How to Clean your POS Terminal

It is important to clean your POS Terminal on a normal basis, especially during cold/flu season. 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

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!

Remember to have new employees, who operate a POS Terminal or have access to a POS system, submit a Banner Security Request for “PCI” under the “ecommerce” module.

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**

Clientline

If you are a Clientline user, you have probably seen emails referencing some recent changes.

◊ Clientline is also called “Business Track”
◊ The website is now: www.businesstrack.com
◊ The Clientline Reporting page is now called Clientline Enterprise
◊ Clientline Enterprise has a completely different look and feel!!
◊ On the main page in Business Track there is a document (link) which correlates the old and the new reporting. This will be very helpful in recreating reports you utilized previously.
◊ If you need assistance with the new portal, please contact our office!
◊ Remember, to maintain your access you should log in once each month. Setup a calendar reminder!