Improvements to Credit Card Processing at McMaster

Introducing

American Express

We are pleased to announce that effective August 11, 2008 McMaster will be able to accept the American Express Card throughout the University. Until now only a few high dollar sales areas, such as the Bookstore, accepted the American Express card as the cost was much higher than that offered by VISA and MasterCard. In addition, the processing through the bank and our financial system was more complex. Most departments found the disadvantages outweighed the advantages.

However, over the past couple of years, American Express has increased efforts to work together with Universities and Colleges across the country, to achieve both incremental business and enhanced customer service. As a result, the cost is now comparable to VISA and MasterCard rates currently offered by our service provider, Moneris.

This will be a smooth transition for most merchants since, as of August 11th, AMEX cards can be processed on the same Moneris POS terminals as the other cards, accepted through the Virtual Terminal the same as other cards and funds will be deposited into the same bank account.

For eCommerce merchants – there are a few more changes that must be made to websites and processes including PCI related work. A separate e-mail will be following shortly for those merchants with more detailed information.

For all merchants, materials will be sent to you next week which include logos and decals that can be displayed and instructions and contact information if there are issues with AMEX payments.

Printed materials that you may have indicating how your customers can make payments will also require updating when next printed. Attached are some logos that can be included in printed materials and/or websites.

It is important to note that when recording credit card sales into FAS via ON-LINE CASHIERING there is a separate field to record AMEX sales just as there is for VISA and MasterCard. You will see it on both the cash receipt screen and the balance/close batch screen – examples included below.

The Payment Processing (formerly called eCommerce) Steering Committee has approved this change, and will continue to work with merchants to implement it and to achieve compliance with the Payment Card Industry (PCI) Standards.

If you have any questions please contact Tim Russell (x28688), Stacey Farkas (x23654), or our American Express representative Chris Delombre at 905-271-0054
Department Cash Receipt Screen

Balance /Close Batch Screen