GUIDELINES TO DEPARTMENTS
For Procedures On
SPECIAL RECEIPTING OF PAYMENT CARDS

Departments:

➢ There must be a procedure in place for collecting, processing and storing credit card information. Upon request, departments must provide the Treasurer’s Office written procedures for handling, processing, and storage of credit card transactions. The Office of Institutional Compliance may also request written procedures during a QAR (Quality Assurance Review).

➢ The procedure must include how refunds are processed.
  o Are no refunds allowed or are there specific circumstances for obtaining a refund?
  o How is the refund policy communicated to the cardholder before the transaction?
  o How are refund requests communicated to the Payment Center?

➢ Deposit credit card transactions by special receipt to the Payment Center by the next business day in accordance with Cash Receipts and Departmental Deposits Policy using the standard form provided as an appendix in this policy or a comparable department form.

➢ Departments must secure sensitive credit card information at all times.
  o Documents must be secured in a locked drawer behind a locked office if overnight storage becomes necessary.
  o Credit card information must never be left in plain view.

➢ No inter-office mailing of special receipt deposits of credit cards to the Payment Center will be accepted.
  o All deposits must be made in person at the Payment Center.
  o No detours when depositing special receipts. The path should be direct from the department to the Payment Center.
  o A payment card refund can be made by calling the Payment Center.

➢ Every attempt should be made to eliminate or drastically minimize the paper or electronic storage of files containing sensitive credit card information. Sensitive Card Information is defined as full cardholder account number (referred to as PAN), and/or any codes from the credit card such as the 3-4 digit code on the back or front of the card and expiration dates.

➢ If there is a good business reason to keep documents that have credit card information beyond Payment Center processing, please contact the Treasurer’s Office to learn if there are other methods to collect and store this data.

➢ Documents containing credit card data must be properly stored.
  o When the data is no longer needed for daily operations, documents containing sensitive credit card information must be destroyed or moved to a secure facility, redacting the all or part of the credit card number.
- When destroying the data, a secure disposal service or a cross-cut shredder must be used.

- The Payment Center can refuse to process a credit card transaction contained in the special receipt if the Payment Center has reason to believe the department fails to comply with any of the guidelines listed above or if the Payment Center suspects improper controls.

Payment Center:

Payment Center will retain copies of the credit card receipts for retrieval and chargeback requests up to a year and a half. When no longer needed for daily operations, documents containing sensitive credit card information are moved to a secured facility.

Requirements of the Individual

The most effective method to minimize the harm perpetrated in a breach situation is to take immediate action. If you suspect or have a confirmed breach of credit card information, please immediately contact Treasurer’s Office at (312) 362-8848, as well as the Information Security team by emailing security@depaul.edu. If there is suspicion of credit card fraud, please contact paymentcard@depaul.edu immediately.
Date ____________________

Student ID# (Optional) ____________________

Cardholder Name ____________________

Credit Card # ____________________ Exp. ____________________

Amount $ ____________________

Cardholder Zip-Code ____________________ Daytime Phone ____________________

Cardholder Signature (if available) ____________________

Recorded by (Print Name) ____________________

Comments: ____________________

1. Please complete form.
2. Please attach to the completed Payment Center Deposit Form.
3. Please do not retain copies of credit card form after deposit is made.
4. All deposits should be made by no later than next business day.

STUDENT FINANCIAL ACCOUNTS
PAYMENT CENTER 312.362.8510