

FAQ CREDIT CARD ACCEPTANCE

Note: Please notify the Treasury Office if you have moved to a new address, have a new contact person and/or new account number.

The merchant ID starts with 6749105-xxxx. The last four digits differ for each merchant location. It can be found on top of the credit card receipt printed.

General

1. Whom should I contact for questions not answered in this FAQ section?
 - Kathy King-Griswold at kathy.king-griswold@rochester.edu or at 585-275-6968

New merchant location setup

1. What is the procedure to set up a new merchant location?
 - Read and understand the Credit Card Policy, <http://www.rochester.edu/adminfinance/treasury/docs/PolicyCreditCard.pdf>
 - Complete the Merchant Agreement for Credit Card Merchant processing form – last 2 pages of the Credit Card Policy.
 - Review Merchant Agreement to assure the **merchant name** chosen is no longer than **23 characters**, including spaces.
 - Provide only **ONE account number** for charging credit card fees to.
 - The **contact address** for the merchant location should be clear and accurate. It will be used to send the credit card terminal to.
 - Send in the completed form to:
 - [Kathy King-Griswold, CTP, CBM, Assistant Treasurer](mailto:kathy.king-griswold@rochester.edu)
[UNIVERSITY OF ROCHESTER](mailto:kathy.king-griswold@rochester.edu)
[P. O. Box 278960](mailto:kathy.king-griswold@rochester.edu)
[Rochester, NY 14627-8960](mailto:kathy.king-griswold@rochester.edu)
[Telephone 585-275-6968, Fax 585-276-0165](mailto:kathy.king-griswold@rochester.edu)
 - Send the following information electronically to kathy.king-griswold@rochester.edu and urtreasuryoffice@admin.rochester.edu
 - Merchant location name
 - Physical address
 - Telephone number
 - Contact name
 - Contact telephone number
 - Contact fax number for chargebacks, etc
 - Division location reports to (could be URMFG-91)
If not division 91, provide an account number to charge the location fees, terminal equipment, supplies, shipping costs, etc. to.
 - All employees who will handle credit cards and/or credit card terminal data require PCI Training. Each employee will log in with NetID for **PCI training**: <http://www.rochester.edu/adminfinance/treasury/> (scroll down to Training section)
 - First Data will send the merchant a new credit card terminal programmed with the corresponding Visa/MC and Discover merchant IDs.
2. How long does it take for the new credit card terminal to arrive?
 - **4-6 weeks** after the Treasury Office receives the required documentation from the department and completes the request form with First Data.
3. Is there a possibility that I can receive a used terminal?
 - We recommend that the location purchases brand-new equipment to ensure that it's PCI compliant.

4. What terminal(s) is (are) best to use if I want to **split revenues** between two or more **close-by** locations?
 - FD100 is the best option available. It can split the revenue among more than 2 constituents of the same merchant. It can work both with dial-up and high speed connections.
 - FD300 can be used by up to 99 separate merchants that are located within the same billing area.

5. What should I do when I receive my new terminal?
 - Plug into telephone jack and electrical outlet. Use analog phone line.
 - Refer to user guides for how to use terminal – either included in the box or sent by Treasury as web links (<http://www.rochester.edu/adminfinance/treasury/terminal.html>)
 - Contact **1-800-326-7907** for full download. You need to have your merchant ID ready.
 - Assure that all employees have received PCI training, <http://www.rochester.edu/adminfinance/treasury/> (scroll down to Training section).

Online credit card acceptance

1. How do I set up a new location for accepting credit cards online?
 - Consult Kathy King-Griswold at 585-275-6968
2. Is there operations and technical documentation available for accepting credit cards online?
 - Consult Kathy King-Griswold at 585-275-6968

Terminal and printer operations (including supplies)

1. Where can I get information on how to operate my credit card terminal and/or printer?

Go to <http://www.rochester.edu/adminfinance/treasury/terminal.html> and you view manuals for the following:

Nurit 8000 wireless terminal	FD400
Tranz 380 credit card terminal	FD100
Verifone 250 printer	FD300
Verifone 900 printer	
Verifone Omni 3750	
Vx 570	

2. I have Tranz 380 terminal and Verifone 250/900 printer. The terminal/printer is not operational. What should I do?
 - Call First Data terminal support help desk at **1-800-326-7907**. If they tell you that you need new equipment, contact Treasury Office (x5-6968 or 5-3734). Treasury Office will help you with the replacement.

3. How can I get supplies?
 - Call First Data at **1-800-252-7762**. Supplies are free, but there's a shipping charge incurred by each merchant.

4. I cannot see the merchant ID of my location on the close out tapes.
 - Call First Data terminal support help desk at **1-800-326-7907** and they'll guide you through correcting this problem.

Replacing credit card terminals

1. What should I do if I want to replace my credit card terminal?
 - Notify the Treasury Office by e-mail and they will send in the request for a new terminal. Tranz 380 is no longer in production, so you will receive the most current terminal version available. For price, please contact the Treasury Office.
 - Once you receive the new terminal, please send the old one to Treasury Office with merchant ID enclosed.

Change of name, address, phone and fax numbers, and contact person

1. I want to change the name of my location, address, phone, fax number and/or contact person.
 - Contact the Treasury Office and provide them with your merchant ID (starting with 6749105-xxxx). The Treasury Office will submit a change request form to First Data on your behalf.
 - When the change is complete, Treasury Office will send notification e-mail. When you receive this e-mail, please call First Data at **1-800-326-7907** and request partial download.

Credit card fees

1. How often will I be paying credit card fees?
 - Monthly charged to your ledger the subsequent month after incurrence.
2. How much will I be paying in monthly credit card fees?
 - On average, the consolidated fees are approximately **2.35%** of the face value of the transactions processed through the terminal. The fees vary based on when the terminals are settled, if the card was swiped, the type of card that was processed, etc.
3. If I loan my terminal to another department, how are the monthly credit card fees charged?
 - It is the responsibility of the credit card merchant to charge the fees to the department that the terminal was loaned to. Treasury Office can assist if necessary.
4. Will I get a breakdown of my monthly credit card fees?
 - It is not possible to give every location a breakdown. There are nearly 80 different fees that the U of R incurs for the less than 20,000 transactions per month incurred.
5. Where are my fees going to be charged to?
 - The account number you've provided upon the setup of your merchant location. If that account number **changes**, notify the Treasury Office **immediately**.
6. Can I use more than one account numbers to split my credit card fees?
 - It s **not** possible at this time.