**RESOURCES**

**Cardholder Merchant Agreement and Request Form**

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***Revised: 11/14/2018***

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| 1. **MERCHANT NAME:**   **24 Character limit on name**  *The merchant name will print on customers’ monthly statements. It must be a name the customer will recognize.*  **MERCHANT NAME***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*  **MERCHANT NUMBER\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  *(If merchant already exists and you are updating)* | 1. **BUSINESS LOCATION AND CONTACT INFORMATION** 2. Contact Name: 3. Contact e-mail: 4. Phone #: 5. Fax #: 6. Business Address (**24 Character limit)**: 7. City, State, Zip: |
| 1. **PCI COMPLIANCE CONTACT (If using the Internet for payment processing, ALSO list IT contact for PCI, Payment Card Industry, compliance.** 2. Contact name: 3. Contact e-mail: 4. Phone #: | 1. **ACCOUNTING AND RECONCILING – Person responsible for reconciliation of the account:** 2. Contact name: 3. Contact e-mail: 4. Phone #: |
| 1. **INDICATE METHOD OF CREDIT CARD PROCESSING.** 2. Terminal – connected to analog phone line 3. **P2PE** Terminal – IP connection 4. Terminal – Cellular 5. Online – TouchNet hosted 6. Online – TouchNet gateway 7. Online – Authorize.net gateway 8. Other - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | 1. **INFORMATION ABOUT YOUR BUSINESS** 2. Please indicate if you will be accepting payments for the following services by checking the box. This is important to set up your account for the lowest credit and debit card merchant rates. 3. Accepting flexible spending medical cards? 4. Restaurant accepting tips? 5. Hotel? |
| 1. **TERMINAL ORDER** 2. Number of terminals ordered: 3. Terminal Type 4. Chase Ingenico MOVE 5000 **4G** ($399.00) 5. Bluefin **P2PE** PAX A80 ($353.00) 6. Chase DX8000 **4G** ($499.00) 7. Using existing terminal, indicate manufacturer’s name and model: | 1. **Information about your Business (cont.)**   1. Approximate annual and average sales  volume:   1. Annual Visa/MasterCard sales? 2. Average visa/MasterCard ticket? 3. Annual Discover sales? 4. Average Discover ticket? 5. Services or products you sell? |
| 1. **CHARTFIELD INFORMATION AND TERMINAL SETUP:** 2. **REVENUE:**   MO Code:  PS ACCOUNT:   1. **FEES:**   MO Code:  PS ACCOUNT is 743700 by default   1. **TERMINAL SETUP**   Invoice Number, ON or OFF  Dial prefix required, YES or NO  If YES, what is the dial prefix? \_\_\_\_\_\_  Auto Close, YES or NO  If YES, what is the auto close time?  \_\_\_\_\_\_\_ | 1. **MERCHANT AGREEMENT:**   I have read the [University Credit Card Policy](https://sharepoint.umsystem.edu/sites/uminfopoint/media/fa/treasurer/credit_cards/Credit_Card_Policy.docx?d=we18ee794de464d918d363432a2e1df5f) and agree to the responsibilities, policies, and procedures established by the Office of the Treasurer. [I am aware of all fees associated with establishing a merchant account and all potential transaction fees. I understand that fees will continue to be assessed until I notify the Treasurer’s Office in writing to cancel the merchant account](http://www.umsystem.edu/ums/fa/treasurer/credit_card_costs). I understand it is my responsibility to supervise the activity of card processors and report to the Office of the Treasurer in writing any breach of cardholder data and to immediately remedy such breach. I also agree to communicate the applicable Payment card Industry (PCI) Data Security Standards (DSS) to my staff and supervise the required annual and system scan, if required. If the cardholder data environment changes after the merchant is established the merchant agrees to have a QSA review the process prior to implementation.  **Signature Merchant Contact**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Print name of Merchant Contact**  **Date:** |
| ***For use by Office of the Treasurer***  Visa/MC/Discover #:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **American Express #:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | |

***Items of Importance to set up your merchant account:***

* **Questions** – If you have any questions, call John Layman at 573-882-3318 at the Office of the Treasurer. Fax or e-mail this completed form. Fax # 573-882-6595.
* **Phone Line or IP** – To order a phone line to process credit card transactions, contact Telecom at 573-882-5000 (Columbia), Information Technology at 573-341-4357 (MO S&T), Information Technology at 314-516-5000 (UMSL), and Information Services at 816-235-2608 (UMKC).
* **Merchant Account Timeline** – Please allow fifteen (15) business days to set up a merchant account.
* **PCI, Payment Card Industry, Compliance –** The credit and debit card industry formed a council called the Payment Card Industry (PCI) Council which includes Visa, MasterCard, American Express, and Discover. The PCI Council developed Data Security Standards (DSS) to assure consumers that using credit and debit cards are secure. Merchants accepting credit and debit card payments are required to comply with these standards. The applicable security standards depend on the method of processing credit card payments. For more information, please refer to the [University Credit Card Policy](https://sharepoint.umsystem.edu/sites/uminfopoint/media/fa/treasurer/credit_cards/Credit_Card_Policy.docx?d=we18ee794de464d918d363432a2e1df5f) or contact the Office of the Treasurer.
* **Chart field Information –** Automated journal entries will be made for merchants’ credit and debit card transactions and fees based on the Organization, Fund, and Account number provided. Test transactions should be done when setting up an account or when processing changes are made to your account to insure that automated journal entries are recorded. Also see Reconciliation.
* **Online processing, Software, and Service Providers** – Please contact the Office of the Treasurer for assistance regarding approved methods to process cardholder transactions using online processing, software to process payments, cellular terminals, and contracting with third party PCI service providers.
* [**Credit and Debit Card Fees**](http://www.umsystem.edu/ums/fa/treasurer/credit_card_costs)– There are three types of fees: fees charged by the card brands, transaction fees charged by our Acquiring Bank, Commerce Bank, and, if applicable, fees to process online payments.

1. **Fees charged by the card brands – Visa, MasterCard, American Express, and Discover.**
2. **Visa, MasterCard, and Discover Fees** – approximately 2.0%+ per transaction. Fees are based on the type of credit or debit card presented and are referred to as interchange fees. Generally the rate will be lower for debit card transactions and basic consumer credit card transactions. The rate will be higher for Corporate, Commercial, Reward, Enhanced, World, Foreign and Signature Preferred credit cards as these have reward programs and, therefore, higher fees are charged to the merchant.
3. **American Express Fees** – The American Express rate is a flat rate of 2.3% per transaction.
4. **Transaction processing Fees -** Our Acquiring Bank charges a transaction fee to authorize and settle credit and debit card payments. In addition, they provide statement and transaction information for our merchants.
5. **Internet Online Processing**
6. **Hosted Order Page Rates and Service Providers** – Online service providers charge a one-time set-up fee for the Hosted Order Page and monthly transaction fees.

* **Training on Terminal Processing and Settlement of funds–** Contact Commerce Bank Merchant Services, 800-828-1629, for terminal training. All terminals should be settled at the end of each business day. If you program your terminal to “auto-settle” at the end of a business day, print a settlement report to verify transactions were processed.
* **Reconciliation–** Daily, or at a minimum, monthly reconciliation MUST be completed. Merchant transactions must be reconciled to PeopleSoft to insure deposits are made to the University bank account and to the correct chart field. Monthly statements and daily transaction detail are provided by our Acquiring Bank using an online tool, “My Client Line” (contact the Treasurer’s office, 573-882-3318, to sign up.) Merchants processing using a stand-alone terminal can also obtain daily settlement reports from the terminal.