

CUSTOMER CHARGE CARD CENTRAL SECTOR (ZENTRALBEREICH) NEUENHEIMER FELD

What is the purpose of the customer charge card?

The customer charge card is used for all services of all departments of the Zentralbereich Neuenheimer Feld (ZNF) in an uncomplicated manner. If you, for example, shop in the central store, all you need to do is to present your card and then simply pick up and take your purchased goods away. With the card and the access code you may do all your shopping through the ZNF Online-Shop.

How to obtain a customer charge card?

Simply complete an application at the finance department, either by phone (54-8550 or 54-8543) or by email (finanzen@znf.uni-heidelberg.de).

You will receive a registration-form and upon return of the completed form, your card will be issued. The card may then be sent to you, or – in case of immediate need – you may pick it up directly at the finance department (Im Neuenheimer Feld 327, room 122).

Period of validity for the customer charge card?

The customer charge card can be used up to the end of the calendar year. Validity ends automatically with the beginning of a new year. However, by mid-december the finance department will send you the new card for the new year. Simply sign and return the attached receipt and you're all set for the next year.

What if the card is lost?

Please call the finance department immediately (54-8550 or 54-8543) or send an email (finanzen@znf.uni-heidelberg.de) in order for us to block the card. By doing so you can apply for a new card at the same time.

Can there be just one card per employee or department?

No, more than one card may be issued per employee or department (for example in case of different/variable cost accounts). Also it is up to you if you let other employees use the same card.

Is it sufficient to simply verbally provide the number of the card?

No, for the sake of security the card must be presented when used.

How are purchased goods/services being charged?

The invoicing/charging usually occurs within three to four weeks of the month in which the services have been used. Amounts due will be debited to the cost account connected to the card. In case of a valid customer complaint/reclamation correction will be made in the next billing cycle.