**SECTION**: Treasury

**NOTE:** Any changes to process due to pandemic or remote work should be documented in procedures.

**SUBJECT**: Cash Handling Process – Credit Card Documented Procedures for Terminals & Payment Applications

**APPLIES** **TO**: Receiving, batching and reconciling credit card transactions where the merchant is using a credit card terminal or payment application (**A U-M employee is the individual processing transactions**).

**NOTE: Changes for FY2022/FY2023 are identified in red text**

**Cash Handling (Credit Card) Overview**

The objective of the Cash Handling process for credit cards is to ensure that all transactions are received, validated, batched and reconciled in a timely, accurate and well controlled manner.

**Cash Handling Process – Credit Card Terminals & Payment Applications**

| **Activity** | **Responsibility** | **Reference/Comments** |
| --- | --- | --- |
| **KEY ROLES / TRAINING** |  |  |
| The following positions are authorized to process credit card transactions for the [insert name of school/college/unit/ department] as determined by the Dept. Administrator. | [insert appropriate person(s)/position(s)] Admin. Accountant, A/R Clerk, Cashier, etc. | Positions responsible for processing credit card transactions should not perform reconciliation.  |
| The following positions are authorized to approve refunds for the merchant as determined by the Dept. Administrator. | [insert appropriate person(s)/position(s)] Supervisor, Manager, etc. | Ensure record of current individuals authorized to approve refunds is up to date per the Treasurer's Office website: <http://finance.umich.edu/treasury/merchant-services> |
| Update list of authorized users in M-Pathways of any staff changes such as a new staff member who will be processing credit card transactions and/or processing refunds or a staff member who is no longer processing transactions or processing refunds.  | [insert appropriate person(s)/position(s)] Merchant Contact  | Authorized users are staff who are allowed to process credit card transactions or refunds and includes the Merchant Contact. Merchant Contact is responsible to update M-Pathways with current authorized users.***NOTE:*** *For information on who should be an authorized user and step-by-step instructions see:* [*https://finance.umich.edu/authorized-users*](https://finance.umich.edu/authorized-users) *(if Ctrl + click doesn’t work, copy and paste link in web browser).* |
| Obtain proper training and certification on an annual basis consistent with Payment Card Industry (PCI) requirements.  | Merchant Contact, Authorized Users | Merchant Contact is responsible to ensure all authorized users have been properly trained prior to processing transactions.Web based training is available on [My LINC](https://its.umich.edu/enterprise/administrative-systems/training/my-linc-overview), search TME102. |
| Use appropriate process/form to modify the merchant contact, address, chartfields, buy another terminal, terminate an existing account; etc. ***NOTE:*** *Any changes to how or where credit cards are being taken,* *changes to vendors or service providers, and/or changes to responsibilities have been reported to Merchant Services (merchantservices@umich.edu) to ensure PCI compliance is maintained and other internal controls are in place.* | Merchant Contact | See the Treasurer’s Office website for appropriate process/form to use: <http://finance.umich.edu/treasury/merchant-services> |
| **RECEIVING PAYMENTS** |  |  |
| The merchant may receive funds via credit card for a variety of purposes including (but not limited to):* [insert examples that may apply to your school/college/unit/dept.]
* Goods/services provided
* Conference fees
* Donor gifts
* Tickets
 | Merchant Contact | ***NOTE:*** *Direct submission of gifts to the lockbox by the donor is the preferred method.****NOTE:*** *If credit card information is received, it should be delivered to a development drop box, located in the Michigan League and Pierpont Commons.* |
| Credit card terminals (or computers) are located [insert location of credit card terminals when in use]. This location is not accessible to unauthorized individuals because it is [insert description of how terminal is maintained in a secure environment (i.e. in a restricted area, behind a desk, etc.)] When **not** in use (e.g., after business hours), terminals are securely stored in [insert location of credit card terminals when **not** in use (i.e. safe, locked drawer)]***NOTE: If there are any changes to how or where credit cards are being taken due to COVID-19, merchants should contact Merchant Services (******merchantservices@umich.edu******) to ensure PCI compliance is maintained and other internal controls are in place.*** | Merchant Contact | Merchant Contact maintains a list of terminal make/model and serial number of credit card equipment with address location including room number.If using WorldPay terminal, notify Merchant Services at [merchantservices@umich.edu](file:///%5C%5Cfin-evpf.m.storage.umich.edu%5Cfin-evpf%5Cav-vp-shared%5Cic-communications%5CCory%5C08%29%20Gap%20%26%20Written%20Procedures%20Updates%5CFY20%5C2%29%20Written%20Procedures%5C3%29%20FY20%20-%20Final%5CCredit%20Cards%5Cmerchantservices%40umich.edu), as equipment is replaced.Merchants should control access to terminals as they would a cash box.Merchant Contact instructs staff to inspect the credit card terminal at the beginning of each business day for tampering or the addition of non-standard parts (AKA ‘skimmer’) that could be used to illegally obtain credit card info. Staff should review terminal tampering training located on the Treasurer’s Office website [<http://finance.umich.edu/treasury/merchant-services>](http://www.finance.umich.edu/treasury/merchant-services/merchant-contact-responsibilities). Contact the Treasurer’s Office (see Key Contact section) immediately if there’s a concern or issue.Credit card terminals are maintained and serviced per the PIM (p2pe instruction manual) as approved by Treasurer's Office. |
| *(Only applicable if the merchant is using a software payment application.)*This merchant account is using the following payment application to process transactions: [insert name of payment application and version number].Ensure payment application and version number is Payment Application Data Security Standard (PA DSS) or PCI Software Security Framework (SSF) compliant on an ongoing basis by verifying their compliance status on the [PCI Security Standards Council’s Website](https://www.pcisecuritystandards.org/security_standards/vpa/vpa_approval_list.html).  | Merchant Contact | Treasurer's Office should be notified immediately if payment application loses their PCI compliance status. |
| Only the following positions/individuals have access to information (e.g. reports, merchant copy receipts) containing cardholder data.  | [insert appropriate person(s)/position(s)] | Credit card and personal information should be safeguarded in a manner consistent with PCI standards. All reports (e.g. merchant receipts, batch reports) should have the credit card number properly truncated (i.e. no more than the last four digits visible). ***NOTE:*** *It is against University policy to store more than the last four digits of any credit card number.* Refer to the [PCI Security Standard’s Council website](https://www.pcisecuritystandards.org/) or contact the Treasurer’s office at merchantservices@umich.edu for further information on the security requirements. |
| Accept payment via [insert Unit’s detailed processing method] (i.e. in person, phone, etc.) | [insert appropriate person(s)/position(s)] A/R Clerk, Cashier, etc. | Individuals processing credit card transactions should not have any responsibilities related to reconciliation. |
| Authorize Transaction:If Card Present:1. Process card.
2. Verify signature on the back of the card. Make sure customer signs receipt when applicable.

If Card Not Present (e.g. phone, etc.):1. Key enter the card number.
2. Verify address – enter zip code when prompted by terminal.
3. Obtain the card-validation code on the back of the card for transactions greater than [insert amount]. Be sure to properly dispose (i.e. shred) of the card-validation code number once the transaction is authorized.
 | [insert appropriate person(s)/position(s)] A/R Clerk, Cashier, etc. | Please refer to the ‘quick reference’ guide provided with your terminal for further instructions on how to authorize a transaction. Note – if you obtain the 3 digit (AMEX is 4 digits) **card-validation code** as part of the authorization process, you are not allowed to store this number under any circumstance. Storing this number would be a violation of PCI DSS and could result in penalties and fines being issued against the merchant. |
| Issue a credit card receipt in the amount of payment/refund to the original card and retain a copy of the receipt.***NOTE:*** *If the original credit card is no longer available (e.g. expired, account closed) the refund may be applied to another card, if applicable or made by check.* | [insert appropriate person(s)/position(s)] A/R Clerk, Cashier, etc. | Copies of sales receipts should be kept for 18 months in order to satisfy any disputes/chargebacks.  After the 18 month period has expired, the sales receipts should be shredded in order to protect cardholder information. The receipts need to have the credit card number properly truncated (i.e. last four digits). |
| Obtain approval by a higher level of authority for all refunds. | [insert appropriate person(s)/position(s)] A/R Clerk, Cashier, etc. |  |
| Verify all refunds issued are valid and have been approved and proper evidence is maintained. | [insert appropriate person(s)/position(s)] Supervisor, Senior Manager, etc. | All refunds should be approved by a higher level authority.Person approving refunds should not be processing refunds. |
| Compare the refund receipt to the original sales receipt to ensure the amount refunded equals the amount of the original transaction and the card refunded is the same as the original card.***NOTE:*** *If the original credit card is no longer available (e.g. expired, account closed) the refund may be applied to another card, if applicable or made by check.* | [insert appropriate person(s)/position(s)] A/R Clerk, Cashier, etc. | Cash refunds should not be given for credit card transactions. The only exception to this rule is if the purchase was made with a prepaid card (e.g. Visa or MasterCard gift card) and the cardholder is returning items, but has discarded this card.  |
| **BATCHING/SETTLEMENT** |  |  |
| At the end of each [insert cycle (i.e. shift, day, etc.], run a batch process/settlement report for each credit processing system and transmit the stored transactions to the credit processor. | [insert appropriate person(s)/position(s)] A/R Clerk, Cashier, etc. | Please refer to the ‘quick reference’ guide provided with your terminal for further instructions on how to batch out your transactions.  |
| Compare each settlement report to merchant receipts to ensure all transactions have batched correctly. | [insert appropriate person(s)/position(s)] A/R Clerk, Cashier, etc. |  |
| Verify all refunds issued are valid and have been approved by [insert appropriate person(s)/position(s)] | [insert appropriate person(s)/position(s)] A/R Clerk, Cashier, etc. | Person approving refunds should not be processing transactions. |
| **RECONCILIATION** |  |  |
| To change chartfields, see [Merchant Services website](https://finance.umich.edu/resource/merchant-account-change-forms) for process. | Merchant Contact  | Upon initial setup of Merchant account and subsequent changes, chartfield allocations are reviewed by the SSC to ensure each payment is posted to the correct G/L account. See the Treasurer’s Office website for appropriate process/form to use: <http://finance.umich.edu/treasury/merchant-services> |
| Review all refund activity to ensure all refunds are valid and authorized. Maintain proper evidence of reconciliation.Note: Refund activity can be found on the Credit Card Controls report in M-Reports under the Compliance tab and within the *FN03 JrnlDetail Merchant Management Report* in Business Objects. | SOA Reconciler | Person reviewing the refunds should not process transactions. |
| For discrepancies, contact [SSC Reconciliations](https://ssc.umich.edu/accounting-services/reconciliations/) for assistance. | SOA Reconciler |  |
| **MONITORING & OVERSIGHT** |  |  |
| Monitor batch receipts to ensure that all credit card transactions were performed by authorized personnel, and all refunds were approved by a higher level authority. | Approver, Unit Administrator, etc. |  |
| Review the various tabs within the *FN03 JrnlDetail Merchant Management Report* in Business Objects to monitor items such as:* Sales trends
* Number of refunds issued
* Current PCI compliance status
* Merchant certification status

Review Merchant Certification Status tab to ensure appropriate staff are authorized users and have completed TME102 training course.  | Merchant Contact, Approver, etc. | Report can be accessed through Business Objects at:UM-Maintained 🡪 Financials 🡪 FN03 Journal DetailClick [here](https://finance.umich.edu/system/files/CashHandlingBOReports.doc) for additional information regarding the report.  |
| Review the standard Cash Handling report provided in M-Reports to monitor the following:* All merchants in unit and their activity
* All merchants PCI status (for the past 12 months)
 | Approver, Unit Administrator, etc. | Report can be found in M-Reports (go to [Wolverine Access](https://wolverineaccess.umich.edu/collection/all/faculty-staff-wolverine-access) > M-Reports) under the Internal Controls Other Reports/Tools menu within the Compliance tab.The title of the report is: Credit Card Controls |

Other related information:

Treasurer’s Office Key Contacts:

* merchantservices@umich.edu  or (734) 763-1299

Related Standard Practice Guides:

* See [SPG 519.01](http://www.spg.umich.edu/policy/519.01) for credit card payment related policies

Treasurer’s Office – Merchant Services website:

* <http://finance.umich.edu/treasury/merchant-services>

Record of Revisions:

|  |  |  |  |
| --- | --- | --- | --- |
| **Date of Issue** | **Description of Change** | **Page(s) Affected** | **Approved By** |
| 6/10/2009 | Original template created | All | [insert name] |
| 11/25/2009 | Minor revisions made for FY2010 Certification | 1,2,3,5 |  |
| 12/22/2010 | Minor revisions made for FY2011 Certification (including updating links for new website, adding BO reports, etc.) | 2-6 |  |
| 12/1/2011 | Minor revisions made – added training course name, corrected link for additional info on BO report, updated location/title of M-Report. | 1 & 5 |  |
| 10/9/2012 | Minor changes – My LINC link, note on storing cc numbers policy | 1-2 |  |
| 2/25/2013 | Added the review of the new report which shows who has completed the training and the date they completed it. | 5 |  |
| 10/15/2013 | Update for FY14 – new process where units maintain list of authorized users in MPathways | 1 |  |
| 1/15/15 | Review refund activity, Various |  |  |
| 11/2016 | Updated link and added clarifying language, removed redundancies, and added info regarding maintaining terminal serial numbers | 1-4 |  |
| 11/2017 | Updated links, Added clarifying language regarding the storing of credit card numbers, and replaced reference to deleted SPG 519.06 with new SPG 519.01 | 2, 3, 5, 6 |  |
| 11/2018 | Added clarifying language and updated links | All |  |
| 11/2019 | Added clarifying language and updated links to go to Treasurer’s Office/Merchant Services website.  | All |  |
| 11/2020 | Added Note about changes due to COVID-19, removed M-Reports link, updated with Wolverine Access link | 3, 7 |  |
| 12/2021 | Added note to link | 1 |  |
| 12/2022 | Updated language | 2, 3 |  |

Document Owner: [insert name], [insert title]

Administrative Owner: [insert name], [insert title]