Payment Cards Processing at UNL

PCI Compliance Paperwork—Due May 21st

The first step in compliance is to collect each merchant account's compliance paperwork. The same documentation as in past years will be required: a Merchant Profile and a Procedures Document including a Cardholder Data (CHD) flowchart. Merchants will also need to do the SAQ (see page 2). PCI DSS version 3.2.1 is the current PCI version, and a wealth of information can be found on the PCI DSS website: https://www.pcisecuritystandards.org/document_library

How do you get started? For each merchant number, you need to review, update and submit:

- **Merchant Profile** –forms available here: http://pci.unl.edu/merchant-profile

- **Procedures Document (including a current CHD flowchart)** -narrative (no standard form)

   Please Note: Do not combine merchant accounts on these documents. We need a completed profile and procedures document for each merchant account.

Create a PCI 2021 folder for retaining your documents. Access last year's PCI files. Review your 2020 paperwork, update the information as needed to accurately reflect this year's processes, and save a copy for this year's documentation. New merchants will need to create all documentation. The procedures document is a narrative of your processes and should incorporate the following:

- make, model, serial number and location of all equipment*
- details of all payment channels   - individuals involved in payment processing
- storage/purge details of cardholder data (if appl.)   - staff training requirements
- demonstration of segregation of duties in place   - information on reconciliation process
- flowchart of cardholder data   -signature of department head

* Many departments have purchased new terminals recently. Be sure your PCI documentation is updated to reflect your new equipment and processes. The new stand-alone terminals are purchased with Elavon's Safe-T to encrypt the data and allow for processing via Ethernet.

There have been many changes on campus this year. Any equipment or procedural changes need to be reflected in your documentation.

Each merchant must have a detailed description of the processes in place for their card activity. These procedures are not only necessary for us to gain an understanding of your CHD environment but are needed so you, in the department, have an understanding of the process and ensure all necessary safeguards are in place for safe cash handling and security. They are also essential to meet PCI documentation requirements. PLEASE NOTE: If your procedures are altered at this time because of remote work, include both your regular operations and a section for your short-term operations as well.

Please **submit your updated documentation by Friday, May 21st** to: bursar@unl.edu

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Bursar's Office Staffing Change

Jordan Bergman has resigned from his position as Associate Bursar. Communications or requests you would normally send to Jordan should be sent to:

bursar@unl.edu

You may also reach out to Jennifer Hellwege, Bursar.

Welcome to our new merchant:

4H Horse Shows

Information Technology Services (ITS)
Chris Cashmere   ccashmere@nebraska.edu
Dan Buser   dan.buser@unl.edu

Office of the Bursar
Jennifer Hellwege   jhellwege@unl.edu

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Lincoln

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.

PCI Compliance Self Assessment Questionnaires

The next step in compliance is the **Self-Assessment Questionnaires (SAQs)**. Each merchant account has to submit an SAQ to Elavon. Elavon utilizes PCI Compliance Manger for this process. It is a tool which allows online submission of our SAQs. Similar to last year, we expect to accumulate the information for the SAQs for those departments using only stand-alone terminals. The PCI Team will then submit the information electronically for the group rather than each merchant account having to do the compliance separately. For those with other setups (i.e. online, POS), we will schedule meetings with our PCI Team again to assist with the SAQ(s) you must complete. We expect these meeting to primarily take place in June. They will be conducted through Zoom.

ATTN: New merchants—If your merchant account is new this year, you may have done a mid-year attestation. We will still ask you do one at this time to bring your compliance in line with the remainder of the University's compliance dates.

We will continue with the goal of completing our compliance efforts by June 30th of each year. This is consistent with efforts on the other campuses as well.

Check out the attachments to this newsletter for:

Tips for Keeping Your Payment Devices Clean

and

4 Ways to Avoid Transaction Downgrades

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 Robby Debevoise with a listing of employees who need to complete the training if you'd like to request access for several instead of individual requests. Robby can also provide reporting so departments can ensure all employees have complied with this requirement.