

Payment Cards Processing at UNL

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University of Nebraska —Lincoln PCI Compliance Task Force

More Swipe Terminal Tips and Options



We've had some great questions from you, the merchants, since the new Ingenico ICT250 terminals arrived. We wanted to share the information we've collected and hope this is helpful to your conversion as well.

Calling Customer Service

Phone Number

We understand the Customer Service Number we've been providing in our emails is different than the one on the sticker on the terminals. Either phone number is acceptable for calling Customer Service.

800-777-7240 or 800-725-1243

Validation of Merchant

Elavon will confirm your Location Street Address (see attachment) when you call in and also ask for your MID (merchant ID#).

Size of Text

The size of the text on receipts and the batch reports appeared quite small for one merchant. The font size can be adjusted by calling in to Customer Support at 1-800-725-1243 and selecting *terminal support*.

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COMM Errors

A merchant was experiencing multiple COMM Errors on their terminal. Elavon suggested calling Customer Support at 1-800-725-1243. Select terminal support and ask for *communication troubleshooting*.

Corrections of Transactions

If a correction is needed on a transaction for which the card number is no longer available, Elavon's Customer Service can assist with the transaction(s). Call 1-800-725-1243, select *terminal support* via the phone tree and ask for *assistance running a refund/correction on the terminal*. The phone representative can also assist with getting a full card number if that is needed to correct the situation.

Credit vs. Debit

Always select "Credit" when running a transaction. We are not setup for the debit card payment system.

Merchant Setup Under Elavon

Under Elavon, merchant accounts cannot have setups which include both 1) online credit card activity and 2) in person and/or mail-order, telephone-order (MOTO) activity. Anyone with this type of mixed setup will need to have two merchant accounts under Elavon separating the different types of activity.

This will be discussed when it comes time to convert your merchant account(s).

Stand-Alone Swipe Terminals Shipped

All stand-alone swipe terminals have been boarded under Elavon and the machines

should have been received. If you have not received your new terminal, contact [Jennifer Hellwege](#).



**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.

Ordering Supplies

The ICT250s use thermal paper and there is a limit to the roll size. Office Depot does not carry the size of roll needed so you must call the supplier Elavon uses. To order paper:

- Call Elavon Customer Service at 1-800-725-1243 and choose **option 3 for supplies**. It routes the caller right to GCF the third party vendor for supplies. Be sure to have your MID (merchant ID#) available.
- Another option is to order through your Merchant Connect account. If your department does not yet have an account and would like one, contact [Jennifer Hellwege](#).

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. The merchant will be billed by invoice for the paper.



ATTENTION: On orders through October 31st, be sure to use **Promotion Code SUPPLY20** for a **20% discount**. (There was a flyer in your terminal box.)

Old TSYS Terminals

Settlement of TSYS Terminal

Be sure to settle the last batch on the TSYS machine before unplugging the terminal.



Return of TSYS Terminal

Once you have settled your last batch on the TSYS terminal and switched to the Elavon terminal, you can send your old TSYS terminal(s) to the Bursar's Office. Please put a sticker on it saying "TSYS terminal, Department Name, and TSYS Merchant #" so we can identify which terminals came from where just in case that is needed.

A graphic with the words "thank you!" in a colorful, playful font. The "t" is blue, "h" is green, "a" is yellow, "n" is orange, "k" is red, "y" is blue, and "o!" is red.

The UNL PCI Team would like to send out a big Thank You to our merchants. Your patience and understanding throughout this conversion is very much appreciated. We know this is a difficult and sometimes stressful project for all of us, and we are thankful to be working with such a great team of individuals.

Point-to-Point Encryption Devices

P2PE devices are not yet readily available. They are slowly starting to trickle in but processors are still working on their integration.

What does this mean for merchants? Your processes may have to be altered in order to achieve compliance at this time. This may mean less integration and more manual entry of transactions.