

## Help Keep Yourself and MSU Safe with Payment Card Industry (PCI) Compliance

The ANR Events Management System supports a variety of payments: check, cash, account number, wire transfer and credit card. The credit card industry and MSU have specific regulations about the proper use of credit cards. Below you will find a list of reminders and recommendations to help you when you're faced with a variety of situations involving credit card payments.

### **Please remember:**

- Under no circumstances should you enter someone's credit card information into the ANR Events Management System on any computer.
- Under no circumstances should someone be allowed to use an MSU/County computer to enter their credit card information into the ANR Events Management System.
- Do not accept or store card holder data on your computer, phone or any other device (or in writing).
- Do not accept card holder data via email, messaging or a fax on a phone line.
- If a customer emails a card number to you, you may NOT use that card to accept payment. Send them a reply with the card number removed, advising them that you cannot accept card data in an unsecure manner. Then, immediately delete that email from your computer and delete your deleted folder as well.

If you're allowing users to enter registrations into your computer onsite at an event, first log into the ANR Events Management system. By logging into the system it automatically prevents someone from completing a credit card transaction on the computer. It will still allow them to register and select no changes or a method of payment other than credit cards. They can then pay onsite or go online through their emailed invoice to pay.

### **If a user is insisting on paying with a credit card there are two options:**

1. Register the participant in the system and send them a bill which will give them a link in the email that will allow them to complete their transaction from "their" mobile device immediately or "their" computer when they get home. The person can also be directed to a local library if needed. Many people can complete the payment portion right from their own cell phone or tablet after receiving the email.
2. Call ANR Event Services at 517-353-3175 and someone can process the credit card with you over the phone into a secure credit card swipe machine. The office is open from 8 a.m. – 4:30 p.m. Monday through Friday. You may also leave a message that will be returned promptly.

### **If a mistake is made and a credit card transaction is processed on your PC please follow the steps below:**

1. Keep the computer on but disconnect it from the internet
2. Contact ANR Event Services immediately to notify them of the possible breach
3. Contact your local IT office or the ANR IT office and ask them to run a virus/malware scan on your computer. Report the results of this scan to ANR Event Services.
4. A report will be developed of the issue including computer scan and transaction results. This report will be on file with ANR Event Services and shared with the MSU Controllers Office.
  - a. If a breach occurred or a scan fails, action may be taken by MSU and cardholder businesses.
    - i. These actions may involve fines to the department and individual up to \$500,000.