



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 Treasury and Investment 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 Treasury and Investment Services to eliminate the merchant account.
- You are responsible for reporting any changes to your credit card process to Treasury and Investment Services. (ex. adding a card type, changing phone number or Doing Business As name, etc)
- You are required to read, understand and follow 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 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 the CMU Security Incident Response Team (CMU-SIRT) at security@cmich.edu or by phone to the Chief Information Officer (CIO) in the Office of Information Technology at 989-774-1474. The CMU-SIRT and CIO will follow the procedures described in the Digital Incident Notifications Protocol, [System Compromise, Loss, or Theft – Resolutions Process](#), to investigate and escalate the matter appropriately. The CMU-SIRT will in turn contact Treasury and Investment Services and if necessary, CMU will use this same protocol to notify any affected individuals or other entities. You will be responsible for assisting the CMU-SIRT and the CIO 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.