

Web Payment Setup Procedures

Last updated: 7/30/08

New Process Implementation

If a department is considering using a third party vendor (not myUM website) to manage payments and/or charges, they are responsible for contacting the appropriate individuals at the University to ensure that the process has been approved and checked for PCI compliance. The following persons should be involved:

Responsible Party	Role
Hiram Sem, Treasury Executive Director	Oversees web payment processes such as electronic check (ACH) and credit card processing.
Jose Abreu, Systems Analyst, Information Technology	Manages programming for credit card payment process at the University.
Connie Barrera, Manager IT Security	Manages the review of front- and back-end processes to insure PCI Compliance as required.
Aimee Echeverri, Systems Manager OSAS	Manages web payment transactions that are sent to FRS/GL through the Accounts Receivable (PIDMS) system.
Christopher Perez, Director OSAS	Manages the issuance of merchant ID numbers for VISA, Mastercard, AMEX, and Discover credit card usage. .

Accounts Receivable System

Departments who need to process online credit card and electronic check (ACH) payments on myUM must contact the Office of Student Account Services to determine what the best course of action for their process is. A payment classification must be identified to determine how funds will be managed by the system.

Payment Classification

1. **AR (Accounts Receivable)** – Payments that will be tracked in the Accounts Receivable system must have a corresponding charge for the funds that are received and credited to the student's account.
 - a. For example – Tuition deposits are offset by a tuition charge. The same applies to housing deposits and law school tuition deposits.
2. **NONAR** – Payments that do not have a corresponding charge on the student's account can be classified as NONAR. These are payments or funds that will be received and will automatically be deposited to a bank or sent to a credit card merchant for processing..
 - a. For example – Admission Deposits, United Way Donations, Purchase of Athletic Tickets

Responsible Party	Role
Christopher Perez, Director OSAS	Oversees payment processing on student accounts (OSAS).
Aimee Echeverri, Systems Manager OSAS	Manages web payment transactions that are sent to FRS/GL through the Accounts Receivable (PIDMS) system.
Jose Abreu, Systems Analyst, Information Technology	Manages programming for credit card payment process at the University.

AR Payment Procedures

1. Department should contact Chris Perez (OSAS Director) to determine payment classification type.
 - a. New payment processes require further analysis. A meeting request should include Hiram Sem, Jose Abreu, Connie Barrera, and Aimee Echeverri.
 - b. Special programming requests must be directed to Jose Abreu in IT.
2. Department must fill out Web Payment Project Details form (**Appendix A**) and send to Andrew Gordon (OSAS Associate Director) for further processing.
3. Department must fill out Credit Card Account Setup Form (**Appendix C**) and send to Jose Abreu for processing.
4. Once process is finalized by OSAS and IT, primary contact personnel within the department will be given access to reports to track their credit card and ACH transactions.
 - a. If not an RDS user, go to <https://myum.miami.edu/rds/> and select the link "Sign-up for RDS" to submit the form requesting access.
5. Department is responsible for finalizing web link on myUM pages with IT.
6. Credit Card Reversals will be initiated by the department with the Commerce Payments Refund Request Form (**Appendix D**). Form can be sent to Andrew Gordon for processing.
7. ACH (electronic check reversals) will be sent to OSAS and they will refund the student with a paper check or via direct deposit after 20 day waiting period to ensure ACH has cleared the bank.

NONAR Payment Procedures

1. Department should contact Chris Perez (OSAS Director) to determine payment classification type.
 - a. New payment processes require further analysis. A meeting request should include Hiram Sem, Jose Abreu, Connie Barrera, and Aimee Echeverri.
 - b. Special programming requests must be directed to Jose Abreu in IT.
2. Department must fill out Web Payment Project Details form (**Appendix B**) and send to Andrew Gordon (OSAS Associate Director) for further processing.
3. Department must fill out Credit Card Account Setup Form (**Appendix C**) and send to Jose Abreu for processing.
4. Once process is finalized by OSAS and IT, primary contact personnel within the department will be given access to reports to track their credit card and ACH transactions.
 - a. If not an RDS user, go to <https://myum.miami.edu/rds/> and select the link "Sign-up for RDS" to submit the form requesting access.
5. Department is responsible for finalizing web link on myUM pages with IT.
6. Credit Card Reversals will be initiated by the department with the Commerce Payments Refund Request Form (**Appendix D**). Form can be sent to Andrew Gordon for processing.
7. ACH (electronic check reversals) will be sent to department contact at the Controller's Office.
8. Department is ultimately responsible for managing their own accounts with the assistance of the Controller's Office.

**Appendix A
Web Payment Project Details (AR)**

DEPARTMENT DETAILS – INFORMATION MUST BE PROVIDED TO PROCESS YOUR REQUEST. INCOMPLETE FORMS WILL NOT BE PROCESSED. Please fax form to The Office of Student Accounts at **305-284-3895**. PRE-APPROVAL IS REQUIRED BY OSAS to proceed with this payment process.

Requesting Department: _____ /OSAS

Payment types to accept: ___ Credit Cards ___ ACH (e-check) (check all that apply)

Payment Website: myum.miami.edu (if other please specify)
Please Note: If a website other than myUM will be used, IT security may need to be involved to ensure process is PCI compliant.

If not available, obtain from Controller

Deposit / Clearing Acct (030): Account: _____ Sub-object: _____

Department must provide this information to open new accounts for credit cards. Once IDs have been processed, you will receive information directly from merchant.

Departmental Contact/Title _____

Business Name of Account: _____

Physical Address: _____

Phone: _____ Fax: _____ Email: _____

Visa and MasterCard are required. Add additional card types: ___ Amex ___ Discover

Department Head (Print Name): _____

Department Head Signature: _____ Date _____

MERCHANT ID

Provided by OSAS	Approval Signature:
Credit Card Merchant ID: Visa/MC _____	
	Amex _____
	Discover _____

ACTIVITY CODE

Provided by OSAS Pricing Manager	Approval Signature:
Student Accounts - Pricing	
AR Activity Code: _____	Cr Card Description: _____
	ACH Description: _____

BATCH ID

Provided by OSAS Systems Manager (AR/Treasury Ops)	Approval Signature:
Batch ID: _____	Web Credit Card Payment _____ Web ACH Payment _____

Appendix B



Credit Card Account Setup

Department Name: _____

UM Deposit Account Number: _____

UM Deposit Sub-object Number: _____

UM Account Responsible Person: _____

UM Fee Account: _____

I authorize the Information Technology Department to charge .65% of all credit card charges. I also acknowledge that First Horizon Merchant Services will charge a credit card processing fee as described in your merchant agreement.

Signature

Date

Appendix D



Commerce Payments Refund Request Form
Refund Request Form

Department Name	
Application Batch ID	
Requestor's Name	

Refund 1

Customer Full Name	
Order Number	
Transaction ID	
Refund Amount	
Credit Card Last 4	
Credit Card Number	
(Only needed for orders older than 60 days)	

Refund 2

Customer Full Name	
Order Number	
Transaction ID	
Refund Amount	
Credit Card Last 4	
Credit Card Number	
(Only needed for orders older than 60 days)	

Refund 3

Customer Full Name	
Order Number	
Transaction ID	
Refund Amount	
Credit Card Last 4	
Credit Card Number	
(Only needed for orders older than 60 days)	

Authorized UM Account Holder Name

_____ (Print)

Authorized UM Account Holder Signature

(Date)

Departments are responsible for refund validation. Departments need to verify First Horizon Reports as well as UM Account. Some departments are required to complete a journal entry form for these reversals. Please consult with the Controller's Office for the necessary documentation.

Online Department Application Batch ID's

ADW	Admissions Web
SRW	Student Records Web
CEW	Online Cane Express Web
HDW	Housing Deposits Web
EMW	Enrollment Mgmt Web
ARW	Acct Receivables Web
PRK	Parking Ticket Web
WRW	Wellness Renewal Web
TDW	Tuition Deposit Web
CSW	Continuing Studies Web
PFW	Parking Mailing Fee Web
SOW	Student Orientation Web
TPW	Technology Products Web
AGW	Advancement Giving Web
ASW	Alumni Store Web
MTW	Medical Transcript Web
UWW	United Way Web
PCW	Physics Conference Web
CAW	Cuban American Web
SBW	NGJ Student Backup
SHW	Student Health Immunization
MGW	Medica IGroup Web (UMMG)
HCW	Health Care Web (UMHC)
EHW	Eye Hospital Web (ABLEH)
FMW	Festival Miami
JAW	JAELI
RCW	RSMAS Computing Web
GDW	Graduate Tuition Deposit
GDW	Graduate Tuition Dep XMBA
GDW	Graduate Tuition Dep MBA
MAW	Medical Againg Web
MEW	Medical Education Web
OLW	Medical Online Web
LDW	Law School Tuition Deposit Web