CREDIT CARD PROCESSING – HOW IT WORKS

First Data through Hancock Whitney Merchant Services, Eventbrite, and Heartland Merchant Services through Touchnet are the only approved credit card processors for the University.

CREDIT CARD PROCESSING TYPES

A. In-Office Credit Card Terminal

UL Lafayette Department XYZ has a credit card terminal within the department. These machines can be wired utilizing a telephone line or wireless utilizing a wireless internet connection. Transactions are processed various ways, but most commonly occur in person by the customer - the credit card is swiped at the terminal; or phone/mail order transactions - the credit card information is keyed into the terminal by department personnel.

1. Requirements and Associated Fees (wired and wireless)

   a. Cost of the Machine ≈ $896.00 (terminal with pin pad); however, pricing varies based on the current market rates and is dependent upon the type of machine needed/requested by the department

   b. Monthly Fees ≈ see *"Appendix B"* for the transaction rates

   c. Minimum Monthly Fee = $35.00

B. Virtual Merchant Account via Online Website

UL Lafayette Department XYZ maintains an online website. Transactions are processed directly through the website by the customer.

1. Requirements and Associated Fees

   This type of credit card account operates through an online website; therefore, departments requesting to use a website to accept credit card transactions must also set up the following, which may incur additional costs. Please see *"Appendix A"* for the steps involved with online credit card processing.

   a. Website – department run website (must be approved by UL Lafayette IT Security Office)

      NOTE: The University's current departmental websites cannot accommodate or implement payment gateways / payment pages. A department should never add a tab / form / page on the department's website collecting and / or requesting customer credit card information as this is a direct violation of PCI Compliance.

   b. Payment Gateway – the communication tool that enables the department to authorize, settle, and manage credit card transactions through a departmental website. The department's website must have a payment gateway in order to accept and process credit/debit card transactions. The approved payment gateway for the University is First Data's global gateway, Payeezy (website software must be e4 compatible – for more information concerning this gateway see https://support.payeezy.com/hc/en-us#overview).

First Data Global Gateway E4

- Set-Up Fee (one-time fee) $ 99.00
- Monthly Access Fee $ 14.95

c. Credit Card Processor – the account used specifically for the purpose of collecting funds from the credit card and moving those funds to the University's bank account. The credit card processor approved and utilized by the University is First Data.

- Set-Up Fee $ 0.00
- Mag Reader [1] $ 199.00
- Monthly Fees
    - Statement Mailing Fee $ 5.00
    - PCI Security Program Fee $ 7.00 – 12.00   (dependent on account type)
    - Wireless Monthly Fee $ 15.00
    - Monthly Rates $ Varies   See *'Appendix B'*
    - Minimum Monthly Fee $ 35.00

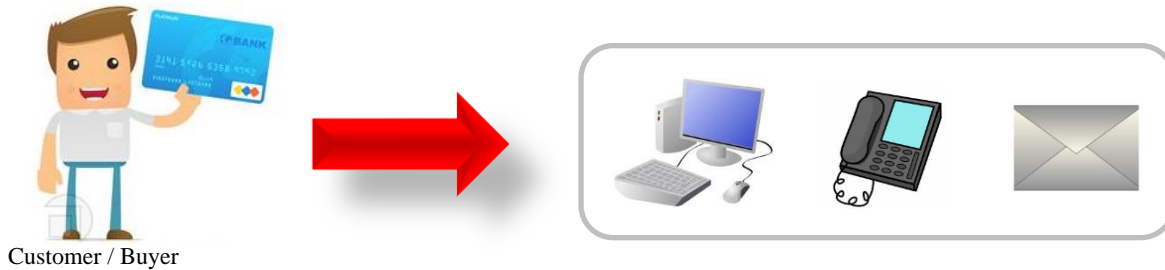[1] *attaches to computer monitor and is used to swipe a customer's credit card*

APPENDIX A

CREDIT CARD PROCESSING – HOW IT WORKS

STEP 1:

The customer (buyer) submits his/her credit card for payment via UL Lafayette Department XYZ's online website (www.louisiana.deptxyz.edu), phone order, or mail order.


Customer / Buyer

STEP 2:

The payment gateway (Payeezy) manages the complex routing of the data on behalf of the merchant (UL Lafayette Department XYZ) through the following steps.

STEP 3:

The payment gateway (Payeezy) passes the secure transaction information via a secure connection to the merchant bank's processor (First Data).

The merchant bank's processor (First Data) submits the transaction to the credit card network (VISA, MC, DISC, AMEX). The credit card network (VISA, MC, DISC, AMEX) routes the transaction to the bank that issued the credit card to the customer (buyer).


| Payment Gateway | First Data | Credit Card Network Interchange | Issuing Bank |
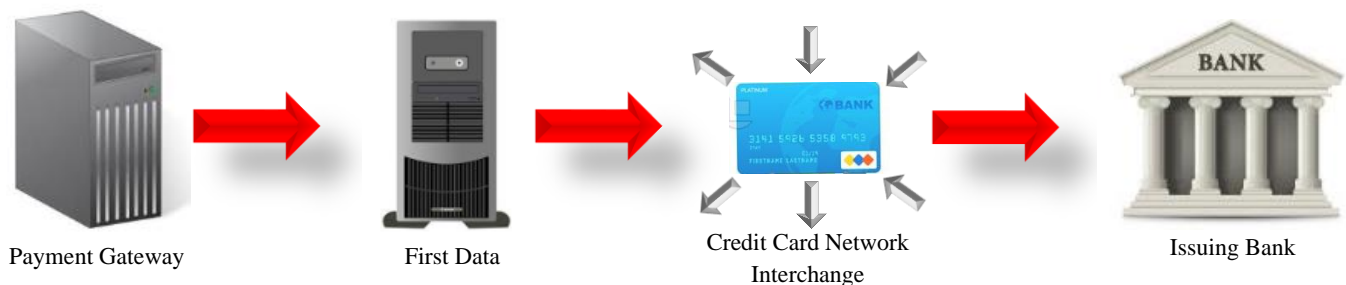
STEP 4:

The issuing bank approves or declines the transaction based on the customer's available funds and passes the transaction results back to the credit card network (VISA, MC, DISC, AMEX).

The credit card network (VISA, MC, DISC, AMEX) relays the transaction results to the merchant bank's processor (First Data).

The merchant bank's processor (First Data) relays the transaction results to the payment gateway (Payeezy).

Issuing Bank   Credit Card Network Interchange   First Data   Payment Gateway
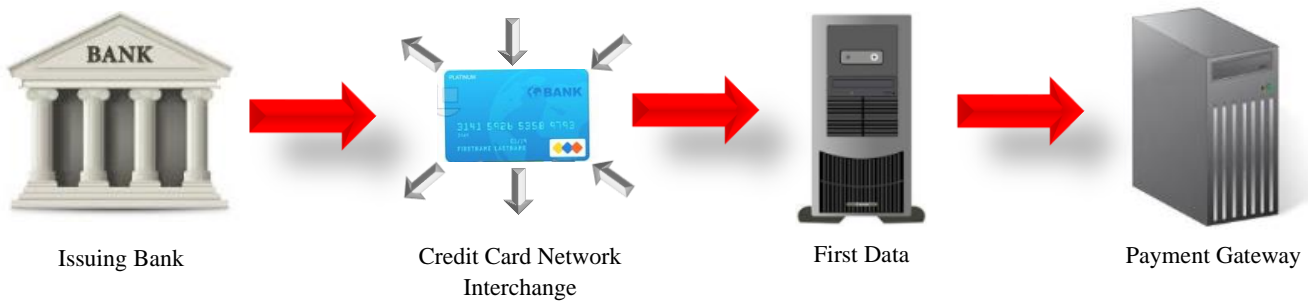
STEP 5:

The payment gateway (Payeezy) stores the transaction results and sends them to the website for the customer (buyer) and merchant (UL Lafayette Department XYZ) to see.


Payment Gateway   Customer / Buyer   UL Lafayette Dept XYZ

STEP 6:

The merchant (UL Lafayette Department XYZ) delivers goods or services to the buyer.

UL Lafayette Dept XYZ   Customer / Buyer

The issuing bank sends the appropriate funds for the transaction to the credit card network (VISA, MC, DISC, AMEX), which passes the funds to the merchant's bank (Hancock Whitney Bank). The merchant's bank (Hancock Whitney Bank) then deposits the funds into the merchant's bank account (UL Lafayette Bank Account). This is called "settlement," and typically the transaction funds are deposited into the merchant's (UL Lafayette) primary bank account within 2-4 business days.

Issuing Bank   Credit Card Network
                                    Interchange   Hancock Whitney Bank
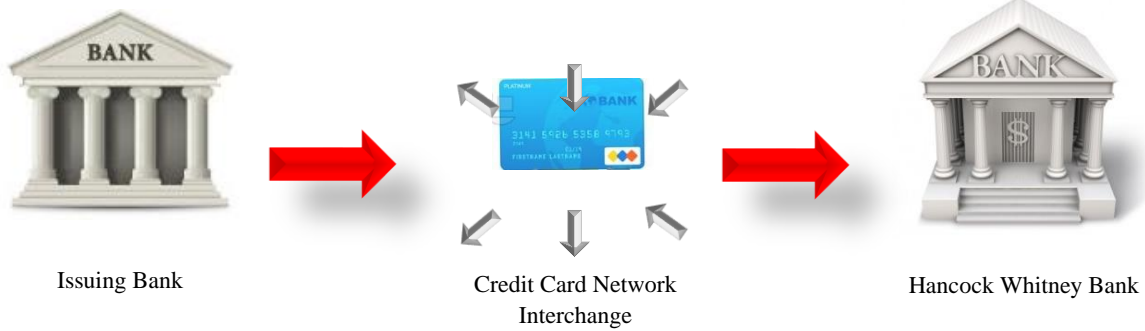
APPENDIX B

CREDIT CARD PROCESSING FEES

Hancock Bank | WHITNEY

Merchant Services

DATE: 11/20/2013

MERCHANT NAME	University of Louisiana at Lafayette		
MERCHANT NUMBER	**All Merchant Accounts**		
Merchant Account Rates & Fees	**First Data Current Rates & Fees** % + per trans fee		
Qualified Rate	1.60% + .00		
Mid Qualified Rate	2.35% + .00		
Non-Qualified Rate	3.30% + .00		
Authorization Fee	$0.15		
STMT MAIL	$5.00		
Wireless Monthly Fee	$15.00		
Notes:	*Current Rates and Fees vary on each merchant account. All accounts will be priced with same rates and fees once transferred to First Data.*		

NOTES:

⚜ *Qualified Rate = a consumer credit or debit (without pin) card that is swiped through the terminal or mag reader. It cannot have rewards tied to it.*

⚜ *Mid Qualified Rate = a key entered consumer credit or debit (without pin) key entered or either a swiped credit/debit card with rewards tied to it.*

⚜ *Non-Qualified Rate = a key entered credit or debit card with rewards or a commercial/business card regardless of how entered.*

⚜ *The "wireless monthly fee" is for the accounts that have handheld terminal (devices).*

CREDIT CARD PROCESSING FEES

Eventbrite

- ❧ Create an event with event ticketing and registration pages quickly and effortlessly
- ❧ Manage and analyze your event from any computer with real-time sales and check-in data
- ❧ Great for conferences, classes, and other events that utilize a registration portal
- ❧ Completely electronic (no need for a receipt book or manual processes)

Fee Type	Rates & Fees (total fees average 5.5%-7%) % based on the amount of the transaction
Eventbrite Payment Processing	3%
Eventbrite Service Fee	2.5% + $2.99 (per ticket)**
	**total service fee per ticket will not exceed $19.95

Examples:

Ticket Price	Service Fee 2.5% + $2.99	Payment Processing Fee 3%	Total Fees	Total Fees % Rate
$ 25.00	$ 3.62	$ 0.75	$ 4.37	17%
$ 200.00	$ 7.99	$ 6.00	$ 13.99	7%
$ 1,000.00	$ 19.95	$ 30.00	$ 49.95	5%

CREDIT CARD PROCESSING FEES

Fee Type	Rates & Fees (total fees average 0.65%-3.26%) % based on the amount of the transaction
Monthly Gateway Fee (online processing)	$20.00 / month
Gateway Transaction Fees (online processing)	$0.15 per transaction
Interchange Rates (VISA/MC/DISC)	0.65% - 3.26%
Interchange Rates (VISA/MC/DISC)	$0.04 - $0.25 per transaction
American Express Rates	2.2% + $0.20 per transaction

Examples VISA/MC/DISC Transactions and Associated Fees – ONLINE PROCESSING:					
Ticket Price	Gateway Fee $0.15	Payment Processing Fee 3.26%	Payment Processing Fee $0.25	Total Fees	Total Fees % Rate
$ 25.00	$ 0.15	$ 0.82	$ 0.25	$ 1.22	4.88%
$ 200.00	$ 0.15	$ 6.52	$ 0.25	$ 6.92	3.46%
$ 1,000.00	$ 0.15	$ 32.60	$ 0.25	$ 33.00	3.30%
Examples AMEX Transactions and Associated Fees – ONLINE PROCESSING:					
Ticket Price	Gateway Fee $0.15	Payment Processing Fee 2.2%	Payment Processing Fee $0.20	Total Fees	Total Fees % Rate
$ 25.00	$ 0.15	$ 0.55	$ 0.20	$ 0.90	3.60%
$ 200.00	$ 0.15	$ 4.40	$ 0.20	$ 4.75	2.38%
$ 1,000.00	$ 0.15	$ 22.00	$ 0.20	$ 22.35	2.24%
Monthly Gateway Fee				$ 20.00	
Total Monthly Fees				$ 89.14	
Total Monthly Fees % Rate based on Sales above					3.64%

Clover Flex

On the counter. In the aisle. At the table.

Clover Flex is ready—whether you need to take swipe, EMV® chip, or contactless payment (like Apple Pay®) at the counter, busting the line, at the table, or just about anywhere else.

Built to Travel

WiFi and 3G-ready, Clover Flex is prepared to work on the road. It fits in the palm of your hand—making it perfect for line busting.

More Ways to Pay

Clover Flex accepts credit, debit, EMV® chip cards, contactless payments, (like Apple Pay®, Google Pay®, etc.) gift cards, and cash.

Ready, Set, Grow

Clover Flex grows with you. From inventory to employee and customer management, you can run a full POS from the same compact device that takes your payments.

Less to worry about with Clover in your corner:

Secure — Backed by over 25 years of data protection, Clover Security helps protect your business and customers.

24/7 Support — You can't do it all alone. So when you need help, we've got your back.

clover
A First Data Company

Visit clover.com or contact your representative to learn more.

Clover Flex

A First Data Company

Versatility at the counter, in your hand, or on the go.

Small in size, Clover Flex is built to do business virtually wherever you are. Easy to take with you and easy to hand to customers, they can tap, dip, swipe, and enter a PIN, whether in line, in the aisle, or at the table.

Manage inventory, anywhere, anytime

Scan items into your inventory from anywhere by using Clover Flex's built-in camera and barcode scanner.

Keep your regulars coming back

Build a powerful customer database with every transaction. Create customer-centric orders, receive direct feedback, and reward your best customers.

Your back office in the cloud

Review your complete sales history, monitor inventory, and manage employees with Clover Dashboard—whenever, wherever.

Stay connected

Connect your system to the internet with ethernet, WiFi, or 3G (requires a separate service plan).

Technical Specifications

✓ Bright, 5-inch HD touch-screen display

✓ Speedy Quad-Core A7 CPU, 1GB RAM

✓ 2100mAh Lithium-Ion battery supports up to 8 hours of use for a typical small-to-medium sized business

First Data

Visit clover.com or contact your representative to learn more.

clover Mini

Meet the mini POS that always comes up big

Powerful and sleek. Clover® Mini takes swipe, chip, and contactless payments right out of the box. With Clover you can also do your taxes, accounting, inventory, rewards, and virtually anything else your business needs.

Mighty and Mini

Need a reliable terminal?
Maybe a full-featured POS?
Clover Mini is both. Expand functionality with over 500+ apps in the Clover App Market.

Keep It in the Cloud

Your Clover Dashboard lets you see your complete sales history, monitor inventory, and manage employees — wherever, whenever.

Ready, Set, Grow

The Clover platform provides robust hardware and software solutions that grow with you as your business evolves.

Features that help get the job done:

- Accepts credit and EBT card swipes, EMV® chip + PIN/signature, and contactless payments like Apple Pay® and Google Pay®

- Bright, durable 8-inch

- With a small countertop footprint of 4.2″ by 8.3″ by 6.7″, the Mini is small enough for any space, but packs the POS power to run your business, front to back

**For more information,
please contact your business consultant.**

clover

Clover Mini

Less Clutter.
More Productivity.

Say goodbye to crowded counters and say hello to getting more done. Clover Mini gives your customers more ways to pay, while you get the benefits of a full-featured POS in a compact device.

Essential for Every Business

Your Clover Mini comes with all the essentials features you need to accept payments and run your business. With more than 500 apps, the Clover App Market lets you customize your device with whatever else your business needs. Get started with:

Register
Take orders, add or remove items, and accept payments.

Orders
Look up orders and do more with them such as take payments or issue refunds.

Rewards
Set up and run your own digital loyalty and marketing program in a snap.

Customers
View customer information, transaction history, and marketing preferences.

Reporting
Gain business insights from sales reports and business metrics.

Time Clock
Manage employee schedules, overtime, timesheets, payroll exports, and much more.

**For more information,
please contact your business consultant.**

A powerful POS for both sides of the counter

Engage your customers like never before with Station Duo. Run loyalty programs, contribute change to causes, capture contact information, accept mobile wallets and more.

Let them drive

Station Duo comes with a smart terminal for your customers. That means they can confirm their orders, enter their contact information for rewards and complete payment faster.

Accept all major payment types

Let your customers pay how they want to pay. Swipe, dip or tap. Credit, debit or EBT, NFC payments including Apple Pay®, Google Pay®, Alipay® and more.

Move at the speed of now

Station Duo is a fast, high performance point-of-sale (POS) system. From inventory and orders to managing your staff and running reports, it's all at your fingertips.

The smart and simple way to run your business more securely

- Secure – Help protect your business and customer information with end-to-end encryption and data tokenization, integrated EMV® chip sensors and fingerprint logins.

- 24/7/365 Support – You can't do it all on your own. When you need help, we've got your back.

clover

clover Station Duo

Technical Specifications

- High-res 14" display for the merchant and 7" display for the customer with anti-fingerprint, antimicrobial Gorilla Glass

- Integrated LTE for primary or fallback connectivity

- Fast receipt printer

A smart POS system built for speed and simplicity

Tackle your daily traffic spikes without breaking a sweat. Station Duo is a fast, customer-engaging POS, designed for speed, security and engagement.

Meet (and reward) your biggest fans

Station Duo's smart terminal makes it easy to gather contact information and build lasting customer loyalty with built-in Clover Rewards.

Cut the counter clutter

One central hub for power and processing. One screen for you, one for your customers.

Give back to your community

Give back to your community with charity apps that enable donations and change rounding at checkout, and strengthen the sense of doing good.

Business control at your fingertips

Access and manage your back-of-house data, reports and payroll anywhere you need to run your business. See the patterns and trends driving your sales and take a smarter approach to marketing.

clover

For more information, please contact your business consultant.

APPLICATION TO BECOME A MERCHANT DEPARTMENT

UNIVERSITY of
LOUISIANA
LAFAYETTE

Opening of new merchant accounts for the purpose of accepting and processing credit cards at the University is done on a case by case basis. There are a variety of costs associated with accepting credit cards including a discount rate on each sale, equipment cost, per transaction fees, and in the case of e-Commerce (web) there could be gateway fees and web page design fees.

The decision to open a new merchant account is based on many factors including the impact on receivables, customer service and convenience, cost, the volume of expected activity, etc. Interested departments need to complete an "Application to become a Merchant Department" and read the "Funds Handling Guidelines" in entirety. The Cash Compliance Analyst will review the application and recommend approval or denial for the establishment of a merchant department.

All individuals involved with any or all functions of funds handling (includes credit card processing) will be responsible for adhering to the laws and regulations of the University and the State of Louisiana; therefore, may be held accountable for misuse, misconduct, or mismanagement of state funds. **Note:** The University of Louisiana at Lafayette's Internal Audit Department, the Cash Compliance Analyst, or the Louisiana Legislative Auditor may conduct audits of any merchant department of the University.

PLEASE PRINT

Date of Request _____

Department Name _____

Address _____

Department Head, Director, or Manager Name _____

Phone ( ) _____   Email Address _____

1. Does the department currently collect any funds (cash, checks, etc.)?   ☐ YES   ☐ NO

   If **no** is selected, the department must complete the 'Funds Collection Request' and submit it with the 'Application to Become a Merchant Department'. The department must be an approved funds collection point prior to being approved to accept and process credit card payments.

2. Reason(s) why the department needs / wants to accept and process credit card payments.

   _____

   _____

   _____

3. List the types of products or services sold within the department.

   _____

   _____

   _____

4. Is this an existing or new source of revenue?   ☐ Existing Revenue Source
                                                   ☐ New Revenue Source

5. Will sales tax be collected?   ☐ YES   ☐ NO

6. Indicate the expected frequency of credit card payments and the date(s) of activity or event.

☐ One-Time Event   Start Date of Collections _____   End Date of Collections _____

☐ Seasonal   Start Date of Collections _____   End Date of Collections _____

☐ Year-Round (Continuous)   Start Date of Collections _____   End Date of Collections _____

7. Indicate the estimated annual dollar amount of revenue to be collected from credit card payments and the number of credit card transactions.

One-Time Event $ _____   Number of Transactions _____

Seasonal $ _____   Number of Transactions _____

Year-Round $ _____   Number of Transactions _____

8. Indicate the type of credit card processor the department is requesting.

☐ Stand Alone Credit Card Terminal (Physical Machine)

☐ Online Credit Card Processor (Virtual Merchant)

The Web, E-Commerce, and Virtual Merchant are terminology you will hear frequently. Any specialized software must be PCI compliant and have a compatible payment gateway.

The IT Security Officer must approve any web based credit card processing and outside vendors used to process credit cards.

Provide the website in which products/merchandise will be sold:

_____

☐ Other, please explain:

_____

_____

_____

9. Will any other departments, software packages, or outside vendors be involved in the processing of credit card payments? If so, please identify all parties and describe their roles and responsibilities.

_____

_____

_____

10. Indicate the credit card type(s) the department would like to accept and process.

☐ Visa
☐ Master Card
☐ Discover
☐ American Express
☐ Other, please list.

_____

11. List the physical address where the equipment will be located.

_____

12. Please list all accounting code name(s) and account number(s) to record the revenue collected from credit card payments by the department.

Accounting Code Names	Account Numbers

13. Indicate the account code to be used for the cost of the equipment.

_____

14. Indicate the account code to be used for the monthly fees.

_____

15. Provide a description of the reconciliation process, including frequency of reconciliation.

_____
_____
_____
_____
_____
_____

16. Provide a schedule of how often credit card deposits will be made.

_____
_____
_____

17. The department is responsible for appointing a Primary (and Backup) Merchant Department Responsible Position or MDRP who will have primary authority and responsibility within the department for credit card transactions. Provide the Primary and Backup MDRP of the department and a description of their current duties within the department.

PRIMARY MDRP:

Name and Title/Position _____

Telephone _____ CLID _____

Current Duties _____
_____
_____

BACKUP MDRP:

Name and Title/Position _____

Telephone _____ CLID _____

Current Duties _____
_____
_____

NOTE: If the application is approved by the Office of the Vice President, Administration and Finance, it is the department's responsibility to contact the Information Technology Security Officer, Mr. Charles Broome, to ensure the department is PCI complaint.

<div style="background-color:red; color:white; text-align:center">**DEPARTMENT SIGNATURES**</div>

*I understand that it is my responsibility to be familiar with the laws and regulations of the University of Louisiana at Lafayette and the State of Louisiana. I have read and understand the University's **Funds Handling Guidelines** in its entirety and agree to adhere to all of the requirements of the policy. I also agree to adhere to the laws and regulations of the State of Louisiana.*

The information provided within this document is accurate to the best of my knowledge and I approve the request to collect, deposit, and account for each type of credit card payment collected by the department.

APPROVALS:

Title	Print Name	Signature	Date
Requested by (Requestor)	_____	_____	_____
Department Head or Director	_____	_____	_____
Dean or Administrative Head	_____	_____	_____
Appropriate Vice President	_____	_____	_____

<div style="background-color:red; color:white; text-align:center">**ADMINSTRATION AND FINANCIAL SERVICES OFFICE USE ONLY**</div>

		Approve	Deny
		☐	☐

_____   _____
Carrie Hebert   Date
Cash Compliance Analyst

		Approve	Deny
		☐	☐

_____   _____
Angela M Smith, CPA   Date
Associate Comptroller

		Approve	Deny
		☐	☐

_____   _____
Jerry Luke LeBlanc   Date
Vice President for Administration and Finance

All requests and supporting documentation should be submitted to:

Carrie Hebert
Cash Compliance Analyst
Financial Services – Comptroller's Office
Martin Hall, Room 155A
P.O. Box 40400
Lafayette, LA 70504
337-482-6287 │ carrie.hebert@louisiana.edu
Website: http://financialservices.louisiana.edu/

DISTRIBUTION:	*Original:*	Financial Services – Comptroller's Office	*Copy:*	Requesting Department / Requestor

MERCHANT DEPARTMENT EQUIPMENT REQUEST

The Merchant Department Equipment Request is used by current University departments/offices that are an approved collection point of the University **and** are currently processing credit card transactions within the respective department/office.

There are a variety of costs associated with accepting credit cards including a discount rate on each sale, equipment cost, per transaction fees, and in the case of e-Commerce (web) there could be gateway fees and web page design fees. The Cash Compliance Analyst will review the request, provide a fee schedule based on the equipment being requested, and order the requested equipment through the University's approved merchant processor.

All individuals involved with any or all functions of funds handling (includes credit card processing) will be responsible for adhering to the laws and regulations of the University and the State of Louisiana; therefore, may be held accountable for misuse, misconduct, or mismanagement of state funds.

PLEASE PRINT

Date of Request _____

Department Name _____

Address _____

Department Head, Director, or Manager Name _____

Phone ( ) _____ Email Address _____

1. Does the department currently process credit cards? ☐ YES ☐ NO

    If **no** is selected, the department must complete the 'Application to Become a Merchant Department' and submit it to the Cash Compliance Analyst. The department must be an approved funds collection point prior to being approved to accept and process credit card payments.

2. What is the business need for the credit card equipment?

    ☐ Replace or update existing machine (i.e. broken machine, obsolete machine, terminal not functioning properly)
    ☐ Add additional machines / terminals
    ☐ Change processor / terminal type due to economic needs

    Please elaborate the need to replace, add, or change processor/terminal type:

    _____
    _____

3. Indicate the type of credit card processor the department is requesting.

    ☐ Stand Alone Credit Card Terminal (Physical Machine)
    ☐ Online Credit Card Processor (Virtual Merchant)

    The Web, E-Commerce, and Virtual Merchant are terminology you will hear frequently. Any specialized software must be PCI compliant and have a compatible payment gateway.

    The IT Security Officer must approve any web-based credit card processing and outside vendors used to process credit cards.

    Provide the website in which products/merchandise will be sold:

    _____

☐ Other, please explain:

_____

4. Will any other departments, software packages, or outside vendors be involved in the processing of credit card payments? If so, please identify all parties and describe their roles and responsibilities.

_____

_____

5. Indicate the credit card type(s) the department would like to accept and process.

☐ Visa
☐ Master Card
☐ Discover
☐ American Express
☐ Other, please list.

_____

6. List the physical address where the equipment will be located.

_____

7. Indicate the account code to be used for the cost of the equipment.

_____

NOTE: If applicable, it is the department's responsibility to contact the Information Technology Security Officer, Mr. Charles Broome, for approval of any web-based credit card processor to ensure our network is compatible with the processor and software to be utilized.

<div style="background:red;color:white;text-align:center;font-weight:bold">DEPARTMENT SIGNATURES</div>

*I understand that it is my responsibility to be familiar with the laws and regulations of the University of Louisiana at Lafayette and the State of Louisiana. I have read and understand the University's **Funds Handling Guidelines** in its entirety and agree to adhere to all of the requirements of the policy. I also agree to adhere to the laws and regulations of the State of Louisiana.*

The information provided within this document is accurate to the best of my knowledge and I approve the request to purchase deposit, and account for each type of credit card payment collected by the department.

APPROVALS:

Title	Print Name	Signature	Date
Requested by (Requestor)	_____	_____	_____
Department Head	_____	_____	_____
Dean (if applicable)	_____	_____	_____

<div style="background:red;color:white;text-align:center;font-weight:bold">ADMINSTRATION AND FINANCIAL SERVICES OFFICE USE ONLY</div>

Approve ☐   Deny ☐

_____   _____
Carrie Hebert   Date
Cash Compliance Analyst

All requests and supporting documentation should be submitted to:

Carrie Hebert
Cash Compliance Analyst
Financial Services – Comptroller's Office
Martin Hall, Room 155A
P.O. Box 40400
Lafayette, LA 70504
337-482-6287 │ carrie.hebert@louisiana.edu
Website: http://financialservices.louisiana.edu/

DISTRIBUTION:	*Original:*	Financial Services – Comptroller's Office
	Copy:	Requesting Department / Requestor