

PROCESSING & HANDLING OF CREDIT CARD/DEBIT TRANSACTIONS USING DEPARTMENT POINT OF SALE TERMINAL

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, for processing within you department, all 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 your staff to remove the information from the order form. Once the transaction has been processed, your staff must shred the CC information which was provided on the form. 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.
6. All hard-copy forms must be designed to eliminate CC information entirely after processing of the payment is complete.
7. POS transaction copies and supporting documentation, once cleaned of CC information, are to be stored within the department for seven years. Journal entry support must also be cleaned of CC details before being sent to Finance – ECH. It may be necessary for departments to redesign internal forms &/or workflows to accommodate this requirement.