

*Useful Information for PCI Compliance and Cashnet*  
**FAQs**

**1. I did not attend the PCI compliance trainings; what is PCI compliance?**

PCI Compliance is a mandated set of standards that all organizations who process credit or debit card information or who store, process, or transmit credit card data must abide by.

There are a total of 6 main objectives that the PCI Compliance follows:

- 1) Build and maintain a secure network
- 2) Protect cardholder data
- 3) Maintain a vulnerability management program
- 4) Implement strong access control measures
- 5) Regularly monitor and test networks
- 6) Maintain an Information Security Policy

**2. Why is the University trying to become PCI compliant now?**

The State Treasury has issued a mandate to all state agencies that they become PCI compliant by June 30<sup>th</sup> 2008.

**3. My department doesn't take credit cards, how does PCI compliance pertain to us?**

In order to become PCI compliant, PSU went out looking for a third-party vendor who could help us meet the state's mandate. PSU does not have the staffing or the security levels that would enable us to be PCI compliant on our own. Cashnet, our new third-party vendor, offers PSU the ability to have a cashiering, e-payment, and e-market module as a packaged deal. In order for PSU to become more efficient and secure overall, we have decided to go with all three modules, therefore, changing the way all deposits, regardless of payment type, is done.

**4. What is Cashnet?**

Cashnet is a third-party vendor who PSU has contracted with who will help us become PCI compliant. They offer three packages to the University: Cashiering module helps approach efficiency through creating a cashier in each department. E-market module makes it easy for departments to have their own website and accept online payments. Lastly, E-payment module helps students make payments online in a secured website.

**5. Now that we have attended Cashnet training what is the next step?**

Please have someone from your department email us at [emarket@pdx.edu](mailto:emarket@pdx.edu). In the email please list which department you are from, if you take credit cards, if you post directly to student accounts, and if you are interested in having a web presence. Lastly, please list all contact information so that the Business Affairs Office may contact you to set up an appointment to discuss the business processes for your department. These forms may be found on the BAO website under Cashier Forms.

**6. What if I emailed [emarket@pdx.edu](mailto:emarket@pdx.edu) and have not heard back from the BAO yet? How do I do deposits?**

BAO will have different stages of implementation. With a university of our size it is not feasible to have all departments go-live on a new system at the same time. To ensure that all departments are trained properly and are ready to go-live on Cashnet we will contact departments in stages. If your department has not been contacted yet, please continue to make your deposits as normal through the Miscellaneous Deposit Form. Once we contact and train your department you will switch to entering deposits through Cashnet.

**7. Once I have sent an email to [emarket@pdx.edu](mailto:emarket@pdx.edu) and have been contacted by BAO then what happens?**

Once this happens you will be emailed two forms. The first form “Cashnet Item Code Request Form” will ask that you list all detail or index/account codes that your department uses to make deposits. This information will be entered into Cashnet so that the codes may easily be recalled by your department to make deposits. The second form, “PSU Cashnet Access Application for Employees” will ask that you list all people in your department who will use Cashnet and will ask that you place them into a security access category. This information will be entered into Cashnet so that each person who uses the system will have their own login and own set of security rights. Please fill out both forms as soon as possible and return to [emarket@pdx.edu](mailto:emarket@pdx.edu) so that we may enter in the information quickly.

**8. How do I get set up with a user id, password, and or station?**

You will need to fill out the “PSU Cashnet Access Application for Employees” form found on the BAO website under Cashier Forms. After you have filled it out please scan it over to [emarket@pdx.edu](mailto:emarket@pdx.edu). In the description of the email please type **“Access for Employees-date-and department.”** Once we have received the form and have created your id, password, and/or station we will send you an email with your username, station number, and temporary password. Once you login to Cashnet you will be prompted to change your password immediately.

**9. How do I access Cashnet from my computer?**

To get into Cashnet log in to the internet and type <https://commerce.cashnet.com/pdxcashier>. To be able to access this site quickly please bookmark this link in your favorites.

**10. I have returned the necessary forms and now my department is supposed to be going live on Cashnet but I don't feel ready yet... now what?**

It is perfectly normal to feel unprepared for a new system and a new way of doing things. Once the Business Affairs Office has set your department up on Cashnet we will do a hands-on training with people who will be using Cashnet in your department. This training will give you the opportunity to ask any questions you may have and get more familiar with the system. We will ensure you feel comfortable with the system before making you go-live on Cashnet.

**11. My department takes credit cards and/or posts directly onto student accounts what does this mean for us?**

Cashnet has two categories of departmental deposits. Any department who takes only cash and check and only posts to the TFAMISC screen for deposits is termed a "departmental depositor." This group of departments will need to bring over their deposits to the departmental window anytime there is an amount of \$1000 or more. Their deposits do not get fed into Banner until they bring their deposit over. The other category of departmental deposits is for those who take credit cards and/or post directly to a C90, and 890, or a student account. This group of departments is termed "departmental cashiers." These departments will need to do their deposits daily and bring them over to the departmental window. Cashiers cannot balance and feed into Banner until we have all of these deposits in. **Regardless of the amount in the deposit, it needs to be brought up the departmental window on a daily basis.**

**12. My department is a "departmental cashier" but cannot bring over our deposits every day because we have business hours outside of the Cashiers office, what do we do?**

Cashnet/Banner will close its **end-of-day at 11:00pm**. If your department has hours of operation outside of Cashiers please make sure that your deposit is closed and balanced by 11:00 pm that day. **You then will need to ensure that you walk over your deposit to the departmental window by 10:00 am the following business day** so that we may balance and feed the sessions into Banner. Cashnet allows Cashiers the ability to see which deposits are outstanding and phone calls will be made to those departments who have outstanding deposits. It is crucial to get deposits in by 10:00 am so that we do not delay the feeding process.

**13. What if I need to make a deposit into an expenditure account? Do I still enter my deposits into Cashnet?**

If your department needs to make a deposit into an account starting with anything other than a 0 or an A you will need to prepare the deposit onto a miscellaneous deposit form and bring it up to the departmental window to get approved. It will not go into your batched deposit through Cashnet for the day. Once it is approved, a Cashier will enter the deposit into the specified accounts and return a receipt to your department.

**14. What if my department has gone live onto Cashnet but we do not see our Cashnet item code on Cashnet, how do we make our deposit?**

If you do not see your Cashnet item code into Cashnet you will need to request that it be put on. You may do this by filling out the “Cashnet Item Code Request Form” which will be on our BAO website under Cashier Forms. Please fill out the form, scan it in and email it to [emarket@pdx.edu](mailto:emarket@pdx.edu). In the description of the email please put “**Cashnet Item Code Request-date-your department name.**” We will try to enter all item codes into Cashnet in a timely manner. To help things run smoothly please verify that your form is filled out accurately. If your deposit does not get entered in the same day due to pending approval request form, please secure all deposits in a locked drawer or vault.

**15. When I log into Cashnet will I see all department’s item codes?**

No. When you log in to Cashnet you will only see item codes available for your department. If you notice that a particular item code is not available please follow the instructions listed in question 14 to request that an item code be put onto your Cashnet site.

**16. How will refunds be processed in Cashnet?**

If you have a refund that needs to be refunded back to the credit card your department will be refunding the credit card. To refund you would find the transaction, click on the transaction and then click the refund button in the toolbar. You can either refund part or all of the transaction. If you need to refund by check please submit the refund request to Vicki Thompson, Vault Teller, in the Cashiers office.

**17. How will we be able to find transactions?**

Transactions can be found easily in Cashnet. To find transactions simply click on the “Find Transactions” button in the toolbar. You can search transactions by a number of ways including user, transaction number, batch, reference, payment reference, station number, amount, date, department, and a number of other ways.

**18. How can my department run reports?**

Cashnet has a great reporting feature that departments can utilize. Reports can be accessed by clicking the “reports” button on the Cashnet toolbar. There are standard reports that can be accessed by simply clicking on it. Customized reports can be done by clicking on what you want to report on from a list of different items such as payment type, date, user etc. Only some users have access to do so due to security access levels. If you have questions or need to create a report please contact [emarket@pdx.edu](mailto:emarket@pdx.edu).

**19. Do other departments have access to report on my transactions?**

The only department that may have access to report on your transactions is the Cashiers Office. Due to the many questions that come to the Cashiers office about transactions, they must be able to locate those transactions and answer any questions that come up. For separation of duties and tight control, only certain employees in the Cashiers office with security access are able to report on these transactions.

**20. How can I be sure that the correct detail code, FOAPAL, or index code is entered on my transactions?**

When you send your requests for item codes we will enter the detail code, FOAPAL, or index code into Banner to make sure they are accurate. Once we do this we will enter the detail code, FOAPAL, or index code into Cashnet and create easy keys. The department will then simply click the easy key and the Cashnet item code will come up with all the accounting happening behind the scenes. By doing this, departments will not have as many errors because rather than have to input the detail code, FOAPAL, or index code each time they are only hitting a predefined button.

**21. If I have created an 890 account for a vendor that I have invoiced, how can they make a payment online?**

If you have given them an 890 account number please have them call Noor Sukhun, Project Coordinator, at 503-725-9068 so that she can give them a password. Once they have been given a password they will simply log on to <https://commerce.cashnet.com/psupay> . They will then be asked to enter their 890 account number and the password assigned to them. Once they log on through this method they may pay online.

**22. Who will be part of the initial Cashnet “go-live” group?**

1. SHAC
2. Vanguard
3. Helen Gordon Center
4. Campus Rec
5. Admissions
6. University Place Hotel
7. ID Services

- 8. EMS and Market**
- 9. Library**
- 10. SALP**
- 11. Summer Conferences**

**23. If I still have questions about PCI compliance or Cashnet who can I contact?**

- Scott Petersen, Bursar: [spete@pdx.edu](mailto:spete@pdx.edu)
- Stephanie McHenry, Cashier Supervisor: [smchenry@pdx.edu](mailto:smchenry@pdx.edu)
- Noor Sukhun, Cashier Administrator: [nsukhun@pdx.edu](mailto:nsukhun@pdx.edu)
- Debbie Brackeen, AR Technical Coordinator: [bracked@pdx.edu](mailto:bracked@pdx.edu)