

# Office Of the Treasurer

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## PCI Special Edition

### Payment Card Industry Data Security Standards-PCI DSS

The Treasury Newsletter has been the source of information for many of the departments that accept payment cards at Indiana University . Therefore , we will be resuming the quarterly distribution to keep you informed of important events, compliance, tidbits, procedures and processes. As always we hope that you find the Treasury Newsletter to be a valuable resource to help you stay abreast of important information and issues that will improve your knowledge concerning payment processing.

### Trustwave Trustkeeper PCI Annual SAQ

September through December 2010 Indiana University departments who accept credit cards will be receiving the notice to complete your annual PCI Self Assessment Questionnaire from Trustwave Trustkeeper. By now many of you may have already received them. These notices are being sent to the same person who completed the questionnaire for your department last year. Please remember that if your department has several different ways to process credit cards (POS terminal, Online, Specialty Systems, IU Pay Plus Option 2, etc.) that you will receive a notice for each of those merchant accounts. This means that you will be required to fill out more than one questionnaire.



All questionnaires should be completed by their due dates, however if you have missed the date please complete them immediately. Also to save you frustration and time please complete the correct questionnaire; this year you should complete the Self Assessment Questionnaire **Version 1.2 and either form A, B, C or D based on the process you use**. Notices are being sent to all Campus Administrators to assist with your Campuses completion of the SAQ's.

Please contact Treasury Operations Payment Card Services with any questions or concerns regarding the completion of your Trustwave PCI Self Assessment Questionnaire. Contact us by phone at 855-0586 or by email at [pmtcards@indiana.edu](mailto:pmtcards@indiana.edu).

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Kim L. Stuart, CTP, Editor

## Payment Card Industry Data Security Standards-PCI DSS At Indiana University

The security of cardholder data is a continual process and therefore requires everyone at Indiana University to understand the complexity and responsibility of achieving and maintaining a PCI compliant environment that is secure for transacting business via payment cards. Treasury has taken the lead in efforts to educate all departments that accept payment cards as a form of payment. As we learn more about what it takes to truly be a secure environment we have had to shift or change processes and procedures that may have been a standard university practice for payment card processing. It is therefore necessary for all departments having a payment card process to make these same types of changes.

This year, as many of you may have realized, Treasury is emphasizing that you understand your role and what it means to accept payment cards. There is significant responsibility on the department Fiscal Officers, RC Fiscal Officers, and the Campus Administration to secure completion of compliance tasks. These compliance tasks are segmented into three areas, Trustwave's Annual PCI Self Assessment Questionnaire-SAQ, Annual Security Awareness Education-SAE, and Revenue Process Training. Indiana University must be in compliance with PCI DSS in order to continue to offer payment cards as a form of payment for the many services we offer students, staff and the general public. The following is a brief description of each compliance task.

**NOTE: All merchants must complete required compliance tasks.** Treasury defines a merchant as an organization or department that accepts payment cards (debit and credit cards) as payment for goods or services in the following manner: face to face onsite or offsite, online (web), mail, and/or by phone. Email and fax are a prohibited means of accepting cardholder data.

**Trustwave's Annual PCI Self Assessment Questionnaire:** This is a questionnaire that the merchant completes to attest that they are handling cardholder data in a secure manner. The SAQ must be completed each year by the Fiscal Officer on the merchants annual due date. The merchant receives an email notification from Trustwave when their SAQ is near the due date. If a merchant fails to complete the SAQ by the due date their compliance is expired and they risk having their ability to accept payment cards terminated.

**Annual Security Awareness Education-SAE:** This is a feature of PCI compliance that is required for all staff, managers, IT, and administrators at Indiana University to complete. This training is an online module format that must be completed each year by anyone who processes, transmits, configures websites, or handles cardholder data and any person who manages these people. As this is a new addition to our compliance process Treasury will be introducing the SAE into departments that allow their customers to use payment cards as a form of payment. Instructions are to come within the next few months.

**Revenue Process Training:** A face to face attendance at a training session is **mandatory for full time employees processing revenue**. If no training session is scheduled, prior to the inception of revenue processing, you must take the online tutorial. (See page 3 for RP training schedule)

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. 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.

PCI approved methods of processing payment cards have been established by Treasury. University departments may use a standalone dial-up POS terminal for face to face transactions or IU Pay Plus for online transactions. All other electronic payment methods are subject to approval as they must comply with PCI standards. Therefore, in order to limit the university's PCI scope, Treasury will be enforcing the rule that departmental staff **cannot** use IU Pay Plus to process mailed, faxed or phoned in transactions. These types of payments must be processed through a dial-up POS terminal or a dedicated computer workstation that does nothing else.

## Revenue Processing Training—Mark Your Calendars!

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 full time employees 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 from **9:30 a.m.-Noon**. **Click on the following link to register:**

[http://www.indiana.edu/~iutreas/forms/revenue\\_trainingreg.html](http://www.indiana.edu/~iutreas/forms/revenue_trainingreg.html) . The website is updated regularly.

**IU Southeast-New Albany: Wednesday, October 6th, UC 121**

**IU East-Richmond: Thursday, October 7th, Whitewater Hall 101**

**IUBL-Bloomington: Friday October 22nd, Whittenburger Auditorium**

**IU Kokomo—Kokomo: Tuesday, October 26th, KC 221**

**IUPUI-Indianapolis: Friday November 12th, IT 167**

If you have any questions concerning the Revenue Processing Training please contact Petra Bragt. You can reach her at [pbragt@indiana.edu](mailto:pbragt@indiana.edu) or 812-855-6465.



## Remote Capture Information Quick Links

- ◆ Remote Capture Instruction Sheet: [http://www.indiana.edu/~iutreas/remotecapture\\_instr.html](http://www.indiana.edu/~iutreas/remotecapture_instr.html)
- ◆ Tips when using remote capture: [http://www.indiana.edu/~iutreas/53\\_direct\\_tips.html](http://www.indiana.edu/~iutreas/53_direct_tips.html)
- ◆ How to clean your scanner: [http://www.indiana.edu/~iutreas/cleaning\\_rdscanner.html](http://www.indiana.edu/~iutreas/cleaning_rdscanner.html)
- ◆ How to complete a transmission: [http://www.indiana.edu/~iutreas/complete\\_transmission.html](http://www.indiana.edu/~iutreas/complete_transmission.html)
- ◆ How to complete an existing deposit: [http://www.indiana.edu/~iutreas/complete\\_existing\\_deposit.html](http://www.indiana.edu/~iutreas/complete_existing_deposit.html)
- ◆ How to delete an existing deposit: [http://www.indiana.edu/~iutreas/delete\\_existing\\_deposit.html](http://www.indiana.edu/~iutreas/delete_existing_deposit.html)

If you have questions regarding your remote capture machine or remote capture processes please Contact Diane Thrasher at 855-8587 or David Newsom at 855-9268.



## Missed A Newsletter

Keep up on important information about Payment Cards and Banking, Security, and Training. You will find all that and more in the Treasury Operations Newsletter! To view the past newsletters visit the Treasury website in the General Information section at: <http://www.indiana.edu/~iutreas/>

## 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 to the attention of Petra Bragt at [pbragt@indiana.edu](mailto:pbragt@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>

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## Who's New In Treasury Operations



Please join us in welcoming Tim Wisely and Petra Bragt to the Office of the Treasurer, Treasury Operations.

Tim will be responsible for helping Indiana University merchants achieve compliance with revenue processing policies and procedures, PCI standards, and Banking Services.

Petra is our new administrative assistant. She is responsible for the scheduling and tracking of revenue process training, endorsement stamps, general Treasury Operation questions, and other administrative duties.

We would also like to announce the departure of Cheryl Shifflett. Cheryl resigned from the university in September 2009. Ruth Harpool assumed the management of Payment Cards as well as being responsible for the Banking aspect of Treasury.



## 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/Chargeback's](#)

[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
- Elavon Customer Service (Tara Dyer) 1-800-725-1245 ext. 8091