

Frequently Asked Questions

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Business and
Auxiliary Services
UNIVERSITY of WEST FLORIDA

Text Argo Info

This number may be texted to get quick answers to questions. Students, parents and the campus community may use this service. **Text: 850-266-7750**

**If you don't know the answer, this is a good resource. This number is staffed by Business & Auxiliary Services personnel who answer questions about everything UWF.

Ask Questions. Get Answers.



ARGO INFO

850.266.7750



**For students, parents and
campus community**

All Access to UWF

24 | 7 | 365

How do I pay...

Who do I see for...

I need help...

Where is building...

Who should I call...

Does UWF offer...

How do I get...

What if I want to...

Argo Info and Text Argo Info are initiatives of the Division of Finance and Administration.

UWF Bookstore

Q: Is it possible to buy my books before financial aid is dispersed?

A: Yes, if you will have sufficient funds after tuition and fees are paid.

Bookstore Financial Aid Deferment Program Overview

Student Financial Services strives to have all eligible financial aid refunded by the end of the second week of classes. All debts owed to the University are paid first and any financial aid over and above these expenses is sent as a refund to the student. The processing of financial aid awards continues throughout fee payment and the drop/add period. Late awards of financial aid are processed in the same manner throughout each academic term.

Purchase Course Materials Before Financial Aid is Disbursed

Students who qualify for the Bookstore Deferment Program have the option of using excess financial aid to purchase course materials at the UWF Bookstore prior to their aid being disbursed.

If you are receiving financial aid, the Bookstore Deferment Program will allow you to purchase your course materials before aid is disbursed. The maximum deferment amount is \$800. Deferment is not an additional award but an estimated amount based on your financial aid award less unpaid charges on your account (tuition, housing, and meal plan charges). You will receive notification, sent to your UWF email address, from the UWF Financial Services, Student Accounts, if you have excess financial aid funds that may be used.

How To Check the Amount of Your Financial Aid Deferment Award

To check the amount of the deferment funds you have available, log in to MyUWF and search for "Account Balance (Fees)". You must be enrolled for the minimum number of hours required for your financial aid award. (If your financial aid status changes, you are responsible for purchases made under this program.)

Q: After I register, what is the fastest way to find which course materials I'll need for my classes?

A: You may Shop by Author in-store or online! Create and print your customized book list by entering your student ID number at the kiosk located in the text section of the store or by using your smartphone or computer and entering www.txbk.info/uwf.



get your custom booklist at
txbk.info/uwf

— OR —



print your booklist
AT THE KIOSK

Q: Can I find which textbooks I need to buy from the class registration menu?

A: Yes. See the step-by-step instructions see Looking Up Textbooks through Registration Menu (<https://confluence.uwf.edu/display/public/Looking+up+Textbooks+through+Registration+Menu>) in the Confluence knowledge base (confluence.uwf.edu).

Q: What are some of the features and benefits of using the official UWF Bookstore (<http://uwfshop.com>)?

A: As the official bookstore, we have the right text at the right time and you can be confident it is what the instructor requested. In addition, when you shop at the UWF Bookstore, you are giving back to the University because Follett sponsors book scholarships for students.

Q: What does the UWF Bookstore offer?

A: One stop shopping, everything from food to clothes, residence hall supplies, personal items, and of course, the textbooks you need now as well as study guides, pens, pencils, binders, and notebooks. We have it all!

Q: How much should I expect to spend on textbooks?

A: Expect to pay about \$375-450 for course books each semester. The average textbook price is \$75-80.

Q: Does the Bookstore sell electronic equipment?

A: Yes. Computers & tablets; computer accessories; drives & storage; printers & ink; and more. Computers compatible with UWF technology are available.

Q: When are textbooks available?

A: Textbooks are generally available 3 to 4 weeks prior to the first day of class. Shop early for the best selection.

Q: What is the Argo Fan Shop?

A: The Argo Fan Shop is the official spirit store for the UWF Argonauts. The store is located in Argonaut Village at the east entrance to campus and has a wide variety of spirit and logo merchandise for the smallest fan to moms, dads, and alumni.

UWF Dining Services



Q: Who is required to have a mandatory meal plan?

A: All First-Time-In-College (FTIC) students living in university housing are required to participate in the mandatory meal plan their first two semesters on campus (summer residence not included). FTIC students select either the Argo Unlimited, 19, 15, or 12-meal plan during housing sign-up.

Q: What meal plans are available for mandatory meal plan students?

A: Argo 12, 15, 19 and Unlimited

Q: Are there meal plans available for voluntary purchase?

A: Yes. Argo 5, 12, 15, 19 and Unlimited Meal Plans and Block 25, 50 and 100 Plans.

Q: Can I change my meal plan after the semester starts?

A: Students are allowed to select a different meal or block plan through the first two weeks after the start of classes, or after they purchase the plan, whichever is later. FTIC students can only select from the mandatory plans listed.

Q: Where are meal and block plan swipes used?

A: Nautilus Market, UWF's all-you-care-to-eat facility

Q: What are Dining Dollars?

A: Dining Dollars are flexible dollars that may be used at any dining venue on campus, dollar for dollar. Vending machines are not included for this option.

Q: Do meal/block swipes and Dining Dollars expire? **This is NEW for fall 2018****

A: Meal/block swipes expire at the end of each semester. Dining Dollars roll over from fall to spring to summer semester and expire at the end of the summer term.

Q: What is the door rate at the Nautilus Market?

A: \$8.00 for breakfast, \$9.50 for lunch, and \$9.75 for dinner

Q: What new dining venues are coming for fall 2018?

A: Chick-fil-A, Twisted Taco, and WhichWich will be new retail venues in the Argo Galley.

Q: Who may I speak to about dietary concerns?

A: We recognize and accommodate your dietary needs in a way that's personalized, sensitive and supportive. In fact, we pride ourselves on working with you to make sure you can find the food that fits YOUR life. For more information or special dietary needs, please contact our Food Service Director, Jack Miller (850-474-2839; dining@uwf.edu), to discuss dining options available to accommodate your needs.

Nautilus Card

Q: When do I get my Nautilus Card?

A: You will receive your Nautilus Card at the end of Orientation when you check out of the residence hall. It will be active for use as an ID and a declining balance card at this time.

Q: Is my card ready to use when I get it?

A: The declining balance function may be used if you add funds to the card. Access and meal plans will not be turned on until Housing Check-in. It is your official UWF ID.

Q: What is the Nautilus Card Annual ID Fee?

A: The fee covers the cost of ongoing services provided by the Nautilus Card program. It does not include a new card each semester.

Q: I already have a Nautilus Card, why am I being charged for another one?

A: An annual Nautilus Card program fee of \$10 is assessed to each student registered for on campus classes the first semester they register. The fee will recur annually thereafter each fall semester. The fee covers the cost of ongoing services provided by the Nautilus Card program. It does not include a new card.

Q: Is it okay for my friend to use my card?

A: No. You and only you may use your Nautilus Card.

Q: How do I know how much money or meal swipes I have on my card?

A: Your account information is available online via MyUWF (my.uwf.edu) “Nautilus Card Balance & Swipe History” app.

Q: How do I add money to my Nautilus Card?

A: There are 3 ways to make deposits to your declining balance account.

- 1. Deposits may be made online via MyUWF.** Search for the “Meal Plan Purchase & Nautilus Card Deposits” app. Log in and select “ADD CASH” from the menu. MasterCard, Visa, or Discover cards are accepted. Deposits made online via debit/credit card are subject to a 2.5% convenience fee. E-checks are also accepted and subject to a \$1.49 transaction fee.
- 2. Deposits may be made in person using cash at one of the ADMs on campus.** ADMs are located in Bldgs. 22, 32, 72 and 86. ADMs accept ones, fives, tens, and twenties.
- 3. Deposits may be made in person using cash or check at Commons Service Desk in building 22.**

Interesting Fact:

UWF uses smart cards containing an embedded computer chip and antenna that stores and transacts data. **Bending or punching your card may cause the card not to work.**

Q: If I put money on my card, can I get it back?

A: When you graduate, transfer or separate from UWF, you may request a refund of your Nautilus Card declining balance.

Q: What happens if I lose my Nautilus Card?

A: If your card is lost or stolen, please contact the Nautilus Card office immediately at 850.474.3324. Office hours are Monday through Friday, 8:00am – 5:00pm. Card invalidation will be immediate.

- **There is a replacement charge of \$15** if your original card is lost, stolen or damaged.
- **Previous cards cannot be re-activated.**

Parking & Transportation

Q: Where can I park without a permit?

A: You cannot park anywhere on campus without a permit.

Q: Do I need a permit after < insert date/time >?

A: Yes. Permits are required to park on campus at all times.

Q: Can I pay cash for my permit/citation?

A: No. Make payments through the Parking Portal via MyUWF.

Q: How long does it take to get my permit?

A: Permits are available for pickup as soon as they are purchased. Otherwise, the timeline is based on how quickly the mail runs. If you pick up your permit, there are less complications and chance of a permit getting lost in the mail. A valid photo ID is required to pick up the permit.

Q: My car broke down and my permit was in my car. I'm borrowing a car. What do I do?

A: Temporary permits are available at the parking portal as well as in building 91.

Q: Why won't the visitor center give me a permit?

A: Students are not visitors and must obtain a temporary permit from building 91 or print a 14-day permit from the Parking Portal via MyUWF.

Q: I'm injured and can't walk from my usual parking spot. What can I do?

A: Parking Services can provide a temporary medical permit for up to 2 weeks. That permit allows parking in any standard parking space. Further accommodations will have to be made through Dawn Rocky in building 20E. We cannot authorize handicap parking at any time, however.

Q: Can I share a pass/carpool?

A: You may not share a pass. If you would like to carpool, the owner of the permit will be responsible for any citations incurred by the vehicle registered, regardless of who is driving. Any vehicle used with a permit should be registered to that permit.

Interesting Facts:

- There are almost 6,000 parking spaces on the UWF campus.
- You can print a 14-Day Temp Permit every semester.
- You may have up to 3 vehicles registered to one hangtag.

Q: I don't need my permit anymore. Can I get a refund? Can I sell my permit?

A: No, permits may not be sold and are non-transferable.

Q: I was parked in a visitor space. Why did I get a citation?

A: All vehicles require permits, even visitors. Students may not use visitor parking at any time.

Q: How do I know where I can park?

A: UWF parking lots are designated via signage. You park according to your permit type. Commuters, for example, must park in commuter parking. There are several lots/areas that are designated as "open" to all permits. Any valid permit may park in an "open" lot/area, excluding remote permits.

Q: I received a citation. What do I do?

A: Citations are paid and appealed through the Parking Portal via MyUWF. Appeals are handled on a case-by-case basis.

Q: Can you tell me my balance/citation details over the telephone?

A: No, that information is protected by FERPA. Parking Services personnel may review your account with you in person. A valid photo ID is required.

Q: My license plate changed, I need to renew, I need... etc.

A: Business with Parking Services may be handled via the Parking Portal. If you encounter a situation you cannot resolve via the Parking Portal, please visit Parking Services in building 91 or call 850-473-7711. Parking Services cannot accept any form of payment or verbal appeals for citations.

ECAT Bus

Q: How do I get ECAT bus tickets for free on campus?

A: You may receive 2 passes each day as long as you are registered for classes in the current semester. You will need your Nautilus Card to receive the bus tickets. Bus tickets are not distributed on weekends, holidays, and semester breaks.

Q: Do ECAT bus tickets expire?

A: No, they do not expire.

Can I take the ECAT bus downtown or to the beach?

A: Yes, you will be able to transfer to another bus at the PSC Transfer Center (across Airport Blvd. from Cordova Mall). Tell the driver that you want to transfer when you get on the bus.

UWF Trolley

Q: How many trolleys operate on the UWF Pensacola campus?

A: Four trolleys service the UWF campus during the Fall and Spring semesters. Monday through Friday, three circulate on campus and the Express Trolley circulates to the Target Shopping Center, Remote Lot and Argonaut Village. On Saturdays, one trolley serves the campus. Trolley service is not provided on Sundays, during the breaks between semesters, or on holidays.

Q: How many trolley stops are on campus?

A: There are 20+ official trolley stops.

Q: Will the UWF trolleys stop between stops?

A: You may hail the trolley between stops. The trolley will stop.

Q: Is wifi available on the UWF trolleys?

A: Yes.

Q: How do I know where the trolleys and ECAT buses are?

A: Track the UWF campus trolleys on your computer in real time on the ECAT/ Doublemap website. Or, download the “**Doublemap Bus Tracker**” app to your web-enabled cell phone from Apple (iOS) or Google Play (Android). Once you have downloaded the app, navigate to “Escambia County Area Transit”, and then view the UWF Trolleys routes, stops, and current locations as well as the ECAT Bus Route 43 that serves the UWF campus.

Vending Services

Q: What forms of payment do the vending machines take?

A: Cash, Debit/Credit Cards, and Nautilus Cards

Q: What should I do if the vending machine malfunctions and I need a vending refund?

A: Call the Auxiliary Services Office at 850-474-3012 to report the malfunction and choose one of the following options to receive a refund:

- 1. Cash Refund:** Go to Auxiliary Services, Bldg. 20W, Rm. 151 or the Commons Ticket Office for the refund.
- 2. Snack Credit/Debit Card Refunds:** Go to Bldg. 20W, Rm. 151 or the Commons Ticket Office and you will receive a cash refund.
- 3. Beverage Credit/Debit Card Refunds:** Call Coca-Cola at 1-888-227-2653 and they will credit your account.
- 4. Nautilus Card Refunds:** Call the Nautilus Card Office at 850-474-3324 or visit their office in Bldg. 20W, Rm. 162 and they will credit your Nautilus Card account.

Interesting Fact:

Coke products are the official beverages for UWF vending and pouring rights. Departments or student groups on campus wishing to purchase or have products donated should use Coca-Cola beverage products.

Postal Services

Q: How do I get a mailbox on campus?

A: Resident Hall students can request a mailbox (at no charge) in person at the UWF Post Office (Commons/Bldg 22), calling the UWF Post Office at 850-474-2436, or online at MyUWF or the Postal Services website.

Q: How do I find my mailbox number and combination?

A: After mailbox assignment, sign in to MyUWF and click on Postal Information.

Q: I live on campus. What is my address?

A: Name, UWF, 3XXXX Campus Drive, Pensacola, FL 32514 (3XXXX is your assigned mailbox number)

Q: How do I get my US mail, UPS and FedEx packages, and when does mail get here?

A: You pick up your mail from your mailbox and packages at the UWF Post office. You will receive a yellow package pickup notice for packages too large to fit in your mailbox. Mail arrives at various times during the day depending on the carrier. US Mail at 8:00am and again at 12:00 noon, Overnight Express at 12:00 noon; FedEx Air at 9:00am, Ground at 11:00am; UPS Air at 9:00am and Ground at 3:30pm.

Q: What are the Post Office Hours?

A: M-F 7:45am to 4:00pm; package pickup also on Saturday 7:45am to 11:30am, when Commons is open - just push the buzzer on the lobby wall.

Q: Do I have to show and ID to pick up my packages?

A: Yes, a photo ID for security/verification of recipient is required.

Q: Can I have someone else pick my mail and packages?

A: Normally, no. However, yes, if you provide written request in advance with ID info of other person picking up mail.

Q: Why do I need to spin the mailbox dial after opening?

A: To lock your mailbox for security.

Q: Can mail and packages be delivered to the residence halls?

A: No deliveries can be made to residence halls. All student mail is delivered to the UWF Post Office in the Commons (building 22).

Q: What services are provided by the UWF Post Office?

A: All US Post Office services including stamp sales, sending packages, money orders, mail delivery, etc.

Q: Can I use my credit/debit card at the UWF Post Office?

A: No, we are not permitted to accept credit/debit cards.

Q: How do I know if I have a package or mail to pickup?

A: Check your mailbox for mail or a yellow Package Pickup Notice.

Q: Does the Post Office process passport applications?

A: No. Passport agencies in Pensacola can be found using the U.S. Department of State website.

Student Printing

Q: How do I logon to a wepa kiosk?

A: Your UWF WEPA account is linked to your Nautilus Card account, allowing you to swipe your card to identify yourself at kiosks and to pay with Nautilus Card funds.

Q: How do I send my files to a Kiosk?

A: You can send your files to the WEPA print cloud from labs and libraries on campus, then print your files at any WEPA print kiosk.

- To print a file from a computer on campus, open the file and select "File" then "Print"
- Select "WEPA-B/W" to print the document in black and white or select "WEPA-Color" to print the document in high definition color.
- Provide final approval for the file to be sent to the WEPA print cloud by clicking the "Proceed" button.
- A window will appear prompting you to login to your WEPA account which will place the uploaded file in your account.
- After clicking the "OK" button, a window will appear that notifies you that the file has been uploaded and is available to be printed at any WEPA kiosk. The file is available in the cloud for 24 hours.

NOTE: A release code will be generated which allows you to display your print job at the kiosk. However, a faster way to display your print job(s) is to swipe your Nautilus Card at the kiosk or login with your UWF email address and Argonet password.

Q: What is the easiest way to retrieve my documents at a wepa kiosk?

A: Simply swipe your Nautilus Card to retrieve and print your documents.

Q: Do wepa kiosks print in black and white and color?

A: Yes, all but one kiosk (on the first floor of the library) prints in b/w and color. The one kiosk is a high volume b/w kiosk with large capacity for paper.

Q: How long are files available in the cloud for printing?

A: Files remain available for 24 hours and are accessible at any kiosk on campus

Q: How much does it cost to print?

A: Prices per 8.5 x 11 print

- Single-side black and white, \$.12
- Single-side color, \$.52
- Two-sided black and white, \$.19
- Two-sided color, \$.83

Q: How do I pay for my prints?

A: (see below)

Deposit \$25 to your Nautilus Card Declining Balance Account and Get a \$5 wepa Print Card!	Use All Over Campus	Use Only To Print	SAVE!	
Deposit Cash to your Nautilus Card at an Automatic Deposit Machine (ADM)			No Fee	Most Flexibility and Savings!
Deposit Cash/Check to your Nautilus Card at the Commons Service Desk			No Fee	
Make Deposit Online to your Nautilus Card with E-Check			\$1.49 Fee for Deposit up to \$60	
Make Deposit Online to your Nautilus Card with E-Check			2.5% Fee if Deposit is \$60 or over	
Deposit to wepa Account Online or at a wepa Print Kiosk			\$5 Minimum Deposit	
Pay with Debit/Credit Card at a wepa Print Kiosk			45¢ Service Charge to pay with debit/credit	