



**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.

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

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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.

