

Payment Cards Processing at UNL

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University of Nebraska —Lincoln PCI Compliance Task Force



MerchantConnect Online System

As part of our contract with Elavon, we have access to their online system MerchantConnect. We also have access to Online Case Management (OCM). In this newsletter we will review some of the features available on MerchantConnect. A future newsletter will discuss the Online Case Management (OCM) system.

PLEASE NOTE: Each department will need at least one individual with access to both Merchant Connect and OCM going forward.

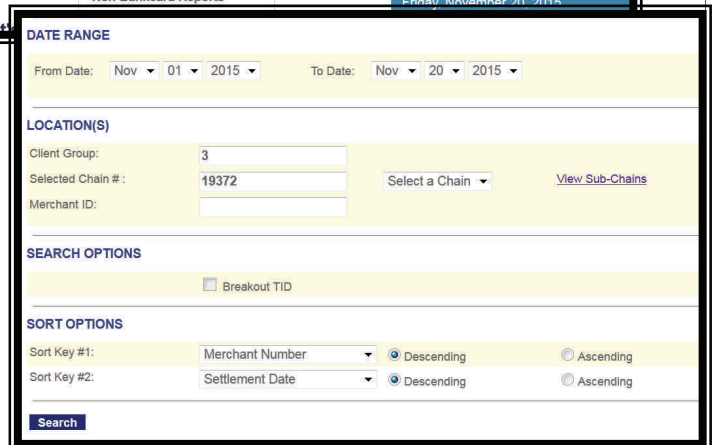
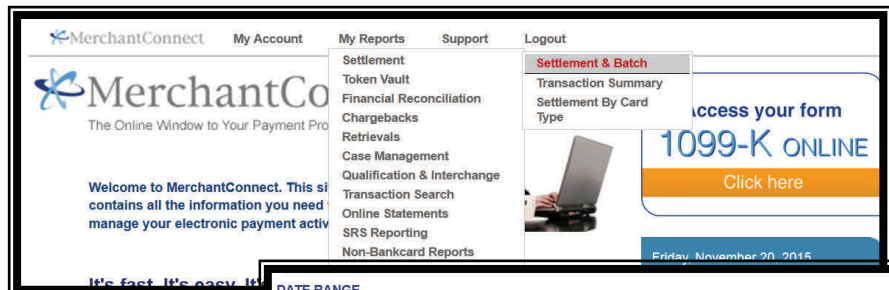
MerchantConnect Premium with Online Case Management (OCM) allows the user to easily view recent batches, view and respond to chargeback and retrieval listings, access monthly statements, view transaction details, and access important information about payment processing support, and much more. MerchantConnect Premium also allows users to filter and search for specific information or export data for further analysis.

MerchantConnect Login Site: <https://www.merchantconnect.com>

Most merchants already have someone set up for MerchantConnect. If your department still needs set up, please email [Jennifer Hellwege](mailto:jennifer.hellwege@unl.edu).

BATCH REPORTS are available via “My Reports” > “Settlement” > “Settlement & Batch”.

Choose the date(s) you are looking for. You should only see your department’s Merchant IDs (MID). If you have more than one MID, you will need to select the specific MID under “View Sub-Chains” in order to see only one MID’s details. Otherwise, you will get one total for all of your MIDs by day. “Breakout TID” gives you the batches by terminal which can be useful to departments with multiple terminals. You can also choose to sort by MID or Settlement Date. After choosing your criteria, click on “Search”. Your report can be downloaded if needed.



Merchant Info — Name, Address, & Phone Number

These appear on your receipts. Please be sure to review this information and contact the Bursar’s Office if any updates should be made to this information.

Need Your MerchantConnect Password Reset?

The best option for this is to call

800-377-3962

and choose option 2, followed by option 2 again. Elavon will verify your Merchant ID number and address (both can be found on your receipts). If they ask for more than that, tell them we are a “National Account”, and they should proceed as needed.

**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.

ONLINE STATEMENTS are also available via MerchantConnect. Go to “My Account” > “My Statements” > “Online Statements”.

Choose the month you are looking for. If you have only one MID, click on “Search” and proceed to next paragraph. If you have more than one MID, selecting “Search” will give you a statement which combines your MIDs. To see the details for a specific MID, you will need to select the MID under “View Sub-Chains”. After choosing your MID, click on “Search”.

Click on “Get Statement”. You will see a “Custom Value Statement”. Click on “View Full Statement Detail” in the top right corner to see a monthly statement similar to what we are accustomed to see from TSYS. You can save or print the statement for your records. The Bursar’s Office will not be mailing out these statements each month as has occurred under TSYS. *This will be your only access to the statement and your merchant account activity.*

