

# Payment Cards Processing at UNL

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**University of Nebraska – Lincoln  
UNL PCI Team**

## USBank/Elavon Conversion Under Way

We have converted a number of our stand-alone merchant accounts to Elavon. Some things to note going forward...

### Monthly Reporting

Please continue to provide your monthly sales reports. The month that you convert to Elavon, we'd like to have two reports. One for your TSYS activity from prior to the conversion, and a second with your Elavon activity from the point you began using your new terminals/setup.

We expect to have two sales and fees worksheets going forward until the conversion is complete. We will try to name them in a manner that is helpful to your processes, but please feel free to make recommendations as we go. This is definitely a work in progress and you, as the end-users, can help us through.

### Paper Supplies for Ingenico ICT250s

These machines take thermal paper and there is a limit to the size the roll can be. Office Depot does not carry the size of roll needed so you must call the supplier Elavon uses.

The directions to order paper are:

- 1) Dial the Elavon customer service number (1-800-725-1243) and choose option 3 for supplies. It routes the caller right to GCF the third party vendor for supplies.
- 2) It will ask for your merchant account number; please have that information available. The supplies will ship from Missouri via FedEx Ground. They estimate it will take 2 shipping days. For an additional charge, they can expedite the shipping.
- 3) The merchant will be billed by invoice for the paper.

### Terminal Tips

A number of merchants had ICT250 terminals prior to conversion and have some experience with this terminal. The following tips were shared from merchants.

**Paper Loading** - The paper in the Ingenico terminal must be put in correctly or the terminal will not operate properly:

- \* Make sure the drop of glue is popped off the role of paper.
- \* Drop the roll into the machine and be sure the paper is facing the correct way.
- \* Pull the paper forward and tear it off.
- \* Reprint your last receipt so you know it is loaded and working properly. Instructions to REPRINT:
  - Select **OTHER**
  - Select **REPRINT**
  - Select **LAST RECEIPT** or **SEARCH** (if you want to reprint a particular receipt)

*If you have additional tips you can share, please respond to all for the email. Others would be appreciative of the information.*

### EMV Compliant Terminals Being Deployed by Elavon

Many merchants have already received new Ingenico IC-T250's from Elavon.

The new terminals are EMV compliant, which is good, but it also means a little slower processing time than what we are currently used to.

If you've used your chip card, you've already experienced this on the consumer side of the transaction. But as a merchant, it's a little different to deal with.

Be patient and remember these machines are being deployed everywhere and the additional time will soon be the norm for customers.



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The UNL PCI 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.

## Merchant Connect Premium Available from Elavon

Merchant Connect Premium is a reporting tool available to all UNL merchants under our contract with Elavon/USBank. It is comparable to TSYS Transaction Summary for those of you that utilized that system. We will be setting up merchants for the Merchant Connect as they are boarded but this access may not be available immediately when the switch to Elavon is made.



Merchant Connect Demo: <https://www.merchantconnect.com/CWRWeb/demo.htmTraining>

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

Once you are setup with Merchant Connect, training is available to familiarize yourself with the product.

**Training**      Call 1-866-451-4007      Available 8:00 am to 4:00 pm      Allow 30 minutes

There's a lot of great information out on the site. So please take a look at it and take advantage of all there is to offer.

One notable difference between Merchant Connect and TSYS Transaction Summary is that our account access is maintained by Elavon rather than being managed by the Bursar's Office. What does this mean to merchants? To set up access for someone new, you will still request that from the Bursar's Office, but if you just need your password reset, that can be done by the "forgot password" link on the site. There is also an email address or phone number available for assistance if it is needed.

## Phishing

From Wikipedia: In computing, phishing is an attempt to criminally and fraudulently acquire sensitive information, such as usernames, passwords and credit card details, by masquerading as a trustworthy entity in an electronic communication. eBay, PayPal and online banks are common targets. Phishing is typically carried out by email or instant messaging,



- 1) And often directs users to enter details at a website, although phone contact has also been used.
- 2) Phishing is an example of social engineering techniques used to fool users.
- 3) Attempts to deal with the growing number of reported phishing incidents include legislation, user training, public awareness, and technical measures.