Do you ever receive Credit Card Information via Email???

Email is not a secure manner to send or receive credit/debit card information, however, some of our customers still attempt to send us their information in this manner.

If you ever receive an email with credit card information in the body of the email or in an attachment, please DO NOT process the payment!

Instead, please do the following:

Step 1: Email the customer (in a separate email) and notify them that email is not secure and you need them to provide their payment information in another manner - online, phone, in person - based on your department’s business processes.

Step 2: Send an email to ecommerce@ecu.edu and include the following information about the email you received: Email Date, Subject Line, Sender’s Email address and Recipient’s Email.

PCI Training is an ANNUAL Requirement!!!

When you (or your employees) receive an email from our office, please complete the training AS SOON AS POSSIBLE to help us maintain our compliance!

Submit a ticket, here!

POS Rental Program

Did you know our office has cellular POS terminals available for rent?

Do you need to accept credit card payments at an event?

Submit a ticket here, to request a cellular terminal.

Be sure to submit your request at least 2 weeks in advance to allow time for the approval process, however, we encourage you to submit your request as early as possible to guarantee availability.

Our rental program has become very popular and there is a limited number of terminals available.

Terminals are provided on a first come, first serve basis!

As of July 1, 2019, all rentals will be subject to a $5 rental fee, plus 2% of the transaction volume.

Need Help?

Submit a help desk ticket in Team Dynamics

In an effort to provide exceptional customer service and improve our response time to our users’ service requests, we have implemented a ticket system for the following service requests within the ITCS Help Desk ticket system, Team Dynamics:

- Add products to existing U-store
- Cellular POS Terminal Rental
- Password resets for TouchNet, Clientline, AMEX, Payeezy, and Clover
- New u-store request
- New, Update or Remove User (all eCommerce Systems)
- PCI Review Request (new system/process)
- PCI Support
- POS Terminal Order/Destruction

Submit a ticket here!