



# THE UNIVERSITY OF MICHIGAN

## STANDARD PRACTICE GUIDE

### APPENDIX

#### I. Definitions:

- A. **Acceptable Credit Card Companies:** MasterCard, Visa, Discover and American Express.
- B. **Approved Charging Unit:** An organization or unit approved by the Treasurer's Office to process credit card sales.
- C. **Authority to Issue Credits (Refunds):** Departments must specify in writing to the Treasurer's Office the person or persons that will be allowed to approve a Credit (Refund) Slip. This cannot be the same person who processes sales.
- D. **Authorization Fees:** A fee charged by the merchant acquirer for handling Discover and/or American Express transactions. This fee is not related to discount fees.
- E. **Discount Fees:** Fees charged by acceptable credit card companies to merchants for each credit card transaction.
- F. **E-Commerce:** Internet(Web)-based credit card transactions.
- G. **Electronic Ticket Capture:** The transmission of sales to a credit card processor through the use of electronic equipment. Credit card terminals are the most common devices used for this purpose. Other options for processing include software to allow batch processing, Web processing, cash registers with terminal built –in, and touch tone phone processing.
- H. **Imprinter:** A piece of equipment used to imprint a charge card on a credit card form.
- I. **Merchant:** A University school, college, department or unit that accepts credit card payments from internal and/or external customers.
- J. **Merchant Acquirer Processor:** A bank or its affiliate that provides services for processing credit card transactions.
- K. **Network Vulnerability Scans:** Wireless Security and Network Vulnerability scanning tests will be performed on each Merchant in order to comply with the Payment Card Industry Data Security Standard.
- L. **Payment Card Industry (PCI) Data Security Standard:** A standard created by MasterCard and Visa to protect cardholder information. Compliance is mandatory for University Merchants.

#### II. General Procedures for Credit Card Merchants:

- A. The unit or organization must fill out the **Merchant Registration Form** provided by the Treasurer's Office/Card Services (which can be found at <http://www.umich.edu/~treasury/> ) and read and sign the **Credit Card Merchant Service Level Agreement** (located at the same Web site).
- B. The Credit Card Merchant must fill out a **Merchant Change/Termination Form** <http://www.umich.edu/~treasury/> in the event of any changes in the information provided on the Merchant Registration Form or if the merchant no longer wishes to accept credit cards for payment.
- C. Detailed procedures and other information may be found at the following Web site:  
<http://www.umich.edu/~treasury/>.