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## NKU students repaid for bank fees \$9,200 reimbursed for meal plan glitch

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Chartwell's - Northern Kentucky University's outside dining service provider - has reimbursed 30 students \$9,200 stemming from a glitch in its payment software.

Students paying for meals between May and August would swipe their debit or credit cards for payment, but Chartwell's didn't transfer the information to their bank.

"They didn't really notice and nobody seemed to figure out it was happening," said Andy Meeks, NKU's director of business operations, which oversees the Chartwell contract. "A technician came in on some unrelated maintenance, found the glitch, and fixed it."

After the fix, three months of payments were processed at once. If students had not reconciled their checking accounts, the sudden draft caused their accounts to be overdrawn.

"The banks - many worked with us on eliminating the charges and the ones that didn't, Chartwell's reimbursed the students," Meeks said.

Meeks said no students brought up the fact that their accounts were not being tapped for the cost of their meals.

"The question gets asked, 'Don't students reconcile their bank statements?' and apparently they don't," Meeks said. "The truth is if we hadn't done it that way (reimbursed students) it would have been partly a disservice to them and public relations-wise pretty much a nightmare. It would be just hard to defend."

The lack of income from debit and credit card payments went unnoticed, Meeks said, because it occurred mostly during the summer term when volumes are dramatically lower.

"The daily amounts were very small," said Meeks. "We put in safety measures to ensure it doesn't happen again."

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