

**A Word from Dennis Reedy, Managing Director, Treasury Operations**

This quarter's newsletter continues the theme from our June newsletter-Training.

Over the past year we have conducted Revenue Processing training classes on every campus. Over 470 individuals have attended these classes.

Classes will be held at least annually on each campus. This month's newsletter has the dates for the training sessions that are currently scheduled. Additionally, the Office of the Treasurer website will always have the most current list of training dates and times. We also realize that for some organizations within Indiana University, it may not be practical to send employees to one of our scheduled sessions, so we are always happy to work with departments to arrange training on a case by case basis.

One of the products that we discuss in our training sessions, is IU's new Paycard. The Paycard is another tool that departments can use as an alternate to using checks in making payments. Reducing the number of checks that the University issues is one of our ongoing goals and the Paycard is a great new product that can help IU meet this goal.

Lastly, our newsletter continues to stress PCI DSS compliance. This is something you will probably see in every Newsletter for many quarters to come. Compliance is a challenge, but it is Mandatory and we want to do everything we can to assist you in making sure all of you that accept credit are protected from all the bad outcomes that could happen if your department were to have a breach. We continue to work with the IT Security Office to assure that IU has tools in place to assist in monitoring/testing compliance, but bottom line it's the responsibility of those of you who accept credit cards to oversee your operations and make sure you are in compliance with the PCI DSS standards. New agreements and a self-assessment questionnaire will be coming to you this month, please complete them as quickly as possible. We want to be fully compliant with all aspects of the PCI DSS standards and these documents are part of the compliance process. Additionally, these documents will help us determine if your department has any areas that need to be addressed and we then can work with you to get them resolved quickly.

Have a great Fall.



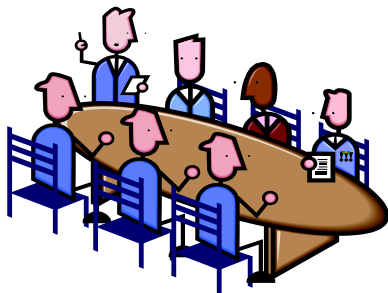
KIM L. STUART, CTP, EDITOR

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**Revenue Processing Training**

As stated in the **Revenue Processing Policy VI-120**, Treasury 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 revenue processors** 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. The training will be given in two and a half hour sessions. **In October we will be on the BL Campus.** Make note of the following information for future campus trainings.



**Bloomington - October 30<sup>th</sup>, 2007 (IMU Whittenberger Auditorium)-NOTE: New Location**

**South Bend - November 27<sup>th</sup> (Student Activity Center, SAC 225)**

**Northwest - November 28<sup>th</sup> (Conference Center (Library) LC105AB)**

We would also like to welcome Melody Amato who has joined Treasury Operations to help with Revenue Processing Support. If you have any questions concerning the Revenue Processing Training please contact Melody. You can reach her at [mamato@indiana.edu](mailto:mamato@indiana.edu) or 856-5516.

**SPECIAL POINTS OF INTEREST:**

- *Revenue Processing Training Dates*
- *PCI DSS Reviews & Merchant Agreements*
- *Interchange Fee Update*
- *IU Paycard*

## Revenue Processing Tutorial-It's live!

The purpose of **Policy VI-120 Revenue Processing** is to educate, train, and implement best-in-class revenue processing procedures that standardize revenue processing across similar functions with efficient solutions characterized by strong controls to reduce the risk of fraud and/or loss.

The Office of the Treasurer, Treasury Operations

*This tutorial will help reinforce those processes which have a great effect on revenue processing at Indiana University.*

has developed an online tutorial which complements the on campus training. All employee must attend an on campus training, however if they can not attend

one of the upcoming trainings then they can take the tutorial as a step toward compliance with policy VI -120. This tutorial will help rein-

force those processes which have a great effect on revenue processing at Indiana University.

If you have questions about the Revenue Processing Tutorial please direct them to Revenue Processing email at [rprm@indiana.edu](mailto:rprm@indiana.edu). Or visit the website at <http://www.indiana.edu/~iutreas/rpa-oucourse.htm>.

## PCI DSS Reviews

We are currently conducting reviews to ensure that Indiana University payment card merchants are in compliance with the **Payment Card Industry Data Security Standards (PCI DSI)**.

This month we will be in contact with each department that accepts payment cards. At that time we will have every merchant sign a revised POS Terminal Merchant Agreement. We will have you complete a self-assessment questionnaire, which assess your department's compliance with PCI DSS. Mer-

chants who have proprietary or cash register systems, as well as anyone with an exception to policy will be contacted to schedule an on-site review. **Compliance with PCI DSS is not an option**, therefore, departments that are not able to comply will have their privilege to accept payment cards revoked until such time as proof of compliance is achieved.

Please direct all questions concerning PCI DSS to Payment Card Services at [pmtcards@indiana.edu](mailto:pmtcards@indiana.edu)

**PCI DSS SIDE BAR**

Now on our website you can access the New POS Terminal Merchant Agreement and the New PCI DSS Questionnaire for POS Merchants.

An email notice will be sent to all fiscal officers with the link to the New Merchant Agreement that needs to be signed and returned within two weeks from receipt.

In order to be in compliance with PCI DSS you must complete the questionnaire by October 31st.

Anyone who has not completed the questionnaire or has not signed a New Merchant Agreement will have their payment card processing privileges revoked by December 31st 2007.

## 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.

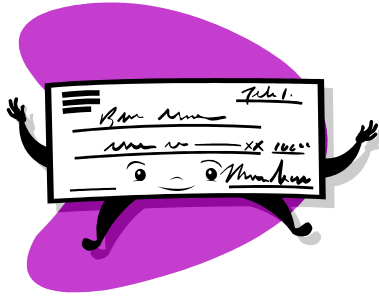
- Alternative to issuing checks
- Revolving fund disbursements
- Employees traveling internationally

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

# Revolving Fund Check Orders

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

All checks that you use for your revolving fund accounts should be ordered through the Office of the Treasurer, Treasury Operations. We will pay for the first order, after that, orders should still come through us, however your department will be responsible for paying for the checks.



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



**VeriSign Manager is now PayPal Manager.** The link at <https://manager.verisign.com> will no longer work. You will now need to use: <https://manager.paypal.com>

If you receive an **ERROR 500-INTERNAL SERVER ERROR**, this means that your password needs to be reset. Please contact Payment Card Services and we will assist you in resetting the password. You will need to provide us with the current logon information to your account (including password). Password resets take 24 to 48 hours.

# Interchange Fee Update

Effective October 1st, 2007, there will be changes to the interchange rates that only affect Corporate, Purchasing and Business Card acceptance. For Visa the fees remain the same however we will see more categories (i.e. the current category Commercial Retail (COMMRETAIL) will be broken out into Commercial Retail-Corporate, Commercial Retail-Business, and Commercial Retail-Purchasing). The new categories for Visa will have the same fee structure as the current categories.

MasterCard will also see more categories at different rates (i.e. Corporate Face-to-Face will be broken into Corporate Face-to-Face Corporate, Corporate Face-to-Face Business, Corporate Face-to-Face Purchasing). The new categories for MasterCard will have new rates assigned to them. The table below details these MasterCard changes.

Visa Card Category	Current Rate	New Rate
Commercial Card Retail-Corporate	2.20% + \$0.10	2.20% + \$0.10
Commercial Card Retail-Business		2.20% + \$0.10
Commercial Card Retail-Purchasing		2.20% + \$0.10
Commercial Card B to B-Corporate	2.10% + \$0.10	2.10% + \$0.10
Commercial Card B to B-Business		2.10% + \$0.10
Commercial Card B to B-Purchasing		2.10% + \$0.10

MasterCard Category	Current Rate	New Rate
Corporate Face to Face - Corporate	2.05%	2.05%
Corporate Face to Face - Business		2.32% + \$0.10
Corporate Face to Face - Purchasing		2.33% + \$0.10
Corporate Data Rate II - Corporate	2.05%	2.05%
Corporate Data Rate II - Business		2.32% + \$0.10
Corporate Data Rate II - Purchasing		2.33% + \$0.10

## Merchant Daily Report Truncation

**Phase two** of Payment Card Services terminal credit card number truncation is well on it's way and many of you should have already completed our request to initialize your terminals again. For those departments that have completed the truncation of the daily reports which prints a list of all the credit card transactions which were processed during the day, we would like to thank you. However, we know that some of you either did not get the opportunity to get this done with the semester starting or you just didn't do it, this is a requirement, so here is your reminder to do it now! There are also some of you who

tried to do the truncation and it did not work. If you fall into this category please call me immediately so that I can get your POS terminal reprogrammed.

Several months ago we initiated phase one where Payment Card Services sent an email notification to all payment card merchants asking them to "initialize" their terminals so that the changes to truncate the merchant receipt would go into effect.

**Are your terminals still printing the full customer credit card number on the merchant receipt?**

When a receipt is truncated it

masks all of the credit card number except the last four digits. If you find that your credit card terminals are still printing the full credit card number on the merchant copy of the receipt we must know as soon as possible so that it can be changed. **This process will help Indiana University protect cardholder data. The longer you wait to make these changes the more you put your department at risk of a breach of this data.** Contact Payment Card Services by email at [pmtcards@indiana.edu](mailto:pmtcards@indiana.edu). Or call Kim Stuart at 856-5838.

## 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 to 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](#).

## Merchant Statements Miscellaneous Fees

Kudos to Kim Campbell at IUPUI Accounting Services for noticing some **Miscellaneous Authorization Fees** on her monthly merchant statement. After she brought this to our attention we were able to find that a mistake had taken place on the July merchant billing statements which resulted in some additional fees

being added to some of our merchant statements. Those that were affected should see an FIS correction document which was created in September to refund these fees. Thanks again to Kim for reconciling her payment card accounts in a timely manner!

Please don't get too alarmed as

the fees were minimal. There is no need to contact us at this time. However, if you do have questions please either email us at [pmtcards@indiana.edu](mailto:pmtcards@indiana.edu) or call us at 855-0586.

## Wireless Terminal

**Do you need to transact business away from where your credit card terminal is located?**

Payment Card Services now has a way for you to conduct business off site by using our new **Verifone Omni 3700Vx wireless terminal**. We are currently renting this new wireless terminal to departments and would like to make sure that it will work at several different locations.

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

**Recently, the Art Museum Gift Shop used the wireless terminal for an event and they were able to double their business!**

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

A rental fee of \$20.00 per event will be assessed to your department if you would like to use the terminal. Currently we have only one terminal so schedule early! We look to add an additional wireless terminal before year end. 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](mailto:pmtcards@indiana.edu).



## The 6th Annual e-Business & Banking Seminar-Thank You!

The Office of the Treasurer had its **6th Annual e-Business and Banking Seminar** in July with sessions in Bloomington and in Indianapolis. Thanks to all that attended making this years seminar our largest attendance with



over 130 attendees. We hope that each and every one of you that attended received valuable information that will improve your business processes.

Our goal in treasury is to equip all university departments with the revenue processing knowledge that will help protect Indiana University against the risks associated with the handling of varied payment options.



For those of you that were not able to attend this year some of the topics that we covered were:

- **Payment Card Industry Data Security**
- **Emerging Technologies**
- **Banking Industry Update**
- **Hot Topics**
- **Operational Training**

We covered lots of information and if you missed it we have made the seminar contents available on our website at:

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

Again, the Office of the Treasurer would like to thank all the attendees for making this a truly successful event. As always we appreciate your comments on

our seminar survey. We hope to see you next year when we can share with you what is new in the world of Treasury!

## Closed Merchant Accounts

When was the last time you used your credit card terminal? If you can't remember then your merchant account may be closed. If you haven't used your terminal lately we will be sending you a notice that you are inactive.

You must use your equipment on a regular basis in order for your merchant account to stay active. If you try to use an account which is no longer active your transactions will not be processed even though they may be on your termi-

nal. If you no longer use the credit card terminal in your department then it should be returned to Payment Card Services. As well as any manual imprinters and credit card supplies.

All payment card equipment is the property of Office of the Treasurer. Please send unused credit card equipment to:

Treasury Operations, Poplars  
205, Bloomington Campus, Attn:  
Kim Stuart.

**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)

*Treasury is here to help you with your banking and electronic payment options.*

Visit our website at:

[www.indiana.edu/~iutreas/](http://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](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 with 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

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](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

## 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, title, department, campus address, phone, fax and email address to [dthrash@indiana.edu](mailto:dthrash@indiana.edu).



*Send us an email!*