New Department Request for Merchant Number

All Merchants must review and meet FSM 8.14, Campus Merchant Agreement and Payment Card Industry-Data Security Standards (PCI-DSS). Please review, print out and return the Campus Merchant Agreement with this checklist (see attached). Allow four business weeks to obtain a merchant number from Bank of America (VISA/MC), American Express and Discover.

If applicable, all Point of Sale Terminals will be sent to merchant department. Merchant to contact Bank of America –First Data support line to obtain training at 1.800.430.7161. Once the Point of Sale (POS) equipment is received by department, please furnish Campus Bank & Merchant Services the equipment serial number and terminal id number.

There are costs and requirements associated with being a merchant. These costs depend on the type of merchant and include but are not limited to security compliance such as network scans, credit card interchange rates, possible set up fees, and monthly equipment fees. The requirements include designating a department point of contact as the Merchant Responsible Person (MRP) documenting PCI-DSS compliance, security awareness training and attending mandatory merchant meetings/trainings.

Click and type in shaded or box areas - **tab** to the next line.

Requesting Department Name: Click here to enter text.

Proposed New Merchant Location Name (12 characters): UA Click here to enter text.

Department Representative: Click here to enter text.

Phone No: Click here to enter text. Fax No.: Click here to enter text. Customer Service No.: Click here to enter text.

Email Address: Click here to enter text.

Physical Address: Click here to enter text.

Statement Address if different than above: Click here to enter text.

Shipping Address, if different than above: Click here to enter text.

If you have any questions, please contact the FSO-Bursar’s Campus Banking & Merchant Services liaison, Robbyn Lennon at 621-5781 for clarification and additional information.

1. How do you want to process Customer Credit Cards:

* Internet /Ecommerce: Yes or No - Choose an item.
  + Web site URL: Click here to enter text.
  + Are you utilizing a third party application?
    - Name: Click here to enter text..
  + Gateway: Click here to enter text.
    - Type of gateway interface (e.g. hosted order, etc.): Click here to enter text.
  + Department Site Consumer Data Privacy Policy link and text: Click here to enter text.
* Point of Sale (POS) Desktop Terminal ($36.00 per terminal per month): Yes or No- Choose an item.

1. Other than MasterCard/Visa, do you want to accept American Express or Discover? Click here to enter text.
2. Date Needed: Click here to enter text.
3. What will be your average ticket? Click here to enter text. Estimated annual volume? Click here to enter text.
4. Is the business seasonal? Click here to enter text.
5. What UAccess Financial numbers and Object Codes do you want the revenue and expenses deposited to:

* Revenue UAccess Financial#\_ Click here to enter text. Object Code Click here to enter text.
* Expenses UAccess Financial #\_ Click here to enter text.. Object Code Click here to enter text.

1. Department Merchant Contacts:

* Primary Contact (Merchant Responsible Person): Click here to enter text.. Phone: Click here to enter text. Email address: Click here to enter text.
* Business Office Contact: ): Click here to enter text. Phone: Click here to enter text. Email address: Click here to enter text.
* IT Contact (if applicable): Click here to enter text. Phone: Click here to enter text.. Email address: Click here to enter text.
* Fund Accountant Name: Click here to enter text. Phone: Click here to enter text. Email address: Click here to enter text.

1. If this site will be used for donations, please contact Jossi Bell at 621.9055 with The University of Arizona Foundation.

Are there any special considerations, concerns that we can address for you. Click here to enter text.

**Do not have your fund accountant sign**, FSO will obtain signature and approval of financial account numbers associated with this request.

**FSO Use Only:**

Fund Accountant Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

R:\Bursar\Shared\BankingServices\Campus Merchant (Credit Card) Information\Credit Card Rates , ADD Loc, & Information\ADLOC Forms 07/14

**Information Requirements**

|  |
| --- |
| 1. **Complete description of the goods or services offered**   Click here to enter text. |
| 1. **Returned merchandise and refund policy**   Click here to enter text. |
| 1. **Customer service contact including Electronic Mail Address and/or telephone**   Click here to enter text. |
| 1. **Transaction Currency (e.g. U.S. dollars, Canadian dollars)**   Click here to enter text. |
| 1. **Export of legal restrictions (if known)**   Click here to enter text. |
| 1. **Delivery Policy**   Click here to enter text. |
| 1. **Address of Merchant’s Outlet’s Permanent Establishment including Merchant’s Outlet Country:**   Click here to enter text.  **On the same screen view as the checkout screen used to present the total purchase amount OR within the sequence of Web pages the Cardholder accesses during the check-out process.** |
| 1. **Consumer Data Privacy Policy - contains**   **>What information is collected; With whom the information is shared; > How the customer can opt-out**  **Privacy Policy link:** Click here to enter text. |
| 1. **Security method for the transmission of payment data**   Click here to enter text. |

**Bank of America Fees/Pricing Schedule/ Agreement**

**Discover/AMEX Pricing**

* **Agreement Term- Dec. 2013 through March 2018**
  + **Pricing Method - Interchange Plus**
  + **Fee Collection Frequency - Monthly**
  + **Qualifying VS Interchange Level - CPS Retail**
  + **Qualifying MS Interchange Level l- Domestic Merit III**
  + **Qualifying DS Interchange Level - Retail**
* **Fees** 
  + **Discount Rate- .065%**
  + **Authorization Fees** 
    - **Discover and AMEX- $0.10 per authorization**
    - **Pin Debit- $0.10 per item fee**
  + **Voice Authorization - $0.50 per transaction**
  + **Cybersource- Gateway**
    - **Set up fee-$25.00**
    - **Per Transaction- $0.10**
    - **Monthly fee- $19.95**
  + **Cellular (Wireless) Fees**
    - **Set up: $40.00**
    - **Monthly : $15.00**
    - **Terminal lease: $44.00**
  + **Interchange Rates (published twice a year)**
    - **Includes MC/Visa interchange, Debit Network Fees, Visa Fixed Acquirer Network Fees, BANA CP MCIP/VSIP/DSIP, VS FANF PT++++**
  + **Interchange NET pricing - The University receives credits on refunds/credit transactions.**
  + **Clientline reporting, ACH fees, Chargeback fees, Paper statement fees- $0 - waived**
  + **Equipment fees ( for pricing of other terminals contact FSO Banking & Merchant Services)** 
    - **FD 130 POS swipe desktop terminal- $36.00**
    - **FD 400 Cellular (Wireless) terminal- $44.00**
    - **FD 35 Pin pad- $17.94**
* **PCI Status- Level II- Merchant- Annual QSA Validation required to be submitted with CAMPUS SAQ annually.**
* **Discover - State agreement- Discover retained the University- 1.75%**
* **AMEX- State agreement- 2.05%**

**CAMPUS MERCHANT BANK / CREDIT CARDS ACCEPTANCE AGREEMENT**

The University of Arizona provides a contract with Bank of America to supply the University units with the option to accept bank /credit cards to sell goods, and services to its customers (merchants). With this service, merchants are subject to, must understand and comply with all rules, regulations and contractual provisions regarding the handling of bank /credit cards. The merchant must comply with the rules, regulations, and compliance security dictated by the University and the bank/credit card industry. A merchant that fails to meet and comply with these standards may be subject to severe financial penalties. Merchant is responsible for all fees and network architecture required to meet compliance requirements (e.g. assessment questionnaires, system scanning and tests, Qualified Security Assessor validations review, etc.). Services through FSO-Bursar’s Banking & Merchant Services are available to assist merchants with completing the compliance requirements, training and documentation.

Merchant must designate a full time University employee who will have primary authority and responsibility for department/unit compliance of ecommerce and bank/credit card transaction processing. This individual will be referred to as the Merchant Responsible Person (MRP).

Campus merchants should be familiar with the following:

* Financial Services Manual (FSM) Policy 8.14 located at <http://policy.fso.arizona.edu/fsm/800/814>.
* Payment Card Industry- Data Security Standards (PCI-DSS) located at <https://www.pcisecuritystandards.org/merchants/> .
* University Information Security Policy located at <http://security.arizona.edu> .
* FSO- Banking & Merchant Services liaisons provide compliance guidance and supporting resources to insure that the University units understand and comply with regulations. Information is located online at <http://bursar.arizona.edu/departments/bankcard>.

**Please review and initial after each statement to acknowledge understanding and the intent to comply.**

1. Financial Services Manual Policy 8.14 which outlines Bank /Credit Card Acceptance Policy and Procedures:
   1. Annually review policy to insure merchant compliance with bankcard/credit card department procedures and required documentation.
   2. Attend all mandatory campus merchant meetings.
   3. Reconcile and review monthly merchant statements for accuracy and report any adjustments needed within sixty (60) days of statement date to FSO-Bursar Campus Banking & Merchant Services. \_\_\_\_\_\_\_\_(initial)
2. Payment Card Industry Standards Program:
   1. Annually complete and comply with the PCI-DSS Self-Assessment Questionnaire (SAQ) appropriate to the unit’s bank card/credit card mode of acceptance (e.g. terminal, register, ecommerce) located online through the Campus Qualified Assessor console.
   2. Merchant will work with the payment ecommerce gateway providers to perform the appropriate network scans required for merchant’s mode of acceptance.
   3. Maintain PCI-DSS compliance documentation for annual Qualified Security Assessor’s (QSA) or FSO-Bursar’s audits/validation of compliance.

\_\_\_\_\_\_\_\_ (initial)

1. Security Compromise:
2. Immediately report all suspected and/or confirmed bank card/credit card compromises to the University Information Security and FSO-Bursar’s Campus Banking & Merchant Services liaison per instructions located at http:// security.arizona.edu/report-incident.
3. Direct any questions regarding compromise to FSO-Bursar Campus Banking & Merchant Services or the Information Security Office. \_\_\_\_\_\_\_\_ (initial)
4. Merchant Services:
   1. Notify FSO-Bursar Campus Banking & Merchant Services of any department merchant/unit’s changes such as department contacts, software applications or merchant acceptance mode.
   2. Contact FSO-Bursar Campus Banking & Merchant Services to facilitate all equipment leasing/purchasing and return of equipment. \_\_\_\_\_\_\_\_ (initial)

I understand and agree to comply with the above:

Merchant Name: \_\_\_\_\_\_

Merchant Responsible Person Name/Title:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Phone and Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: Date: \_\_\_\_\_\_\_\_\_\_\_\_

Department/Unit Head Name/Title: \_\_\_\_\_\_

Signature: Date: \_\_\_\_\_\_\_\_\_\_\_\_\_