

Business Administrator Forum

March 29, 2018
10:45 a.m. – 11:45 a.m.



WAKE FOREST
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Auditorium, Z. Smith Reynolds Library

Welcome

Merchant Services Update

Presenter: Nathan Anderson, Director, Finance Systems

Wells Fargo Implementation

*Presenters: Allison Belton, Director, Accounts Payable and
Erika Brown, Pcard Administrator*

Workday Implementation Update

*Presenters: Workday Implementation Leads –
Melissa Clodfelter, Change Management Lead;
Eric Proctor, Communication Lead;
Tracy Mills-Howell, Training Lead; and
Bridgett Clancy, Learning & Development Specialist,
Finance Systems*

Merchant Services Update

Nathan Anderson, Director, Finance Systems



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“That’s where the money is”

-Attributed to Willie Sutton,
famed twentieth century criminal on why he robbed banks

**That same motivation in our digital age makes
merchants the new target for financial fraud**

- Occasionally lax security by some merchants enables criminals to easily steal and use personal consumer financial information from payment card transactions and processing systems
- Merchant-based vulnerabilities may appear almost anywhere in the card-processing ecosystem including:
 - Point-of-sale devices
 - Mobile devices, personal computers or servers
 - Wireless hotspots
 - Web shopping applications
 - Paper-based storage systems
 - The transmission of cardholder data to service providers
 - In remote access connections

Non-Card Breaches

EQUIFAX® 145MM

YAHOO! 3B



Hacking Tools

UBER 57MM

Card Breaches

SONIC 5MM

**WHOLE
FOODS
MARKET** 56 Stores

ORBITZ® 1MM

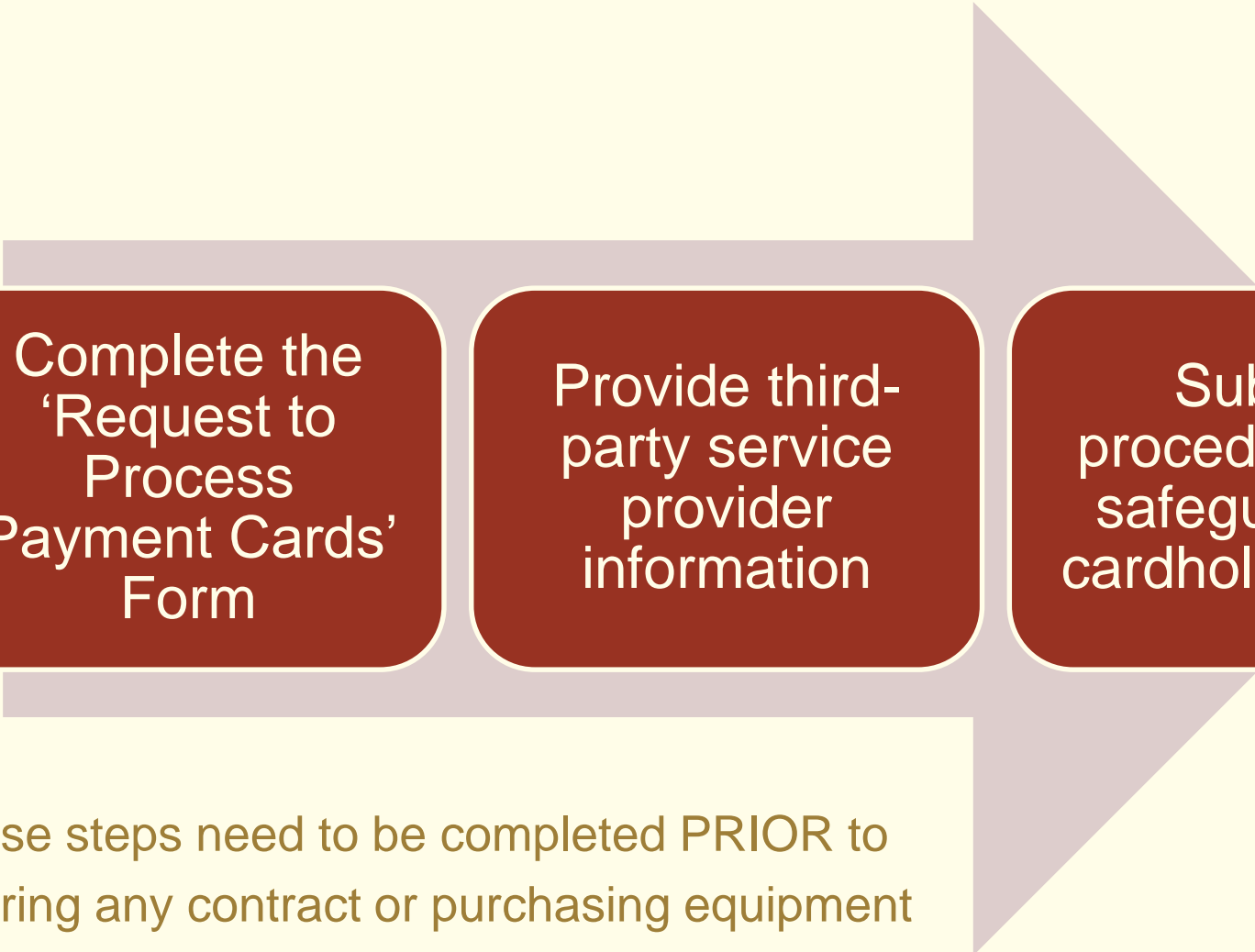
IHG 1,200
InterContinental Hotels Group Properties

- PCI Security Standards council was formed by all five major card associations - American Express, Discover, JCB, MasterCard, Visa
- Payment Card Industry Data Security Standard (or PCI-DSS) was introduced in 2004
 - PCI-DSS is a set of well over 250 best practices, rules and requirements designed to protect credit/debit card information
 - By accepting payment cards, WFU is contractually obligated to follow these rules

- Includes the following card attributes:
 - Primary Account Number (PAN) – The payment card number (credit or debit) that identifies the issuer and the particular cardholder account
 - Cardholder Name
 - Expiration Date
 - Service Code – a 3 or 4 digit code on the magnetic stripe
- If any combination of the above are stored, processed, transmitted with the PAN, they must be protected
- The CVV, magnetic swipe data or PIN can never be stored

- Contractual requirement
- Reputational risks
- Financial liability
 - Fines imposed by the card associations (e.g. Visa, MasterCard, American Express, etc.)
 - Monetary costs associated with remediation (e.g. cardholder notification, card replacement), assessment, forensic analysis, repayment of fraudulent charges or legal fees
 - Suspension of the merchant account

- The Payment Card Acceptance policy requires the University to provide a secure environment to protect cardholders and the University against loss and fraud
- The Payment Card Acceptance procedure defines
 - Approvals needed to begin the process of accepting payment cards
 - Steps to become a merchant or accept payments through a third-party
 - Guidelines for POS and e-commerce transactions
 - Costs and fees that the merchant pays
 - Instructions pertaining to accounting and refunds
 - Annual training expectations
- Everyone at WFU is required to follow the policy and related procedures



Complete the
'Request to
Process
Payment Cards'
Form

Provide third-
party service
provider
information

Submit
procedures on
safeguarding
cardholder data

These steps need to be completed PRIOR to entering any contract or purchasing equipment



Payment Card Compliance Committee
Third Party Providers | Procurement Questions

1. Does your system(s) or product(s) store, process, or transmit cardholder (payment/credit/debit card) data? If yes, please describe the architecture employed by the system to verify and authorize credit card transactions.
2. Provide your current (i.e. executed within the past year) Attestation of Compliance (AoC) or Report on Compliance (RoC) that is specific for service providers.
3. Are you classified as a service provider? If so, what level - 1 or 2? If level 1, all documentation provided must be certified via a QSA.
4. Are you classified as a merchant? If so, what level - 1, 2, 3 or 4? If level 1, all documentation provided must be certified via a QSA.
5. What payment processor(s) or gateway(s) does the system support? Nelnet, Authorize.net or PayPal are preferred gateways (in that order).
6. Does the system(s) or product(s) use a third party to collect, store, process, or transmit cardholder (payment/credit/debit card) data? If so, who, and provide a current copy of their AoC or RoC.
7. How will funds be transferred to Wake Forest and on what frequency? Will fees be billed separately or will the fund transferred be a net payment?
8. During the procurement process, are you willing to provide Wake Forest:
 - a. An annual AoC or RoC on an ongoing basis?
 - b. Add contract or terms of service language that states you are a service provider and will maintain PCI compliance?
 - c. Provide the joint PCI Responsibility Matrix?



Third-Party Service Providers: Preferred Standard Contract Language



Payment Card Compliance Committee

Third Party Providers | Preferred Standard Contract Language

For Providing Non-Secure Network Access to Third-Party Providers

Data Connectivity and Security: Wake Forest will provide an appropriate number of wired data connections for Contractor's business support needs. Contractor will be responsible for installing and maintaining security and antivirus software for Contractor's business computers. Wake Forest provides no support for Contractor's business computing hardware and software. Data connections will provide unsecured internet access only, and shall not include managed network services including, but not limited to, file and print servers, application servers and domain authentication. Wake Forest is acting as an internet service provider only; no security of the connections provided by Wake Forest is expressed or guaranteed. Contractor's computers or other devices requiring static IP addressing shall be configured according to Wake Forest standards, and IP addresses shall be assigned by Wake Forest Information Systems Department. Any of Contractor's devices requiring remote access connectivity shall be subject to the Wake Forest's Vendor Access policies and review by the Wake Forest's Information Security staff. All internet connections will also be subject to monitoring by the Wake Forest's Information Systems department; all use of connectivity must be in accordance with the Wake Forest's Acceptable Use Policy.

PCI Compliance: Contractor shall be responsible for procuring and installing Point of Sale (POS) payment systems which are compliant with the latest PCI Data Security Standards (PCI DSS). Contractor shall be responsible for maintaining data and payment card security on all POS systems. Contractor shall be responsible for all PCI DSS Compliance assessments for Contractor's POS systems and business practices. Contractor shall provide proof of annual attestations of PCI DSS compliance.

For Third Party Service Providers Impacting the Cardholder Data Environment

Contractor agrees that it is solely responsible for the security of all Wake Forest student, staff, employee or customer (Wake Forest Community) cardholder data in its possession. Contractor represents and warrants that for the Term of the Agreement and/or while Contractor has access to Wake Forest Community's cardholder data, the software and services used for processing transactions shall be compliant with standards established by the Payment Card Industry Security Standards Council (<https://www.pcisecuritystandards.org/>). Contractor shall, upon written request, furnish proof of compliance with the Payment Card Industry Data Security Standard (PCI DSS) within 10 business days of the request.

Contractor agrees to provide to Wake Forest a current and complete copy of its Attestation of Compliance (AOC) that is signed by a Contractor executive. Further, Contractor agrees to provide to Wake Forest proof of a recent (no more than 3 months old) passing quarterly external vulnerability scan as submitted by an Approved Scanning Vendor (ASV). Wake Forest reserves the right to run its own vulnerability scans and penetration tests and the Contractor will implement all required remediation tasks. Wake Forest reserves the right to require that the submitted AOC be signed by a qualified security assessor or firm, as listed on the Payment Card Industry Security Standards Council's website.

Contractor will inform Wake Forest within 24 hours if it has knowledge of, or can reasonably expect that, a security breach has occurred. Contractor is solely responsible for any third party contractors or supporting contractors providing services to Wake Forest.

Contractor acknowledges that should it fail to maintain compliance with the PCI DSS or fails to maintain confidentiality or integrity of any cardholder data will be considered breach of the Agreement and Wake Forest may terminate this Agreement as prescribed herein.

Important!

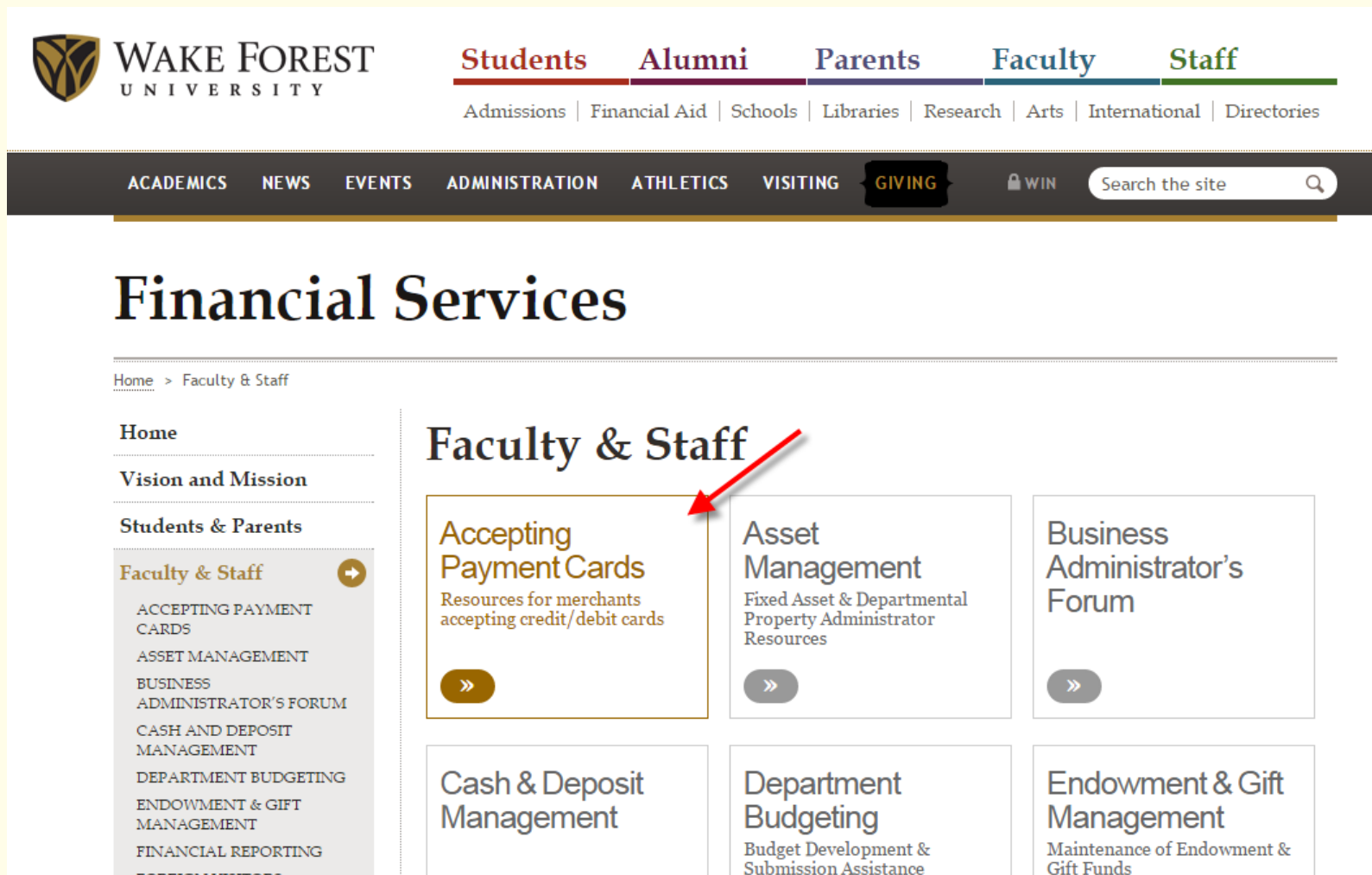
Vendors that cannot provide appropriate documentation and evidence of PCI-compliance or cannot agree to appropriate contract language will NOT be approved



- Accepting payments requires ongoing activities
 - Keep compliance documentation up-to-date and participate in annual PCI compliance exercises
 - Merchant self-assessment questionnaires
 - Third-party service providers review via attestation of compliance
 - Attend annual training
 - Perform routine terminal tampering inspections
 - Provide / seek technical support for any system integrations or terminal troubleshooting
 - Make the Payment Card Compliance Committee aware of any desired changes in procedures, equipment or contracts BEFORE the changes occur

- Did you know that Financial Services rents payment terminals?
 - Cellular / wireless payment card machines
 - Can be used by any WFU department or student organization that is holding an authorized University event
- In order to reserve a terminal, just follow the instructions on the Financial Services web site





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Students | **Alumni** | **Parents** | **Faculty** | **Staff**

Admissions | Financial Aid | Schools | Libraries | Research | Arts | International | Directories

ACADEMICS | NEWS | EVENTS | ADMINISTRATION | ATHLETICS | VISITING | **GIVING** | WIN | Search the site

Financial Services

Home > Faculty & Staff

Home

Vision and Mission

Students & Parents

Faculty & Staff

- ACCEPTING PAYMENT CARDS
- ASSET MANAGEMENT
- BUSINESS ADMINISTRATOR'S FORUM
- CASH AND DEPOSIT MANAGEMENT
- DEPARTMENT BUDGETING
- ENDOWMENT & GIFT MANAGEMENT
- FINANCIAL REPORTING
- FOREIGN VISITORS

Faculty & Staff

Accepting Payment Cards

Resources for merchants accepting credit/debit cards

»

Asset Management

Fixed Asset & Departmental Property Administrator Resources

»

Business Administrator's Forum

»

Cash & Deposit Management

Department Budgeting

Budget Development & Submission Assistance

Endowment & Gift Management

Maintenance of Endowment & Gift Funds

<http://finance.wfu.edu/>

- It is a partnership between the campus community, Financial Services and Information Security
 - Be a champion in your units for ensuring the University administrative policy and procedures are communicated and followed
 - Understand and share with peers the responsibility and accountability needed to be a merchant
 - Participate in the process for all new merchant and third-party service provider requests
 - Support ongoing activities, beyond the day-to-day card acceptance and processing, including compliance and training activities



For questions after the meeting, please email us at:

payment-cards@gg.wfu.edu

Wells Fargo Implementation

PCard and Third-Party Payments Transition

Allison Belton, Director, Accounts Payable

Erika Brown, Pcard Administrator

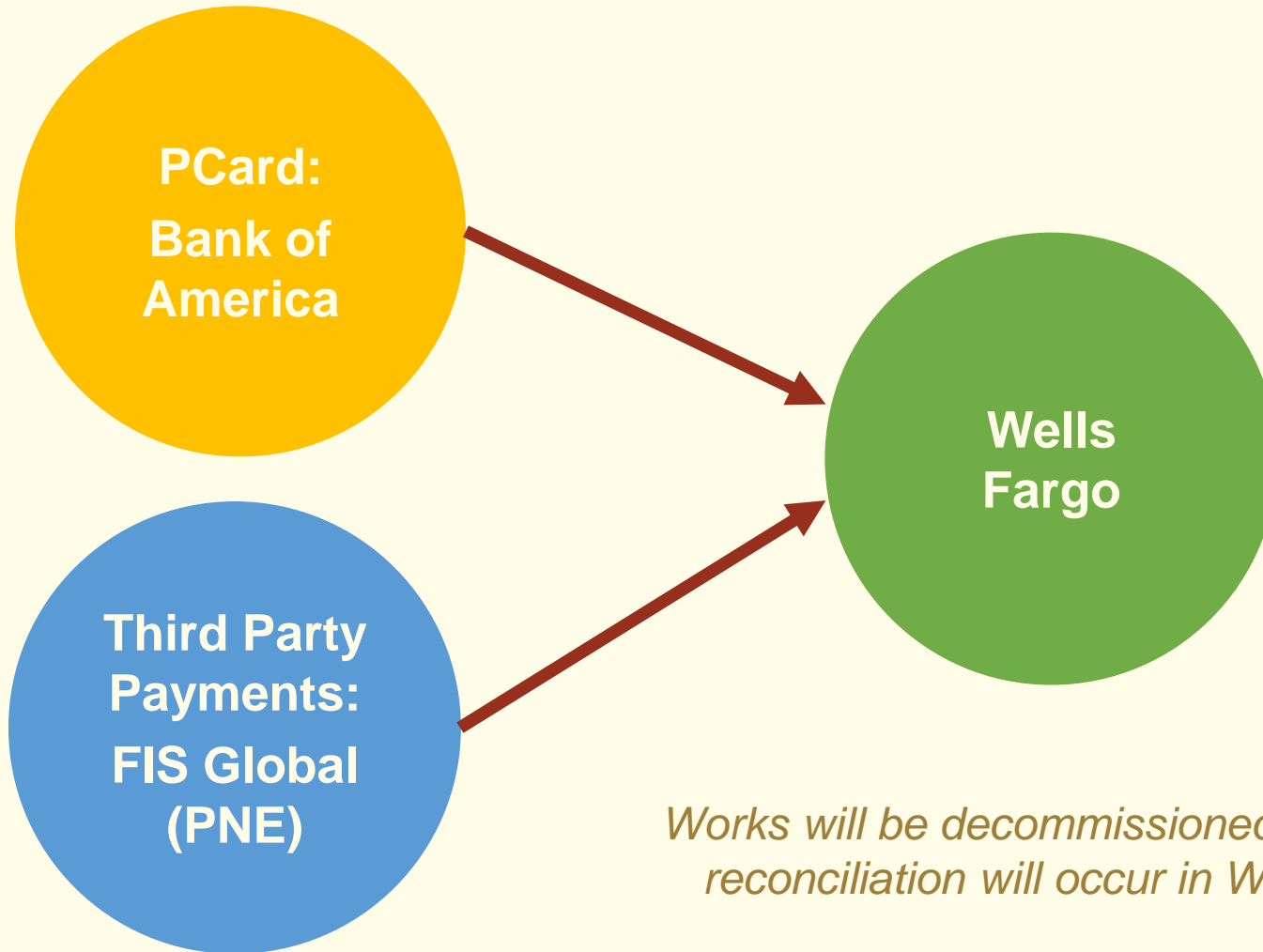


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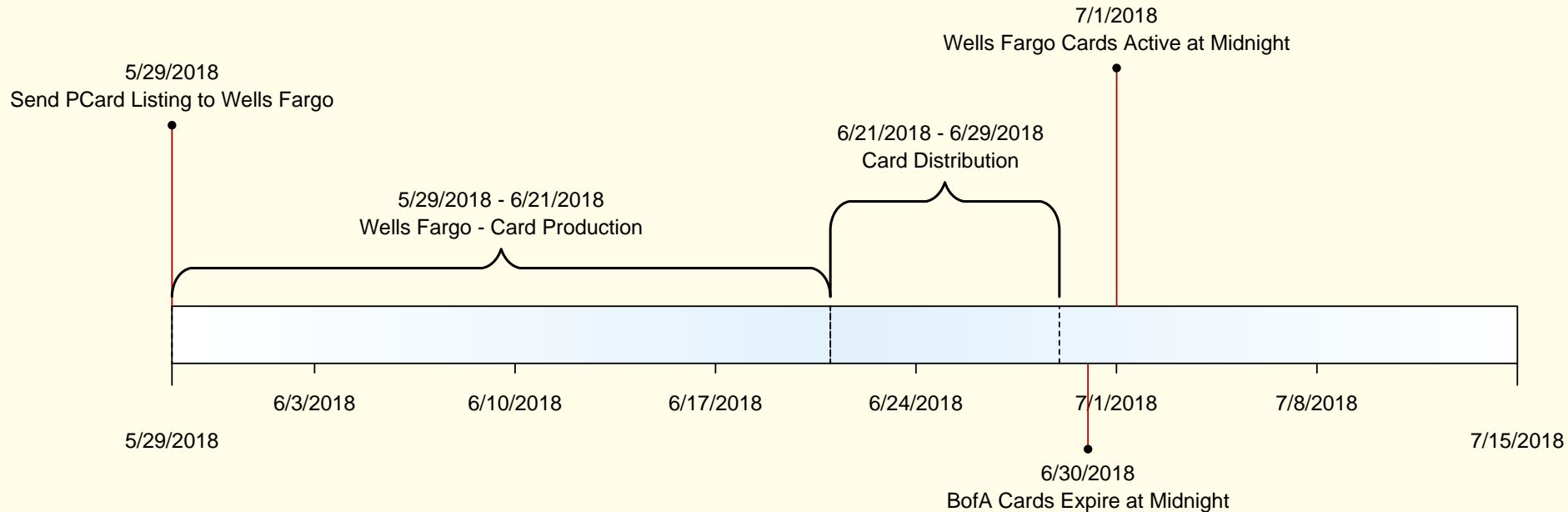
Today

July 1st



Works will be decommissioned; PCard reconciliation will occur in Workday

- Campus suppliers will continue to be paid via PayNetExchange (checks, ACH, vCard) through the end of FY18 processing
- Starting July 1st, FY19 transactions will be paid via the Wells Fargo platform
- Supplier recruitment to the Wells Fargo platform begins in early June



- Addition of new Bank of America cardholders
- Cardholders traveling (domestic / international) from May 1st to August 1st



Workday Implementation Update

Workday Implementation Leads



WAKE FOREST
UNIVERSITY



Eric Proctor

Director, Human Resources Project Office
Workday Communication Lead

Prezi

Melissa Clodfelter

Director, Professional Development Center
Workday Change Management Lead

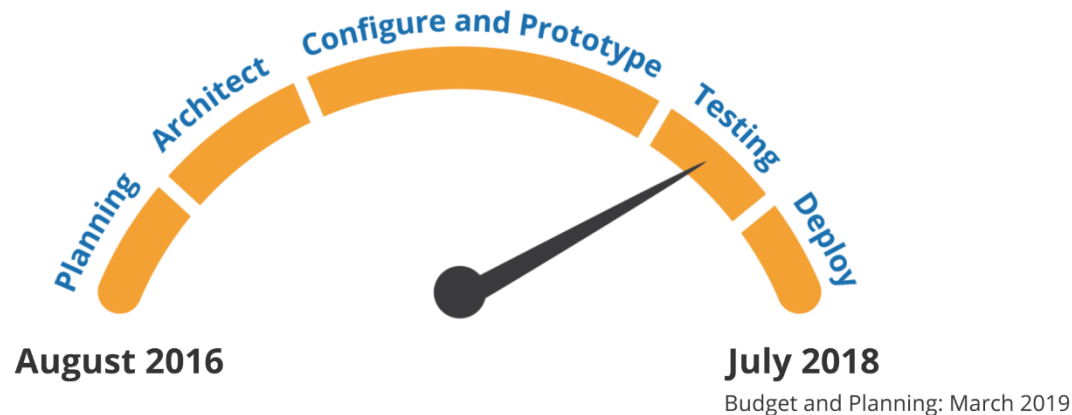




What is Workday?

*Workday is the new **financial, Human Resources, budget and planning** system Wake Forest University is implementing. It will offer a convenient way to submit and approve information, with visibility into process steps.*

Overview



3 Prototypes
6,400 Test Steps During End-to-End Testing
10 Campus Engagement Sessions
12 Pop-Up Labs

Topics



Payroll

Human Capital Management (HCM)

Procurement

Expenses

Training

Systems/Forms Replaced • Actions

Payroll

**Replacing:**

- NOVAtime

Actions:

- Enter hours worked (non-exempt staff)
- Request time off and view balances
- Approve time off
- Update payroll information
- View and print tax forms

Human Capital Management (HCM)



Replacing:

- Banner (Human Resources Module)
- WF@Work
- SilkRoad OpenHire and RedCarpet
- Forms including Job Posting Request, Onboarding Request, Transfer/Promotion, and Additional Compensation, Benefits Enrollment, and Medical Leave

Actions:

- Recruit and welcome new team members
- Measure performance
- Update personal information
- Enroll for benefits

Procurement

**Replacing:**

- Deacon Depot

Actions:

- Purchasing goods and services from a catalog of existing suppliers
- Adding new suppliers

Expenses



Replacing:

- WORKS

Actions:

- Completing an expense report
- Approving an expense report

Workday Training

Tracy Mills-Howell / Bridgett Clancy

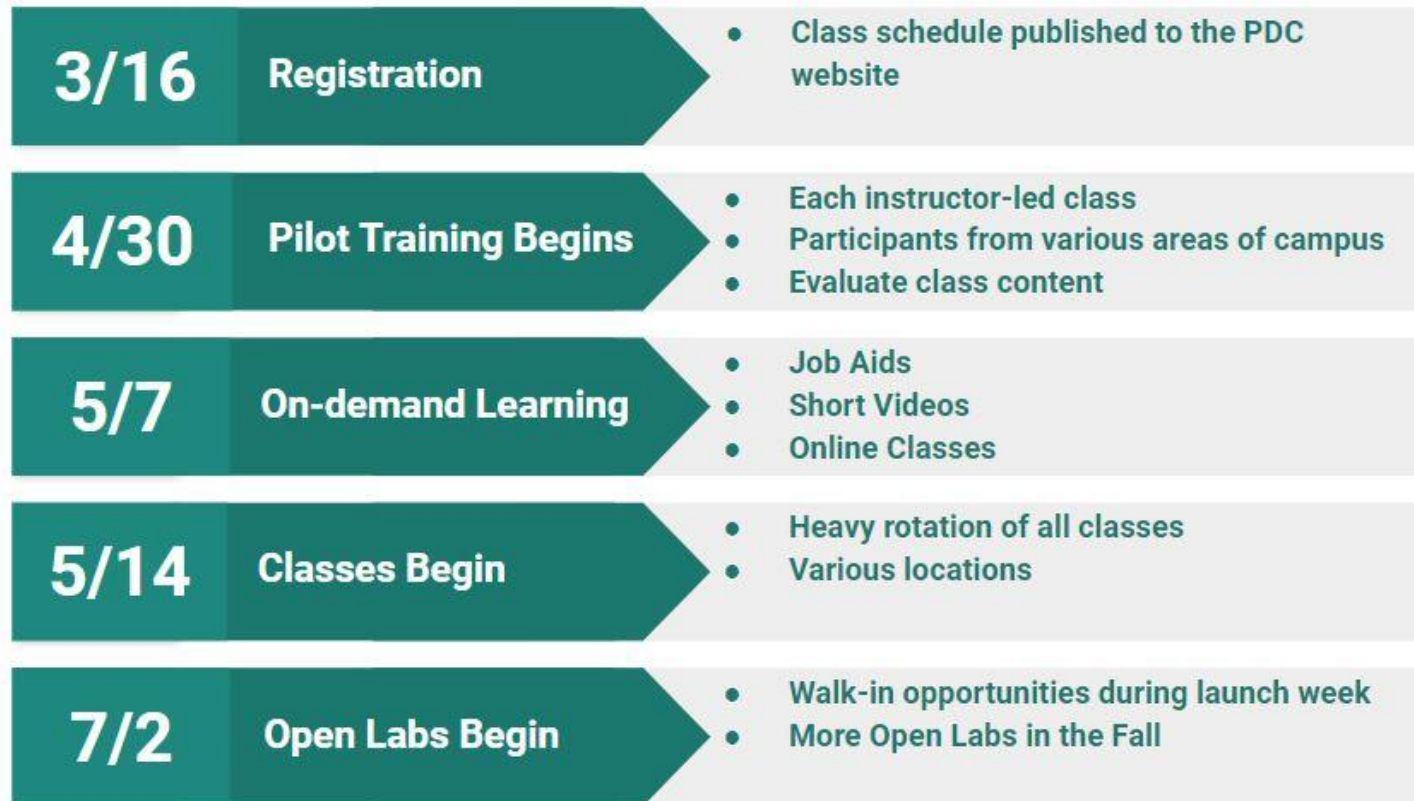
March 29, 2018

Categories:

- Essentials
- Human Resources
- Finance

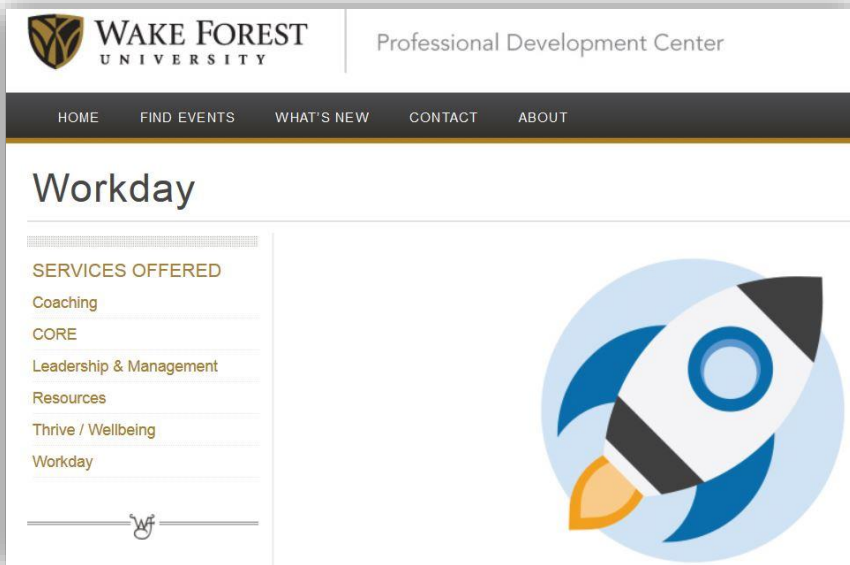
Formats:

- In-person classes
- Self-paced online modules
- Videos
- Job aids



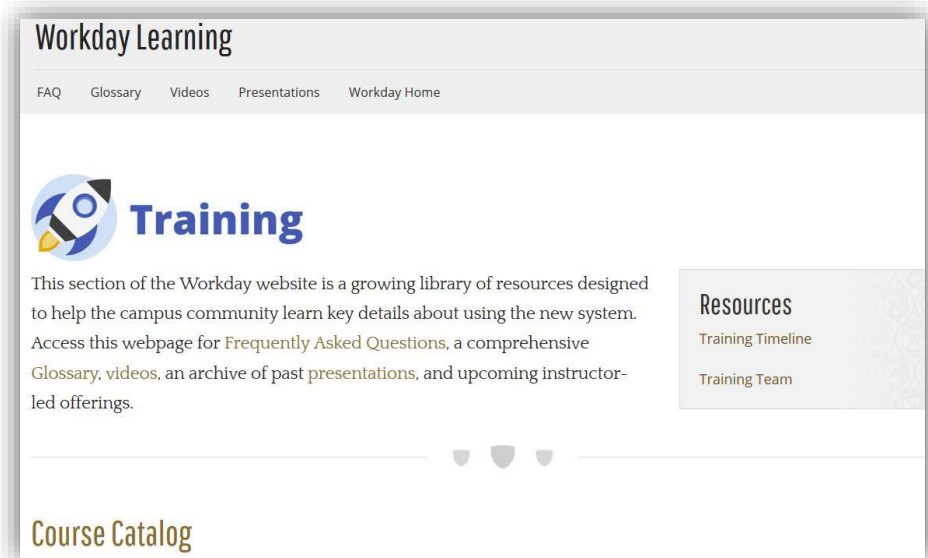
How do I register?

pdc.wfu.edu/workday



Which classes should I take?

learning.workday.wfu.edu



Online Only FIN 101: Workday Finance Essentials	<ul style="list-style-type: none">• Banner-to-Workday functionality• Approval process• Routine financial transactions (creating requisitions and more)• Viewing submitted requisitions• Reporting basics
FIN 102: Procurement in Workday	<ul style="list-style-type: none">• Creating a requisition• Creating a supplier request• Procurement reports
FIN 103: Invoicing and Receiving in Workday	<ul style="list-style-type: none">• Creating a supplier invoice• Creating a receipt• End-user reports
FIN 104: Reimbursements in Workday	<ul style="list-style-type: none">• Creating an expense report• Requesting a spend authorization (advance)• Reconciling PCard purchases in Workday• End-user reports

FIN 105: Workday Accounting	<ul style="list-style-type: none">• Creating an accounting journal• Creating an accounting adjustment• Creating a budget amendment• Accounting reports
FIN 106: Asset Management in Workday	<ul style="list-style-type: none">• Initiating an asset lifecycle event• Reviewing associated reports
FIN 107: Capital Projects in Workday	<ul style="list-style-type: none">• Creating and editing a project• Closing a project• Capital project reports
FIN 108: Workday Reporting	<ul style="list-style-type: none">• Filtering reports• Downloading reports• Cognos-to-Workday report equivalents
BUD 101: Budget and Planning in Workday	<ul style="list-style-type: none">• Developing budgets• Budget types• Budget reporting

May 2018 ???

Forfeiting meeting time to allow you opportunities for Workday Training

Your input is essential as we continue to collaborate and discuss items of interest so that we can improve how we do business at Wake. So, please continue to send along suggestions, questions, and topics you want to hear about, know about, or discuss with others. (My e-mail is anderssc@wfu.edu). I would love to hear from you!