



Merchant Account Manager Responsibilities

Any department that wishes to process credit card transactions must assign a Merchant Account Manager.

As a Merchant Account Manager, your responsibilities include the following...

- You will be the main point of contact for all changes and updates to credit card processing. You are responsible for sharing this information with other individuals in your department that will be affected.
- You are responsible for reporting/requesting any changes to Payroll and Travel Services regarding online reporting access.
- Keep an updated list of employees who have access to credit card information. This includes databases, filing cabinets, offices, etc.
- If a Merchant no longer wishes to accept credit cards, the Merchant Account Manager must contact Payroll and Travel Services to eliminate the merchant account.
- You are responsible for reporting any changes to your credit card process to Payroll and Travel Services. (ex. adding a card type, changing phone number or Doing Business As name, etc)
- You are required to read, understand and follow the Merchant Operating Guide as well as the CMU Merchant Sites Security Guidelines.
- It is your responsibility to make sure that all employees involved in the processing of credit card transactions has read, understands and follows the Merchant Operating Guide as well as the CMU Merchant Sites Security Guidelines.
- It is your responsibility to recognize the importance of credit card security and make sure that the department is processing transactions in a secure manner.
- You are responsible for educating other individuals in your department about the importance of credit card security.
- In the event of a credit card breach/compromise, you will be responsible for reporting the issue to Payroll and Travel Services. You will be responsible for assisting with the investigation and resolving the incident. It is understood that it is the department's responsibility to cover any fines/fees charged by the credit card companies for fraud related to negligence.