

PROCESSING & HANDLING OF CREDIT CARD/DEBIT TRANSACTIONS USING STUDENT ACCOUNTS

The Payment Card Industry Security Standards Council, founded by American Express, Discover Financial Services, JCB International, MasterCard Worldwide and Visa Inc, enforces compliance with its Data Security Standards. It is critical that University of Waterloo workflows and processes involving credit card (CC) information reflect our commitment to protect payment card information from theft & unauthorized use. To that end, procedures for proper processing and handling of credit card information are provided below for immediate implementation campus-wide.

1. Access to CC information is limited to only those whose job expressly requires such access.
2. CC information cannot be stored anywhere on campus. If your department collects CC information as payment for memberships, trips, subscriptions, conferences, etc, and forwards that information to Student Accounts in Needles Hall for processing, all source documents which are retained in your department must be purged of the CC information.
3. CC information can be communicated by phone or fax, but **never by electronic methods (email, texting, msn, etc.)**
4. CC information can be collected electronically only through university approved e-commerce web applications.
5. All online "order by fax" forms must be designed to collect CC information in the area along the bottom of the form. This will allow staff in Student Accounts to remove the information from the order form once the charge has been processed. Once the charge has been processed, Student Accounts staff will attach the POS transaction record to the cash receipt form and shred the CC information which was provided on the form supplied by the department.
The POS transaction record displays a truncated version of the CC number: xxxx-xxxx-xxxx-1234 and a transaction record number which can be referenced if charge inquiries arise. The cash receipts with transaction record slips attached are forwarded to Finance – ECH where they are stored for seven years.
6. All hard-copy payment forms must be designed to eliminate CC information entirely since the form and the CC will presumably be provided simultaneously to staff at Student Accounts for processing.

7. Departments which currently provide CC information to Student Accounts on a payment summary sheet simply listing names, CC numbers, expiry dates and amounts must redesign that summary sheet so the CC numbers and expiry dates are on the right hand side of the form. Once the charges are processed by Student Accounts, our staff will remove the portion of the form containing the CC information and it will be shredded. A copy of the remaining portion of the summary sheet can be returned to the department. Departments should retain source transaction information purged of any CC information (registration forms, etc.) in storage for seven years.

8. Receipts for payments made by CC will be forwarded to each department after processing by Student Accounts. If the cardholder requires a copy, the department involved is responsible to provide it.