



MARCH 1, 2023
FISCAL
ADMINISTRATORS
MEETING

ARROW PAYMENTS
INTRODUCTION



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.**

Payment Card Processing at UVA

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.**

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