Purpose

The Payment Card Industry Data Security Standard (PCI DSS) is a global standard created to help businesses, industries, and organizations

- Often staff members are under the impression that it is considered good customer service to take phone calls, emails, or other form of communication to process a credit card transaction for a customer, however:

    o It is not recommended to act as the customer and input their data for them.

    o When it is necessary to provide this service, do not use a general-purpose workstation. Transactions should be conducted on a separate (segmented) payment terminal.

5. Never Email Credit Card Information

- Staff should never use email as a manner of receiving or transmitting cardholder data.

- The University's policy specifically denies the use of email for payment acceptance across the Univ

9. Document Desk Procedures

✦ To ensure continuity across the University, all areas or departments/offices must document daily procedures, and employee roles and responsibilities for handling of cardholder data. Include such items as