



## E-Commerce/MarketPlace Agreement/Application

This Agreement and Application covers, the use of Clayton State University and TouchNet systems supporting online credit card transactions. Please read the following user agreement, and sign below.

### FEES

The card brands (VISA, MasterCard, Discover and American Express) charge a fee for using their payment networks. The exact fee varies by the type of card the customer uses (rewards, corporate, etc.) and consequently changes from month to month. It generally ranges from 2-4% of your transactions, so we recommend reserving up to 5% of your transactions for credit card fees. Once a month this expense is charged to a GL account of your choosing. You will receive a receipt or a notification for the amount charged to your GL account.

- Clayton State University also incurs an expense for utilizing the e-commerce system currently operated and maintained by TouchNet.
- You acknowledge that fees are NOT automatically added to the amount of any transaction. It is your responsibility to incorporate the cost of doing business in the price of your goods and maintain sufficient funds in your GL billing account.
- Credit card chargebacks can also occur against your account. Chargebacks are credit card transactions that your customer has disputed with his credit card company and subsequently has requested a refund from the company.
- You may be required to setup a Merchant Identification for your uPay or uStore site based on volume.
- All direct customer communication is the responsibility of the Department.

The Department and each authorized employee is required to follow the University’s PCI policy, undergo training and agree to the following:

### SECURITY

- Access is granted through user ID and password security system.
- Do not share user ID or password.
- User must change password received upon initial login.
- Log out of database if computer is to be unattended by the authorized user.
- Do not share confidential information about a customer (i.e. address, phone, etc.)
- Do not enter a customer’s credit card number into your web store on their behalf or write down, or record a customer’s credit card information.
- Please verify all totals before finalizing the transaction or submitting any refund.
- Do not attempt to refund more than the original amount of the transaction.
- Do not allow unauthorized users to process refunds with authorized user’s login.
- To provide appropriate oversight on the transaction, refunds must not be processed by the same person that processed the order.
- For issues related to passwords, please contact the Bursar’s Office. If an authorized user changes employment or job responsibilities, the Bursar’s Office must be notified immediately.
- If a security violation occurs, your access maybe restricted.

### SIGNATURES

Please sign below and keep a copy of this agreement for your records.

Store Requestor \_\_\_\_\_ (Print Name) \_\_\_\_\_ (Signature) \_\_\_\_\_ (Date)

Dept. Supervisor \_\_\_\_\_ (Print Name) \_\_\_\_\_ (Signature) \_\_\_\_\_ (Date)



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Department/Office Name: \_\_\_\_\_ Dept. Store Manager: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Name/Role Requested for Other Department Users: \_\_\_\_\_

How do you plan to process these payments? (Check all that apply) \_\_\_\_\_ In-Person \_\_\_\_\_ Fax \_\_\_\_\_ Internet \_\_\_\_\_ Phone

Which MarketPlace type: \_\_\_\_\_ uPay \_\_\_\_\_ uStore

Describe the purpose for the MarketPlace site: \_\_\_\_\_

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

Estimated Activity or volume: \_\_\_\_\_

Desired go-live date: \_\_\_\_\_

**NOTE: Start early the process can take up to 60 days to setup.**

**Site Managers:**

Each uPay or uStore can have two site managers who can access reports and process refunds.

**NOTE: Each site manager and employee is also required to fill out and sign an E-Commerce User Agreement, and undergo Annual Training.**

\_\_\_\_\_  
Primary Manager Phone # Email

\_\_\_\_\_  
Back-up Manager Phone # Email

**MarketPlace Accounting Detail Code:**

Each MarketPlace site must have a Banner Detail Code for the account to which payment transactions are posted.

- Contact the Budget Office if needing a new account setup.
- After Approval complete the Detail Code Request <http://www.clayton.edu/bursar/Forms>

**Business Office Use**

\_\_\_\_\_ Denied \_\_\_\_\_ Request Approved \_\_\_\_\_ Request Approved as revised

\_\_\_\_\_  
Signature