



THE UNIVERSITY  
of NORTH CAROLINA  
at CHAPEL HILL

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## MEMORANDUM

To: Deans, Directors, and Department Chairs  
University Business Managers

From: Dennis Press  
University Controller

Date: May 15, 2007

Re: Service Level Agreements for Credit Card Merchant Services

The University policy for **Credit Card Merchant Services** was developed and previously released to provide guidance to University departments on the acceptance of credit cards to receive payment for amounts due to the University. The policy may be found in the Accounting Services (ACT) section of the Business Manual as Policy Statement 33 and at the following address: (<http://www.unc.edu/finance/busman/act/actpol33.html>).

The policy statement indicates that *“University departments shall complete the applicable **Service Level Agreement** for credit card merchant services”. “The **Service Level Agreement** provides the University terms and conditions for acceptance of credit cards. There are separate service level agreements for internet applications using the CPS, non-CPS internet applications, point of sale terminals, and Yahoo store fronts”.*

Within the next few weeks, each University department that functions as a Merchant will be provided the applicable **Service Level Agreement** (SLA) to be completed by the Dean, Director, or Department Chair. Normally, the **Service Level Agreements** are effective for a one-year period. To coincide with the PCI (Payment Card Industry) Questionnaire expiration dates, some **Service Level Agreements** may be slightly more or less than one year.

Please review the **Service Level Agreement** and provide the Credit Card Merchant contact information for your area on the **Contacts** page of the SLA. Also, the Dean, Director or Department Chair should complete the information section and sign on the **Signature** page of the SLA. The completed **Service Level Agreement** should be returned to Roxanne Krotoszynski, Cash Manager, in Accounting Services at CB# 1210. If there are questions, please contact Roxanne Krotoszynski at 962-4245 or [krotoszy@email.unc.edu](mailto:krotoszy@email.unc.edu).

Thank you for your cooperation and assistance in this important matter.