eCommerce Payment Acceptance at Yale (ePAY) Project Summary

Yale ePAY

EXECUTIVE SUMMARY

The eCommerce Payment Acceptance at Yale (ePAY) project will drive the implementation and management of an e-commerce platform for the University that will result in the standardization of credit card payment acceptance, processing and reporting while meeting PCI compliance standards.

PROJECT TEAM

SHANNON N. SMITH
STEVE GAUDREAU
FRANK MATHEW
Executive Sponsors

PAUL RIVERS
ITS Security/Compliance Sponsor

DEBORAH ARMITAGE
Business Sponsor

CHELSEY TOONG
eCommerce Manager

AGNES SINISCALCHI
Business Process Owner/SME

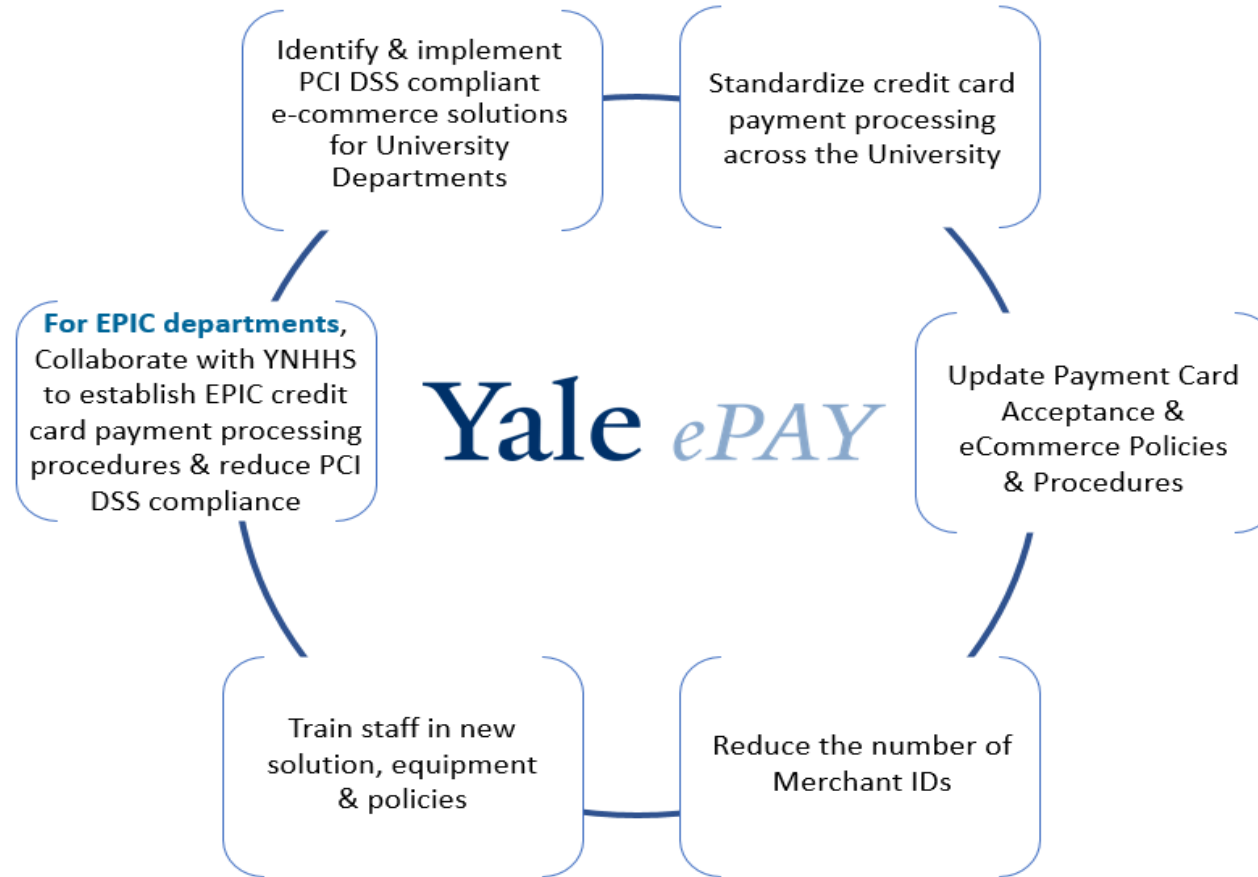**THOMAS CASTIELLO**
Technical SME/ Compliance

KEVIN QUIGLEY
Technical Lead/SME Workday Integration

LIZ BURNELL
Project Manager

ROSA GENOVESI
Change Management

Identify & implement PCI DSS compliant e-commerce solutions for University Departments

Standardize credit card payment processing across the University

For EPIC departments, Collaborate with YNHHS to establish EPIC credit card payment processing procedures & reduce PCI DSS compliance

Update Payment Card Acceptance & eCommerce Policies & Procedures

Train staff in new solution, equipment & policies

Reduce the number of Merchant IDs

PROJECT GOALS

Develop and implement a PCI compliant ecommerce platform for all departments.

Simplify our cardholder data environment to achieve a state of continuous PCI compliance, avoiding future increases in administrative requirements.

Ensure accurate reporting in Workday where transactions can be easily identified and recorded.

BENEFITS

The ongoing manageability of our compliance administration, reporting, and attestation is maintained. Increases in compliance requirements resulting from changes in PCI standards are minimized.

Improving customer experience at point of sale strengthens the YALE brand.

Reporting transaction detail by COA improves accounting.

A single go-to resource for departments improves the University's support capability for all their credit card processing needs.

The process for departments needing one-time or ongoing credit card processing is efficient and timely.

Revenue reporting and reconciliation are streamlined.

KEY DATES

JULY 2020	JULY – SEPTEMBER 2020	OCTOBER – DECEMBER 2020	JANUARY – DECEMBER 2021	JULY 2021 – DECEMBER 2022
Project Launch	Pilot (Initial uStores & Dining)	Phase 1 – uStores Rollout to departments who have volunteered & without credit card processing capability.	Phase 2 – Departments that currently have or need an eCommerce solution	Phase 3 – Departments with or needing Point-of-Sale solution

PCI

PCI compliance, mandated by credit card companies, refers to the technical and operational standard business must follow to help ensure the security of credit card transactions in the payments industry. PCI standards for compliance are developed and managed by the PCI Security Standards Council.