I.   Date of Initiation

April 30, 2003, revised March 2010

II.   Policy Classification

Senior VP Administration and Finance & CFO delegated to Office of Treasury

III.   Policy Summary

This policy provides guidelines and directives on electronic commerce for the University. The policy strives to protect and preserve the assets of the University, the integrity of the data, financial and confidential information about our customers and increase customer trust and confidence in using electronic commerce.

IV.   Related Policies

Credit Card Policy
Guidelines on Credit Card Fraud
Guidelines on Security of Card-Not-Present Transactions

V.   Delegation of Authority

The director of Treasury is authorized to delegate responsibilities for this policy to others in their respective departments and advise amendments to this policy as necessary. The Senior VP for Administration and Finance and CFO supports this policy. Any deviation from this policy must be brought to the attention of the director and subsequently to the Senior VP for Administration and Finance and CFO.

VI.   Policy Statement

The Office of Treasury is responsible for electronic payments, including merchant card program, gift cards and electronic checks, accepted in payment for the sale of goods and services or gifts, or event registration or application fees within the University. This policy will strive to maintain consistency in electronic payments throughout the University. This policy strives to mitigate or eliminate financial risk of the University and/or the department. The risks include higher interchange rates for card transactions, legal liability for unauthorized or fraudulent items, and possible sanctions, fines and penalties for excessive chargebacks and/or fraudulent transactions and inadequate Internet site security. It is essential that each department accepting electronic commerce payments understand the responsibility and liabilities when accepting these types of payments. By means of this policy and process, departments will be able to establish the ability to accept electronic commerce payments via the University's web sites and know that the information is secure and confidential.

VII.   Definitions

Card transactions include Discover, MasterCard, Visa and American Express (Advancement only)
Credit card data is any information related to a credit card, i.e. cardholders name, address, telephone number, credit card number, expiration date or three/four digit security code.
Electronic commerce is a term used to define business transactions conducted using an electronic medium.
Electronic medium is a mechanism used for transferring; storing, and manipulating electronic data on such devices as telephone, leased lines, the Internet, compact disc, magnetic tape, diskettes and fiber lines.

VIII. Responsibilities

Department:
1. Complete a business plan and departmental request to process electronic commerce payments via the University's websites.
2. Review and understand the Credit Card Policy and related guidelines.
3. Complete a Merchant Agreement. The merchant agreement provides an overview of the payment card process, the general rules, regulations and guidelines, responsibilities for management of the merchant account, fees and liabilities, and the guidelines for security of data.
4. The department will assume responsibility and liability for the security of all transactions and data, including any monetary loss suffered by the University due to theft or improper use of electronic commerce payment numbers and associated information.
5. Adhere to the "Guidelines for card-not-present credit card transactions" found at http://www.rochester.edu/adminfinance/treasury/nocard.html
6. Plan and schedule annual training of all staff handling credit cards and/or credit card data.

Office of Treasury:
1. Receive business plan, departmental request and Merchant Agreement forms from department.
2. The application and request will be prepared for First Data Corp. South (Bank of America Merchant Services) create a merchant identification number and proper standard industry classification for the department.

Information Technology (IT)
1. Provide a secure and robust technical environment to handle University financial transactions
2. IT will receive approved business plans from the Office of the Treasury. For approved plans, IT will work with the department, Office of the Treasury and the vendor to implement appropriate IT-related controls to secure e-commerce transactions and interfaces to and from UR central administrative systems and to set-up appropriate storage/purge processes for credit card and e-check data.
3. Work with the University designated e-commerce vendor to register UR departments, design, and implement and support technical environment for e-commerce, consistent with UR technical architecture requirements.
4. Monitor related hardware and software residing in the University's Data Center 24x7x365.
5. Create and maintain system documentation and change management documentation for e-commerce applications.
6. Develop and maintain business continuity plan for e-commerce hardware and software located in the University's Data Center

IX. Procedure

Department:
1. Identify the need for electronic commerce payments via the University's web sites.
2. Read the Credit Card Policy and complete a Merchant Agreement. The merchant agreement provides an overview of the payment card process, the general rules, regulations and guidelines, responsibilities for management of the merchant account, fees and liabilities, and the guidelines for security of data.
3. Read "Credit card fraud: what is it and how to avoid it" found at http://www.rochester.edu/adminfinance/treasury/cardfraud.html
4. Read "Guidelines for card-not-present credit card transactions" found at http://www.rochester.edu/adminfinance/treasury/nocard.html
5. Complete a business plan and departmental request to process electronic commerce payments via the University's websites. The business plan identifies the nature of the services or items offered web site compliance. The departmental request requires the FRS department name, department number, address, contact name, contact telephone number, contact fax number, contact email address, full account number for deposits/income, full account number for fees/expense, estimated electronic commerce payments sales volume, estimated electronic

commerce payments average sale amount, electronic commerce account manager signature and department director signature.

6. Plan and schedule annual training of all staff handling credit cards or credit card data.

The Office of Treasury and Information Technology Services will review the business plan and departmental request. Upon approval, the Office of Treasury will prepare the appropriate application and request for a merchant identification number. Information Technology Services will register the department with Paypal/Verisign, and provide training.

Office of Treasury:
1. Receive business plan and department request and Merchant Agreement forms from departments requesting merchant processing. Treasury will review and acknowledge accuracy of information and forward to IT for the Paypal/Verisign registration. The application and request will be prepared First Data Corp. to open a merchant identification number and proper standard industry classification for the department.
2. Forward a copy of the business plan and departmental request to Finance.

IT:
1. The IT e-commerce Lead will receive the approved business plan and department request from the Office of Treasury. The Lead will work with appropriate IT staff to review and acknowledge the accuracy of central administrative system information. The Lead will work with the department to create functional and technical specifications for the customer web view and financial reconciliation. Approved specifications will be signed by IT and department official (s) before programming is started.
2. The IT Lead will confirm with the IT Business Manager that implementation and maintenance funding is appropriate prior to the start of programming.
3. The IT E-commerce Lead will register the department with the University's designated e-commerce vendor
4. The IT e-commerce team will work with the vendor to create and maintain web pages for transactions and interfaces between the vendor and central administrative systems.
5. The IT lead will conduct a technical walk-through for any changes to the UR production system environment and be responsible for technical change management documentation
6. The Data Center Manager will work with IT staff to monitor hardware and software in the Data Center on a 24x7 basis, consistent with other critical applications.
7. The Business Continuity Lead will work with the dept to establish appropriate University business continuity for e-commerce hardware and software located in the University's Data Center.

X.   Compliance

It is the responsibility of the department to maintain compliance with this policy. Compliance will be monitored by Office of Treasury, Information Technology Security Policy and Finance. If any one or more of these areas identify non-compliance, it will be brought to the attention of the department director for their immediate attention and appropriate action for resolution. If it becomes necessary to notify the director of the department more than 3 times, the merchant account and gateway will be deactivated.

XI.   Policy Review

The Policy on Electronic Payments via University web sites will be reviewed periodically by the Office of Treasury and Information Technology.

Use of Section for Policy, Procedure and Process

Section	Policy	Procedure/Process
Date of Initiation/Revision	yes	yes
April 30, 2003		
March 2010		