

ALL LAUNDRY MACHINES ACCEPT

Jacks Debit Express

ONLY

What is Jacks Debit Express?

Jacks Debit Express (JDE) is a debit-based account for on-campus, non-dining purchases. Funds in the account are accessed using your **JacksCard** (university ID card).

How can I deposit money to my JDE account?

**NOTE: Refunds will not be issued for unused JDE funds for summer program participants.
Do not deposit more than you anticipate spending during your stay at NAU.**

Deposits can be made immediately at the **JacksCard** secure Web page, www.nau.edu/jackscard using any Visa or MasterCard debit or credit card. Look for the **JDE On Line Card Office** button then click **Deposit Funds**. This service can be accessed from any computer and requires your NAU ID # or the last 9 digits of your conference card number.

Other deposit methods are:

JacksCard Deposit Stations (they look like ATMs, but are just for JDE & Dining Dollars deposits) in the University Union (bldg #30) or duBois Center (bldg #64)

at the University Union JDE Cashier (University business hours – cash, check, Visa, or MasterCard accepted)

by mail – PO Box 5646, Flagstaff, AZ 86011-5646

by phone – (928) 523-5662 (Visa or MasterCard accepted)

How do I know the balance of my JDE account?

Your balance will be displayed after each transaction.

You can also check your balance at the Jacks Card Deposit Station or at the JacksCard office.

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How do I make the laundry machines work?

(The Laundry Center Reader (LCR) will display the instructions so you won't need to keep referring to this flier.)

Clothes can be loaded either before or after swiping your JacksCard.

1. Check the Laundry Center Reader (LCR) for available machines.
2. Press the letter/number combination for the machine you will use. The cost of the wash or dry will be displayed.
3. Swipe your JacksCard. *This must be done within 10 seconds of selecting the machine.* The amount of the wash or dry will be deducted from your JDE account and your remaining balance will be displayed.
4. Press the START button on the machine. *This must be done within 5 minutes of swiping your card.*

Press the HELP key on the LCR for further instructions.

To report a problem or request a refund for a malfunctioning machine
Go to the residence hall front desk.

Call the **JacksCard** office during regular university business hours if you need further assistance. 523-1905