

# Office Of the Treasurer

VOLUME 11 ISSUE 1  
MARCH 2009

## A Message from Dennis Reedy-Managing Director Treasury Operations

Over the past several months, Indiana University has expended many staff hours and a significant amount of university funds to assure that Indiana University has achieved the required compliance with the Payment Card Industry Data Security Standards (PCI DSS). Our focus in this effort, as you would expect, has been on IU departments that accept debit and credit cards (payment cards). However, Indiana University's PCI DSS compliance can also be impacted by non-Indiana University businesses that are operating on Indiana University property (including websites).

For example, if a business that accepts payment cards is leasing space from IU, its operations **could** impact IU if Indiana University is **in any way** involved in how it processes its payment card activity. The business could be using an IU network (wired or wireless) to transmit their payment card information. The business could be using IU staff for systems support. I cannot detail all the possible scenarios in the space of this newsletter, but I do hope that your reading of this paragraph makes you aware that PCI DSS compliance can be impacted by non-Indiana University activities.

To be certain that these activities do not negatively impact IU's PCI DSS compliance effort, the payment card processing activities of any non-university business need to be reviewed and approved by Treasury **prior** to the business accepting payment cards on university owned property.

We do not anticipate that our non-university businesses are going to cause us compliance issues, but we have a responsibility to verify how they are processing credit cards to be certain they are not impacting Indiana University's compliance efforts.

If your campus or department has a non-Indiana University business activity that accepts payments cards please contact Cheryl Shifflett at 812-855-6465. Cheryl will be able to quickly tell you whether or not the particular activity might warrant further review by Treasury.

## Revenue Processing Training

**NEW DATES**

As stated in the **Revenue Processing Policy VI-120**, the Office of the Treasurer, Treasury Operations will hold periodic training sessions for all employees involved in revenue processing. These training sessions will alternate across campuses. A one time face to face attendance at a training session is **mandatory for anyone processing revenue**. If no training session is scheduled, prior to the inception of revenue processing, you must take the online tutorial. We are making every attempt to schedule the training sessions so that they can accommodate as many university employees as possible without disrupting your daily business activities. All sessions will last two and a half hours. **Click on the following link to register:**

<http://www.indiana.edu/~iutreas/forms/revenuetrainingreg.html>

**IUEA-East: Community Room, Whitewater Hall, April 20, 2009, 9:30 a.m.-noon**

**IUBL-Bloomington: IMU Oak Room, April 23, 2009, 9:30 a.m.-noon**

**IUPUI-Indianapolis: Campus Center Room 405, May 12, 2009, 9:30 a.m.-noon**

**IUSB-South Bend: Administration Bldg. Alumni Room, June 29, 2009, 1:30 p.m.-4:00 p.m.**

**IUNW-Northwest-LC 105AB, June 30, 2009, 9:30 a.m.-noon**

There will be additional trainings scheduled at Bloomington, Indianapolis, and Kokomo in the Fall of this year. If you have any questions concerning the Revenue Processing Training please contact Diane Thrasher. You can reach her at [dthrash@indiana.edu](mailto:dthrash@indiana.edu) or 812-855-8587.

## INSIDE THIS ISSUE:

A Message From Dennis Reedy	1
Revenue Processing Training	1
Remote Capture Success	2
Policy VI-120: 2009 Revision	2
Update Contact Information	2
Revenue Processing Tutorial	3
International Wires	3
Web-Based Merchant Agreement	3
Interchange Update	4
What to do When the Power Goes Out	4
Remote Capture Troubleshooting	5
Credit Card Terminal Maintenance & Troubleshooting	5
Let Us Know	6
Save the Date-PCI DSS Workshop	6
New Treasury Operations Employee	6
What's In Treasury	6
Important Phone Numbers	6

**Kim L. Stuart, CTP, Editor**

## A Remote Capture Success Story

In April of 2008 IU Treasury Operations began installing Remote Capture across the university at sites that accept or process checks. By the end of September all checks received at Indiana University were deposited via Remote Capture. This check depositing process, used system wide, helps the university present its checks more safely and quickly to the bank for deposit. By using Remote Capture to deposit the checks we receive, IU is able to deposit our funds an average of four business days quicker than when we delivered the paper checks to the bank.

Remote Capture also provides a bank hosted online image retention system, that departments can use to look up copies of checks that they have deposited via the system. This benefit provides departments the opportunity to conduct their own research regarding payments processed while still adhering to IU policy VI-120 which prohibits the copying or storing of checks and bank account numbers.

While vendors, students, parents, and the general public increasingly continue to pay Indiana University via electronic methods; there are still hundreds of thousands of checks a year that arrive at our many front doors. In 2008 the university deposited by remote capture over 101,700 checks totaling nearly \$400 million dollars. In 2009 we expect to deposit nearly 350,000 checks, via this same method, for more than \$700 million dollars. Remote Capture has been a value added tool that has made processing checks a more streamline deposit option.

### Update Contact Info.

In an effort to keep our Payment Card Services merchant information up to date, we are going to need your help.

If your department processes credit cards we need to verify who the contact for this process should be. When we don't have the correct contact information important communications get routed to the wrong person, sometimes causing a delay of time sensitive documents.

Over the next few months we will be in touch with departments to determine the correct person to use for your contact information.

## Policy VI-120-2009 Revision

This policy governs the accepted payment methods and processes to support the **Revenue Producing Activities** of Indiana University. The purpose of this policy is to educate, train and implement the best-in-class revenue processing procedures that standardize revenue processing within Indiana University, across similar functions with efficient solutions characterized by strong controls to reduce the risk of fraud and/or loss. Some of the key revisions you should take note of are:

- ◆ **The objective of educating all areas regarding their responsibility to comply with all data security and PCI DSS requirements**
- ◆ **Requiring compliance with policy I-450**
- ◆ **The department head and Fiscal Officer are responsible for implementation of any recommendations**
- ◆ **Setting a goal of minimizing face to face payments**
- ◆ **Encouraging, but not requiring background checks**
- ◆ **Offering different training requirements for full and part-time employees**

Any department that has an activity that produces revenue should become familiar with this policy and the guidelines within it. For the department that is considering an activity that produces revenue the Office of the Treasurer, Treasury Operations is here to advise you on the approved methods in which your department can process the payments you receive. This policy will hopefully bring consistency and operational efficiency across our campuses.

All questions concerning revenue processing should be addressed to Susan Dybvig, by phone at 812-856-5516 or by email at [sdybvig@indiana.edu](mailto:sdybvig@indiana.edu).

## Revenue Processing Tutorial-A Departments' Ethical Decision

The Revenue Processing Tutorial was designed so that departments that were unable to send all of their staff to a face to face Revenue Process training could, in the interim, have employees take the tutorial. Employees taking the tutorial would then be aware of the expectations of the Office of the Treasurer, Treasury Operations, as it pertains to processing revenue for Indiana University. The purpose of the tutorial is to teach Indiana University employees the correct procedures in processing revenue when it comes to security, standardized payment vehicles, and university policy. The tutorial was never intended to be a vehicle that penalizes the person taking it and the minimum score was the only way to measure the persons understanding of the information. Therefore, a person can take the tutorial as many times as needed in order to attain the minimum passing score of 80%.

Any full-time employee who has taken the tutorial is not excluded from attending the face to face training as it is mandatory for full time staff. Part-time and Student Hourly employees can meet the Revenue Processing training requirement by completing the tutorial with a passing score, however, Treasury Operations does encourage the attendance at a face to face training whenever possible.

With that being said, it has come to our attention that some departments have chosen to provide their employees with the answers to the questions (otherwise considered cheating) when there is no need to do so. This tutorial is monitored by Treasury Operations as to who takes it, how much time the person uses to take it, and the score they receive. By monitoring the tutorial we can be assured that all employees in your department have been trained. This tutorial is a learning tool and it is unethical to provide your employees with the answers to the tutorial. Any department that engages in this practice will face serious consequences. If a department has any employees who are having difficulty with the tutorial, Treasury Operations is here to help. Please contact us if you experience problems, or have unusual situations with employees taking the tutorial, so that we can help you resolve these issues. Payment Card Services can be reached by phone at 812-855-0586 or by email at [pmtcards@indiana.edu](mailto:pmtcards@indiana.edu).

## International Wires

### **Things to know about International Wire Transfers**

International banking structures vary by country so the detail needed for every wire transfer request can vary by country and sometimes by bank. There is no such thing as a routing number in international banks so other methods of identifying banks are necessary. Here are the critical pieces of information that you should have before requesting an international wire transfer.

**Remember:** It is very important that descriptions be **Accurate** and as detailed as possible. Even an incorrect spelling can cause a wire to be returned, not applied to the correct account, or in some cases not applied at all.

**Name of Bank, Bank City, Bank Country, Bank SWIFT code (see below for definition), IBAN (see below for definition) required for Euro payments within Europe, Bank Account Number, Name of Recipient, Recipient Address, City, Country, Currency Type, Amount**

Definition of SWIFT: **Society for Worldwide Interbank Financial Telecommunication.** Every bank has a SWIFT code. A SWIFT code is required to send international payments.

Definition of IBAN: **International Bank Account Number.** The IBAN is a combination of a country code, a country number, a bank identification number (BIN), and customer account number.

If you have other questions please call Treasury at 812-855-9268.

## Web-Based Merchant Agreement

In January 2009, Payment Card Services sent out the new [Web-Based Merchant Agreement](#) to departments that accept credit card payments through the web. The agreement spells out the obligations the department has to abide by in order to process credit cards. It is important that the department Fiscal Officer, the IT Coordinator, and Campus Administrator are aware of who on their campuses are accepting credit cards by the web. Payment Card Industry Data Security Standards (PCI DSS) are an extremely important element to keeping cardholder data secure in a web environment.

We want to thank all of the departments that have complied with the February 27th deadline. If you have contacted Payment Card Services you are not in jeopardy of your services being disrupted, however any department that has not advised us of the signatory status of their merchant agreement is at risk of being shut down.

The departments that have specialty web systems will be directed to sign a new merchant agreement later this year. It is currently being developed and we expect it to be distributed to you by Fall 2009.

## Interchange Update

Beginning April 1, 2009 there will be changes with some of the Visa and MasterCard interchange rates for credit card processing. Provided in the table below are only the categories with those changes.

Visa Interchange Category	Cons/Comm. Rates Oct 2008 % Rate + Per Item	Off-line Debit Rates Oct 2008 % Rate + Per Item	Cons/Comm. Rates Apr 2009 % Rate + Per Item	Off-line Debit Rates Apr 2009 % Rate + Per Item
CPS Rewards 2	1.90% + \$0.10	n/a	1.95% + \$0.10	n/a
CPS Hotel/Car Rental	1.58% + \$0.10	1.36% + \$0.15	1.54% + \$0.10	1.36% + \$0.15
Signature Preferred Card NP	2.30% + \$0.10	n/a	2.40% + \$0.10	n/a
Signature Preferred Electronic	2.30% + \$0.10	n/a	2.40% + \$0.10	n/a
Signature Preferred Standard	2.70% + \$0.10	n/a	2.95% + \$0.10	n/a

M/C Interchange Category	Cons/Comm. Rates Oct 2008 % Rate + Per Item	Cons/Comm. Rates Apr 2009 % Rate + Per Item
Corporate Face/Face-Corp.	2.05% + \$0.10	2.15% + \$0.10
Corporate Face/Face-Bus.	2.32% + \$0.10	2.20% + \$0.10
Corporate Face/Face-Fleet	2.45% + \$0.10	2.50% + \$0.10
Corporate Face/Face-P Card	2.33% + \$0.10	2.40% + \$0.10
Corp. Data Rate II-Corp.	2.05% + \$0.10	2.15% + \$0.10
Corp. Data Rate II- Bus.	2.32% + \$0.10	2.20% + \$0.10
Corp. Data Rate II-Fleet	2.45% + \$0.10	2.50% + \$0.10
Corp. Data Rate II-Purchasing	2.33% + \$0.10	2.40% + \$0.10
Corp. T & E II- Corporate	2.20% + \$0.10	2.25% + \$0.10
Corp. T & E I-Corporate	2.35% + \$0.00	2.40% + \$0.00
Corp. T & E II-Business	n/a	2.35% + \$0.00
Corp. T & E I-Business	n/a	2.50% + \$0.00
Corp. T & E II-Purch & Fleet	n/a	2.55% + \$0.10
Corp. T & E I-Purch & Fleet	n/a	2.70% + \$0.00
World & World Elite Bus. Corp. Face to Face	2.32% + \$0.10	2.25% + \$0.10
World & World Elite Bus. Data Rate II	2.32% + \$0.10	2.25% + \$0.10
World & World Elite Bus. Data Rate I	2.65% + \$0.10	2.70% + \$0.10

### What do Interchange Rates Mean to you as a merchant?

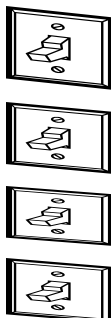
The interchange rate is a percentage charged to the merchant for the transaction performed at their place of business, when a customer uses their credit card or debit card. This rate translates into the fees that are assessed to you for using the card networks. Our bank (US Bank) then pays you the amount of the transaction minus the interchange fee (% rate + per. item) and a processing fee.

Each merchant receives a monthly bank statement which shows what card types of Visa/MasterCard were used during transactions for that month and their interchange rate. This will give you a better idea of what types of cards are being used at your place of business.

Just as Indiana University has no control over the fees/rates set by the credit card association, you have no control over the types of cards used by your customers.

### What to do when the power goes out?

If the power goes out when you are processing credit cards don't panic! Here are some easy steps to take that will keep your customer information secure. Do not write credit card numbers on paper receipts. Stop all credit card transactions until power is restored. For transactions that are phone orders, offer to call the customer back to obtain their credit card information. If the



power goes out in the middle of doing a transaction do not assume that the transaction was processed. Check your terminal reports before re-entering the transaction. Ultimately, it is a departmental decision to keep your business open during a power outage, however if you do, remember protecting cardholder information is your number one priority!

## Remote Capture Troubleshooting

We have some problems that have occurred in the recent past with departments using Fifth Third Direct Remote Capture Scanners that we wanted to bring to your attention. **When scanning checks, the process should be very smooth from start to finish, if it is not, PLEASE let us know!** Some of the problems we have encountered recently include:

PROBLEM	SOLUTION
Long delay between checks being scanned	Changed USB jack
Having to hand key majority of checks	Clean scanner
Scanner jamming	Clean scanner/if no success, call Treasury
Check numbers not scanning	Clean scanner
Required to change password weekly (or daily)	Call the help desk 800-589-5355
No spray line on back of check	Insert new ink cartridge

We also have “human” errors that sometimes occur, the ones we see most include:

ERROR	SOLUTION
Forgetting to transmit scanned checks	Remember to hit the transmit button on the bottom of the last page
Shared passwords	NEVER share your password!!! NEVER!
Scanned check twice	Make sure to read the pop-ups that appear NEVER accept a duplicate
No endorsement on checks	Always remember to endorse the checks prior to scanning
Timing of FIS document	Do your FIS doc <u>AFTER</u> you scan, on the same day you scan

**If your scanner isn't running as smoothly as you think it should, or if you have general questions, please call us! We are here to help!**

Diane Thrasher 812-855-8587 [dthrash@indiana.edu](mailto:dthrash@indiana.edu)

David Newsom 812-855-9457 [wnewsom@indiana.edu](mailto:wnewsom@indiana.edu)

## Credit Card Terminal Maintenance & Troubleshooting

Payment Card Services is here to help when your terminal goes haywire. By contacting us you stay in PCI DSS compliance and we keep track of problems that may occur with our terminals. Here are some rules to follow when your terminal is not functioning properly:

- ◆ **Read the terminal screen to see what the error message is saying. This helps us to figure out what is going wrong.**
- ◆ **Call Payment Cards first at 855-0586 to get help; if we are not available then call the help desk at 1-800-777-7240.**
- ◆ **Don't try to be a handyman/woman; do not take the terminal apart or try to fix it yourself. All replacement terminals will cost you a fee of \$89.**

## Let Us Know

We want and need your feedback in order to make this a more useful publication. Please submit any ideas or issues you would like to see addressed in this publication to the Office of the Treasurer, Treasury Operations at [dthrash@indiana.edu](mailto:dthrash@indiana.edu). Use the subject Newsletter Feedback.

If you would like to be added to or deleted from the newsletter distribution list, please let us know. You should email your name, and email address to [dthrash@indiana.edu](mailto:dthrash@indiana.edu).



Send Us an  
E-mail

Is your department paying for credit card supplies?

### Payment Card Services has them for free!

Just click the link below to order what you need.

<http://www.indiana.edu/~iutreas/forms/supplyrequest.html>

### Treasury Operations

The Poplars Building  
400 East Seventh Street  
Bloomington, IN 47405-3085

Phone: 812-855-8587

Fax: 812-855-3863

E-mail:

[pmtcards@indiana.edu](mailto:pmtcards@indiana.edu)

[moneymov@indiana.edu](mailto:moneymov@indiana.edu)

[rprm@indiana.edu](mailto:rprm@indiana.edu)

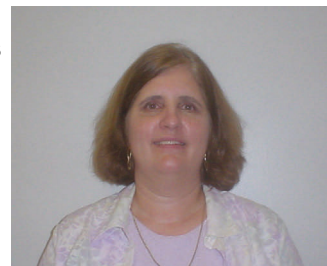
## SAVE THE DATE-FRIDAY MAY 1ST: PCI DSS WORKSHOP!!

Treasury Operations will be holding a Payment Card Industry Data Security Standards workshop in May at the IMU-Bloomington. This workshop is for anyone who wants to know more about these standards and how they affect your payment card processes. More information about this workshop will be announced within the next few weeks. **Remember save this date- Friday May 1st.**

## New Treasury Operations Employee

Please join Treasury Operations in welcoming Susan Dybvig to our department as Manager of Revenue Processing.

Susan has primary responsibility for Revenue Processing Reviews and Compliance. She holds a BS in accounting and an MBA, both from Indiana University. She has been a staff member at Indiana University for almost 15 years. Prior to joining the Office of the Treasurer, Treasury Operations, she worked in the Cash Control area of Financial Management Services. Susan has also taught accounting and advised students for the Kelley School of Business. She is an active volunteer with the Monroe County School Corporation as well as within the Bloomington community.



## What's In Treasury-Services We Can Offer

Treasury Operations is always available to provide training sessions as well as information on various topics and services we can offer. Whether you are new to IU, new to the position, or would just like to understand our services better, Treasury Operations can help. You can arrange training through Diane Thrasher at [dthrash@indiana.edu](mailto:dthrash@indiana.edu) and she will set up a time for Treasury to meet with you and/or your staff. Some of the topics covered in each areas training are:

### Payment Card Services

[Electronic Commerce](#)

[Fraud/Chargebacks](#)

[Electronic Business](#)

[IU Pay Plus](#)

[PCI DSS](#)

### Banking Services

[Banking Operations](#)

[ACH & Wire Transfers](#)

[Fraud Prevention & Detection](#)

[Lockbox](#)

[Remote Capture](#)

[Cash Handling](#)

## Important Phone Numbers

- IU Money Movement/Banking Services 812-855-9268 [moneymov@indiana.edu](mailto:moneymov@indiana.edu)
- IU Payment Card Services 812-855-0586 [pmtcards@indiana.edu](mailto:pmtcards@indiana.edu)
- 24 hr. Terminal Help Desk (Credit Cards) 1-800-777-7240
- Voice Authorizations (Visa & MC) 1-866-401-4852
- Voice Authorizations (Discover) 1-800-347-1111
- Voice Authorizations (Amex) 1-800-528-2121
- NOVA Customer Service (Tara Dyer) 1-800-725-1245 ext. 8091