

December 1, 2011

MEMORANDUM

To: Deans, Directors, and Department Heads
From: Charles Cansler, University Controller
Subject: Restriction on New Service Providers for Accepting Credit Card for Payments

New standards have been issued by the Payment Card Industry (credit card processing industry) adding new security requirements when processing payments made using a credit card (Visa, MasterCard, American Express, etc.). One of the areas requiring more stringent control is our use of credit card “service providers.” A credit card “service provider” is a business entity that is directly involved in the processing, storage, or transmission of cardholder data (e.g., NelNet, Yahoo Storefront, PayPal, Convio, Micros, etc.). NC State currently has contracts with over twenty credit card service providers which are extremely difficult to manage and fit into a structure that will ensure compliance with the new security requirements.

Until we are able to complete a thorough review of all configurations and controls related to this myriad of service providers, effective immediately, no additional contracts will be established with any new credit card service providers. If there is a business need to establish a contract with a **new** service provider, the Payment Card Industry (PCI) Compliance and Review Advisory Committee must approve the new contract. If you have an existing relationship with a service provider, you may request an expansion of that relationship if it does not create any additional security issues.

Please submit any requests to expand an existing service contract or, if you feel it is absolutely necessary, to engage a new service provider to Amanda Richardson in the University Controller’s Office. Amanda can be reached at 513-4464 or amanda_richardson@ncsu.edu.

The University Controller’s Office is very aware of our need as a University to maximize our revenue sources to grow this great University. Please work with us to establish the best structure to meet your needs and the new security requirements.

cc: Charles Leffler
PCI Compliance and Review Advisory Committee
Steve Keto
University Business Officers
Campus IT Directors