

Payment Cards Processing at UNL

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University of Nebraska —Lincoln PCI Compliance Task Force

Swipe Terminals Need to be Reprogrammed

We have come to the conclusion that the majority of the new Ingenico ICT250 terminals likely will need to be reprogrammed if you have not already done so. The reasons for this are varied. Some were not programmed as requested. Some have experienced various issues and some merchants would like to make changes to their setup. Additionally, the auto-settlement time originally determined in conjunction with Elavon is creating settlement delays.

Below are some items to review/consider about your terminals. Please review them all and determine which changes your terminal(s) may need. Once the changes needed are determined, contact Customer Service and ask for the changes as appropriate for your merchant account.

We contacted nine merchants by email October 9th. These were merchants which were to be set up with the No Signature option for transactions under \$25. If you received that email, all of this applies to you.

Items to consider asking Elavon about:

- 1) Auto-Settlement Time Should be 10:30 PM Central Time The auto-settlement for terminals was originally set at 11:30 pm central time, but unfortunately that time has created some issues because eastern time was used for funding which put us after midnight. All merchants should ask for a 10:30 pm central time auto-settlement unless there is a business need to delay this until later (i.e. Housing C-Stores and Libraries stay open late and have a 3:00 am auto-settlement time).
- 2) Settlement Report can be Detailed or Summarized The settlement reports are configured to print a detailed report. This can be altered to only print a summary if that is preferred.
- 3) No Signature Setup is an Option The no signature required for transactions under \$25 is an option to merchants that would like it.
- 4) Size of Text on Receipts/Batch Reports If the text on receipts and batch reports is too small, the font size can be adjusted.
- 5) Remote Download Failed Errors Error 4 and Error 1 Messages A number of merchants are experiencing an error message similar to these:

TMS-Com 07/10/2015 03:52 Remote Download Failed Next Call :08/10/15 03:23 Err: -4 TMS-Com 08/10/2015 02:44 Remote Download Failed Next Call :09/10/15 12:06 Err: -1

These errors could mean the date/time is off in the terminal application, the download communication type needs to be set in the terminal application, or there was an open batch in the terminal

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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.

Swipe Terminal Need to be Reprogrammed (cont from pg 1)

or dial '9' is not loaded for analog lines. Customer Service can troubleshoot your terminal to correct the errors.

6) Are you experiencing any other issues? — Try to handle them all in one call.

After you have determined which issues apply to your terminal(s), contact Elavon's Customer Service for assistance:

Elavon Customer Service 800-725-1243 or 800-777-7240

Elavon will confirm your Location Street Address (the address that prints on your receipts) and also ask for your MID (merchant ID#). Customer Service will assist you in implementing all changes needed in your setup.

We understand this is a time-consuming process and apologize this is necessary to complete the conversion process. We were hoping Elavon could complete the changes in a more efficient manner than this, but unfortunately, that does not seem to be the case.

Hopefully by reviewing these items and tackling them all at once, we can prevent the need to have to call in again for updates.

User Tips:

Test Transaction after Loading Paper - Always do a test transaction or a reprint of a previous receipt after loading your paper into the terminal. Then you won't have to find out the hard way if it is in the machine backwards.

Just Swipe the Card - You do not have to hit menu and then 1 for sale each time a card is ran. Just swipe the card! And *always select "credit"* not "debit" if you are prompted.

