INSTITUTIONAL GUIDELINES FOR PCI COMPLIANCE:  5.3.2
AUTHORITY: UWG POLICY 5.3 (Payment Card Industry Data Security Standards)

In order to achieve PCI DSS compliance, the University of West Georgia has established guidelines for the various processes that are used on campus for payment card acceptance.

Guidelines should be stored at the respective location where the process occurs and they should be reviewed and documented annually by personnel that are involved in the acceptance of payment card payments and those that supervise those personnel.

Personnel that are involved in or supervise those that are involved in the processing of payment card transactions are required to take annual PCI training and local area payment card processing training. Training documentation should be retained in employee files.

Revisions that are made to these processes must be communicated to and authorized by the Center for Business Excellence prior to initiation.

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CREDIT CARD PAYMENT INSTRUCTIONS FOR NEULION TICKETING

Game Day Procedures

1. Login Username and Password

2. Select Ticketing
3. Select Quick Sell

![TITAN interface with selected Quick Sell option]

4. Answer Yes

![Security Warning dialog box with 'Yes' button highlighted]
5. Select Event

6. When selling tickets, select one of the three seating options requested: RESERVED, GENERAL ADMISSION, or SPECIFIED SEATS
a. 2 - Reserved

- Select the quantity of ticket(s) ** this will pick the seats for the guest
- Choose the type of Order Method “Walk Up”
- Choose the type of Shipping Method “Walk-up”
- Press **RESERVE**
- The screen will display the following as it processes the order **Reserving Tickets ...............**
- The ticket order will appear on the checkout screen showing what has been selected with the amount due
- Select type of payment
  - Cash
  - Credit card
  - Swipe card and it will fill in the blanks
  - Tickets and Receipt tickets will print out.

b. 3 - General Admission

- Select the quantity of ticket(s) ** this will pick the seats for the guest
- Choose the type of Order Method “Walk Up”
- Choose the type of Shipping Method “Walk-up”
- Press **RESERVE**
- The screen will display the following as it processes the order **Reserving Tickets ...............**
- The ticket order will appear on the checkout screen showing what has been selected with the amount due
- Select type of payment
  - Cash
  - Credit card
- Swipe card and it will fill in the blanks
- Tickets and Receipt tickets will print out.

c. **Specified Seats**

- Select the Stadium Map
  - Select the desired section and the seating chart will appear
  - Scroll over the seat(s) desired, click on it, and it will change from O (Open) to R (Reserved)
  - Once the type of seat has been selected scroll to the bottom of page
  - Select “Reserve Specified Seats”

- The screen will display the following as it processes the order

```
Reserving Tickets .............
```

- The ticket order will appear on the checkout screen showing what has been selected with the amount due
- If correct select **Confirm->Order**

- Select type of payment
  - Cash
  - Credit card
  - Swipe card and it will fill in the blanks
- Tickets and Receipt tickets will print out.
d. Select the option of Order Method – “Walk Up”

- Select the option of Shipping Method – “Walk Up”

- Select Reserve

- The screen will display the following as it processes the order

**Reserving Tickets ..........**
- Verify the order and process the payment.

- All major credit cards and CASH are accepted.

- To process credit card and cash payments for the ticket purchase please do the following:

  - CREDIT CARD Transaction:

  - Swipe credit card and information will populate in fields

  - Select the blue button “Credit Card Payment”

  - Select Print Tickets option at bottom of screen
Following message appears on screen

Printing to Boca FGL26/46 DPI

Timeout: 45 Seconds

**DO NOT LEAVE THIS PAGE UNTIL COMPLETE**

- Await for Ticket(s) and receipt to print
- Two receipts will print – one for the patron signature and one for the patron copy
- Pass the signature receipt to the patron for endorsement
- Place endorsed receipt in cash drawer for reconciliation
- Pass the printed ticket(s) and receipt copy to patron
<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Opponent</th>
<th>Location</th>
<th>Time</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>FB1506</td>
<td>9/28/13</td>
<td>University of North Alabama</td>
<td>Stadium</td>
<td>2:00 PM</td>
<td></td>
</tr>
<tr>
<td>FB1504</td>
<td>11/2/13</td>
<td>vs. University of North Alabama</td>
<td>Stadium</td>
<td>2:00 PM</td>
<td></td>
</tr>
<tr>
<td>FB1502</td>
<td>10/26/13</td>
<td>vs. University of North Alabama</td>
<td>Stadium</td>
<td>2:00 PM</td>
<td></td>
</tr>
</tbody>
</table>

**Tickets to hand to patron**

**Receipt for patron to sign**
CREDIT CARD PAYMENT INSTRUCTIONS FOR TOUCHNET

Registration and Payment Procedures

1. Select the “On-Site Courses” link on the left-hand side.

2. Select the “Register Now!” button.
3. Select the course title of interest.

4. Select the “Enroll Yourself” or “Enroll Someone Else” button.
5. Log on... You will need an account to enroll yourself or others in courses.

   a. **Returning Students:** Use the “Returning?” section if you have taken previous courses and already have an account. Log on by entering your Email address and Password.

   b. **First-Time Students:** Use the “New” section if you have never taken courses with us and click on “Sign Up” to create an account.

6. Once your selected course is in your Enrollment Cart, click on “Proceed to Checkout.”
7. Review the Enrollment Cart entries and Credit Card holder information. The name and address on the Registration Transaction should match the credit card. ONLY Visa and MasterCard payments are accepted. Confirm that the information is correct and click on “Payment Service.”
8. Select the Credit Card Type from the drop-down menu. Enter the Credit Card Account Number, Expiration Date and Security Code then click the “Continue” button.

9. After a few seconds, a screen will appear to advise if the Credit Card payment is successful/processed or unsuccessful/not processed.
CREDIT CARD PAYMENT INSTRUCTIONS FOR ACEWARE

Registration and Payment Procedures

1. Select participant
   a. Select “Add Registration” and course name to add course.
   b. Select “Edit Registration” to locate the participant’s course registration and tuition balance.

2. Select “Payments” to add a payment
3. Select “Payment Type” from the dropdown menu and confirm Payor Name and Address.
   a. Once confirmed, select “Payment Gateway” to initiate Touchnet for credit card payment.

4. Select payment card type from drop-down menu.
a. Enter credit card account number, expiration date, and security code
b. Select “Continue”

5. Confirm that payment is successful
Note: In the event, either the AceWare or Touchnet systems are unavailable, the Credit Card information will be hand-written and stored in a secured drawer until it can be processed. Immediately upon processing, the Credit Card information will be destroyed in a cross-cut shredder.
CREDIT CARD PAYMENT INSTRUCTIONS FOR VERIFONE FD130

Startup Instructions

1. Ensure that device has not been tampered with prior to accepting any transaction.
   a. If tampering is evident, please notify supervisor and cease payment acceptance.

Procedures for Processing Payment

1. Debit/EMV cardholder inserts credit card into device.
2. Tap the FD130 screen.

<table>
<thead>
<tr>
<th>3. Select the Credit/Debit Button</th>
<th>4. Select the Sale Button</th>
</tr>
</thead>
</table>

![FD130 Screen Illustrations]
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Enter the amount of the transaction on keypad</td>
<td>6. Press green button to enter data</td>
</tr>
<tr>
<td>![Image of card reader with keypad and green button highlighted]</td>
<td>![Image of card reader with keypad and green button highlighted]</td>
</tr>
<tr>
<td>7. If accepting payment over the telephone or in person, enter card number and verify last four digits. Press enter.</td>
<td>8. The terminal will prompt administrator to enter card expiration date. Press enter.</td>
</tr>
</tbody>
</table>
9. Enter the cardholder zip code. Press enter.

10. Select yes to print customer receipt and press enter.
11. If accepting payment in person, select YES to print customer a copy of the receipt. **Note:** Please have customer sign the first copy and include their student ID number. Retain the receipt for batching deposit. The second copy is given to the customer.

13. When transaction is complete, press the red X button to clear machine.

14. Tap the Credit/Debit option to batch out the daily transaction activity.
Protocol for Credit Card Receipts and Equipment Storage

1. The credit card machine is closed out at the end of the work day and is secured in the designated location.
2. Credit card receipts are placed in the designated envelope and secured for deposit transactions.
3. The transactions are counted and the deposit is calculated. Verification is performed by a qualified employee that is not associated with the calculation aspect of the deposit.
4. University Police must be contacted to transport the deposit to the Cashier’s Office.
5. Copies of daily deposits are kept on file for future reconciliations.
CREDIT CARD PAYMENT INSTRUCTIONS FOR PATRON MANAGER

On-Line Registration and Payment Procedures

1. From the Townsend Center Home webpage select “BUY TICKETS”

2. Select the date and time of the event the patron would like to attend (also known as the instance).
3. Select the All Seating option in order to view the seating chart.
4. Select the seats that are available from the seating chart.

a. The seats marked with the “x” are not available.
b. The seating prices will appear as each seat is selected.
c. Depending on the show options the patron will be able to choose from a few price points such as Senior, Military, Child, Group or other options agreed on by the client and the Townsend Center.
d. Once the seats are selected the patron will click on “check out.”
5. The checkout screen is where the patron will enter their personal and payment information.

   a. Once entered, click “CONTINUE” for finalizing the process
Notes:

- The credit card information is not stored once the transaction is finalized.
- The Townsend Center is not able to see any credit card numbers and will not make additional sales from the patron’s record.
In Person/Telephone Registration and Payment Procedures

1. Start on SalesForce login screen - login.salesforce.com
   a. Key in user name
   b. Key in password
   c. Click “Log in to Salesforce”
2. From the Home Screen
   - Under the “Custom Links” tab click “Create Ticket Order-Event Selection”
3. From the “Even Instance Selection” page
   - Select the event instance
   - Click “Next”

![Event Instance Selection](image)

4. From the Seat Selection page
   - Select seats desired by customer
   - Click “Next”
5. From the Price Level Selection page
   
   - Select Price Point allocations from drop down menu
     
     **Example:** UWG Student, Senior, Military, Group Rate, etc.
     
   - Click “Add Seats and Complete”
6. Fill out order form following the steps below

Order Form Steps

1. Choose order origin from drop down menu
2. Choose order source from drop down

3. Select payment method from drop down menu (Cash, Check, Credit Card)
4. Fill out credit card information including all fields
   - Regardless of whether the information is entered manually or by swipe, the credit card information will not be hidden until the page is refreshed.

5. Fill out buyer information including all fields
6. Add comments if applicable

7. Select “Delivery Method” (Mail, e-mail, walkup, will call)
   - You may wish to do this step before you give the total to the customer because the total will change based upon selection.

8. Select “Submit Order”
   - Wait to ensure that card was properly processed.
CREDIT CARD PAYMENT INSTRUCTIONS FOR INGENICO iWL250

Startup Instructions

1. Ensure that device has not been tampered with prior to accepting any transaction.
   a. If tampering is evident, please notify supervisor and cease payment acceptance.

Starting a Transaction

1. If your terminal is configured to accept contactless payments it will always expect you to enter the transaction amount first for whichever type of transaction you are performing (the payment flow may differ slightly depending upon your configuration).

2. If your terminal is configured for non-contactless payments it will expect the Customer to insert their card into the terminal to start the transaction. Once this is done, enter the transaction amount and continue from the Checking Card prompt for the chosen transaction type.

Sales Transactions

1. During a sale transaction, the terminal will display the “Insert/Swipe/Tap/Key Card” prompt and the contactless symbol.* At this time, customers with contactless-enabled form factors should touch or “tap” them on the terminal’s screen. Your terminal will process contactless payment transactions as if a card were swiped or inserted.

* contactless symbol

Present, insert or swipe card £9.50
2. If transaction involves a chip card, instruct customer to insert the chip portion of the card face up into slot below the keypad.

3. If transaction involves a magnetic strip card, instruct customer to insert card into the slide slot with strip on bottom facing the device. Slide from a backward to forward motion.

4. From READY prompt, key in value of the sale and then press the GREEN button. The device will display the following:

5. The device will transmit card information to verify acceptance.

<table>
<thead>
<tr>
<th>SALE</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUTH CODE: nnnnn</td>
</tr>
<tr>
<td>&lt;Acquirer Name&gt;</td>
</tr>
</tbody>
</table>
5. If accepted, the device will print a merchant receipt. Tear receipt off and request customer signature.

6. If a PIN number is required, allow customer to key in the 4 digit code

<table>
<thead>
<tr>
<th>Amount</th>
<th>55.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>PIN</td>
<td>****</td>
</tr>
<tr>
<td>Cardholder to key PIN Enter=OK Clear=REKEY</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Amount</th>
<th>55.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>PIN: ACCEPTED RETURN TERMINAL Do NOT Remove Card</td>
<td></td>
</tr>
</tbody>
</table>

7. Examine signature. If approved, press the GREEN button to print customer receipt.

8. Secure receipt for balancing transactions.

| Tear off | MERCHANT RECEIPT |
| Press ENTER if OK |
| Press MENU to Reprint |
| SALE Signature OK? |
| Enter=YES Clear=NO |
| Printing | CUSTOMER RECEIPT |
| Please Wait... |

| Tear OFF | CUSTOMER RECEIPT |
| Press ENTER if OK |
| Press MENU to Reprint |

**Securing Device**

1. On a daily basis, the department must balance transactions and settle their sales electronically to the merchant services provider.
2. Maintain physical security of the Mobile Credit Card device at all times.
3. Store in a secure cabinet or safe when not in use.
CREDIT CARD PAYMENT INSTRUCTIONS FOR BOOK STORE (POS)

Startup Instructions

1. Ensure that device has not been tampered with prior to accepting any transaction.
   a. If tampering is evident, please notify supervisor and cease payment acceptance.

Sales Transactions

<p>| 1. To initiate a sales transaction press “Sales” key on register. |
|---|---|
| 2. Scan UPC code on each item being purchased. |
| 3. After all items being purchased have been scanned, press the total key. |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>4.</strong> Press the Credit Card Key</td>
<td>![Image of a credit card machine keyboard]</td>
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<tr>
<td><strong>5.</strong> Press Tab</td>
<td>![Image of a credit card machine keyboard]</td>
</tr>
<tr>
<td><strong>6.</strong> When the box labeled “Total” on the monitor is highlighted, hit enter.</td>
<td>![Image of a receipt and a credit card machine keyboard]</td>
</tr>
</tbody>
</table>
7. The cashier will ask the customer for the card and a photo id. When satisfied with the identity of the card holder, the cashier will swipe the card.
8. The register will then get authorization for the sale.

9. Print two receipts

CREDIT CARD PAYMENT INSTRUCTIONS FOR BOOK STORE (WEB ORDERS)

On-Line Registration and Payment Procedures

1. On Book Store’s website, patron selects either Course Materials or Shop UWG:

   ![Image of the Bookstore's website]

2. Customer selects item(s) and adds to their cart:

   ![Image of the customer selecting items and adding to cart]

```
3. Select Continue Shopping to purchase more items and select View Cart for verification of items selected

4. The customer has the option of selecting Continue Shopping, Save Cart for Later, or Checkout (Purchase Items)
5. To Checkout (purchase) items, the patron will be prompted to either “Create an Account”, enter existing Account information, or “Checkout Without Creating and Account.”

6. Once selected, Customer will then enter their Shipping Information, Shopper E-mail and Shipment Method (UPS Ground, Store Pickup, USPS (Graduation tickets only) or Newnan Campus pickup.)
7. The patron will enter their payment information by choosing credit card then proceeding to fill in the needed information, then select apply to order:

8. The web order will then be pulled, processed, and shipped to customer.
Departmental Payment Card

Procedural Training

Department: ____________________________  Supervisor: _______________________

Annual Employee Training for Fiscal Year: ____________________________

<table>
<thead>
<tr>
<th>No.</th>
<th>Employee Name</th>
<th>Date</th>
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<td>13.</td>
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