



6.4.5 Credit Card Merchant Requirements

Chapter 6 - Fiscal	Original Effective Date: December 2008
Section: 6.4 Bursar	Date Last Reviewed: August 2021
Responsible Entity: Assistant Vice President for Business Affairs	Date Last Revised: August 2021

I. Purpose

To demonstrate UT Health San Antonio's commitment to conduct its academic and administrative responsibilities in an ethical and lawful manner, including exercise of best practices in protecting personally identifying information and compliance with the Payment Card Industry Data Security Standard (PCI-DSS). This policy establishes PCI compliance criteria that must be satisfied to allow credit or debit cards as a form of payment. It defines the responsibilities of individuals, departments or units that accept, capture, store, transmit, or process credit or debit card payments through automated systems or manual procedures.

II. Scope

The following requirements are for use by individuals, departments, or units using credit card terminals or software in conducting official business for UT Health San Antonio.

III. Policy

- A. It is the policy of UT Health San Antonio (University) that only approved credit card merchants may accept payment for durable goods or services. All University merchants will strictly adhere to these guidelines.

For the purpose of this document, the term "merchant" refers to individual departments approved to accept credit card payments under the "Merchant Agreement." Standard MasterCard contract policies may be read in the [Card Acceptance Guide](#) sent to each merchant along with the hardware/software. The following excerpts come from both the Card Acceptance Guide and the MasterCard Merchant Service Agreement signed by and maintained by the Office of Finance at The University of Texas System and henceforth referred to as the "Merchant Agreement."

The University will not be held liable for departments or individuals who are not approved merchants, and who accept credit card payment without adhering to the "Merchant Agreement".

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Further, it is the policy that all University merchants coordinate all matters concerning their participation in the above contract through the Office of the Bursar.

These additional requirements should be followed:

1. Depositing transactions belonging to another merchant is a violation of the "Merchant Agreement". Merchants who deposit another merchant's transactions are ultimately legally responsible for any problems resulting from the deposit; therefore, departments may not use any credit card terminal other than the one designated for and assigned with the merchant identification number for their department.
2. Under no circumstances are the merchant credit accounts to be comingled with any personal credit card account or other institutional funds.
3. MasterCard/Visa regulations prohibit assigning a minimum or maximum purchase amount or adding a surcharge to credit card transactions.
4. New MasterCard/Visa regulations prohibit listing the cardholder's personal information on the credit card draft/ticket. Such information includes, but is not limited to, credit card number, phone number, driver's license, or social security number.
5. Transactions will be audited and transmitted daily to the server (NDC/GlobalPay). Credit card transactions are to be batched and settled daily.
6. [Cash Receipts Voucher](#) (CRV) deposits are to be delivered to the Office of the Bursar within two business days of the transaction. Interoffice mail does not provide adequate security for deposits. Any deposits through interoffice mail violate this Policy and can result in the removal of merchant privileges.
7. Original sales drafts and all supporting documentation will be retained for three (3) years. Likewise, federal law requires copies or microfilm of all sales drafts and supporting documentation be retained for three (3) years.
8. A chargeback is a reversal of a previous sale transaction. A rebuttal is a merchant's written reply to a chargeback. Rebuttals must be completed within the number of days indicated on the chargeback notification. Retention of records remains as for sales drafts and supporting documentation.

B. Registration Forms

1. The University of Texas System credit card merchants are permitted to use department generated registration forms, as long as it includes the following information. Departmental registration forms should include:
 - a. Specific event/date/time/location/purpose
 - b. Amount being authorized for credit card payment
 - c. Last four digits of Cardholder's credit card number/expiration date

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- d. The three-digit number on the back of card
 - e. Cardholder's signature
 - f. Date signed
2. The form should indicate that all fields are required fields and missing data would result in inability to complete the transaction.
 3. Registration forms may be faxed or mailed as long as they are received in advance of processing the transaction. Records retention remains the same as listed in the "Merchant Agreement".

C. Payment Care Industry Data Security Standards

1. Under the [Terms of Agreement](#) held with MasterCard/Visa and GlobalPay, the University will comply with the [Payment Card Industry Data Security Standard \(PCI/DSS\)](#).
2. The University of Texas System has created a [FAQ](#) page for all University of Texas credit card merchants. Please note, the term "per year", in the FAQ, refers to a calendar year not a fiscal year.
3. All UT Health credit card merchants are required to annually complete and maintain the PCI/DSS [Self-Assessment Questionnaire](#).
4. To become an approved credit card merchant, a [Credit Card Merchant Set-up Request](#) Form must be submitted to the Office of the Bursar. Prior to submitting the form, the custodian/contact must complete a prerequisite training course (*BUR Credit Card Merchant Training [WBT]*) available on the UT Health Learns platform. A copy of the learning transcript or certificate of completion is to be attached to the Credit Card Merchant Request Form.

D. Hardware

All hardware/software used under the above "Merchant Agreement" is to be considered state property and managed by the Office of the Bursar. The Bursar will initiate all changes in hardware/software, custodianship, or merchant location for all approved University merchants.

E. Deposits

Additionally, the Office of the Bursar will act as repository for all deposits to the University. The deposits should be recorded on a CRV. Credit card transactions must be completed immediately upon receipt of the registration form or authorization from the cardholder. Cardholders not wishing to pay in advance of an event should not submit their registration form or authorization until closer to the date of the event.

IV. Definitions

There are no defined terms used in this Policy.

V. Related References

There are no related documents associated with this Policy.

VI. Review and Approval History

- A. The approving authority of this policy is the University Executive Committee.
- B. The review frequency cycle is set for three years following the last review date, a time period that is not mandated by regulatory, accreditation, or other authority.

Effective Date	Action Taken	Approved By	Date Approved
12/2008	Policy Origination		
10/2009	Policy Revision		
08/2021	Policy Revision, discretionary edits		