

# Merchant Tip of the Month

## *Did you know...*

It is against UM policy to accept credit card information via email.

If an email containing credit card info is received, the following steps should be taken:

1. Click “Reply” on the email.
2. Delete the credit card number from the original portion of the email.
3. In your response, copy and paste the following:

“Thank you for contacting [insert department or name]. We appreciate your business; however, as part of our compliance effort with the Payment Card Data Security Standard and our practice to protect all of our clients Personally Identifiable Information, we cannot accept the credit card information that you have sent through email. We ask that you use one of the accepted methods of processing the sale.

Those methods are:

Our Online form at ( <a href="http://xxxxxxxxxxx.edu">http:// xxxxxxxxxxxx.edu</a> )
Mail
Phone
Fax

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4. Then promptly delete the original email and empty your email trash folder.