BOSTON COLLEGE – ONE CARD

Title: Auxiliary Credit Card Training
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Purpose:
This procedure is written to establish the level of training required for cashiers, business unit managers, and systems administrators.

ADMINISTRATORS OF SYSTEMS

- Defined as those individuals who have management or system support privileges that allow them to administer the database in a way displays the full credit card numbers or more than the single transaction being processed at one time.
- These individuals will receive training as determined by BCIT's Data Security function and will acknowledge their training thru the on-line process established for this purpose
- These individuals will periodically inspect device surfaces to detect tampering (for example, addition of card skimmers to devices), or substitution (for example, by checking the serial number or other device characteristics to verify it has not been swapped with fraudulent device) – or coordinate and approve the inspection of all devices in use on a semi-annual basis. Additionally, devices that are taken out of use are physically inspected for compromises when put back into use. The following document lists all capture devices and logs the dates the device protection procedures were followed. ***(\\pepper\Dining Services\Systems Administration\Aux Services Terminal Inventory.xls)***. Completion of the review is noted by closing an automatically generated ITS Service Center ticket.

TRANSACTION PROCESSORS

- Defined as those individuals who have a role processing individual customer transactions in a dining or auxiliary business unit
- These individuals will receive training annually which will consist of a combination of lecture, video, and written documentation as deemed appropriate by Auxiliary Services and BCIT's Data Security. The training video can be found here: https://www.youtube.com/watch?feature=player_embedded&v=R8dQo-hrlR4
- This training will be acknowledged through receipt of a signed statement from the individuals. A copy of this statement is attached on the following page. Receipts of completed statements are saved electronically for 3years.
- As a policy, cardholder data is never recorded or stored on paper records.

AUXILIARY SERVICES MANAGER/CASHIER CREDIT CARD STATEMENT

I, _____, acknowledge that I have an operational role that processes credit card transactions in the normal course of business. I understand that this role comes with the responsibility of safeguarding credit card data to the best of my ability.

To this end, I:

- Have viewed the Boston College credit card training video.
- Agree to never take a customer's card out of his/her sight to process a transaction.
- Agree to never record and/or transmit card-holder information without the express permission of my manager.
- Will be aware of any physical changes to card-capture devices and will report any noticed changes immediately to my manager.
- Will verify the identity of any third party claiming to be repair or maintenance personnel and will notify my manager before giving him/her access to card capture devices.
- Will not allow installation, replacement, or return to service of any credit card device without above verification of identity.
- Will be aware of suspicious behavior around devices (for example, attempts by unknown persons to unplug or open devices), and will report suspicious behavior and indications of device tampering or substitution to appropriate personnel (for example, to a manager or Auxiliary Systems Support).

_____ _____

PRINT NAME SIGNATURE

_____

DATE

Note: The below QR code can be used to view the training video from your smart phone (iPhone or Android). You must have a QR reader on your device to turn the below code into the training video. Video can also be viewed here: https://www.youtube.com/watch?feature=player_embedded&v=R8dQo-hrlR4

1 – If you do not yet have a QR Reader, go into the App Store, search on QR Reader, and download the free app to your device.
2 – Open the QR Reader app and point the screen at the below code. This will provide you the appropriate video to watch.