CampusCash Merchants,

As part of the CampusCash Program’s dedication to providing reliable, convenient processing and settlement of school flex funds in the off-campus setting, the CampusCash program wants to remind you as a CampusCash Merchant that Dial-Up processing of CampusCash transactions over phone lines also carrying DSL or Digital signals has never been an approved transaction method. This reminder is only for merchants processing over DIAL UP CONNECTION VIA PHONE LINE ONLY. Merchants transacting over the internet using IP connection are unaffected.

The reason the CampusCash Program is reminding the merchant base and reinforcing this message that dial up processing of CampusCash transactions over DSL phone lines is unsupported is because of an increasing prevalence of issues related directly to the nature of DSL phone lines. The issues related to dial up transactions over phone lines are: longer transaction times, transactions timing out, faulty double transactions, and a $0 balance issue. The $0 Balance issue is the issue of most concern as terminals transacting via dial up connection over DSL phone lines would receive a message back to the terminal beginning with 0 causing the terminal to print a receipt. In this instance, however, the transaction was not approved and the balance paid is $0. This leads to merchants releasing unpaid for goods and services.

With the increasing prevalence and breadth of issues related to dial up transactions over DSL phone lines, the CampusCash team wants to ensure there is clarity around the issues and that this transaction medium has never been approved or supported. The unreliability and lack of protocol for DSL phone lines virtually assures continued occurrence of current issues as well as new, unforeseen issues to arise. These issues will continue to hamper your ability to transact successfully. With this reminder of DSL/Digital phone lines being an unapproved transaction medium, we also want to remind merchants that any errors or unpaid transactions that occur while transacting along DSL/Digital phone lines or any other unapproved methods WILL NOT be funded or correct in any way by CampusCash or the partner school.

The CampusCash Program appreciates all merchants’ efforts to comply with the approved transaction methods. Your compliance will ensure continued successful transacting of school funds with the CampusCash program with minimal problems. Please review the Frequently Asked Questions below if you have any questions about dial up transactions over DSL phones lines. The CampusCash Program would like to thank you for being a CampusCash merchant and we look forward to continued success with you as a merchant.

Sincerely,

The CampusCash Program
Frequently Asked Questions

Q: Which CampusCash Merchants does this policy reminder affect?
A: This only relates to merchants transacting via dial up connection. Those merchants transacting over the internet via IP are unaffected.

Q: I am a merchant transacting via dial up connection. How do I confirm if I have DSL/Digital phone lines?
A: The best way is call your phone service provider and ask if you have DSL or digital phone lines. Another way to ask is if your phone lines are digital or carry a digital signal within them. If so, you will need to ask your provider to have an analog line and service brought to your location for your CampusCash terminal.

Q: What are the issues terminals encounter when they transact on DSL Phone lines?
A: The problems terminals encounter on DSL phones lines when they transact via dial up are as follows: Slow transaction time (in excess of 20 seconds), transactions timing out and dropping before completion, faulty errors which lead to double transaction processing, intermittent “Transmit Failed” errors, and a $0 balance issue that can be confused with an approved transaction.

Q: Why can’t CampusCash just make the terminal work? Why isn’t DSL an approved transaction medium?
A: In addition to the issues noted in the previous question, there is also the assured risk that another, unforeseen issue will emerge. This assured risk is due to the inherent nature of DSL phone lines and their lack of protocol for CampusCash to program against. Said another way, for the CampusCash team to program our application to cover DSL phone lines is like playing poker where every card could be wild. The CampusCash team is playing by the normal rules when programming the CampusCash application, and while we know the current “cards” (issues) that have shown themselves “wild” (problematic to our programming), there is no way for the CampusCash team to foresee the other “cards” (issues) that would turn “wild” (problematic to our programming) in the future.

Q: What are the approved transaction mediums for CampusCash program transacting?
A: The CampusCash program recognizes dial up transacting over analog phone lines or IP transaction over the internet as the approved transaction mediums.

Q: Can I continue transacting over DSL phone lines?
A: Yes, HOWEVER, as DSL phone lines are an unapproved transaction medium, at that point in time any merchant transacting via dial up over DSL phone lines will do so at their own risk. The CampusCash program will no longer reimburse unpaid transactions due to DSL issues and those merchants will expose themselves to the risks and impediments of slow transaction times and dropped transactions.