

A Word From Dennis Reedy, Managing Director Treasury Operations

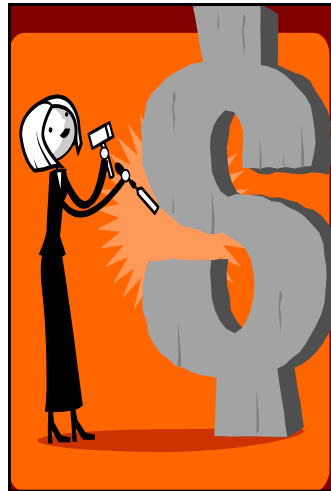
A realtor will always stress the importance of LOCATION, LOCATION, LOCATION when discussing the value of a property. In the world of revenue processing, our word is SECURITY, SECURITY, SECURITY.

We mention this in every issue of this newsletter. Protecting the sensitive data in our possession is an ongoing responsibility for all of us. You are constantly being reminded of IU's policies stating: not to copy or store checks, truncate your card terminals, keep the terminals in a secure location, remove sensitive information from your files in a timely manner, etc., etc..

Our expanded responsibilities for security has necessitated we change how Indiana University conducts its revenue processing operations. Additional credit card and remote capture terminals, more secure file storage, staff time to purge sensitive data from files, same day deposit of checks, etc. all increase costs at the department, campus and central levels. Additionally, the need to have our central credit card processing systems certified and scanned are costs (~\$100,000.00) that we did not have to incur in the past.

Bottom-line, IU as a whole must step up and make any changes that are needed to be in full compliance with our expanded responsibilities. These responsibilities are at all levels of our operations. The Office of the Treasurer is doing everything it can to make sure our centralized processing systems are in full compliance. This has been and always will be a joint effort between Treasury and all IU areas that process revenue. For example, the first section of this newsletter talks about truncation on POS terminals. We need you to check your terminals to make sure they are truncating your customer's card number. If you find that it is not, then contact Treasury and we will work with you to get this corrected.

Neither Treasury nor IU departments can solve these challenges alone. We must work together. However, meeting the challenge is not an option; we must meet and then maintain our compliance on an ongoing basis.



KIM L. STUART, CTP, EDITOR

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Merchant Terminal Truncation-IMPORTANT NOTICE!

Over the past several months Payment Card Services initiated the truncation of the POS (point of sale) terminals. First with the truncation of the merchant receipts and then with the truncation of the daily reports and by doing this we are in compliance with a Federal Law called FACTA (Fair & Accurate Credit Transaction Act) and PCI DSS. Both prohibit the printing of credit card numbers and expiration dates on receipts. This was a process that we instructed all merchants to do by initializing their terminals. It was also requested at that time if the initialization did not take affect that merchants contact us.

All merchants who have the Hypercom T7plus credit card terminals must have them truncated. Truncation means that your merchant receipt, customer receipt, and daily reports should only print the last four digits of the customers credit card number. However, we are still uncovering terminals that have not had the process completed. Over the past few months Internal Audit has been randomly visiting merchants to inspect this feature of the terminal and have also found some merchants not in compliance with this truncation.

To remedy the truncation of terminals Payment Card Services is **requiring all merchants to print a copy of their daily report (3=detail) from each terminal and fax it to us immediately at 812-856-5821.** If you are unclear about the daily report please contact Payment Card Services by email at pmtcards@indiana.edu. Or call Kim Stuart at 812-856-5838. Your attention to this matter is extremely important to the continuation of conducting your business in a secure manner.

Revenue Processing Training

As stated in the **Revenue Processing Policy VI-120**, the Office of the Treasurer will hold periodic training sessions for all employees involved in revenue processing. These training sessions will alternate across campuses. Attendance at a training session is **mandatory for anyone processing revenue** prior to the inception of revenue processing. We are making every attempt to schedule the training sessions so that they can accommodate as many of your employees as possible without disrupting your daily business activities.

All sessions will last two and a half hours.

Here are the upcoming dates for training. Go to our website to register at:

<http://www.indiana.edu/~iutreas/rprm/revtrainingreg.html>

- **Tuesday May 13th – Bloomington, IMU Whittenberger Auditorium**
- **Monday June 2nd-South Bend, SAC 225. (afternoon session only) 1:30PM-4:00PM**
- **Tuesday June 3rd-Northwest, Hawthorn Hall 107. (morning session only) 9:30AM-12:00PM**



Melody Amato is responsible for Revenue Processing Support. If you have any questions concerning the Revenue Processing Training please contact Melody. You can reach her at mamato@indiana.edu or 812-856-5516

E-Business and Banking Seminar-Coming in July

We are currently planning our Seventh Annual e-Business & Banking Seminar. Again we will offer two dates and locations to choose from. On July 22nd we will be in Bloomington at the Whittenberger Auditorium and we will be in Indianapolis on July 23rd at the Auditorium in Lilly Library. Mark your calendars for these dates, as you will not want to miss it this year! There will be more information to come soon.



Web Application Merchants

If you are a merchant that uses a web application for your credit card processing, make sure you have had it scanned via the **University Web Application Vulnerability Scanner**.

To request to have this scan (or if you have any questions concerning this process) email.

scanner-admin@itso.iu.edu



Indiana University Bank Accounts

Did you know that **only** the Office of the Treasurer is authorized to open or close bank accounts for Indiana University? **Policy VI-52 Establishing and Closing University Bank Accounts**, establishes that all funds belonging to Indiana University must be deposited in an Indiana University bank account. It further states, accordingly, the opening or closing of any bank account, must be approved by the Office of the Treasurer prior to their establishment or closing.

Academic departments and administrative offices within Indiana University wanting to open or close a bank account must send a written request to the Office of the Treasurer, Treasury Operations, Poplars 205.

Know Your Money

In order to stay ahead of counterfeiting, the United States government continues to redesign our paper money. A new \$5 bill design was unveiled to the public in late September 2007 and just entered circulation March 13th 2008. It will be followed by a new \$100 bill. Redesigned \$10, \$20 and \$50 bills are already in circulation.

So you think you know your Money? Try to answer our money question. **Where can you see a large purple five next to the Lincoln Memorial?**

Click on the picture of the number "5" for the answer.

To find out more about your money and what your customers might be paying you with just visit the Money Factory at <http://www.moneyfactory.gov/>. If you would like to see what the public has to say about the new \$5 bill watch the \$5 Bill Consumer Video at: www.moneyfactory.gov/newmoney/main.cfm/media/multimediaresources.



Ordering Deposit Tickets and Revolving Fund Checks

Did you know that you may be able to get your next order of checks for your revolving fund account for free?

- **All checks and deposit tickets that you use for your revolving fund accounts must be ordered through the Office of the Treasurer, Treasury Operations.**
- **We will pay for the first order, after that, orders must still come through us, however your department will be responsible for paying for the checks.**
- **Allow 4-6 weeks for the arrival of checks and deposit tick-**



ets.

We will order the standard style secure stock check which contain all of the check stock security features that Indiana University requires.

There is no need to reorder at this time unless you are out of check stock. If you have any questions or would like to place an order for checks, please contact Diane Thrasher at:

dtrash@indiana.edu

As a reminder, the only deposits to Revolving Fund Accounts should be ACH Replenishments from IU.

IU Pay Card

Direct Deposit is the preferred method of paying employees, but what if you have an employee who doesn't have a checking account? Or how about that employee that is working overseas and needs their pay. The solution is IU Paycard and this option is now available.

The IU Paycard is a prepaid Visa debit card issued by Chase Bank that can be used by university departments to make payments for a wide variety of applications.

- Alternative to issuing checks
- Revolving fund disbursements
- Employees traveling internationally



There are many more uses for the Paycard so check it out. Please contact Ruth Harpool at 812-855-3910 or Mary Byrde at 812-855-3274 if you would like more information.

Something to Think About??

Q: Do people really go mad in March?

A: Yes, all die hard basketball fans do!!

Enjoy March Madness!!



Wireless Terminal

Soon we will be multiplying our wireless terminals!
 Payment Card Services now has more capability for you to conduct business off site by using our new **Verifone Omni 3700Vx wireless terminals**. We are currently renting these new wireless terminals to departments so that you can work at several different locations.

It's been a great success! We have had several departments use our wireless terminals and they were able to successfully transact business offsite.

If you haven't given it a try; what are you waiting for?

A rental fee of \$20.00 per event, per terminal, will be assessed to your department if you would like to use any of the terminals. If you have an event and you would like to accept credit cards please consider using our new **Verifone Omni 3700Vx**. Simply contact Payment Card Services at pmtcards@indiana.edu.



Play Now-Learn How to Anti-Phish with Phil

We have a game about Phishing that is fun and it teaches you how to spot phishing URL's. It is a game created by Carnegie Mellon University and it has some great tips that can help prevent you and your employees from becoming victims of a phishing scam. You can log on to the Ani-Phishing Phil Game by clicking on the fish below.



A New Name for NOVA

Nova Information Systems is changing its name. Effective April 15, 2008 Nova will change its name to **ELAVON**. This is only a name change and **not a service change** for all of our credit card merchants. Currently all contact information and helpdesk information remains the same. If there are any changes in this information Payment Card Services will provide all merchants with those changes.

Better Signed Than Sorry

How many times has a customer presented their card for payment and on the back in the signature panel was printed "See ID?" Did you take the card? See ID **does not** make the credit card valid which is true for all card types. If that unsigned card falls into the wrong hands, **anyone** can use it. Now Payment Card Services has a tool you can use to educate (after all we are an institution of higher education) your customers.

Visa has made available to us some flyers to pass out to those customers that haven't signed their credit cards. These flyers also give the merchant some tips on what you must do when presented with an unsigned card.

- Such as:
- **Ask for positive ID**
 - **Make sure card is signed before completing sale**
 - **Compare signatures on card and sales draft**



If your department would like some of these flyers please contact Payment Card Services at Supply Request

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
moneymov@indiana.edu
rprm@indiana.edu



Visit our website at:

www.indiana.edu/~iutreas/

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/email/supply_request.html

INDIANA UNIVERSITY

Office of the Treasurer

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, 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

POP/E-Check

Electronic Commerce

Fraud/Chargeback's

Electronic Business

IU Pay

PCI DSS

Banking Services

Cash Handling

Banking Operations

ACH & Wire Transfers

Fraud Prevention & Detection

Lockbox

Remote Capture

Important Phone Numbers

- IU Money Movement/Banking Services 812-855-9268 moneymov@indiana.edu
- IU Payment Card Services 812-855-0586 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

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. 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, title, department, campus address, phone, fax and email address to dthrash@indiana.edu.



Send us an email!