Financial Operations

Bill Define – Director of Financial Operations

Logan Hobbs – Taxes & Payment Card Coordinator
Payment Card Processing at UVA

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.
Payment Card Processing at UVA

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.
Payment Card Processing at UVA

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.
Payment Card Processing at UVA

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.