Procedures for Physical Handling of Credit Card Payment Information

Please contact Debbie Gonzalez at 474.7269 with any questions or concerns!

On occasion CES & SNRAS-AFES staff may still have a need to manually process constituent credit card payments. Anyone who handles/accepts credit card information for payments MUST

1. Read UA Statewide Accounting Manual section No. P-13: Administrative Policy for Payment Card Industry (PCI)
2. Complete, sign, and return UAF’s PCI Security Agreement Form to CES & SNRAS-AFES Business Office

Clarification from Amanda Wall, UAF Business Office, as to what TYPE A, B, & C mean:

Type A: writing down and/or receiving card info via mail, in person, or over phone. (CES Admins, GBG staff, student assistants helping with conference registrations)

Type B: processing credit cards with stand-alone cc processing machine/terminal (Business Office, GBG, CES Communications)

Type C: will be for all when we have the web processing in place.

Procedure:

1. Never request that anyone fax or e-mail their credit card information. If you receive credit card information via fax or e-mail, do not retransmit to the Business Office (please call the fiscal technician with the info.). Let the customer know, that we request For security reasons PLEASE DO NOT send your credit card information via any electronic means (do not Fax or E-mail). You may call us with your information or request that we contact you via telephone. All questions and concerns relating to credit card processing should be directed to: Debbie Gonzalez, Fiscal Technician, Cooperative Extension Service Business Office, PO Box 757140, Fairbanks, AK 99775-7140, (907) 474-7269.

2. Customers/clients who wish to pay for publications or workshop/conference/class registrations not available for online registration/credit card payment should be instructed to mail, hand deliver or phone in their credit card information to the event coordinator or fiscal tech in Business Office.

3. Credit Card transactions will be processed manually only if the online option is not available.

4. Receipts for cc transactions will be provided to the customer/client/registrant:

CES & SNRAS-AFES Business Office

3/23/2012
a. By fiscal technician via mail or e-mail*
b. By GBG via mail or in person
c. By CES Communications via mail, with order, or in person

*Event coordinator will be notified of successful workshop/conference/class registrations paid via credit card.

5. For day-of-the-event registrations: all persons who wish to pay by credit card should first be directed to use the online registration. If online registration is not available they should fill out a registration form and provide their credit card number, expiration date, and billing address. Let the registrant know that they will receive their electronic credit card receipt copy within two weeks via e-mail (or regular mail if no e-mail available).

6. The registration forms, and/or any paper/hardcopy of cardholder data, should be kept with a staff member who has signed the PCI agreement and/or secured in a locked device (cabinet, safe, room) until they can be mailed, sent via campus courier, or hand carried to the Business Office in Fairbanks for processing.

7. No cardholder data should be retained after processing; destruction of hardcopy (paper) must be cross-cut shred before disposing of it.