRESS/MEAL PLAN POLICIES**

*Updated 3/18/2019*

### **MEAL PLAN POLICIES**

**All freshmen assessed for housing** are required to purchase a semester meal plan **BOTH** Fall and Spring semesters of their freshman year, regardless of Greek affiliation. If a meal plan is not selected, the default meal plan assessment will be the Rebel Unlimited Plus One. The RC Unlimited Plus One meal plan is **required for all residents of the Residential College**, regardless of classification.

Freshmen who are a part of a group or activity such as a fraternity or sorority that requires participation in a separate meal program may purchase a Greek meal plan, offered in the spring semester only. Proof of organization affiliation is required for approval of change request. Changes from any meal plan to a Greek meal plan may be submitted for approval only through the end of the first three weeks of the spring semester. Greek plans are not available for residents of the Residential College or upperclassmen. Meal plan change requests must be submitted to the ID Center **in writing or by meal plan change request form at [olemissdining.com](http://olemissdining.com)**, before the change deadline to be considered. **No late requests will be considered or exceptions made.** Once fees are assessed, the first change is done at no charge. A change fee of \$25 is assessed for additional changes. Adjustments, for usage from the previous plan, will be made to the new meal plan, Flex, or Ole Miss Express. If meals or funds are not available for these adjustments, the Bursar account will be billed for previous plan usage, in addition to the new meal plan.

For a list of meal plans, including those that meet the resident freshman requirement, visit [www.olemissdining.com](http://www.olemissdining.com), and select the “meal plans/freshman resident meal plans” tabs.

**Semester Block Meals, such as the Upper 50 and Greek 60, are served only in the Rebel Market, The RC, Grill at 1810, Freshii, and the Union Food Court.** Unused meals from semester/term meal plans are NOT carried over into the next semester/term, or refundable. Block meal plan participants are granted one meal per visit, two meals per meal period, for a maximum of six meals per day from their plan.

Semester Weekly Meals used at the Rebel Market, the RC, and the Grill at 1810, are purchased using a meal swipe. Weekly meals used for prepared food or beverage purchases at all other Ole Miss Dining locations are based on a “cash equivalency” valued at \$8 each. If the purchase is greater than \$8, the difference, plus any applicable taxes, may be deducted from Flex Dollars, Ole Miss Express, or paid by cash, Visa, or MasterCard. Weekly meal plan participants are granted one meal per visit, one meal per meal period, for a maximum of three meals per day from their plan. Weekly meals are reset each Sunday at 2am. Unused weekly meals do not carry over from week to week, or semester to semester.

Rebel Unlimited meals may be used for **personal unlimited meals only**, without a daily or per meal limit at the Rebel Market, Residential College, or breakfast and lunch the Grill at 1810. The Rebel Unlimited Plus One meal plan includes a daily Plus One.

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Semester plans may not be accessed through the participant's ID card until one business day before the first day of class, provided that registration has been completed and processed. Summer or Intersession Term meal plans may not be accessed through the participant's ID card until the first day of class, provided that registration has been completed and processed.

The Residential College meal plan is **required for all residents of the Residential College**. Greek plans will not satisfy this requirement. Unlimited meals may be used for **personal unlimited meals only**, without a daily or per meal limit at the Rebel Market, Residential College, or breakfast and lunch the Grill at 1810. The Residential College Unlimited Plus One meal plan includes a daily Plus One. Residential College meals are accepted from 7:00 a.m. to 9:00 p.m., Monday-Friday, and 10:00 a.m. to 9:00 p.m., Saturday and Sunday. Hours are subject to change.

Meals or Plus Ones used at the Rebel Market, the RC, and the Grill at 1810, are purchased using a meal swipe. Meals or Plus Ones used for prepared food or beverage purchases at all other Ole Miss Dining locations are based on a "cash equivalency" valued at \$8 each. If the purchase is greater than \$8, the difference, plus any applicable taxes, may be deducted from Flex Dollars, Ole Miss Express, or paid by cash, Visa, or MasterCard. "Plus ones" are reset to one each day at 2am. Unused "plus ones" do not carry over to the next day.

ALL members holding a semester plan in the fall semester will be automatically assessed for the same plan in the spring semester, regardless of Greek affiliation or classification, unless a refund request or plan change request is submitted online or **in writing** to the ID Center, and approved to cancel. No verbal requests or requests over the phone will be honored.

Requests submitted to the ID Center **in writing or by billing request form at [olemissdining.com](http://olemissdining.com)** to bill any optional (non-required) meal plans or plus one plans to a student's Bursar account are granted **only** before the start of each semester/term, or upon approval through the Office of Financial Aid. Financial aid deferment requests (available beginning the first day of classes) must go through the financial aid voucher process, which processes electronically via the MyOleMiss student portal, under the heading, "Ole Miss Express Voucher Request." Approved vouchers submitted before 3pm should be available by noon the following business day. Once approved by Financial Aid, the student will receive an email from Financial Aid notifying them if the request is approved or denied.

Unused weekly meals do not carry over from week to week, or semester to semester, and are not refundable. Unused meals or plus ones from semester/term plans are NOT carried over into the next semester/term, or refundable.

Additional meals may be purchased with Flex Dollars, Ole Miss Express, cash, Visa, or MasterCard at the ID Center.

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Changes in a plan resulting in a lesser plan are allowed only through the end of the first three weeks of fall and spring semester, with charges prorated accordingly. Changes must be submitted to the ID Center **in writing or by meal plan change request form at [olemissdining.com](http://olemissdining.com)** before the change deadline to be considered. This includes changes to a Greek plan in the spring. **No late requests will be considered or exceptions made due to late acceptance into organization.** Once fees are assessed, the first change is done at no charge. A change fee of \$25 is assessed for additional changes. Adjustments, for usage from the previous plan, will be made to the new plan, Flex, or Ole Miss Express, after the change is completed. If meals or funds are not available for these adjustments, the Bursar account will be billed for previous plan usage, in addition to the new plan.

Participants may **not** withdraw cash from their meal plan or plus one plan.

**Semester meal plan/Plus One plan refund policy:** Meal plans or Plus One plans are refunded only to commuting freshmen, non-freshmen, and to students that are no longer enrolled at the university. Refunds due to withdrawal from the university are based on the date of withdrawal on record in the Registrar's Office. Refund requests or plan change requests must be submitted **in writing** to the ID Center, and approved to process. Approved refunds are processed with any applicable percentage fee deducted and the remaining balance refunded by the Bursar's Office, after any Bursar account balances are satisfied. Refunds usually take at least 10-14 days to process.

Meal and Plus One plan refunds are calculated using the following schedule:

Computed from the first day of class:

First five working days:	90%
Between 6 and 10 working days:	70%
Between 11 and 15 working days:	50%
Between 16 and 20 working days:	30%
After 20 working days:	0%

**Summer & Intersession meal plan refund policy:** No changes or refunds are available for intersession or summer meal plans after the start of the term. Unused meals from semester/term meal plans are NOT carried over into the next semester/term, or refundable. Refunds usually take at least 10-14 days to process.

**Faculty/Staff meal plan refund policy:** Remaining meals on Faculty & Staff meal plans are refunded, upon request or termination of employment, minus a \$20.00 administrative fee. Refunds usually take at least 10-14 days to process.

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### **FLEX DOLLARS/ OLE MISS EXPRESS POLICIES**

#### **REQUIRED FLEX DOLLARS:**

All Oxford Campus full-time degree seeking undergraduate students under the age of 25 will be assessed for required \$250 Flex Dollars each fall and spring semester. Flex Dollars are billed to the student's Bursar account, along with other registration charges, and the Flex Dollars will set up automatically on the Ole Miss ID Card the day after registration is completed. The Flex Dollar program is declining balance, and designed to supplement students' campus dining needs. The allotted \$250 equates to about \$15 per week or about \$2.14 per day. Flex Dollars are restricted to food locations on campus including prepared food locations, vending machines, coffee shops, convenience stores, and food items only in the Ole Miss Bookstore.

Ole Miss Express is an **optional** declining balance spending account usable at select locations on and off campus.

Requests submitted to the ID Center **in writing or by billing request form at [olemissdining.com](http://olemissdining.com)** to bill Ole Miss Express, or additional or unrequired Flex, to a student's Bursar account are granted **only** before the start of each semester/term, or upon approval through the Office of Financial Aid. Financial aid deferment requests (available beginning the first day of classes) must go through the financial aid voucher process, which processes electronically via the MyOleMiss student portal, under the heading, "Ole Miss Express Voucher Request." Approved vouchers submitted before 3pm should be available by noon the following business day. Once approved by Financial Aid, the student will receive an email from Financial Aid notifying them if the request is approved or denied.

Any remaining Flex Dollars or Ole Miss Express balance on an ID account is carried forward each semester. Carryover balances may not be used to meet future required Flex deposits. Using the remainder of the balance, de-enrollment, or approved refund requests submitted in writing to the ID Center will close a Flex or Ole Miss Express account.

Participants may **not** withdraw cash from their Flex account, or any ID accounts.

**Flex Dollars refund policy:** Flex Dollars amounts deposited as part of the undergraduate requirement are not transferable or refundable **except** in cases of official withdrawal from the university, based on the date of withdrawal on record in the Registrar's Office, or upon graduation. Refunds upon graduation will be processed without charge. All other refund requests must be submitted **in writing** to the ID Center, and will be honored, if approved, only after proof of enrollment at another institution is provided, or if the student is not enrolled after the close of enrollment for the next academic semester. Refunds usually take at least 10-14 days to process, and are all subject to approval. Approved refunds are processed with a \$20 drop fee deducted and the remaining balance refunded by the Bursar's Office, after any Bursar account balances are satisfied.

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**Ole Miss Express refund policy:**

All refund requests must be submitted **in writing** to the ID Center. Refunds to students upon graduation will be processed without charge. All other approved refunds are processed with a \$20 drop fee deducted and the remaining balance refunded by the Bursar's Office, after any Bursar account balances are satisfied. Refunds usually take at least 10-14 days to process, and are subject to approval.

## **ID CENTER/OLE MISS EXPRESS/MEAL PLAN POLICIES**

*Updated 3/18/2019*

### **ID CARD POLICIES**

ALL students, faculty, and staff are required to have an Ole Miss ID card. Only current faculty, staff, and students shall have working ID accounts.

After each time a student is admitted to the university, the first ID card is issued at no charge. For students that withdraw from the university, reapply, and are reaccepted back into the university, you must visit the ID Center to have a new ID made, in order to have current, working ID.

The University of Mississippi is not responsible for lost or stolen IDs.

Replacement ID requests may be made **in writing** to the ID Center, and require a \$30 non-refundable fee which may be paid using Ole Miss Express, cash, check, Visa, or MasterCard. ID cards are made Monday through Friday, 8:15 a.m. – 4:45 p.m. Replacement IDs are **NOT billed to the Bursar account**. Once an ID has been replaced, all prior IDs are permanently disabled and may not be reinstated.

A University of Mississippi ID card is issued **only** to current students, faculty, and staff. All other requests for ID cards must be requested **in writing** to the ID Center and are subject to approval.

Before a University of Mississippi ID card is issued, identification of the cardholder must be verified using an official form of photo ID, such as a driver's license, passport, or school ID, an ID number assigned, and status at the University of Mississippi determined.

The University of Mississippi ID card is an official form of identification; therefore hats, sunglasses, or head coverings may NOT be worn in an ID photo. ID photo must be in color, a clear head and shoulders shot, with subject facing forward, and have a solid background. Any photos submitted that are not within these guidelines will be rejected.

Possession of more than one active ID card issued by the University of Mississippi is a violation of university policy.

Possession and/or use of a University of Mississippi ID card by someone other than the person identified on the card is a violation of university policy.

Misuse, alteration of, or abuse of the University of Mississippi ID card, or accounts on the ID card, will result in loss of privileges granted by the card, and disciplinary action being initiated.

All ID cards issued by the University of Mississippi ID Card Center remain the property of The University of Mississippi.

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Report any lost or stolen IDs immediately to the ID Card Center, the University of Mississippi Police Department, or online at <https://get.cbord.com/olemiss/>, using your myOleMiss WebID/password to place a hold on an ID account. Once the lost ID is found or replaced, you will need to remove the hold online at <https://get.cbord.com/olemiss/>.

IDs reported as lost or stolen **will not be reactivated over the phone**. Only IDs presented in person at the ID Center by the cardholder identified on the card, or online at <https://get.cbord.com/olemiss/> will be reinstated as an active account. Once an ID has been replaced, all prior IDs are permanently disabled and may not be reinstated. Replacing an ID will not remove a “lost” hold placed on an ID account. You must remove a lost ID hold online at <https://get.cbord.com/olemiss/>.

Only current employees and currently enrolled students shall have access to ID accounts. All ID card accounts will be refunded, if applicable, inactivated, and expired upon the event of Official withdrawal (dropping to zero hours), cessation of enrollment, graduation, or termination of employment at the University of Mississippi. Refunds due to official withdrawal from the university are based on the official withdrawal date in the Registrar’s Office. Refunds usually take at least 10-14 days to process, and are subject to approval.

ID card account balances may be viewed at the ID Card Center, sales locations, deposit locations, or online <https://get.cbord.com/olemiss/>, or through your MyOleMiss account, via GET, which will use your same WebID/Password combination that is used for other university services, such as myOleMiss, Blackboard, Go mail, and etc. GET allows you to view your ID account transactions and balances, and place and remove “lost ID” holds on your ID account. With the GET service, you may also deposit funds in your Flex Dollars and Ole Miss Express accounts, with a \$2.50 service fee. For any questions related to GET, contact the ID Center at [idcentersupport@olemiss.edu](mailto:idcentersupport@olemiss.edu). Account balances are **not** available by phone.