**MCard Frequently Asked Questions (Part of Terms and Conditions)**

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5. **About the Corporate Annual MCard**

**What is a Corporate MCard?**

As the University is a member of the West Yorkshire Travel Plan Network you are entitled to a 12% discount on a Corporate Annual MCard, which allows you to travel on buses and trains throughout West Yorkshire in travel zones where your ticket is valid. The University will meet the cost of your annual MCard and make deductions from your monthly salary allowing you to spread the cost over the year.

**What can I use the MCard for?**

You can use your MCard on all bus journeys and within the rail zones where your ticket is valid. If your journey extends beyond the zones permitted you must pay the additional fare. MCards are valid on virtually all ordinary bus services in West Yorkshire (excludes special services such as night buses and coaches). For more details see the MCard conditions of use at [www.wymetro.com](http://www.wymetro.com)

**What MCards are available?**

The following MCards cover journeys to Huddersfield

* Bus only – valid on buses throughout West Yorkshire
* Railcard zones 1-5 and buses throughout West Yorkshire
* Railcard zones 2-5 and buses throughout West Yorkshire

**Who is eligible?**

All staff, except for casual members of staff, who are paid via the University payroll and have a contract of employment in place for the duration of the repayment period. There is no length of service requirement but your level of earnings must be sufficient to repay your instalments.

**Unfortunately we are unable to accept applications from affiliate account holders and postgraduate researchers, who are not normally on the University payroll. We are unable to accept applications from casual members of staff as they have no guaranteed hours of work.**

1. **How do I get a Corporate MCard?**

**How do I join the scheme?**

To apply for an MCard you must:

1. Go to the MCard website[**www.m-card.co.uk**](http://www.m-card.co.uk/) and order online. You will need to enter your payroll number and the organisation ID ‘UNI7’ when prompted. You will also need to upload a new photo when registering for the first time. See the [Employee Benefits web page](https://staff.hud.ac.uk/hr/employeebenefits/) for a step by step guide to the online process.
2. After you submit your application, you will be sent a Payroll Deduction Form to complete and return. Once you return this form your application will be approved and your MCard will be delivered to your home address just before your card is due to start.

**What type of photo is required?**

You will need to upload a digital photograph from your device. Please ensure this is a full-face passport quality photograph and no more than 12 months old. No hats, glasses or accessories that obscure the face can be worn (unless worn for medical or religious reasons). Any photo that does not meet these guidelines will be rejected and may delay you getting your MCard.

**How do I pay for the card?**

The cost of the Corporate MCard is split into instalments and deducted from your monthly salary allowing you to spread the cost over the year. Should you leave the University the amount outstanding will be deducted from your final salary.

**How much will it cost?**

The cost of the card is set by the West Yorkshire Combined Authority/Metro and University staff receive 12% off this price. Prices are available on the [Employee Benefits web page](https://staff.hud.ac.uk/hr/employeebenefits/)

**When do I need to apply and when will my card start?**

You can join the scheme at any time of year and will be provided with a full year’s travel card. You will receive your card 5-8 weeks after you submit your application. Please ignore any deadlines on the MCard website – the University deadlines follow the pattern below:

|  |  |
| --- | --- |
| Apply between 1 – 31 May | Your card will start 1 July |
| Apply between 1 – 30 June | Your card will start 1 August |
| Apply between 1– 31 July | Your card will start 1 September |

**When will I receive my MCard?**

It will be posted to a delivery address of your choice ahead of your start date.

1. **Replacements/Changes to tickets and Cancellations**

**What happens if my MCard is lost/stolen/damaged?**

You will be able to order a replacement by logging into your account at [www.m-card.co.uk](http://www.m-card.co.uk)

Click on **Manage Travel Cards** – click on **Replace**

There will be a £5.00 charge

**Can I change my ticket type?**

It is possible to change the ticket zone you have. Contact the Sustainability Team at [sustainability@hud.ac.uk](mailto:sustainability@hud.ac.uk) with the ticket zone you require. A new Corporate MCard will be ordered and your salary deductions adjusted accordingly.

**What happens if I leave the University or don’t want my card anymore?**

The scheme is arranged for University staff only and is not transferable to other organisations**. If you are leaving, you must inform the Payroll Office as soon as you tell your manager of your intention to leave.** If you wish to opt out of the scheme for other reasons the following rules also apply.

If you are leaving or wish to opt out you have the following options:

1. You can keep your MCard and continue using it until its expiry date, provided you pay the University the full outstanding balance due for the year. This would normally be taken from your final salary, or paid by cheque. The Payroll Office will advise the exact amount you have to pay.
2. You can cancel your MCard by giving notice of your intention to leave the scheme. However, **if you surrender your card before its expiry date you will forfeit the original 12% discount** and be charged at full price for the proportion you have used. This means you will have to pay any difference to the University to complete your repayments and leave the scheme.

**Please note there are certain conditions where you are not able to cancel your card before its expiry date**. Once an Annual MCard has reached 8.5 months of life there is no surrender value left on the ticket. If you have lost your card during the year and have had a replacement you will not be able to opt out of the scheme and payments must continue for the remainder of the year.

If you wish to cancel your card, you must advise the cancellation date you require as soon as possible (this must be in whole months) and you must return your card to the Estates reception on or before your cancellation date. You will be notified by the Payroll Office about any outstanding amount to pay. This would normally be taken from your final salary, or paid by cheque.

Please contact the Payroll Office to confirm your decision and if necessary make arrangements to pay the outstanding amount due on the card. If this arrangement is not followed, the University reserves the right to deduct any outstanding monies from your salary. If it is not possible for such a deduction to be made it can be reimbursed by cheque payable to ‘The University of Huddersfield’.

**Can I cancel my MCard at any time?**

You can cancel your MCard by giving notice of your intention to leave the scheme, however please note **you could incur extra costs for cancelling your card before its expiry date. There are also certain conditions where you are not able to cancel your card**. See details in the answer above.

**What happens if I go on maternity leave or long term sickness?**

You may wish to cancel or suspend your MCard and reapply when you return to work. Please get in touch with the Sustainability team for further advice at [sustainability@hud.ac.uk](mailto:sustainability@hud.ac.uk)

**What happens if I am unpaid for any reason?**

In circumstances where you are not paid the amount that would normally be deducted cannot be taken from your pay and you will go into arrears. Payments will restart once your pay is recommenced and the amount held in arrears will be recovered immediately in one lump sum.

**4. Miscellaneous**

**How do I use my MCard?**

The Annual MCard is a chipped SmartCard (similar to the Oyster card in London), which is scanned on buses and at train stations. Simply hold the MCard against the reader and the machine will read it. Where there is not a card validation machine simply show the pass to the bus driver/train guard.

**Can someone else use my MCard?**

No. It is not possible to transfer your MCard Annual Pass to anyone else.

**Can I purchase an MCard through the University for my family member?**

No. The scheme is only open to employees of the University of Huddersfield.

**Can I claim for using my MCard for business travel?**

No. Since you have not incurred any additional cost to yourself you cannot claim on business journeys where you have used your card.

**Where can I find the MCard General Terms & Conditions of Use?**

These general conditions of use should be read in conjunction with these Frequently Asked Questions and can be found on the Metro website at the link below

<https://www.m-card.co.uk/terms-of-use/annual-mcard/>