

MARCH 1, 2023 FISCAL ADMINISTRATORS MEETING

ARROW PAYMENTS INTRODUCTION





Financial Operations

Bill Define - Director of Financial Operations

Logan Hobbs - Taxes & Payment Card Coordinator





PCI/Payment Card Compliance program started under BC Worsley in 2016.

Ruth Parcells - Jan 2018 to November 2019 - Improved training program

Steve Marciniak – November 2019 to November 2022 – Improved technical evaluation of payment platforms.





Changes in payment landscape:

- New ways to make payments credit, debit, ACH.
- Business practices at UVA encourage external revenue.
- Payment complexity increasing -new platforms and processors, aimed at servicing different populations (P&T, Athletics, Bookstore).
- Increase in financial/payment fraud: hackers, bots, etc.

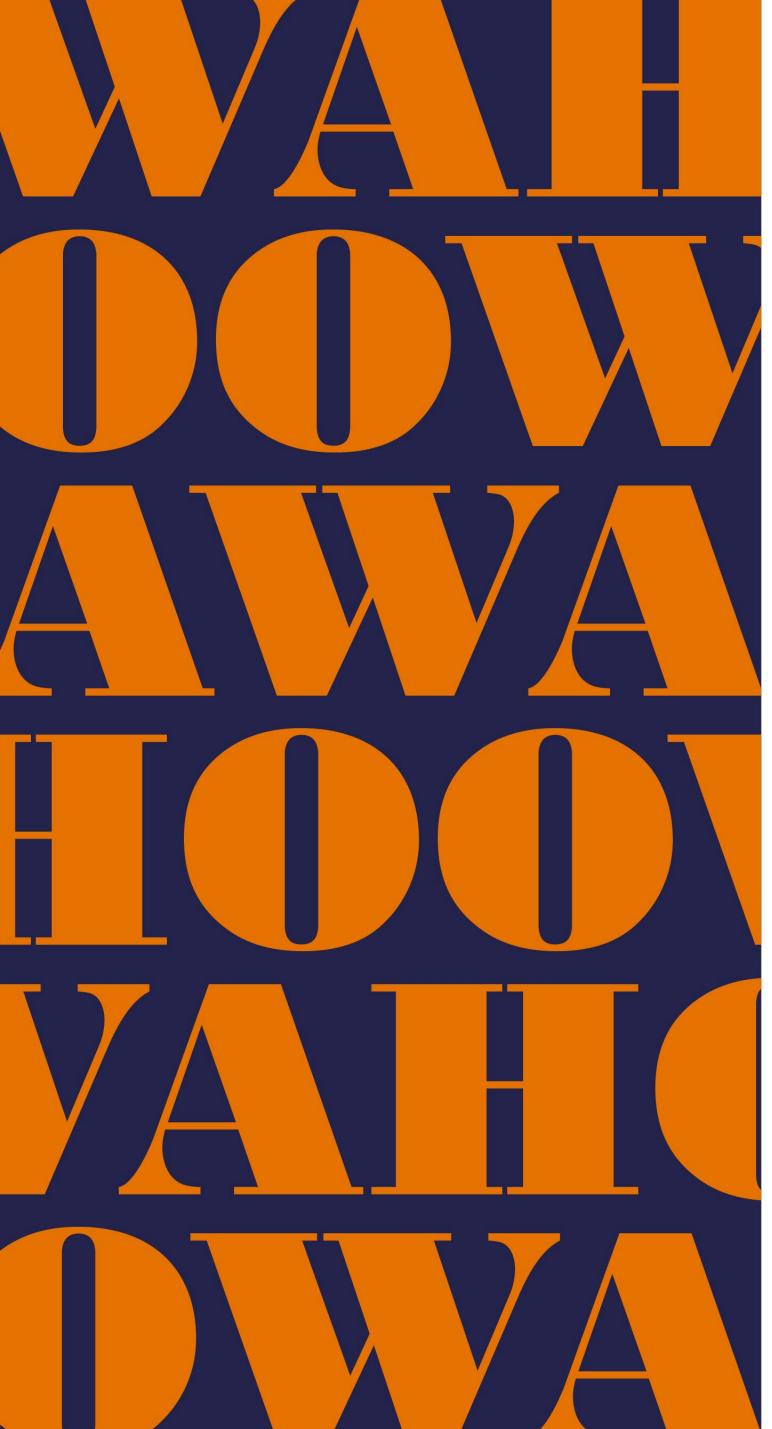




New Approach: Outsource majority of payment card functions to Arrow Payments.

- Arrow provides payment card administration services to a number of major universities – U. Maryland, Cornell, Northeastern, Purdue.
- Creates consistency in staffing/process.
- Broad knowledge base of payment solutions.
- Integrated with UVA's SalesForce instance.





Merchant related requests and inquiries should be sent to: uva_payment_card_svcs@virginia.edu.

Responses will come from Support@ArrowPayments.com

- Opening new merchant credit/debit card processing or ACH payment accounts.
- Vendor reviews and setting up or reviewing payment processing related to any software used in your department.
- Payment gateway, processor, and portal setup or user administration.
- Credit card processing equipment requests and troubleshooting.
- General merchant services troubleshooting and support.
- PCI compliance questions, training, and support.





Financial Operations (Logan Hobbs) will continue to:

- Process fee charges and handle any associated WorkDay transactions.
- Serve as liaison between Arrow Payments and merchant units.
- · Responsible for overall payment card compliance.



SUA DIVA

