



PacificCard FAQ's

Most Frequent Questions

Listed are the most Frequently Asked Questions we receive at the PacificCard Office. If you have a question that is not listed, just give us a ring or drop us an email and we'll get right back to you with an answer!

Q: What is the PacificCard?

Q: Where/when do I get the PacificCard?

Q: If I am a staff member and also a student, can I have 'student' as my primary classification on my PacificCard?

Q: Is there a charge for the PacificCard? Or Replacement card?

Q: If I get a replacement card can I keep my old card?

Q: If I find my old card can I get a refund?

Q: What if my card is lost or stolen?

Q: What is PacificCash?

Q: Where do I get PacificCash?

Q: Can I deposit money without my card?

Q: Must I use cash only to set up the account?

Q: Do I get a monthly statement reflecting my balance?

Q: Is there an upper/lower limit to the balance on my account?

Q: Where do I USE PacificCash?

Q: Can I charge at the Bookstore?

Q: What is the benefit of having PacificCash?

Q: Is PacificCash the same as Meal Plan(DCB)?

Q: What is EMP?

Q: Can I use PacificCash for meals at the Dining Facilities if I don't have a DCB plan?

Q: What happens to the fund balance at the end of the semester or upon graduation?

Q: May I withdraw cash from my account?

Q: Are there any fees for PacificCash?

Q: Can I use PacificCash to pay for Laundry?

Q: What is Tiger Wash?

Q: What is the PacificCard?

A: Each student, staff and faculty member is required to have an ID card known as the PacificCard. The PacificCard serves many purposes: identification, PacificCash use, University buildings and residence facility access, Baun Fitness Center access, and entrance to athletic events.

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Q: Where/when do I get the PacificCard?

A: During orientation a student must go to the PacificCard office located on the Stockton campus behind Anderson Hall, directly behind McCaffrey Center.

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Q: If I am a staff member and also a student, can I have 'student' as my primary classification on my PacificCard?

A: No. Since you are classified as an 'employee', this is your required primary classification.

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Q: Is there a charge for the PacificCard? Or Replacement card?

A: Your first card is no charge. Should you need a replacement card for loss, theft or breakage there will be a nominal fee.

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Q: If I get a replacement card can I keep my old card?

A: No. Since your PacificCard is actually University property, it will be shredded at the Card Office.

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Q: If I find my old card can I get a refund?

A: No, all sales of newly printed cards are final.

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Q: What if my card is lost or stolen?

A: You can deactivate your card and report it lost using the "Manage Your Account" section of this website. Login using your PacificNet ID and use the Lost/Stolen link on the page. If you find your card you may also reactivate it using the same process. If you cannot login to this site and would like to report your card lost/stolen call or email the PacificCard Office at (209) 946-2273 or PacificCard@pacific.edu and your card will be suspended until you can have a new one issued.

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Q: What is PacificCash?

A: PacificCash is a deposit account where students, faculty and staff have the privilege to place funds in a self managed account to make purchases on and off campus at various retail services. This benefit makes life as a University family member convenient when making purchases.

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Q: Where do I get PacificCash?

A: You can add funds by using the "Manage Your Account" or "Add Cash Now" links at the top of this page with a valid credit card.

Also, You can add PacificCash in any cash amount at the Lair Kiosk, the Main Library Kiosk, or the Rite Aid Information Commons Kiosk. Deposits for PacificCash may be done at the PacificCard Office located on the Stockton campus across from the McCaffrey Center on Stagg Way.

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Q: Can I deposit money without my card?

A: Yes and No. You may deposit funds here on this website by authenticating or using the Add Cash Now button with your Pacific ID Number, however when depositing monies in person at the Lair Kiosk, Main Library Kiosk, Rite Aid Information Commons Kiosk, or the PacificCard Office, you must have your PacificCard with you.

Commons Kiosk, or in the PacificCard Office you must have your PacificCard with you.

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Q: Must I use cash only to set up the account?

A: No. You may deposit funds into your PacificCash account with cash, Debit, Visa, MasterCard, American Express, Diners Club or Discover card. There is a \$35 fee for payments returned for any reason. Multiple returned payments may result in the requirement that all future payments are made in guaranteed funds. The student's account can be placed on a finance hold thus preventing the student from receiving any services or benefits from the University including but not limited to registration for courses, copies of transcripts, diplomas, and utilization of University housing and meals.

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Q: Do I get a monthly statement reflecting my balance?

A: No, you will not automatically receive one, but you may see your balance on any register that accepts PacificCash, or on this site by logging in. You are always welcome to check your balance at the PacificCard Office as well.

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Q: Is there an upper/lower limit to the balance on my account?

A: There is no lower limit. You may add as little funds as you would like, however due to federal regulations the maximum amount you can carry on your account at a time is \$2000. When the card reaches zero balance it is your option to add funds or not.

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Q: Where do I USE PacificCash?

A: Check the "Locations Used" link found on the on the menu under "Quick Info". That area will list will list the most current locations accepting PacificCash, and locations that don't accept PacificCash, but do offer a discount for showing your card.

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Q: Can I charge at the Bookstore?

A: Upon financial acceptance to the University you will be able to charge at the Stockton Campus Bookstore using your PacificCard during your current enrolled term. These charges will appear directly on your student account bill.

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Q: What is the benefit of having PacificCash?

A: Having PacificCash on a PacificCard benefits individuals by allowing them to make purchases on campus essentially using their ID which they should always have in their possession. Students, faculty and staff members also obtain a discounted price at certain retail establishments off campus. For parents it is an easy way to give money to your student that they can use in their surrounding environment.

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Q: Is PacificCash the same as Meal Plan(DCB)?

A: No. Meal Plan(DCB) is exclusively used to purchase meals in facilities managed by our food service provider Bon Appetit(Stockton and Sacramento campuses).

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Q: What is EMP?

A: Employee Meal Program (EMP) is for Pacific employees who shop or dine at Bon Appetit locations in Stockton and Sacramento. To use the program, all a Pacific employee will need to do is add PacificCash to their PacificCard, notify the cashier that you want to use EMP, it is that easy!

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Q: Can I use PacificCash for meals at the Dining Facilities if I don't have a DCB plan?

A: Yes. You can use PacificCash at all Dining Facilities. You will receive a 3% discount provided by Bon Appetit on campus food service purchased made by PacificCash.

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Q: What happens to the fund balance at the end of the semester or upon graduation?

A: The fund is owned and maintained by the student, staff or faculty member. The balance is transferred between semesters and the fund can be closed by the owner upon request during withdrawal or graduation from the University. Upon closure of the account, funds are returned to the Student Accounts Office for processing.

Contact the PacificCard Office for more information about closing your account. After 2 years of inactivity, you will receive preliminary notice of potential escheatment to the State of California. After 3 years of inactivity and no response from the preliminary notice, your funds will be escheated to the State of California

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Q: May I withdraw cash from my account?

A: No. This account is not a bank account. Deposits are up to you and withdrawals are only those purchases at retail establishments.

The only time funds are returned from the PacificCash account is when an account is closed upon withdrawal or graduation from the University, in which funds are then returned to the Student Accounts Office for processing. Contact the PacificCard

from the University, in which funds are then returned to the Student Accounts Office for processing. Contact the PacifiCard Office for information on closing your account.

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Q: Are there any fees for PacificCash?

A: There is a \$35 fee for payments returned for any reason. Multiple returned payments may result in the requirement that all future payments are made in guaranteed funds. The student's account can be placed on a finance hold thus preventing the student from receiving any services or benefits from the University including but not limited to registration for courses, copies of transcripts, diplomas, and utilization of University housing and meals.

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Q: Can I use PacificCash to pay for Laundry?

A: No, a program sponsored by the Housing Office called Tiger Wash offers free laundry to residents who live on campus using an account called Tiger Wash. You no longer need to use PacificCash for Laundry.

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Q: What is Tiger Wash?

A: Tiger Wash is the Housing Office's system to provide free laundry service in all its residence halls, apartment communities, and University-owned Greek houses on the Stockton and Sacramento Campuses. You will be assigned a credit limit to pay for laundry. It will appear as "Tiger Wash - \$0.00" before you use it and then begin to go into the negative when you use it. This is normal and means it's working!

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Locations:

The Stockton Campus PacificCard Office

Hours of Operation:

Monday - Friday

8:30AM - 5:00PM

(209) 946-2273

University of the Pacific



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U.S. Patent No. 6,963,857