What do I do if credit card information is sent to me by email?

Tell Me

**IMPORTANT REMINDER**
Do not reply to the original email or forward it. Private highly restricted data cannot reside on the University servers and must be purged. It is absolutely against all credit card and University guidelines to send credit card information by email or to accept that information from someone outside of the University.

If you are sent credit card information by email, you must:

1. Obtain the email address of the sender and the date and time it was sent.
2. Permanently delete the email containing the sensitive data from your computer and associated files.

3. Create a new email to the sender.
4. State that the original email was received; however, the payment information could not be processed because University policy prohibits the acceptance of that information received via email.
5. Email eCommerce immediately at eCommerce@uncc.edu and send them:
   a. A statement that sensitive cardholder data was received by you (or the name of the mailbox that you monitor)
   b. The email address of the sender
   c. Date and time that the email was received
   d. Confirmation that the original email was permanently deleted from your computer and related systems.
6. If you forward the email before realizing the issue, notify the individual(s) on campus to whom it was forwarded and direct them to this FAQ.

Related FAQs

- May credit card information be stored in files or documents on my computer?
- When are eCommerce training sessions offered?
- Where do I get the required eCommerce reports to reconcile electronic payments?
- Are there fees associated with processing credit cards?
- Do I have to make a deposit for card transactions that process at the bank?