

# Payment Cards Processing at UNL

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University of Nebraska —Lincoln  
PCI Compliance Team

## Payments Insider is an Essential Tool in Card Processing

Elavon's Payments Insider website is where Departments go to view their card transactions, confirm settled batches, and review their monthly statement. The site may be a good resource when troubleshooting an issue and you're also able to export reports from it.

**Login to Payments Insider:** [https://www.mypaymentsinsider.com/ui/#/us/en\\_US/login](https://www.mypaymentsinsider.com/ui/#/us/en_US/login)

### Commonly Used Features:

**Statements** - Download your department's monthly statement(s) on the 1st of each month. The statement provides a record of the previous month's sales and fees activity and ties to the Bursar's Office monthly allocation of sales and fees. It is an important piece of your reconciliation process, provides documentation of your card fees, and enables departments to review sales and fees to ensure all activity is appropriate.

**Sales Report** - view & export sales by settled batches, including individual transaction level details.

+ Additional Filter - Add to search by Card Number, Settled Amount, Terminal ID, etc within a date range.

The screenshot displays the Payments Insider web application. On the left is a dark blue sidebar with navigation options: Dashboard, Transaction Search, Statements (highlighted with a yellow box), Reports, Payments, Sales (highlighted with a yellow box), Card, Authorizations, Downgrades, Locations, Chargebacks, Retrievals, Fraud Advice, Bank Lookup, and Download Manager. The main content area is titled 'Welcome to Payments Insider!' and shows a 'Sales Summary Report' for settled batches. It includes filters for Location (MID - 8028974569 - UNL SERVICES P...), Settled Date, and Custom Date Range (10/01/2023 to 10/02/2023). Below the filters is an 'ADDITIONAL FILTER' button and 'EXPORT' and 'SHOW RESULTS' buttons. The 'Batch List' section shows a table with columns: GBOK / Batch ID, MID, Settled Date, Count, Paid by Merchant Services, Paid by Others, Paid, Amount, and Store Number. A single batch is listed with a total amount of \$69.29 USD. The 'Details' section shows a transaction level listing with columns: MID, Card, Settled Amount, Settled Date, Trans. Amount, Trans. Date, Trans. Time, Type, Void, GBOK / Batch ID, Terminal ID, and Auth. Code. A summary bar shows USD Sales of \$69.29 and Returns of \$0.00.

GBOK / Batch ID	MID	Settled Date	Count	Paid by Merchant Services	Paid by Others	Paid	Amount	Store Number
33810030046	8028974569	10/02/2023	2	\$69.29	\$0.00	Y	\$69.29 USD	

MID	Card	Settled Amount	Settled Date	Trans. Amount	Trans. Date	Trans. Time	Type	Void	GBOK / Batch ID	Terminal ID	Auth. Code
8028974569	Visa ****8770	\$61.46 USD	10/02/2023	\$61.46 USD	10/02/2023	14:31:13	Sale	N	33810030046	0017340000802897456902	03395D

⇒ **Need Access?** Contact [Lisa Hilzer](#) in the Bursar's Office to request access to the website.

⇒ Notify Lisa when an employee has left the department so access can be disabled.

## University of Nebraska –Lincoln PCI Compliance Team

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The PCI Compliance Team 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.

## Tips to Prepare for the Holiday Shopping Season

Several UNL merchants use Authorize.net as their online card payment gateway. Authorize.net provided some helpful tips, that apply to all merchants, to prepare for the upcoming holiday season. These tips include: reducing chargebacks, planning IT requests, examining fraud strategies, and more.

Take a look at the tips here: [Get ready for the holiday shopping season](#)



## Ingenico Terminal Guide & Support



### Ingenico Terminals:

Ingenico terminals (Desk 3500/5000 and Move 5000) are widely used across campus for card processing. Some UNL departments have been processing cards for years and some have just started! No matter what your experience, a reference guide can be handy to keep close by and is also useful when training new staff.

The Ingenico Transaction Quick Tips reference guide is attached to this newsletter email.

### *Did you know -*

- ◆ Apply Pay, Google Pay, and Tap to Pay are all accepted payment methods on the Ingenico terminals.
- ◆ UNL merchant accounts are set up to run all card transactions via the credit network. We do not process debit transactions. You or the customer should push “Enter” to bypass any screen asking for a PIN number.



### Elavon Customer Support:    1-800-725-1245

Elavon Customer Support can assist with a variety of situations, such as troubleshooting terminal connection issues, adjusting terminal settings, investigating specific transaction questions, Payments Insider help, etc.

Call the customer support line with your merchant ID number ready when you call.