



# Payment Cards Processing at UNL

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**University of Nebraska –Lincoln  
PCI Compliance Task Force**

## Annual Training Requirements for Card Handling

All parties handling cardholder data must adhere to specific training requirements in PCI DSS V3.2. Since only your department knows which individuals are involved in card processing, the monitoring of this training is the department's responsibility.

### Elavon Contact Numbers

The phone number for Elavon's Customer Support should be present on a sticker on your terminal. If you have difficulty getting through to a technician, another phone number to try is:

### Premier Services Support

1-800-725-1245

### Terminal Issues

If you have issues with your terminal and Elavon is going to send out a replacement, please be sure to let the Bursar's Office know this exchange occurred.

If this happens multiple times, please contact the Bursar's Office prior to agreeing to a replacement.

### Cash Handling Training

All personnel connected in any way with cash handling, including payment card transactions, must review cash handling policies & procedures on a regular basis. A review should occur at least annually and documentation of this review should be retained within the department. The Cash Handling Policies & Procedures training is available at: <http://bursar.unl.edu/cash-handling-policies-procedures>

### Security Awareness Training –PCI DSS Requirement 12.6

All personnel connected in any way with cardholder data need to annually complete security awareness training at <https://its.unl.edu/services/security-awareness-training/securing-human-training-request>.

Departments can contact [Cheryl O'Dell](#) with a listing of employees who need to complete the training if you'd like to request access for several instead of individual requests. Cheryl can also provide reporting so departments can ensure all employees have complied with this requirement.

### Device Tampering Training –PCI DSS Requirement 9.9

All personnel must be trained to protect devices which capture payment card data through physical interaction (i.e. swipe, dip, or wave) with a payment card. Personnel must be trained to be aware of attempted tampering or replacement of devices, and terminals must periodically be inspected to look for tampering and substitution.

Two resources that we've found to be helpful are:

- <https://www.pcisecuritystandards.org/documents/Skimming%20Prevention%20BP%20for%20Merchants%20Sept2014.pdf>
- <https://usa.visa.com/dam/VCOM/download/merchants/data-security-protect-terminals-from-illegal-tampering-020513.pdf>

Either of these could be used for training within departments and, again, the department must document all who need training have received it.

## University of Nebraska –Lincoln PCI Compliance Task Force

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The PCI Compliance Task Force is a collaboration between Information Technology Services (ITS) and the Office of the Bursar. It is a cross-functional team responsible for administering the University of Nebraska-Lincoln payment card policies and procedures, monitoring payment card activity, and educating merchants.

## Monthly Statement Messages

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Occasionally, Elavon will alert us of news via a message on your monthly merchant statement. This statement is accessed via Elavon's online portal, MerchantConnect. We wanted to alert you to the ones that have occurred since our last newsletter:

### STATEMENT DATE: 2017-03-31

Keep track of your terminal at all times! Fraudsters have begun a new scheme where they physically take terminals during checkout and force through invalid transactions. You could be on the hook for any losses due to these fraudulent forced transactions.

### STATEMENT DATE: 2017-12-31

Visa is making changes to its dispute resolution process. Effective April 15, 2018, your deadline to respond to dispute notifications will be reduced from 45 days to 30 days.

## Paper Supplies –FREE

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Paper supplies are available via Elavon's partner at no cost to us. You can order online via your MerchantConnect account. Once logged in, go to My Account > My Supplies and Equipment > Order Supplies. You can search by your equipment type, to find the correct paper and see the options available for purchase.

If the account appears to want a payment method, email the Bursar's Office what you need, and they will contact Elavon to place the order for you.

Send email to:

Jennifer Hellwege at [jhellwege@unl.edu](mailto:jhellwege@unl.edu)

Roll No. 70043

1 Part, White, Thermal  
VX 520 / ICT 220/250 / PAX s80  
Width: 2 1/4"  
Length: 74"  
Diam: 1 19/32"

Quantity

100 rolls per case

