Overview

The University of Hartford recognizes that departments may need to accept payment for services rendered. This policy promotes the proper stewardship for the collection of online payments by providing general guidelines for the appropriate way to handle such funds. This policy is intended to minimize the risk of accepting payments and to provide the greatest value, security, and service to each University unit within the rules, regulations and guidelines established by the Payment Card Industry (PCI) and the National Automated Clearing House Association (NACHA).

This policy applies to any individual (faculty, staff or student) who accepts online credit card and ACH (Automated Clearing House) payments.
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Attachments

Attachment A: Request for E-Market Checkout Form
Attachment B: Storefront Checklist Form
I. **Definitions** (as they are used in the following policy)

**ACH**
Automated Clearing House (ACH) is an electronic network for financial transactions in the United States.

**Bursar Office**
Office reporting to the Asst. VP of Finance/Controller that approves third party service providers and coordinates the policies, practices, and procedures for accepting payment cards and ACH payments at the University of Hartford.

**Cardholder**
Customer to whom a card is issued or individual authorized to use the card.

**Cardholder Data**
Any personally identifiable data associated with the cardholder. This could be an account number, expiration date, Card Validation Code (CVC), Card Verification Value (CVV), or Card Identification Number (CID).

**CASHNet**
Software application used by University of Hartford for recording transactions related to cash, checks, ACH or payment cards.

**CASHNet E-Market**
CASHNet E-Market includes Storefront, Checkout, and Transaction Gateway solutions that can be used independently or together, allowing various campus-wide departments to seamlessly accept and authorize payments. Types of payments are determined by the individual department (already defined by the Bursar Office) and can include one time payments for events on campus and conference registration fees. At checkout, the user will click “pay here” and the transaction will be transmitted through CASHNet.

**Charge backs**
The deduction of a disputed sale previously credited to a university unit’s account when the unit fails to prove that the customer authorized the credit card transaction.

**Credit Cards**
Credit cards or debit cards issued by a financial institution. Contact the E-Market Administrator for acceptable payment cards.

**E-Market**
See description for CASHNet E-Market.
National Automated Clearing House Association (NACHA)
National Automated Clearing House Association (NACHA), a financial industry association that represents more than 11,000 financial institutions, encourages the efficient utilization of the ACH Network, and develops new ways to use the Network to benefit its diverse set of participants.

Non-Sufficient Funds
The deduction of a sale previously credited to a university unit’s account when the transaction is denied by the financial institution.

Payment Card Industry
Payment Card Industry (PCI) is a council formed by the credit card industry (VISA, MasterCard, Discover, and American Express) to establish Data Security Standards (DSS) for the industry. [https://www.pcisecuritystandards.org](https://www.pcisecuritystandards.org)

Point-of-sale Terminal
A point-of-sale (POS) terminal is an electronic terminal and printer (connected to a phone line) where the university unit swipes a credit card to obtain authorization for the transaction. A receipt is printed which the customer signs.

University Unit
A department, service center, student organization, or other university entity that accepts payments to conduct business.

II. E-Market Policy

The purpose of this policy is to establish procedures for accepting online payments, including credit cards and ACH, at the University of Hartford that will minimize risk and provide the greatest value, security, and service to each university unit within the rules, regulations and guidelines established by the Payment Card Industry (PCI) and the National Automated Clearing House Association (NACHA).

III. Who if Affected by this Policy

All university units that are involved in the acceptance of online credit card and ACH payments on behalf of the University of Hartford are affected by this policy. This includes employees, contractors, consultants, temporary employees and other workers in the university units. This policy also applies to external applications linked to a University of Hartford website which accept payment cards and ACH payments and external vendors who collect, process, or store payment card or banking data on behalf of the University of Hartford.
IV. Who Should Comply with this Policy?

Any university unit that conducts business on behalf of the University of Hartford through payment card and ACH transactions and any university unit responsible for developing and/or maintaining the infrastructure surrounding accepting credit cards and ACH payments (i.e. website, software programs, etc.)

V. Contacts

CASHNet Administrator 860-768-4999  
Bursar Office 860-768-4205  
Information Technology Svs 860-768-5999  
Financial Accounting 860-768-4651  
Financial Affairs 860-768-5088

VI. Website Location of Policy

http://uhaweb.hartford.edu/bursar

Accepting Online Payment Policy

VII. Overview of Policy

Credit cards and ACH payments may be accepted by university units for various purposes, including the sale of goods or services, and donation of gifts. The Bursar Office may immediately remove any university unit’s ability to accept credit cards and process ACH payments if that unit’s actions violate any part of this Policy or puts the University of Hartford at risk. Please contact the Bursar Office if you have any questions regarding permitted transaction types.

A. Acceptable Credit Cards

The University of Hartford currently accepts VISA, MasterCard, Discover, and American Express cards for non-tuition related transactions. The University of Hartford has negotiated contracts for processing credit card transactions. Individual university units must not attempt to negotiate individual contracts with these or other payment card companies or processors without first consulting with the Bursar.
B. Prohibited Credit Card Activities

The University of Hartford prohibits certain credit card activities that include, but are not limited to:

- Accepting credit cards for tuition and fees unless special approval is granted by the Bursar’s Office
- Accepting credit cards for cash advances
- Discounting a good or service based on the method of payment
- Using a paper imprinting system unless special approval is granted by the Bursar’s Office

C. Credit Card Fees

Each credit card transaction will have an associated fee charged by the credit card company. Each university unit processing a credit card transaction will need to provide a general ledger account to be charged for all credit card fees for their event.

D. Refunds for Credit Card Transactions

When a good or service is purchased using a credit card, and a refund is necessary, the refund must be credited back to the account that was originally charged. The University of Hartford prohibits refunds in excess of the original sale amount. The University of Hartford also prohibits cash refunds.

E. Charge backs for Credit Card Transactions

Occasionally a customer will dispute a credit card transaction, ultimately leading to a chargeback. In the case of a chargeback notification, the university unit initiating the transaction is responsible for providing supporting documentation of the sale to the Bursar’s Office. If not resolved, the transaction will be charged back against the university unit’s general ledger account. The university unit is responsible to contact the cardholder for the replacement of funds.

F. ACH Non-Sufficient Funds

Occasionally a financial institution will decline an ACH payment transaction due to non-sufficient funds or a payee placing a stop payment through their financial institution, ultimately leading to a payment reversal. In the case of a payment reversal, the transaction will be charged back against the university unit’s general ledger account. The university unit is responsible to contact the payee for the replacement of funds. The university unit may be charged bank fees charged to the University of Hartford for the payment reversal.
G. Refunds for ACH Transactions

When a good or service is purchased using the online ACH payment method, and a refund is necessary, the refund must be credited back to the checking account that was originally charged. The University of Hartford prohibits refunds in excess of the original sale amount. The University of Hartford also prohibits cash refunds.

H. Maintaining Security

- Every university unit accepting credit cards and ACH payments on behalf of the University of Hartford is subject to the Payment Card Industry Data Security Standards (PCI DSS) and NACHA governing rules.

- The University of Hartford does not allow credit card and checking account data transmission via fax, e-mail, unsealed envelopes through campus mail, or wireless networks, as these are not secure.

- The University of Hartford requires that all external service providers be PCI compliant.

- Access to cardholder data and checking account information is restricted to those with a business need to know.

- For electronic media, cardholder data should not be stored in its entirety on servers, local hard drives, or external (removable) media including floppy discs, CDs, and thumb drives (also called flash drives) unless encrypted, stored properly, and otherwise in full compliance with PCI.

- For paper media (e.g. paper receipts and forms), cardholder data should not be stored, unless approved for appropriate business purposes and access is limited to individuals with a business need to know. Cardholder data should be “blacked” out on paper media prior to imaging, and disposed of properly (e.g. shredded) when no longer needed for business purposes.

VIII. Procedures

The University of Hartford requires the proper procedures be followed in order to grant the creation and use of an E-Market. All required University of Hartford signatures are needed for approval prior to the start of an E-Market.

Please be sure to allow at least six (6) weeks for implementation of an E-Market.
A. Obtaining Approval for an E-Market

The University of Hartford requires all university units interested in using an E-Market to obtain the proper approvals. A “Request for E-Market Checkout” form, see Attachment A, needs to be completely filled out prior to initiating a request. Please note that this form is for information purposes only to be used in determining the necessity of creating your E-Market request (See Attachment A). The E-Market Administrator does not have final approval to create or publish an E-Market Checkout. The form requires the following information be identified:

- Department information, including contact information
- Questions answered regarding the need for an E-Market and the type of transactions you will be processing
- Approval Signatures
  - Person requesting the E-Market Checkout
  - Dean/Department Head
  - E-Market Administrator

B. Final Approval

The following approvals are needed prior to the final implementation of an E-Market Checkout:
- Dean/Department Head
- Bursar Office
- Financial Accounting
- ITS
- Asst. Vice President of Finance/Controller
- E-Market Administrator

C. E-Market Checklist Form

The E-Market Checklist form is used by the E-Market Administrator to track progress throughout the creation of a new E-Market. The E-Market Administrator is required to update this form as each task is completed. A copy of the form should be filed with all documentation regarding the creation and implementation of an E-Market Checkout.