

**Overview:**

All university departments must obtain approval from the NDSU's Customer Account Services department prior to setting up a Marketplace store and accepting credit card and/or electronic fund transactions. Credit card and other transactions processed electronically are covered under NDSU's Electronic Financial Transaction Policy and Procedure in Section 509.

**Applicant:**

College/Department: \_\_\_\_\_ Dept #: \_\_\_\_\_

Department Head: \_\_\_\_\_

Department Contact Name: \_\_\_\_\_

Contact Phone: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Type of merchandise sold and/or services rendered (please be specific):

Tentative date for implementation: \_\_\_\_\_

**Default funding to be use:**

Fund: \_\_\_\_\_ Dept #: \_\_\_\_\_ Account: \_\_\_\_\_ Program (if applicable): \_\_\_\_\_ Project (if applicable): \_\_\_\_\_

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 Marketplace Store.  
These individuals must complete Credit Card Training quiz.**

Name: \_\_\_\_\_ Empl ID: \_\_\_\_\_ Position Title: \_\_\_\_\_

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**Recording Sales Transactions**

Credit card and electronic fund transactions are recorded electronically to department, fund and account code based on each transaction. Credit card transactions will be assessed a credit card processing fee which will be allocated directly to the department.

**Credits/Refunds**

For transactions initiated through TouchNet Marketplace, credits/refunds to customers' accounts will be processed through Customer Account Services. Such adjustments to a customer's account will be processed only upon the written (e-mail) request of the selling department.

**Reconciliations**

Departments must reconcile sales transactions captured through their online storefronts with transactions posted to the university record.

Departments will provide, within the first 5 business days of each month, a sales report for the month preceding with appropriate fund information.

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.

**Disputed Transaction Sales**

If a card holder disputes a sale transaction, the Bank of North Dakota will contact the department. The department will be responsible to review the records and/or contact the customer directly to address the dispute. The department will provide all pertinent information related to the card holder's account to Bank of North Dakota. 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.

**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 document for more specific information, including data transmission, storage, and retention.

**Approval:**

Stores depositing into grant funds must also obtain approval from the Grant and Contracts office prior to submitting to Customer Account Services. Units affiliated with agriculture must obtain approval from the Ag Budget office, prior to submitting to Customer Account Services.

Dept Head Printed Name \_\_\_\_\_

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

Additional Approval Printed Name \_\_\_\_\_

Additional Approval Signature \_\_\_\_\_ Date \_\_\_\_\_

**Approval for TouchNet's MarketPlace**

Approved  Denied

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

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

Site ID#: \_\_\_\_\_

Storefront Name Assigned: \_\_\_\_\_

Customer Account Services Director/Assoc. Director: \_\_\_\_\_

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