Credit Card Information and Email

Email is NOT a secure method to send or receive credit/debit card information, however, some of our customers still attempt to send us their information in this manner.

While we are teleworking, it is especially important to be aware of this! While we are adjusting our business processes we must still maintain our security protocols!

If you receive an email with credit card information:

Step 1: Email the customer (separate email) and notify them that email is not secure and you need them to provide their payment information in another manner - online, phone or mail.

Step 2: Send an email to ecommerce@ecu.edu and include the following information about the email you received: Email Date, Subject Line, Sender’s Email and Recipient’s Email.

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 device’s openings
- Never submerge the device in any chemical or cleaning agent

Refunds

Refunds are a normal part of business, but due to the cancelation of numerous events, the amount of refunds and the opportunity for fraud increases.

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!

Contact Info

737-5441 or 737-4729
ecommerce@ecu.edu

Website

TeamDynamiX Tickets