Manual Devices have been provided to critical areas in case swipe terminals malfunction or otherwise cannot process transactions:

Elavon provides an email notification if they suspect that service has been disrupted. Their goal is provide email updates on a 30-minute interval along with a resolution notification when service is restored. Please make sure the proper personnel are listed on the contact sheet maintained in the Treasurer’s office. Please contact Benjamin Walters at (312) 362-6992, bwalter3@depaul.edu to verify or change emergency contacts.

If you are experiencing an issue with your swipe terminal, please call the 24/7/365 Customer Service 800# number located on your POS terminal to report the incident.

If you experience a service disruption and need to process credit cards, please follow the steps below:

1) Use the manual swipe machines and slips provided to collect the credit card data.
2) Have the customer sign and write their zip code for Address Verification (this lowers the cost of the transaction for DePaul).
3) Do not write down the CVV2 (3-digit code) from the back of the card. It is not permissible by PCI DSS to keep this information.
4) Please contact the automated, Voice Authorization center at 1-800-337-9018 to obtain a voice authorization/approval code. The voice authorization center will provide the caller with a response (Approved or Declined) after the necessary data is keyed in. If the transaction is approved, the voice authorization center will provide an Authorization Code which will be repeated if needed. A live operator is available in certain circumstances.
5) Please write the Authorization Code on the imprinter slip where the card has been imprinted and signed by the cardholder. The code is valid for 30-days but typically the card issuing bank will not hold those funds for that time period against the cardholder’s but the Forced transaction should still post if it’s within the 30-days. The transaction should be Forced within 24-hours to gain the best possible rate.
6) Each location should have an Authorization sticker which includes the 800# for Voice Authorization. If for some reason a location does not have an Authorization sticker, then please email bwalter3@depaul.edu and request an Authorization sticker.
7) Please be sure the slip is complete and legible because you will need to enter this information into your POS terminal once terminal service is restored.
8) Once the terminals are able to enter payments as normal again, then conduct a Force aka Off-Line Transaction entering the Approval Code which was provided by the voice authorization center along with the remaining credit card information (card number, expiration date, amount-sales tax included, zip code...).
9) Merchants can call back into the Voice Authorization to request a reversal. In order to ensure that the card issuing bank doesn’t hold it against the cardholder, the merchant would need to
contact the card issuing bank directly. The card issuing bank will want to talk with the merchant to validate that it needs to be reversed.

10) Please maintain the signed manual slips in a secure location for six months. In case of a customer dispute, you will need to retrieve this slip upon request.

**The protection of your customer’s credit card is critical. Do not keep slips in plain view and secure all slips pending processing. At the end of the six months storage period, shred the slips before disposal.**

Please contact the Treasurer’s Office if you need additional equipment or supplies or are experiencing a prolonged disruption.

If you have any questions regarding this process, please feel free to contact Douglas Stanford, Manager of Banking & Cash, [dstanfo1@depaul.edu](mailto:dstanfo1@depaul.edu), (312) 362-1398.