
PAYMENT DEVICE POLICY & PROCEDURES

CATEGORY:	Cash and Cash Equivalents	POLICY #:	1.0
IMPLEMENTATION DATE:	August 1, 2019	UPDATE DATE:	November 15, 2024

PURPOSE

The purpose of this policy is to define guidelines and procedures for the handling and processing of payment devices. This policy helps ensure that the University is complying with Payment Card Industry Data Security Standard (PCI DSS) Business Standards, Integrated CSU Administrative Manual (ICSUAM) Sections 6000, 8000, and 13000, California State University, Fullerton (CSUF)/Cal State Fullerton Philanthropic Foundation (CSFPF) Cash Management, and Gift Processing Policies.

SCOPE

This policy applies to all University employees handling CSFPF payment devices and the transactional information the devices produce. Failure to follow this policy will result in the loss of Payment Device privileges by CSFPF.

POLICY

1. **Authorized Personnel (UA Staff/MPP)**
 - a. Only University Advancement (UA) Staff/MPP who have completed their annual compliance training are authorized to request, obtain, and return payment devices.
 - The authorized personnel (UA Staff/MPP) are responsible for ensuring those handling the payment devices have completed their annual compliance training and any security or informational meetings/trainings mandated by CSUF/CSFPF.

- Student workers and or volunteers who have completed the mandatory compliance training and background clearances will be allowed to process transactions through terminal devices under the guidance of the authorized personnel (UA staff/MPP)³.
- b. Authorized personnel (UA staff/MPP) must provide evidence of annual compliance training.
- c. Authorized personnel (UA staff/MPP) who obtain payment devices must properly safeguard credit card information and the payment device(s) at all times.

2. Rights and Privileges

- a. The payment devices are the sole property of CSFPF and, therefore, reserve all rights to modify, suspend, or discontinue the use, practices, policies or procedures at any time.
- b. The use of payment devices is a privilege. Failure to follow the Payment Device Policy will result in the loss of privileges by CSFPF.

3. Security

- a. Payment devices are to be kept in the Foundations control when not in use or deactivated.
- b. Payment devices must be kept in a secure location with limited physical access by unauthorized personnel³. Payment devices should be periodically inspected for tampering during and after an event or activity.
- c. Payment devices must be operated by authorized personnel (UA Staff/MPP) and/or those identified in section 1A.
- d. After an event/activity, all payment devices must be physically secured in an area that will detour unauthorized entry, particularly during periods outside of regular work hours or when authorized personnel (UA Staff/MPP) is not present to monitor security.
- e. Cardholder information (receipts, reports, supporting documentation, etc.) must be secured and limited to only authorized personnel (UA Staff/MPP).

- f. Authorized personnel (UA Staff/MPP) in possession of physical credit card information is to submit the data on a CSFPF Deposit Form to Gift Processing within five (5) business days of the event. Once processed, any cardholder data should be destroyed or rendered unreadable³.
- g. Under no circumstance will cardholder data be transmitted or obtained via email or stored electronically in any databases, applications, or systems³.
- h. Any suspected loss or theft of data, materials, or devices must be reported to CSFPF immediately.

4. Purpose & Authorized Activities

- a. Payment devices are authorized for the use of philanthropic purposes only.
- b. Authorized activities include:
 - Event Registration
 - Auctions
 - Sales
 - Raffles (with a State of California raffle registration)
- c. Any improper or unauthorized uses of payment devices will result in privileges being revoked.

5. Types of Payment Devices

- a. There are two types of payment devices offered by CSFPF:
 - Credit Card Terminal Device (also known as Verifone)
 - Operates on wireless data
 - \$75 rental fee per device, per event
 - Merchant service fees apply (an approximate 3% credit card fee per transaction)
 - \$50 cancellation fee per device will apply upon receiving a cancellation notice.
 - Secure Reading and Exchange of Data (SRED) Device
 - Requires webpage to operate/transmit credit card information
 - \$25 rental fee per device

- Merchant service fees apply (an approximate 3% credit card fee per transaction)
- \$25 cancellation fee per device will apply when a cancellation notice is received less than ten (10) business days from the date of the event.

6. Obtaining Payment Devices for Use

- a. An Event Authorization, Appeal Code, & Payment Device Request Form, approved by an account signer, should be submitted at least fifteen (15) business days before an event or activity to Advancement Services.
- b. Upon review, the requester will be contacted with the status of the request:
 - **If approved**, the requester will be advised that authorized personnel (UA Staff/MPP) may pick up the Payment Device(s) within 24-48 hours of the event to ensure the device is:
 - Adequately charged
 - In good working condition
 - Transmitting credit card information
 - Site tested for connectivity
 - Upon acceptance of the Payment Device(s), authorized personnel (UA Staff/MPP) must acknowledge their understanding and willingness to comply with CSUF and CSFPF policies and procedures, as well as the President's Directive No.13 on the required form.
 - **If denied**, the requester will be notified and given the reason(s) for the denied request. Reasons to deny a request may include but are not limited to:
 - Event/Activity is not UA Approved
 - Outstanding Event Closeout, Reconciliation, and Deposits.
 - Unreturned Payment Device(s)

7. Returning Payment Devices

- a. All transactions must be settled at the close of each day's event or activity.
 - The detail and summary instructions will be provided with the device(s) at the time of pick up.

- b. Payment devices must be returned within 24 hours or the next business day to CSFPF.

8. Reconciliation & Deposit

- a. All credit card transactions processed through a Payment Device must be supported by appropriate documentation which may include but not limited to:
 - Signed copies of the credit card receipts
 - Terminal settlement and detail reports
 - CSFPF Event Deposit Form
 - Other supporting documentation
- b. Credit card payments received should match the amount indicated on the settlement reports. The settlement report amount must tie with the CSFPF Event Deposit Form.
- c. Reconciliation deposit documentation must be submitted within five (5) business days to Gift Processing^{1,2}. Failure to provide complete documentation may result in processing delays, delays posting revenue to accounts, and or the suspension of the payment devices for future use.

POLICY REFERENCES:

¹Integrated CSU Administrative Manual - <https://www2.calstate.edu/policies>

²CSUF Cash Management Policy – <https://financialservices.fullerton.edu/documents/CSUFCashManagementPolicy.pdf>

³CSUF PCI DSS Standards - http://finance.fullerton.edu/controller/pci_dss/compliance/

Presidential Directive 13 - <https://president.fullerton.edu/directives/directive-13.html>

CSFPF Cash Management Policy - <http://foundation.fullerton.edu/policies-forms/>