

Procedure 2820 PR.01 Credit Card Merchants

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Overview

This procedure provides instructions for departments that wish to accept credit card payments in addition to cash, checks or wire transfers to the University. Each department will be setup as a separate credit card merchant.

1 - Request a new merchant number

The departments interested in accepting payments for goods and services via credit card must send a written request to Treasury Services or email to Agnes.Siniscalchi@yale.edu and include the following:

- Department name (do not use the word “University” ; for example: do not write “Yale University Art Gallery”, but instead use “Yale Art Gallery”);
- Street address;
- Contact name, phone number and fax;
- Estimated annual credit card volume;
- General description of the charges; (application fees, event tickets, sale of merchandise etc)
- Indicate the need for a swipe machine, PC software or an internet based number. The appropriate charge will apply;
- Provide PTAE0 for incoming revenue;
- Provide PTAE0 for fees and expenses;
- Indicate the type: MasterCard/Visa, Discover or American Express.

Obtain Phone Line and Install Machine

Departments must contact Telecom for installation of a dedicated phone line for the swipe machine. Allow three weeks for delivery of the machine. For training, contact the phone number included in the installation materials. Supplies can be ordered from any office supply store or by calling the customer service number provided with the machine.

Monthly Charges

The department will assume all costs associated with operating the merchant number including supplies, monthly fees and discount. The cost of a swipe machine is approximately \$400 but can be more depending on the selected machine. The fees will be approximately 3% of each transaction. Certain government cards, special processing, internet processing or cards issued by banks in developing nations will incur higher fees.

Internet based merchants have additional charges including a one time set up fee of approximately \$200.00 and \$20.00 monthly fee.

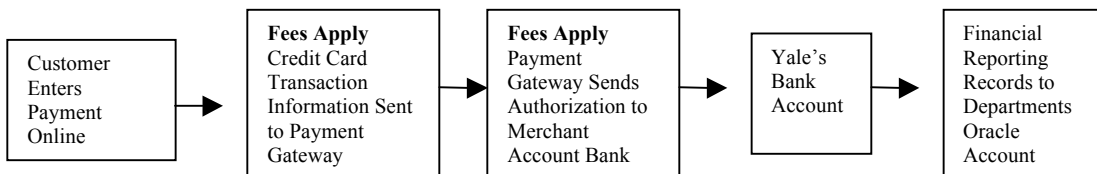
Internet Based Merchants

Internet based merchants include processing from any web site or cash register (point of sale) system. Departments will obtain the merchant number from Treasury Services and contact ITS Information Security for a review of their process. ITS Information Security will need the URL or name of the point of sale system, the associated security features and the name of the technical contact.

The department will then contact a Gateway Provider and complete the registration process. Gateway providers include Authorize.net, Cybersource and PayPal.

There are additional PCI requirements for Internet Based Merchants

Online Credit card processing



Cash Register Merchants

If the merchant number is used with a cash register system or other third party system, it must comply with all Purchasing requirements and appropriate contract review. Refer to the [Quick Contact List](#).

2 – Secure Credit Card Data

Credit Card Receipts and Reports

The Federal Fair and Accurate Credit Transactions act (FACT) of 2003 prohibits receipts displaying more than 5 digits of the customer's card number. All University credit card merchants must be compliant effective December 2006. The customer copy of the receipt should only display the last four numbers of the customer's credit card number. The merchant copy of the receipt may contain the entire credit card number. The merchant copies of credit card receipts must be stored in a locked file in a secured office. Cross out the card number when no longer needed. After a period of 7 years, the receipts must be shredded prior to disposal.

Secure any reports containing credit card numbers the same way as credit card receipts. Employees should have access to credit card receipts and reports on a need to know basis only. All credit card numbers must be obscured prior to scanning, filing, or storing.

Payment Card Industry Data Security Standards

The credit card associations (American Express, MasterCard, Visa and Discover) have established the Payment Card Industry Data Security Standard (PCIDSS) for all merchants.

Compliance with these standards will increase consumer confidence, reduce fraud and identity theft and ensure that the University can continue to accept credit card payments.

Complete the [PCIDSS self assessment questionnaire](#) on an annual basis.

Credit card numbers should not be stored. If you must store credit card numbers, additional security measures are required. The database must encrypt the credit card numbers and must be password protected. The machine and office must be locked and secured. [ITS Information Security](#) can provide guidance on appropriate security measures in this area.

In the event that credit card numbers are compromised or potentially compromised *immediately* contact [ITS Information Security](#) and Treasury Services. This includes lost or stolen files with credit card numbers, electronic loss of data, databases infected with viruses and any other loss or potential loss.

Daily Processing

All credit transactions must be processed promptly and transmitted to the processor daily.

3 - Reconciliation

Recording of Revenue and Expenses

Financial Reporting will post all credit card transactions and fees to the General Ledger on a monthly basis. The department will provide one designated account for all income activity and one account for all fee activity. The department will be responsible for any JSA entries required to post amounts to other accounts.

Departmental Reconciliation

The department will receive a monthly statement of activity from the credit card processor. This statement must be reconciled to the settlement reports from your machine/software/web site and to the monthly Oracle statements. **Note:** There will be a timing difference for the last one or two days of credit card activity each month.

4- Closing a Merchant Number

When a merchant account is no longer used, contact Treasury Services and provide the merchant account that should be closed.

Seasonal Merchants

If your department is a seasonal credit card merchant and the account is only used for part of the year, contact the credit card processor and have the merchant account number shut off when not in use. Fees are not charged during the months that the credit card merchant account is shut off. When necessary, contact the credit card processor to turn on the merchant account number.

For a one time event Treasury Services has a swipe machine available at 2 Whitney Ave or you may Process on line at: <http://www.yale.edu/finance/controller/TreasuryServices/index.html>

When using the online process please email cynthia.deleone@yale.edu with the total dollar amount, the PTAE0 to be credited and a PTAE0 for the processing fee.

5 – Contacts

Subject	Contact	Phone
Treasury Services	Agnes Siniscalchi Jacob Altland	432-4474 432-4560
Financial Reporting	Thomas Kaufmann	432-3076
ITS, Information Security	H. Morrow Long Beth Byington	785-2066 785-2065
ITS, Web Services	Russell Battista	432-0234
American Express	Customer Service	1-800-528-5200
Discover	Customer Service	1-800-347-2000
Nova Information Systems	Customer Service	1-877-326-7990
Bank of America	Customer Service	1-877-895-2613
Authorize.Net	http://www.authorize.net/solutions/merchant_solutions/	
PayPal	https://www.paypal.com/us/cgi-in/webscr?cmd=_payflowgateway-overview-outside&nav=2.0.3	
Cybersource	http://www.cybersource.com/products_and_services/enterprise_edition/	