Responsibilities and Guidelines for Retail Merchants

This exhibit outlines the responsibilities and guidelines for University units and affiliates authorized to accept credit or debit card payment for services performed or for merchandise sold in a face-to-face environment in which the card is physically present at the time of the transaction.

Retail merchants are responsible for:

- Maintaining the physical security of the merchant terminal.
- Following the requirements of the operating guidelines.
- Ensuring that no cardholder information is stored in any form, electronic or paper based, other than the departmental receipts.
- Maintaining physically secure storage of departmental receipts and timely and secure destruction of the departmental receipts at the end of the appropriate retention period. (See UC Records Disposition Schedules Manual.)
- Completing appropriate compliance tasks to demonstrate on-going compliance with all credit card security compliance programs.

Fees for Card Acceptance

Retail merchants are prohibited from assessing convenience fees, but may in some limited instances assess a surcharge to defray the expense of accepting the form of payment. The UCD Credit Card Coordinator must give prior approval to the use of surcharges.

Processing Card Transactions

Authorization
Retail merchants must authorize transactions pursuant to the retail operating guidelines published by the acquiring bank.

Settlement
Merchants must complete settlement for their transactions daily, pursuant to the appropriate operating guidelines, to secure the most favorable interchange fees. Settlement may be accomplished manually for a single transaction or manually or automatically for a batch of transactions. To ensure daily settlement, retail merchants are required to activate the auto settlement feature of the merchant terminal.

Equipment
Merchant terminals may be purchased from the acquiring bank, or may be rented for a monthly fee.

Retail merchants who purchase merchant terminals are responsible for ensuring that they remain in good repair and for maintaining compliance with retail operating guidelines and compliance requirements. Modifications to or replacement of purchased merchant terminals and associated programming may require additional costs. All costs are the responsibility of the retail merchant.
Rented merchant terminals and the associated programming with rented merchant terminals will be upgraded periodically by the acquiring bank to ensure compliance with retail operating guidelines and compliance requirements. Generally, such updates are completed without additional fees.