

**Overview:**  
All university departments must obtain approval from the NDSU's Customer Account Services department prior to accepting credit card payments. Credit card and other transactions processed electronically are covered under NDSU's Electronic Financial Transaction Policy and Procedure in Section 509. If this request is to add a terminal under an existing Merchant ID, please allow at least 2 weeks for processing. For new merchant accounts/terminals, please allow at least 30 days.

**Applicant/Department:**  
College/Department/DBA Name: \_\_\_\_\_  
Department Head: \_\_\_\_\_ Dept #: \_\_\_\_\_  
Department Contact Name: \_\_\_\_\_ Existing Merchant ID (if applicable): \_\_\_\_\_  
Contact Phone: \_\_\_\_\_ Contact E-Mail: \_\_\_\_\_ Telephone (for receipts): \_\_\_\_\_

Type of merchandise sold and/or services rendered (please be specific): \_\_\_\_\_  
  
Tentative date for implementation: \_\_\_\_\_ Number of terminals requested: \_\_\_\_\_

**Please indicate the payment methods you are planning on accepting:**  
 Visa/Mastercard  American Express  Discover  
Estimated annual credit card sales volume: \_\_\_\_\_ Average ticket amount: \_\_\_\_\_  
Card Processing Method: Please note per NDSU Procedure 509, payments may only be processed in person or via phone.  
Percentage of transactions swiped: \_\_\_\_\_% Phone order: \_\_\_\_\_%

On a yearly basis and upon set-up, all merchant accounts must complete a PCI-Compliance Self-Assessment Questionnaire.  
The Dean/Vice President or Department Head will be responsible to ensure that departmental credit card and electronic fund transactions will comply with all of the requirements of NDSU Policy 509. This responsibility cannot be delegated. However, the responsibility for implementing procedures governing the operation of the credit card and electronic fund transactions may be delegated to qualified individuals.

**Please list individuals responsible for maintaining the operation of credit card and electronic fund transactions.**  
**These individuals must complete [PCI Manager Training](#).**

Name: _____	Empl ID: _____	Position Title: _____
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Name: _____	Empl ID: _____	Position Title: _____
Name: _____	Empl ID: _____	Position Title: _____

**Please list individuals who may take credit card information over the phone or counter.**  
**These individuals must complete [Credit Card Training](#).**

Name: _____	Empl ID: _____	Position Title: _____
Name: _____	Empl ID: _____	Position Title: _____
Name: _____	Empl ID: _____	Position Title: _____
Name: _____	Empl ID: _____	Position Title: _____
Name: _____	Empl ID: _____	Position Title: _____
Name: _____	Empl ID: _____	Position Title: _____
Name: _____	Empl ID: _____	Position Title: _____

**Processing Sales - Capture of minimum required sales information**

Each department that receives approval to accept credit card payments through a dial-up credit card machine must, at minimum, retain the following information from each customer transaction:

- Description of item(s) purchased
- Amount of purchase
- Customer name
- Mailing address
- Sales tax, if applicable
- Total amount charged

Additionally, recommended transaction format features include capture of card user name (if other than card holder). For security purposes, customer card numbers must not be retained on NDSU administrative systems.

**Disputed Transaction Sales**

If a card holder disputes a sale transaction, the Bank of North Dakota will contact Customer Account Services; who will contact the department for any and all pertinent information related to the transaction. The department will be responsible to review the records and/or contact the customer directly to address the dispute. If the dispute is not resolved in ten business days, NDSU will be charged for the transaction. Upon notice of charges for unsettled disputes, NDSU will transfer the charge back to the department's account.

**Credits/Refunds**

For transactions initiated through a dial-up credit card machine, the selling department will process any credits/refund but must have adequate security controls in place to authorize such transactions. (see Separation of Duties below)

**Recording Sales Transactions**

Credit card transactions are recorded electronically to department, fund and account code each month according to the information provided by the department to Customer Account Services. Credit card transactions will be assessed a credit card processing fee which will be allocated directly to the department. The Accounting office processes these fees.

**Reconciliations**

Departments must reconcile sales transactions captured through their credit card terminals with transactions posted to the university record.

Departments will provide, by Tuesday of each week, a sales report for the week preceding. At the end of each month, the report for the final week is due by the 3rd business day of the following month. should the month end in the middle of the week, that week must be split between each month and 2 reports should be provided for that week.

If a department discovers that sales transactions are missing, duplicated, or incorrectly posted, the staff member responsible for reconciling the accounts must contact Customer Account Services for assistance in resolving the errors.

**Separation of Duties**

In instances where duties cannot be fully segregated, departments must establish compensating internal controls that are intended to reduce the risk of an existing or potential control weakness.

**Additional Resources**

Please refer to Policy 509 and related procedure for more specific information, including data transmission storage and retention.

\_\_\_\_\_  
Dept Head Signature

\_\_\_\_\_  
Date

**Approval for Dial-up Credit Card Machine**

Approved     Denied

Customer Account Services Representative: \_\_\_\_\_ Date: \_\_\_\_\_

Merchant ID: \_\_\_\_\_

Customer Account Services Director: \_\_\_\_\_

Route this form to : Customer Account Services Ceres Hall 302 Dept 3110 Phone (701) 231-7545
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