



Business Services Non-Student Credit & Debit Card Services

Policy

UW-La Crosse units that accept credit and debit cards as a form of payment for goods and services are required to comply with Payment Card Industry Data Security Standards (PCI DSS). The purpose of the PCI DSS and this policy is to promote the efficient processing of credit and debit card transactions and to protect sensitive cardholder data (CHD).

Purpose

University units that sell goods and services are encouraged to accept credit and debit card payments from customers. This policy has been created to provide guidance for units that do not have a dedicated credit and debit card payment solution but need to accept such payments. These payments cannot be processed using the WINGS student system and are referred to in this policy as “non-student payments”.

Procedure

Non-student payments are utilized exclusively for customer sales, including but not limited to:

1. Registration dues
2. Directory information requests
3. Events

Changes to revenue operations, including the acceptance of credit and debit cards as payment, should be reviewed and approved by the Accounts Receivable Manager. This request should be made by the business manager or unit director or designee of the unit via email to cashiers@uwlax.edu. This review helps ensure efficient processing of revenue transactions.

Initiating a Credit or Debit Card Transaction

1. Fill out the top half of the [Non-Student Credit & Debit Card Payment Form](#) and email it to the Cashier's Office at cashiers@uwlax.edu. The unit should **not** take card information from the vendor or payee.
2. The Cashier's Office will contact the vendor or payee directly from the contact information on the form to obtain the card information. For PCI compliance purposes, the Cashier's Office will only take payment via a non-VoIP phone call or in-person.
3. Once payment is complete, the Cashier's Office will provide the Non-Student Credit & Debit Card Payment Form to General Accounting via uwlbanking@uwlax.edu with the section containing card information removed. The Cashier's Office will immediately destroy that portion of the document using the cross-cut shredder located in the Cashier's vault room.
4. The Cashier will provide a copy of the merchant receipt to the unit for their records via email.
5. The Cashier will provide a copy of the merchant receipt to the payee, if requested, via email.

Other Notes

Processing a Transaction

1. A card payment request will usually be processed within one business day.
 - a. If the vendor or payee comes to the Cashier's window, a Cashier's Office staff member will process the payment there.
 - b. If the vendor or payee is paying by phone, the Cashier's Office staff member will make the phone call to the vendor or payee in the vault using the non-VoIP line to collect the card information and process the payment there. The non-VoIP phone line requires dialing 3 for long distance and 8 for local, prior to dialing the phone number.

Frequent Card Requests

If a unit has frequent non-student card requests, Business Services will review the options for an appropriate payment solution for the unit.

References & Resources

UWSA Payment Card Compliance Policy:

<https://www.wisconsin.edu/uw-policies/uw-system-administrative-policies/payment-card-compliance-policy>

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