

# Moneris Merchant Quick Guide

---

UVic has an exclusive contract with Moneris for payment card processing services. Credit and debit card transaction can be processed using the following three methods:

- Card Present – A card holder is present with the payment card that can be swiped or inserted in the PED (payment entry device) and a PIN entered
- Staff Assisted – A card holder mails or phones in to request for goods or service and provides payment card information, UVic employee enters the information using the Moneris virtual terminal and destroys the payment card information. This process can only be done Virtual Payment Terminals with the proper Data Loss Prevention (DLP) software.
- Self Service – A card holder can select goods, services and enter payment card information through a payment page online created for the department with Systems support.

General		
	What is required of my department to be a merchant?	This means having someone in your department process payments, reconcile accounts and post the daily cash report (DCR) using FAST to apply payments. Also to ensure compliance with Payment Card Industry (PCI) data security standards.
	My department wants to apply to become a merchant, where can I find the application and process?	<a href="#">Application Process</a>
	How long does it take to get a merchant account?	Approximately 3 weeks
	What card types can we accept?	UVic can accept Visa, Visa/Debit, MasterCard, American Express, China Union Pay and INTERAC but it is up to the department to determine which forms of payment they will collect
	What are the costs associated with having a merchant account?	<a href="#">Fees for payment card processing</a>
	What do I need to do to close my merchant account?	Contact <a href="mailto:banking@uvic.ca">banking@uvic.ca</a>
	Who do I contact for assistance with my merchant account?	<a href="#">Merchant assistance guide</a>
	Where can I learn more about payment card processing?	<a href="#">Merchant payment card processing guidelines</a>
	Where can I learn more about PCI compliance?	<a href="#">What is payment card industry (PCI)?</a> and <a href="#">PCI Security Standards Council</a>



PED's	Payment entry device	
	I'm having trouble with the PED what is the process I need to follow?	<a href="#">Troubleshooting</a>
	What if a PED needs to be replaced?	<a href="#">Replacement process</a>
	What if I need to get additional PED(s) or return PED(s)?	<a href="#">Change process</a>
	Accounting Services has a PED available for loan for short periods. What do I need to do to borrow the PED?	Contact <a href="mailto:banking@uvic.ca">banking@uvic.ca</a> and request for the dates, duration you need.
	Where are instructions related to PED's?	<a href="#">Instructions &amp; guides</a>
Virtual Terminals	A computer with a special security configuration and software installed on it that allows UVic employees to safely enter customer payment card information received via telephone, mail or fax	
	Who can use the virtual terminals?	Departments with a merchant account with Moneris on computers with the security software
	Where are instructions for using the virtual terminal?	<a href="#">Instructions &amp; guides</a>
	Can Accounting process a credit card payment on my behalf?	<a href="#">Credit card processing request</a>
	I don't have access to an approved computer. Can Accounting process a credit card payment on my behalf?	<a href="#">Credit card processing request</a>
Payment Pages	A card holder can select goods, services and enter payment card information through a payment page online	
	How do I get a payment page set up after I get a merchant account?	Contact your UVic Systems support
	How do payments get to my FAST account?	The department uploads the information using the daily cash report process, <a href="#">DCR guide</a>
	Who should I contact if we are having trouble with our payment page?	Their UVic systems support and/or Moneris Customer Service at 1-866-319-7450
	Can we use Accounting Services payment page on-going?	Contact <a href="mailto:fastar@uvic.ca">fastar@uvic.ca</a>