How to Clean your POS Terminal

It is important to clean your POS Terminal on a normal basis, but even more important during this time. Here are a few tips to clean your terminal and pin pad without damaging the device:

- Use a 75% ethyl alcohol wipe or disinfecting wipe
- Gently wipe the hard surfaces of the terminal and/or pin pad with careful attention to the touch screen/display and key pad which are frequently touched
- DO NOT USE BLEACH
- Avoid getting moisture in the devices openings
- Never submerge the device in any chemical or cleaning agent

Refunds

Refunds are a normal part of business. Here are some guidelines you should follow:

- Refunds must be issued to the same card utilized for the original transaction
- Refunds must be processed on the same merchant account as the original transaction (use the same system or device for refunds as the original payment)
- Beware of fraudulent attempts to have refunds processed in another manner. Report suspicious requests to: ecommerce@ecu.edu

PCI Training is an ANNUAL Requirement!!!

When you (or your employees) receive an email from our office, please complete the training AS SOON AS POSSIBLE to help us maintain our compliance!

Crew Members

Robin Mayo
mayoro@ecu.edu
737-4729

Stephen Waldman
ecommerce@ecu.edu
328-2768

POS Rental Program

Did you know our office has cellular POS terminals available for rent? Do you need to accept credit card payments at an event? Submit a ticket here to request a cellular terminal. Be sure to submit your request at least 2 weeks in advance to allow time for the approval process, however, we encourage you to submit your request as early as possible to guarantee availability.

Our rental program has become very popular and there is a limited number of terminals available.

Terminals are provided on a first come, first serve basis! All rentals will be subject to a $10 rental fee, plus 3% of the transaction volume.

Website

Team Dynamix Tickets